

## COMMUNITY HOMELESSNESS REPORT SUMMARY

Corporation of the County of Dufferin

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.

Our Indigenous organization (White Owl Native Ancestry) was a previous co-chair of our CAB and now participates in weekly Coordinated Access Table meetings. All policies for Coordinated Access are approved by our local Indigenous organization before implementation to ensure that they are culturally appropriate and inclusive of all diverse groups. All clients identified as Indigenous are referred to the Indigenous organization for additional supports.

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.

The CE drafted the CHR based on the ongoing work of the CAB and the Coordinated Access Table (CAT). That draft was shared with the Community Advisory Board by email for all i.e. both Indigenous and non-Indigenous representation to review and provide comment/ feedback. A couple of minor edits were made and the final version was/is forwarded to Infrastructure Canada. Note - CAT is a operational sub group of CAB who meet every week.

## 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
<b>Number of minimum requirements</b>	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?

Dufferin County is a Built for Zero Canada community. Built for Zero Canada (BFZ-C) is an ambitious national change effort helping a core group of leading communities end chronic homelessness and veteran homelessness – a first step on the path to eliminating all homelessness in Canada. Through BFZ-C Dufferin County has implemented a By-Name List and Coordinated Access. A By-Name List is a real-time list of all known people experiencing homelessness in your community. It includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level. Coordinated Access is a way for communities to bring consistency to the process by which people experiencing or at risk of homelessness access housing and related services within a geographic area. Core components of a strong Coordinated Access system include a Housing First approach; real-time data about the supply of and demand for housing resources; and a streamlined service delivery approach with access points to service, a standardized workflow for triage and assessment; prioritization; and vacancy matching and referral.

Dufferin County has been recognized by BFZ-C for the following:

- Quality By-Name List – July 2019
- Reaching Home Coordinated Access – January 2020
- Basic Coordinated Access – October 2020
- Advanced By-Name List – October 2020
- Advanced Coordinated Access – February 2021

The Dufferin Coordinated Access Table has also developed a Terms of Reference which outlines the policies, and governance of Coordinated Access. Additionally there are policies on the following which are reviewed by the Coordinated Access Table annually or more often as required:

- 24 Hour Access
- BNL Intake
- BNL Inactivity
- Out of Area
- Outreach
- Transitional Housing
- Indigenous Consultation and Referrals
- Housing of Clients from the Priority List
- Equity Anti-oppression and Trauma Informed Care

- Appeal of Decision
- Management of the BNL

Dufferin County is the lead agency for HIFIS. Currently there are 6 service providers using HIFIS:

- Dufferin County
- Dufferin Youth Shelter
- Dufferin Mens Shelter
- Family Transition Place
- Out of the Cold
- Salvation Army

HIFIS is also used to manage the County of Dufferin Emergency Motel Program, The Coordinated Access Transitional Housing program (CATH) and Housing Allowance programs.

## 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 CHRs, 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: 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 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: 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

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?

The County of Dufferin has a weekly round table (CAT) where the Coordinated Access agencies case conference individuals on the BNL. When data was reviewed it showed that individuals were remaining on the BNL for greater amounts of time. This data was then used to motivate the CAT table to review the case conferencing process and move from an update based discussion to more action based case conferencing. Meeting notes with agreed upon actions were shared with the table within 24 hours of the meeting, allowing successes and roadblocks to be better identified and addressed. This has resulted in a positive impact on the move in data as well as the front line workers feel better supported in their work.

## 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:

The County of Dufferin creates the BNL by using HIFIS data. Clients complete a Vi-SPDAT based on household type (youth, single, family) and completed a custom table which provides additional data. These items are used to populate the BNL which is stored in a password protected Excel document.

In the future, will data from the community's HMIS (either HIFIS or an existing, equivalent system) be used to get data for the List?

Undecided



**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?	Daily
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.

Community did not complete this optional question.

