COMMUNITY HOMELESSNESS REPORT SUMMARY

North Bay Nipissing

2023-2024

The Community Homelessness Report (CHR) is an annual Reaching Home reporting deliverable that supports communities to prevent and reduce homelessness using a more coordinated, systems-based and data-driven response. The CHR was designed to support local discussions and decision making, using all of the information about homelessness currently available at the community level. Communities are encouraged to use their CHR data to develop clear plans of action that help them to reach their homelessness reduction targets and to leverage the collective efforts of service providers working across the community, regardless of how they are funded.

This is a summary of the CHR for the 2023-24 reporting cycle. It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:
• meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
• community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
• an Outcomes-Based Approach (tracking community-level outcomes and progress against targets using person-specific data; see Section 3).
If the community was able to report on outcomes and targets, this CHR Summary also includes results for each of the five core outcomes of Reaching Home (see Section 4).

Section 1. Community Context – Collaboration between Indigenous and Non-Indigenous Partners

a) Specific to Coordinated Access, the HMIS and the Outcomes-Based Approach, has there been ongoing, meaningful collaboration between the DC CE and local Indigenous organizations, including those that sit on your CAB, over the reporting period?

→ Coordinated Access:	Yes
→ HMIS:	Yes
→ Outcomes-Based Approach:	Yes

Describe this collaboration in more detail.

Collaboration is ongoing. The North Bay Indigenous Friendship Centre and True Self Debwewendizwin are both Coordinated Access Network (CAN) agencies and their leadership sit at both the CAB and the CAN Executive tables. Indigenous perspectives have been intrinsic to the planning with Built for Zero and with the CAB. True Self worked with the NBIFC, the CE and other CAN Partner agencies to submit an application to be part of the PATH Project. Although unsuccessful, the intention is to use the PATH principles in redesigning our community's Homelessness Information Assessment, which is the locally developed assessment tool used to inform our homelessness priority matrix.

a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the local Indigenous organizations, including those that sit on your CAB?	Yes

Describe this collaboration in more detail.

Collaboration is ongoing. The North Bay Indigenous Friendship Centre and True Self Debwewendizwin are both Coordinated Access Network (CAN) agencies and their leadership sit at both the Community Advisory Board (CAB) and the CAN Executive tables. Indigenous partners were involved in all discussion about the Community Homelessness Report as members of the CAB.

Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment
Section 2 Summary Tables
The table below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements for Coordinated Access and an HMIS under the 2019-2024 Reaching Home funding cycle.

	Completed	Started	Not Yet Started
Number of minimum requirements	18	0	0

The table below shows the percentage of minimum requirements completed for each core Coordinated Access component.

Governance and Partnerships	HMIS	Access Points to Service	Triage and Assessment	Resource Inventory	Vacancy Matching and Referral with Prioritization
100%	100%	100%	100%	100%	100%

Section 2 Summary Comment
Highlight efforts and/or issues related to the work your community has done over the last year related to the Reaching Home minimum requirements for Coordinated Access and an HMIS.
Over the 2023-24 fiscal year, Nipissing has made significant strides in solidifying processes and commitments in the goal to reach functional zero for homelessness: •Established a baseline for our Quality By-Name List data and began reporting to the Community Advisory Board on a monthly basis •Confirmed the commitment to being a "Data-driven" community •Added Veteran Homelessness to the community's priorities. •Committed to continue with Built for Zero •Initiated weekly "action-based" case conferencing

Section 3. Outcomes-Based Approach Self-Assessment
Section 3 Summary Table
The tables below provide a summary of the work your community has done so far to transition to an Outcomes-Based Approach under the 2019-2024 Reaching Home funding cycle.

Step 1: Maintain person-specific data	Step 2: Maintain real-time data	Step 3: Maintain comprehensive data
Yes	Yes	Yes

Step 4: Can report monthly outcomes and set targets using data (reporting monthly data in Section 4 is mandatory for 2023-24 CHRs)			
Dataset was in place as of January 1, 2024 (or earlier)	**Can generate monthly data**	**Has set targets**	**Has an Outcomes-Based Approach in place**
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Step 4: Can report annual outcomes and set targets using data (reporting annual data in Section 4 is mandatory once annual data can be generated)			
Dataset was in place as of April 1, 2023 (or earlier)	**Can generate annual data**	**Has set targets**	**Has an Outcomes-Based Approach in place**
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Summary Comment
Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home.
Although the effects of our actions are not yet clearly defined in the data, the community continues to develop structures around the Outcomes-Based Approach. Through data, we are currently confident that we can track the inflow and outflow to and from homelessness. Outcomes are generated through a live connection between HIFIS and Tableau. We continue to encourage all Coordinated Access Nipissing Community Partners to own their own quality improvement and contributory processes and all agencies have access within HIFIS to reports that were designed to their needs. This has added to the commitment to data-based improvements and our Outcomes-Based Approach.

