

COMMUNITY HOMELESSNESS REPORT SUMMARY

Calgary

2021-2022

Collaboration between Indigenous and Non-Indigenous Partners

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the Designated Community (DC) Community Entity (CE) and local Indigenous organizations?

Yes

Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?

The Calgary Homeless Foundation respected and supported the self-determination of Aboriginal Standing Committee on Housing and Homelessness (Indigenous Community Advisory Board) to obtain autonomy in establishing an Indigenous strategy separate from the Calgary Homeless Foundation's homeless serving system of care.

The Aboriginal Standing Committee on Housing and Homelessness proceeded to identify potential interim community entities and selected and voted in the Stoney Nakoda Tsuut'ina Tribal Council (G4) to commence as the new Indigenous Community Entity. Calgary Homeless Foundation has supported operational concepts to the Stoney Nakoda Tsuut'ina Tribal Council (G4) and provided information on document processes, contractual agreements and procurement processes, flows and procedures, database infrastructure and the coordinated access and assessment. Calgary Homeless Foundation during the 2021-2022 funding year collaborated with Indigenous and Indigenous serving organizations under the homeless serving system of care around pandemic and current gaps in services.

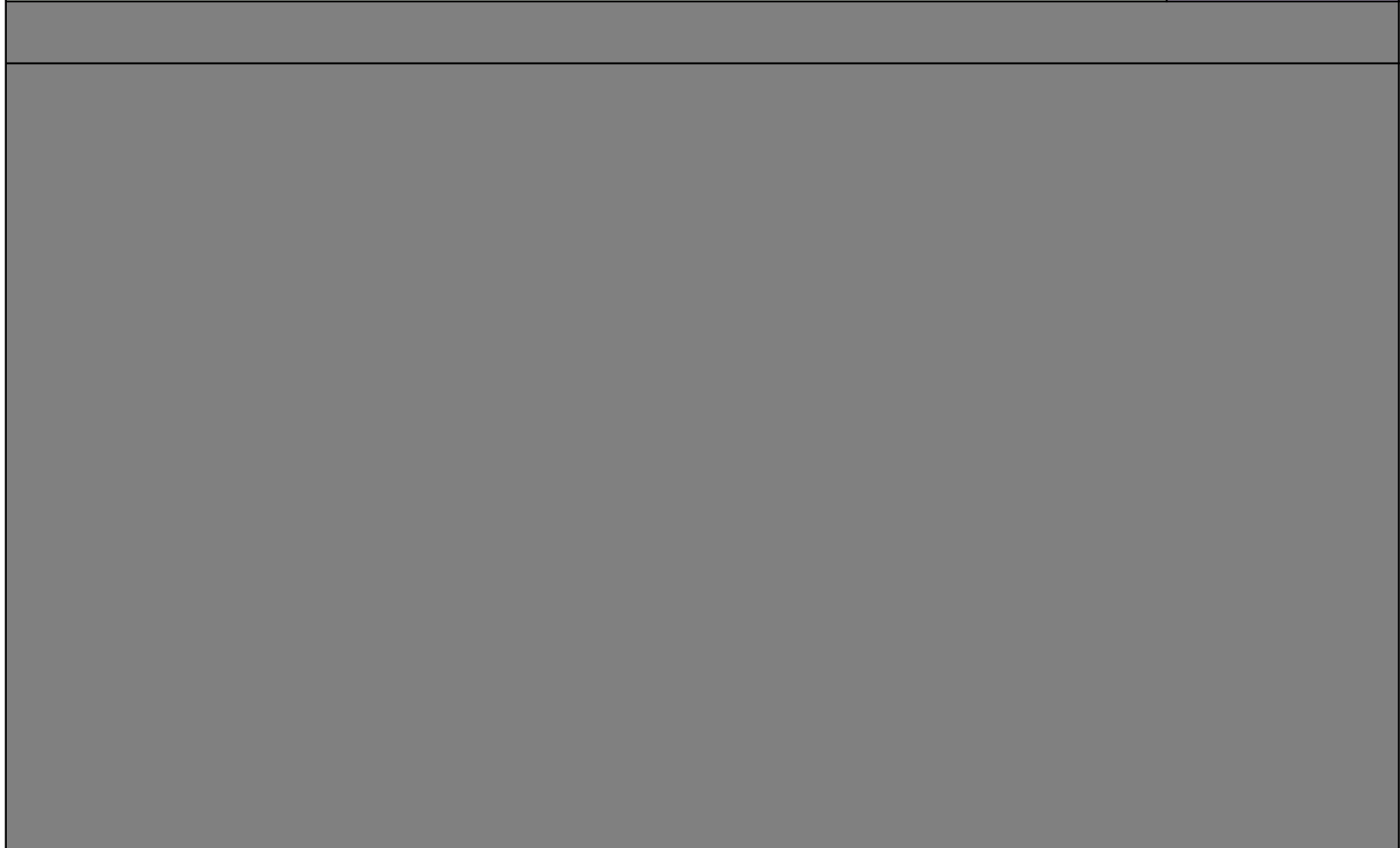
The coordinated access and assessment will be strengthened by collaboration and communication with the Indigenous Community Entity and Indigenous-Community Advisory Board to allow the development of an Indigenous coordinated assess and assessment in line with the National Indigenous Homelessness Council with national Indigenous Community Entities and Community Advisory Boards.

