

Reaching Home: Canada's Homelessness Strategy
Community Homelessness Report

Calgary
2023-2024

TEMPLATE FOR COMMUNITIES

SECTION 1: COMMUNITY CONTEXT

Overview

- 1.1 a) Highlight any efforts and/or issues related to the work that your community has done to **prevent and/or reduce homelessness and improve access to safe, appropriate housing** over the last year.

Your response could include information about:

- Homelessness prevention and shelter diversion efforts;
- Housing move-ins;
- New investments in housing-related resources;
- Gaps in services;
- Collaboration with other sectors; and/or,
- Efforts to address homelessness for specific groups (e.g., youth).

In the fiscal year 2024, our supportive housing programs continued to assist a significant number of individuals and households, with an average of 1,815 people housed each day, compared to 1,783 in the previous fiscal year (FY23). Despite this ongoing support, the demand for assistance has grown. For example, our Coordinated Access and Assessment Triage list, which helps align program match, has increased from 1,532 individuals at the beginning of FY23 to 2,184 individuals currently. Notably, this growth is primarily driven by a 57% increase in families and a 44% increase in single adults seeking assistance. Additionally, there has been a rise in the number of individuals or households on the triage list who frequently sleep outdoors, increasing from 593 to 756 over the same period.

A concerning trend in what we have seen is the significant increase in refugee claimants using adult emergency shelters. From the first quarter of FY23 to the most recent full quarter (Q3 FY24), there has been a more than tenfold increase in the number of refugee claimants seeking shelter.

- b) What **impact** did these efforts and/or issues have on your community-level outcomes over the last year (as reported in Section 4, if applicable)? This impact may or may not be directly related to the efforts and/or issues identified in 1.1(a). Please enter "N/A" if the impact is not known at this time.

Vacancy Rates

In 2023, the average rent prices in Calgary spiked by 17.2% compared to the previous year, marking one of the highest increases ever recorded. This rapid increase is likely to push more people into seeking assistance from homeless services if it continues. Despite a rise in the number of new rental housing constructions over the past three years, the rental market remains tight due to ongoing population growth. It's anticipated that housing creation will need to escalate further before any easing in the rental market can be seen.

Calgary's rental market vacancy rate dropped to 1.4% in 2023, the lowest it's been in the past decade. This marks the third consecutive year of decreasing vacancy rates. This tightening rental market trend aligns with feedback received by CHF from partner agencies. In terms of unit types, bachelor apartments had the lowest vacancy rates at 0.70%, followed by units with three or more bedrooms at 1.00%. These low vacancy rates are posing challenges for housing programs, especially considering the increased demand reported by CHF for families (a 57% increase) and adult singles (a 44% increase).

- 1.2 How has the community's approach to addressing homelessness changed over the last few years?

Communities are strongly encouraged to use the *"Reflecting on the Changing Response to Homelessness"* worksheet to help them reflect on how the approach has changed and the impact of these changes at the local level.

The most significant change we've observed relates to the critical shortage of affordable housing in Calgary. This shortage, compounded by increasing economic pressures, has led to a level of homelessness previously unseen in the city. Consequently, we've had to reassess our funding approach to redirect resources towards addressing the growing complexity of the issue and addressing staffing shortages and wage disparities in our sector.

As of December 21, 2023, only 1,269 spots in affordable housing have been filled, resulting in a housing occupancy rate of 73%. Our target is to maintain a 90% occupancy rate, which would mean having 1,564 individuals housed at any given time during a quarter.

To reach this target, the Calgary Homeless Foundation (CHF) needs to reduce the number of scattered site spots by 177, making 1,560 spots available. Currently, there are 1,269 spots occupied in scattered site housing.

Collaboration between Indigenous and Non-Indigenous Partners

- 1.3 Please select your community from the drop-down menu: Calgary (AB)

Your community:
Has IH funding available.
The DC CE and IH CE are distinct organizations.
The DC CAB and IH CAB are distinct groups.
The IH CE is Stoney Nakoda - Tsuut'ina Tribal Council (G4).

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

As a reminder, meaningful collaboration with the IH CE and IH CAB, as well as local Indigenous organizations is expected for your community.

→ Coordinated Access:	Not yet
→ HMIS:	Yes
→ Outcomes-Based Approach:	Not yet

Reminder!

See the CHR Reference Guide (pg.10) on the [CHR Reporting Tools e-course](#) for the definition of meaningful collaboration used in the CHR.

b) In your response to 1.4(a) you noted that collaboration has occurred with Indigenous partners related to **at least one** of the following: Coordinated Access, the HMIS and/or the Outcomes-Based Approach. As a follow up to this, please indicate **if any** of the following activities took place:

- Indigenous partners have roles and responsibilities related to governance for the Coordinated Access system and/or the HMIS throughout the lifecycle of these systems (implementation, maintenance and improvement).

→ Coordinated Access:	No
→ HMIS:	No
- The perspectives of Indigenous partners are integrated into the work of the Coordinated Access system, use of the HMIS and the Outcomes-Based Approach.

→ Coordinated Access:	No
→ HMIS:	No
→ Outcomes-Based Approach:	Yes
- Indigenous partners participate in Coordinated Access, use the HMIS and/or participate in the Outcomes-Based Approach.

→ Coordinated Access:	No
→ HMIS:	Yes
→ Outcomes-Based Approach:	Yes

Note: As applicable, these activities should be described in further detail in 1.4(c). This list is not meant to be exhaustive. Other relevant activities not listed above should be described in 1.4(c).

c) In your response to 1.4(a) you noted that collaboration has occurred with Indigenous partners. As a follow up to this, please describe the collaboration that took place in more detail. Your response **must** include the following elements:

- When it occurred (e.g. "in February 2024" or "on an ongoing basis since 2022");
- Who it was with (e.g. "the IH CE", "organization A");
- What aspects of Coordinated Access, the HMIS and/or the Outcomes-Based Approach were discussed; and,
- How Indigenous perspectives influenced the outcome.

From an outcomes perspective, Miskanawah, our partners, have been at the forefront of promoting cultural evaluation and measurement capacity building. According to Miskanawah, while settler governments and systems are beginning to introspect and consider changes internally, there's an opportunity for Indigenous people, communities, and organizations to offer tangible examples of how colonial processes could be redefined through more progressive and relevant approaches for the individuals they serve. The Oral Truth Ceremony has become integral to our collaboration with Miskanawah, and its impact extends to shaping our internal evaluation practices, such as how we frame evaluation narratives.

Since April 1st 2023 we have begun to better understand and incorporate cultural evaluation.

HMIS

Progress on providing G4 STONEY NAKODA - TSUUT'INA TRIBAL COUNCIL (G4) access to our HMIS data has been gradual. We prioritized establishing appropriate governance to safeguard all information before granting

d) In your response to 1.4(a) you noted that collaboration did **not** occur with Indigenous partners. As a follow up to this, please describe why collaboration did not take place in more detail and how collaboration will happen over the coming year. Your response **must** include the following elements:

- Related to the past year (2023-24), why meaningful collaboration with Indigenous partners did not take place.
- Related to the coming year (2024-25):
 - o When it will occur (e.g. "Over the coming year", "in Summer 2024");
 - o Who it will be with (e.g. "the IH CE", "organization A"); and,
 - o What aspects of Coordinated Access, the HMIS and/or the Outcomes-Based Approach will be discussed.

We've consistently extended collaboration opportunities to the Indigenous CE and CAB and will continue. Presently, a staff member attends meetings at the Aboriginal Standing Committee on Housing and Homelessness.

Additionally, the Indigenous CE's executive leadership has been invited to contribute to redesigning our Needs Service Questionnaire (NSQ) triage tool and participate as a member of the Community Advisory Board. We've also extended an invitation for an executive steering committee position on our Coordinated Extreme Weather Response. Additionally, we've offered them data and analytics dashboards to support their data collection efforts. Lastly, we have reached out to understand if brainstorming or funding strategy work would be desired by the IndigenousCE

While not every offer has resulted in clear collaboration, we remain hopeful that we can assist in any necessary and beneficial ways when the time arises. Nevertheless, we maintain strong relationships with Indigenous-led organizations and elders in the city, seeking their guidance on truth and reconciliation and our approach to

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

Yes

As a reminder, meaningful collaboration on the CHR with the IH CE and IH CAB, as well as local Indigenous organizations is expected for your community.

b) In your response to 1.5(a) you noted that collaboration occurred with Indigenous partners. As a follow up to this, please indicate which of the following activities took place:

	<ul style="list-style-type: none"> Engagement with Indigenous partners took place in the early stages of CHR development, to determine how collaboration should be undertaken for the CHR. 	Yes
	<ul style="list-style-type: none"> Collaboration with Indigenous partners took place when developing and finalizing the CHR. 	Yes
	<ul style="list-style-type: none"> Indigenous partners reviewed and approved the final CHR. 	Yes
	<p>Note: As applicable, these activities should be described in further detail in 1.5(c). This list is not meant to be exhaustive. Other relevant activities not listed here should be described in 1.5(c).</p> <p>c) In your response to 1.5(a) you noted that collaboration occurred with Indigenous partners. As a follow up to this, please describe the collaboration that took place in more detail. Your response must include the following elements:</p> <ul style="list-style-type: none"> How were Indigenous peoples engaged in these discussions; When did the collaboration occur; Who it was with (e.g. "the IH CE", "organization A"); and, What sections of the CHR were informed by Indigenous input and/or perspectives. <p>We've offered the Indigenous CAB and CE the chance to review and offer input on the Community Homelessness Report (CHR), of which a copy of the CHR was provided on May 13th. We have also offered the Indigenous CE and Indigneous CAB an invitation to discuss/ strategize the community plan as it is created. No commitment has been gained in this endeavour, however, we will continue to ask. It's worth noting that Indigenous representation, including the Indigenous CE executive team is on the CAD-D.</p>	
1.6	<p>a) Did the IH CAB sign-off on this CHR?</p> <p>b) Explain why IH CAB sign-off was not obtained and describe how engagement will take place with the IH CAB during next year's CHR process in more detail. Your response must include the following elements:</p> <ul style="list-style-type: none"> Related to the 2023-24 CHR process, why IH CAB sign-off was not obtained. Related to next year's CHR process (2024-25): <ul style="list-style-type: none"> When the IH CAB will be engaged; and, How they will be engaged. 	No
<p>On May 29, 2024, the CHF received feedback from the IH-CAB Co-Chairs indicating they</p>		
Public Access to Results		
1.7	<p>As outlined in the Reaching Home Directives, communities are required to make a summary of the CHR publicly available. How will the public have access to this information? For example, which website will be used to publish the results?</p>	