Additional information - Timely data
Once new information is available about a person, on average, how long does it take for changes to be updated in the database for the following:

→ Interaction with the system (e.g., changes from "active" to "inactive")?	Within 24 hours
→ Housing history (e.g., changes from "homeless" to "housed")?	Within 24 hours
→ Data that is relevant and necessary for Coordinated Access (e.g., data used to determine who is eligible and can be prioritized for a vacancy)?	Within 24 hours

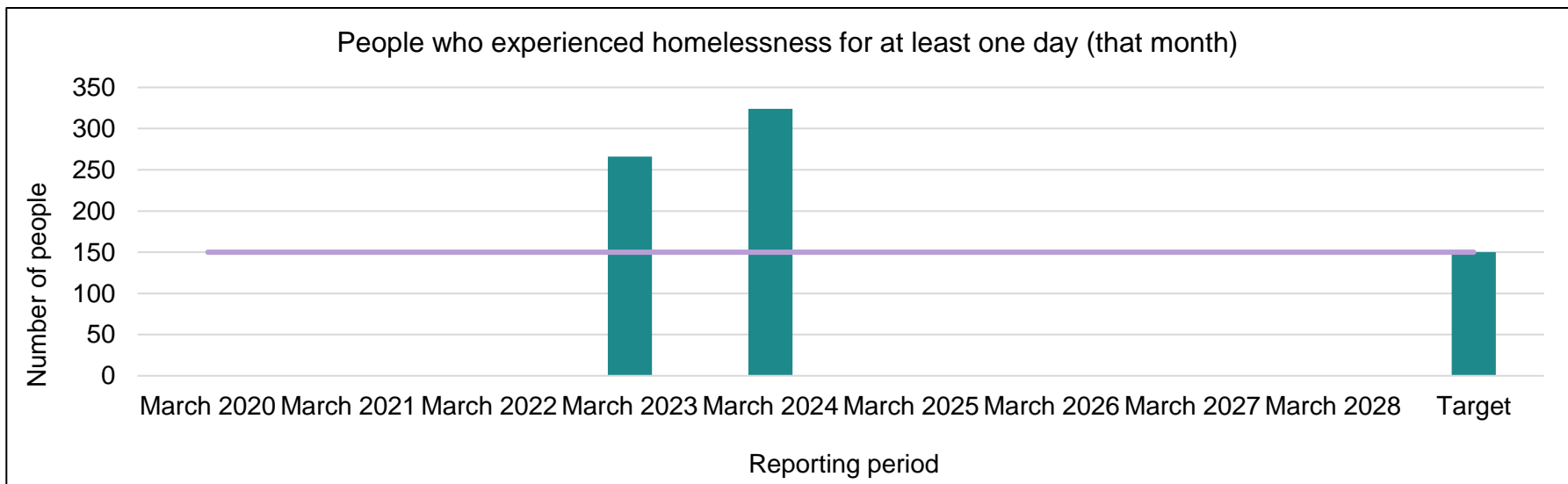| Additional information - Data collection and entry processes |
|---|
| Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database. |
| HIFIS is used on a daily basis for all service interactions. It is also used collaboratively for all CAN processes including action-based case-conferencing and resource matching. |

Section 4. Community-Level Outcomes and Targets – Monthly

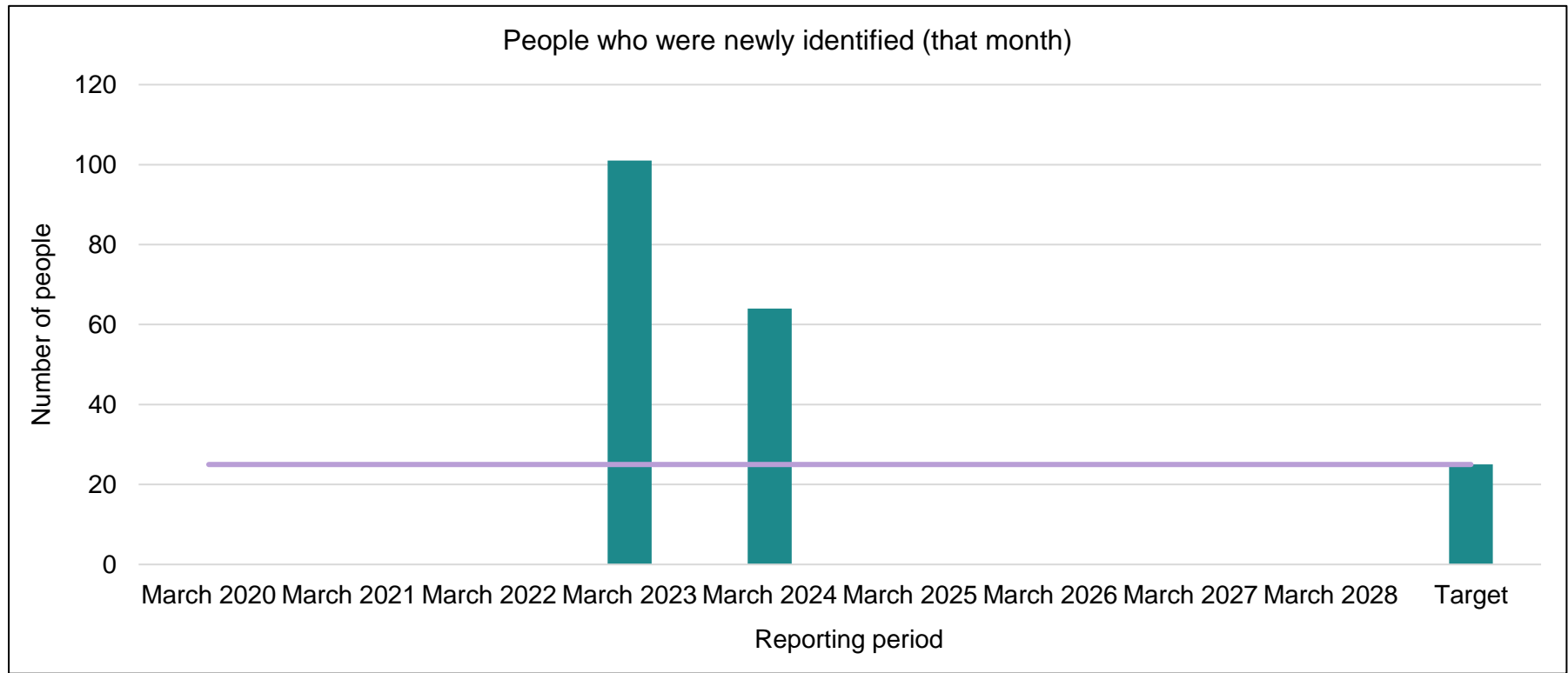### Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)				266	324					150