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?	Yes
Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?	
<p>Presently the Indigenous sub agreement holders use the Coordinated Access and HMIS, however, the Indigenous Homelessness Community Entity and Indigenous Homelessness Community Advisory Board are participating in national discussions and working on an Indigenous model for Coordinated Access and Assessment. Locally, the CHF is open to working towards solutions that include input around culturally appropriate approaches to working with Indigenous homeless population that support core housing needs.</p>	

With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?	Yes
Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.	
<p>Calgary Homeless Foundation hosts four community conversations each year. This included representation from our Indigenous and Indigenous serving organizations. Additionally, Calgary Homeless Foundation staff sit on a variety of Indigenous led circles and committees. This includes the Indigenous Gathering Network, Is kitsii gome Seven Brothers minus the housing circle, and as an ex-officio on the Aboriginal Standing Committee on Housing and Homelessness with the Indigenous - Community Advisory Board and the General Committee. These opportunities provided discussions and supported Calgary Homeless Foundation's learning to incorporate into decision making on the homeless serving system of care.</p>	

Does your community have a separate IH CAB?	Yes
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Was the CHR also approved by the IH CAB?	Yes
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Summary Comment

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements? In particular, please include an update about your community's efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS.

Calgary Homeless Foundation (CHF), in alignment with its purpose of guiding the fight against homelessness, operates a recovery-oriented Coordinated Homeless-Serving System of Care (HSSC) in collaboration with community and agency partners. The goal of the Coordinated Entry component of the system is to reduce barriers for people to access the right support at the right time by increasing coordination of services and collaboration among service providers. The core functions of Coordinated Entry are access, assessment, prioritization, and placement. Access and assessment services are provided by Housing Strategists, and prioritization and placement are provided by Placement Committees. Calgary's HSSC is supported by 3 placement committees: Adult (APC), Family (FPC), and Youth (YPC).

In response to the Covid 19 pandemic between 2020 and 2022, all three Placement Committees adopted emergency Terms of Reference (ToR) and prioritization mechanisms. While the pandemic is not over, we are entering a new state of normal. This version of the ToR replaces the emergency version adopted in 2020, with the aim to continue to improve the experiences of those seeking housing supports through the HSSC.

Purpose

The primary purpose of the Placement Committee is the prioritization and placement of individuals or families who are experiencing, or at risk of experiencing, homelessness, to the most appropriate available supportive housing programs. Prioritization and placement are accomplished through a triage process that is based on data collected during the assessment stage, as supported by collateral information provided by front-line service providers currently connected and engaged with people seeking housing and supports.

Participation

Participation in Coordinated Entry in support of all stages of access, assessment, prioritization, and placement consists of three different member types:

- (a) housing strategists and door agencies,
- (b) supportive housing programs, and
- (c) placement committee members.

A. Housing strategists provide the access and assessment functions by:

- staying informed about the opportunities, programs, and services available in the HSSC,

- serving as an initial and ongoing contact for people seeking supportive housing,
- supporting people to develop a housing plan,
- completing the necessary steps to establish eligibility for prioritization and placement, and
- maintaining accurate information about participant engagement.

