

Reaching Home: Canada's Homelessness Strategy

Community Homelessness Report

Hamilton

2022-2023

SECTION 1: COMMUNITY CONTEXT

Overview

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

The City of Hamilton is committed to building a proactive community-wide approach oriented around ending rather than managing homelessness. Hamilton has worked towards the goal of ending homelessness since the 2010 launch of an Advisory Committee for the Housing and Homelessness Action Plan (HHAP), published in 2013 and updated in 2020. In 2019, the City of Hamilton launched the Coming Together to End Homelessness Systems Planning Framework (CTEH) to outline Hamilton's homelessness ending strategy. Hamilton's strategy to end homelessness is also laid out in the Reaching Home Homelessness Plan 2019-2024. These foundational documents continue to guide collective action and investments in an integrated homelessness ending system. All elements of strategy development and implementation are undertaken through collaboration with the Indigenous Community Entity (CHIL: Coalition of Hamilton's Indigenous Leadership).

Through Housing Services Division, the City of Hamilton plays a critical role as Service Manager (SM) and Designated Community Entity (DCE), working alongside CHIL, to effectively steward federal, provincial, and municipal funding to achieve a coordinated homelessness-ending system.

Integration between housing and homelessness supports is pivotal. The CMHC's Annual Market Rental Report published in January 2023 indicated that only 12% of rental units in Hamilton are accessible to people making less than \$46,000 per year. Hamilton has an estimated shortfall of 8000 units of deeply affordable housing accessible to people on very low income and 28,000 people living with core housing need. Additionally, every year, Hamilton is at risk of losing more community housing stock as a result of expiring operating agreements. Between 2001 and 2020, 1,654 units were removed from the community housing stock because of the end of operating agreements.

It is essential that programmatic supports for individuals experiencing homelessness are embedded within a broader strategy at all levels of government to address the undersupply of affordable housing as well as integration across systems to coordinate supports. The section below outlines strategies and investments undertaken in each of these areas through 2022-23.

Strategies and Investments to Increase Access and Supply of Affordable Housing:

- Investment in repair and maintenance of existing housing stock is significantly more cost effective than building new housing (repair costs estimated at \$5000-25,000 per unit depending on size versus average of \$500,000/unit for new development). In 2022, the City of Hamilton contributed \$35.7M, a \$1.8M increase over 2021, towards maintenance of social housing. In March 2023, Hamilton City Council approved an investment of \$3.8 M toward \$5.7M to repair 476 social housing units.
- Development of Affordable Housing: Through the Federal Rapid Housing Initiative Rounds 1 and 2, the City of Hamilton was able to leverage funds to invest in a total of 143 new units from October 2020 through December 2022. In March 2023, City Council approved a \$4M annual investment in an Affordable Housing Funding Program to boost the development of non-profit housing in Hamilton amid a deepening affordability crisis. When investing in new capital developments, the City negotiates with housing providers to establish commitment to housing people from the social housing waitlist and the By-Name List of people actively experiencing homelessness. The City of Hamilton has also launched a Secondary Suites Strategy with up to \$25K available as a forgivable loan and \$5K grant for homeowners to develop secondary dwellings. Housing Services Division is also working with Planning and Economic Development to develop an inclusionary zoning policy to incentivize affordable housing development.
- Managing access to social housing units and subsidy: The City of Hamilton administers the Access to Housing Waitlist for subsidized housing. In 2022, 1082 households were housed from the Access to Housing Waitlist in. Staff across Housing Services Division collaborate to coordinate access to housing benefits for people to exit homelessness into stable affordable housing. In 2022-23, City staff worked with homeless-serving agencies to allocate 429 Canada-Ontario Housing Benefit (COHB) applications to support people in exiting homelessness into stable affordable housing, of which more than 35% were allocated to Indigenous households through Indigenous-led programs. An additional 384 households were supported with Municipal Housing Allowances in 2022, totalling an investment of \$2,321,772.91.

