

COMMUNITY HOMELESSNESS REPORT SUMMARY

Calgary Homeless Foundation

2022-2023

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

This is a summary of the CHR for the 2022-23 reporting cycle. It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:

- meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
- community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
- an outcomes-based approach (tracking community-level outcomes and progress against targets using a Unique

identifier or By-Name List, referred to as a List; see Section 3).

If the community was able to report on outcomes and targets, this CHR Summary also includes results for each of the five core outcomes of Reaching Home (see Section 4).

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

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

Yes – DC and IH funding streams co-exist

Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC CE and the IH CE and/or IH CAB over the reporting period?

No

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

CHF has strong relationships with many Indigenous organizations and leaders within Calgary. With a new Indigenous Community Entity (CE) G4 STONEY NAKODA - TSUUT'INA TRIBAL COUNCIL, CHF has provided in-kind operational support where requested and required. This includes documentation, processes, flows, and procedures related to HMIS, contracts, procurement, and Coordinated Access and Assessment (CAA). As Calgary already has a robust CAA process, engagement with the community and Indigenous perspectives was completed during that period.

As CHF evolves and innovates the process (terms of reference and intake criteria), community consultation will include our Indigenous partners at every step.

CHF collaborates with the Indigenous CE G4, honouring cultural perspectives and historical contexts while acknowledging colonial dynamics. The executive leadership frequently meets with leadership from G4 to prioritize relationship building. Collective well-being rather than individual deadlines often guides decision-making. Rushing through consultations or expecting quick responses does not align with the relational values upheld by our Indigenous partners. We embrace empowerment and self-determination: Collaborating with Indigenous partners requires shifting from a Western-centric approach to one that recognizes Indigenous self-determination. This involves granting Indigenous communities and our partners the agency to set their own pace for consultations and decision-making, ensuring their perspectives are genuinely considered.

The leadership team of G4 are members of the CHF Community Advisory Board (CAB) and actively participate in meetings. They will also be participants in the creation of the community plan.

Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC or Territorial Homelessness (TH) CE and local Indigenous organizations over the reporting period?	No
Describe how this collaboration will happen over the coming year in more detail.	
<p>CHF, has recently established a new Community Advisory Board (CAB) with the aim of promoting collaboration and engagement with various stakeholders. Among the members of the CAB is the Indigenous Community Entity (CE) for Calgary, whose valuable insights and perspectives are highly valued by CHF.</p> <p>CHF continues to work with several Indigenous agencies that use its Homeless Management Information System (HMIS) to collect and analyze data on homelessness in the community. While CHF recognizes that there is still much work to be done to address the unique challenges facing Indigenous communities, they remain committed to supporting the Indigenous CE through any means necessary, including data analysis and coordinated access.</p> <p>CHF understands the importance of engaging with and supporting Indigenous communities in Calgary, and is committed to building strong relationships with all stakeholders in order to achieve their shared goals.</p>	

With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?	Yes
Describe this collaboration in more detail.	
<p>The Calgary Homeless Foundation (CHF) organizes quarterly community conversations, with the participation of Indigenous-serving organizations, while its staff actively engages with Indigenous-led circles such as the Indigenous Gathering Network, Seven Brothers Circle - Is Kitsii Gome and Aboriginal Standing Committee on Housing and Homelessness, to foster knowledge exchange and inform decision-making processes at CHF. We believe more intentional work needs to be done in this space and are committed to doing that.</p>	

Does your community have a separate IH CAB?	Yes
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Was the CHR also approved by the IH CAB?	No
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Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment

Summary Tables

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

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

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

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

Summary Comment

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements?

The Calgary Homeless Foundation (CHF) is evaluating the effectiveness of the Needs Services Questionnaire (NSQ) assessment tool in the Homeless Serving System of Care (HSSC) and plans to replace it with an improved tool. The current tool has been criticized for not addressing systemic inequities related to race and gender, being deficit-based instead of strengths-based and trauma-informed and producing inconsistent results. CHF is seeking feedback from all stakeholders to develop an assessment tool that considers the local context and the needs of the population served in Calgary. The goal is to create a better user experience for participants and service providers and to provide enhanced identification of needs, access to services, and data collection.

The significance of CHF evaluating the NSQ to determine its effectiveness as an assessment tool in the HSSC is that the current tool has several shortcomings that need to be addressed. The goal of this process is to replace the NSQ with an enhanced identification of needs, access to services, data collection, and a better user experience for participants and service providers overall.

The reason CHF is looking to replace the NSQ as the current tool does not factor in systemic inequities related to race and gender, and in some ways furthers discrimination of marginalized groups through the process. There is evidence of racial bias in the NSQ, which limits the tool's appropriateness and utility. Additionally, the current tool is not empowering, strengths-based, or trauma-informed, and it needs to move towards being more ability-based. The NSQ is not an evidence-based tool and is not in alignment with best practice for working with our participant population.

To address these shortcomings, CHF is seeking feedback and to incorporate best practice input regarding the NSQ from all stakeholders, including Housing Strategists, Lived Experience and HSSC programs. The development of content, relevancy of the questions, and reasoning behind the tool needs to be informed by the voices of local lived/living experience. Language on the tool needs to be easy to understand, inclusive, and supportive of an Indigenous worldview. We need a better understanding of what data is currently captured from the NSQ versus what is useful for triaging for services/housing, determining the intensity of support that is needed, service planning, and identifying sector-wide trends.

Section 3. Outcomes-Based Approach Self-Assessment

Summary Tables - Minimum Requirement

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

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

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

List was in place as of January 1, 2023 (or earlier)	Can generate monthly data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

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

List was in place as of April 1, 2022 (or earlier)	Can generate annual data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Summary Comment

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to transition to an outcomes-based approach under Reaching Home?

The main development has been in the creation of our participant journey data model. This has allowed us to re-analyze our data to a greater degree and forms the basis of our By-Name List.

This data model is based upon the ClientUID generated for each individual with enough demographic info and name provided. It then maps out each step of interactions with various providers in our system ranging across program models, and identifies them in chronological order. This is used to answer questions related to inflows, outflows, common pathways through the HSSC, and general population questions. With this being in alignment with PiT numbers, we will continue to leverage this to answer questions.