The housing strategist role is open-ended, based on initial training and ongoing engagement.

B.Housing programs support the placement function by:

- providing up-to-date contextual information about the state of the program,
- providing timely communication regarding available spaces,
- providing updates on open referrals,
- communicating required supports where a program match is not successful.

The housing program role is open-ended, based on an active agreement (either a funding contract with CHF or a Participating Agency MOU) to participate in the coordinated system.

C.Placement committee members provide the prioritization and placement functions by:

- Accessing and understanding relevant and current data and information about programs and participants,
- Utilizing relevant participant data to prioritize candidates for placement based on criteria defined in these ToR;
- Utilizing relevant and current program information to make a best-fit placement referral for as many of the prioritized candidates as possible.

Detailed expectations of placement committee participation are outlined in the “Membership Accountabilities and Operating Principles” section.

In order to balance the need for continuity of committee knowledge with the need to represent a variety of perspectives in the HSSC, placement committee membership is rotating based on staggered 12-month terms. The Placement Committee consists of Housing Strategists and Housing Program representatives.

Outcomes-Based Approach Self-Assessment

Where does data for the List come from?

- Excel
- HIFIS
- 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

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

Community did not complete this optional question.

Summary Table

The table below provides 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	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Yes	Yes	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?

In the past year we have taken many steps that will ensure the development of a By-Name List (BNL) that is valid, transparent, and reliable. We have continued investing in our data warehouse development, allowing us to see on a daily basis the changes and fluctuations that are happening in our system. This year, the BNL development project has seen us clarify the definitions and data sources to be used. We are currently working on data warehouse procedures to to automatically output the data on a daily basis, as well as build internal dashboards to begin testing and utilizing the real-time list. As a final step, we will then plan and implement a public dashboard.

As part of our larger Coordinated Outreach project, we have overhauled our Outreach workflow within our HMIS. The workflow will simplify data entry from Outreach workers as well as provide visibility into Outreach services cross agency. As a result, we expect to receive a higher quality of Outreach data from this workflow compared to our historic workflows. This will serve as an additional strong feeder into our list.

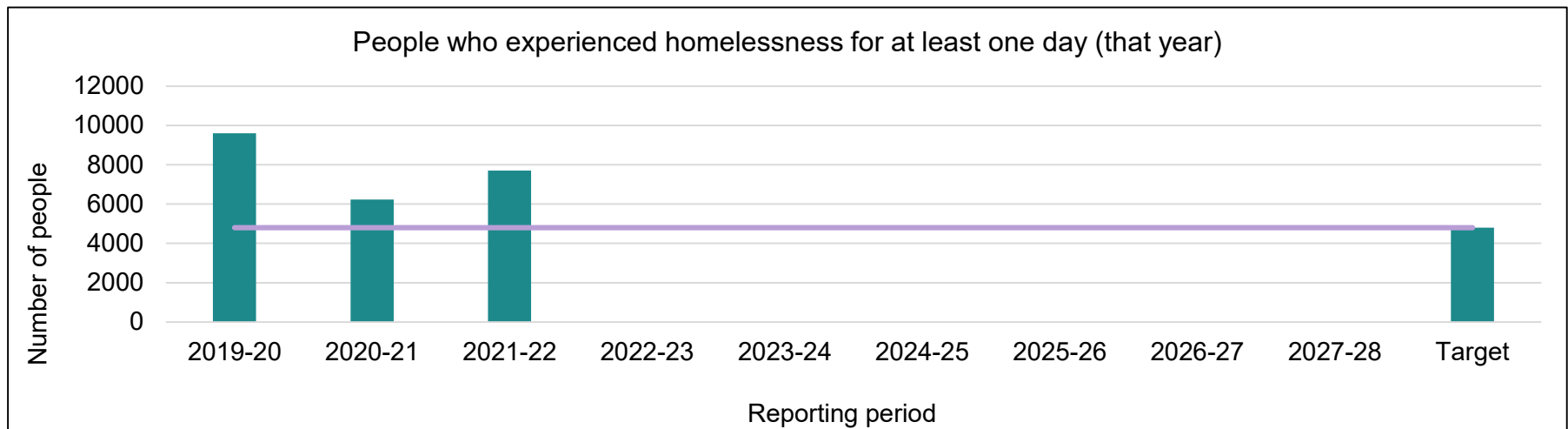
We currently use the top level numbers (such as individuals currently on our Coordinated Access & Assessment list, individuals in shelter, and individuals receiving outreach services) from our list to begin conversations with community and as a reference point for ongoing strategic planning.