Strategies and investments in 2022-23 to support an integrated continuum of supports towards preventing and ending homelessness:

- Managing Coordinated Access to offer a diverse range of housing solutions grounded in rights-based and Housing First principles to connect people to the right range of supports to access and retain housing. Hamilton's Coordinated Access system includes practices for common intake, assessment, and prioritization through shared criteria and system-wide case conferencing. City staff, CHIL, and partners work iteratively through formal governance tables to continually identify system challenges, opportunities, and solutions as well as to share learnings and best practices. Core tables include: the Community Advisory Board (Planning Group and Funding Implementation Group), Coordinated Access Steering Committee, HIFIS Super User Group, Housing

First Check-in Table, Prevention & Diversion Check-in Table, and case conferencing with each sub-sector.

- Hamilton's wholistic homeless-serving and prevention system was established through a 2019 Call for Applications and continues to evolve through system planning and continuous improvement efforts. Programs areas include Prevention and Diversion, Housing-focused Shelters, Housing Focused Street Outreach, Rapid Rehousing, Transitional Housing, and Intensive Case Management. This includes dedicated program streams for Indigenous Peoples adjudicated, developed, and led by Indigenous partners. There are also dedicated programs for women, youth, families, and seniors.
- Hamilton continues to invest a minimum 20% of all federal homelessness program funding into Indigenous-led housing and homelessness response directed through the Indigenous Community Entity. A comprehensive range of supports delivered through Indigenous partners include: an Indigenous drop-in, shelter intervention, street outreach, mobile mental health support, early intervention, and intensive case management. Indigenous Peoples are also prioritized first for both Indigenous and non-Indigenous program streams.
- In 2022, approximately 3,000 people were supported to prevent an experience of homelessness. Prevention programs include a range of supports, including: temporary and flexible financial benefits, legal and counselling support to prevent evictions, referrals to community resources, financial problem-solving and tax support to access benefits.
- Hamilton's Rent Ready program was launched in 2021 as a supplement to an existing Housing Stability Benefit (HSB) program to support individuals, couples, and families with costs associated with maintaining their tenancy, including first and last month's rent or support with rent or utility arrears. The Rent Ready Program offers more flexibility and higher payments than the HSB and includes a distinct Indigenous Rent Ready stream with dedicated funding allocation. The added flexibility of Rent Ready and higher payments than the 2-year maximum of \$800 per individual and \$1,500 per family through HSB has helped people clear arrears and prevent housing loss. Average amounts issued in 2022 were \$1,407.89 for individuals and \$2,233.73 for families. In 2022, 1,425 households were supported through Rent Ready and 1,522 supported through HSB.
- Where homelessness could not be prevented, 4,037 people accessed Hamilton's Homeless-serving System in 2022, with 3,096 individuals spending at least one night in an emergency shelter, 272 interacted with Housing Focused Street Outreach, and 976 were served through drop-in programs to meet basic needs and get connected to housing resources and support.
- Reaching Home funded case management programs collectively offered 1,193 caseload spaces across Intensive Case Management (347), Rapid Rehousing (676), and Transitional Housing (170). These programs work with people along their housing journey to access and secure appropriate housing and to establish the resources and supports needed to sustain it.
- The City continues to pursue resources to enable direct access to permanent supportive housing for people with very high acuity and complex needs. Efforts

include advocacy to the provincial government as well as health sector partnerships to establish new models of supportive housing. The City has also invested in capital and program funding for 73 units of supportive housing for women and gender diverse individuals, which will provide a mix of supports for people with low, mid, and higher levels of acuity. This building is due to open for occupancy in May 2023 with a minimum of 15% of referrals made through Indigenous programs.

