

COMMUNITY HOMELESSNESS REPORT SUMMARY

Regional Municipality of Waterloo

2022-2023

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 2022-23 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 a Unique

identifier or By-Name List, referred to as a List; 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

Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding?

No – only DC funding is available

Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC or Territorial Homelessness (TH) CE and local Indigenous organizations over the reporting period?

Yes

Describe this collaboration in more detail.

Collaboration between the CE and local Indigenous organizations on the enhancement of our Coordinated Access system and our HMIS (HIFIS 4) has been and will continue to be a priority in Waterloo Region. Through intentional ongoing dialogue, both parties continue to put significant effort into strengthening relationships and partnerships that ensure the inclusion of Indigenous community members into the region’s Housing Stability System, including Coordinated Access.

Significant meaningful and collaborative work has taken place in our community over the course of the 2022/23 fiscal, specifically between the Region of Waterloo as the CE and two of our Indigenous partners: K-W Urban Native Wigwam Project (KWUNWP) and Healing of the Seven Generations (H7G); both of which are organizations that have member representation on our Community Advisory Board.

Partnerships

Lutherwood, the organization that is funded to operate our Prioritized Access to Housing Supports Team (PATHS), KWUNWP and H7G have continued to collaborate on the best way to support individuals experiencing homelessness who identify as Indigenous in our community. Discussions are ongoing about how each organization can support and learn from one another and what considerations are important in a Coordinated Access and Housing Supports system that is responsive to the needs of Indigenous individuals.

New Housing and Outreach Worker

With support from Reaching Home funding, KWUNWP introduced a Housing and Outreach Worker to their team in 2022, the first such individual in this role for their organization and the Waterloo Region community. The Housing and Outreach Worker, who works to provide connections to other Indigenous organizations and to the mainstream Coordinated Access system, has become a key resource to help enhance our understanding of the realities and barriers faced by Indigenous community members who are experiencing unsheltered homelessness and/or are hidden homeless. Working alongside this Housing and Outreach Worker is another opportunity for us to build our relationship with Indigenous partners and to more appropriately welcome Indigenous individuals into our housing stability spaces.

New Indigenous-Led Transitional Housing

In August 2022, Regional Council approved recommendations to implement interim housing solutions for Waterloo Region residents experiencing homelessness. The approved interim housing solutions included the implementation of Indigenous-Led Transitional Housing as well as an expansion of our existing scattered-site supportive housing program with units specifically dedicated to and supported by KWUNWP. Both of these recommendations to Regional Council were the result of many months of ongoing dialogue between the CE and Indigenous partners that highlighted this need and gap in our community. Work now begins to identify a location for the Indigenous-Led Transitional Housing and to design the Indigenous Transitional Housing and scattered-site supportive housing programs. We will be looking to KWUNWP to provide their expertise and to lead the design of these programs to ensure they are culturally appropriate and meaningful, and are excited to provide the level of support needed as we embark on this new initiative in our community.

Coordinated Access & HMIS as part of a colonial system

As we engage further with our Indigenous partners, discussions about Coordinated Access and data remain a priority. We know that our systems are based in colonial practice and that these systems have and continue to do great harm to Indigenous individuals, not only in our community, but across our nation. We also understand that their willing participation in our region's housing stability system, including self-identifying as Indigenous, may be challenging. Individual consent from Indigenous individuals experiencing homelessness to have their personal data in our HMIS, so that we may identify them in Coordinated Access discussions and better understand their needs, is a sensitive process that requires trust as well reconciliatory commitments and actions that are felt by Indigenous individuals desiring access. With this in mind, we are working with our Indigenous partners to understand how we might best collect and use data to inform housing outcomes and system improvements for Indigenous individuals. There is common understanding between all parties that data is an important and valuable tool in our work and, as a result, we are exploring all options that will balance the desire for data quality with the realities of participation in a system rooted in colonialism. This may or may not include the use of HIFIS 4 or the degree of its use by our Indigenous partners, however, that is yet to be determined. We are also exploring options that could see Indigenous individuals prioritized for housing differently than current practice dictates, as a means of better meeting the needs of these

individuals and ensuring access is available to them. Conversations have also begun to explore the replacement of the Service Prioritization Decision Assistance Tool (SPDAT) in our community, as we know that the SPDAT tool is inherently biased in its assessment of equity deserving groups (including Indigenous community members).

Harm Reduction & Healing

Region of Waterloo Housing Services and Public Health staff are engaging with Healing of the Seven Generations on a project to better understand and support the harm reduction and healing needs of Indigenous community members experiencing homelessness. It is acknowledged that existing harm reduction services and supports do not provide equitable services and do not reflect Indigenous practices and approaches to supporting people who experience the intersectionality of being an Indigenous community member who is active in their substance use and is experiencing homelessness. The goal of these conversations and this work is to hear, understand, and financially support Indigenous led and determined approaches to healing and harm reduction.

Collaboration and the achievement of a solid and mutually trusting partnership with our Indigenous partners will always have room for improvement, and we remain committed to continued listening, learning, dialogue and action.

With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?

Yes

Describe this collaboration in more detail.

Staff from the CE drafted the CHR, and all members of the CAB reviewed and had the opportunity to provide input on all sections of the CHR prior to approval. In addition, the CE collaborated with Indigenous CAB members to answer question 1.4.

Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment

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.

	Met	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	HMIS	Access Points to Service	Triage and Assessment	Coordinated Access Resource Inventory	Vacancy Matching and Referral
100%	100%	100%	100%	100%	100%

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?

Over the past year, our community has:

1. Opened up two new permanent, fixed-site supportive housing locations with 41 spaces for women and 44 spaces for youth exiting chronic homelessness.
2. Pursued a robust, service-first encampment strategy aimed at bringing services and supports on-site to facilitate housing outcomes for individuals living unsheltered.
3. Expanded our scattered-site supportive housing program by 50 units, with associated rent supplements.
4. Developed a plan for interim housing solutions for individuals experiencing unsheltered homelessness which was supported by our Regional Council in August, 2022. This plan included expanded emergency shelter spaces, a new outdoor shelter project, new transitional housing spaces including an Indigenous-led transitional housing project, and a 100 unit expansion of our scattered site supportive housing program; which will include a portion dedicated to Indigenous community members and supported by an Indigenous organization.
The interim housing solutions also included the planning and development of a new outdoor shelter concept for our community that will provide alternative housing options to support individuals who are unwilling or unable to access emergency shelter spaces.
5. Continued to strengthen relationships with Indigenous partners and explored options for Indigenous-led housing solutions.
6. Supported through relationship, technical support, and funding, a new Indigenous-led 30-unit affordable housing project that began construction in summer 2022.
7. One of our Indigenous partners hired their first Housing and Outreach Worker, focused on supporting Indigenous community members experiencing homelessness.
8. Began planning for a 25-unit Indigenous-led transitional housing program, including program planning and identification of an appropriate site.
9. Implemented a Rapid Rehousing program that successfully housed 30 individuals new to the emergency shelter system; which prevented them from aging into chronic homelessness.
10. Worked to pair households with portable rent supplements offered through the Canada-Ontario Housing Benefit, resulting in 43 households transitioning into housing with the support of this program.
11. Supported the implementation of a rent supplement program targeted at families identifying as Black, Indigenous, racialized and marginalized with the goal of supporting up to 200 households to find and maintain affordable housing.
12. Engaged community partners in population-specific housing working groups to identify barriers and solutions to housing for those sub-populations of individuals experiencing homelessness.