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

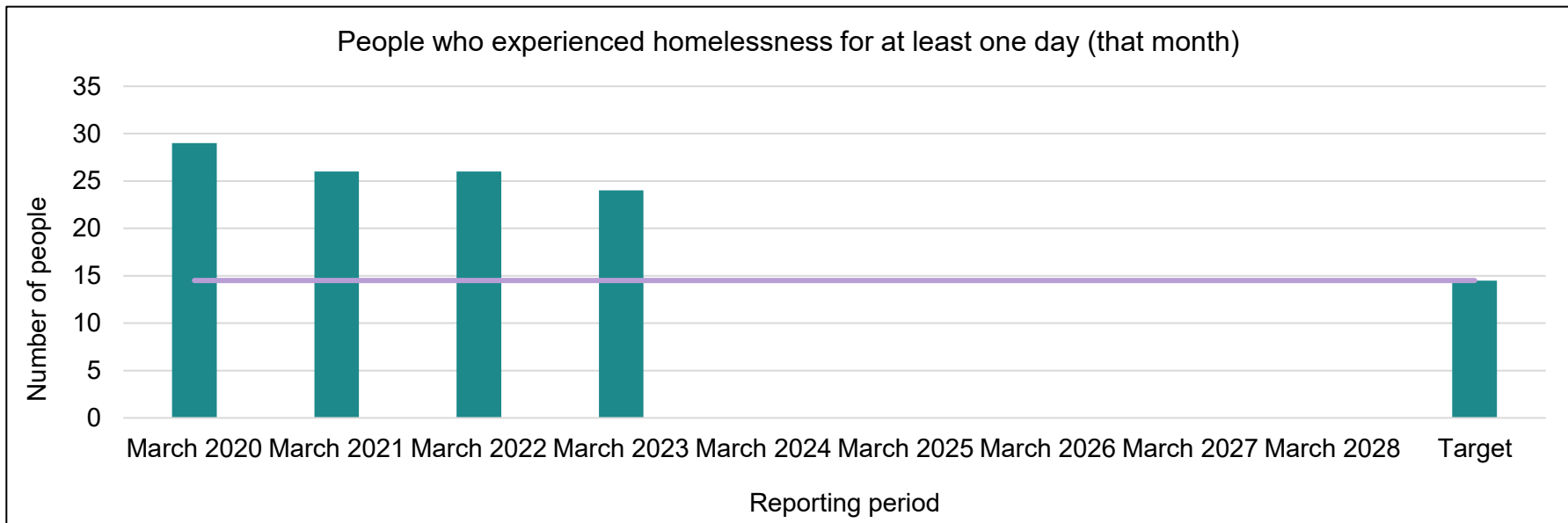
Does the List meet the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

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)	29	26	26	24						14.5



**Context for Outcome #1 (monthly):**

Please provide context about your results, as applicable.

Data collection has remained the same since 2020 using BNL monthly statistics. Targets remain the same as those reported in 2020.

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

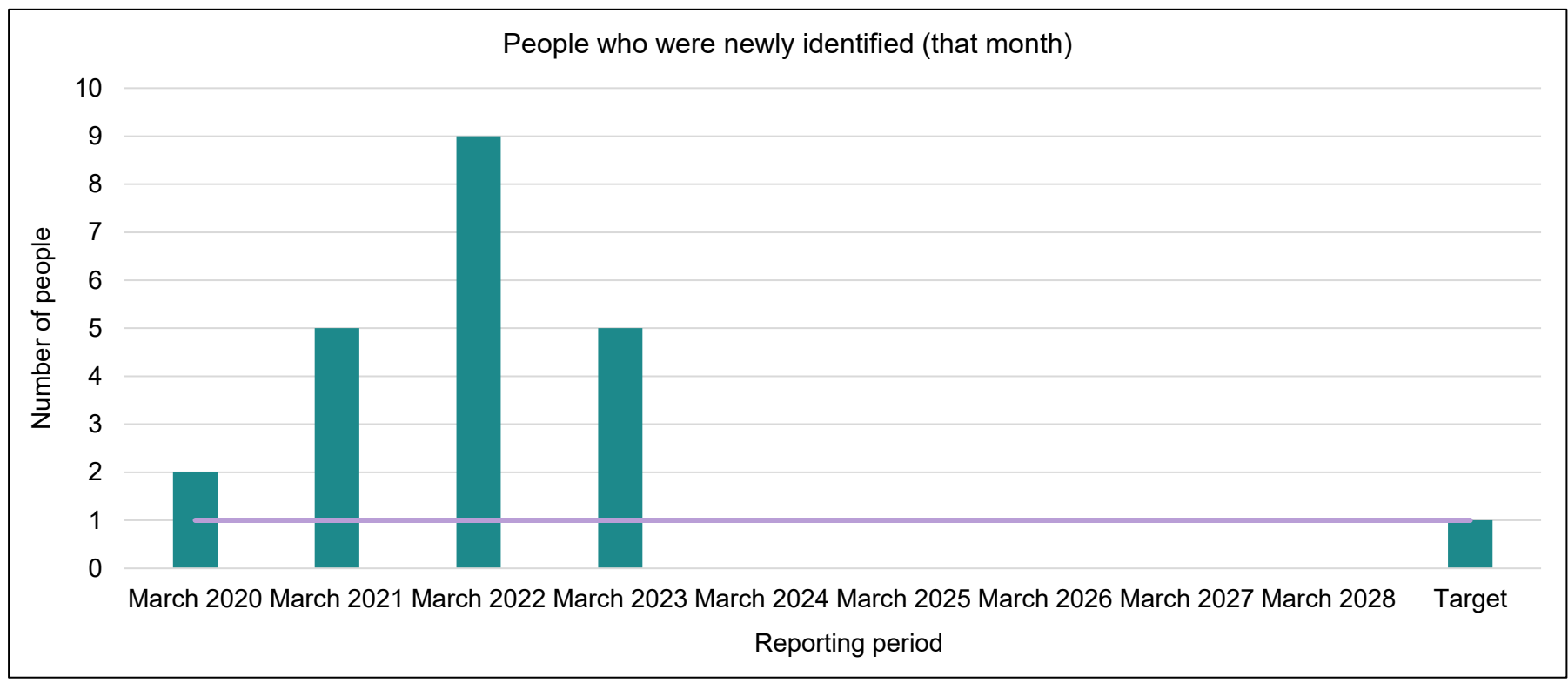
No

Was the federal standard for calculating this outcome used (see Annex A)?