- The Reaching Home Incremental Increase provided in 2022 enabled the City to engage system partners on investment priorities. Partners submitted business cases for program innovations or enhancements to expand impact and reach of the homelessness sector. New Reaching Home investments were leveraged to bolster prevention, diversion, and early intervention for an estimated reach of 1,910 people and enhancements to case management for approximately 273 people.
- Case management enhancements in 2022-23 included a pilot of integrated clinical health supports within the Intensive Case Management program for women, youth, and families. Within four months this program saw increased well-being for clients and staff, improved housing stability, and reduced emergency service usage. While this program can only be funded under Reaching Home through the end of March 2023, the City has committed to sustaining it for another year with provincial funding in order to demonstrate outcomes and seek long-term funding sources. This is a model that all housing support programs have advocated for over the past three years. This program helps meet the growing complexity of mental and physical health needs that are imposing barriers for people to access stable housing and contributing to staff burnout.
- City staff continue to work with health partners through the Greater Hamilton Health Network to pursue opportunities towards stronger integration of housing and health supports. In 2022, the City updated the homeless-serving sector common consent to include select health partners within the sector's Data-Sharing Protocol. This will facilitate the ability to discuss and develop coordinated support plans for clients experiencing homelessness who require access to health supports. This formal inclusion of health partners within the homeless-serving system builds on an ongoing strategic partnership with St. Joseph's Healthcare Hamilton and the Canadian Mental Health Association Hamilton on an Intensive Supports Pilot. This project was launched in January of 2021 and continues to support stabilization of housing for 14 of 15 individuals who had been experiencing chronic homelessness who also experience acute mental illness and/or substance use disorder. The program includes integration of peer support, clinical health and addictions services, Reaching Home-funded Intensive Case Management housing support, as well as access to market rent units through CityHousing Hamilton and housing allowances through the Housing Services Division. The pilot was guided by principles of trauma-informed and person-centred care and is being used to inform new models of

place-based, person-centred supports for those who face the greatest barriers to sustaining suitable housing. • There remains an ongoing need to align health resources with housing and homelessness investments to enable Community Entities to provide adequate wraparound support and permanent supportive housing for individuals experiencing chronic homelessness and a very high complexity of barriers impacting their ability to secure and stabilize housing.
1.1 b) What impact did these efforts and/or issues have on your community's outcomes over the last year (as reported in Section 4, if applicable)? Please enter N/A if the impact is not known at this time.
N/A

1.2 How has the community's approach to addressing homelessness changed over the last few years? The worksheet called "<i>Reflecting on the Changing Response to Homelessness</i>" can help with reflecting on how the approach has changed and the impact of these changes at the local level.
Since March 2020, there has been significant adaptation to Hamilton's homeless serving system to respond to unprecedented needs of unhoused residents in Hamilton through various phases of the COVID-19 pandemic. Hamilton's existing foundation of a Coordinated Access system enabled community partners to respond quickly to building new emergency programs and spaces. This response included expansion of drop-in programs, street outreach services, isolation centres, and shelter spaces from 341 pre-pandemic to more than 500 throughout the pandemic - with Hamilton investing more dollars and achieving more beds per capita than comparable communities according to MNBC data. Despite having a comprehensive strategy with many effective interventions in place, the level of need for affordable housing and homelessness supports far exceeds available resources. This problem has been exacerbated over the course of the pandemic, where the housing and homelessness sector continues to experience unprecedented demand and COVID funding is no longer available. Because there is such a large resource gap, the City and CHIL have developed transparent processes to engage sector partners to invest strategically through Calls for Applications and Business Cases that address immediate needs while building towards a more robust and integrated housing and homelessness system. To accelerate progress toward ending homelessness, the City of Hamilton is pursuing work with partners and through council to reorient actions and investments into a renewed emphasis beyond the emergency response orientation of the pandemic to

reinforce collective focus on permanent solutions to homelessness. Emergency services are a critical first-line response to ensure people experiencing homelessness have a safe place to stay and basic needs met while they pursue stable housing. This is true whether an individual is staying in shelter, couch surfing, or living unsheltered. However, an over-investment in emergency response services runs the risk that we regress to a place of managing homelessness rather than ending it. Actions and investments towards *ending* homelessness must be chosen based on demonstrated evidence of successful outcomes for each type of intervention and designed to address the unique needs of individuals in Hamilton who are at risk of and experiencing homelessness. This is the only way to avoid cycles of short-term measures that address the symptoms of homelessness or help people cope with it, rather than address the root causes.

In March 2023, City staff presented a report to City Council on Ending Chronic Homelessness. This report outlines some of the greatest opportunities Hamilton has to invest in interventions with the most demonstrable impact in preventing and ending homelessness. It includes the enhancements already underway through Reaching Home investments as well as opportunities to scale the impact of the homeless-serving sector with further investments in expanded prevention supports and permanent housing solutions. If these interventions were fully resourced Hamilton could meet the goal of ending chronic homelessness by 2025. In April 2023, the City will release a Housing Sustainability Investment Roadmap to prioritize investments needed in each stage of the housing continuum. Collectively these two reports will guide further system planning and investment strategies to utilize staff and financial resources towards the greatest possible impact.