13. Facilitated and supported the arrival of two new service providers in our community, in the emergency shelter and supportive housing spaces.
14. Undertook the early phases of a new plan to end chronic homelessness; which will lean heavily on best practices, and community engagement with housing agencies and those with a lived and living experience of homelessness.
15. Worked on strategies for long-term stability in our emergency shelter system to maintain support during times of system stress (e.g. extreme weather) so individuals are aware of where they can connect if they are in need of housing support.
16. Enhanced reporting practices among our housing providers as a means of engaging meaningfully with data to identify trends, strengths, and gaps.
17. Introduced the Youth Assessment and Prioritization (YAP) tool to better reflect and meet the support needs for youth experiencing homelessness. We recognize that the Reaching Home minimum requirement asks that there is one tool used for all populations, and we had that in place via the SPDAT for several years. However, based on community consultation, we've determined that having a tool specific to the youth population experiencing homelessness is the best approach for our community, and continue to work to ensure that having two tools will not disadvantage anyone during the assessment process.
18. Maintained support for a multi-agency community drop-in space for individuals living unsheltered or unwilling to access other supports to have access to employment and health resources in addition to housing supports.
19. Began planning and implementation of a new health supports program for supportive housing sites that will connect individuals recently transitioned out of an experience of homelessness with primary care, mental health and addictions supports, as well as referrals to external care providers.
20. Supported the continuation of a health-focused COVID isolation site for individuals experiencing homelessness.
21. Pursued the development of a new online, on-demand training program for HIFIS users based on their role in the housing stability system, with roll-out planned for the 2023/24 fiscal year.
22. Established housing-focused communication tables with grass-roots community groups alongside housing agencies to share updates and provide a venue for feedback.

Section 3. Outcomes-Based Approach Self-Assessment

Summary Tables - Minimum Requirement

The tables below provide a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List
Yes	Yes	Yes

Step 4: Can report monthly outcomes and set targets using data from the List (reporting in Section 4 is mandatory for 2023-24 CHR's, if not earlier)

List was in place as of January 1, 2023 (or earlier)	Can generate monthly data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: No	No
	Outcome 2: Yes	Outcome 2: No	
	Outcome 3: Yes	Outcome 3: No	
	Outcome 4: Yes	Outcome 4: No	
	Outcome 5: Yes	Outcome 5: No	

Step 4: Can report annual outcomes and set targets using data from the List (reporting in Section 4 is mandatory once annual data can be generated)

List was in place as of April 1, 2022 (or earlier)	Can generate annual data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: No	No
	Outcome 2: Yes	Outcome 2: No	
	Outcome 3: Yes	Outcome 3: No	
	Outcome 4: Yes	Outcome 4: No	
	Outcome 5: Yes	Outcome 5: No	

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 transition to an outcomes-based approach under Reaching Home?

While Waterloo's 2021-22 CHR indicated our community did not have a comprehensive List, we have taken measures over the past year to ensure we can report on all outcomes since April 2019. Our community has regularly tracked data and outcomes since 2018. We have developed strong practices as a system; however, the challenges capturing accurate and reliable data in a system the size of ours and with a population that presents data tracking challenges as those who are experiencing homelessness do, there is room to enhance data quality. We have made a concerted effort over the past year to understand how we might maintain accurate data input at service provider locations and how to ensure providers are engaging with their data in a meaningful way to self-identify challenges. To maintain accurate data, we have previously developed, and newly developed protocols that define how to enter data, how to manage nuance in data entry, and how to interact with data to ensure it is counted (i.e. files remain "active" in HIFIS). We have also pursued a strategy to engage providers directly in data reviews, working to focus their attention on data points that are directly influenced by data entry and reflecting on data trends. We believe that these discussions with providers as well as updated and newly created protocols has led to far more accurate data across our system and a better representation of our system as a whole, as reflected in data.

As we progress in this data journey, we will continue to work alongside providers to capture relevant data points and ensure accuracy in data entry. We are also rolling out a new HIFIS training program that we hope will ensure consistent messaging and practice across our system.

We have used our system data to inform both strategic short-term system planning, longer-term system planning and organization, as well as in a highly-focused manner for individual provider or individual outcomes. We believe this data has helped to identify strengths and gaps in how we approach system organization and is being used to identify where new partners need to be involved and how to better organize moving forward. We have also used this data to identify how we approach and support newly emerging priorities, including those experiencing unsheltered homelessness. With a data informed perspective, we believe we can support conversations about what supports are needed for individuals in our community and what housing outcomes would be most important to pursue.

We believe that the data practices we have in place are strong but we are always reviewing how we collect (and support collection practice), how we use, and how we communicate our data. We believe data can always be improved (e.g. collecting race-based and identity indicator data), and the current state of our data practices are a very strong foundation from which to build stronger data protocols and practices.

Considering the changes we've made, we feel that the adjustments have allowed us to report better data for previous years and

with efforts continuing into the coming year, we may see further changes to this data in future reporting years as our data quality increases. We value the data we have reported here, limitations notwithstanding, and the trends it points to that can inform our system's development moving forward.

More information about the Unique Identifier List

Step 1. Have a List

Where does data for the List come from?

- HIFIS
- Excel
- Other HMIS
- Other data source(s)
- Not applicable – Do not have a List yet

Please describe how the List is created using HIFIS:

Using the Coordinated Access module.

Step 1. Have a List (cont.)

For the List, does the community have...

A written policy/protocol that describes how interaction with the homeless-serving system is documented	Yes
A written policy/protocol that describes how housing history is documented	Yes

Chronic homelessness

x	Federal definition
	Local definition

From the List, can the community get data for...

Newly identified on the List	Yes
Activity and inactivity	Yes
Housing history	Yes

From the List, can the community get demographic data for...

Age	Yes	Indigenous identity	Yes
Household type	Yes	Veteran status	Yes
Gender identity	Yes		

Step 2. Have a real-time List

How often is information about people experiencing homelessness updated on the List?	As soon as new information is available
Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes
Is housing history updated regularly on the List?	Yes
Is there a process in place for keeping chronic homelessness status on the List up-to-date?	Yes

Step 3. Have a comprehensive List

Does the community have a document that identifies and describes all of the service providers that help people experiencing homelessness with their housing challenges?

