

COMMUNITY HOMELESSNESS REPORT SUMMARY

THE REGIONAL MUNICIPALITY OF WATERLOO

Fiscal Years: 2019-2020 and 2020-2021

COORDINATED ACCESS AND HOMELESSNESS MANAGEMENT INFORMATION SYSTEM (HMIS) SELF-ASSESSMENT

SUMMARY

The table below provides a summary of the work the community has done so far to implement Reaching Home's minimum requirements for Coordinated Access and an HMIS.

How many of the Reaching Home minimum requirements has the community:

| Met | Started | Not yet started |
|-----|---------|-----------------|
| 16 | 2 | 0 |

SUMMARY COMMENT

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements? In particular, please describe your community's efforts to set-up or improve the Coordinated Access governance structure, including processes to ensure that policies and protocols, as approved by the governance group(s), are being implemented across the system as intended to achieve desired results.

While our community has had a Coordinated Access system in place for a number of years, challenges remain. We continue to work with system partners to verify the integrity of our data as use and understanding of HIFIS varies depending on each individual provider and is affected by staff turnover. Efforts are underway to address these concerns and to ensure accurate data and data entry across our system and data coordination between providers. At the time of reporting, we currently do not have the appropriate data infrastructure in place to report on all of the measures asked for in this report, marked "N/A", however we will continue to work within our community and with all relevant stakeholders to ensure that this data is available for future reporting.

During the pandemic, our community has put an increased focus on supporting individuals through street outreach, who might not otherwise access our system. As a system, we have also implemented new processes to support our coordinated access system. Strategies undertaken to improve coordinated entry have been successful, and we have created a matching table process to match individuals with vacancies in supportive housing. Case conferencing has become more widely used across our system, including in this matching process. Staff have been deployed to shelters in an effort to strengthen our rapid rehousing efforts and prevent individuals from aging into chronic homelessness. New working groups have been established to respond to changing system needs and pressures and are informed by data from our community. A data- and HIFIS-specific working group has been re-established to ensure all providers are understanding and using HIFIS appropriately and as a forum for troubleshooting common concerns and training.

COMMUNITY-LEVEL DATA for 2019-2020

What is the date range for available data from the List for this fiscal report?

- | | |
|-----------------------------------|------------|
| • First date in reporting period: | 2019-09-01 |
| • Last date in reporting period: | 2020-03-31 |

Complete the Population Groups table below using the date range indicated for this fiscal report.

| Number of unique individuals (or households where not available) in each Priority Population Group who: | | | | | | |
|---|--|--|---|---|--|--|
| Priority Population Groups | Were homeless (Measures Cumulative Homelessness) | Were new to homelessness (Measures Inflow) | Returned to homelessness from housing (one or more times) (Measures Inflow) | Returned to homelessness from transitional status (one or more times) (Measures Inflow) | Returned to homelessness from unknown status (one or more times) (Measures Inflow) | State changed from inactive to active (one or more times) (Measures Inflow) |
| Overall homeless | N/A | N/A | N/A | N/A | N/A | N/A |
| Chronically homeless | 353 | 22 | 1 | N/A | N/A | 0 |
| Indigenous peoples | N/A | N/A | N/A | N/A | N/A | N/A |
| Priority Population Groups | | | Moved from homelessness to housing (one or more times) (Measures Outflow) | Status changed from homelessness to transitional (one or more times) (Measures Outflow) | Status changed from homelessness to unknown (one or more times) (Measures Outflow) | State changed from active to inactive (one or more times) (Measures Outflow) |
| Overall homeless | | | N/A | N/A | N/A | N/A |
| Chronically homeless | | | 2 | N/A | N/A | 10 |
| Indigenous peoples | | | N/A | N/A | N/A | N/A |

Complete the Prior Living Situations table below for all individuals (or households where not available) that were homeless for the date range indicated for this fiscal report.

| | Public Institutions | Transitional Housing | Permanent Housing | Unknown | Total |
|--------------------------|---------------------|----------------------|-------------------|---------|-------|
| New to homelessness | N/A | N/A | N/A | N/A | 0 |
| Returned to homelessness | N/A | N/A | N/A | N/A | 0 |
| Total | 0 | 0 | 0 | 0 | 0 |

COMMUNITY-LEVEL DATA for 2020-2021

What is the date range for available data from the List for this fiscal report?