SECTION 2: COORDINATED ACCESS AND HOMELESSNESS MANAGEMENT INFORMATION SYSTEM (HMIS) SELF-ASSESSMENT

Governance and Partnerships

2.1 a) Is there a governance structure for the Coordinated Access system and the HMIS?	Yes
<i>The following questions are new for this year and ask about the governance structure in place for Coordinated Access and the HMIS. These questions are not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.</i>	
b) Is there a representative governance structure in place? Membership should include people that represent the following: <ul style="list-style-type: none"> • Population groups the Coordinated Access system intends to serve; • Types of service providers that help prevent homelessness and those that help people transition from homelessness to stable, appropriate housing; • Indigenous partners (more than a single representative, wherever possible); • People with lived experience of homelessness; and, • Provincial/territorial and municipal governments. 	Yes
c) Is an integrated governance structure in place, where various homeless-serving sector roles and groups are aligned in support of the community's overall goals to prevent and reduce homelessness? These roles and groups should include: <ul style="list-style-type: none"> • Community Entity; • Community Advisory Board; • Coordinated Access Lead and HMIS Lead roles; • Provincial/territorial and/or municipal designations relative to managing homelessness funding, as applicable; • Local groups with a mandate to prevent and/or reduce homelessness, as applicable; and, • Local Indigenous partners, including Indigenous service delivery organizations, as applicable. 	Yes
d) Is there a document that describes how the various homeless-serving sector roles and groups are integrated and aligned in support of the community's overall goals to prevent and reduce homelessness and, if requested, can this documentation be made publicly available?	Yes
e) Have Terms of Reference for the governance structure been documented and, if requested, can they be made publicly available?	Yes
2.2 a) Has a Coordinated Access Lead organization and an HMIS Lead organization been identified?	Yes
<i>The following questions are new for this year and ask about the roles and responsibilities for the Coordinated Access Lead and HMIS Lead, as well as related documentation. These questions are not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.</i>	
b) Do the Coordinated Access Lead and HMIS Lead collaborate to: <ul style="list-style-type: none"> • Improve service coordination and data management; and, • Increase the quality and use of data to prevent and reduce homelessness? 	Yes
c) Have Coordinated Access Lead and HMIS Lead roles and responsibilities been documented and, if requested, can this documentation be made publicly available?	Yes
2.3 a) Do all service providers receiving funding through the Designated Communities (DC) or Territorial Homelessness (TH) stream participate in the Coordinated Access system?	Yes

The following questions are new for this year and ask if broad participation in the Coordinated Access system is being encouraged. These questions are not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.

b) Over the last year, was participation in the Coordinated Access system encouraged from providers that serve people experiencing or at-risk of homelessness, and do not receive Reaching Home funding? They may or may not have agreed to participate at this time.

Yes

c) Over the last year, was participation encouraged from providers that could fill vacancies through the Coordinated Access system (e.g., they have housing units, subsidies and/or supports that could be accessed by people experiencing homelessness), and do not receive Reaching Home funding? They may or may not have agreed to participate at this time.

Yes

Homelessness Management Information System (HMIS)

2.4

a) Does your community have an HMIS to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and the Outcomes-Based Approach?

Yes

b) In your community, is the Homeless Individuals and Families Information System (HIFIS) the HMIS that is being used?

No

c) Which HMIS is being used?

Wellsky Service Point

d) When was it implemented?

5/11/2010

The following questions are new for this year and ask about active use of the HMIS, as well as processes for ensuring that Indigenous partners can access the HMIS data and/or reports they need to help the people they serve. These questions are not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.

e) In your community, are all Reaching Home-funded service providers actively using the same HMIS to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and the Outcomes-Based Approach? This includes using the HMIS to generate data for the Unique Identifier List and outcome reporting.

Yes

f) Over the last year, were other non-Reaching Home-funded providers that serve people experiencing or at-risk of homelessness in the community encouraged to actively use the HMIS? They may or may not have agreed to do so at this time.

Yes

g) Are processes in place that ensure there are no unnecessary barriers preventing Indigenous partners from accessing the HMIS data and/or reports they need to help the people they serve?

Yes

2.5

Has your community signed a Data Provision Agreement with the Department?

Reminder: The Data Provision Agreement is an agreement between the Community Entity and the Department that outlines the roles and responsibilities between both parties, as well as authorizes the Department's collection of certain non-directly identifiable data fields.

Not yet started

2.6	Do you have a set of local agreements to manage privacy, data sharing and client consent related to your HMIS that comply with municipal, provincial/territorial and federal laws? This includes: <ul style="list-style-type: none"> • A Community Data Sharing Agreement; and, • A Client Consent Form. 	Yes
2.7	Have you established safeguards to ensure the data collected in your HMIS is secured from unauthorized access?	Yes
Access Points to Service		
2.8	a) Are access points available in some form throughout the geographic area covered by the DC or TH funded region, so that people can be served regardless of where they are in the community?	Yes
<i>The following question is new for this year and asks about documentation for access points. It is not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.</i>		
	b) Have access points been documented and is this information publicly available?	Yes
2.9	a) Are there processes in place to monitor if there is easy and equitable access to the Coordinated Access system and to respond to any issues that emerge, as appropriate?	Yes
<i>The following question is new for this year and asks if the processes used to monitor and respond to access issues are documented and can be made available. It is not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.</i>		
	b) Have these processes been documented and, if requested, can this documentation be made available?	Yes
2.10	Are there processes in place that ensure no one is denied access to service due to perceived housing or service barriers?	Yes
Triage and Assessment		
2.11	a) Is the triage and assessment process documented in one or more policies/protocols?	Yes
<i>The following question is new for this year and asks if specific elements of triage and assessment are covered in the documentation. It is not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.</i>		
	b) Does your documented triage and assessment process address the following:	
	→ Consents?	Yes
	→ Intakes?	Yes
	→ Initial triage?	Yes
	→ More in-depth assessment?	Yes
	→ Community referrals?	Yes
	→ Housing plans?	Yes
	→ Using a person-centred approach?	Yes
2.12	<i>The following question is not new for this year, but was revised to provide further flexibility.</i>	
	a) Is a common, unified triage and assessment process being applied across all population groups in the community?	Yes
<i>The following question is new for this year and asks for more information from communities that are using more than one triage and/or assessment tool. This question is not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.</i>		

b) If more than one triage and/or assessment tool is being used, is there a protocol in place that describes:	
→ When each tool should be used (e.g., tools used only for youth verses those that can be used with more than one population group).	Not applicable – Only use one tool
→ When a person/family could be asked to complete more than one tool (e.g., if an individual becomes part of a family or a youth becomes an adult).	Not applicable – Only use one tool
→ How the matching process will be managed in situations where more than one person/family is eligible for the same vacancy and, because data to inform prioritization was collected using different tools, results are not the same (e.g., one tool gives a higher score for depth of need than the other).	Not applicable – Only use one tool
Resource Inventory	
2.13 Are all housing-related resources funded through the DC or TH stream included in the Resource Inventory?	Yes
2.14 For each housing-related resource in the Resource Inventory, have eligibility requirements been documented?	Yes
2.15 For each housing-related resource in the Resource Inventory, have prioritization criteria, and the order in which they will be applied, been documented? At minimum, depth of need (i.e., acuity) must be included as a factor in prioritization.	Yes
Vacancy Matching and Referral with Prioritization	
2.16 a) Is the vacancy matching and referral process documented in one or more policies/protocols?	Yes
<i>The following question is new for this year and asks about your vacancy and matching process. It is not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.</i>	
b) Does your documented vacancy matching and referral process address the following:	
→ Roles and responsibilities?	Yes
→ Prioritization?	Yes
→ Referrals?	Yes
→ Offers?	Yes
→ Challenges?	Yes
→ Resource Inventory management?	Yes
2.17 Do the vacancy matching and referral policies/protocols specify how individual choice in housing options will be respected (allowing individuals and families to reject a referral without repercussions) and do they include processes specific to dealing with vacancy referral challenges, concerns and/or disagreements (including refusals of referrals)?	Yes
2.18 a) Are vacancies from the Resource Inventory filled using a Priority List, following the vacancy matching and referral process?	Yes
<i>The following questions are new for this year and ask about how the Priority List is generated. These questions are not used to assess progress with meeting minimum requirements for the 2019-2024 cycle.</i>	
b) Is your HMIS used to generate the Priority List (i.e., person-specific data filtered from the broader Unique Identifier List to a Priority List)?	Yes, other HMIS

System Map

The following questions are new for this year and ask about the community's system map. These questions are not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.

2.19	a) Does your community have a current system map? A system map identifies and describes the service providers that participate in the Coordinated Access system.	Yes
	b) Does your system map include the following elements:	
	→ Name of the organization and/or service provider?	Yes
	→ Type of service provider (e.g., emergency shelter, supportive housing)?	Yes
	→ Funding source(s)?	Yes
	→ Eligibility for service (e.g., youth)?	Yes
	→ Capacity to serve (e.g., number of units)?	Yes
	→ Role in the Coordinated Access system (e.g., access point)?	Yes
	→ Role with maintaining quality data used for a Unique Identifier List (e.g., keep data up-to-date for housing history)?	Yes
	→ If the service provider currently uses the HMIS?	Yes
	c) Can the system map be made publicly available, if requested?	Yes
	d) Over the last year, has your community used its system map to guide efforts to:	
	→ Improve the Coordinated Access system (e.g., identify opportunities to increase participation)?	Yes
	→ Improve use of the HMIS (e.g., identify opportunities to onboard new service providers)?	Yes
	→ Improve data quality (e.g., increase data comprehensiveness)?	Yes

Service Navigation and Case Conferencing

The following questions are new for this year and ask about service navigation and case conferencing. These questions are not used to assess progress with meeting minimum requirements for the 2019-2024 funding cycle.