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)	2	5	9	5						1



**Context for Outcome #2 (monthly):**

Please provide context about your results, as applicable.

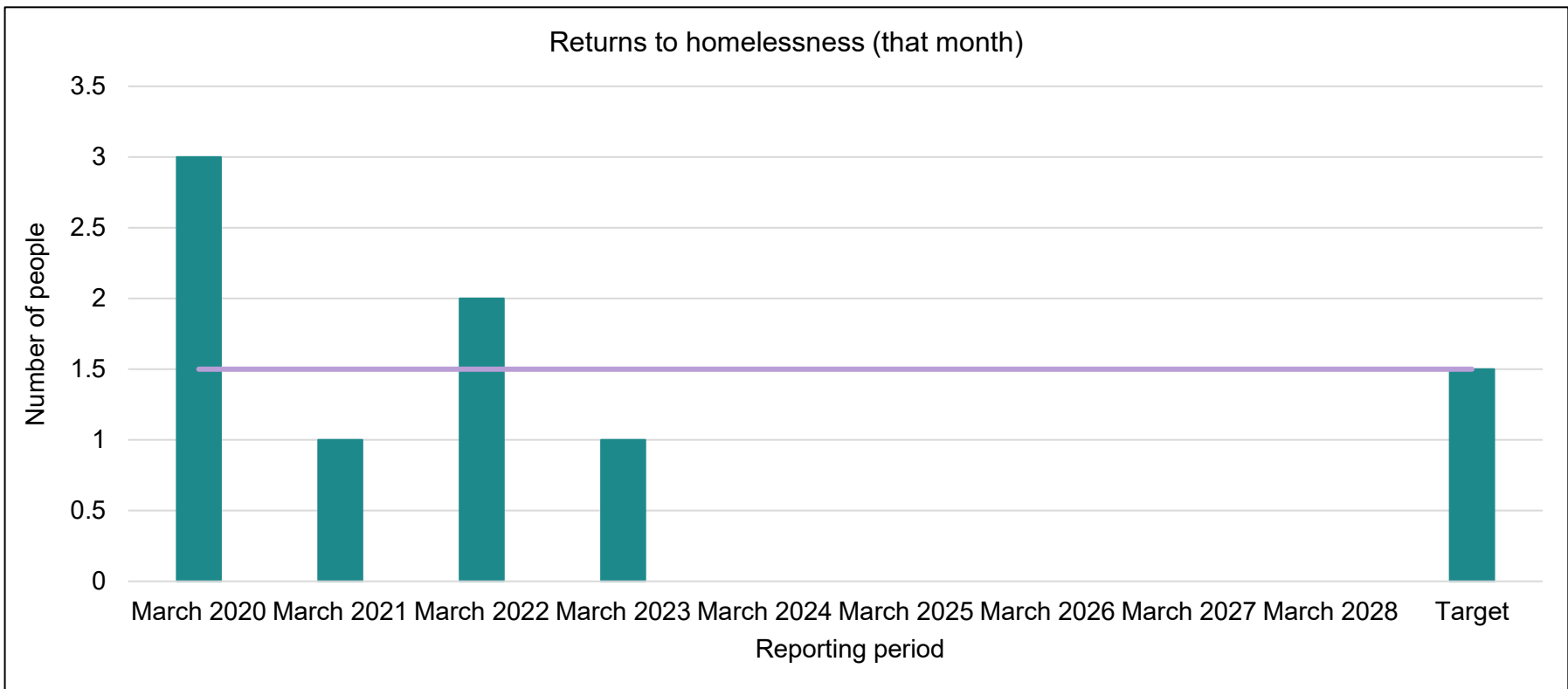
Data collection has remained the same since 2020 using BNL monthly statistics. Targets remain the same as those reported in 2020.

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

No


**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)	3	1	2	1						1.5



**Context for Outcome #3 (monthly):**

Please provide context about your results, as applicable.

Data collection has remained the same since 2020 using BNL monthly statistics. Targets remain the same as those reported in 2020.

