SECTION 1: COMMUNITY CONTEXT

Overview

CHR 1

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;
- Efforts to address homelessness for specific groups (e.g., youth); and/or,
- Efforts to meet Reaching Home minimum requirements (including a brief explanation if a minimum requirement was assessed as “Completed” in a previous CHR, but is now “Under development” or “Not yet started”).

Issues

Calgary faces major macro-level challenges in the fight against homelessness. We recognize rapid population growth, high inflation, low vacancy rates, and the ongoing affordability crisis as significant factors impacting homelessness. Within this challenging context, Calgary's efforts to address homelessness are showing results. As of March 2025, 6,110 people were experiencing homelessness—181 fewer than this time last year. However, the demand for supportive housing remains unchanged. The triage list of people seeking supportive housing has increased to 2438, including 1945 adults, 242 families and 251 youth (as of March 31).

From a demographic standpoint, the make up of Calgary’s homeless population continues to evolve. Since FY23, the percentage of shelter visits by refugee claimants rose sharply, peaking at 7.8% in Q3 FY24, up from just 0.4% in Q4 FY22. In FY25, this figure declined to an average of 5.7% over the year. At the same time, we have seen a new demographic emerge, those that are aging-in-place in supportive housing programs. The proportion of participants

CHR 2

How has the community’s approach to addressing homelessness changed with the implementation of Reaching Home?

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.

Under Reaching Home, Calgary’s approach to addressing homeless has changed in three key areas: Governance, Coordinated Access and Assessment, and Outcomes-Based Approach.

Governance

The bifurcation of funding for Designated Communities and Indigenous Homelessness in 2022 was a major change in the funding structure for Calgary’s homeless serving system of care. CHF recognizes the right of Indigenous people to administer, through their own institutions, health, housing and other economic and social programs affecting them – and finding our role as an ally in the operationalizing of these rights has been a humbling learning journey.

Over the past year, we've recognized the shortcomings of our past engagement and reflected on how to foster more authentic, good-faith connections. We've learned the value of showing up with openness, committing to relationship, and being willing to set aside what we think we "know". We appreciate G4 (Stoney Nakoda – Tsuut'ina Tribal Council)

Collaboration between Indigenous and non-Indigenous partners

CHR 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).**

CHR 4

a) Has there been meaningful collaboration between the DC CE and the IH CE and IH CAB, as well as local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of:

• Implementing, maintaining and/or improving the **Coordinated Access system**?	Under development
• Implementing, maintaining and/or improving, as well as using the **HMIS**?	Yes
• Strengthening the **Outcomes-Based Approach**?	Under development

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

b) In your response to **CHR 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

- 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:	No

Note: As applicable, these activities should be described in further detail in CHR 4(c). This list is not meant to be exhaustive. Other relevant activities not listed above should be described in CHR 4(c).

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.

	c) In your response to **CHR 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 **as it relates to Coordinated Access, the HMIS and/or the Outcomes-Based Approach.** Your response could include information such as when collaboration occurred, who it was with, what aspects of Coordinated Access, the HMIS and/or the Outcomes-Based Approach were discussed, and how Indigenous perspectives influenced the outcome.	
	Currently the G4 funded programs that previously have leveraged our HMIS system, continue to leverage it. This means access to the platform & workflows themselves, access to our real-time business intelligence tools, and incorporation into our data quality framework. We further provide this data to G4 themselves and have a data sharing agreement in place with them. While the indicator above indicates “yes” to meaningful collaboration with Indigenous partners on implement/maintain/improve HMIS, we would consider this to be an ongoing area of development.	
	d) In your response to **CHR 4(a)** you noted that collaboration **did not occur** with Indigenous partners. As a follow up to this, please describe why collaboration **as it relates to Coordinated Access, the HMIS and/or the Outcomes-Based Approach** did not take place in more detail. Also please describe what the plan is to ensure meaningful collaboration occurs over the coming year. Related to the coming year, your response could include information such as how Indigenous peoples will be engaged in these discussions, who will be engaged, and when it will occur.	
	Strengthening our relationship with G4 (Stoney Nakoda – Tsuut’ina Tribal Council) and ICAB has been a priority for CHF over the last several months. Together, we've made some positive changes in fostering a relationship that is working on building trust, transparency, and mutual respect. We recognize there are numerous opportunities to work better together, especially in terms of Coordinated Access and the Outcomes Based Approach. With respect to HMIS, some of the G4-funded agencies have continued to use our platform for capturing their client data. CHF sends anonymized data back to G4 for RROL reporting. Finalizing an information sharing agreement is a next step to increase coordination on data. We are in process of understanding each other's contexts and objectives and from there will move forward with establishing priorities for collaboration. We extend sincere appreciation to the representatives from G4 and ICAB who have been receptive, open, and generous in their efforts to work with CHF to strengthen our relationship.	
CHR 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 partners, 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 partners is expected for your community.

b) In your response to **CHR 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:

• Engagement with Indigenous partners took place in the early stages of CHR development, to determine how collaboration should be undertaken for the CHR.	Yes
• Collaboration with Indigenous partners took place when developing and finalizing the CHR.	Yes
• Indigenous partners reviewed and approved the final CHR.	Yes

Note: As applicable, these activities should be described in further detail in CHR 5(c). This list is not meant to be exhaustive. Other relevant activities not listed here can be described in CHR 5(c).

c) In your response to **CHR 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 **related to the completion of this CHR.**

Your response could include information such as how Indigenous peoples were engaged in these discussions, when collaboration occurred, who it was with, and what sections of the CHR were informed by Indigenous input and/or perspectives.

Early drafts of this report were shared with G4 (Stoney Nakoda - TsuuT'ina Tribal Council) and ICAB, with opportunities offered for discussion on the report. The data in section 4 was shared at the Aboriginal Standing Committee on Housing and Homelessness on May 20. G4 and ICAB have suggested for next year that we meet to discuss the report before it's drafted. CHF is happy to support this approach, and we believe more preliminary discussions will add value to our report.

CHR 6	a) Did the IH CAB sign-off on this CHR?	Yes

End of Section 1

Reaching Home: Canada's Homelessness Strategy

Community Homelessness Report

Calgary Homeless Foundation

2024-2025

TEMPLATE FOR COMMUNITIES

SECTION 2: COORDINATED ACCESS SELF-ASSESSMENT

Note: It is expected that communities will continuously work to improve their Coordinated Access system over time. If your community is working to improve a specific Coordinated Access requirement that had been self-assessed as met in a previous CHR, you should still select "Yes" from the drop-down menu for this CHR.

Governance and Partnerships		RH MR
Note: For communities that receive both Designated Communities (DC) and Indigenous Homelessness (IH) funding, this section is specific to the **DC Community Advisory Board (CAB)**.		
CA 1 Communities must maintain an integrated, community-based governance structure that supports a transparent, accountable and responsive Coordinated Access system, with use of an HMIS. The CAB must be represented in this structure in some way.		CA MR 3
a) Is an integrated, community-based governance structure in place that supports a transparent, accountable and responsive Coordinated Access system and use of the local HMIS?	Yes	
b) Have Terms of Reference for the integrated, community-based governance structure been documented and, if requested, can they be made publicly available?	Yes	
CA 2 Does the integrated governance structure that supports Coordinated Access and use of HMIS include representation from the following:		
• Federal Homelessness Roles:		
→ Community Entity:	Yes – as a CAB member with ex-officio status and a member of the overall governance structure	
→ Community Advisory Board:	Yes	
→ Housing, Infrastructure and Communities Canada (HICC):	Yes – as a CAB member with ex-officio status	
→ Organization that fulfills the role of Coordinated Access Lead:	Yes	
→ Organization that fulfills the role of HMIS Lead:	Yes	
• Homelessness roles from other orders of government:		

	→ Provincial or territorial government:	Yes – as a CAB member and a member of the overall governance structure
	→ Local designation(s) relative to managing provincial or territorial homelessness funding, as applicable (e.g., Service Manager in Ontario):	Not applicable
	→ Municipal government:	Yes – as a CAB member and a member of the overall governance structure
	→ Local designation(s) relative to managing municipal homelessness funding, as applicable:	Yes
	• Local groups with a mandate to prevent and/or reduce homelessness, as applicable:	Yes
	• Local Indigenous partners:	Yes – as a CAB member and a member of the overall governance structure
	• Population groups the Coordinated Access system intends to serve (e.g., providers serving youth experiencing homelessness):	Not yet
	• Types of service providers that help prevent homelessness and those that help people transition from homelessness to safe, appropriate housing in the community:	Yes – as a CAB member and a member of the overall governance structure
	• People with lived experience of homelessness:	Not yet