2.20	a) Are there processes in place to ensure that people experiencing homelessness are being supported to move through the Coordinated Access process (referred to as service navigation and/or case conferencing)?	
	These processes should include expectations for the following:	
	→ Helping people to identify and overcome barriers to accessing appropriate services and/or housing-related resources.	Yes
	→ Keeping people's information up-to-date in the HMIS (e.g., interaction with the system, housing history, as well as data used to inform eligibility and prioritization for housing-related resources).	Yes
	b) Have service navigation and case conferencing processes been documented and, if requested, can this documentation be made publicly available?	Yes

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.

	Completed	Started	Not Yet Started
Total	17	0	1

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

	Governance and Partnerships	HMIS	Access Points to Service	Triage and Assessment	Resource Inventory	Vacancy Matching and Referral with Prioritization
Percentage Completed	100%	75%	100%	100%	100%	100%

Section 2 Summary Comment

2.21 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.

Your response should include:

- An update about your community's efforts to implement, maintain and/or improve the Coordinated Access system and the HMIS;
- information about changes made to the Coordinated Access system and/or HMIS related to one or more minimum requirements that were identified as "completed" in a previous CHR, if applicable; and
- information about how people with lived experience or homelessness were engaged or will be engaged in one or more aspects of the Coordinated Access system or HMIS (e.g., taking on a governance role).

Your Summary Comment is an opportunity to provide additional context about your Section 2 Summary Tables results.

Our Coordinated Access & Assessment NSQ tool has been in place since 2018. Since then there have been technology improvements in the process. In the past year we have begun to explore the next evolution of Coordinated Access & Assessment. This is from both the tool perspective, the current frameworks in place, as well as technology automations towards data quality.

End of Section 2

SECTION 3: OUTCOMES-BASED APPROACH SELF-ASSESSMENT

Part A) Having person-specific data for homelessness that is real-time and comprehensive and being able to track progress against targets for outcomes

Step 1. Maintain person-specific data for homelessness

3.1	a) Is person-specific data managed in a single database in your community (e.g., HIFIS)?	Yes
	b) What is the database used to manage person-specific data?	Other HMIS
3.2	Does the dataset include people who are currently experiencing homelessness?	Yes
3.3	Do people give their consent to be included in the dataset?	Yes
3.4	Do people appear only once in the dataset?	Yes

Step 2. Maintain real-time data

3.5	Is data about people experiencing homelessness updated monthly at minimum?	Yes
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Step 3. Maintain comprehensive data

3.6	a) Does the dataset include the following household types:	
	→ Single adults?	Yes
	→ Unaccompanied youth?	Yes
	→ Families?	Yes
	b) Does the dataset include family members like dependents, or just the head of household?	All family members including dependents
3.7	Does the dataset include everyone that identifies as Indigenous that has interacted with the system in some way?	Yes
3.8	Are people added to the dataset as soon as they interact with the system?	Yes – people are added on the first day
3.9	Does the dataset include everyone staying in emergency shelter, including:	
	→ Permanent emergency shelter?	Yes
	→ Seasonal or temporary emergency shelter?	Yes
	→ Hotels/motel stays paid for by a service provider?	Not yet started
	→ Hostels?	Not yet started
	→ Domestic violence shelters?	Not yet started
3.10	Does the dataset include everyone being served through outreach at all locations (hotspots) where people are living unsheltered?	Yes
3.11	Does the dataset include everyone experiencing hidden homelessness that has interacted with the system in some way?	Yes
3.12	Does the dataset include everyone staying in transitional housing?	Yes

3.13	Does the dataset include individuals staying in public institutions who do not have a fixed address (e.g., jail or hospital) that have interacted with the system in some way?	Yes																																				
3.14	<p>Under the Outcomes-Based Approach, data comprehensiveness refers to data that reflects community-level homelessness.</p> <p>Compared to other sources of data about homelessness, how comprehensive is the person-specific dataset? Does it accurately reflect community-level homelessness? If not, which population groups may be missing?</p> <p>Communities are strongly encouraged to use the “Understanding Community-Level Data” worksheet to help them reflect on the comprehensiveness of their dataset.</p> <p>Our data is sourced from the community’s Homeless Management Information System (HMIS), encompassing both funded and unfunded programs. Additionally, we utilize our internally developed data warehouse. This comprehensive approach allows us to ingest data from external sources as well as our own HMIS data. We leverage this information for various purposes, including reporting on our Outcomes-Based approach for Reaching Home initiatives.</p> <p>To identify unique individuals across systems and within our HMIS, we rely on the derived ClientUID_CHF. This unique identifier is based on key demographic information provided by individuals. Furthermore, ongoing developments involve predictive deterministic matching of records.</p> <p>Another way we have a comprehensive data set is through our participant journey data model. It enables us to identify all interactions an individual has within our Homeless Serving System of Care. This comprehensive view allows us to analyze system-level flows and better understand the trends/dynamics at play.</p>																																					
3.15	Consider your answers to questions 3.6 to 3.14. In your opinion, does your dataset include everyone currently experiencing homelessness in your community that has interacted with the system in some way?	Yes																																				
<p align="center">Step 4: Track outcomes and progress against targets</p>																																						
3.16	<p>When did the dataset become real-time and comprehensive?</p> <p>Note: If you do not know the exact day, select the first day of the month.</p> <table border="1"> <tr> <td>→ Year:</td> <td>2018</td> </tr> <tr> <td>→ Month:</td> <td>04</td> </tr> <tr> <td>→ Day:</td> <td>01</td> </tr> </table> <p>Date the dataset became real-time and comprehensive: 4/1/2018</p> <table border="1"> <tr> <th colspan="5">Has your data been in place long enough to report on monthly outcomes for:</th> </tr> <tr> <th>March 2020</th> <th>March 2021</th> <th>March 2022</th> <th>March 2023</th> <th>March 2024</th> </tr> <tr> <td>Yes</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> </tr> </table> <table border="1"> <tr> <th colspan="5">Has your data been in place long enough to report on annual outcomes for:</th> </tr> <tr> <th>2019-20</th> <th>2020-21</th> <th>2021-22</th> <th>2022-23</th> <th>2023-24</th> </tr> <tr> <td>Yes</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> </tr> </table>		→ Year:	2018	→ Month:	04	→ Day:	01	Has your data been in place long enough to report on monthly outcomes for:					March 2020	March 2021	March 2022	March 2023	March 2024	Yes	Yes	Yes	Yes	Yes	Has your data been in place long enough to report on annual outcomes for:					2019-20	2020-21	2021-22	2022-23	2023-24	Yes	Yes	Yes	Yes	Yes
→ Year:	2018																																					
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Has your data been in place long enough to report on monthly outcomes for:																																						
March 2020	March 2021	March 2022	March 2023	March 2024																																		
Yes	Yes	Yes	Yes	Yes																																		
Has your data been in place long enough to report on annual outcomes for:																																						
2019-20	2020-21	2021-22	2022-23	2023-24																																		
Yes	Yes	Yes	Yes	Yes																																		
3.17	<p>Can monthly data be generated for the following core outcomes:</p> <p>a) Outcome #1: People who experienced homelessness for at least one day (that month)</p>																																					
		Yes																																				

	b) Outcome #2: People who were newly identified (that month)	Yes
	c) Outcome #3: Returns to homelessness (that month)	Yes
	d) Outcome #4: Indigenous peoples who experienced homelessness for at least one day (that month)	Yes
	e) Outcome #5: People who experienced chronic homelessness for at least one day (that month)	Yes
3.18	Does your community have a target to report in Section 4 for the following monthly core outcomes:	
	a) Outcome #1: People who experienced homelessness for at least one day (that month)	Yes
	b) Outcome #2: People who were newly identified (that month)	Yes
	c) Outcome #3: Returns to homelessness (that month)	Yes
	d) Outcome #4: Indigenous peoples who experienced homelessness for at least one day (that month)	Yes
	e) Outcome #5: People who experienced chronic homelessness for at least one day (that month)	Yes
3.19	Can annual data be generated for the following core outcomes:	
	a) Outcome #1: People who experienced homelessness for at least one day (that year)	Yes
	b) Outcome #2: People who were newly identified (that year)	Yes
	c) Outcome #3: Returns to homelessness (that year)	Yes
	d) Outcome #4: Indigenous peoples who experienced homelessness for at least one day (that year)	Yes
	e) Outcome #5: People who experienced chronic homelessness for at least one day (that year)	Yes
3.20	Does your community have a target to report in Section 4 for the following annual core outcomes:	
	a) Outcome #1: People who experienced homelessness for at least one day (that year)	Yes
	b) Outcome #2: People who were newly identified (that year)	Yes
	c) Outcome #3: Returns to homelessness (that year)	Yes
	d) Outcome #4: Indigenous peoples who experienced homelessness for at least one day (that year)	Yes
	e) Outcome #5: People who experienced chronic homelessness for at least one day (that year)	Yes
Part B) Additional information		
These questions are not used to assess progress with meeting the requirement to transition to an Outcomes-Based Approach within the 2019-2024 funding cycle.		
Interaction with the homeless-serving system data (“activity” and “inactivity”)		

3.21	<p>Communities need data about people’s interaction with the system to calculate inflows to homelessness and outflows from homelessness. More specifically, person-specific data needs to track:</p> <ul style="list-style-type: none"> • When people first interacted with the system (i.e., they were “newly identified”); and, • When people’s interaction with the system changes (e.g., they become “inactive” or return to “active”). 	
	<p>a) Is there a written policy/protocol (“Inactivity Policy”) that describes how interaction with the system is documented? The policy/protocol should:</p> <ul style="list-style-type: none"> • Define what it means to be “active” or “inactive”; • Define what keeps someone “active” (e.g., data entry into specific fields in HIFIS); • Specify the level of effort required by service providers to find people before they are made/confirmed as “inactive”; • Explain how to document a person’s first time as “active”, as well as changes in “activity” or “inactivity” over time; and, • Explain how to check for data quality (e.g., run a report that shows the clients that are about to become inactive and work with outreach workers to update their files and keep them active, as needed). 	Yes
	<p>b) As outlined in the Inactivity Policy, how long do people stay “active” before their state changes to “inactive” in the database, if they have no further interaction with the system?</p>	90 days
	<p>c) Are processes in place to ensure that data about people’s interaction with the system is as complete as possible?</p>	Yes
	<p>d) How complete is data about people’s interaction with the system?</p>	Complete