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

No

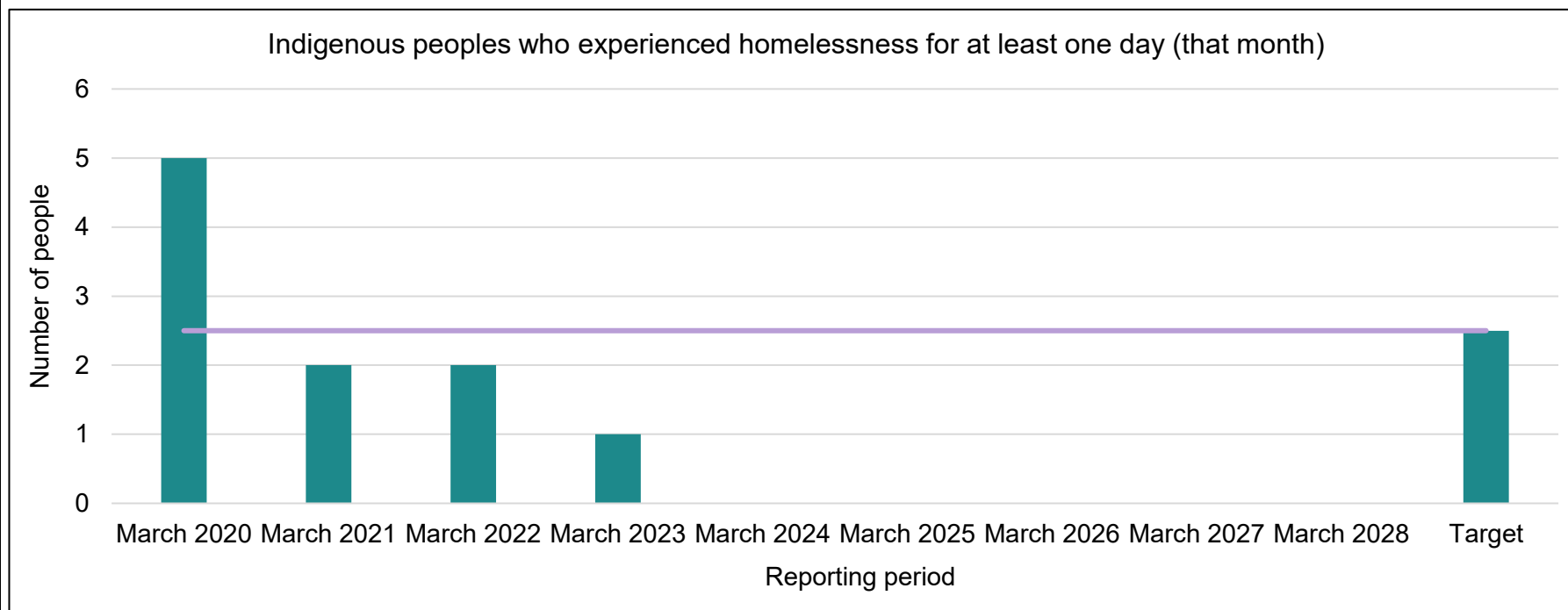
Was the federal standard for calculating this outcome used (see Annex A)?

Yes



**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)	5	2	2	1						2.5



**Context for Outcome #4 (monthly):**

Please provide context about your results, as applicable.

Data collection has remained the same since 2020 using BNL monthly statistics. Targets remain the same as those reported in 2020.