CHF has also developed agency dashboards which puts daily-updating dashboards in the hands of our agencies, and identifies data quality issues. This should allow our data quality correction efforts to scale to a higher degree, allowing a higher calibre of data.

In fiscal year 2023-24, development efforts will continue. We will look to incorporate more program models into the model (including Outreach), and look at opportunities to increase the quality of matching individuals (beyond the ClientUID).

More information about the Unique Identifier List

Step 1. Have a List

Where does data for the List come from?

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

Please describe the other data source(s):

Our primary source of data we have is our Wellsky ServicePoint HMIS. This is used by our funded programs, and many unfunded programs in the Calgary area. In addition, we received automated Comma Separated Values (CSV) extracts from shelters across the city. This is then transformed in our data warehouse which brings together the various sources of data.

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

Yes

Step 1. Have a List (cont.)

For the List, does the community have...

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

Chronic homelessness

x	Federal definition
	Local definition

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

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

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

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

Step 2. Have a real-time List

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

Step 3. Have a comprehensive List

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

Yes

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

Using CHF's participant journey data model as a base compared to our Point in Time (PiT) count, we see strong alignment between the numbers. Although certain data is included in the PiT count, including data from (Violence Against Women Shelter, Treatment/Detox, Correctional Facilities), only some of these individuals are captured via our Coordinated Access & Assessment list.

In our PiT count we enumerated 2,782 individuals, while our data model identifies 1,999 individuals on the same day (September 27, 2022). This gap of 783 individuals is quite close to the number of individuals in those settings, 720. The further gap can be possibly explained by those in outreach settings, but not on the Coordinated Access and Assessment (CAA) list. Analysis has not been performed on the number of individuals in the three above settings captured in PiT and intersect with our CAA list. The data sets extracted from CHF compared to the administrative sets from the PiT count highlight the accuracy of the data collected daily in CAA and the Homeless Management Information System (HMIS).

The demographic profile of the various settings, are quite similar in terms of gender, ethnicity and age.

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

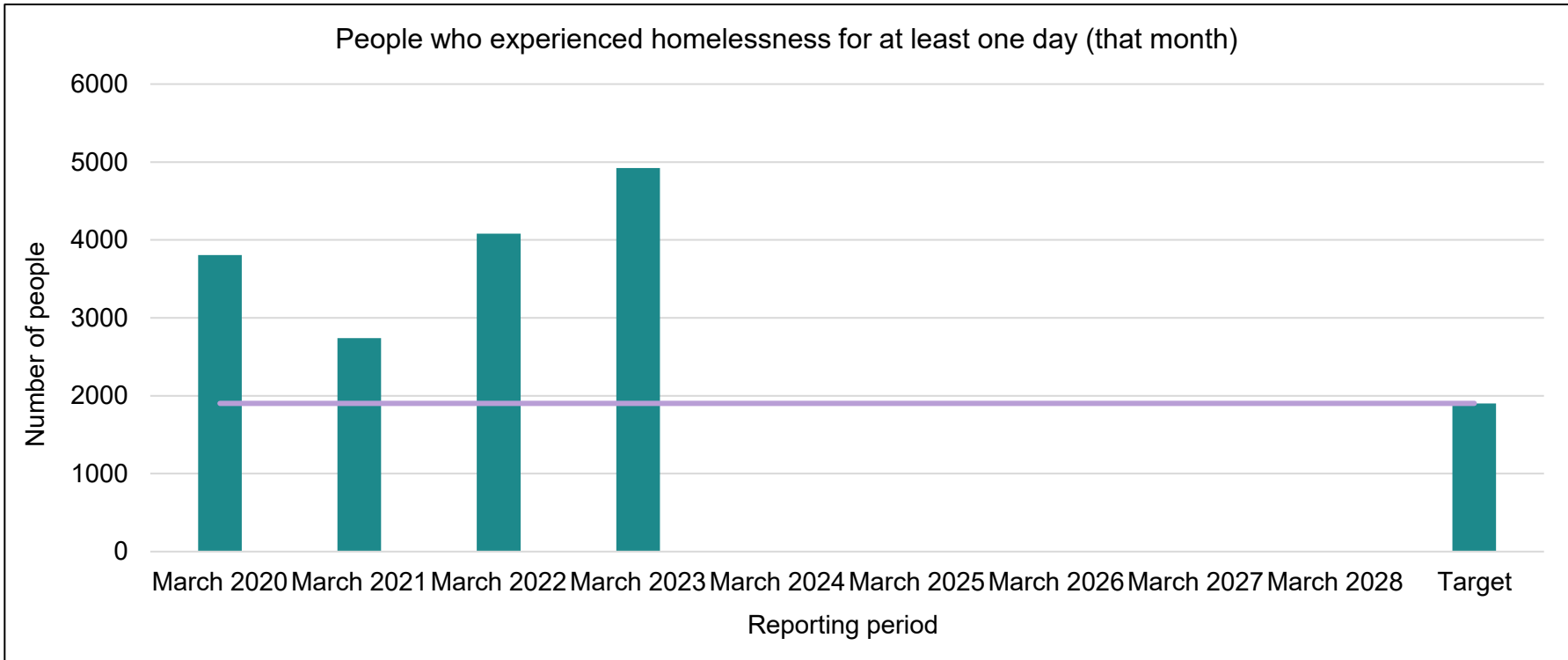
Does the List meet the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

No

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)	3805	2739	4081	4923						1902



Context for Outcome #1 (monthly):

Please provide context about your results, as applicable.

Calgary Homeless Foundation (CHF) developed a participant journey data model. This incorporates individuals' interactions on Coordinated Access & Assessment, Shelter, Prevention/Diversion, and Housing Programs. This model is now serving as the basis for our By-Name List and providing population/outcome numbers. As a result, all numbers have been updated across the board to match this data, including the targets being recalibrated to 50% of the baseline. In addition, if dependents have provided enough demographic information to uniquely identify them (Name, Date of Birth (DoB), Gender) via ClientUID, they have also been incorporated.

CHF expects/plans that during the course of fiscal year 2023-24 (FY24), outreach data will also be incorporated into this model. This will result in the above numbers changing at that time.