Housing history data

3.22	<p>Communities need data about where people are staying or living to calculate inflows to homelessness and outflows from homelessness. More specifically, person-specific data needs to track:</p> <ul style="list-style-type: none"> • Where people were <i>before</i> they became homeless (e.g., people who were evicted from supportive housing and went to stay with a friend temporarily); and, • Where people went <i>after</i> they exited homelessness (e.g., people who returned to a family home after being discharged from shelter). 	
	<p>a) Is there a written policy/protocol that describes how housing history is documented (e.g., as part of a broader data entry guide for the HMIS)? The policy/protocol should:</p> <ul style="list-style-type: none"> • Define what it means to be “homeless” or “housed” (e.g., define a housing continuum that shows which housing types align with a status of “homeless” versus “housed”); • Explain how to enter housing history consistently; and, • Explain how to check for data quality (e.g., run a report that shows the percentage of clients that have complete housing history, so that “unknown” fields can be updated). 	Yes
	<p>b) Are processes in place to ensure that data about housing history is as complete as possible?</p>	Yes
	<p>c) How complete is housing history data?</p>	Complete

Coordinated Access data		
3.23	a) Are processes in place to ensure that all relevant and necessary data for filling vacancies is complete? For example, is data used to determine if someone is eligible and can be prioritized for a vacancy complete for each person?	Yes
	b) How complete is all relevant and necessary data for filling vacancies?	Complete
Demographic data		
3.24	a) Is the database used to track the following demographic data:	
	→ Indigenous identity (mandatory for Reaching Home)?	Yes
	→ Age?	Yes
	→ Household type (e.g., single or family)?	Yes
	→ Gender identity?	Yes
	→ Veteran status?	Yes
	→ Other (please define)?	Yes
	Please define other social demographics collected here:	
	We also collect data on self-reported citizenship demographics. This information has proven valuable in understanding the distinct trends among Canadian Citizens, Permanent Residents, Refugee Claimants, and other groups.	
	b) How complete is data on Indigenous identity? For example, if someone is currently experiencing homelessness, is Indigenous identity always documented?	Complete
Timely data		
3.25	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

Data collection and entry processes					
3.26	<p>Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database.</p> <p>The data collection process is highly adaptable, varying based on the program model and agency. Our continuous efforts focus on aligning data collection workflows with reality to enhance user experience.</p> <p>As a result, we employ a diverse range of data collection methods. Most prominently, we leverage our HMIS, which serve as a robust case management platform. Additionally, we allow programs capable of data exports to utilize internal platforms and transmit relevant data. This approach not only reduces the burden on front-line staff by minimizing data entry duplication but also ensures better data quality.</p> <p>Subsequently, these varied data collection methods are transformed within our data backend. This transformation enables us to construct a comprehensive interaction history for individuals within our participant journey data model.</p> <p>Furthermore, we prioritize data quality by automatically identifying issues in the inputted data. When an issue arises, the responsible program is promptly identified. To reinforce this commitment, we've established contract agreements with funded programs, mandating that all data be inputted within 10 business days of occurrence, with identified issues corrected within the same timeframe.</p>				
Outcome reporting					
3.27	<table border="1"> <tr> <td>a) Beyond the five mandatory core outcomes under Reaching Home, do you wish to included any additional <u>monthly</u> community-level outcomes for this CHR? Reminder: Reporting on additional community-level outcomes is optional.</td> <td>No</td> </tr> <tr> <td>b) Beyond the five mandatory core outcomes under Reaching Home, do you wish to included any additional <u>annual</u> community-level outcomes for this CHR? Reminder: Reporting on additional community-level outcomes is optional.</td> <td>No</td> </tr> </table>	a) Beyond the five mandatory core outcomes under Reaching Home, do you wish to included any additional <u>monthly</u> community-level outcomes for this CHR? Reminder: Reporting on additional community-level outcomes is optional.	No	b) Beyond the five mandatory core outcomes under Reaching Home, do you wish to included any additional <u>annual</u> community-level outcomes for this CHR? Reminder: Reporting on additional community-level outcomes is optional.	No
a) Beyond the five mandatory core outcomes under Reaching Home, do you wish to included any additional <u>monthly</u> community-level outcomes for this CHR? Reminder: Reporting on additional community-level outcomes is optional.	No				
b) Beyond the five mandatory core outcomes under Reaching Home, do you wish to included any additional <u>annual</u> community-level outcomes for this CHR? Reminder: Reporting on additional community-level outcomes is optional.	No				
3.28	<table border="1"> <tr> <td>Beyond the mandatory reporting for March of every year, do you wish to report month-over-month data for one or more of the five mandatory core outcomes under Reaching Home in this CHR? Reminder: Reporting month-over-month community-level outcomes is optional.</td> <td>Yes</td> </tr> </table> <p>Please use tab "4c. Optional Month-Over-Month" to report on these outcomes.</p>	Beyond the mandatory reporting for March of every year, do you wish to report month-over-month data for one or more of the five mandatory core outcomes under Reaching Home in this CHR? Reminder: Reporting month-over-month community-level outcomes is optional.	Yes		
Beyond the mandatory reporting for March of every year, do you wish to report month-over-month data for one or more of the five mandatory core outcomes under Reaching Home in this CHR? Reminder: Reporting month-over-month community-level outcomes is optional.	Yes				
Section 3 Summary Tables					
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: 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	

Section 3 Summary Comment

3.29 Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home.

Your response should include:

- Efforts to start collecting, maintain and/or improve person-specific data over the last year; and.
- Plans to start collecting, maintain and/or improve person-specific data over the next year.

Your Summary Comment is an opportunity to provide additional context about your Section 3 Summary Tables results.

Since the inception of our Reaching Home agreement, we have been steadfast in enhancing our data capabilities and refining the Outcomes-Based Approach within the Reaching Home framework.

Over the past year, our primary focus has been on augmenting our participant journey data model. We achieved this by incorporating outreach programs and establishing a Covid-19 isolation shelter (ASIS) as integral components. Consequently, this update has influenced some of the numbers reported in our outcomes report, which is a more accurate reflection of reality over the previous year's (CHR). This had been identified as a potential improvement in last fiscal's report.

One potential enhancement we are actively exploring is deterministic matching across our ClientUID_CHFs. By implementing this approach, we aim to minimize duplication rates, especially when dealing with slightly varied names or demographic information.

End of Section 3

SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS

Improving data quality and using results to drive the prevention and reduction of homelessness

Note: In Section 4, any references to "data" are specific to your community's real-time, comprehensive person-specific data on homelessness.

4.0

a) Under Reaching Home, data availability and accessibility refers to the process of ensuring that data is available to end-users, so that they can access it when, where and how they need it.

Is data readily available and accessible, so that it can be used for Coordinated Access, the Outcomes-Based Approach and to drive the prevention and reduction of homelessness more broadly?

Yes

b) Under Reaching Home, data use refers to instances where data are reviewed to inform action in policy-making, program planning, and performance management, investment strategies, and/or service delivery.

Over the last year, did your community use data to inform actions related to preventing and reducing homelessness?

Yes, we regularly used data to inform actions

How did your community use data to inform actions? Please provide specific examples. Your response should include:

- Examples of how data was used to develop and/or update clear plans of action for reaching your reduction targets; and/or,
- Examples of how data was used to inform action in policy-making, program planning, performance management, investment strategies and/or service delivery.

While the Homeless Management Information System (HMIS) serves as the foundation for our data collection, it is our robust data warehouse that truly unlocks its potential. Here are the key aspects of our data utilization:

Top-Level Reporting:
We rely on HMIS data to generate high-level statistics, such as those included in our Comprehensive Homeless Reports (CHR). These figures are essential for ongoing reporting to the Government of Alberta.

Internal Dashboards:
Our internal dashboards, which track current and historical program performance, are built upon the data produced by the warehouse. These dashboards allow us to actively monitor program outcomes.

In-Depth Analysis:
We conduct deeper dives into specific topics. For instance, we recently explored occupancy rates in funded supportive housing programs. By integrating our data with external sources, we identified critical trends affecting individual programs, system planning, and our broader strategic perspective.

System Planning:
Our data informs system planning decisions, particularly regarding optimal funding allocations within our sector.

Placement Committee Dashboards:
We leverage the data to create placement committee dashboards, supporting our Coordinated Access & Assessment processes.

In addition, we directly provide our data to programs, enabling ongoing operational awareness, strategic planning, analysis, and reporting.

Using outcome data to monitor progress against targets – Monthly Data Reporting

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

Given your answers in Section 3, you can report monthly result(s) for Outcome #1 using your person-specific data.

	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)	3976	3130	4401	5796	6268					1988

4.1(M) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2020

Overall homelessness will decrease by 50% between March 2020 and March 2028.

b) How was this Outcome generated?

Other process/tool

Please describe how this outcome was generated.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated by checking if episodes were active for at least one day in the time period, and then counting the distinct ClientUID_CHF's across all appropriate episodes.

c) Has the data you reported for this Outcome from March 2020 to March 2023 (where applicable) changed from your previous CHR?

Yes, some of the data has changed

Please use the comment box below to explain what data has changed and why.

d) Has the target you set changed from your previous CHR?

Yes, the target has changed

Please use the comment box below to explain why the target has changed.

e) Was "N/A" used for one or more data points? As a reminder, no cells should be left blank. If you cannot report data in a specific cell, please use "N/A".

No, N/A was not used for one or more data point

Please use the following comment box to provide context to your responses in c), d) and e), as applicable. You can also use the comment box to provide any additional context on your data that you wish to include in your CHR Summary.

Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) into our participant journey data model. This strategic inclusion expands our ability to determine an individual's homelessness status, whether they are currently experiencing homelessness, new to homelessness, or returning to it. This change was referenced in the prior years CHF report as a potential improvement to be made.

4.2(M) Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

Given your answers in Section 3, you can report monthly result(s) for Outcome #2 using your person-specific data.

	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)	339	372	478	587	554					164

Use outcome data to monitor progress against community-level core outcomes – Annual Data Reporting

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

Given your answers in Section 3, you can report annual result(s) for Outcome #1 using your person-specific data.

	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)	13593	9689	11745	15348	17717					6797

4.1(A) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2019-20

Overall homelessness will decrease by 50% between 2019-20 and 2027-28.

b) How was this Outcome generated?

Other process/tool

Please describe how this outcome was generated.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated by checking if episodes were active for at least one day in the time period, and then counting the distinct ClientUID_CHF's across all appropriate episodes.

c) Has the data you reported for this Outcome from 2019-20 to 2022-23 (where applicable) changed from your previous CHR?