People who experienced homelessness for at least one day (that month)

O#1(M)

What is your baseline year?	March 2024

Overall homelessness will decrease by 54% between March 2024 and March 2028.

How was this Outcome generated?	Other process/tool

This outcome was generated through a live connection between HIFIS and Tableau, using housing information in HIFIS_HouseTypes and client activity information and changes to determine the number of clients who were active and homeless for at least one day in March.

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed

Has the target you set changed from your previous CHR?	Yes, the target has changed

Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

The data has changed because the data cleaning and analysis process has changed. We now use a live data connection to Tableau instead of running the canned CHR report in HIFIS due to some discrepancies between the data included in the canned report and the data we're seeing from the live connection.

Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)
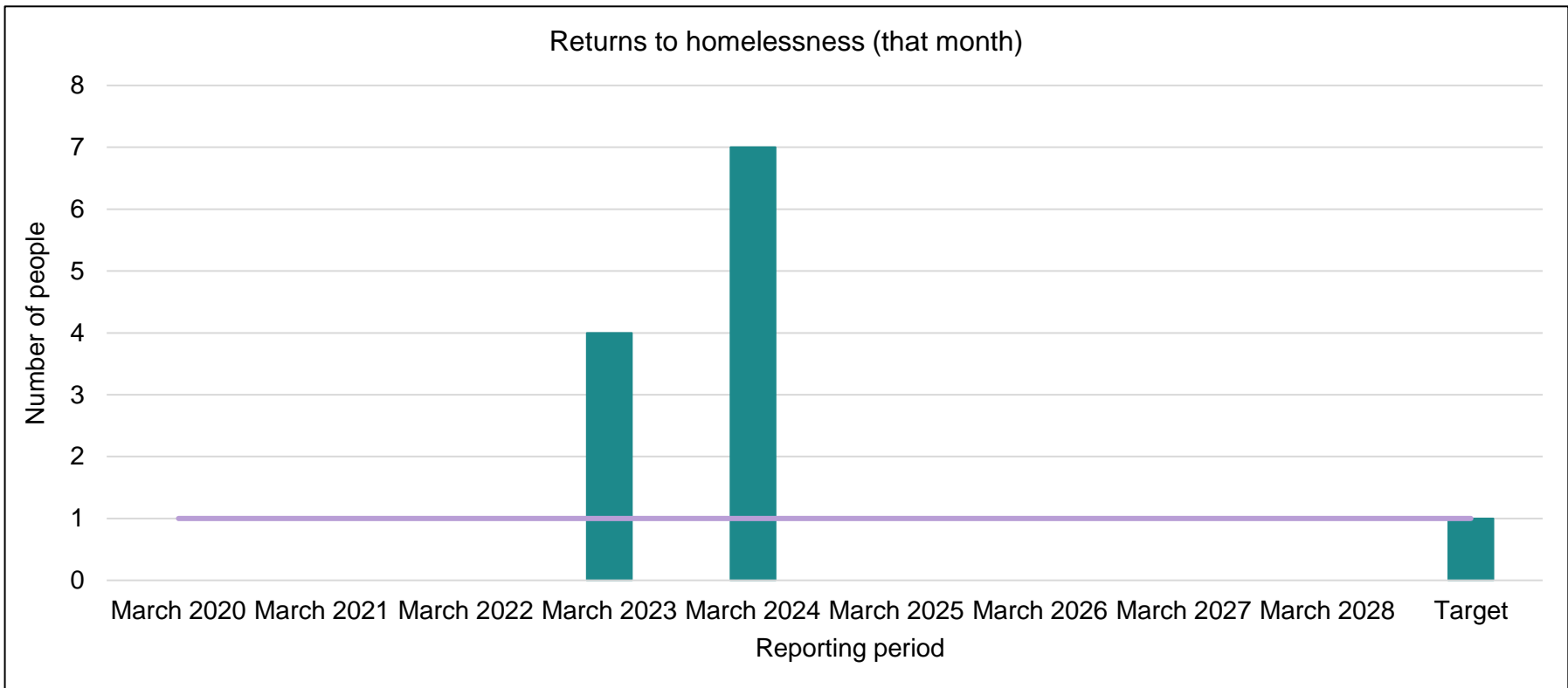
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)				101	64					25

People who were newly identified (that month)

O#2(M)

What is your baseline year?	March 2024

New inflows to homelessness will decrease by 61% between March 2024 and March 2028.