Collaboration between Indigenous and Non-Indigenous Partners

1.3 a) Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding? If yes, your community has an IH Community Entity (CE) and/or Community Advisory Board (CAB).

Select one:

- ☒ Yes – DC and IH funding streams co-exist
- ☐ No – only DC funding is available
- ☐ Not applicable – community is not a DC

📌 If you selected “No – only DC funding is available” or “Not applicable – community is not a DC” for 1.3 a), you do not submit a response for 1.3 b) or c).

i *If you selected “Yes – DC and IH funding streams co-exist” for 1.3 a), please answer the following question:*

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

Select one:

- ☒ Yes
☒ No

i *Please only pick one below*

i *If you selected “Yes” for 1.3 b), please answer the following question:*

1.3 c) Describe this collaboration in more detail. When did the collaboration occur and was it with the IH CE and/or the IH CAB? What aspects of Coordinated Access and/or the HMIS were discussed? How did Indigenous perspectives influence the outcome?

i *If you selected “No” for 1.3 b), please answer the following question:*

1.3 c) Describe how this collaboration will happen over the coming year in more detail. When will the collaboration occur and will it be with the IH CE and/or the IH CAB? What aspects of Coordinated Access and/or the HMIS will be discussed?

The Coalition of Hamilton Indigenous Leadership (CHIL) serves as the Indigenous Community Entity for Reaching Home (the Federal Homelessness Strategy) and brings vital knowledge and leadership to all areas of planning programs, strategies, and policy development. The City of Hamilton functions as Designated Community Entity and Service System Manager. The two CEs work as direct partners, funder-to-funder in leading and directing Hamilton’s homeless-serving system and investments.

As the Indigenous Community Entity, CHIL has:

- Separate funding, reporting, and funding directives from the federal government
- A separate Community Advisory Board
- Responsibility for decisions and oversight of investment in Indigenous-led solutions to homelessness

The City prioritizes collaborative work with Indigenous leadership in all aspects of homelessness strategy and policy. This includes:

- Indigenous leadership and representation at all core internal and external committees.
- Ongoing communication and relationship-building between staff at all levels.

- Collaboration in development of Coordinated Access, including: governance structure, policies, communication materials, and practices to ensure Indigenous people are prioritized for housing resources and offered culturally appropriate supports in culturally sensitive ways.
- In 2020, Indigenous leaders in Hamilton developed a guide and series of recommendations shared nationally: **Revisioning Coordinated Access: Fostering Indigenous Best Practices Towards a Wholistic Systems Approach to Homelessness**. The City, CHIL, and partners continue to work together to put these recommendations into practice.
- All staff in Housing Services Division having completed Indigenous Cultural Capacity Training. CHIL and City staff are working together to develop and implement a Cultural Capacity and Accountability Framework to be implemented sector-wide.

The City of Hamilton recognizes the disparity in resources between the Indigenous Community Entity and the City, which is rooted in colonial structures. City staff seek to redress this imbalance by advocating for municipal and federal investments in sustainably resourcing the capacity of the Indigenous CE. This recognition is also built into the approach to collaboration. City staff take the lead from CHIL in terms of where and how their time and resources are best dedicated, adding as much preparation time as possible for any requests of the Indigenous CE, and where appropriate offering to take the lead or provide support where helpful and valued.

From a funding perspective, the City of Hamilton and CHIL have had an established agreement since 2004 to direct a minimum of 20% of all federal homelessness program funding to the Indigenous community. That commitment now extends to housing affordability resources, such as Rent Ready, Housing Allowances, and the Canada-Ontario-Housing Benefit. Hamilton also has a dedicated municipally funded Indigenous-led Poverty Reduction Fund valued at \$10 million over ten years from 2017 through 2027. This funding is allocated to Indigenous-led agencies or programs through the Indigenous Community Advisory Board with contract support provided through the City of Hamilton.

From a data perspective, the City of Hamilton and CHIL are committed to Indigenous-led collection, interpretation, reporting of data and data stewardship.