In addition to BNL-related activities, we have been working with the community to amplify the outcomes-based approach to understand the effectiveness of supportive housing programs. Together with our service provider partners, we have developed a set of 4 Outcome Domains - Home, Health, Financial Wellness, and Community Connection. We have developed a first of its kind approach to evaluate program contributions to system-wide changes in alignment with these domains, utilizing a Theory of Change model that integrates elements of Outcome Harvesting with Realist Evaluation. These Theories of Change, completed by each program, follow a standardized structure to describe the program Context, its Causal Mechanisms, and its contribution to Outcomes. The standardized structure allows us to transform qualitative, context-aware, program-level content into system-level data. The narrative content allows us to partner with service providers in ongoing structured, facilitated reflective practice. Collectively, these features allow us to learn alongside each program, as well as facilitate learning for the system as a whole.

Community-Level Core Outcomes – Annual Data Reporting

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)	9600	6237	7704	-	-	-	-	-	-	4800

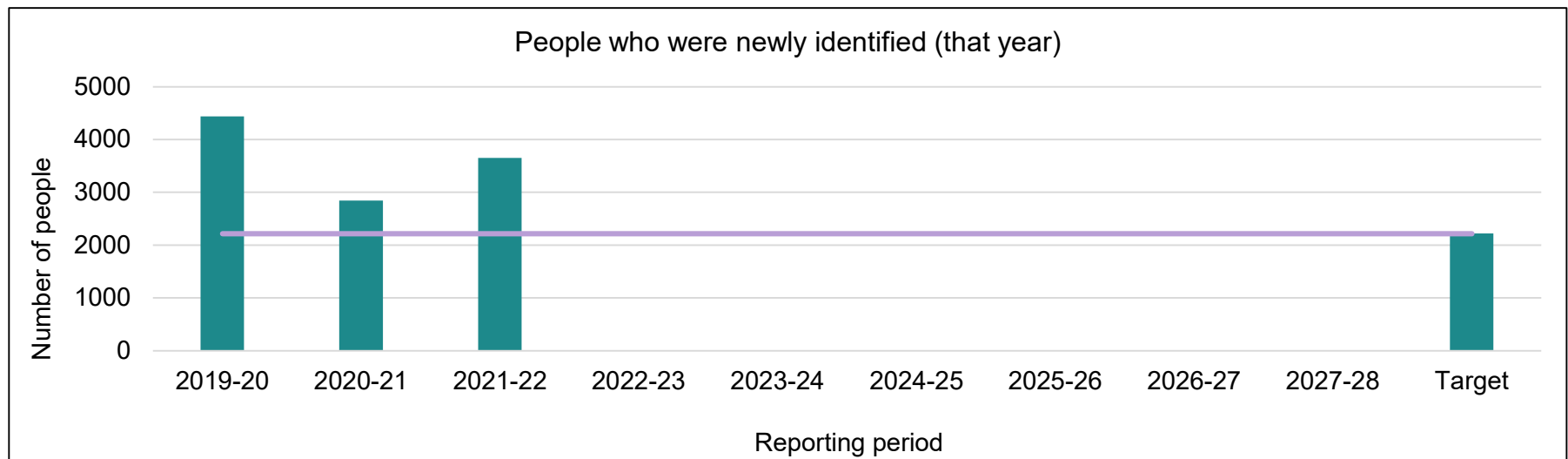


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

The primary source of difference was the leveraging of our algorithmically created unique identifier. In the past there was a likelihood of being double counted due to this identifier not being leveraged.