Yes

Optional question: How does data from the List compare to other community-level data sources that are considered accurate or valid? This is an optional follow-up question for communities that have completed the “*Understanding Community-Level Data*” worksheet.

The data from the HIFIS CHR reflects, within reasonable expectation, the data our system pulls from the Coordinated Access module. However, the output for individuals experiencing chronic homelessness within the HIFIS CHR, a metric our system has been keenly tracking for many years now, is significantly greater than the data we track as a community in a local prioritization list – the validity of which we’re quite confident. It’s possible that the data from the CHR Report captures individuals not currently connected with the service provider who maintains the list of individuals experiencing chronic homelessness and connected to our Coordinated Access system, however, we don’t feel that this would reflect the size of variability between the lists. Additionally, the overall number of individuals experiencing homelessness for at least one day in 2022/23 is significantly higher than the number counted in our 2021 PiT count. While we recognize the limitations of the counting methodology employed for that PiT count, the increase between the results of that count and the CHR Report number are significant. The difference, while not necessarily incorrect, requires further validation to determine its accuracy.

Step 4. Track outcomes and progress against targets using data from the List

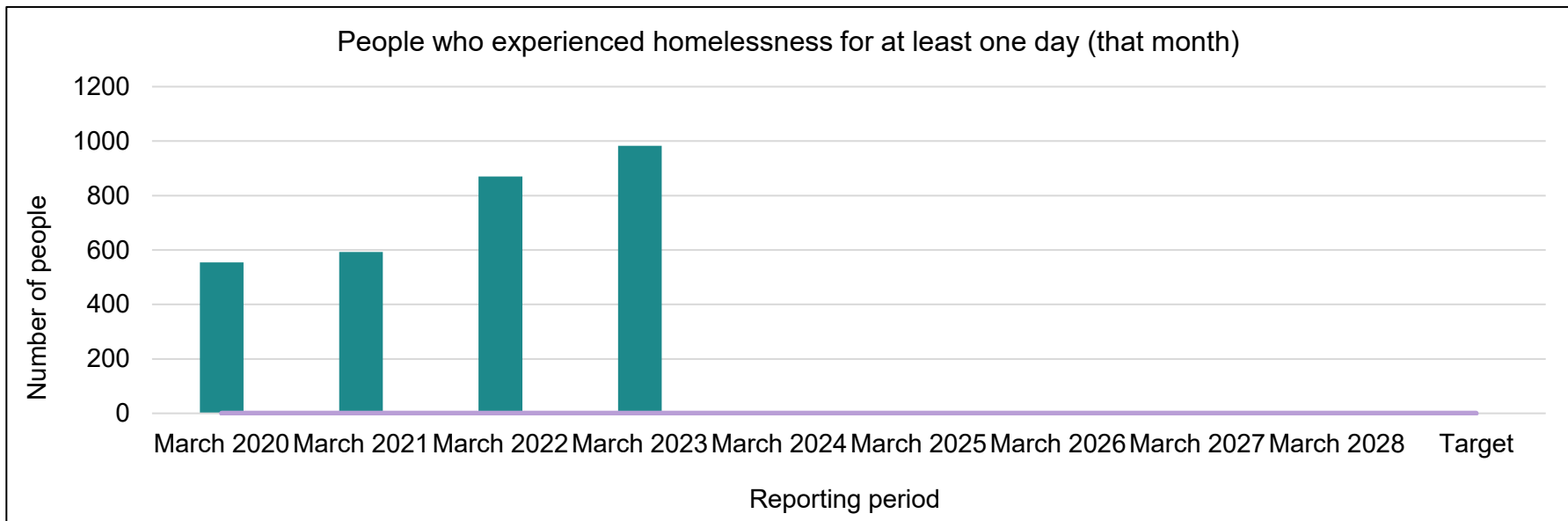
Does the List meet the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

Yes

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)	554	593	870	983						



Context for Outcome #1 (monthly):

Please provide context about your results, as applicable.

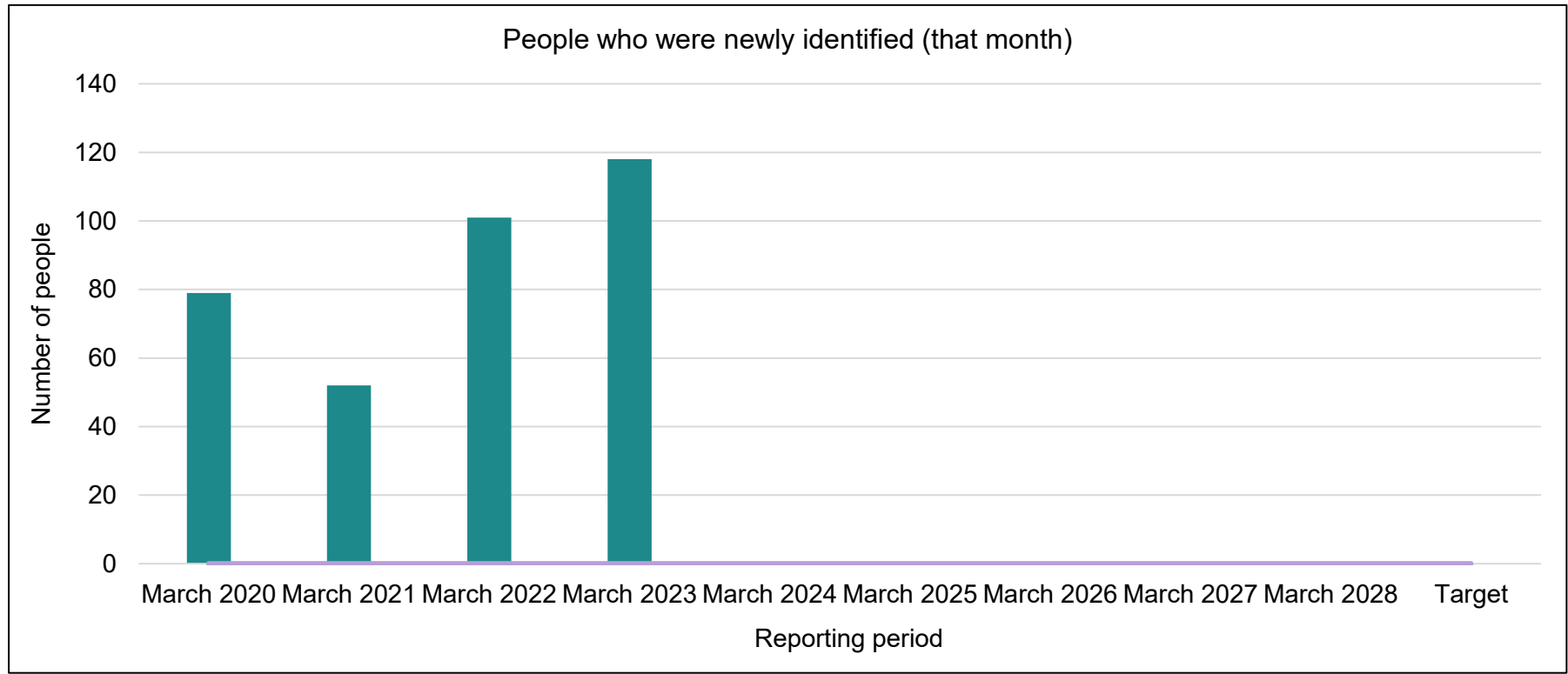
This is the first year our community is reporting data for the CHR outcomes as we've worked to establish and validate a by-name list of everyone experiencing homelessness locally. The year-over-year increases align with our community's experience of the housing crisis, and fallout from the pandemic. Our community continues to struggle to find an adequate amount of affordable and supportive housing for all those in need. The relatively small increase between March 2020 and March 2021 could be attributed to the moratorium on evictions and the significant work our community undertook to support people to maintain housing during the pandemic. Increases thereafter are likely a result of a continued housing and affordability crisis, an influx of new individuals to our housing stability system coming from other regions and/or countries, and our focused efforts to ensure all individuals experiencing homelessness are included in HIFIS and on our comprehensive by-name list. While our community continues to work to find housing for all individuals experiencing homelessness, additional investment from Federal and Provincial partners to continue creating and maintaining housing options for this population are needed