Yes, some of the data has changed

Please use the comment box below to explain what data has changed and why.

d) Has the target you set changed from your previous CHR?

No, the target has not changed

e) Was "N/A" used for one or more data points? As a reminder, no cells should be left blank. If you cannot report data in a specific cell, please use "N/A".

No, N/A was not used for one or more data point

Please use the following comment box to provide context to your responses in c), d) and e), as applicable. You can also use the comment box to provide any additional context on your data that you wish to include in your CHR Summary.

Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) into our participant journey data model. This strategic inclusion expands our ability to determine an individual's homelessness status, whether they are currently experiencing homelessness, new to homelessness, or returning to it. This change was referenced in the prior years CHF report as a potential improvement to be made.

4.2(A) Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

Given your answers in Section 3, you can report annual result(s) for Outcome #2 using your person-specific data.

	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)	4834	3323	4770	6066	6997					2412

4.2(M) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2020

New inflows to homelessness will decrease by 52% between March 2020 and March 2028.

b) How was this Outcome generated? Other process/tool

Please describe how this outcome was generated.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated by checking if an episode was the first ever recorded for an individual, and counting the number of appropriate episodes.

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

Please use the comment box below to explain what data has changed and why.

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

Please use the comment box below to explain why the target has changed.

e) Was "N/A" used for one or more data points? As a reminder, no cells should be left blank. If you cannot report data in a specific cell, please use "N/A". Yes, N/A was used for one or more data point

Please use the comment box below to explain why "N/A" was used.

Please use the following comment box to provide context to your responses in c), d) and e), as applicable. You can also use the comment box to provide any additional context on your data that you wish to include in your CHR Summary.

Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) into our participant journey data model. This strategic inclusion expands our ability to determine an individual's homelessness status, whether they are currently experiencing homelessness, new to homelessness, or returning to it. This change was referenced in the prior years CHF report as a potential improvement to be made.

4.3(M) Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)										
Given your answers in Section 3, you can report monthly result(s) for Outcome #3 using your person-specific data.										
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)	583	479	599	795	926					292

4.3(M) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2020

Returns to homelessness will decrease by 50% between March 2020 and March 2028.

b) How was this Outcome generated? Other process/tool

Please describe how this outcome was generated.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated by checking if an episode occurred > 90 days after the last end date of a previous episode, and then counting the distinct ClientUID_CHFs associated with the episode.

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

Please use the comment box below to explain what data has changed and why.

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

Please use the comment box below to explain why the target has changed.

e) Was "N/A" used for one or more data points? As a reminder, no cells should be left blank. If you cannot report data in a specific cell, please use "N/A". No, N/A was not used for one or more data point

Please use the following comment box to provide context to your responses in c), d) and e), as applicable. You can also use the comment box to provide any additional context on your data that you wish to include in your CHR Summary.

Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) into our participant journey data model. This strategic inclusion expands our ability to determine an individual's homelessness status, whether they are currently experiencing homelessness, new to homelessness, or returning to it. This change was referenced in the prior years CHF report as a potential improvement to be made.

4.4(M) Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)										
Given your answers in Section 3, you can report monthly result(s) for Outcome #4 using your person-specific data.										
	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)	1321	1234	1624	2056	2022					661

4.4(M) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2020

Indigenous homelessness will decrease by 50% between March 2020 and March 2028.

b) How was this Outcome generated? Other process/tool

Please describe how this outcome was generated.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated with the same methodology as outcome #1, except a ClientUID_CHF was only counted if the individual had self-reported their ethnicity as Indigenous.

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

Please use the comment box below to explain what data has changed and why.

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

Please use the comment box below to explain why the target has changed.

4.2(A) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2019-20

New inflows to homelessness will decrease by 50% between 2019-20 and 2027-28.

b) How was this Outcome generated? Other process/tool

Please describe how this outcome was generated.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated by checking if an episode was the first ever recorded for an individual, and counting the number of appropriate episodes.

c) Has the data you reported for this Outcome from 2019-20 to 2022-23 (where applicable) changed from your previous CHR? Yes, some of the data has changed

Please use the comment box below to explain what data has changed and why.

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

Please use the comment box below to explain why the target has changed.

e) Was "N/A" used for one or more data points? As a reminder, no cells should be left blank. If you cannot report data in a specific cell, please use "N/A". No, N/A was not used for one or more data point

Please use the following comment box to provide context to your responses in c), d) and e), as applicable. You can also use the comment box to provide any additional context on your data that you wish to include in your CHR Summary.

Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) into our participant journey data model. This strategic inclusion expands our ability to determine an individual's homelessness status, whether they are currently experiencing homelessness, new to homelessness, or returning to it. This change was referenced in the prior years CHF report as a potential improvement to be made.

4.3(A) Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)										
Given your answers in Section 3, you can report annual result(s) for Outcome #3 using your person-specific data.										
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)	6209	4160	5127	6996	7970					3105

4.3(A) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2019-20

Returns to homelessness will decrease by 50% between 2019-20 and 2027-28.

b) How was this Outcome generated? Other process/tool

Please describe how this outcome was generated.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated by checking if an episode occurred > 90 days after the last end date of a previous episode, and then counting the distinct ClientUID_CHFs associated with the episode.

c) Has the data you reported for this Outcome from 2019-20 to 2022-23 (where applicable) changed from your previous CHR? Yes, some of the data has changed

Please use the comment box below to explain what data has changed and why.

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

Please use the comment box below to explain why the target has changed.

e) Was "N/A" used for one or more data points? As a reminder, no cells should be left blank. If you cannot report data in a specific cell, please use "N/A". No, N/A was not used for one or more data point

Please use the following comment box to provide context to your responses in c), d) and e), as applicable. You can also use the comment box to provide any additional context on your data that you wish to include in your CHR Summary.

Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) into our participant journey data model. This strategic inclusion expands our ability to determine an individual's homelessness status, whether they are currently experiencing homelessness, new to homelessness, or returning to it. This change was referenced in the prior years CHF report as a potential improvement to be made.

4.4(A) Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)										
Given your answers in Section 3, you can report annual result(s) for Outcome #4 using your person-specific data.										
	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)	4285	3521	4208	5034	5358					2143

4.4(A) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2019-20

Indigenous homelessness will decrease by 50% between 2019-20 and 2027-28.

b) How was this Outcome generated? Other process/tool

Please describe how this outcome was generated.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated with the same methodology as outcome #1, except a ClientUID_CHF was only counted if the individual had self-reported their ethnicity as Indigenous.

c) Has the data you reported for this Outcome from 2019-20 to 2022-23 (where applicable) changed from your previous CHR? Yes, some of the data has changed

Please use the comment box below to explain what data has changed and why.

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

Please use the comment box below to explain why the target has changed.

e) Was "N/A" used for one or more data points? As a reminder, no cells should be left blank. If you cannot report data in a specific cell, please use "N/A".											No, N/A was not used for one or more data point
f) Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?											No
<p>Please use the following comment box to provide context to your responses in c), d), e) and f), as applicable. You can also use the comment box to provide any additional context on your data that you wish to include in your CHR Summary.</p> <p>Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) into our participant journey data model. This strategic inclusion expands our ability to determine an individual's homelessness status, whether they are currently experiencing homelessness, new to homelessness, or returning to it. This change was referenced in the prior years CHF report as a potential improvement to be made.</p>											
4.5(M) Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)											
<p>Given your answers in Section 3, you can report monthly result(s) for Outcome #5 using your person-specific data. Note: As applicable, your target must be, at minimum, a 50% reduction from your baseline.</p>											
	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)	556	260	326	452	533						278
<p>4.5(M) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.</p> <p>March 2020</p> <p>Chronic homelessness will decrease by 50% between March 2020 and March 2028.</p>											
b) How was this Outcome generated?											Other process/tool
Please describe how this outcome was generated.											
Unlike other outcomes, this outcome is solely calculated on our shelter data. For each shelter visit, our warehouse calculates if the recent history of the individual (based upon ClientUID_CHF) would count them as chronic. The total number is then the count of distinct ClientUID_CHFs that were grabbed in the time period and flagged as chronic.											
c) Has the data you reported for this Outcome from March 2020 to March 2023 (where applicable) changed from your previous CHR?											No, none of the data has changed
d) Has the target you set changed from your previous CHR?											No, the target has not changed
e) Was "N/A" used for one or more data points? As a reminder, no cells should be left blank. If you cannot report data in a specific cell, please use "N/A".											No, N/A was not used for one or more data point
<p>Please use the following comment box to provide context to your responses in c), d) and e), as applicable. You can also use the comment box to provide any additional context on your data that you wish to include in your CHR Summary.</p> <p>As part of our continuous improvement efforts, we are actively exploring the inclusion of non-shelter data, such as outreach interactions, in determining an individual's chronicity status. Currently, for this fiscal year, our assessment remains based solely on shelter usage.</p>											
f) What definition of "chronic homelessness" does your community use to calculate this Outcome?											
Chronicity is determined by the individual having more than 180 shelter stays in the preceding 365 days, or 546 in the preceding 1,095 days.											
End of Section 4a											

e) Was "N/A" used for one or more data points? As a reminder, no cells should be left blank. If you cannot report data in a specific cell, please use "N/A".											No, N/A was not used for one or more data point
f) Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?											No
<p>Please use the following comment box to provide context to your responses in c), d), e) and f), as applicable. You can also use the comment box to provide any additional context on your data that you wish to include in your CHR Summary.</p> <p>Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) into our participant journey data model. This strategic inclusion expands our ability to determine an individual's homelessness status, whether they are currently experiencing homelessness, new to homelessness, or returning to it. This change was referenced in the prior years CHF report as a potential improvement to be made.</p>											
4.5(A) Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)											
<p>Given your answers in Section 3, you can report annual result(s) for Outcome #5 using your person-specific data. Note: As applicable, your target must be, at minimum, a 50% reduction from your baseline.</p>											
	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)	1192	689	554	821	1078						550
<p>4.5(A) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.</p> <p>2019-20</p> <p>Chronic homelessness will decrease by 54% between 2019-20 and 2027-28.</p>											
b) How was this Outcome generated?											Other process/tool
Please describe how this outcome was generated.											
Unlike other outcomes, this outcome is solely calculated on our shelter data. For each shelter visit, our warehouse calculates if the recent history of the individual (based upon ClientUID_CHF) would count them as chronic. The total number is then the count of distinct ClientUID_CHFs that were grabbed in the time period and flagged as chronic.											
c) Has the data you reported for this Outcome from 2019-20 to 2022-23 (where applicable) changed from your previous CHR?											No, none of the data has changed
d) Has the target you set changed from your previous CHR?											No, the target has not changed
e) Was "N/A" used for one or more data points? As a reminder, no cells should be left blank. If you cannot report data in a specific cell, please use "N/A".											No, N/A was not used for one or more data point
<p>Please use the following comment box to provide context to your responses in c), d) and e), as applicable. You can also use the comment box to provide any additional context on your data that you wish to include in your CHR Summary.</p> <p>As part of our continuous improvement efforts, we are actively exploring the inclusion of non-shelter data, such as outreach interactions, in determining an individual's chronicity status. Currently, for this fiscal year, our assessment remains based solely on shelter usage.</p>											
f) What definition of "chronic homelessness" does your community use to calculate this Outcome?											
Chronicity is determined by the individual having more than 180 shelter stays in the preceding 365 days, or 546 in the preceding 1,095 days.											
End of Section 4a											