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

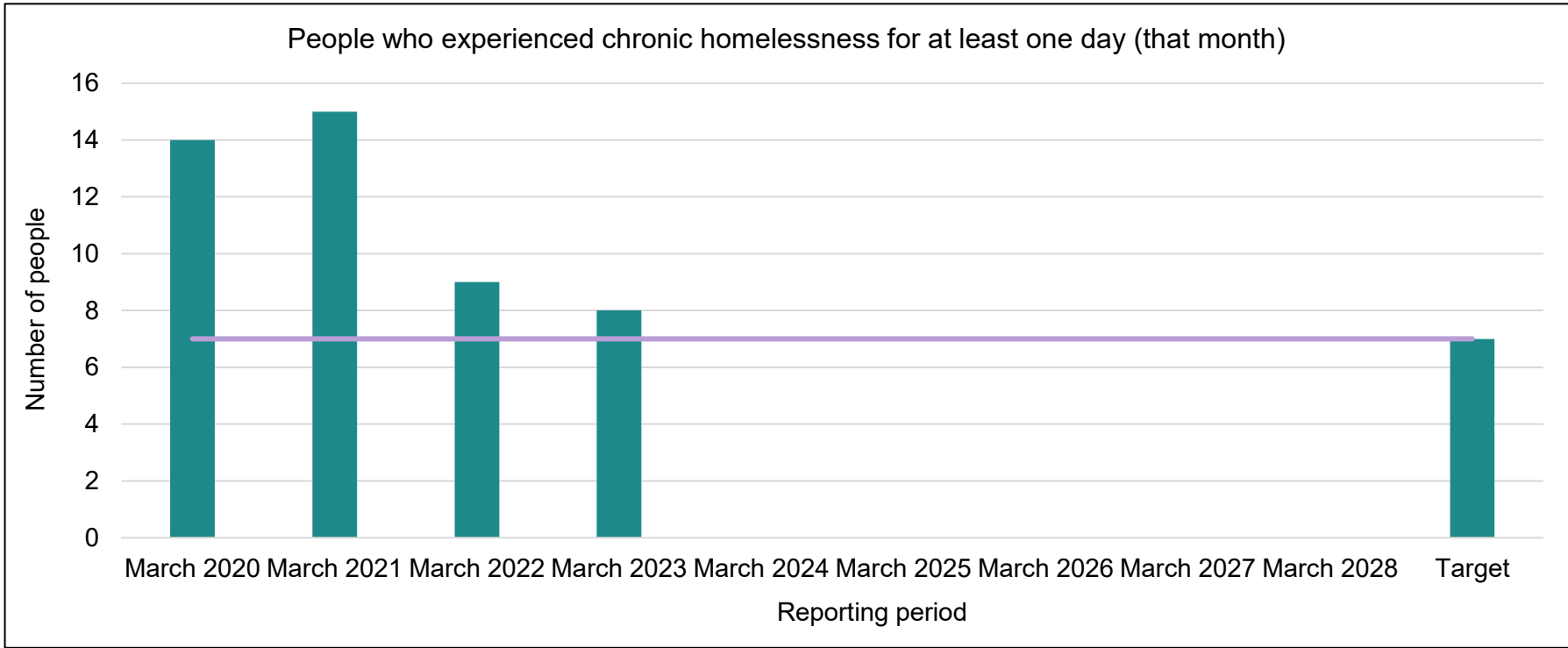
No

Was the federal standard for calculating this outcome used (see Annex A)?

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)	14	15	9	8						7



**Context for Outcome #5 (monthly):**

Please provide context about your results, as applicable.

Data collection has remained the same since 2020 using BNL monthly statistics. Targets remain the same as those reported in 2020.

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

No

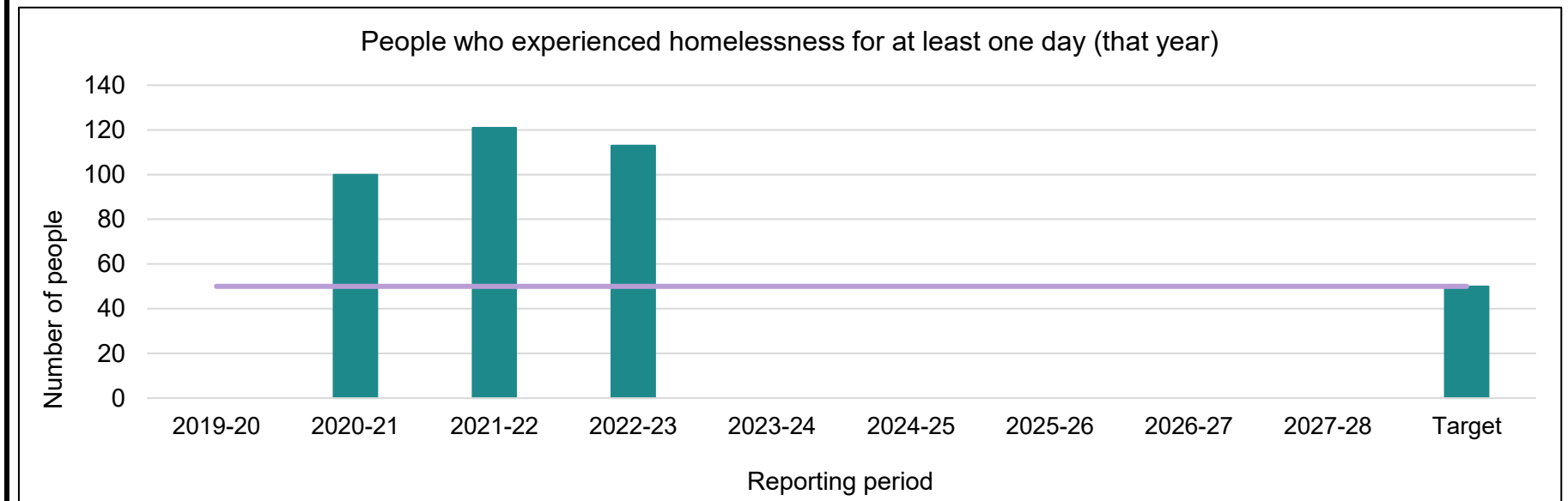
Was the federal standard for calculating this outcome used (see Annex A)?

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)		100	121	113						50



**Context for Outcome #1 (annual):**

Please provide context about your results, as applicable.