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

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)	79	52	101	118						



Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.

The number of newly identified individuals shows a slight increase in recent years, one that is to be expected given the housing and affordability crises affecting our community. This minimal increase can be characterized as a sign of things working well given the significant increases seen in overall homelessness. This speaks to the success our community has had implementing effective prevention and diversion programs to ensure people do not enter an experience of homelessness. Our community can use this as motivation to continue to implement upstream interventions and minimize inflow as work continues to support people out of an experience of homelessness and into housing. While the increase in newly identified individuals experiencing homelessness is minimal, it still speaks to a housing market that is unaffordable for many, with rates of income support that remain well below the average rental rate in our community.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

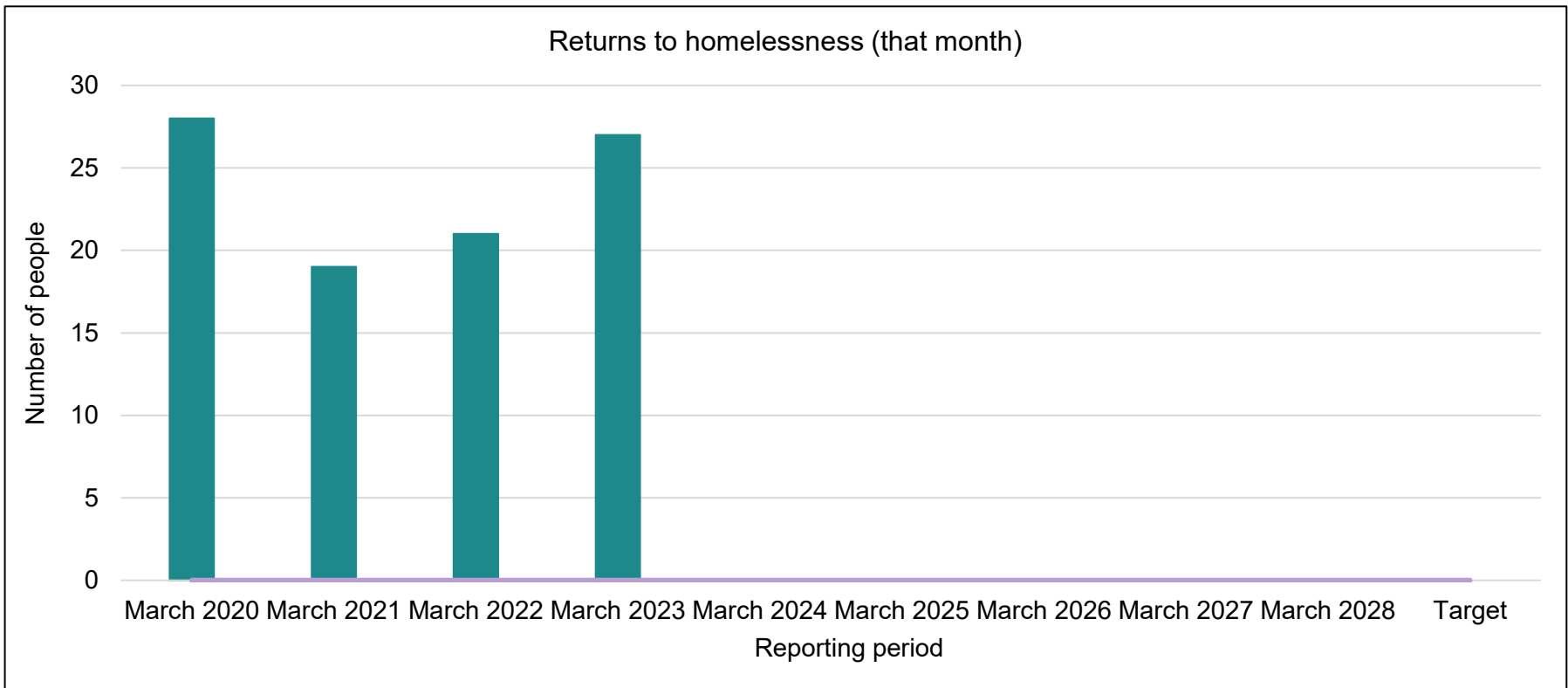
[Redacted]

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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)	28	19	21	27						



Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

The number of people returned to homeless over the last number of years has remained relatively static, even showing decreases between March 2020 and 2021 and one less individual returned when you compare March 2020 and March 2023. The largest increases can be seen in returns to homelessness for individuals experiencing chronic homelessness and for youth. Returns to homelessness for those experiencing chronic homelessness may be impacted by the complexity of the challenges people in these circumstances are dealing with and identifies a need for strengthened wrap-around supports for this population when they enter housing.

Was the HIFIS ***“Community Homelessness Report”*** used to generate data for this outcome?