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)	4438	2843	3649	-	-	-	-	-	-	2219

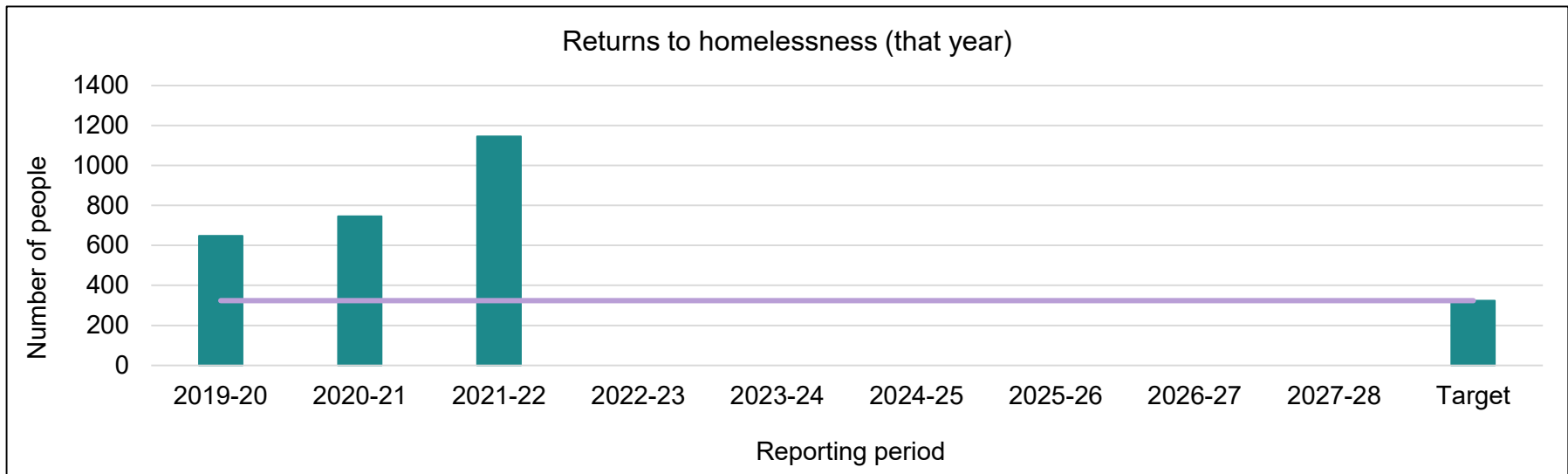


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Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)	648	746	1145	-	-	-	-	-	-	324

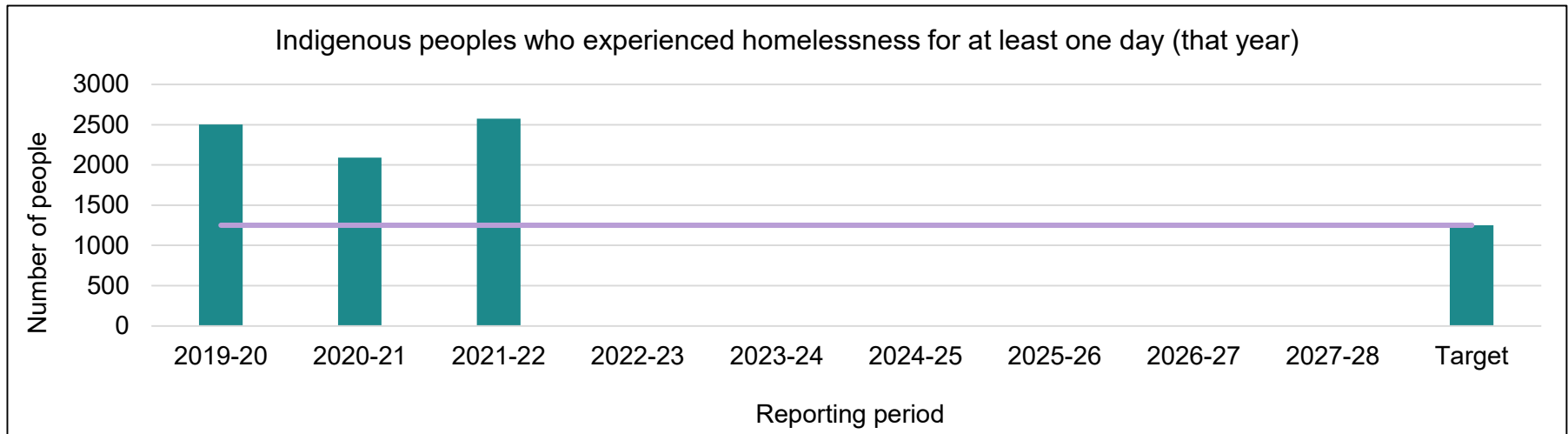


Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

The primary source of difference was the leveraging of our algorithmically created unique identifier. In the past there was a likelihood of being double counted due to this identifier not being leveraged.