- The goal of Indigenous-specific data is to inform policy and practice to support and enhance the autonomy of the Indigenous community through decolonization and indigenization processes. This work is informed by Indigenous data stewardship principles, such as OCAP® - Ownership, Control, Access, and Possession.
- In practice, this has meant Indigenous leadership in conducting the Point-in-Time Connection (PITC), most recently completed in November 2021, to ensure: Indigenous people who are homeless are engaged in culturally appropriate ways (ideally by Indigenous staff and volunteers); and Indigenous data is collected, controlled, and analyzed by the Indigenous community. Hamilton was also the first community to launch an Indigenous Magnet event

as a means to draw unsheltered Indigenous people together to offer community and connection to supports via the Point in Time Connection. The Magnet event model, developed by Hamilton's Indigenous leaders, has been recognized nationally and replicated in other communities.

- Since December 2022, City staff have prepared a monthly report for CHIL and the ICAB on clients identifying as Indigenous who have accessed the homeless-serving system, as documented in HIFIS. This allows Indigenous leaders to see broad trends and patterns of service usage for Indigenous Peoples connecting with non-Indigenous programs to help inform further program interventions, resource allocation, and staff training.
- Continued interpretation and reporting of data on Indigenous homelessness collected through the PiTC and/or HIFIS is directed and guided through CHIL.
- The partnership between CHIL and Housing Services Division strengthens the City's relationships with Indigenous community members by continuing to embed principles of Truth and Reconciliation as well as Indigenous data principles into both Indigenous-led and mainstream processes of Coordinated Access. This is accomplished by prioritizing Indigenous Peoples in Hamilton's Coordinated Access response to homelessness as well as building an Indigenous data governance model for homelessness data. This work will receive enhanced investment of time and resources through 2023-25 as CHIL, the City, and partners collaborate on a federally funded Action Research on Chronic Homelessness project to build an Indigenous Cultural Capacity and Accountability Framework.

1.4 a) Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the **DC or Territorial Homelessness (TH) CE** and **local Indigenous organizations** over the reporting period? Where it exists in your province, this could include the IH non-DC CE and/or organizations funded by the IH non-DC stream in the broader area. Note that collaboration with the IH CE and/or CAB, where applicable, should only be included in Question 1.3 above.

Select one:

☒ Yes

☐ No

 **Please only pick one below**

 **If you selected "Yes" for 1.4 a), please answer the following question:**

1.4 b) Describe this collaboration in more detail. How were Indigenous peoples engaged in these discussions? When did collaboration occur and which organizations were involved? What aspects of Coordinated Access and/or the HMIS were discussed? How did Indigenous perspectives influence the outcome?

i If you selected “No” for 1.4 a), please answer the following question:

1.4 b) Describe how this collaboration will happen over the coming year in more detail. How will Indigenous peoples be engaged in these discussions? When will collaboration occur and which organizations will be involved? What aspects of Coordinated Access and/or the HMIS will be discussed?

Hamilton’s homeless-serving sector recognizes Indigenous homelessness as a colonial legacy. As a system we recognize that Indigenous people: face disproportionate rates of poverty, homelessness, and housing insecurity; and have experienced negative impacts from policy decisions by governments, resulting in a long history of problematic outcomes. It is imperative to remove as many administrative, financial, and infrastructure barriers as possible to support Indigenous people in non-Indigenous service streams and ensure access to Indigenous-led programs, supports, and policies. Through deep and ongoing partnership with the Indigenous Community Entity (see response to 1.3), the City of Hamilton works in collaboration with Indigenous partner organizations to ensure individuals with Indigenous ancestry are connected to an equitable, inclusive, and transparent Coordinated Access System that is grounded in and supportive of Indigenous knowledge, leadership, self-determination, and data stewardship.