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

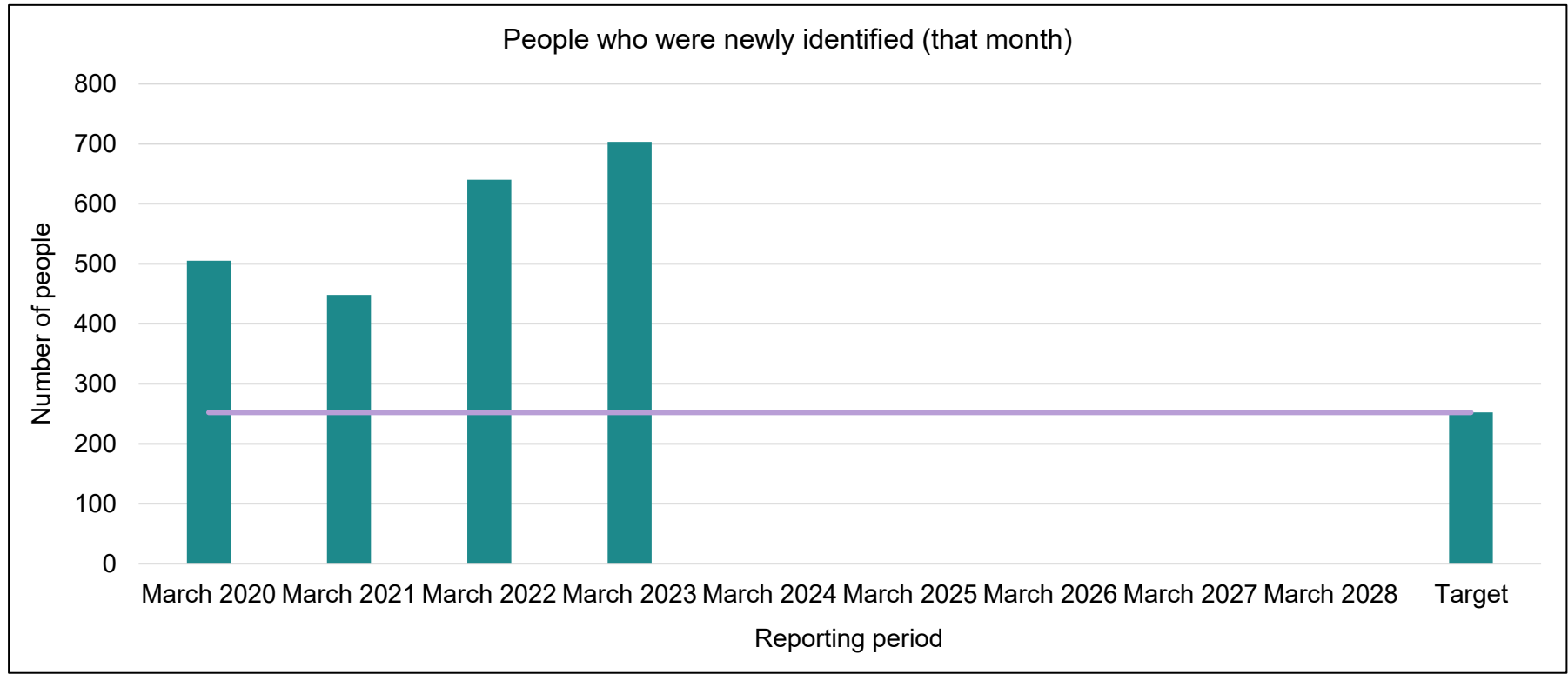
Yes

How was this outcome calculated?

Calculated based upon the number of individuals and head of households who in the month had a shelter stay, received an outreach service, or were active on the CAA triage list

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)	505	448	640	703						252



Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.

CHF developed a participant journey data model. This incorporates individuals' interactions on Coordinated Access & Assessment, Shelter, Prevention/Diversion, and Housing Programs. This model is now serving as the basis for our By-Name List and providing population/outcome numbers. As a result, all numbers have been updated across the board to match this data, including the targets being recalibrated to 50% of the baseline. In addition, if dependents have provided enough demographic information to uniquely identify them (Name, DoB, Gender) via ClientUID, they have also been incorporated.

CHF expects/plans that during the course of FY24, Outreach data will also be incorporated into this model. This will result in the above numbers changing at that time.