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)	2502	2090	2573	-	-	-	-	-	-	1251

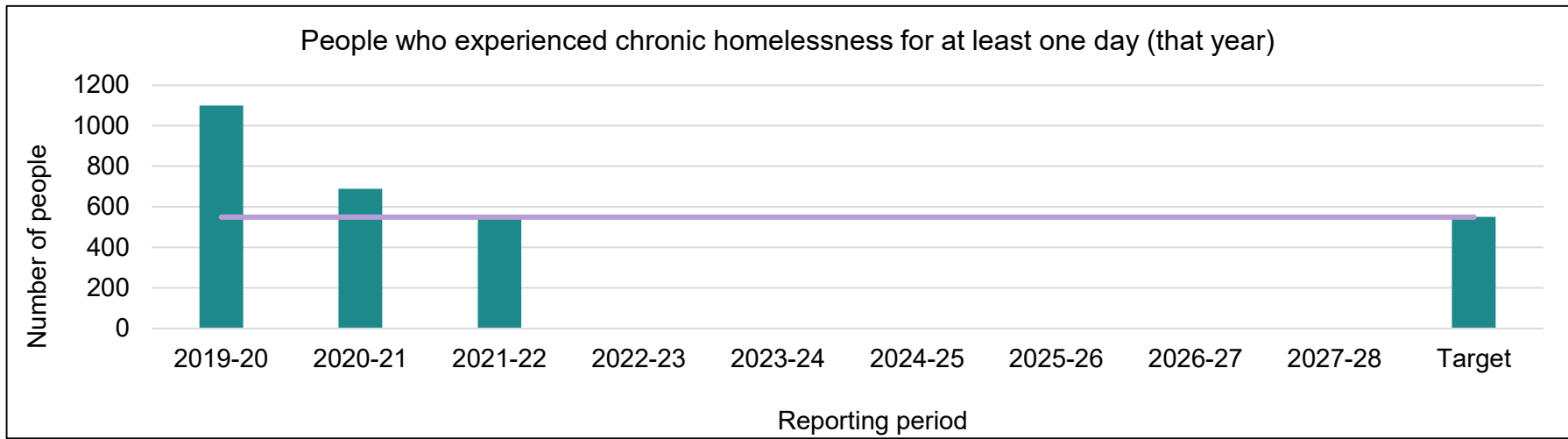


Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

The primary source of difference was the leveraging of our algorithmically created unique identifier. In the past there was a likelihood of being double counted due to this identifier not being leveraged.

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)	1100	689	554	-	-	-	-	-	-	550



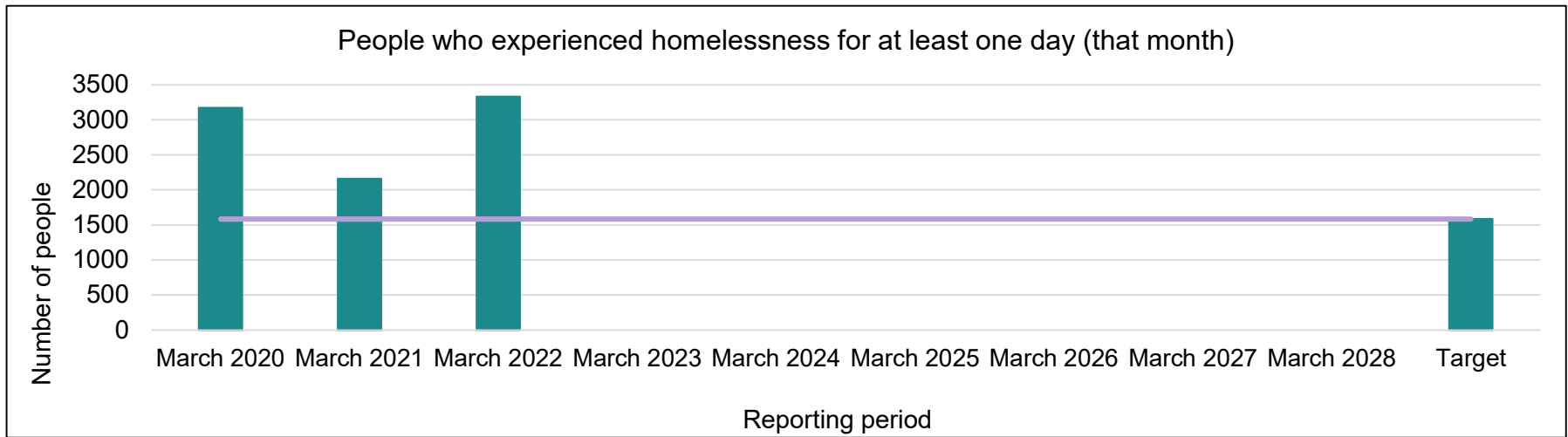
Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