CA MR 5

CA 3	Is there a document that identifies how 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? At minimum, the following roles and groups must be included: • Community Entity; • Community Advisory Board; • Coordinated Access Lead and HMIS Lead; • Provincial or territorial and 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.	Under development	CA MR 5
CA 4	a) Has a Coordinated Access Lead organization been identified?	Yes	CA MR 4
	b) Has an HMIS Lead organization been identified?	Yes	
	c) Do the Coordinated Access Lead and HMIS Lead collaborate to: • Improve service coordination and data management; and, • Increase the quality and use of data to prevent and reduce homelessness?	Yes	
	d) Have Coordinated Access Lead and HMIS Lead roles and responsibilities been documented and, if requested, can this documentation be made publicly available?	Yes	
CA 5	a) Has there been meaningful collaboration between the DC CE and the IH CE and IH CAB, as well as local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of implementing, maintaining and/or improving the Coordinated Access system? Note: The response to this question is auto-populated from CHR 4(a).	Under development	CA MR 2
CA 6	a) Consider the CAB expectations outlined below. Is the CAB currently fulfilling expectations related to its role with addressing homelessness in the community?	Under development	
	Background: The Reaching Home Directives outline expectations specific to the CAB and its role with addressing homelessness in the community. These expectations are summarized below under four roles. **Community-Based Leadership:** To support its role, collectively, the CAB:		

- Is representative of the community;
- Has a comprehensive understanding of the local homelessness priorities in the community; and,
- Has in-depth knowledge of the key sectors and systems that affect local priorities.

Planning:

- In partnership with the Community Entity, the CAB gathers all available information related to local homelessness needs in order to set direction and priorities, understand what is working and what is not, and develop a coordinated approach to meet local priorities.
- The CAB helps to guide investment planning, including developing the Reaching Home Community Plan and providing official approval, as well as assessing and recommending projects for Reaching Home funding to the Community Entity.

Implementation and Reporting:

- The CAB engages in meaningful collaboration with key partners, including other orders of government, Indigenous partners, as well as entities that coordinate provincial or territorial homelessness initiatives at the local level, where applicable.
- The CAB coordinates efforts to address homelessness at the community level by supporting the Community Entity to implement, maintain, and improve the Coordinated Access system, actively use the local HMIS, as well as prevent and reduce homelessness using an Outcomes-Based Approach.
- The CAB approves the Reaching Home Community Homelessness Report.

Alignment of Investments:

- CAB members from various orders of government support alignment in investments (e.g., they share information on existing policies and programs, as well as updates on funding opportunities and funded projects).
- CAB members provide guidance to ensure federal investments complement existing policies and programs.

CAB/RAB Directive

b) In what ways is the CAB not yet fulfilling expectations?

The Calgary Community Advisory Board aims to strengthen its collaboration with G4 (Stoney Nakoda – Tsuut'ina Tribal Council) and ICAB by improving communication and engagement at the governance level while aligning with G4's evolving governance structures. Additionally, the CAB seeks to enhance its role in shaping priorities for addressing homelessness by revising its Terms of Reference to better emphasize partnership coordination, local integration, and project recommendations. Lastly, the board is reviewing its membership structure to include individuals with lived experience and funded organizations, as it has traditionally been funder/government-focused, ensuring broader perspectives in decision-making.

CA 7	Are the following CAB documents being maintained **and** are they available upon request?		[CAB/RAB Directive]
	• Terms of Reference.	Yes	
	• Engagement strategy that explains how the CAB intends to: → Achieve broad and inclusive representation; → Coordinate partnerships with the necessary sectors and systems to meet its priorities (e.g., beyond the homeless-serving sector); and, → Integrate local efforts with those of the province or territory.	Under development	
	• Procedures for addressing real and/or perceived conflicts of interest (e.g., members recuse themselves when they have ties to proposed projects), including the membership of elected municipal officials.	Yes	
	• Procedures for assessing and recommending project proposals for federal funding under Reaching Home (e.g., supporting a fair, equitable, and transparent assessment process as set out by the Community Entity).	Yes	
	• Exclusive and shared responsibilities between the CAB and Community Entity.	Yes	
	• Membership terms and conditions, including: → Recruitment processes; → Length of tenure; → Attendance requirements; → Delegated tasks; and, → Having at least two seats available for the alternate Community Entity and CAB/Regional Advisory Board (RAB) member, where applicable.	Yes	
CA 8	a) Do all service providers receiving funding under the Designated Communities (DC) or Territorial Homelessness (TH) stream participate in the Coordinated Access system?	Yes	[CA MR 6]

	b) Has participation in the Coordinated Access system been 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	CA MR 7
	c) Has participation been 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	
Systems Map and Resource Inventory			**RH MR**
CA 9	a) A systems map identifies and describes the service providers that participate in the Coordinated Access system. Does the community have a current systems map **and**, if requested, can it be made publicly available?	Yes	
	b) Does the systems map include the following elements:		
	→ Name of the organization and/or service provider:	Yes	CA MR 8
	→ 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) Over the last year, was the systems map used to guide efforts to improve:		
	→ The Coordinated Access system (e.g., identify opportunities to increase participation):	Yes	

	→ Use of the HMIS (e.g., identify opportunities to onboard new service providers):	Yes	
	→ Data quality (e.g., increase data comprehensiveness):	Yes	
CA 10	a) Are all housing and related resources funded under the DC or TH stream included in the Resource Inventory? This means that they fill vacancies using the Unique Identifier List, following the vacancy matching and referral process.	Yes	CA MR 9
	b) For each housing and related resource in the Resource Inventory, have eligibility criteria been documented?	Yes	CA MR 10
	c) For each housing and related resource in the Resource Inventory, have prioritization criteria, and the order in which they are applied, been documented **and**, if requested, can this documentation be made available? At minimum, depth of need (i.e., acuity) must be included as a factor in prioritization.	Yes	CA MR 11
	Service Navigation and Case Conferencing		**RH MR**
CA 11	a) Are there processes in place to ensure that people are being supported to move through the Coordinated Access process? This is often referred to as service navigation or case conferencing.	Yes	
	b) Have these processes been documented **and**, if requested, can this documentation be made available?	Yes	
	c) Do the processes include expectations for the following:		CA MR 12
	→ Helping people to identify and overcome barriers to accessing appropriate services and/or housing and 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 and related resources).	Yes	
	Access Points to Service		**RH MR**
CA 12	a) Are access points available in some form throughout the geographic area covered by the DC or TH funded region, so that people experiencing or at-risk of homelessness can be served regardless of where they are in the community?	Yes	CA MR 13

	b) Have access points been documented **and** is this information publicly available?	Yes	
CA 13	a) Are there processes in place to **monitor** if there is **easy**, **equitable** and **low-barrier** access to the Coordinated Access system **and** to respond to any issues that emerge, as appropriate?	Yes	CA MR 14
	b) Have these processes been documented **and**, if requested, can this documentation be made available?	Yes	
Initial Triage and more In-Depth Assessment			**RH MR**
CA 14	a) Is the triage and assessment process documented in one or more policies/protocols?	Yes	
	b) Does the **documented** triage and assessment process address the following and, if requested, can the documentation be made available:		
	→ **Consents:** Ensuring that people have a clear understanding of the Coordinated Access system, as well as how their personal information will be shared and stored. Includes addressing situations where people may benefit from services, but are not able or willing to give their consent.	Yes	
	→ **Intakes:** Documenting that people have connected or reconnected with the Coordinated Access system and have been entered into the HMIS, including obtaining or reconfirming consents, creating or updating client records, and entering transactions in the HMIS.	Yes	
	→ **Initial triage:** Ensuring safety and meeting basic needs (e.g., food and shelter), and guiding people through the process of stopping an eviction (homelessness prevention) or finding somewhere to stay that is safe and appropriate besides shelter (shelter diversion).	Yes	CA MR 15
	→ **More in-depth assessment:** Gathering information to gain a deeper understanding of people's housing-related strengths, depth of need, and preferences, including through the use of a common assessment tool(s) to inform prioritization for vacancies in the Resource Inventory.	Yes	

	→ **Community referrals:** Gathering information to understand what services people are eligible for and identifying where they can go to get their basic needs met, get help with a housing plan and/or connect with other related resources.	Yes	
	→ **Housing plans:** Documenting people's progress with finding and securing housing (with appropriate subsidies and/or supports, as applicable).	Yes	
	→ **Using a person-centered approach:** Tailoring use of common tools to meet the needs and preferences of different people or population groups (e.g., youth), while also maintaining consistency in process across the Coordinated Access system.	Yes	
CA 15	a) Is a common, unified triage and assessment process being applied across all population groups in the community **and**, if requested, can this documentation be made available?	Yes	
	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	CA MR 16
	→ 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	
Vacancy Matching and Referral with Prioritization			**RH MR**
CA 16	a) Is the vacancy matching and referral process documented in one or more policies/protocols?	Yes	

b) Does your **documented** vacancy matching and referral process address the following:			
	→ **Roles and responsibilities:** Describing who is responsible for each step of the process, including data management.	Yes	
	→ **Prioritization:** Identifying how prioritization criteria is used to determine an individual or family's relative priority on the Priority List (a subset of the broader Unique Identifier List) when vacancies become available (i.e., how the Priority List is filtered and/or sorted).	Yes	
	→ **Referrals:** What information to cover when referring an individual or family that has been matched and how their choice will be respected, including allowing individuals and families to reject a referral without repercussions.	Yes	CA MR 17
	→ **Offers:** What information to cover when a provider is offering a vacancy to an individual or family that has been matched and tips for making informed decisions about the offer.	Yes	
	→ **Challenges:** How concerns and/or disagreements about prioritization and referrals will be managed, including criteria by which a referral could be rejected by a provider following a match.	Yes	
	→ **Resource Inventory management:** Steps to track real-time capacity, transitions in/out of units, occupancy/caseloads, progress with referrals/offers, and housing outcomes.	Yes	
CA 17	Are vacancies from the Resource Inventory filled using a Priority List, following the vacancy matching and referral process?	Yes	CA MR 18

Section 2 Summary Tables

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **Coordinated Access and CAB Directives**.