- First date in reporting period:
- Last date in reporting period:

2020-04-01

2021-03-31

Complete the Population Groups table below using the date range indicated for this fiscal report.

| Number of unique individuals (or households where not available) in each Priority Population Group who: | | | | | | |
|---|--|--|---|---|--|--|
| Priority Population Groups | Were homeless (Measures Cumulative Homelessness) | Were new to homelessness (Measures Inflow) | Returned to homelessness from housing (one or more times) (Measures Inflow) | Returned to homelessness from transitional status (one or more times) (Measures Inflow) | Returned to homelessness from unknown status (one or more times) (Measures Inflow) | State changed from inactive to active (one or more times) (Measures Inflow) |
| Overall homeless | N/A | N/A | N/A | N/A | N/A | N/A |
| Chronically homeless | 447 | 17 | 3 | N/A | N/A | 0 |
| Indigenous peoples | N/A | N/A | N/A | N/A | N/A | N/A |
| Priority Population Groups | | | Moved from homelessness to housing (one or more times) (Measures Outflow) | Status changed from homelessness to transitional (one or more times) (Measures Outflow) | Status changed from homelessness to unknown (one or more times) (Measures Outflow) | State changed from active to inactive (one or more times) (Measures Outflow) |
| Overall homeless | | | N/A | N/A | N/A | N/A |
| Chronically homeless | | | 15 | N/A | N/A | 9 |
| Indigenous peoples | | | N/A | N/A | N/A | N/A |

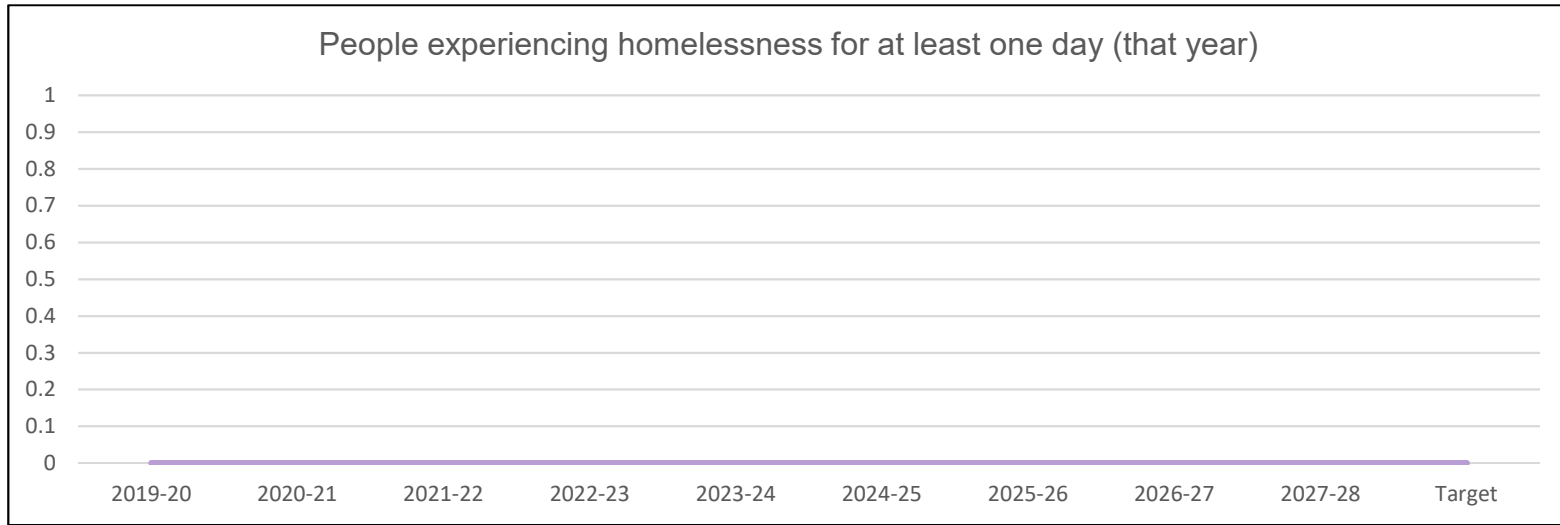
Complete the Prior Living Situations table below for all individuals (or households where not available) that were homeless for the date range indicated for this fiscal report.