Yes

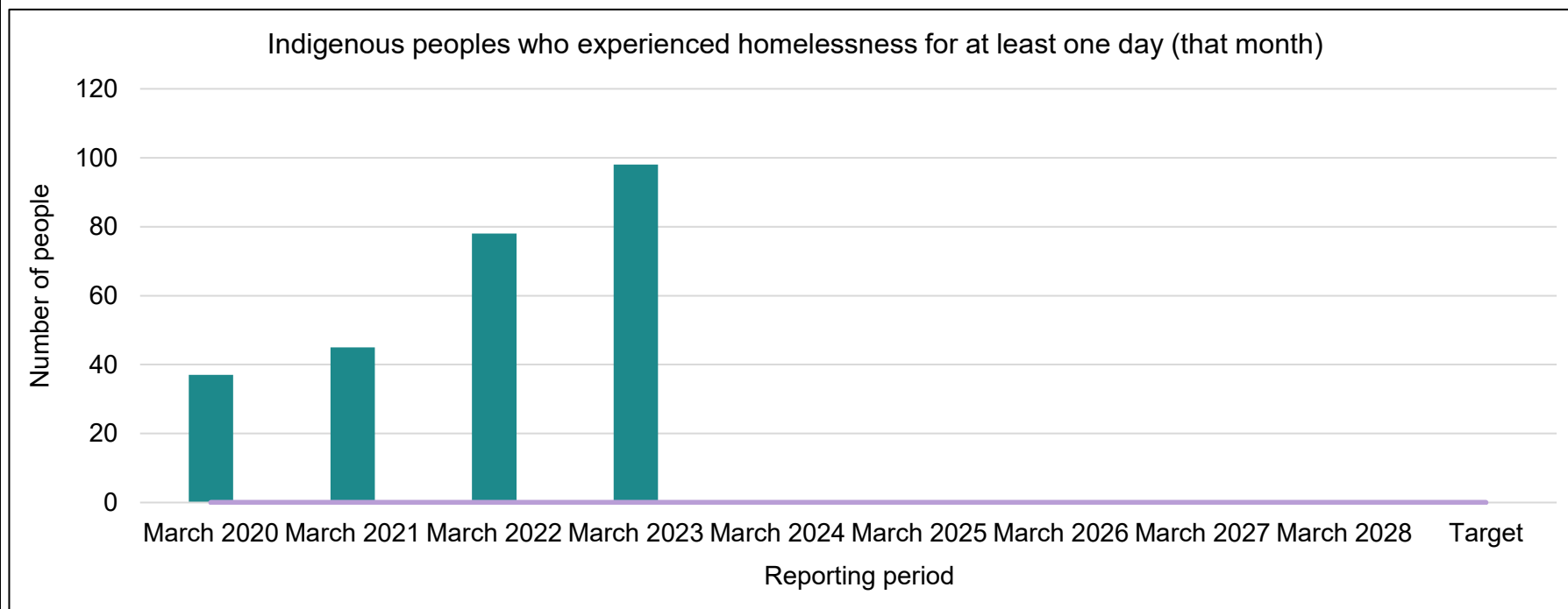
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Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

	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)	37	45	78	98						



Context for Outcome #4 (monthly):

Please provide context about your results, as applicable.

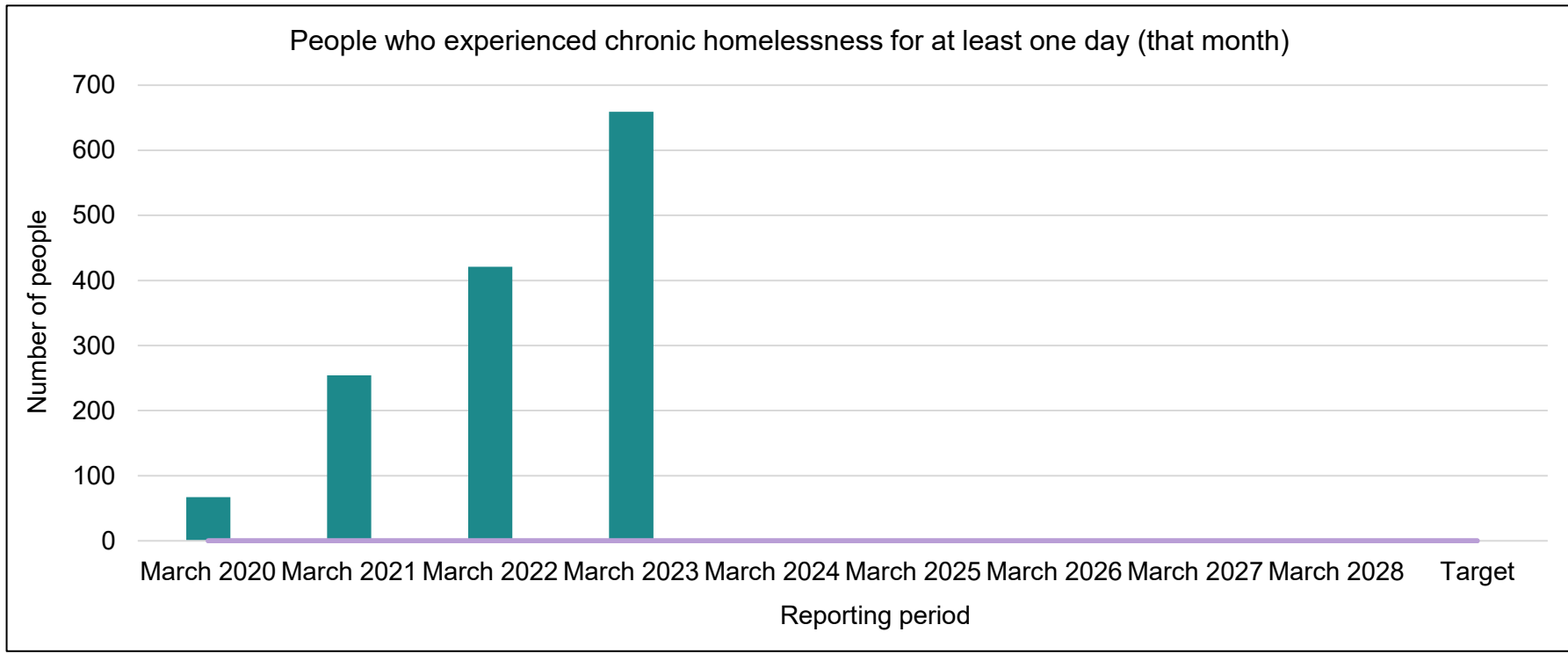
The number of Indigenous individuals experiencing homelessness has increased significantly since March 2020. The largest increases are seen in the number of Indigenous individuals experiencing chronic homelessness and the demographic of this increase is primarily made up of single adults. The biggest increases are seen between 2021 and 2022, which may be attributed to the wind down of Provincial moratoriums on evictions and increases in housing costs. We also believe these increases may have been impacted by an effort to enhance data quality and tracking, as better data input practices and comfort of staff inquiring about Indigenous status could ensure we're more accurate measuring this data point compared to past years. We're curious to see how strengthening our relationship with these Indigenous organizations will impact this outcome as further space is created for Indigenous people to connect to housing service in a more culturally appropriate manner. Additionally, we understand our system is rooted in a colonial society that adversely affected Indigenous peoples and broke their trust. We believe that by addressing our colonial roots and working on establishing a better connection to Indigenous individuals, we may be able to better address Indigenous homelessness in the future.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

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)	67	254	421	659						



Context for Outcome #5 (monthly):

Please provide context about your results, as applicable.