	Completed	Started	Not Yet Started
Total	12	5	0

Coordinated Access	Completed (score)	Completed (%)
Governance and partnerships (out of 8 points)	3	38%
System map and Resource Inventory (out of 2 points)	2	100%
Service navigation and case conferencing (out of 1 point)	1	100%
Access points (out of 2 points)	2	100%
Initial triage and more in-depth assessment (out of 2 points)	2	100%
Vacancy matching and referral with prioritization (out of 2 points)	2	100%
All (out of 17 points)	**12**	**71%**

End of Section 2

SECTION 3: HOMELESSNESS MANAGEMENT INFORMATION SYSTEM AND OUTCOMES-BASED APPROACH SELF-ASSESSMENT

Context			
CHR 7	a) In your community, is the Homeless Individuals and Families Information System (HIFIS) the Homelessness Management Information System (HMIS) that is being used?	No	
	b) Which HMIS is being used?		
	Wellsky ServicePoint		
	c) When was it implemented?		
	5/11/2010		
Note: Throughout Section 3 and Section 4 of this CHR, questions that ask about the "HMIS" or the "dataset" refer to the HMIS identified in question CHR 7.			
Homelessness Management Information System (HMIS)			
HIFIS 1	Is an HMIS being **actively used** to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and for the Outcomes-Based Approach? This includes using the HMIS to generate data for the Unique Identifier List and outcome reporting.	Yes	HIFIS MR 3
HIFIS 2	a) 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 for the Outcomes-Based Approach?	Yes	HIFIS MR 3
	b) Over the last year, were **other** non-Reaching Home-funded providers that serve people experiencing or at-risk of homelessness encouraged to actively use the HMIS? They may or may not have agreed to do so at this time.	Yes	
HIFIS 3	a) Has the Community Entity signed the latest Data Provision Agreement (find the latest version **here**, which includes the Racial Identity field in the annex) with Housing, Infrastructure and Communities Canada (HICC)? This may have been done in a previous year.	Yes	HIFIS MR 4
	b) Are local agreements in place to manage privacy, data sharing and client consent related to the HMIS? These agreements must comply with municipal, provincial/territorial and federal laws and include: • A Community Data Sharing Agreement; and, • A Client Consent Form.	Yes	

Reminder!

To report on core outcomes in Section 4, your community's dataset must meet the **interim standard** outlined on pages 31-32 of the CHR Reference Guide.

If your community's dataset does not meet the **interim standard**, Section 4 will be shaded out.

RH MR

	c) 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	HIFIS MR 3
HIFIS 4	Has the Community Entity updated HIFIS to the latest version that was most recently confirmed as mandatory by HICC?	Not applicable – uses an existing equivalent HMIS	HIFIS MR 3
HIFIS 5	a) Has there been meaningful collaboration between the DC CE and the IH CE and IH CAB, as well as local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of implementing, maintaining and/or improving, as well as the use of the HMIS? Note: The response to this question is auto-populated from CHR 4(a).	Yes	HIFIS Directive
Data Uniqueness			**RH MR**
OBA 1	a) Does the dataset include people currently experiencing homelessness that have interacted with the homeless-serving system?	Yes	OBA MR 5
	b) Do people appear only once in the dataset?	Yes	
	c) Do people give their consent to be included in the dataset?	Yes	
OBA 2	Is there a **written policy/protocol** (“Inactivity Policy”) that describes how **interaction with the homeless-serving system** is **documented**? The policy/protocol must: • 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	OBA MR 3
OBA 3	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 must: • 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	OBA MR 4
Data Consistency			**RH MR**

OBA 4	To support Coordinated Access, is the HMIS used to generate data for a Unique Identifier List?	Yes	OBA MR 5
OBA 5	Is the HMIS used to collect data for setting baselines, setting reduction targets and tracking progress for the following community-level outcomes:		OBA MR 8
	→ Overall homelessness:	Yes	
	→ Newly identified as experiencing homelessness:	Yes	
	→ Returns to homelessness:	Yes	
	→ Indigenous homelessness:	Yes	
	→ Chronic homelessness:	Yes	
	Data Timeliness		**RH MR**
OBA 6	Is the dataset updated as soon as new information is available about a person for:		OBA MR 6
	→ Interaction with the system (e.g., changes from “active” to “inactive”).	Yes	
	→ Housing history (e.g., changes from “homeless” to “housed”).	Yes	
	→ 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).	Yes	
			N/A
OBA 7	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	OBA MR 9
	Data Completeness		**RH MR**
OBA 8	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 in the dataset?	Yes	OBA MR 5

OBA 9	Are processes in place to ensure that data for every person in the dataset is as complete as possible for:		OBA MR 8
	→ Interaction with the system:	Yes	
	→ Housing history (including data about where people were staying immediately before becoming homeless and, once they've exited, where they went):	Yes	
	→ Indigenous identity:	Yes	
	Data Comprehensiveness		**RH MR**
OBA 10	Does the dataset include all household types (e.g., singles and families experiencing homelessness)?	Yes	OBA MR 7
OBA 11	Does the dataset include people experiencing sheltered homelessness (e.g., staying in emergency shelters)?	Yes	OBA MR 7
OBA 12	Does the dataset include people experiencing unsheltered homelessness (e.g., people living in encampments)?	Yes	OBA MR 7
CHR 9	The following questions aim to help consider other factors that may impact data comprehensiveness. They do not directly assess progress with the minimum requirements.		
	a) Does the dataset include the following household types, as much as possible right now:		
	→ Single adults:	Yes	
	→ Unaccompanied youth:	Yes	
	→ Families	Yes – All family members including dependents	
	b) Does the dataset include people staying in the following types of shelter:		*N/A*
	→ Permanent emergency shelter:	Yes	
	→ Seasonal or temporary emergency shelter:	Yes	
	→ Hotels/motel stays paid for by a service provider:	Not yet	
	→ Domestic violence shelters:	Not yet	
	c) Does the dataset include the following groups of people who have interacted with the system:		
	→ People that identify as Indigenous:	Yes	

	→ People as soon as they interact with the system:	Yes – people are added on the first day	
	→ People experiencing hidden homelessness:	Yes	
	→ People staying in transitional housing:	Yes	
	→ People staying in public institutions who do not have a fixed address (e.g., jail or hospital):	Yes	
OBA 13	Under Reaching Home, at minimum, a comprehensive dataset includes all household types (OBA 10), people experiencing sheltered homelessness (OBA 11) and people experiencing unsheltered homelessness (OBA 12), as applicable. Consider your answers to questions OBA 10, OBA 11, OBA 12 and CHR 9. Does the dataset include everyone currently experiencing homelessness that has interacted with the homeless-serving system, as much as possible right now?	Yes	OBA MR 7
	Data Use		**RH MR**
OBA 14	**Note:** For the purpose of this CHR, the dataset can only be used for monthly reporting if there is at least one full month of data available, and for annual reporting if there is at least one full fiscal year of data available.		
	a) **Can the dataset be used to set** monthly and annual baselines and reduction targets for the following community-level outcomes:		
	→ Overall homelessness:	Yes	OBA MR 8
	→ Newly identified as experiencing homelessness:	Yes	
	→ Returns to homelessness:	Yes	
	→ Indigenous homelessness:	Yes	
	→ Chronic homelessness:	Yes	
	b) **Is the dataset being used to set** monthly and annual baselines and reduction targets for the following community-level outcomes:		
	→ Overall homelessness:	Yes	
	→ Newly identified as experiencing homelessness:	Yes	
	→ Returns to homelessness:	Yes	
	→ Indigenous homelessness:	Yes	
	→ Chronic homelessness:	Yes	