The Indigenous Community Entity, the Coalition for Hamilton’s Indigenous Leadership (CHIL) and the Indigenous Community Advisory Board adjudicate funding for Indigenous-led programs towards preventing and ending homelessness. Indigenous partners also work in close collaboration with the City of Hamilton and play an ongoing and important role in Hamilton’s Coordinated Access System. The Native Women’s Centre offers emergency shelter, outreach, and program supports for individuals to stabilize their housing. De dwa da dehs nye>s Aboriginal Health Centre provides mobile health care for people with Indigenous ancestry. The Hamilton Regional Indian Centre (HRIC) delivers a full continuum of housing support programs, including: an Indigenous drop-in, shelter intervention, landlord liaison, Indigenous Homelessness Support for those who are recently homeless or at risk of homelessness, and Intensive Indigenous Homelessness Support for those who are chronically or episodically homeless. Sacajawea is an Indigenous-led provider of affordable housing for Indigenous people with low to moderate incomes. Indigenous partners are included in all system tables and initiatives, including the Intensive Supports Pilot, Check-in Tables, the Coordinated Access Steering Committee, and the Emergency Shelters Coordinating Committee responsible for updating Shelter Standards. This ensures that Hamilton’s Coordinated Access system takes direction from Indigenous leadership who are included in all policy decisions and is accountable to acting on truth and reconciliation commitments.

Recognizing historical and ongoing colonial misappropriation of Indigenous data, Indigenous partners are not required to join HIFIS and Indigenous clients are not required to complete mainstream triage and assessment tools. Nevertheless, Indigenous partners routinely attend prioritization case conferencing and have

reported seeing value in attending both for their own staff and for staff at non-Indigenous partner agencies. This has helped foster collaboration between Indigenous and non-Indigenous programs, whereby staff can discuss the caseloads for respective programs to help facilitate appropriate referrals and connections.

Throughout 2022, CHIL also engaged Indigenous community members through a community visioning process. The Indigenous community vision for Hamilton weaves together over 300 voices of Indigenous community members in Hamilton who took part in virtual and in-person conversations to answer “What’s needed in Hamilton for Indigenous Peoples to thrive?” The Indigenous community vision for Hamilton was presented back to community on September 30, 2022, during the Hamilton Regional Indian Centre’s 3-day gathering for National Day for Truth and Reconciliation. The first community vision created by and for the Indigenous community of Hamilton sets a bold new agenda for the city in calling for long-term community-wide and intergovernmental investments towards Indigenous Peoples and places in Hamilton. Drawing from over 20 conversations with Indigenous community members, the key message of the Indigenous community vision highlights the need for reclamation of land, culture, and community for Indigenous Peoples in Hamilton to heal from the destructive impacts of colonization and to thrive in Hamilton.

1.5 a) With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between **local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?**

Select one:

☒ Yes

☐ No

 ***Please only pick one below***

 ***If you selected “Yes” for 1.5 a), please answer the following question:***

1.5 b) Describe this collaboration in more detail. How were Indigenous peoples engaged in these discussions? When did the collaboration occur and which organizations were involved, such as the IH CE and/or IH CAB? What sections of the CHR were informed by Indigenous input and/or perspectives?

 ***If you selected “No” for 1.5 a), please answer the following question:***

1.5 b) What is the plan to ensure meaningful collaboration occurs during next year’s CHR process? How will Indigenous peoples be engaged in these discussions? Which organizations, such as the IH CE and/or IH CAB, will be involved? When and how will they be engaged?

Upon receipt of the CHR template, the City reached out to CHIL to determine the most appropriate mode of preparing the report with respect to the Indigenous CE's current workload and staff capacity. CHIL advised that it would be preferable for the City to take the lead in drafting the report in its entirety, relying on existing documentation of shared leadership and collaboration drawn from ongoing discussions and presentations conducted together. The City committed to sending the draft report to CHIL by April 28, 2023 to allow time for Indigenous CE staff to review and amend prior to meetings of the Indigenous Community Advisory Board and the CHIL Board during the first two weeks of May. Upon review and approval by the ICAB and CHIL Board, CHIL returned the amended and approved report to City of Hamilton by May 15, 2023 to prepare the final version for approval by the CE CAB and City leadership.

1.6 a) Does your community have a separate IH CAB?

Select one:

☒ Yes

☐ No

i If you selected "No" for 1.6 a), you do not submit a response for 1.6 b) or c).

i If you selected "Yes" for 1.6 a), please answer the following question:

1.6 b) Was the CHR also approved by the IH CAB?