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

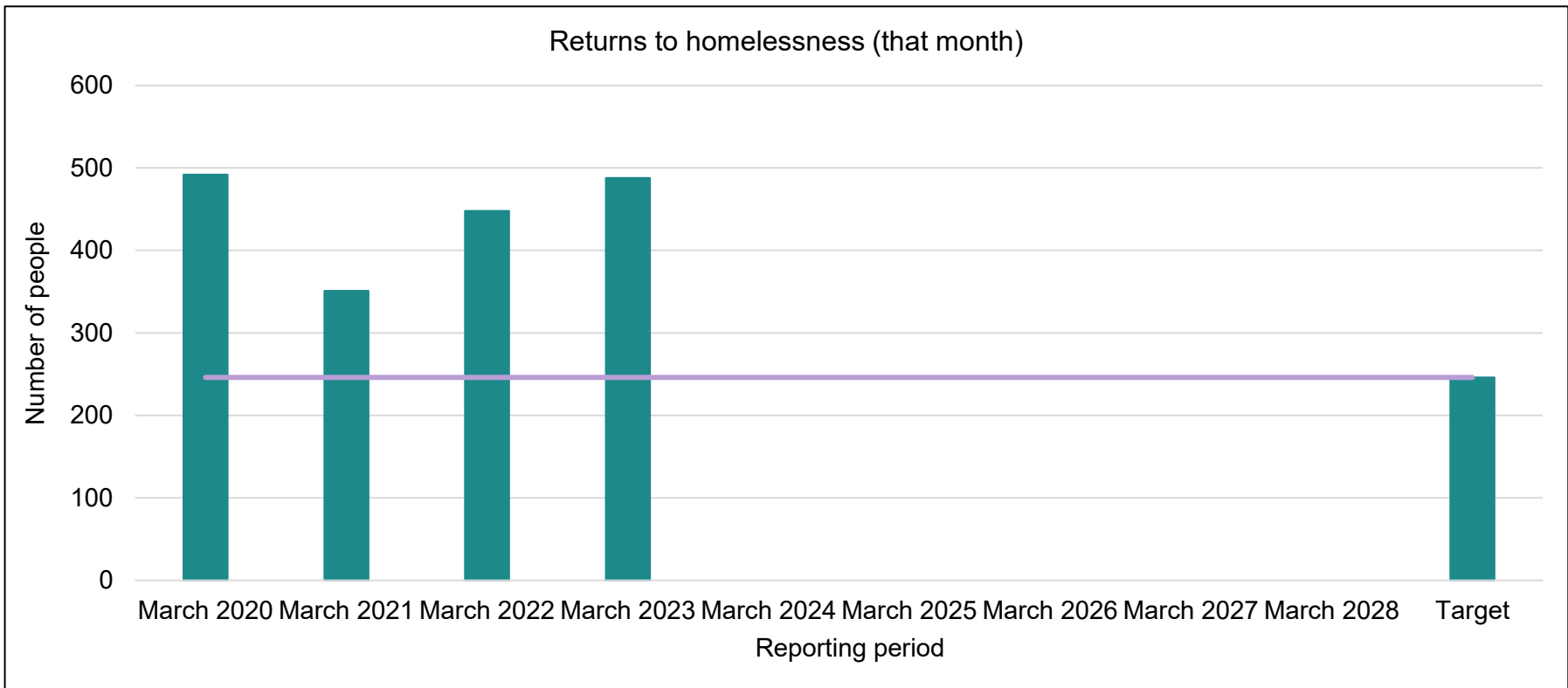
Yes

How was this outcome calculated?

This was calculated by counting the distinct ClientUIDs (a combination of letters from first + last name, DoB, gender) that had their first event in participant journey in the month.

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)	492	351	448	488						246



Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

CHF developed a participant journey data model. This incorporates individuals' interactions on Coordinated Access & Assessment, Shelter, Prevention/Diversion, and Housing Programs. This model is now serving as the basis for our By-Name List and providing population/outcome numbers. As a result, all numbers have been updated across the board to match this data, including the targets being recalibrated to 50% of the baseline. In addition, if dependents have provided enough demographic information to uniquely identify them (Name, DoB, Gender) via ClientUID, they have also been incorporated.

CHF expects/plans that during the course of FY24, Outreach data will also be incorporated into this model. This will result in the above numbers changing as a result at that time.

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

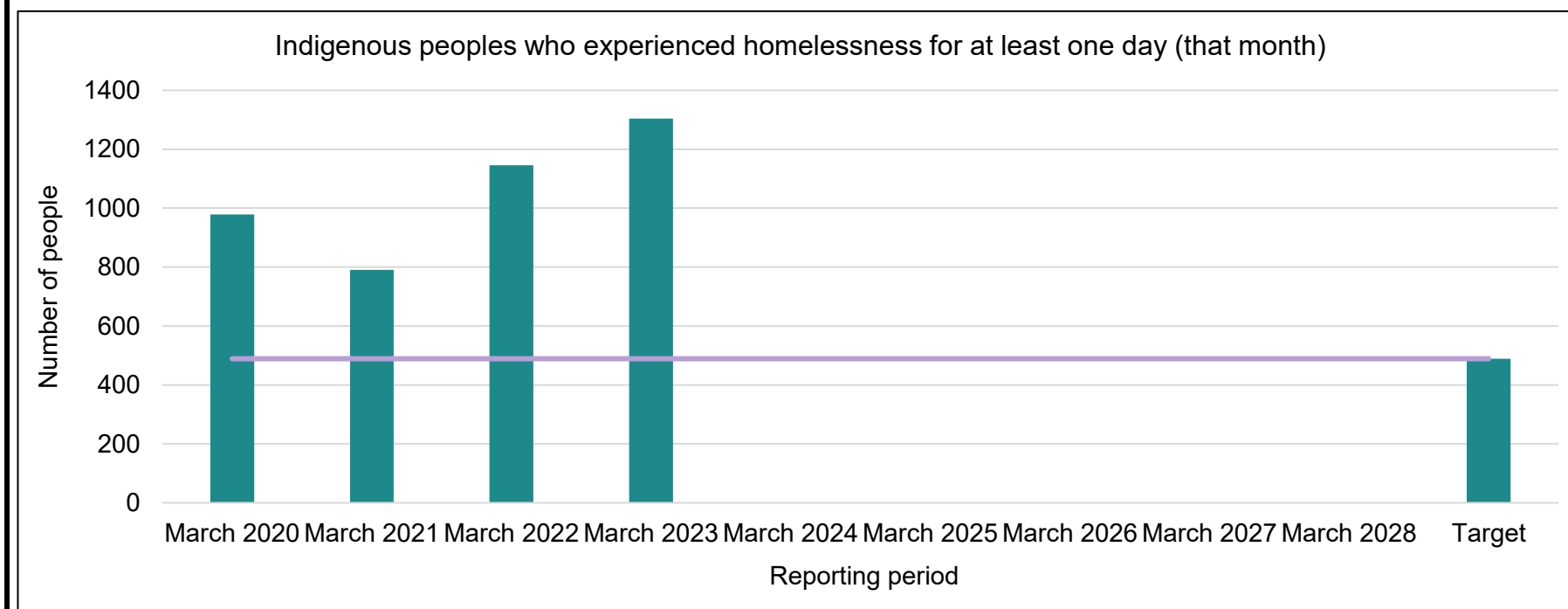
Yes

How was this outcome calculated?

This was calculated by counting the distinct ClientUIDs (a combination of letters from first + last name, DoB, gender) that did not have a Shelter or CAA interaction in the preceeding 90 days prior to the month (inactive), and then had a Shelter or CAA interaction(s) in the month

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)	979	791	1146	1304						489



Context for Outcome #4 (monthly):

Please provide context about your results, as applicable.

CHF developed a participant journey data model. This incorporates individuals' interactions on Coordinated Access & Assessment, Shelter, Prevention/Diversion, and Housing Programs. This model is now serving as the basis for our By-Name List and providing population/outcome numbers. As a result, all numbers have been updated across the board to match this data, including the targets being recalibrated to 50% of the baseline. In addition, if dependents have provided enough demographic information to uniquely identify them (Name, DoB, Gender) via ClientUID, they have also been incorporated.

CHF expects/plans that during the course of FY24, Outreach data will also be incorporated into this model. This will result in the above numbers changing at that time.