SECTION 4: OPTIONAL COMMUNITY-LEVEL OUTCOMES

Use outcome data to monitor progress against additional community-level outcomes – Monthly Data Reporting

Your answers in Section 3 indicate that your community currently **does not** have person-specific data that is real-time and comprehensive and/or with enough data and/or with the capacity and/or want to generate **monthly** baselines and set targets for additional outcomes.

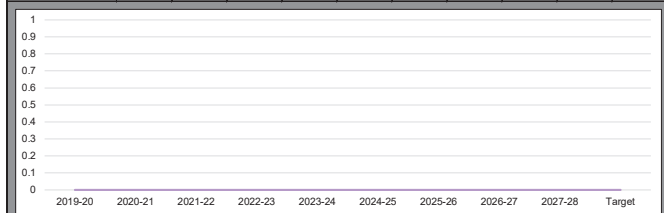


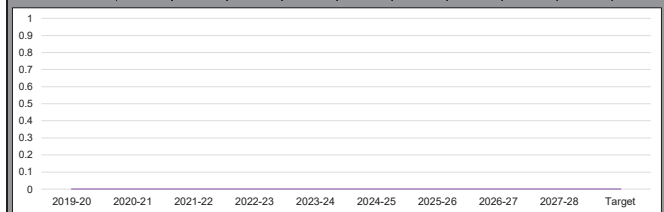


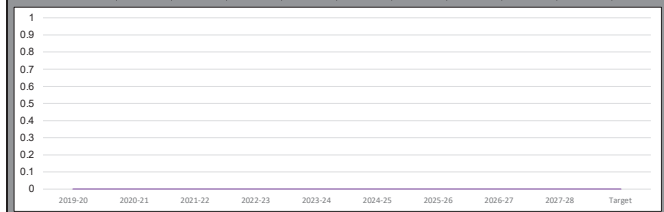


Use outcome data to monitor progress against additional community-level outcomes – Annual Data Reporting

Your answers in Section 3 indicate that your community currently **does not** have person-specific data that is real-time and comprehensive and/or with enough data and/or with the capacity and/or want to generate **annual** baselines and set targets for additional outcomes.







End of Section 4b

End of Section 4b

SECTION 4: OPTIONAL MONTH-OVER-MONTH COMMUNITY-LEVEL REPORTING

Use outcome data to monitor progress against core community-level outcomes – Monthly Data Reporting

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

	April 2023	May 2023	June 2023	July 2023	Aug. 2023	Sept. 2023	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024
People who experienced homelessness for at least one day (that month)	5711	5862	5820	5843	5894	5790	5943	5953	6128	6200	6190	6268

Please use the comment box to provide additional information about your data, as applicable.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated by checking if episodes were active for at least one day in the time period, and then counting the distinct ClientUID_CHF's across all appropriate episodes.

Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

	April 2023	May 2023	June 2023	July 2023	Aug. 2023	Sept. 2023	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024
People who were newly identified (that month)	536	595	547	570	662	619	607	521	599	581	606	554

Please use the comment box to provide additional information about your data, as applicable.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated by checking if an episode was the first ever recorded for an individual, and counting the number of appropriate episodes.

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

	April 2023	May 2023	June 2023	July 2023	Aug. 2023	Sept. 2023	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024
Returns to homelessness (that month)	709	754	758	711	733	686	874	855	887	867	876	926

Please use the comment box to provide additional information about your data, as applicable.

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals had with the HSSC across a wide variety of program models. The primary way an individual is identified is through the derived ClientUID_CHF. This specific outcome was calculated by checking if an episode occurred > 90 days after the last end date of a previous episode, and then counting the distinct ClientUID_CHFs associated with the episode.

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

	April 2023	May 2023	June 2023	July 2023	Aug. 2023	Sept. 2023	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024
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COMMUNITY HOMELESSNESS REPORT SUMMARY

Calgary

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 the IH CE and IH CAB, as well as local Indigenous organizations, including those that sit on your CAB, over the reporting period?

→ Coordinated Access:	Not yet
→ HMIS:	Yes
→ Outcomes-Based Approach:	Not yet

Describe this collaboration in more detail.

From an outcomes perspective, Miskanawah, our partners, have been at the forefront of promoting cultural evaluation and measurement capacity building. According to Miskanawah, while settler governments and systems are beginning to introspect and consider changes internally, there's an opportunity for Indigenous people, communities, and organizations to offer tangible examples of how colonial processes could be redefined through more progressive and relevant approaches for the individuals they serve. The Oral Truth Ceremony has become integral to our collaboration with Miskanawah, and its impact extends to shaping our internal evaluation practices, such as how we frame evaluation narratives.

Since April 1st 2023 we have begun to better understand and incorporate cultural evaluation.

Describe how this collaboration will happen over the coming year in more detail.

We've consistently extended collaboration opportunities to the Indigenous CE and CAB and will continue. Presently, a staff member attends meetings at the Aboriginal Standing Committee on Housing and Homelessness.

Additionally, the Indigenous CE's executive leadership has been invited to contribute to redesigning our Needs Service Questionnaire (NSQ) triage tool and participate as a member of the Community Advisory Board. We've also extended an invitation for an executive steering committee position on our Coordinated Extreme Weather Response. Additionally, we've offered them data and analytics dashboards to support their data collection efforts. Lastly, we have reached out to understand if brainstorming or funding strategy work would be desired by the

a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the IH CE and IH CAB, as well as local Indigenous organizations, including those that sit on your CAB?	Yes
Describe this collaboration in more detail.	
We've offered the Indigenous CAB and CE the chance to review and offer input on the Community Homelessness Report (CHR), of which a copy of the CHR was provided on May 13th. We have also offered the Indigenous CE and Indigneous CAB an invitation to discuss/ strategize the community plan as it is created. No commitment has been gained in this endeavour, however, we will continue to ask. It's worth noting that Indigenous representation, including the Indigenous CE executive team is on the CAD-D.	
Did the IH CAB sign-off on this CHR?	No
Explain why IH CAB sign-off was not obtained and describe how engagement will take place with the IH CAB during next year's CHR process in more detail.	
On May 29, 2024, the CHF received feedback from the IH-CAB Co-Chairs indicating they were unwilling to sign off on the CHR unless further collaboration could be established on the co-development of the CHR report. They cited that throughout the 2023-2024, that no meaningful collaboration occurred between the designated and Indigenous homeless communities reflecting a shared and trustworthy purpose to achieve collaborative visible and impactful outcomes in the sector.	
In, response, the CHF has acknowledged a need to understand how meaningful collaboration can be achieved in the future. CHF has provided a re-affirmed commitment of the goal to engage in more intentional dialogues with the IH community to understand how a co-developed approach can be achieved more successfully for the future	

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	17	0	1

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%	75%	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.

Our Coordinated Access & Assessment NSQ tool has been in place since 2018. Since then there have been technology improvements in the process. In the past year we have begun to explore the next evolution of Coordinated Access & Assessment. This is from both the tool perspective, the current frameworks in place, as well as technology automations towards data quality.

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.

Since the inception of our Reaching Home agreement, we have been steadfast in enhancing our data capabilities and refining the Outcomes-Based Approach within the Reaching Home framework.

Over the past year, our primary focus has been on augmenting our participant journey data model. We achieved this by incorporating outreach programs and establishing a Covid-19 isolation shelter (ASIS) as integral components. Consequently, this update has influenced some of the numbers reported in our outcomes report, which is a more accurate reflection of reality over the previous year's (CHR). This had been identified as a potential improvement in last fiscal's report.

One potential enhancement we are actively exploring is deterministic matching across our ClientUID_CHFs. By implementing this approach, we aim to minimize duplication rates, especially when dealing with slightly varied names or demographic information.

In addition to our ongoing efforts to bolster data capabilities, we continually refine our data definitions. These refinements may impact the duration an individual is considered active and influence how we calculate chronicity.

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.

The data collection process is highly adaptable, varying based on the program model and agency. Our continuous efforts focus on aligning data collection workflows with reality to enhance user experience.

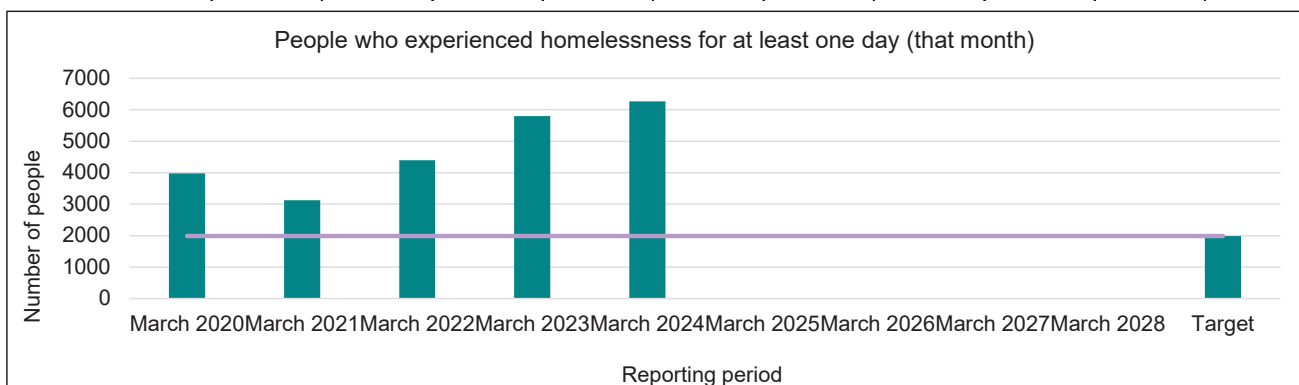
As a result, we employ a diverse range of data collection methods. Most prominently, we leverage our HMIS, which serve as a robust case management platform. Additionally, we allow programs capable of data exports to utilize internal platforms and transmit relevant data. This approach not only reduces the burden on front-line staff by minimizing data entry duplication but also ensures better data quality.