Data collection has remained the same since 2020 using BNL monthly statistics. Targets remain the same as those reported in 2020.

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

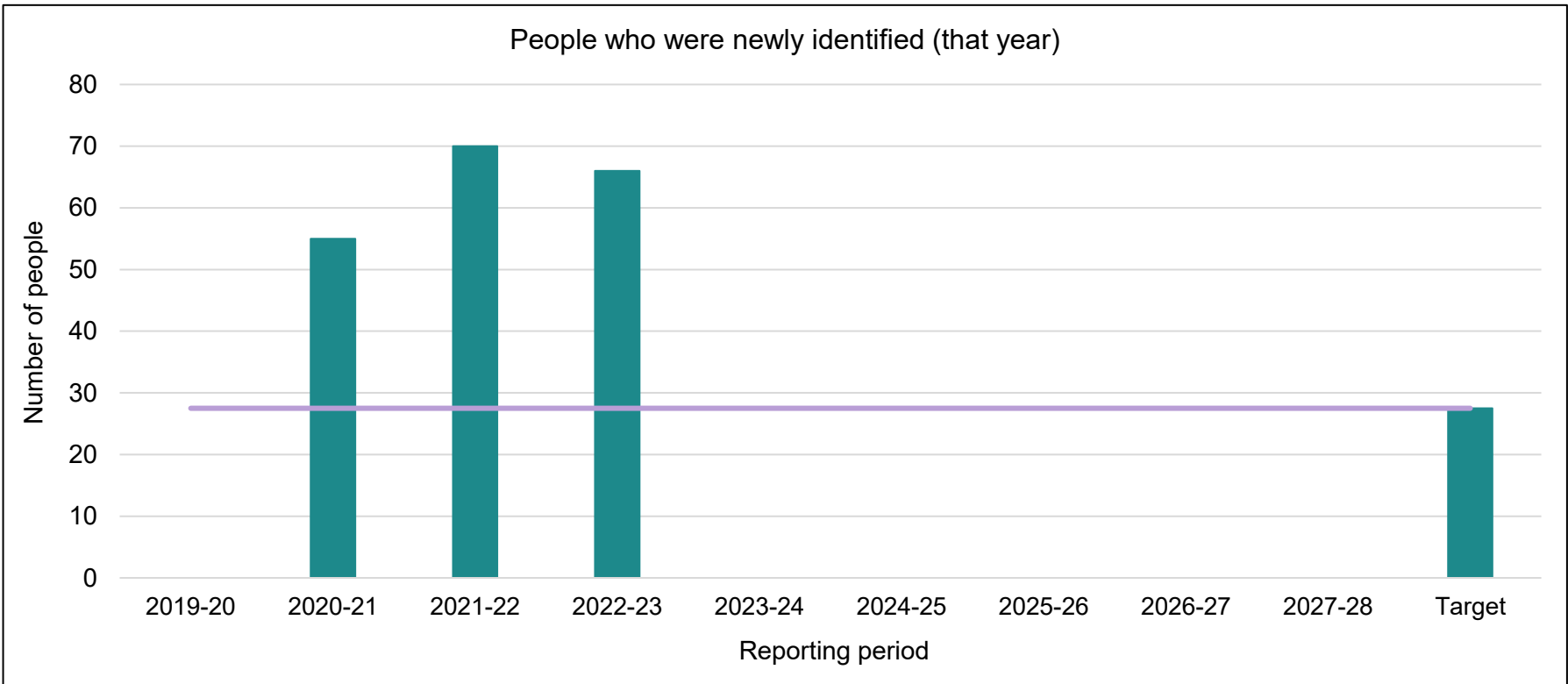
No

Was the federal standard for calculating this outcome used (see Annex A)?

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)		55	70	66						27.5



**Context for Outcome #2 (annual):**

Please provide context about your results, as applicable.

Data collection has remained the same since 2020 using BNL monthly statistics. Targets remain the same as those reported in 2020.