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

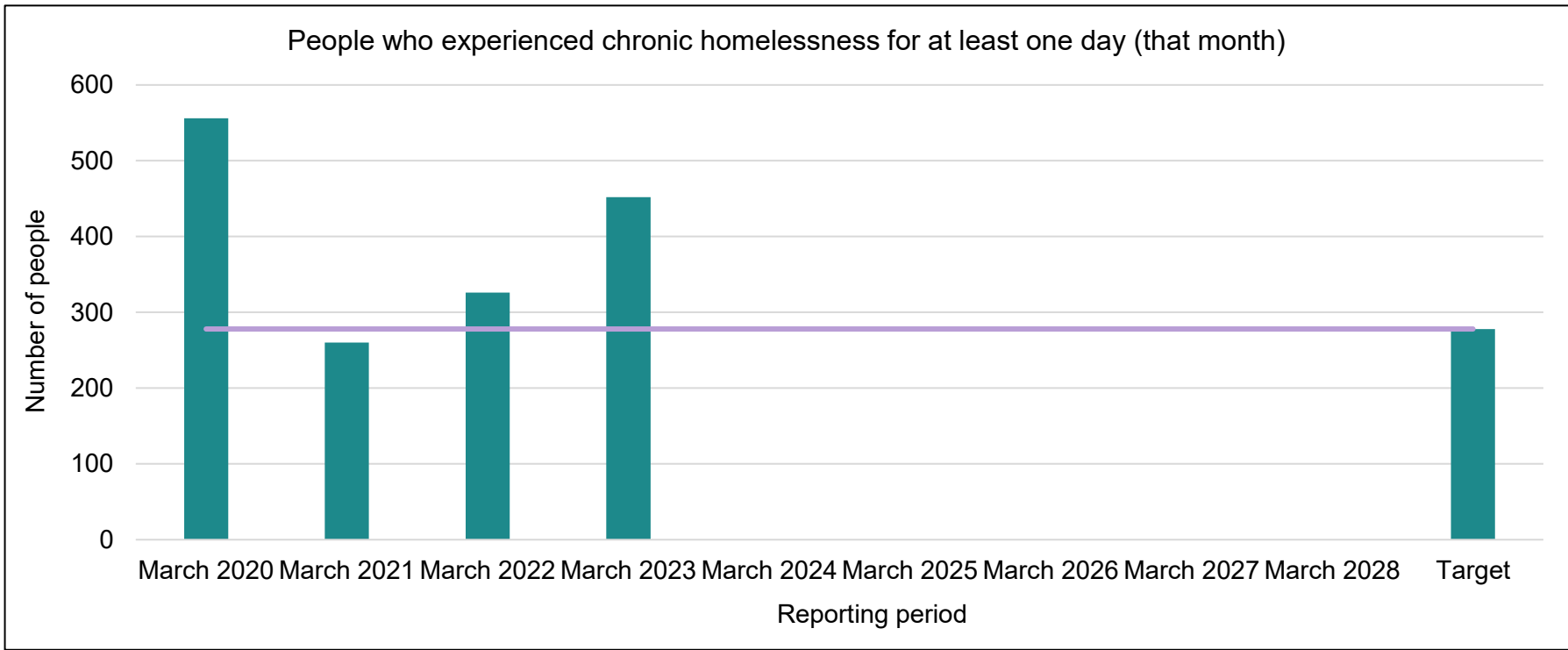
Yes

How was this outcome calculated?

Calculated based upon the number of individuals and head of households who in the month had a shelter stay, received an outreach service, or were active on the CAA triage list. Also, requiring the individuals identified ethnicity to be Indigenous.

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						278



Context for Outcome #5 (monthly):

Please provide context about your results, as applicable.

Chronicity is still calculated in the same methodology as fiscal year 2022-23 (FY23). Potential opportunities for further refinement is through the incorporation of outreach.

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

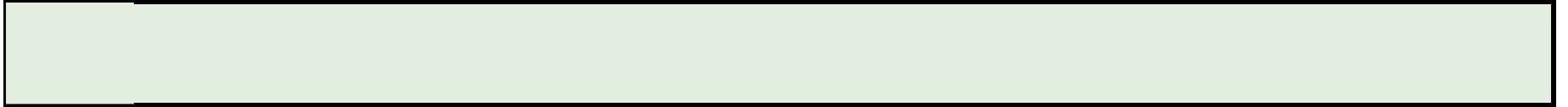
Yes

How was this outcome calculated?

This is calculated based upon the daily shelter stays an individual (based upon ClientUID) has preceeding their shelter stay(s) in the month. It uses the federal definition of more than 180 shelter stays in the past year or 546 shelter stays in the past 3 years.

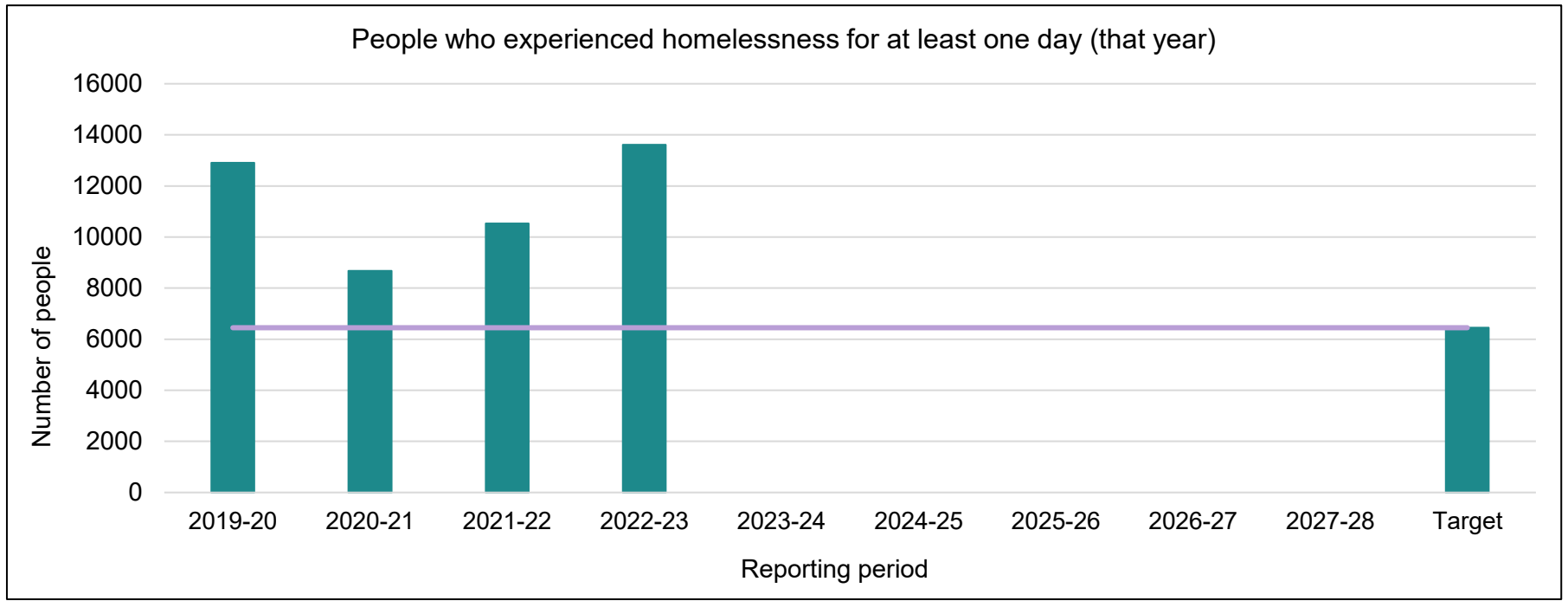
If the individual matched the chronicity definition for at least one day within the month, they are counted in the number above.