How was this Outcome generated?	Other process/tool

This outcome was generated through a live connection between HIFIS and Tableau, using housing information in HIFIS_HouseTypes and client activity information and changes to determine the number of clients who were active and homeless for at least one day in March.

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed

Has the target you set changed from your previous CHR?	Yes, the target has changed

Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

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Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)
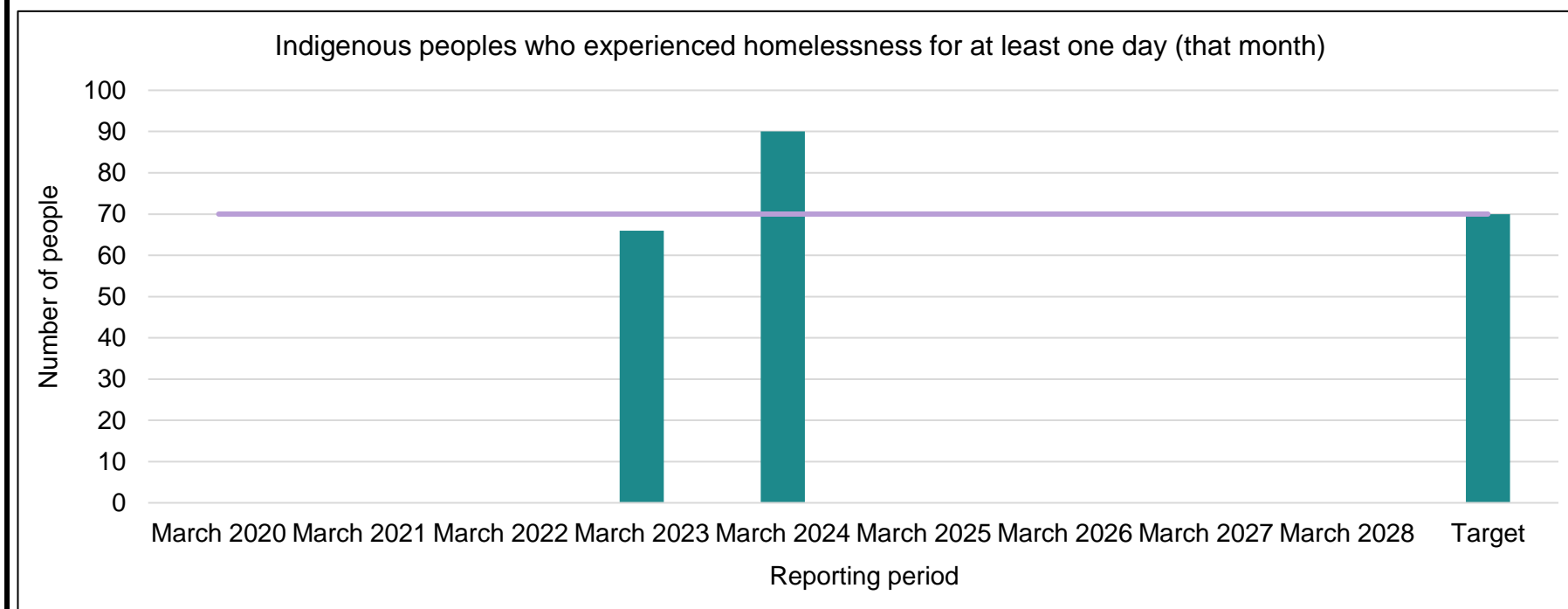
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)				4	7					1

Returns to homelessness (that month)

O#3(M)	What is your baseline year?	March 2024
	Returns to homelessness will decrease by 86% between March 2024 and March 2028.	
	How was this Outcome generated?	Other process/tool
	This outcome was generated through a live connection between HIFIS and Tableau, using housing information in HIFIS_HouseTypes and client activity information and changes to determine the number of clients who were active and homeless for at least one day in March.	
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Please use the following comment box to provide context on your data.	
	The data has changed because the data cleaning and analysis process has changed. We now use a live data connection to Tableau instead of running the canned CHR report in HIFIS due to some discrepancies between the data included in the canned report and the data we're seeing from the live connection.	

Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)
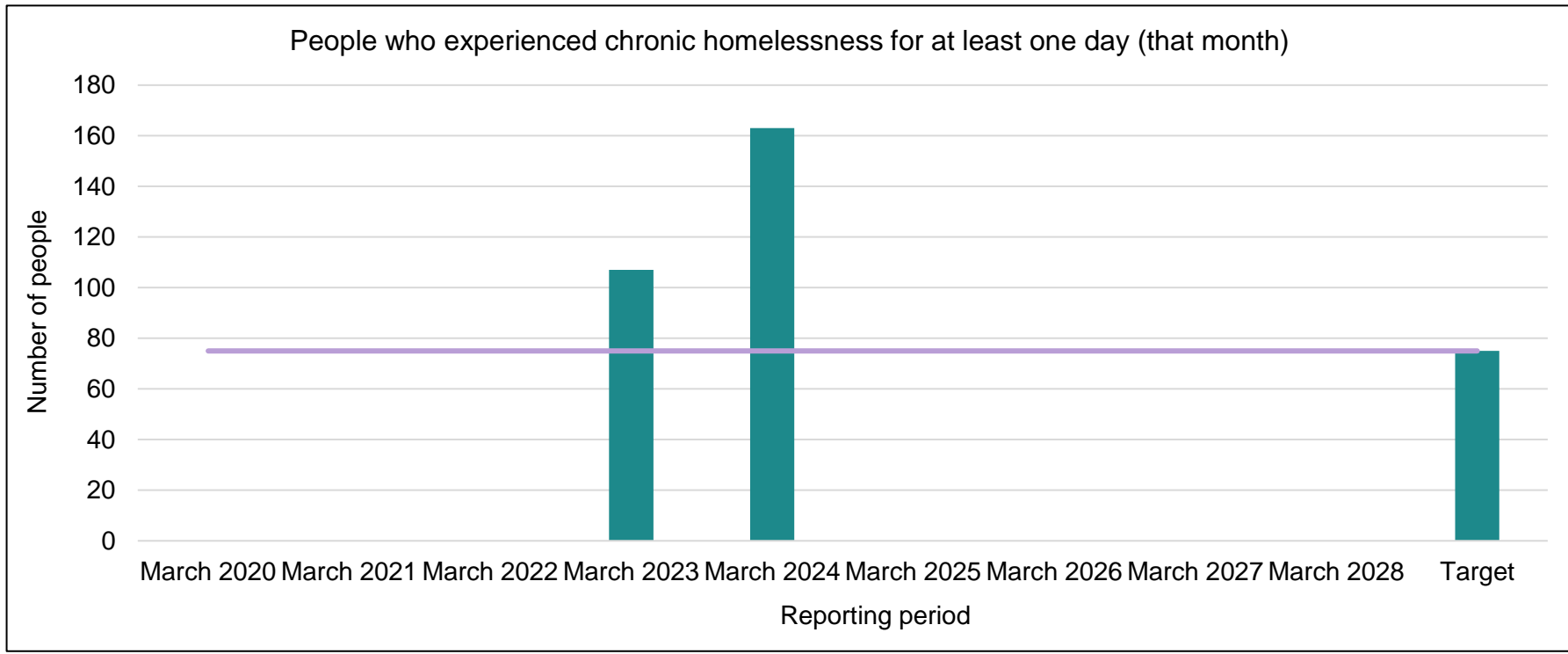
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)				66	90					70

Indigenous peoples who experienced homelessness for at least one day (that month)

O#4(M)

What is your baseline year?	March 2024

Indigenous homelessness will decrease by 22% between March 2024 and March 2028.

How was this Outcome generated?	Other process/tool

This outcome was generated through a live connection between HIFIS and Tableau, using housing information in HIFIS_HouseTypes and client activity information and changes to determine the number of clients who were active and homeless for at least one day in March.

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed

Has the target you set changed from your previous CHR?	Yes, the target has changed

Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	Yes

Please use the following comment box to provide context on your data.

The data has changed because the data cleaning and analysis process has changed. We now use a live data connection to Tableau instead of running the canned CHR report in HIFIS due to some discrepancies between the data included in the canned report and the data we're seeing from the live connection.

Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced chronic homelessness for at least one day (that month)				107	163					75

People who experienced chronic homelessness for at least one day (that month)

O#5(M)

What is your baseline year?	March 2024

> **Chronic homelessness will decrease by 54% between March 2024 and March 2028.**

How was this Outcome generated?	Other process/tool

This outcome was generated through a live connection between HIFIS and Tableau, using housing information in HIFIS_HouseTypes and client activity information and changes to determine the number of clients who were active and homeless for at least one day in March.

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

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f) What definition of "chronic homelessness" does your community use to calculate this Outcome?

A client is chronically homeless if they have experienced 180 or more days of homelessness over the past year or 546 days of homelessness over the past 3 years. Homelessness includes different homeless housing types such as 'Makeshift/Street' or 'Encampment' as well as transitional locations with no fixed address. Homelessness also includes stays at long term shelters such as Four Elms and Overflow shelters.