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

No

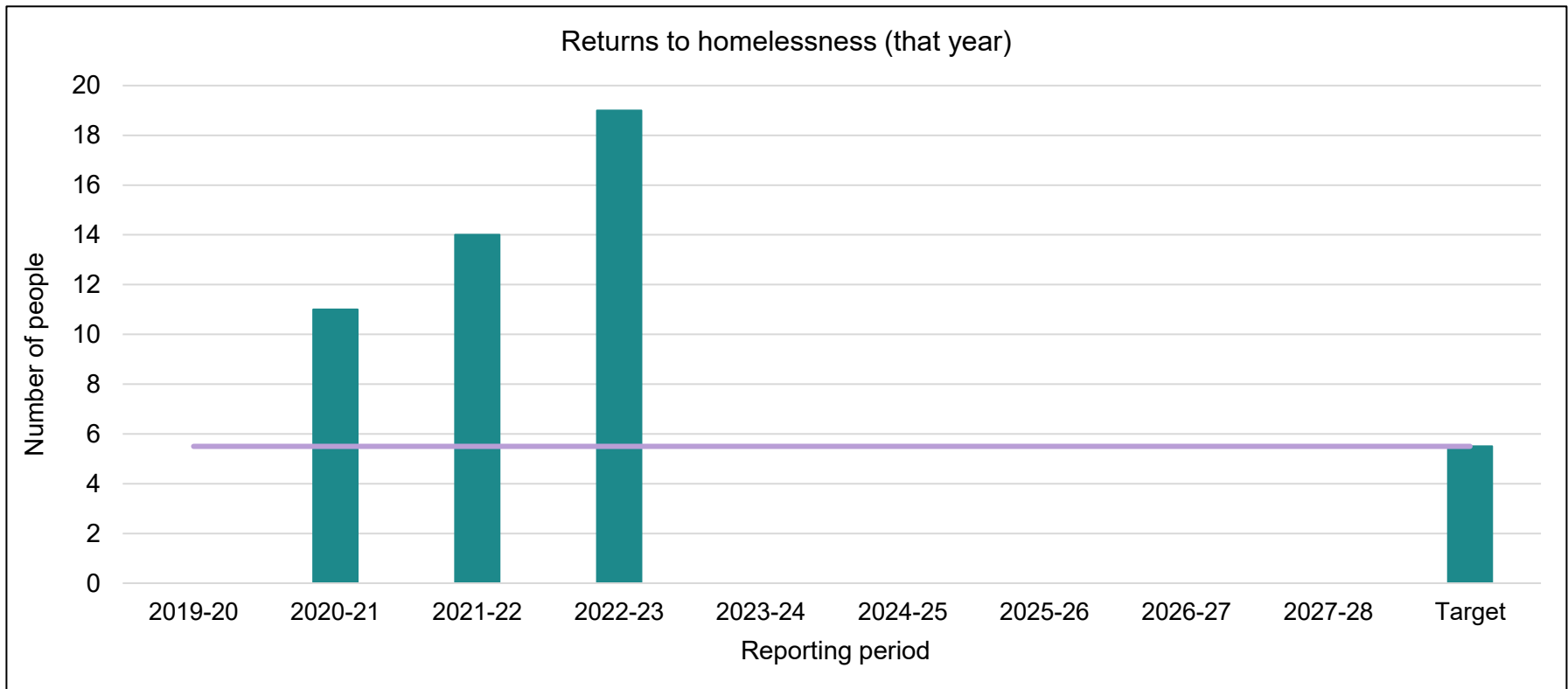
Was the federal standard for calculating this outcome used (see Annex A)?

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)		11	14	19						5.5



**Context for Outcome #3 (annual):**

Please provide context about your results, as applicable.

Data collection has remained the same since 2020 using BNL monthly statistics. Targets remain the same as those reported in 2020.

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

No

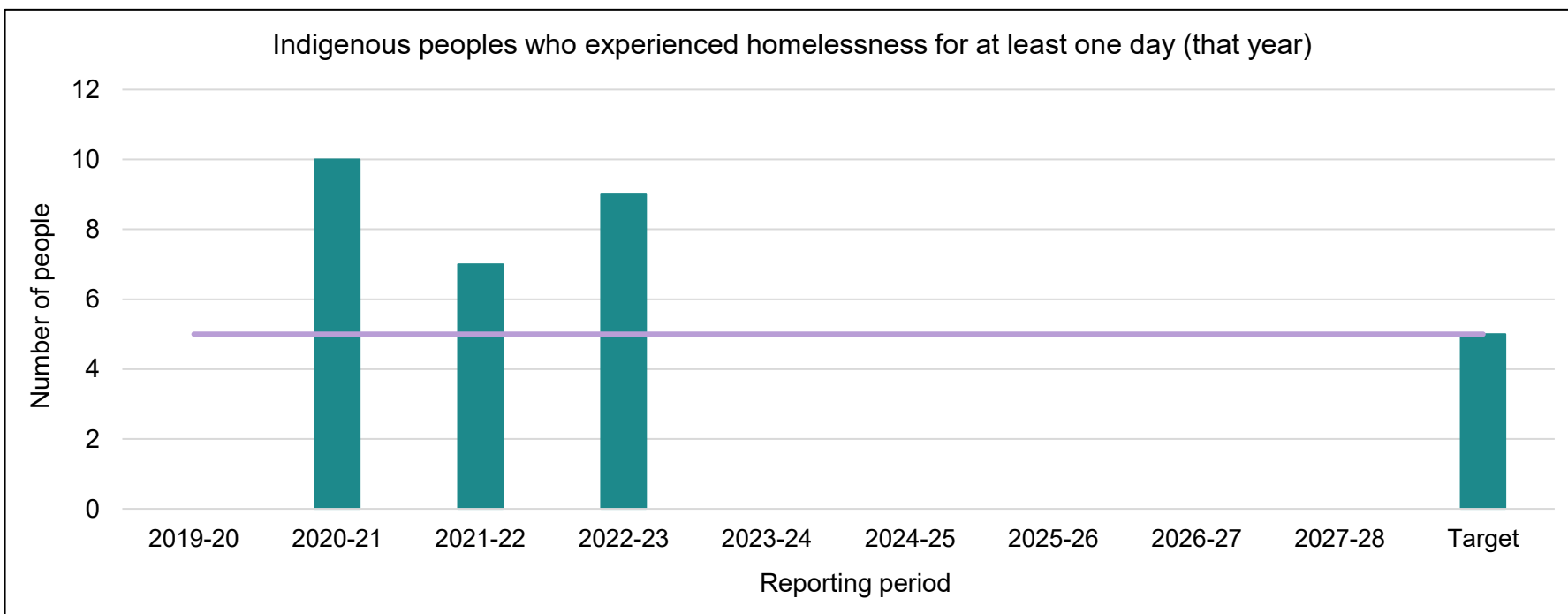
Was the federal standard for calculating this outcome used (see Annex A)?