Subsequently, these varied data collection methods are transformed within our data backend. This transformation

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)	3976	3130	4401	5796	6268					1988



O#1(M)	What is your baseline year?	March 2020
Overall homelessness will decrease by 50% between March 2020 and March 2028.		
How was this Outcome generated?		Other process/tool
This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals h		
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.	
Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) in	

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)	339	372	478	587	554					164

People who were newly identified (that month)

Reporting period	Number of people
March 2020	339
March 2021	372
March 2022	478
March 2023	587
March 2024	554
March 2025	
March 2026	
March 2027	
March 2028	
Target	164

O#2(M) What is your baseline year?

March 2020

New inflows to homelessness will decrease by 52% between March 2020 and March 2028.

How was this Outcome generated?

Other process/tool

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals h

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?	Yes, N/A was used for one or more data point
Please use the following comment box to provide context on your data.	
Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) in	

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)	583	479	599	795	926					292

Returns to homelessness (that month)

Reporting period	Number of people
March 2020	583
March 2021	479
March 2022	599
March 2023	795
March 2024	926
March 2025	
March 2026	
March 2027	
March 2028	292
Target	300

O#3(M)	What is your baseline year?	March 2020
Returns to homelessness will decrease by 50% between March 2020 and March 2028.		
	How was this Outcome generated?	Other process/tool

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals h

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?

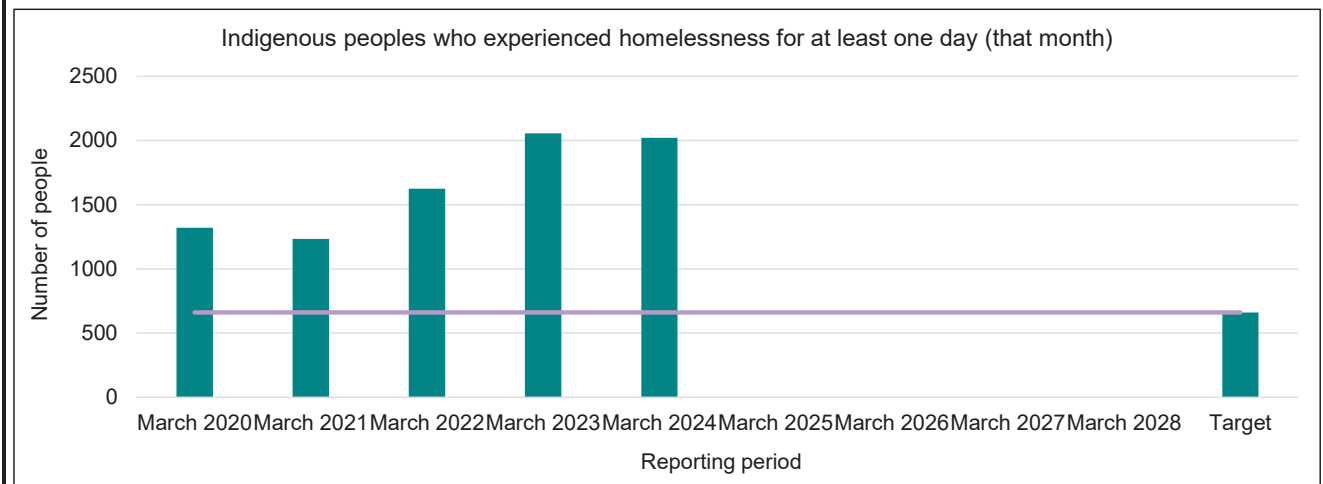
No, N/A was not used for one or more data point

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

Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) in

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)	1321	1234	1624	2056	2022					661



O#4(M)

What is your baseline year?

March 2020

Indigenous homelessness will decrease by 50% between March 2020 and March 2028.

How was this Outcome generated?	Other process/tool
This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals ha	
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?	No
Please use the following comment box to provide context on your data.	
Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) in	

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)	556	260	326	452	533					278

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

The bar chart displays the number of people who experienced chronic homelessness for at least one day (that month) from March 2020 to March 2028. The y-axis represents the 'Number of people' ranging from 0 to 600. The x-axis represents the 'Reporting period' with labels for March 2020, March 2021, March 2022, March 2023, March 2024, March 2025, March 2026, March 2027, March 2028, and Target. The bars show the following values: March 2020 (556), March 2021 (260), March 2022 (326), March 2023 (452), March 2024 (533), March 2025 (empty), March 2026 (empty), March 2027 (empty), March 2028 (empty), and Target (278). A horizontal purple line is drawn at the target value of 278.

Reporting period	Number of people
March 2020	556
March 2021	260
March 2022	326
March 2023	452
March 2024	533
March 2025	
March 2026	
March 2027	
March 2028	
Target	278

O#5(M)	What is your baseline year?	March 2020
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Chronic homelessness will decrease by 50% between March 2020 and March 2028.

How was this Outcome generated?

Other process/tool

Unlike other outcomes, this outcome is solely calculated on our shelter data. For each shelter visit, our warehouse c

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?

No, none of the data has changed

Has the target you set changed from your previous CHR?

No, the target has not 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.

As part of our continuous improvement efforts, we are actively exploring the inclusion of non-shelter data, such as o

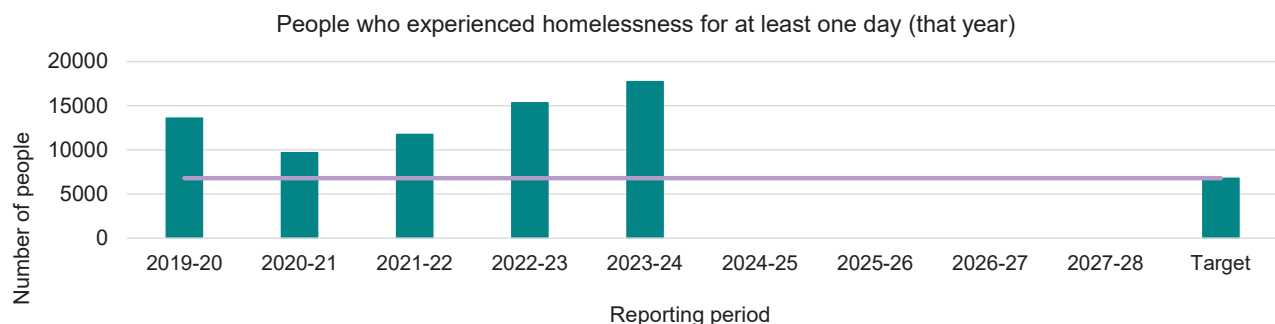
f) What definition of "chronic homelessness" does your community use to calculate this Outcome?

Chronicity is determined by the individual having more than 180 shelter stays in the preceding 365 days, or 546 in th

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)	13593	9689	11745	15348	17717					6797



O#1(A)

What is your baseline year?

2019-20

Overall homelessness will decrease by 50% between 2019-20 and 2027-28.

How was this Outcome generated?

Other process/tool

This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals have

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?

No, the target has not changed

Was "N/A" was used for one or more data points?

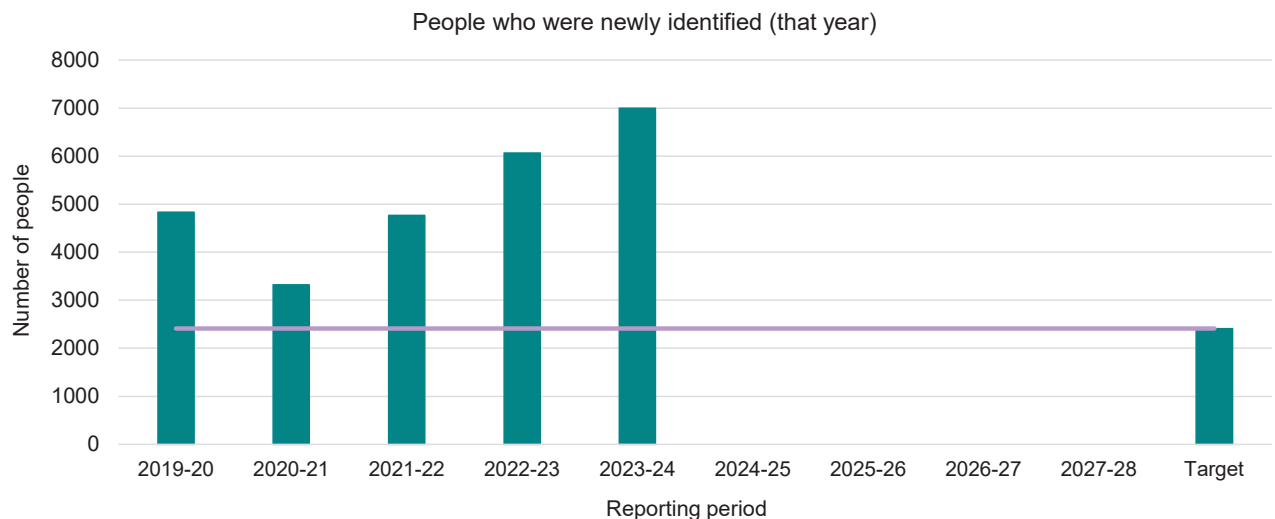
No, N/A was not used for one or more data point