Section 4. Community-Level Outcomes and Targets – Annual

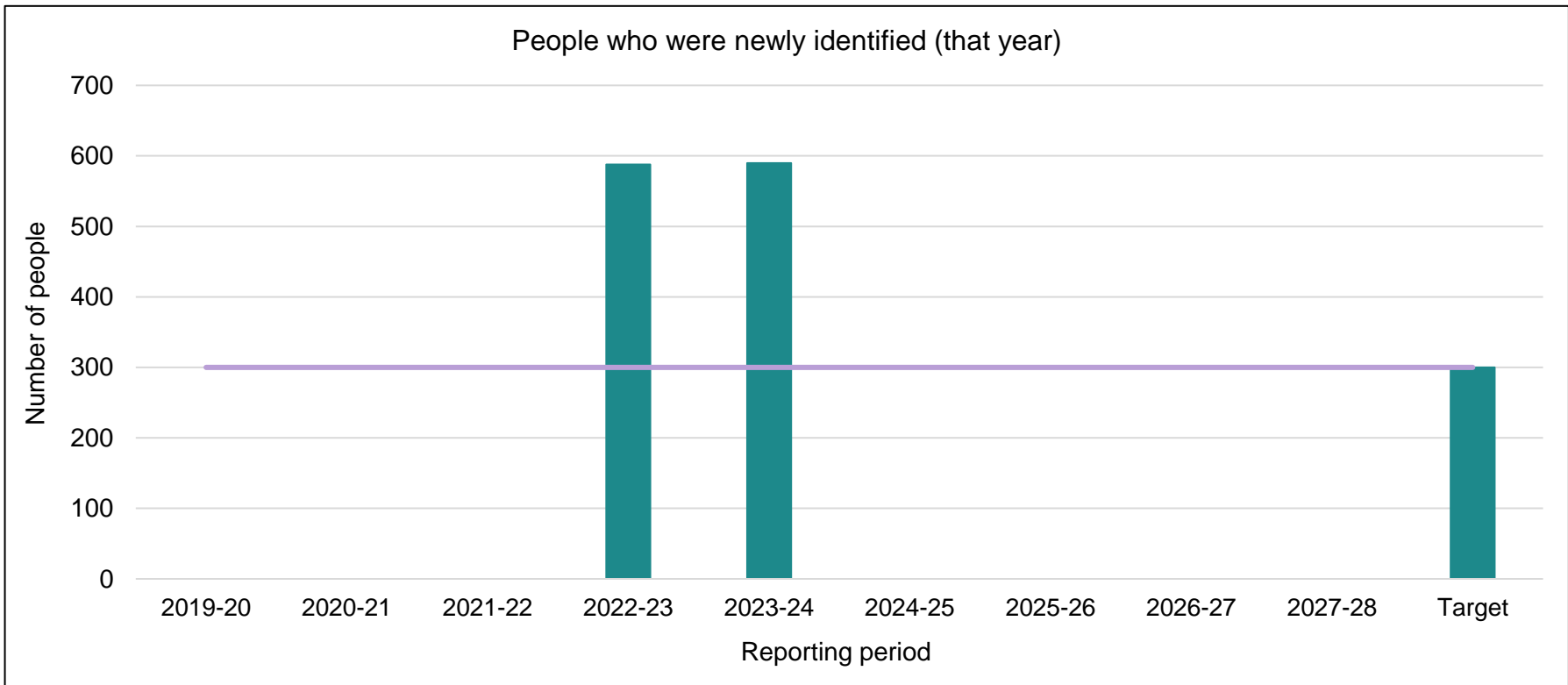**Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who experienced homelessness for at least one day (that year)				590	907					300

People who experienced homelessness for at least one day (that year)

O#1(A)	What is your baseline year?	2023-24

Overall homelessness will decrease by 67% between 2023-24 and 2027-28.

How was this Outcome generated?	Other process/tool

This outcome was generated through a live connection between HIFIS and Tableau, using housing information in HIFIS_HouseTypes and client activity information and changes to determine the number of clients who were active and homeless for at least one day over the course of the 2023-24 year.

Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

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Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)
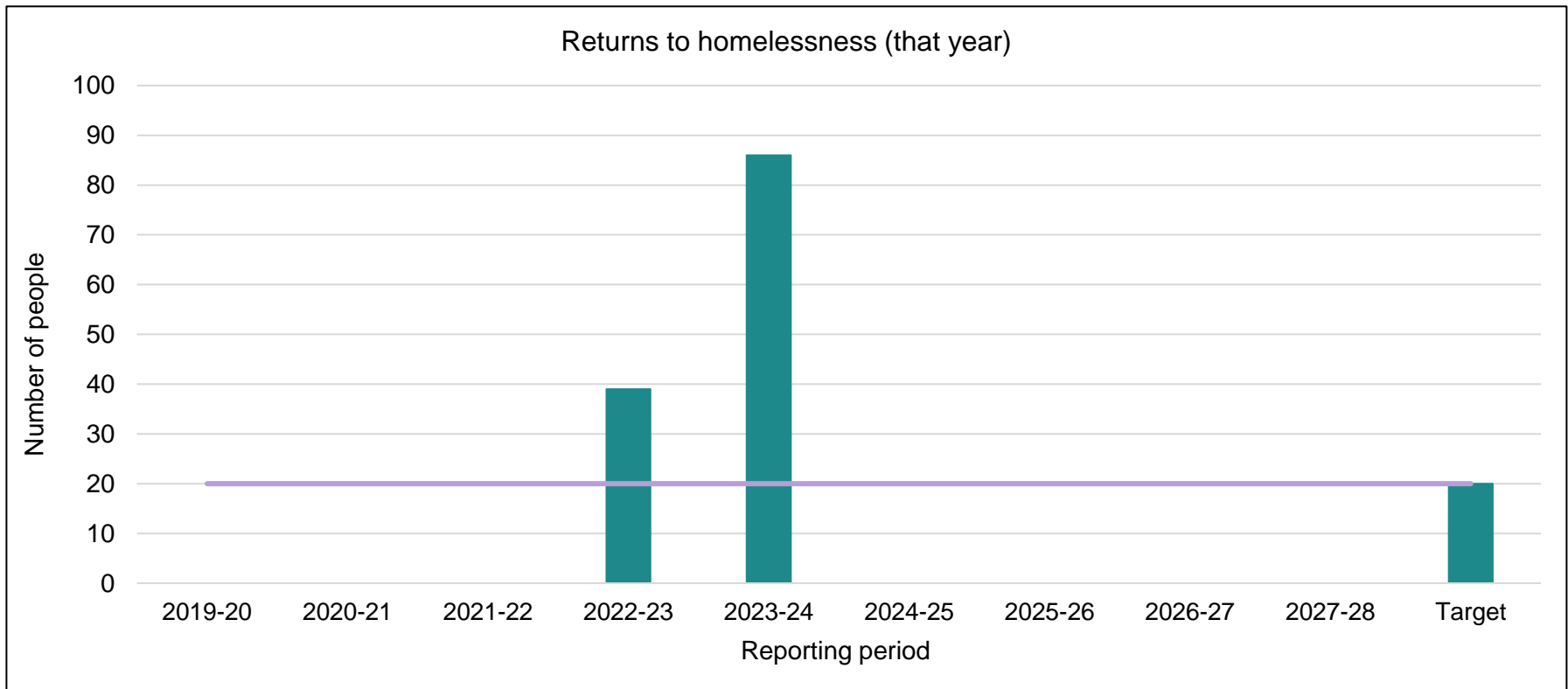
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who were newly identified (that year)				588	590					300

People who were newly identified (that year)

O#2(A)	What is your baseline year?	2023-24

New inflows to homelessness will decrease by 49% between 2023-24 and 2027-28.

How was this Outcome generated?	Other process/tool

This outcome was generated through a live connection between HIFIS and Tableau, using housing information in HIFIS_HouseTypes and client activity information and changes to determine the number of clients who were active and homeless for at least one day over the course of the 2023-24 year.

Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

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Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)
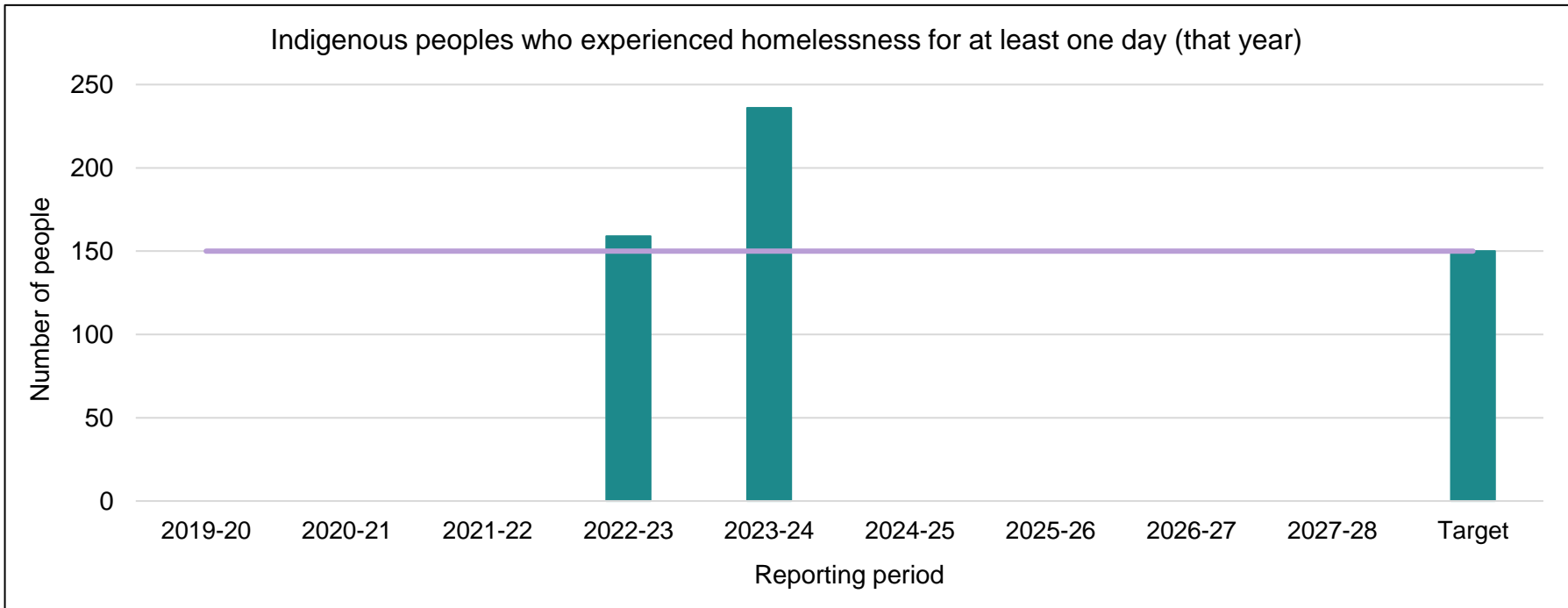
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
Returns to homelessness (that year)				39	86					20