OBA 15	Is data used to inform action related to preventing and reducing homelessness?	Yes	OBA MR 9
	b) How is data being used to inform action? Please provide specific examples. Your response should include: • Examples of how data is used to develop and/or update clear plans of action for reaching your reduction targets; and/or, • Examples of how data is used to inform action in policy-making, program planning, performance management, investment strategies and/or service delivery.		
	KPIs, such as referral acceptance rate, length of stay in program, exit destination and reason, amongst others, are used in an ongoing manner for monitoring and performance management. They also are an input into funding decisions from year-to-year. For example, our data shows singificant in the reduction of homelessness through the prevention and diversion programs that have been funded in recent years through ICE (surplus) grants. This data was essential to our decision this year to add prevention and diversion programming into our base budget, whereas they had previously been funded only through surplus. In addition to top-level KPIs, we use diagnostic analytics to determine ongoing trends, and long-term outcomes (such as evaluating recidivism). This helps enable us for understanding our program's context when it comes to their outcomes. For example by looking into our broader funding portfolio we were able to confirm a trend of participants' aging in place. This enabled us to contextualize program KPIs where a greater degree of aging-in-place was seen. Another example was for our housing programs, and their exposure to market rentals vs non-market rentals. Without our data, we would not have been able to fully appreciate/understand the impact of increasing market rent on program occupancy rates.		
CHR 10	The following questions aim to determine how you will report data in Section 4 of your CHR.		*N/A*
	a) What is the earliest you can report monthly data in Section 4 of your CHR, inclusively?	March 2020	
	b) What is the earliest you can report annual data in Section 4 of your CHR, inclusively?	2019-20	
	c) What methodology will you use to set baselines, set reduction targets and track progress on core Reaching Home outcomes in this CHR? **Reminder:** To meet **Outcomes-Based Approach Minimum Requirement 8**, you must use the federal methodology to set baselines, set reduction targets and track progress for the five core Reaching Home outcomes. For HIFIS users, this means using the “Community Outcomes” report in HIFIS. For non-HIFIS users, this means using a report equivalent to the “Community Outcomes” report in HIFIS.	Other HMIS: custom report	
	d) What are your plans to transition to using the federal methodology by March 31, 2026?		
	At this time, plans to transition to the federal methodology of setting targets have yet to be initated as we are concerned about being held accountable for something outside our influence. In previous iterations of the CHR we provided a target that was simply 50% of 2019/20 across all indicators. With many of the outcome indicators driven by factors out of CHF’s control, such as inflation, immigration/migration, and cost of market rent, we question whether these indicators are an appropriate measure of CHF's efforts to address homelessness. Consider, for example Outcome #2: Fewer people were newly identified. The number of people entering homelessness is driven by external factors, examples in the Calgary context were large YoY increases in the rental market and an influx of		

Partnerships			RH MR
OBA 16	a) Has there been meaningful collaboration between the DC CE and the IH CE and IH CAB, as well as local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of strengthening the Outcomes-Based Approach? Note: The response to this question is auto-populated from CHR 4(a).	Under development	OBA MR 2

Data quality improvement			RH MR
OBA 17	a) Are efforts being made to improve data quality?	Yes	
	b) How was data quality improved? Please provide specific examples. Your response could reference one or more dimensions of data quality: • Data uniqueness • Data consistency • Data timeliness • Data completeness • Data comprehensiveness		
	For our data quality we have built a rules-based DQ framework. This framework works across the dimensions of data quality to identify logical errors, and immediately alert the user who submitted the error to correct. On the data uniqueness, an example would be the data quality issue which identifies when duplicate program entries are entered. This rules based framework continues to work across the data completeness dimension and will alert the user when the data submitted is not complete. For data consistency we take a variety of verifying approaches. The first approach is through our separation on a development and production environment. We look to catch any discrepancies that may be on our end through comparing these two environments. For data comprehensiveness, we work with external systems to verify our numbers with an independent source (such as the Alberta Shelter Exchange, PiT Count or Encampment Enumerations). On the timeliness dimension we have created SLAs with our funded agencies, as well as for our housing strategists (front-line staff who administer assessments for CAA). The SLA is that all data is submitted within 10		OBA MR 9

Reporting on other Community-Level Outcomes			RH MR
CHR 11	a) Beyond the five mandatory core outcomes under Reaching Home, do you wish to include any additional monthly community-level outcomes for this CHR? **Reminder:** Reporting on additional community-level outcomes is optional.	Select one	
	b) Beyond the five mandatory core outcomes under Reaching Home, do you wish to include any additional annual community-level outcomes for this CHR? **Reminder:** Reporting on additional community-level outcomes is optional.	Select one	*N/A*

Section 3 Summary Tables

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **HIFIS Directive**.

	Completed	Started	Not Yet Started
Total	5	0	0

Homelessness Management Information System	Completed (score)	Completed (%)
Homelessness Management Information System (out of 5 points)	5	100%
All (out of 5 points)	**5**	**100%**

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **Outcomes-Based Approach Directive**.

	Completed	Started	Not Yet Started
Total	16	1	0

Outcomes-Based Approach	Completed (score)	Completed (%)
Data uniqueness (out of 3 points)	3	100%
Data consistency (out of 2 points)	2	100%

Data timeliness (out of 2 points)	2	100%
Data completeness (out of 2 points)	2	100%
Data comprehensiveness (out of 4 points)	4	100%
Data use (out of 2 points)	2	100%
Partnerships (out of 1 point)	0	0%
Data quality improvement (out of 1 point)	1	100%
All (out of 17 points)	**16**	**94%**

End of Section 3

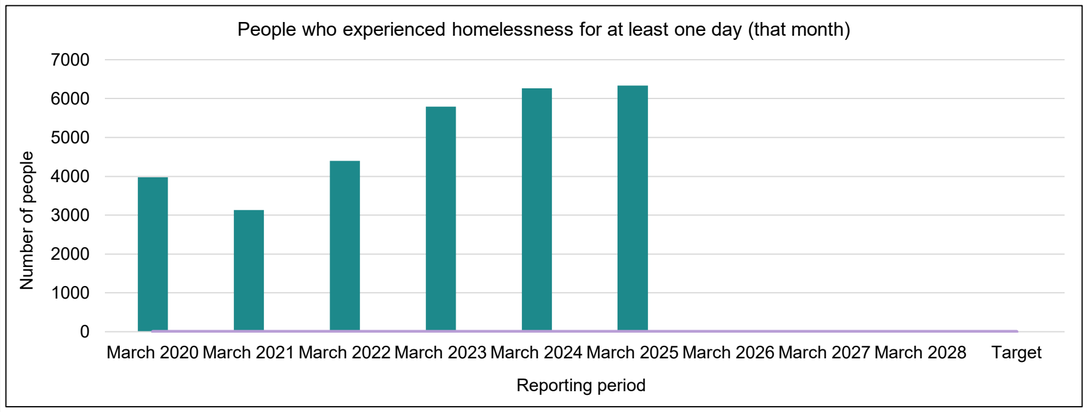
SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS

Using person-specific data to set baselines, set reduction targets and track progress – Monthly data

O1(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	6338				



O1(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 100% between March 2020 and March 2028.

b) Please use the comment box below to:
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

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.

O2(M) Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

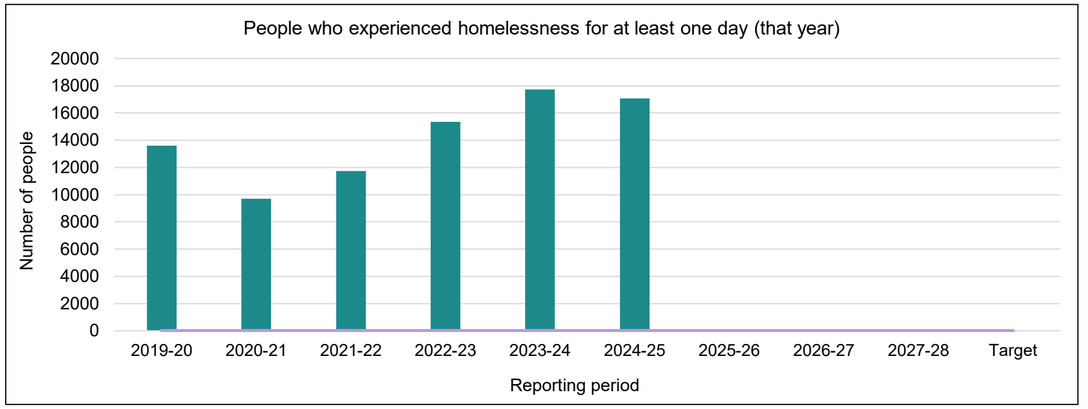
Given your answers in Section 3, you can report monthly result(s) for Outcome #2 using your person-specific data.