The most significant increases amongst sub-populations of individuals experiencing homelessness are seen in those experiencing chronic homelessness. The largest increases are seen in the adult (aged 25-49) and older adult (aged 50-64) population groups. These increases are the most surprising for our community as chronic homelessness is something we've been using for prioritization purposes and tracking diligently for a number of years and the numbers returned using this report far exceed that of our community's prioritization report. Some explanations may be that there are a significant number of individuals not connected to the organization that holds the prioritization and Coordinated Access System list, or that there is a data capture error in either the prioritization list or the report. Whatever the reason for this discrepancy, it highlights our community's need to continue to work on housing individuals from an experience of chronic homelessness and preventing individuals from aging into chronicity.

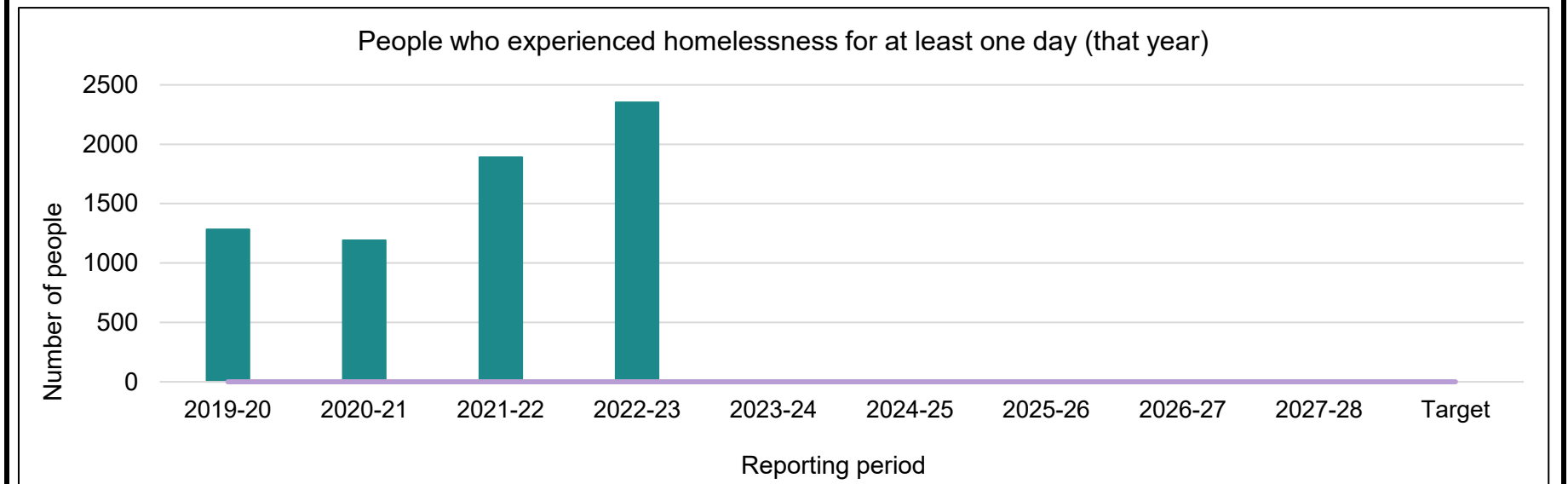
Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

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)	1283	1192	1892	2354						



Context for Outcome #1 (annual):

Please provide context about your results, as applicable.

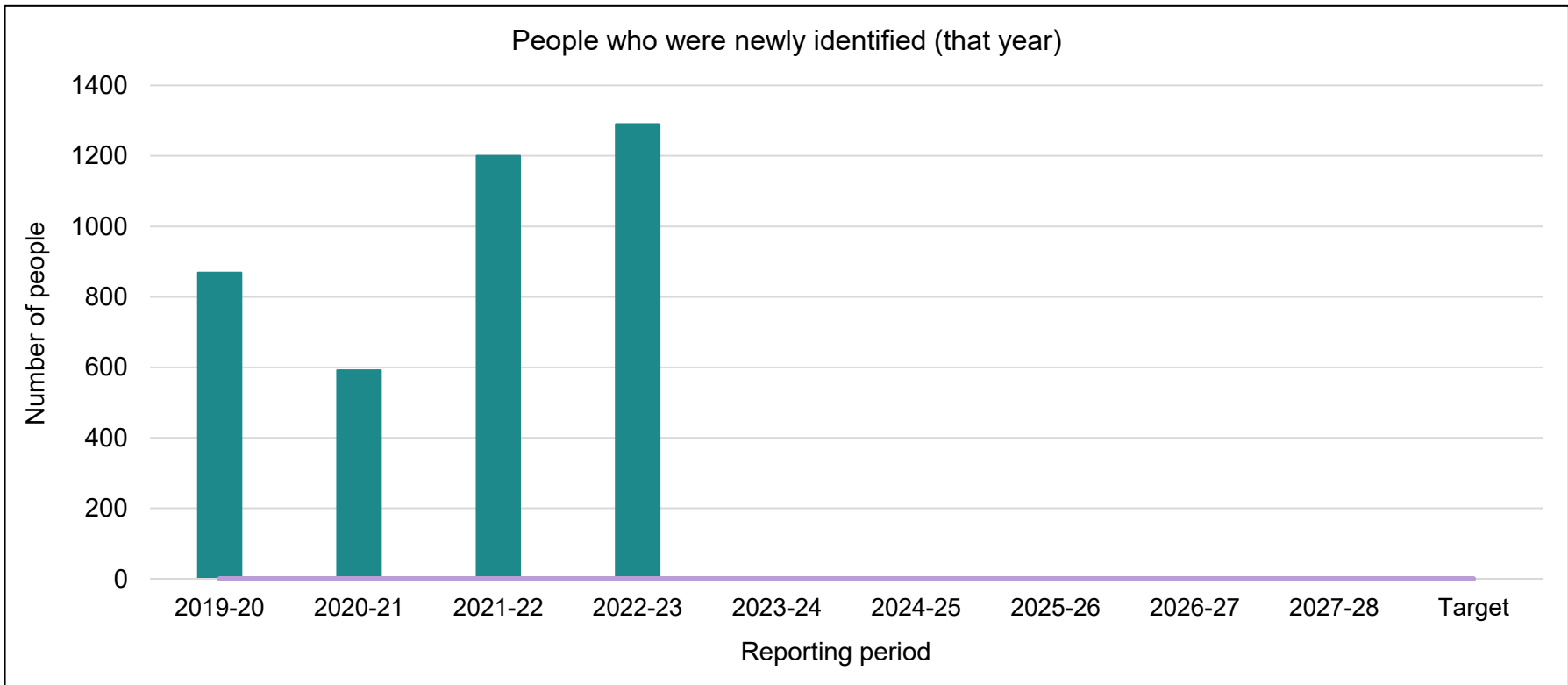
These year-over-year increases in overall number of individuals experiencing homelessness signal a significant increase for our community. The most significant increases in overall homelessness are among those experiencing chronic homelessness and those that identify as single adults. The increases in chronic homelessness are unexpected given our local tracking of this information and requires further investigation to determine the root of this issue. Local factors that likely influenced these increases include the housing and affordability crises affecting our community as well as the ending of Provincial pandemic processes and supports, including the moratorium on evictions and the funding through Social Service Relief Funds. We also believe that local efforts to improve data quality and enhance data input of agencies using HIFIS may mean our system is tracking the number of individuals experiencing homelessness more accurately than in previous years. While our community continues to work to find housing for all individuals experiencing homelessness, additional investment from Federal and Provincial partners to continue creating and maintaining housing options for this population are needed.