Select one:

☒ Yes

☐ No

i If you selected "Yes" for 1.6 b), you do not submit a response for 1.6 c).

i If you selected "No" for 1.6 b), please answer the following question:

1.6 c) Please explain how engagement will happen with the IH CAB during next year's CHR process in more detail. When and how will they be engaged?

Please insert comments here

Public Access to Results

1.7 As outlined in the Reaching Home Directives, communities are required to make a summary of the CHR publicly available. How will the public have access to this information? For example, which website will be used to publish the results?

Once approved by the federal government, the CHR will be made public on the City of Hamilton website linked from a page outlining Hamilton's Homelessness Ending Strategy.

End of Section 1

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

Governance

2.1 Is there a governance model for Coordinated Access **and** has a Coordinated Access lead organization(s) been identified?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

2.2 Is there a governance model for your HMIS **and** has an HMIS lead organization(s) been identified?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

2.3 Do all service providers receiving funding through the Designated Communities (DC) or Territorial Homelessness (TH) stream participate in Coordinated Access?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

Homelessness Management Information System (HMIS)	
2.4	a) Does your community have an HMIS to manage individual-level data and service provider information for Coordinated Access?
	Select one: ☒ Yes ☐ Under development ☐ Not yet started
<i>📘 If you selected “Not yet started” for 2.4 a), you do not submit a response for 2.4 b).</i>	
<i>📘 If you selected “Yes” or “Under Development” for 2.4 a), please answer the following question:</i>	
2.4	b) How many service providers in the community are currently using this HMIS?
26	
2.4	c) In your community, is the Homeless Individuals and Families Information System (HIFIS) the HMIS that is being used?
	Select one: ☒ Yes ☐ No
<i>📘 If you selected “Yes” for 2.4 c), you do not submit a response for 2.4 d) or e).</i>	
<i>📘 If you selected “No” for 2.4 c), please answer the following questions:</i>	
2.4	d) Which HMIS is being used?
HIFIS 4.0	
2.4	e) When was it implemented?
2019-10-15	

2.5 Has your community signed an Agreement with Infrastructure Canada? This is **either** a Data Provision Agreement (for communities using HIFIS) **or** a Data Sharing Agreement (for those using an equivalent HMIS). Of note, Agreements may be signed by a community directly or on behalf of a community (e.g., where the province or another community has authority to do so, as the HMIS host).

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

2.6 Do you have a set of local agreements to manage privacy, data sharing and client consent related to your HMIS that comply with municipal, provincial and federal laws?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

2.7 Have you established safeguards to ensure the data collected in your HMIS is secured from unauthorized access?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

Access Points to Service

2.8 Are access sites available in some form throughout the Designated Communities (DC) or Territorial Homelessness (TH) geographic area so that the Coordinated Access system serves the entire DC geographic area?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

2.9 Are there processes in place to monitor if there is **easy** and **equitable** access to the Coordinated Access system and respond to any emerging issues, as appropriate?

Select one:

- ☒ Yes
☐ Under development
☐ Not yet started

2.10 Are there processes in place that ensure no one is denied access to service due to perceived housing or service barriers?

Select one:

- ☒ Yes
☐ Under development
☐ Not yet started

Triage and Assessment

2.11 Is the triage and assessment process documented in one or more policies/protocols, including an intake protocol for entering people into the Coordinated Access system and/or HMIS when they (re)connect with an access point?

Select one:

- ☒ Yes
☐ Under development
☐ Not yet started

2.12 Is the same common assessment tool used for all population groups experiencing homelessness (e.g., youth, women fleeing violence, and Indigenous peoples)?

Select one:

- ☒ Yes
☐ Under development
☐ Not yet started

Coordinated Access Resource Inventory

2.13 Are all housing resources funded through the Designated Communities (DC) or Territorial Homelessness (TH) stream identified as part of the Coordinated Access Resource Inventory?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

2.14 For each housing resource in the Coordinated Access Resource Inventory, have eligibility requirements been documented?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

2.15 For each type of housing resource in the Coordinated Access Resource Inventory, have prioritization criteria, and the order in which they will be applied, been documented?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

Vacancy Matching and Referral

2.16 Is the vacancy matching and referral process documented in one or more policies/protocols, including how vacancies are filled from the Coordinated Access Resource Inventory according to agreed-upon prioritization and referral protocols?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