Using person-specific data to set baselines, set reduction targets and track progress – Annual data

O1(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	17071				



O1(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 100% between 2019-20 and 2027-28.

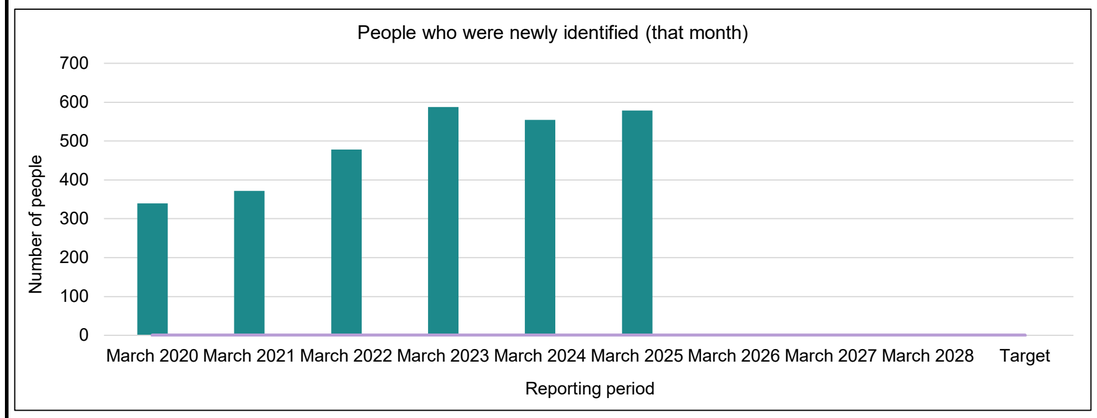
b) Please use the comment box below to:
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

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.

O2(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.

	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	578				



O2(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.

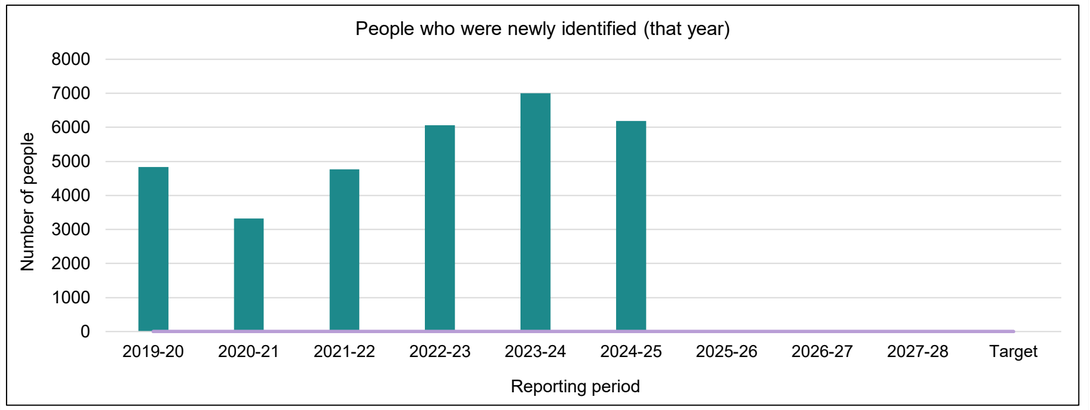
March 2020

New inflows to homelessness will decrease by 100% between March 2020 and March 2028.

b) Please use the comment box below to:
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

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.

	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	6187				



O2(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 100% between 2019-20 and 2027-28.

b) Please use the comment box below to:
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

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.

O3(M) Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)

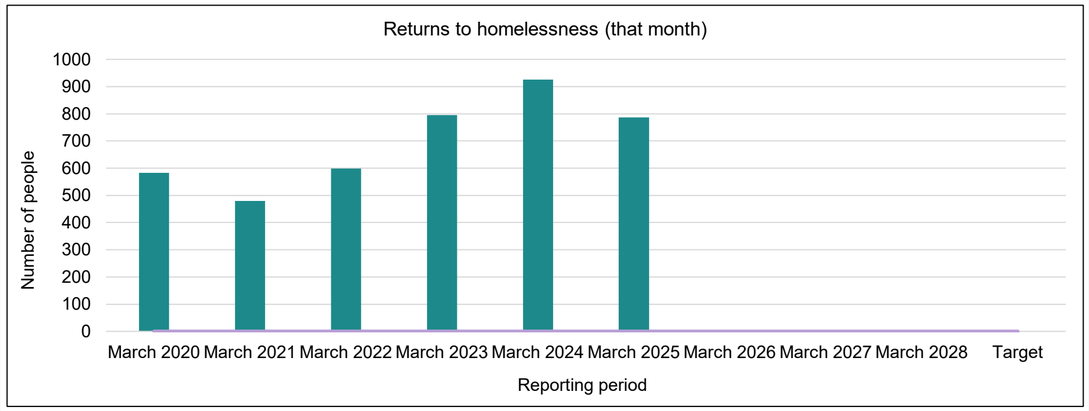
Given your answers in Section 3, you can report monthly result(s) for Outcome #3 using your person-specific data.

	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	786				

O3(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	7429				



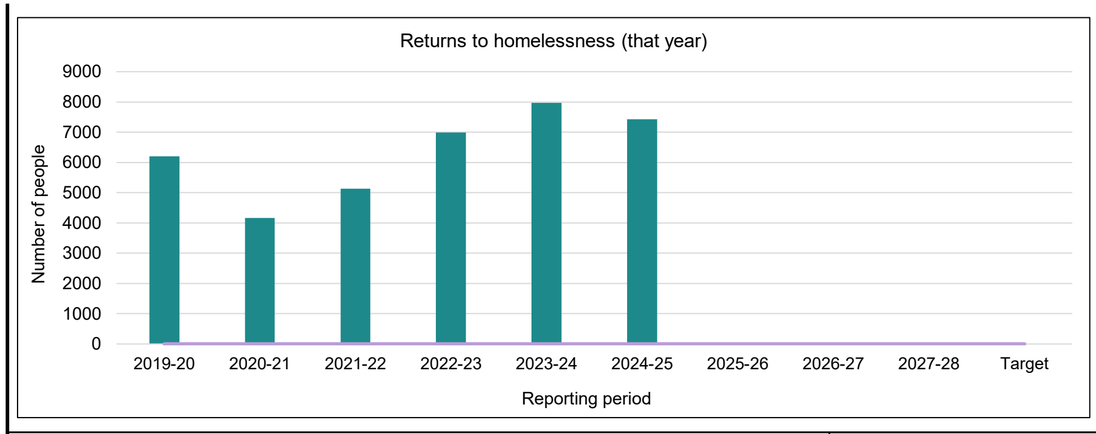
O3(M) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2020

Returns to homelessness will decrease by 100% between March 2020 and March 2028.

b) Please use the comment box below to:
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

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 occured > 90 days after the last end date of a previous episode, and then counting the distince ClientUID_CHFs associated with the episode.



O3(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 100% between 2019-20 and 2027-28.

b) Please use the comment box below to:
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

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 occured > 90 days after the last end date of a previous episode, and then counting the distince ClientUID_CHFs associated with the episode.

O4(M) Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

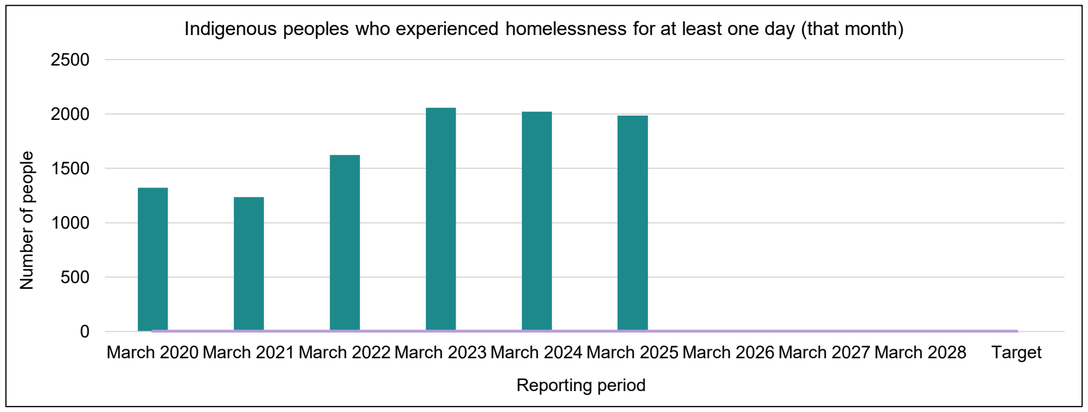
Given your answers in Section 3, you can report monthly result(s) for Outcome #4 using your person-specific data.