| | Public Institutions | Transitional Housing | Permanent Housing | Unknown | Total |
|--------------------------|---------------------|----------------------|-------------------|---------|-------|
| New to homelessness | N/A | N/A | N/A | N/A | 0 |
| Returned to homelessness | N/A | N/A | N/A | N/A | 0 |
| Total | 0 | 0 | 0 | 0 | 0 |

COMMUNITY-LEVEL RESULTS OUTCOMES - CORE OUTCOMES

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

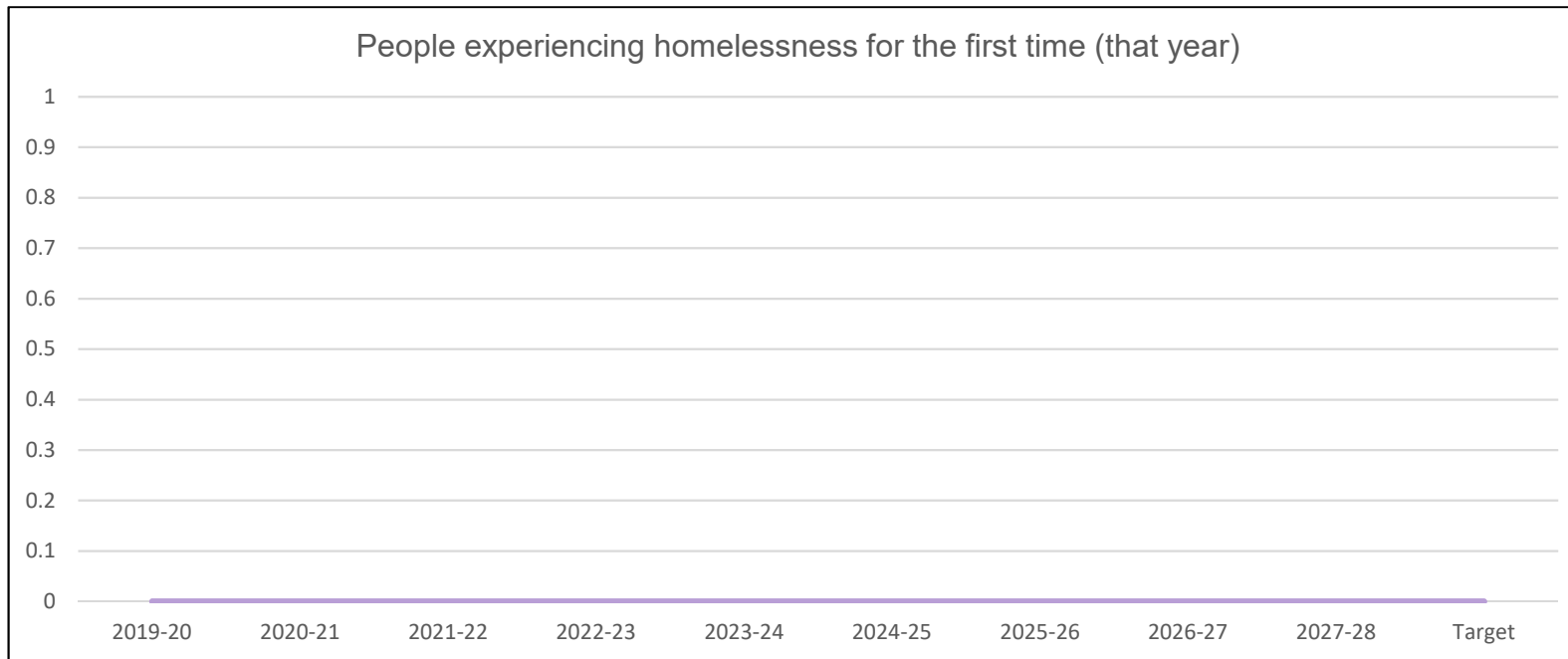
| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| People experiencing homelessness for at least one day (that year) | N/A | N/A | - | - | - | - | - | - | - | TBD |



This data is not easily accessible currently given the reports we have access to locally. We are working to have this data available for the 2021-22 fiscal year.

Outcome #2: Fewer people experience homelessness for the first time (new inflows into homelessness are reduced)

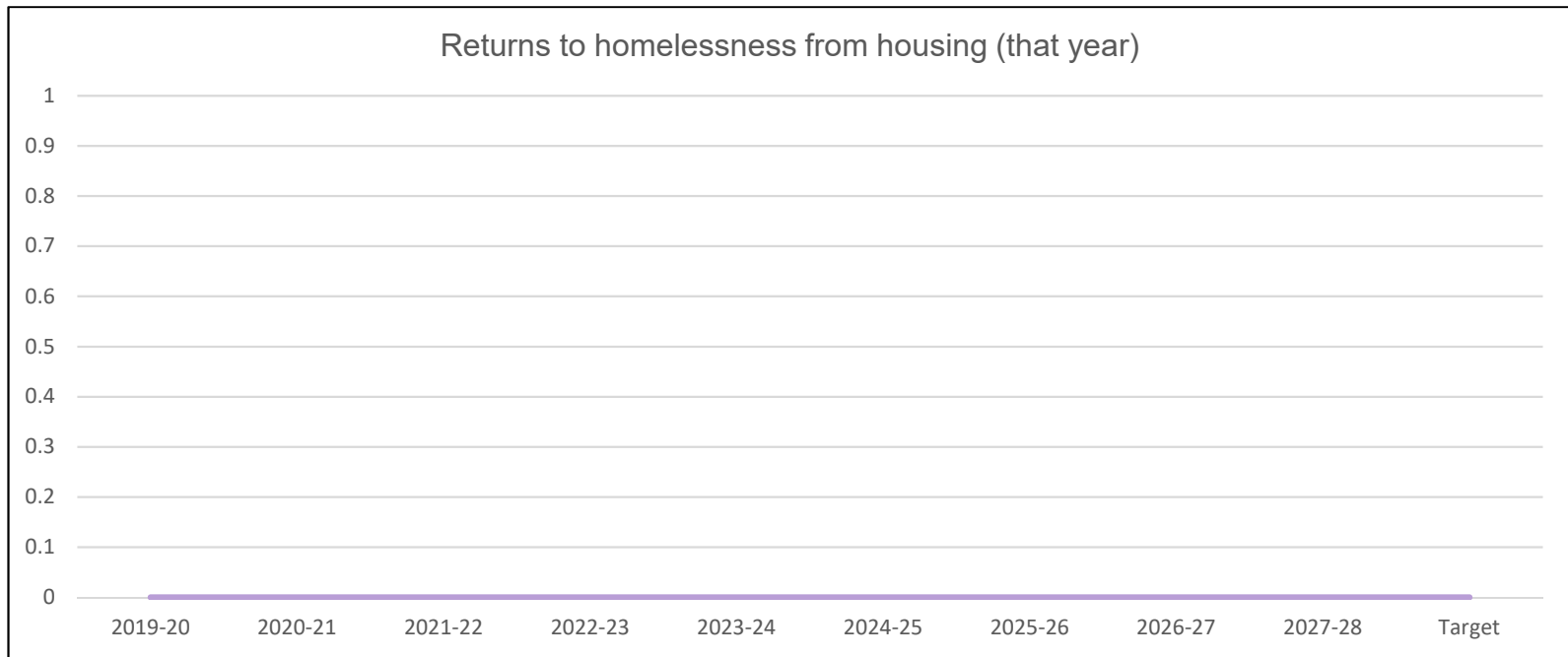
| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| People experiencing homelessness for the first time (that year) | N/A | N/A | - | - | - | - | - | - | - | TBD |



This data is not easily accessible currently given the reports we have access to locally. We are working to have this data available for the 2021-22 fiscal year.

Outcome #3: Fewer people return to homelessness from housing (returns to homelessness are reduced)

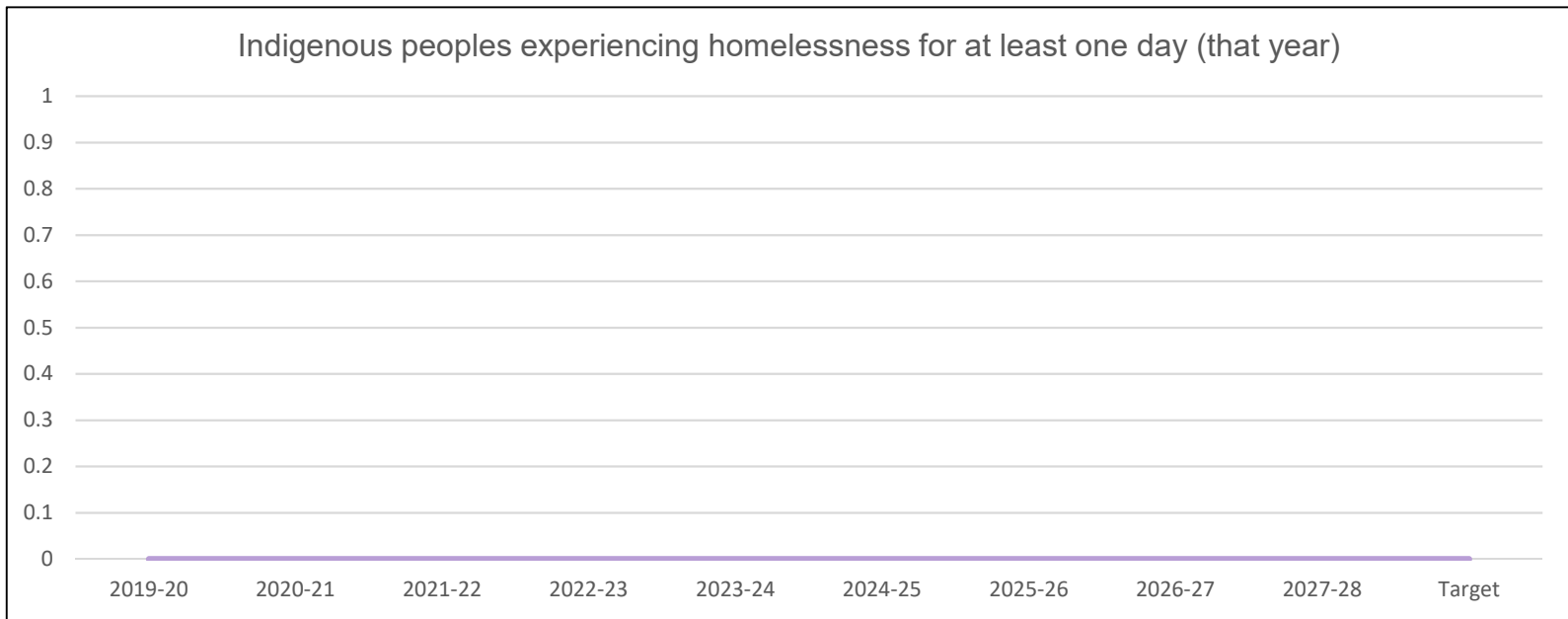
| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| Returns to homelessness from housing (that year) | N/A | N/A | - | - | - | - | - | - | - | TBD |



This data is not easily accessible currently given the reports we have access to locally. We are working to have this data available for the 2021-22 fiscal year.