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)	12903	8682	10527	13612						6450



Context for Outcome #1 (annual):

Please provide context about your results, as applicable.

CHF developed a participant journey data model. This incorporates individuals' interactions on Coordinated Access & Assessment, Shelter, Prevention/Diversion, and Housing Programs. This model is now serving as the basis for our By-Name List and providing population/outcome numbers. As a result, all numbers have been updated across the board to match this data, including the targets being recalibrated to 50% of the baseline. In addition, if dependents have provided enough demographic information to uniquely identify them (Name, DoB, Gender) via ClientUID, they have also been incorporated.

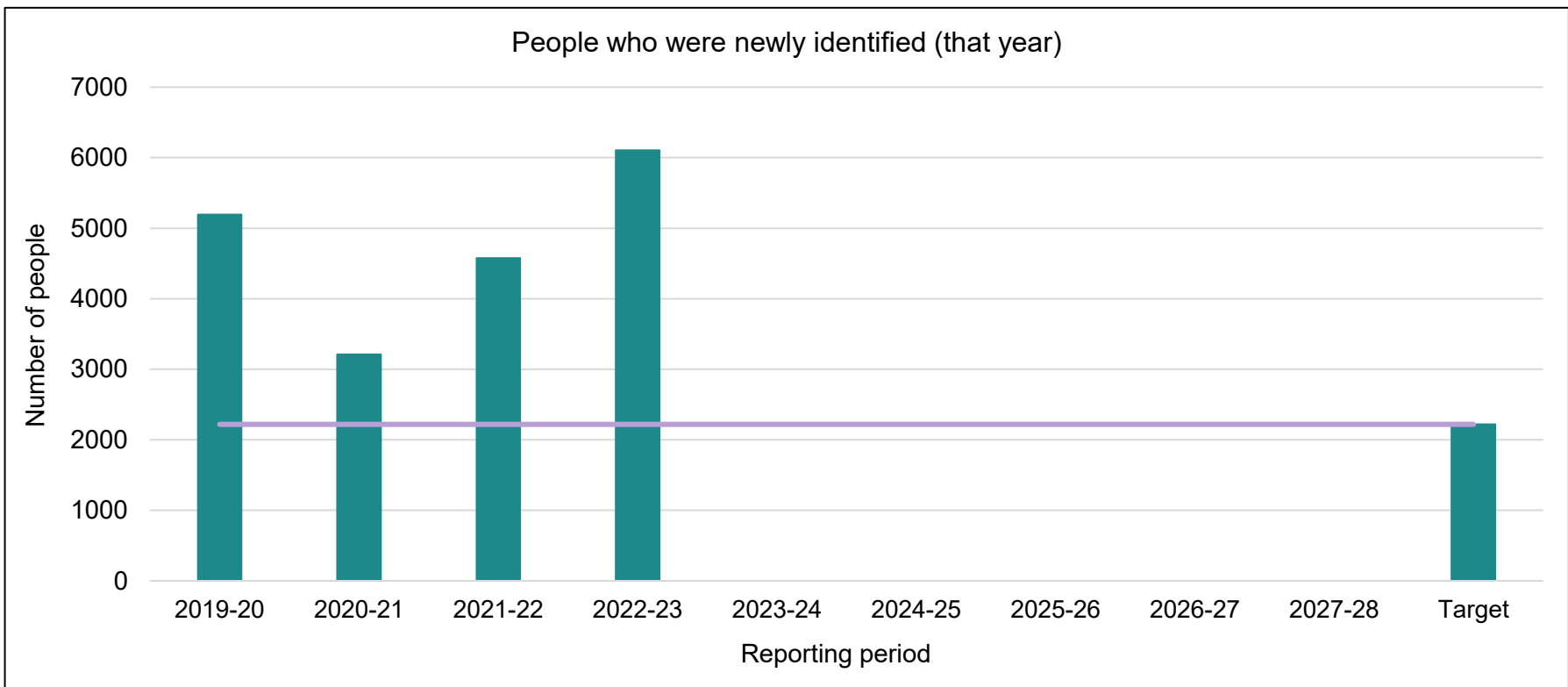
CHF expects/plans that during the course of fiscal year 2023-24 (FY24), outreach data will also be incorporated into this model. This will result in the above numbers changing at that time.

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

No

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)	5194	3212	4578	6106						2219



Context for Outcome #2 (annual):

Please provide context about your results, as applicable.

CHF developed a participant journey data model. This incorporates individuals' interactions on Coordinated Access & Assessment, Shelter, Prevention/Diversion, and Housing Programs. This model is now serving as the basis for our By-Name List and providing population/outcome numbers. As a result, all numbers have been updated across the board to match this data, including the targets being recalibrated to 50% of the baseline. In addition, if dependents have provided enough demographic information to uniquely identify them (Name, DoB, Gender) via ClientUID, they have also been incorporated.