	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	1984				

O4(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	4649				



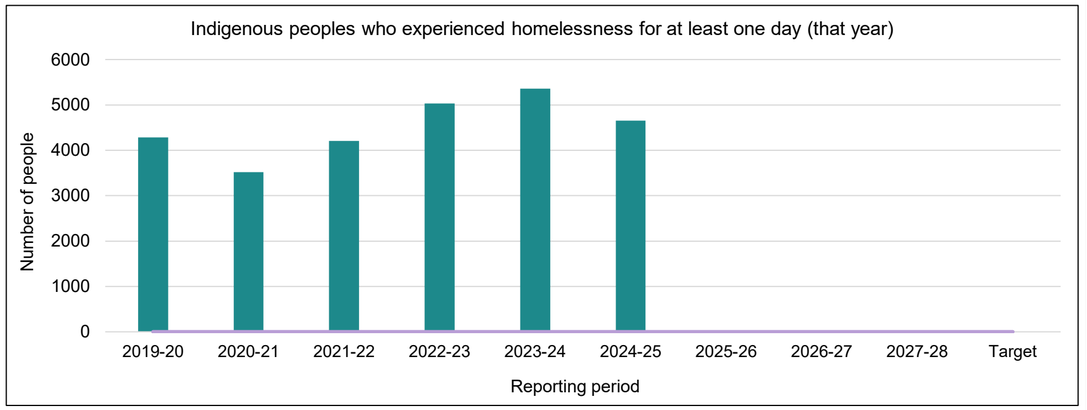
O4(M) a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2020

Indigenous homelessness will decrease by 100% between March 2020 and March 2028.

b) Please use the comment box below to:
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- As applicable, explain how Indigenous partners were engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results.
- Optionally, provide any additional context on your data.

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.



O4(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 100% between 2019-20 and 2027-28.

b) Please use the comment box below to:
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- As applicable, explain how Indigenous partners were engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results.
- Optionally, provide any additional context on your data.

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.

O5(M) Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

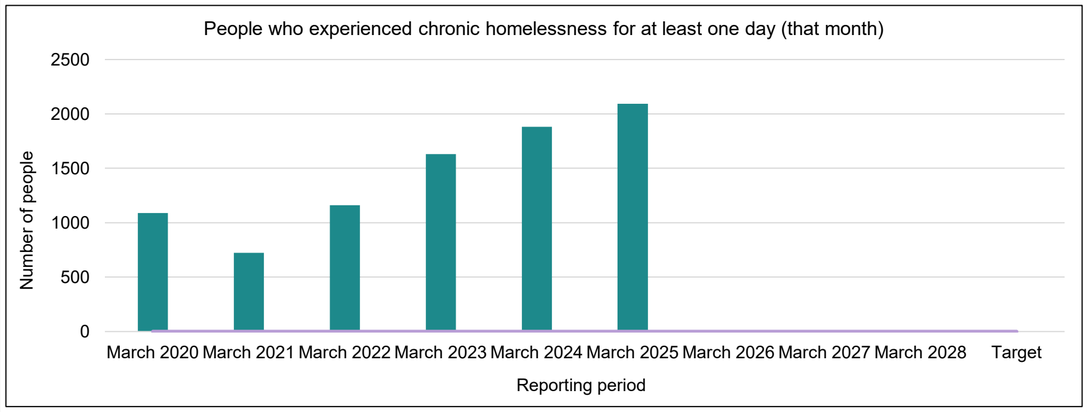
Given your answers in Section 3, you can report monthly result(s) for Outcome #5 using your person-specific data.
Note: As applicable, your target must be, at minimum, a 50% reduction from your baseline.

	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)	1091	725	1160	1630	1883	2092				

O5(A) Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

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.

	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)	1897	1653	1807	2591	3301	3617				



O5(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

Chronic homelessness will decrease by 100% between March 2020 and March 2028.

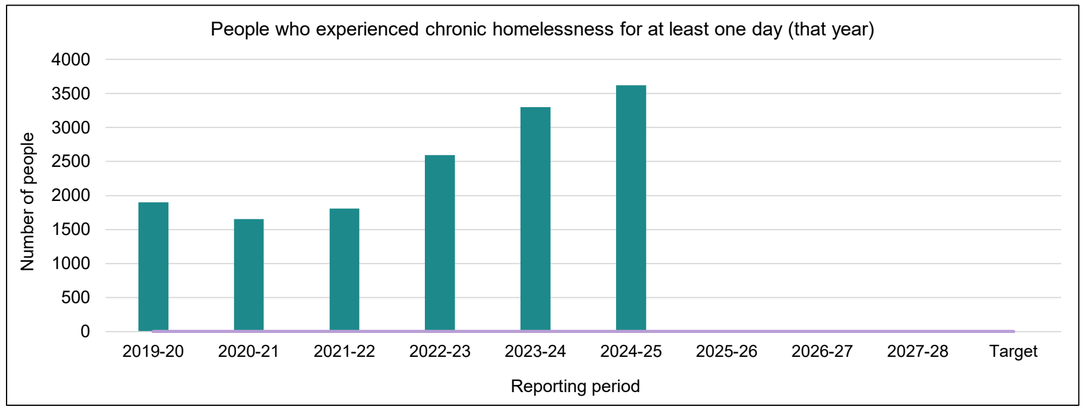
b) Please use the comment box below to:
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

The primary shift with this metric calculation was that interactions beyond Emergency Shelters are now counted in the chronic calculation. This includes time on our CAA Triage List, Outreach Interactions, Warming Centre Interactions, and ASIS Interactions, in addition to the Emergency Shelter Interactions that were previously counted.

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

For everyday an individual is active in CAA Triage, Outreach, Warming Centre, ASIS, and Emergency Shelter episodes (definied upon the first interaction date, to the last interaction date; at a minimum of 30 days) we include them in our List of Persons Experiencing Homelessness (LoPEH). Then for each day in the time period above, a 365 & 1,095 day time windows is created. If the ClientUID_CHF has more than 180 days of interactions in the 365 day window, or 548 days in

End of Section 4a



O5(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

Chronic homelessness will decrease by 100% between 2019-20 and 2027-28.

b) Please use the comment box below to:
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

The primary shift with this metric calculation was that interactions beyond Emergency Shelters are now counted in the chronic calculation. This includes time on our CAA Triage List, Outreach Interactions, Warming Centre Interactions, and ASIS Interactions, in addition to the Emergency Shelter Interactions that were previously counted.

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

For everyday an individual is active in CAA Triage, Outreach, Warming Centre, ASIS, and Emergency Shelter episodes (definied upon the first interaction date, to the last interaction date; at a minimum of 30 days) we include them in our List of Persons Experiencing Homelessness (LoPEH). Then for each day in the time period above, a 365 & 1,095 day time windows is created. If the ClientUID_CHF has more than 180 days of interactions in the 365 day

End of Section 4a

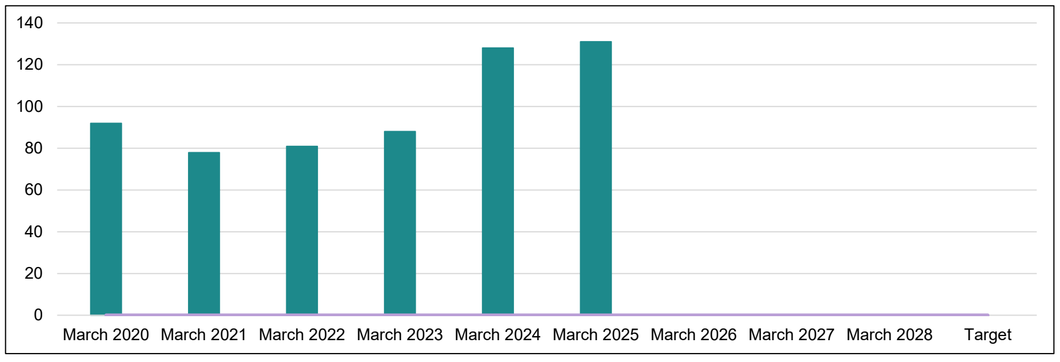
SECTION 4: OPTIONAL COMMUNITY-LEVEL OUTCOMES

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** meet the standard for reporting on **additional monthly** outcomes.

Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your person-specific data.

Additional Outcome:	**Individuals Achieving Independence**									
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	**Target**
Individuals & Households	92	78	81	88	128	131				



As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

To calculate "achieved independence," we consider the total number of individuals who meet specific criteria. These criteria include:

Leaving a Prevention/Diversion program with the exit destination being outside of the Homeless Serving System of Care.
Completion of a Support Housing Program: Individuals or families who exited a housing program by completing a supportive housing program and leave to a destination being outside of the Homeless Serving System of Care.
Transition from COVID-19 Programs: Individuals or families who left a COVID-19 program (such as Sunalta or ASIS) to a destination being outside of the Homeless Serving System of Care.