The primary source of difference was the leveraging of our algorithmically created unique identifier. In the past there was a likelihood of being double counted due to this identifier not being leveraged.

Community-Level Core Outcomes – Monthly Data Reporting

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)	3172	2158	3330	-	-	-	-	-	-	1586

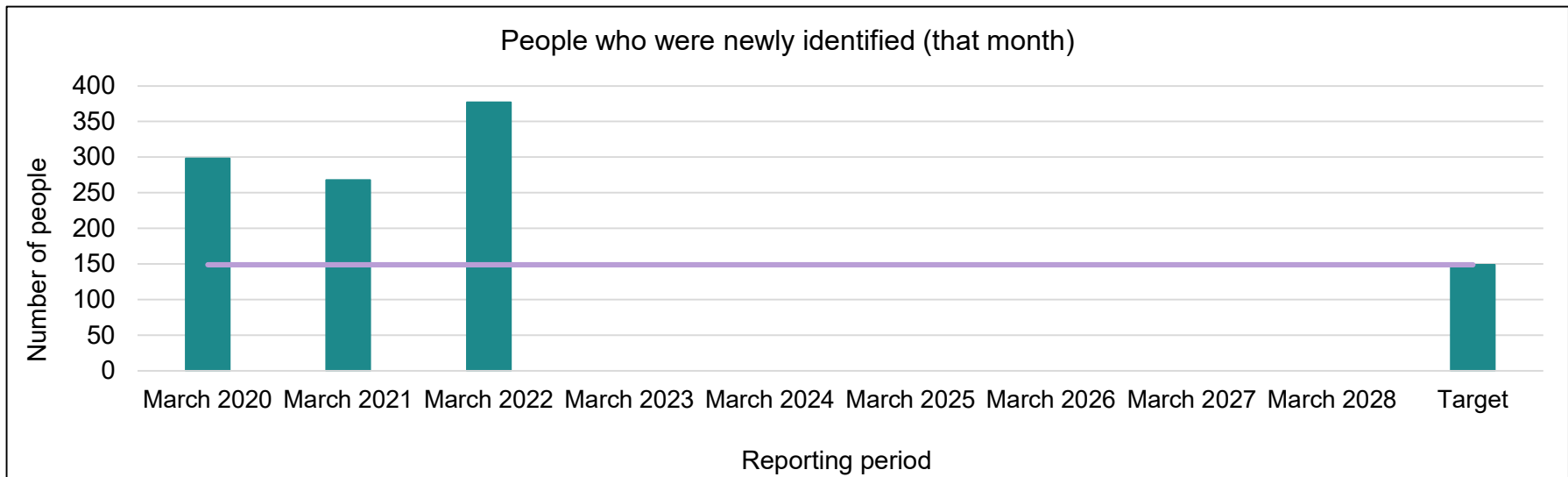


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

The primary source of difference was the leveraging of our algorithmically created unique identifier. In the past there was a likelihood of being double counted due to this identifier not being leveraged.

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)	298	268	377	-	-	-	-	-	-	149



Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?