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)		10	7	9						5



**Context for Outcome #4 (annual):**

Please provide context about your results, as applicable.

Data collection has remained the same since 2020 using BNL monthly statistics. Targets remain the same as those reported in 2020.

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

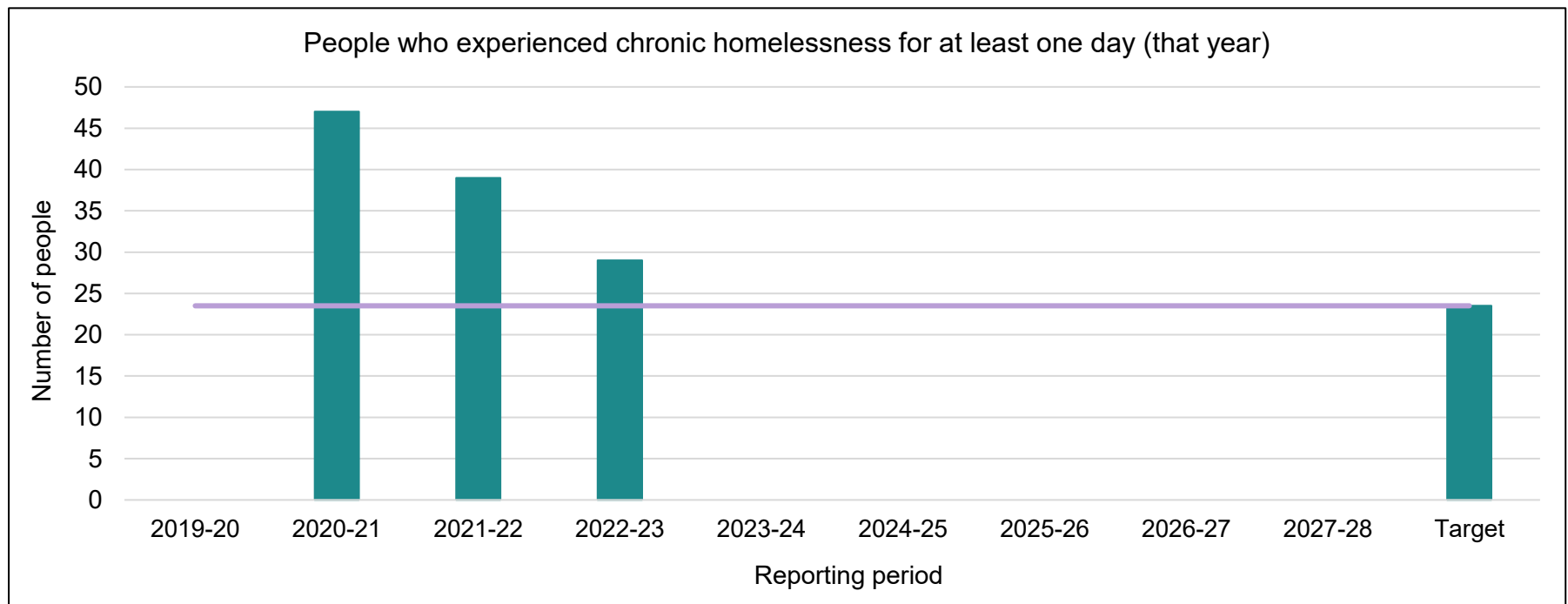
No

Was the federal standard for calculating this outcome used (see Annex A)?

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)		47	39	29						23.5



Please provide context about your results, as applicable.

Data collection has remained the same since 2020 using BNL monthly statistics. Targets remain the same as those reported in 2020.

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

No

Was the federal standard for calculating this outcome used (see Annex A)?

Yes