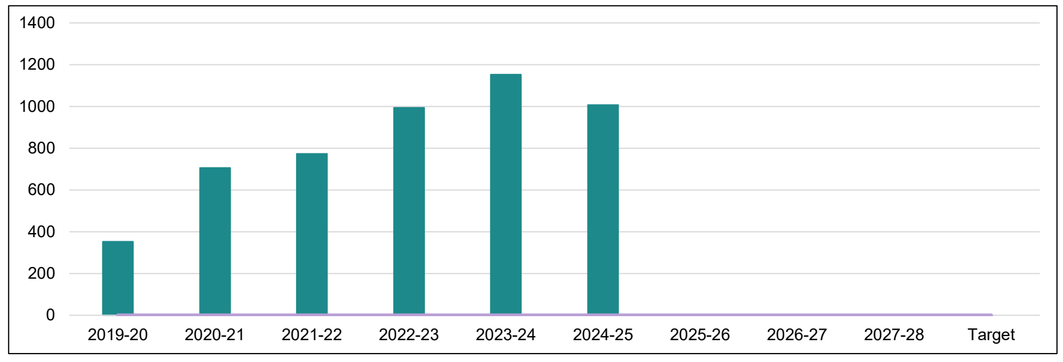
Additional Outcome:	**Families Achieving Independence**									
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	**Target**
Individuals & Households	7	85	18	6	7	10				

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** meet the standard for reporting on **additional annual** outcomes.

Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your person-specific data.

Additional Outcome:	**Individuals Achieving Independence**									
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
Individuals & Households	352	707	774	995	1154	1008				

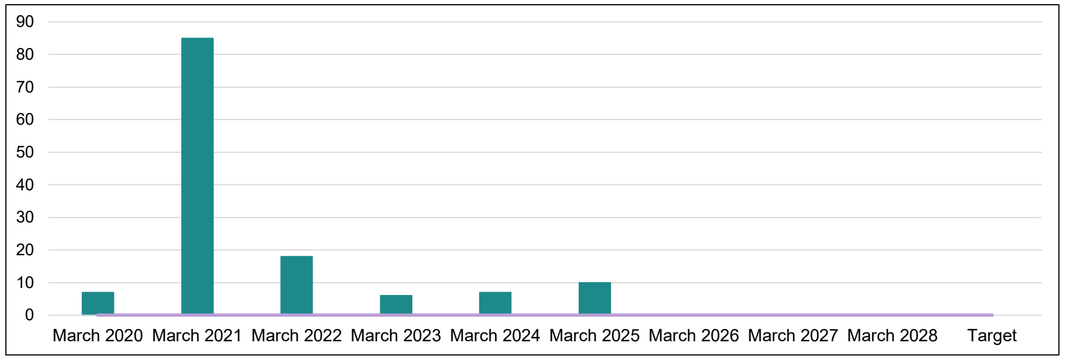


As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

To calculate "achieved independence," we consider the total number of individuals who meet specific criteria. These criteria include:

Leaving a Prevention/Diversion program with the exit destination being outside of the Homeless Serving System of Care.
Completion of a Support Housing Program: Individuals or families who exited a housing program by completing a supportive housing program and leave to a destination being outside of the Homeless Serving System of Care.
Transition from COVID-19 Programs: Individuals or families who left a COVID-19 program (such as Sunalta or ASIS) to a destination being outside of the Homeless Serving System of Care.

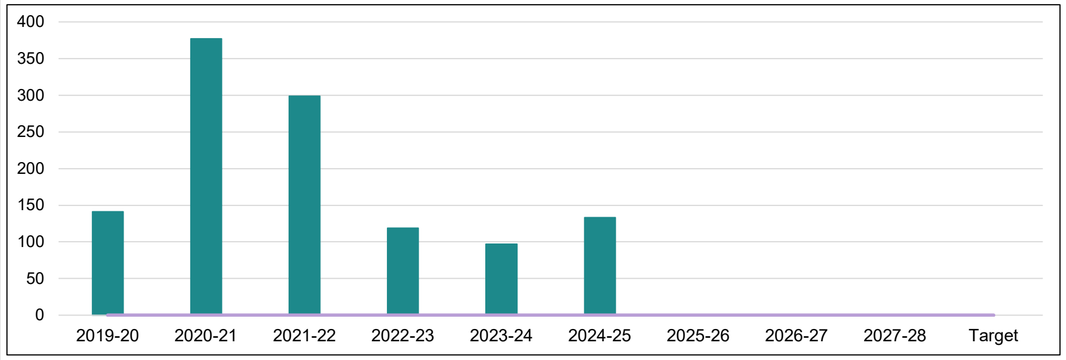
Additional Outcome:	**Families Achieving Independence**									
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
Individuals & Households	141	377	299	119	97	133				



As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

To calculate "achieved independence," we consider the total number of families who meet specific criteria. These criteria include:

Leaving a Prevention/Diversion program with the exit destination being outside of the Homeless Serving System of Care.
Completion of a Support Housing Program: Individuals or families who exited a housing program by completing a supportive housing program and leave to a destination being outside of the Homeless Serving System of Care.
Transition from COVID-19 Programs: Individuals or families who left a COVID-19 program (such as Sunalta or ASIS) to a destination being outside of the Homeless Serving System of Care.



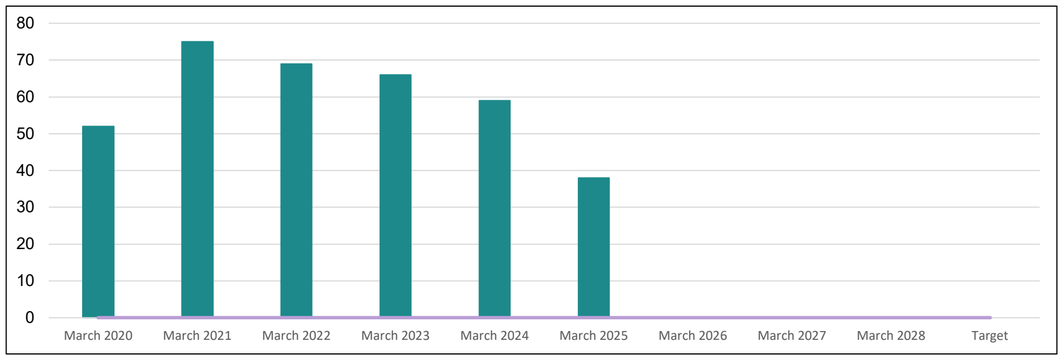
As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

To calculate "achieved independence," we consider the total number of families who meet specific criteria. These criteria include:

Leaving a Prevention/Diversion program with the exit destination being outside of the Homeless Serving System of Care.
Completion of a Support Housing Program: Individuals or families who exited a housing program by completing a supportive housing program and leave to a destination being outside of the Homeless Serving System of Care.
Transition from COVID-19 Programs: Individuals or families who left a COVID-19 program (such as Sunalta or ASIS) to a destination being outside of the Homeless Serving System of Care.

Additional Outcome:	**Individuals Moved into Supportive Housing**

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	**Target**
[add a description of what your data represents]	43	71	61	55	51	30				

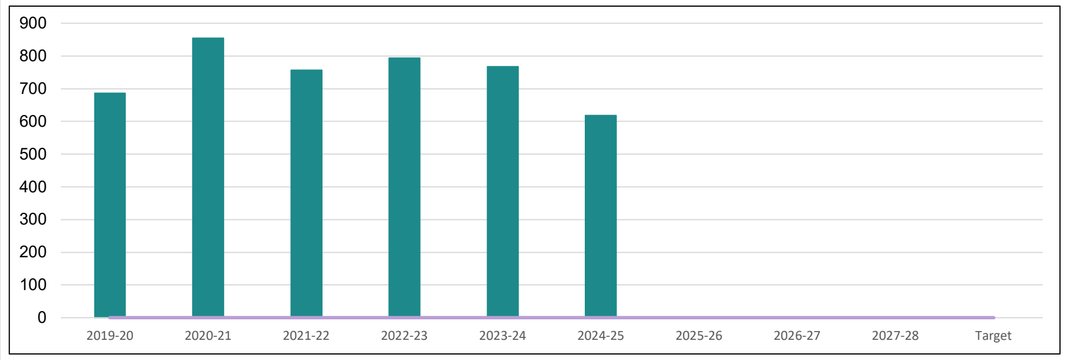


As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

To calculate the number of individuals that moved into supportive housing, count those who entered a funded supportive housing program within the specified period while not being a part of a household.

Additional Outcome:	**Individuals Moved into Supportive Housing**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
[add a description of what your data represents]	562	740	679	614	646	527				



As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

To calculate the number of individuals that moved into supportive housing, count those who entered a funded supportive housing program within the specified period while not being a part of a household.