Was the HIFIS "***Community Homelessness Report***" used to generate data for this outcome?

Yes

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)	869	592	1200	1290						



Context for Outcome #2 (annual):

Please provide context about your results, as applicable.

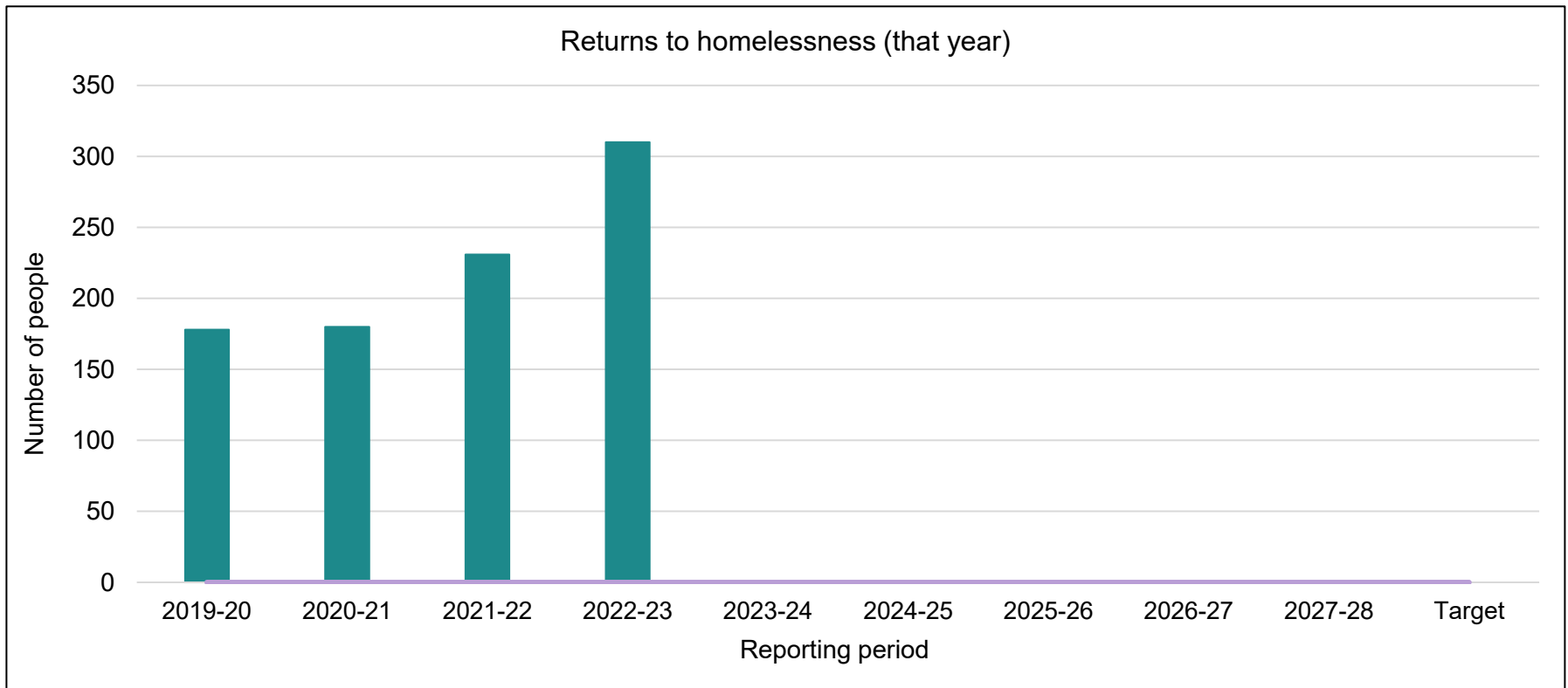
The number of newly identified individuals shows a significant increase in recent years, especially between 2021 and 2022. The increases in newly identified individuals experiencing homelessness are seen primarily in individuals experiencing chronic homelessness and amongst individuals who identify as adults and older adults (aged 25-64). These increases may be explained by increased challenges finding and maintaining affordable housing as the income support rates remain highly inadequate to meet the average rental rate for housing in our community. These increase could also be the result of the end of Provincial programs and processes that helped individuals maintain their housing or possibly enhanced data quality and data tracking practices we've worked to implement. These year over year increases are concerning for our community and while work needs to be done to determine why there are such significant increases in these numbers (especially with respect to those experiencing chronic homelessness), these number point to the need to continue working to prevent inflow into homelessness in our community.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

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)	178	180	231	310						



Context for Outcome #3 (annual):

Please provide context about your results, as applicable.