CHF expects/plans that during the course of FY24, Outreach data will also be incorporated into this model. This will result in the above numbers changing at that time.

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

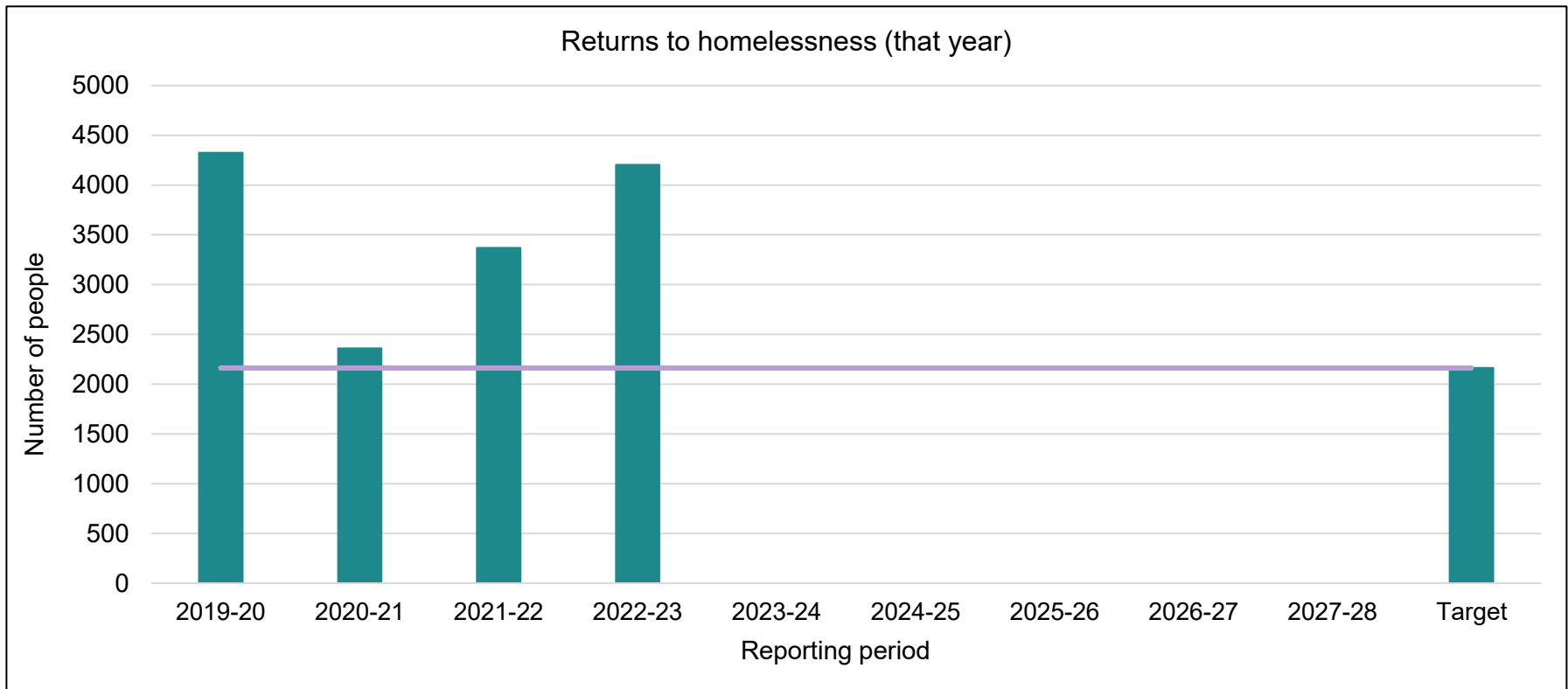
Yes

How was this outcome calculated?

This was calculated by counting the distinct ClientUIDs (a combination of letters from first + last name, DoB, gender) that had their first event in participant journey in the fiscal year.

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)	4324	2359	3369	4205						2162



Context for Outcome #3 (annual):

Please provide context about your results, as applicable.

CHF developed a participant journey data model. This incorporates individuals' interactions on Coordinated Access & Assessment, Shelter, Prevention/Diversion, and Housing Programs. This model is now serving as the basis for our By-Name List and providing population/outcome numbers. As a result, all numbers have been updated across the board to match this data, including the targets being recalibrated to 50% of the baseline. In addition, if dependents have provided enough demographic information to uniquely identify them (Name, DoB, Gender) via ClientUID, they have also been incorporated.

CHF expects/plans that during the course of FY24, Outreach data will also be incorporated into this model. This will result in the above numbers changing as a result at that time.