Additional Outcome:	Households Moved into Supportive Housing

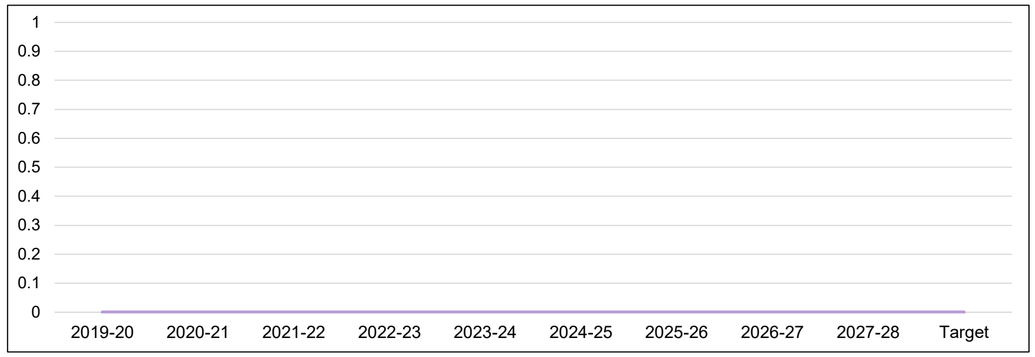
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
[add a description of what your data represents]	9	4	8	11	8	11				

As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

To calculate the number of households that moved into supportive housing, count those who entered a funded supportive housing program within the specified period while being a head oh household.

Additional Outcome:	Households Moved into Supportive Housing

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
[add a description of what your data represents]	123	115	78	180	123	110				



As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

To calculate the number of households that moved into supportive housing, count those who entered a funded supportive housing program within the specified period while being a head oh household.

Additional Outcome:	[add the expected additional outcome here]

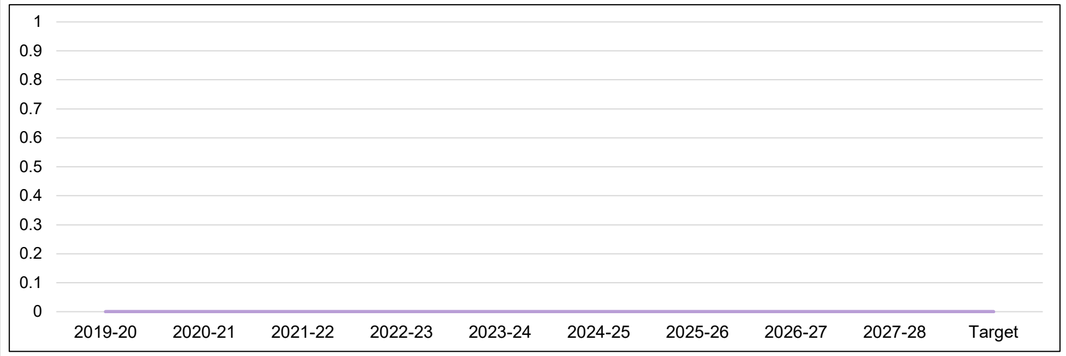
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
[add a description of what your data represents]										

Additional Outcome:	[add the expected additional outcome here]

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
[add a description of what your data represents]										

As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

Please insert comment here



As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

Please insert comment here

Additional Outcome:	**[add the expected additional outcome here]**

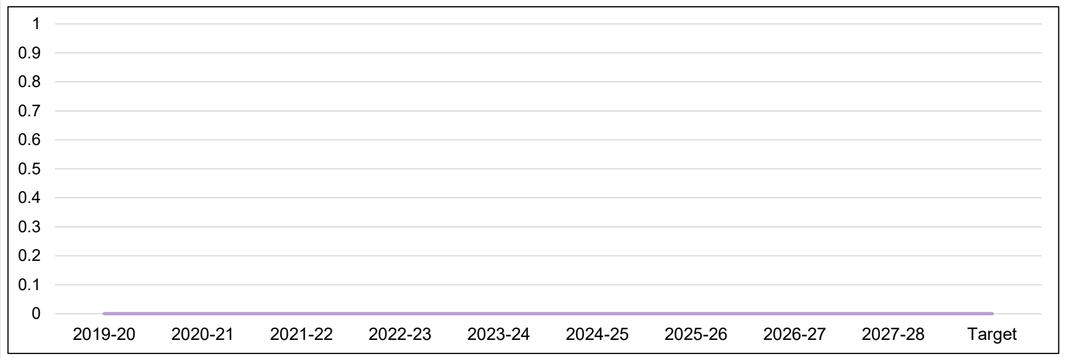
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	**Target**
[add a description of what your data represents]										

As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

Please insert comment here

Additional Outcome:	**[add the expected additional outcome here]**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
[add a description of what your data represents]										



As applicable, please use the comment box to provide additional information about your data. This could include how the outcome was generated, and if there were any changes from data previously submitted.

Please insert comment here

End of Section 4b

End of Section 4b

Community Advisory Board (CAB)

Designated Communities (DC) or Territorial Homelessness (TH) Community Advisory Board (CAB) Sign-Off Sheet

For information on completing this sheet, see “Securing CAB sign-off” in the CHR Reference Guide.

Representation	DC or TH CAB members
Community Entity (Ex-Officio Member)	Jessica Cope Williams, VP, Community Impact
Housing, Infrastructure and Communities Canada (Ex-Officio Member)	Anna Marinic, Engagment and Program Officer, Governement of Canada
Provincial or territorial government	Brett CAse, Program Advisor (Calgary) Homeless Supports
Municipal government	Doug Borch, City of Calgary
Where two CABs/Regional Advisory Boards (RABs) exist in a community, representatives from the alternate Community Entity and CAB/RAB	
Indigenous partners, including, but not limited to, the Indigenous Homelessness stream Community Entity, Indigenous governments, Indigenous-led organizations and Distinctions-Based partners: First Nations, Inuit and/or Métis, including those with a modern treaty or self government agreement	Dean Manywounds, CEO, G4: Chantell Cardinal, Director of Environment & Housing, G4 Shane Gauthier, CEO, AFCC (Aboriginal Friendhship Center)
People with lived experience of homelessness	
Youth and/or child-serving organizations, including Child Welfare agencies	Susan Brooke, VP, Community Impact & Partnerships, United Way of Calgary
Organizations serving survivors of domestic violence and their families	
Seniors and senior serving organizations	
Newcomers and newcomer serving organizations	
The private sector	Quentin Sinclair, Chair
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	
Other	

CAB Chairs or Co-Chairs (if applicable): I affirm that the above members of the CAB have reviewed the attached CHR and that its content has been approved.

Name	Signature	Date (YYYY-MM-DD)

Community Advisory Board (CAB)

Separate Indigenous Homelessness (IH) Community Advisory Board (CAB) Sign-Off Sheet (as applicable)

For information on completing this sheet, see “Securing CAB sign-off” in the CHR Reference Guide.

Representation	DC or TH CAB members
Community Entity (Ex-Officio Member)	Donnell Isoifellis
Housing, Infrastructure and Communities Canada (Ex-Officio Member)	Dean Many Wounds and Chantelle Cardinal – G4 Stoney Nakoda Tsuut’ina Tribal Council
Provincial or territorial government	
Municipal government	Sharon Goulet – City of Calgary
Where two CABs/Regional Advisory Boards (RABs) exist in a community, representatives from the alternate Community Entity and CAB/RAB	
Indigenous partners, including, but not limited to, the Indigenous Homelessness stream Community Entity, Indigenous governments, Indigenous-led organizations and Distinctions-Based partners: First Nations, Inuit and/or Métis, including those with a modern treaty or self government agreement	Rod Hunter – Stoney Nakoda Band Council Pam Beebe – Indigenous and Northern Affairs Canada - INAC Lee Crowchild – Prior Chief of Tsuut’ina – Indigenous governance Katelyn Lucas – (Co-Chair) – Elizabeth Fry Society of Calgary – Restorative Justice and Indigenous women’s housing
People with lived experience of homelessness	
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	N/A
The private sector	Sandi Morrisseau – Corporate Sector – Strad Energy Christy Morgan – Telus (prior homeless sector) Lance Tail Feathers – Kainai First Nation – Blood Tribe – Communications and Indigenous Governance
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	Tim Tail Feathers – Kainai First Nation – Blood Tribe – health and Indigenous, housing and Indigenous governance

Community Advisory Board (CAB)

Veterans Affairs Canada and/or Veterans-serving organizations	
Other	Richard Horvath – (Co-Chair) Metis Calgary Family Services – Rainbow Lodge – Family Homelessness

IH CAB Chairs or Co-Chairs (if applicable): I affirm that the above members of the IH CAB have reviewed the attached CHR and that its content has been approved.

Name	Signature	Date (YYYY-MM-DD)