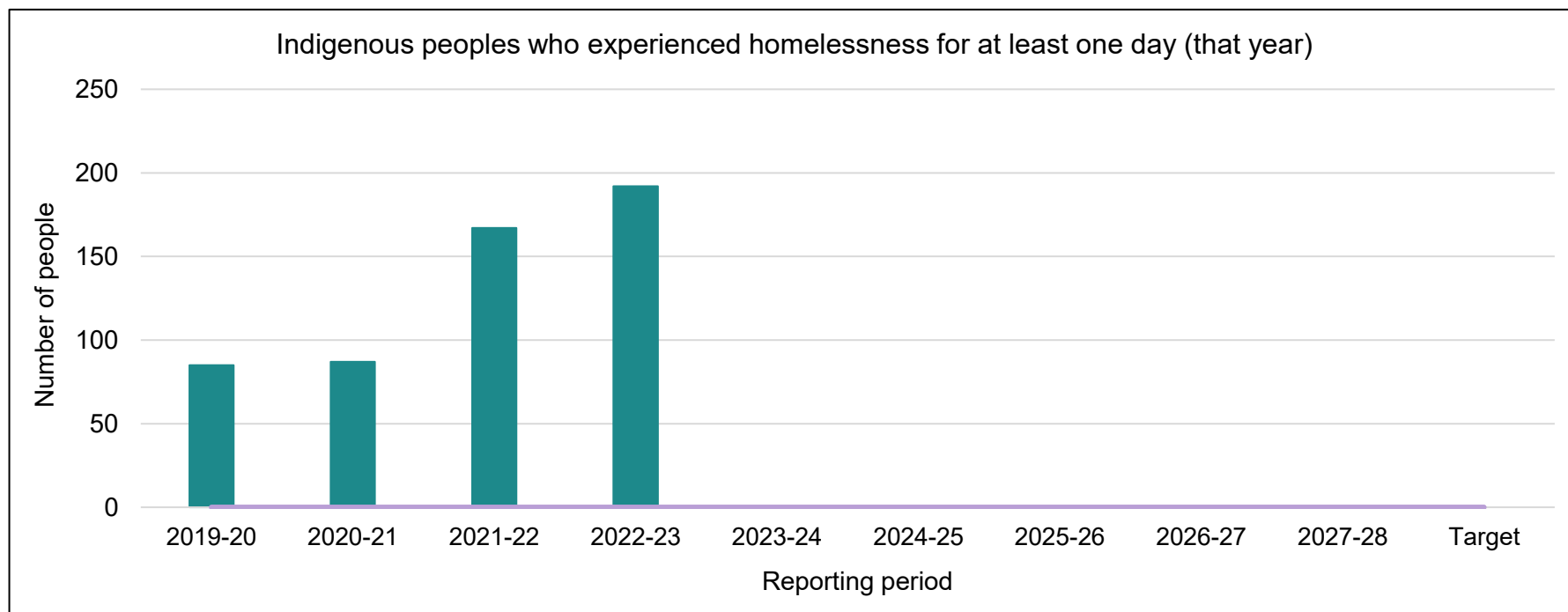
The number of people returning to homelessness has increased significantly over the past two years after remaining close to stable between 2019/2020 and 2020/2021. A trend amongst our data is present here as well, with the largest increases being seen among individuals experiencing chronic homelessness and single adults. Another notable increase is among youth returning to homeless. These trends are concerning for our community and they do reflect local realities as more people are experiencing homelessness across our community than anytime previously. There could be many reasons for these increases which may include changes in local data practices, challenges supporting people to maintain housing, or increased eviction rates due to the commodification of housing. Our community works to support people to maintain their housing, and while recognizing that isn't going to be successful in all situations, the internal data we do have from certain programs identifies a high degree of success in supporting people to maintain their housing. As a result, further investigation will be needed to better understand the data being collected and reported within the CHR.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

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)	85	87	167	192						



Context for Outcome #4 (annual):

Please provide context about your results, as applicable.

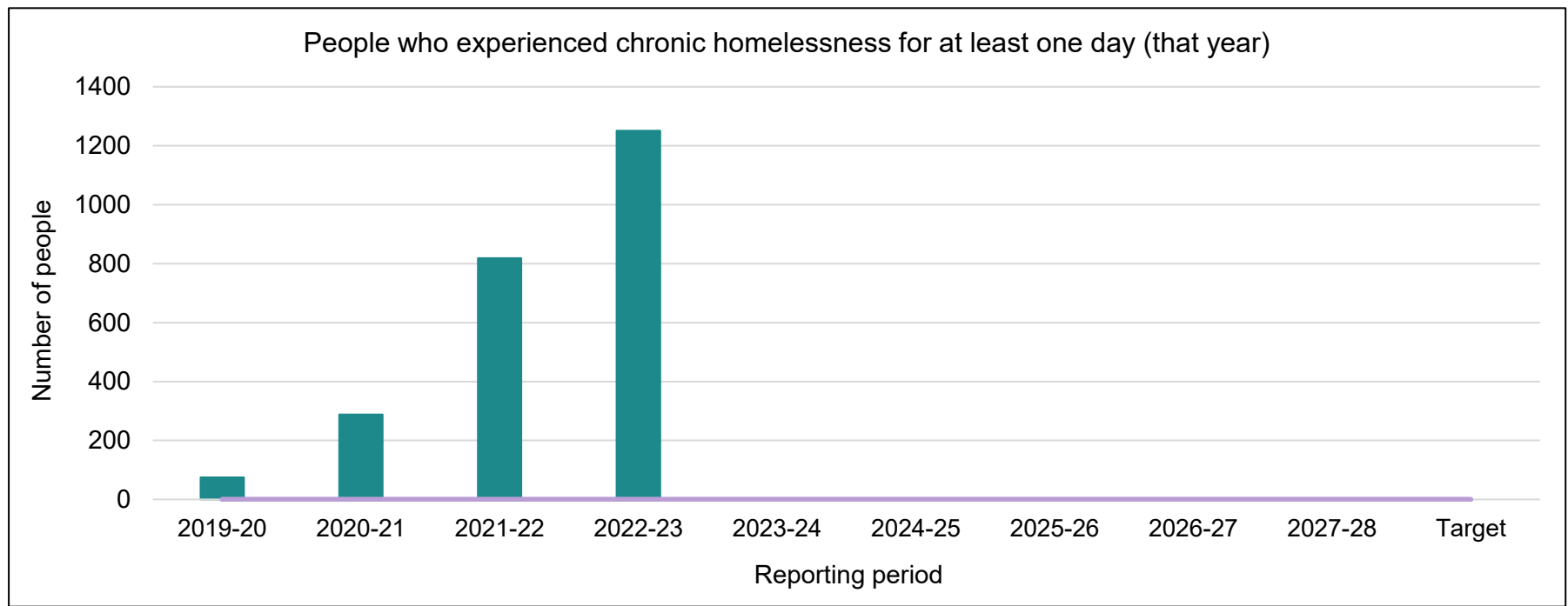
The number of Indigenous individuals experiencing homelessness as an annualized data point shows a significant increase between 2020/2021 and 2021/2022. This is again predominantly among people experiencing chronic homelessness and single adults. As with the monthly data on this outcome where similar patterns exist, this could be related to the wind down of pandemic-era Provincial housing stability programs, changes to the data collection and input work in HIFIS, or decreases in access to affordable housing across our community. Our community is working to strengthen our relationship with Indigenous partners and are actively supporting the implementation of Indigenous-led housing programs with the goal of better supporting Indigenous individuals experiencing homelessness across our region. We're curious to see how strengthening our relationship with these Indigenous organizations will impact this outcome as further space is created for Indigenous people to connect to housing service in a more culturally appropriate manner. Additionally, we understand our system is rooted in a colonial society that adversely affected Indigenous peoples and broke their trust. We believe that by addressing our colonial roots and working on establishing a better connection to Indigenous individuals, we may be able to better address Indigenous homelessness in the future.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

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)	75	288	819	1251						



Please provide context about your results, as applicable.

Again, the most significant increases amongst sub-populations of individuals experiencing homelessness are seen in those experiencing chronic homelessness. The largest increases are seen in the adult (aged 25-49) and older adult (aged 50-64) population groups. These increases are the most surprising for our community as chronic homelessness is something we've been using for prioritization purposes and tracking diligently for a number of years and the numbers returned using this report far exceed that of our community-level data from other sources. The same explanations from the monthly reflection are applicable here, in that these increases may be a result of a significant number of individuals not being connected to the organization that holds the prioritization list, or that there is a data capture error in either the prioritization list or the report. While further work is needed to determine the reason for this discrepancy, it highlights our community's need to continue to work on housing individuals from an experience of chronic homelessness and preventing individuals from aging into chronicity.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes