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

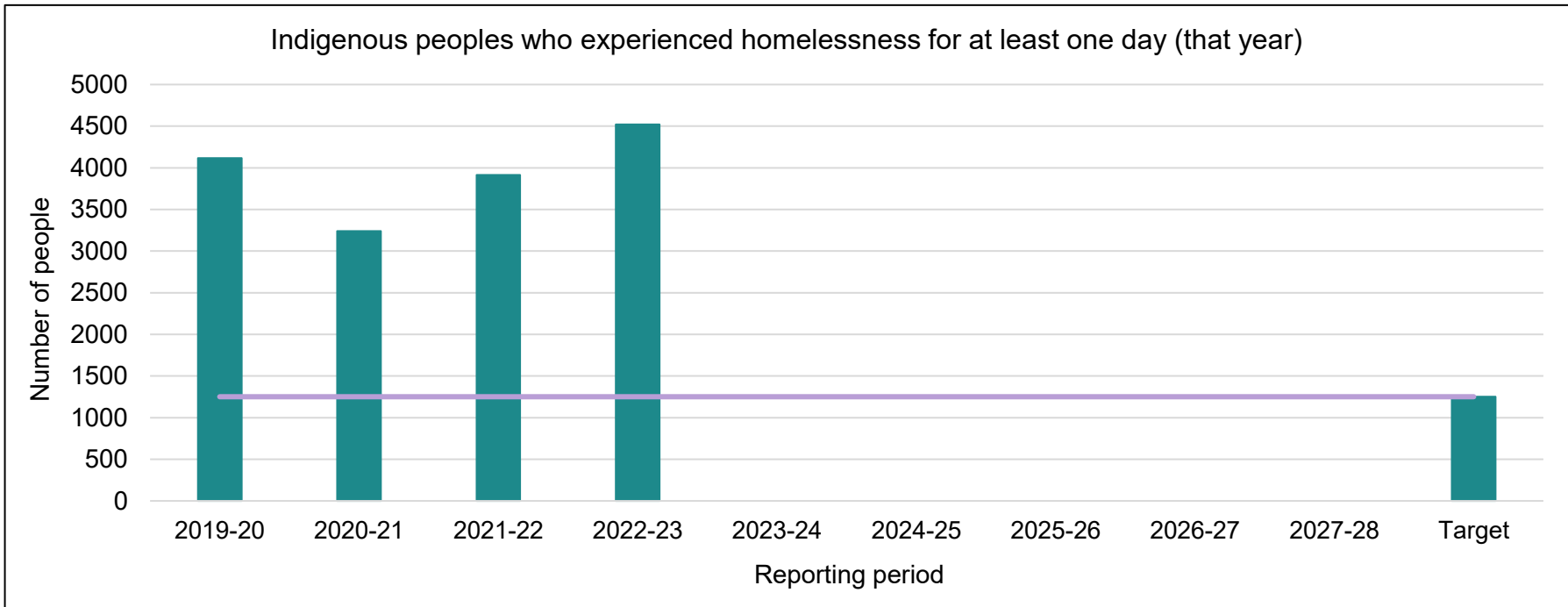
Yes

How was this outcome calculated?

This was calculated by counting the distinct ClientUIDs (a combination of letters from first + last name, DoB, gender) that did not have a Shelter or CAA interaction in the preceeding 90 days prior to the year (inactive), and then had a Shelter or CAA interaction(s) in the year.

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)	4115	3239	3915	4521						1251



Context for Outcome #4 (annual):

Please provide context about your results, as applicable.

CHF developed a participant journey data model. This incorporates individuals' interactions on Coordinated Access & Assessment, Shelter, Prevention/Diversion, and Housing Programs. This model is now serving as the basis for our By-Name-List and providing population/outcome numbers. As a result, all numbers have been updated across the board to match this data, including the targets being recalibrated to 50% of the baseline. In addition, if dependents have provided enough demographic information to uniquely identify them (Name, DoB, Gender) via ClientUID, they have also been incorporated.

CHF expects/plans that during the course of FY24, Outreach data will also be incorporated into this model. This will result in the above numbers changing as a result at that time.

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

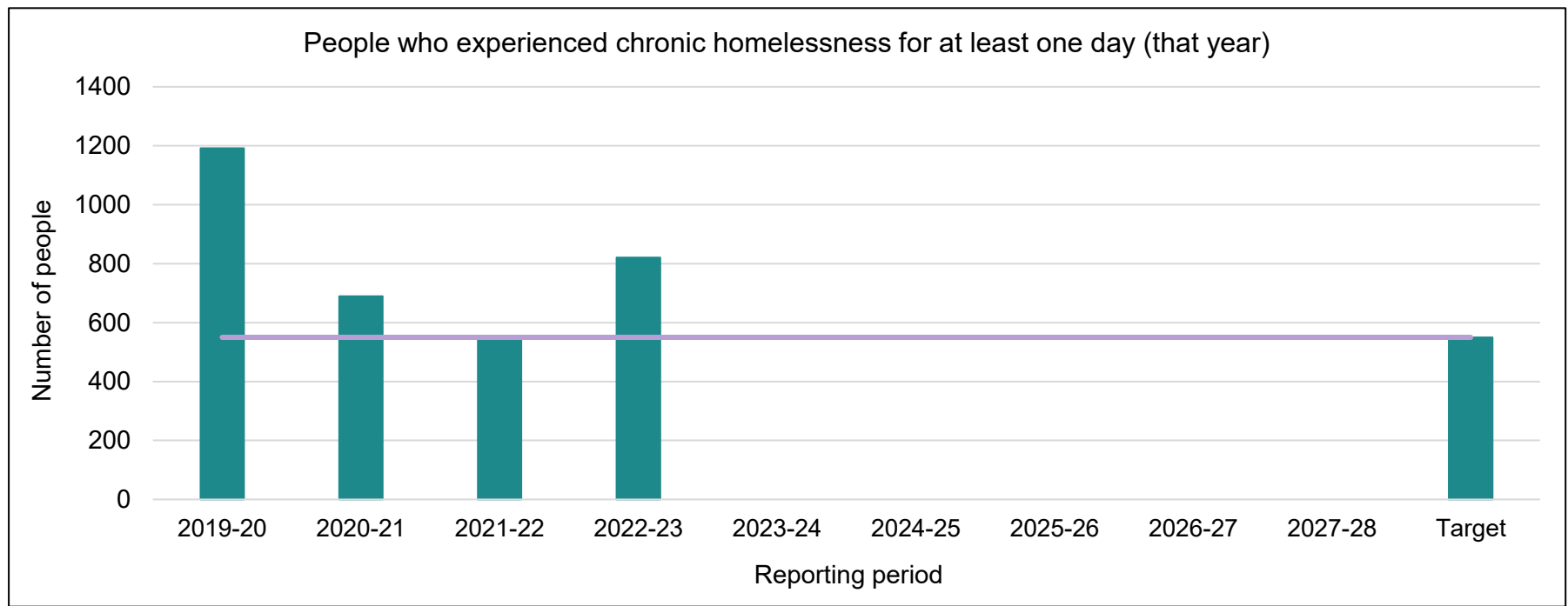
Yes

How was this outcome calculated?

Calculated based upon the number of individuals and head of households who in the month had a shelter stay, received an outreach service, or were active on the CAA triage list. Also, requiring the individuals identified ethnicity to be Indigenous.

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						550



Please provide context about your results, as applicable.

Chronicity is still calculated in the same methodology as FY23. Potential opportunities for further refinement is through the incorporation of Outreach.

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

Yes

How was this outcome calculated?

This is calculated based upon the daily shelter stays an individual (based upon ClientUID) has preceeding their shelter stay(s) in the month. It uses the federal definition of more than 180 shelter stays in the past year or 546 shelter stays in the past 3 years.

If the individual matched the chronicity definition for at least one day within the month, they are counted in the number above.