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

Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) in

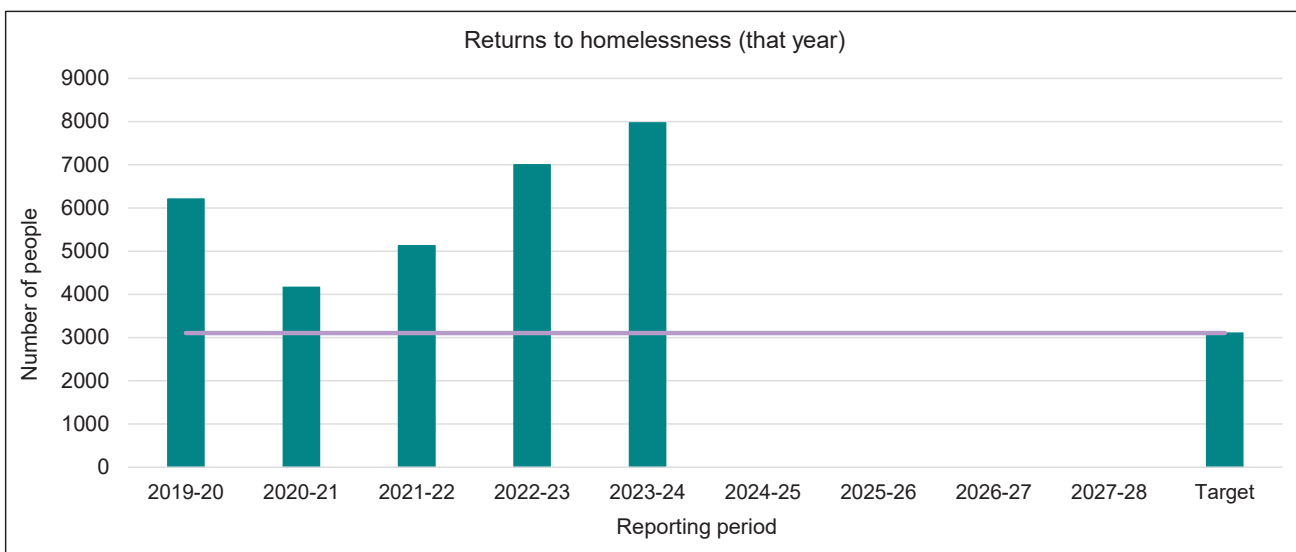
Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

	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)	4834	3323	4770	6066	6997					2412



O#2(A)	What is your baseline year?	2019-20
	New inflows to homelessness will decrease by 50% between 2019-20 and 2027-28.	
	How was this Outcome generated?	Other process/tool
	This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals ha	
	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.	
Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) in		

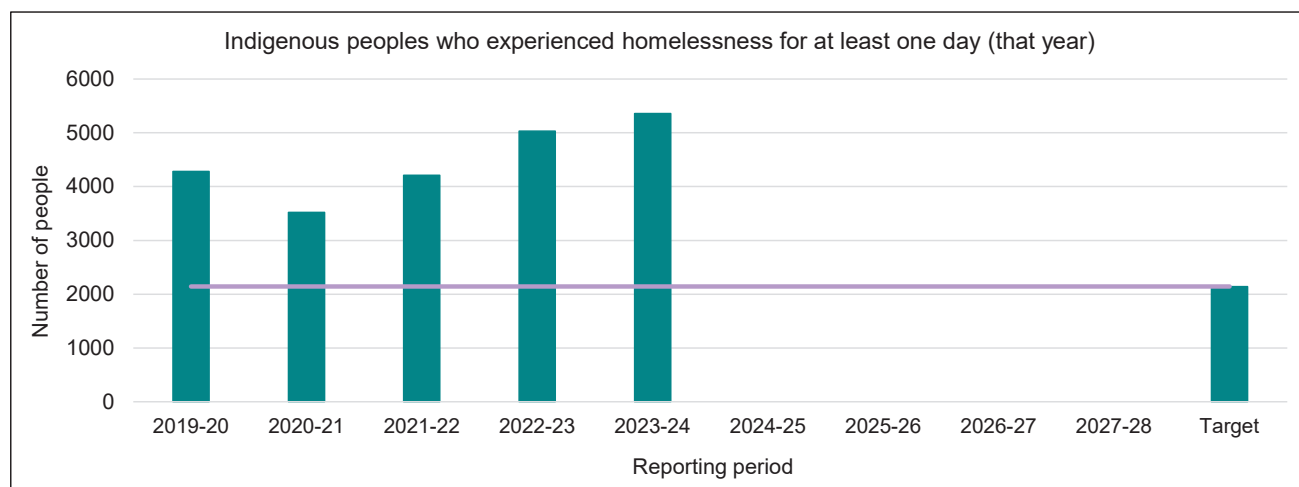
Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)										
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)	6209	4160	5127	6996	7970					3105



O#3(A) What is your baseline year?	2019-20
Returns to homelessness will decrease by 50% between 2019-20 and 2027-28.	
How was this Outcome generated?	Other process/tool
This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals h	
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Other process/tool
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. Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) in	

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

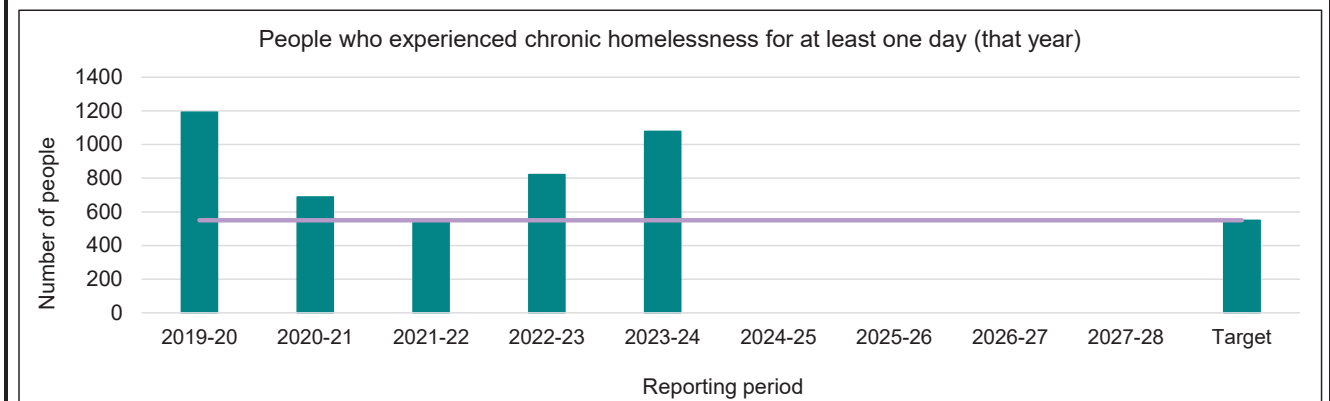
Indigenous peoples who experienced homelessness for at least one day (that year)	4285	3521	4208	5034	5358					2143
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O#4(A)	What is your baseline year?	2019-20
<div>Indigenous homelessness will decrease by 50% between 2019-20 and 2027-28.</div>		
How was this Outcome generated?		Other process/tool
This is calculated leveraging our participant journey mart. This datamart tracks all interactions/episode individuals ha		
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?		No
Please use the following comment box to provide context on your data.		
Our data has had a change due to the integration of outreach programs and the Covid-19 isolation shelter (ASIS) in		

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)	1192	689	554	821	1078					550



O#5(A) What is your baseline year? 2019-20

Chronic homelessness will decrease by 54% between 2019-20 and 2027-28.

How was this Outcome generated? Other process/tool

Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR? No, none of the data has changed

Has the target you set changed from your previous CHR? No, the target has not 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.

As part of our continuous improvement efforts, we are actively exploring the inclusion of non-shelter data, such as o

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

Chronicity is determined by the individual having more than 180 shelter stays in the preceding 365 days, or 546 in th

Community Advisory Board (CAB)

Designated Communities/Territorial Homelessness

Note: You may list more than one name/organization for each sector, and you may list a name/organization in more than one sector, as applicable. INFC will not sell, distribute, trade or transfer your information to other government departments, businesses, institutions, organizations or individuals outside INFC for any other purposes, unless required by law.

Sector	CAB Members (name and/or organization)
Infrastructure Canada (Ex-Officio Member)	
Community Entity (Ex-Officio Member)	
Provincial/Territorial government	
Local/Municipal government	
Indigenous government	
Individuals with lived experience of homelessness	
Indigenous Peoples, nations and organizations, Friendship Centres	
Indigenous housing organizations	
Youth and/or child serving organizations, including Child Welfare agencies	
Organizations serving survivors of domestic violence and their families	
Seniors and senior serving organizations	
Newcomers and newcomer serving organizations	
The private sector	
Police and correctional services	
Landlord associations and/or the housing sector	
Health organizations, including hospitals and other public health institutions, and organizations focused on mental health and addictions	
Veterans Affairs Canada and/or Veterans-serving organizations	
Organizations serving individuals experiencing, or at risk of experiencing homelessness	
Other	

CAB Chairs or Co-Chairs (if applicable). I affirm that the above members of the CAB have reviewed the attached Community Homelessness Report, and that a majority of CAB members approve of its content.

Name	Signature	DD)
Name	Signature	DD)

Community Advisory Board (CAB)

Name	Signature	DD)
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Indigenous Homelessness (as applicable)

Note: You may list more than one name/organization for each sector, and you may list a name/organization in more than one sector, as applicable. INFC will not sell, distribute, trade or transfer your information to other government departments, businesses, institutions, organizations or individuals outside INFC for any other purposes, unless required by law.

Sector	CAB Members (name and/or organization)
Infrastructure Canada (Ex-Officio Member)	
Community Entity (Ex-Officio Member)	
Provincial/Territorial government	
Local/Municipal government	
Indigenous government	
Individuals with lived experience of homelessness	
Indigenous Peoples, nations and organizations, Friendship Centres	
Indigenous housing organizations	
Youth and/or child serving organizations, including Child Welfare agencies	
Organizations serving survivors of domestic violence and their families	
Seniors and senior serving organizations	
Newcomers and newcomer serving organizations	
The private sector	
Police and correctional services	
Landlord associations and/or the housing sector	
Health organizations, including hospitals and other public health institutions, and organizations focused on mental health and addictions	
Veterans Affairs Canada and/or Veterans-serving organizations	
Organizations serving individuals experiencing, or at risk of experiencing homelessness	
Other	

CAB Chairs or Co-Chairs (if applicable). I affirm that the above members of the CAB have reviewed the attached Community Homelessness Report, and that a majority of CAB members approve of its content.

Name	Signature	DD)

Community Advisory Board (CAB)

Name	Signature	DD)
Name	Signature	DD)