Returns to homelessness (that year)

O#3(A)	What is your baseline year?	2023-24

Returns to homelessness will decrease by 77% between 2023-24 and 2027-28.

How was this Outcome generated?	Other process/tool

This outcome was generated through a live connection between HIFIS and Tableau, using housing information in HIFIS_HouseTypes and client activity information and changes to determine the number of clients who were active and homeless for at least one day over the course of the 2023-24 year.

Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

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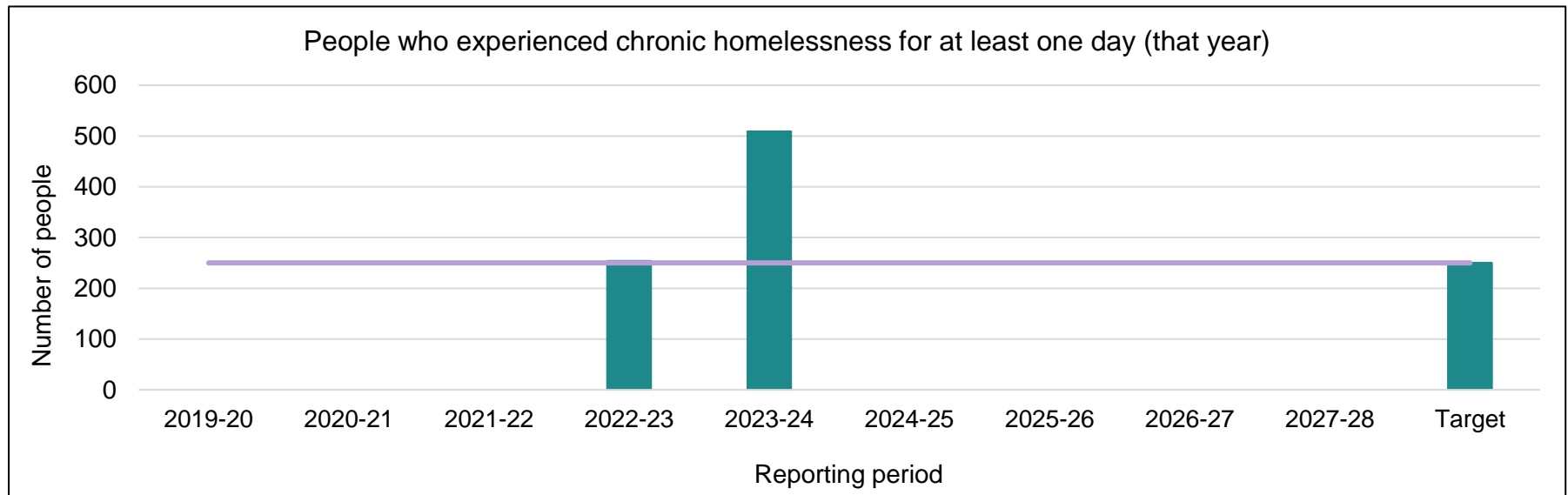| Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced) |
|---|

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)				159	236					150

Indigenous peoples who experienced homelessness for at least one day (that year)

O#4(A)	What is your baseline year?	2023-24

Indigenous homelessness will decrease by 36% between 2023-24 and 2027-28.

How was this Outcome generated?	Other process/tool

This outcome was generated through a live connection between HIFIS and Tableau, using housing information in HIFIS_HouseTypes and client activity information and changes to determine the number of clients who were active and homeless for at least one day over the course of the 2023-24 year.

Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	Yes

Please use the following comment box to provide context on your data.

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Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who experienced chronic homelessness for at least one day (that year)				254	509					250

People who experienced chronic homelessness for at least one day (that year)

O#5(A)	What is your baseline year?	2023-24

Chronic homelessness will decrease by 51% between 2023-24 and 2027-28.

How was this Outcome generated?	Other process/tool

This outcome was generated through a live connection between HIFIS and Tableau, using housing information in HIFIS_HouseTypes and client activity information and changes to determine the number of clients who were active and homeless for at least one day over the course of the 2023-24 year.

Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

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What definition of "chronic homelessness" does your community use to calculate this Outcome?

A client is chronically homeless if they have experienced 180 or more days of homelessness over the past year or 546 days of homelessness over the past 3 years. Homelessness includes different homeless housing types such as 'Makeshift/Street' or 'Encampment' as well as transitional locations with no fixed address. Homelessness also includes stays at long term shelters such as Four Elms and Overflow shelters.