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

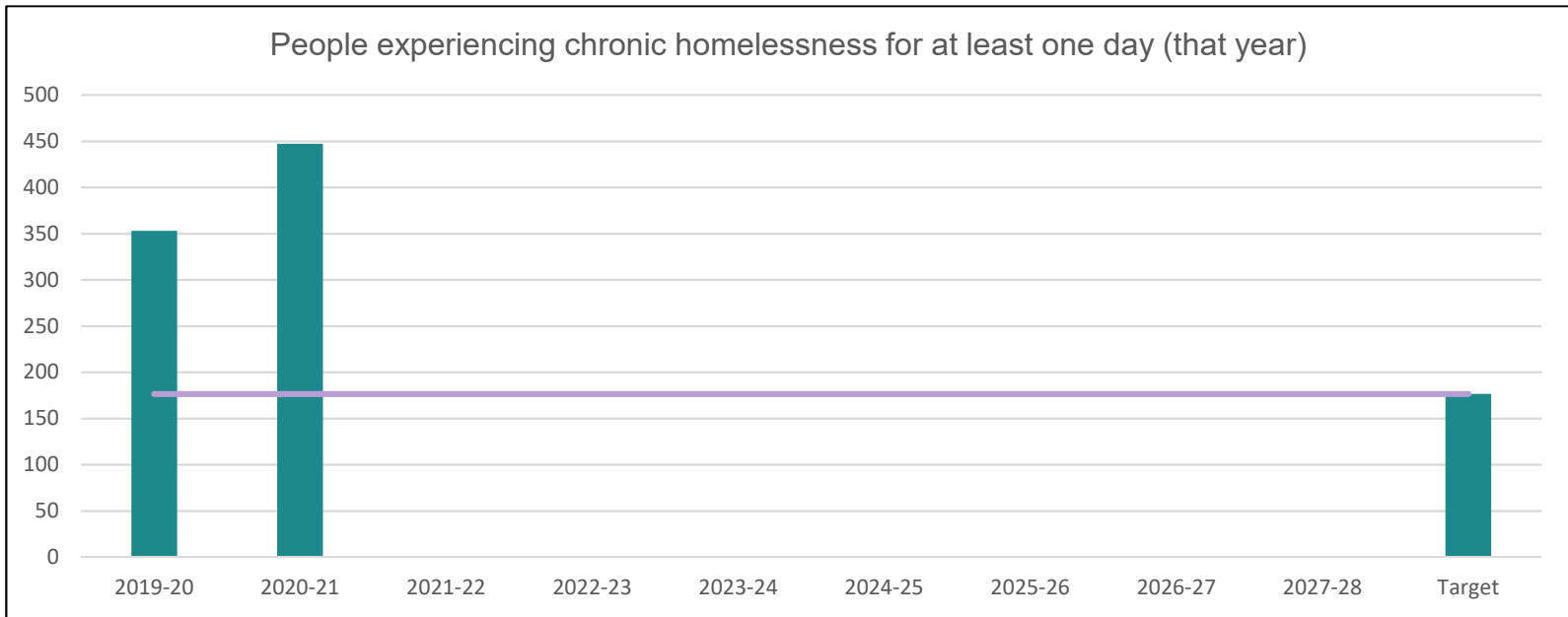
| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| Indigenous peoples experiencing homelessness for at least one day (that year) | N/A | N/A | - | - | - | - | - | - | - | TBD |



This data is not easily accessible currently given the reports we have access to locally. We are working to have this data available for the 2021-22 fiscal year.

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 experiencing chronic homelessness for at least one day (that year) | 353 | 447 | - | - | - | - | - | - | - | 176.5 |



This reflects annualized data regarding individuals experiencing chronic homelessness only.