Please insert comment here

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)	91	130	154	-	-	-	-	-	-	45

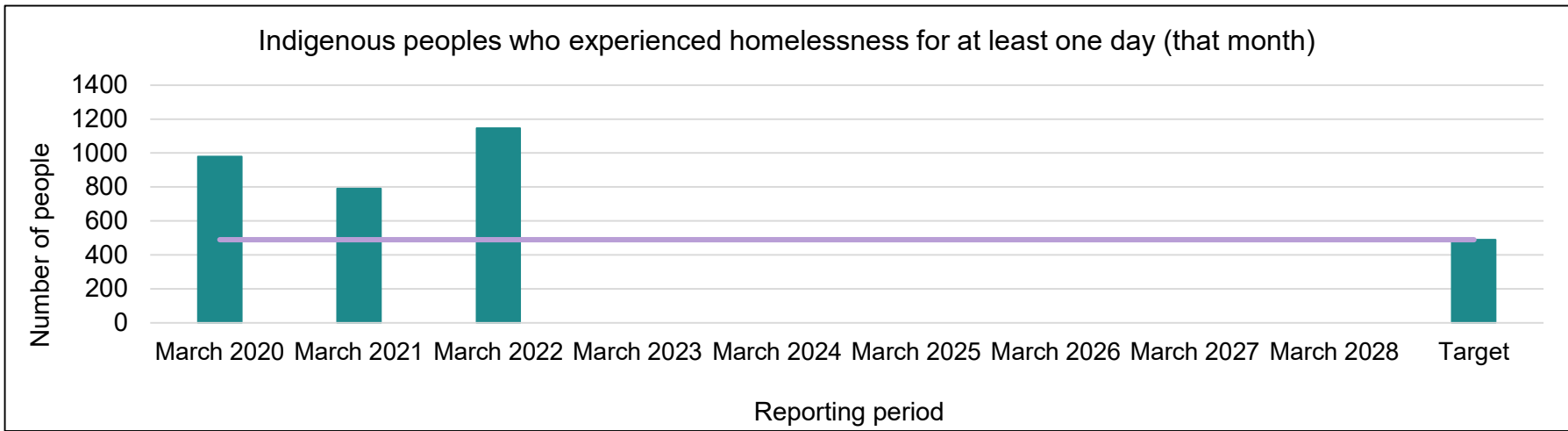


Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

Please insert comment here

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	-	-	-	-	-	-	489

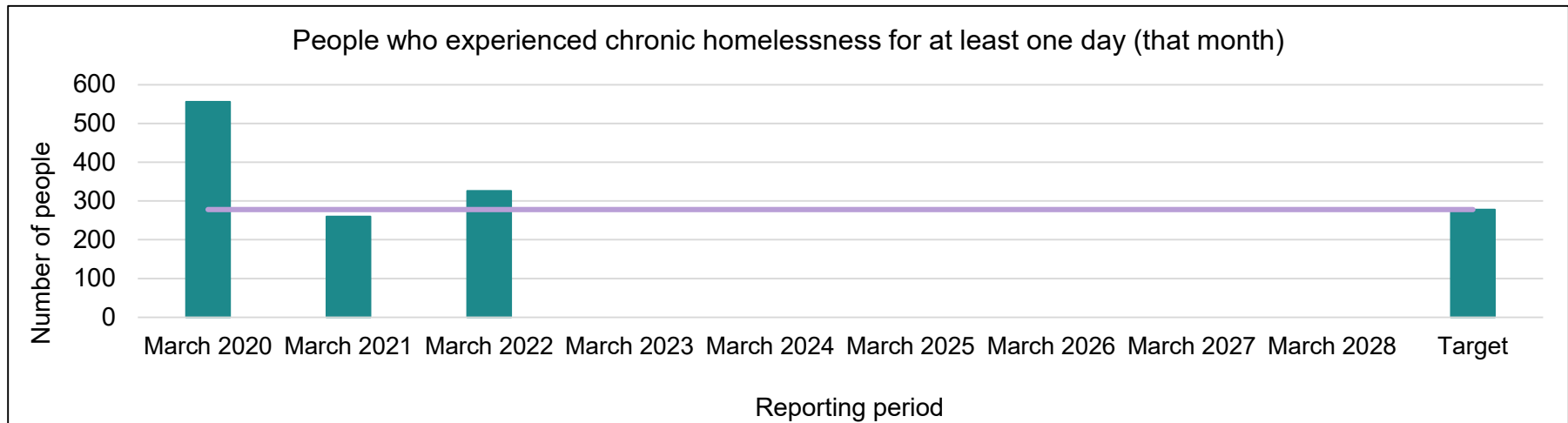


Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

Please insert comment here

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	-	-	-	-	-	-	278



Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

Please insert comment here