



COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	May 16, 2022
SUBJECT:	Housing and Homelessness Data Dashboard (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Angela Burden General Manager Healthy and Safe Communities Department
SIGNATURE:	

On September 9, 2021, the Emergency and Community Services Committee directed:

“That staff be requested to provide a comprehensive snapshot of housing and homelessness in Hamilton on a quarterly basis, outlining all programs that have been utilized and the different resources that are available in collaboration with partners in community, the shelter health network.”

The first Housing and Homelessness Data Snapshot was prepared for the December 9, 2021 meeting of the Emergency and Community Services as Appendix “A” to Report HSC20020(d). The Housing Services Division (HSD) has since worked in collaboration with the City Manager’s Officer to develop a public facing data dashboard. The dashboard will present housing and homelessness data in an interactive format to serve the following goals:

- Advance the City’s data capabilities to support decision-making, performance management, and drive a culture of continuous improvement and innovation
- Build Trust and Confidence in City Government by ensuring City government information is readily available and accessible

Rationale for Establishing a Housing and Homelessness Data Dashboard

The dashboard format offers several advantages over static reports. The dashboard:

- Consolidates data on housing and homelessness and the City’s response
- Allows Council, staff, community, and partners to track core metrics over time

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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- Creates transparency and clarity around the data the HSD is collecting and using to inform program decisions and system planning
- Supports greater public understanding of the work of the HSD as well as gaps in our community

Description of the Dashboard

As System Manager, the City works in partnership with urban Indigenous leadership to build a coordinated housing and homeless-serving system in deep collaboration with community partners to ensure everyone in Hamilton has a home. This goal is guided by the Council approved 10-year Housing and Homelessness Action Plan and Hamilton's Systems Planning Framework: Coming Together to End Homelessness.

The dashboard contains data about the state of homelessness and access to affordable housing. It is intended to support evidence-informed action and illustrate progress towards housing and homelessness goals within Hamilton's Housing and Homelessness Serving System. This data supports ongoing accountability to addressing immediate unmet housing needs while establishing permanent solutions to housing pressures.

The following metrics are included in the dashboard:

- Average market rent
- Active households on the Access to Housing waitlist
- Active households housed off the Access to Housing waitlist
- Inflow/Outflow to Homelessness
- Shelter Occupancy
- Shelter Bed Capacity
- Number of individuals experiencing homelessness for less than six months and more than six months
- Number of individuals housed through City-funded Homelessness Programs

Each metric is accompanied with a data note that defines how the data is collected, frequency of data collection, and how the data are used. Metrics included in this dashboard do not reflect the totality of work and investments undertaken through the Housing Services Division, community partners, and other levels of government. The dashboard will evolve as additional data needs and reporting capabilities are determined.

Launch of the Housing and Homelessness Data Dashboard

The dashboard will go live on the City website on May 17, 2022 at: www.hamilton.ca/housing-data. The dashboard will be updated on a quarterly basis.

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Should you require further information please contact Senior Project Manager, Homeless Policy and Programs, Vanessa Parlette at (905) 546-2424 ext. 3863 or by email at vanessa.parlette@hamilton.ca.