2.17 Do the vacancy matching and referral policies/protocols specify how individual choice in housing options will be respected (allowing individuals and families to reject a referral without repercussions) **and** do they include processes specific to dealing with vacancy referral challenges, concerns and/or disagreements (including refusals of referrals)?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

2.18 Are vacancies from the Coordinated Access Resource Inventory filled using the list of people waiting for housing resources who are offer-ready (i.e., the List filtered to a Priority List)?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

Section 2 Summary Content	
2.19	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; • Coordinated Access and/or HMIS enhancements covered under a Reaching Home minimum requirement that were identified as "met" in a previous CHR; and, • information about how people with lived experience of homelessness (current or former clients) <i>are being engaged</i> or <i>will be engaged</i> in one or more aspects of Coordinated Access (e.g., are they included in the governance model). The Designated Community Entity and Indigenous Community Entity are working in collaboration with Indigenous and non-Indigenous homeless-sector partners to continue advancing shared commitment, evidence-based practices, and continuous improvement towards ending homelessness. This includes routine engagement of homeless-serving system partners through Hamilton's Coordinated Access Governance Structure and engagement with cross-sector partners through core tables such as: the Greater Hamilton Health Network, Community Safety and Wellbeing Plan, and CHIL's leadership in engaging more than 300 Indigenous community members to establish an Indigenous Community Vision in alignment with Hamilton's Urban Indigenous Strategy. Through 2022-23 more than 200 people with lived expertise were engaged to inform revision of shelter standards, youth system improvements, and encampment response with support from peer engagers working with City staff. Insights shared by individuals with lived expertise through these specific initiatives have also contributed to development of a broader Lived Experience Framework to ensure ongoing policy and program decisions are informed by and communicated with people most impacted. The City, CHIL, and partners are committed to continuously assess and address potential risk of harm through efforts at building transparent and equitable processes for connecting people to supports, regardless of where and how they access the homeless-serving system. Through 2022-23 Hamilton's homeless-serving system has continued to refine and improve operationalization of prioritization criteria and processes established in the previous fiscal year. Improvement practices have included routine adaptive learning built into regular sector meetings and 1:1 program meetings as well as formal evaluation of prioritization case conferencing one-year

into implementation. Hamilton's homeless-serving system continues to prioritize Indigenous Peoples first for non-Indigenous programs while also supporting access to dedicated Indigenous-led programs. All Indigenous Peoples are considered to be experiencing chronic homelessness and are not required to complete a non-Indigenous assessment tool (such as the VI-SPDAT or SPDAT). Efforts are underway to more quickly identify, connect with, and support people living unsheltered (about 2-4% of Hamilton's overall population experiencing homelessness). This includes ensuring that 1 in 3 referrals to housing supports are made to people living unsheltered to account for the additional barriers this population faces in accessing shelters and other supports. Housing Focused Street Outreach and drop-in programs track goods and services provided through HIFIS to help ensure people stay active within the homeless-serving system and to ease the process of connecting people to further housing supports available through the Coordinated Access system.

The City has dedicated new staff resources to prioritize HIFIS data quality and comprehensiveness to ensure the system is used optimally for the benefit of clients, service delivery, system monitoring and planning. Data quality improvement work in 2022-23 included review and validation of all existing HIFIS reports and custom building of new reports necessary to address program service delivery needs and system reporting requirements. To ensure accurate and comprehensive data entry and reporting, staff have developed updated guidance to inform clarification in expectations for HIFIS usage and data entry (particularly around housing history, consent, and client status). Updated training has been conducted with all entry point programs (drop-ins, shelters, and Housing Focused Street Outreach). In 2023-24, City staff will complete enhancements to case management modules, guidance materials, and training to better support coordinated service planning and support. Ongoing test and audit cycles are underway to assess data entry according to new guidance provided in order to identify issues and work with programs to ensure alignment with workflows and program needs.

CHIL continues to provide leadership in developing an Indigenous Common Assessment, which will be implemented in 2023-24 as part of a comprehensive Indigenous Cultural Capacity and Accountability Framework. CHIL and the City will be partnering to develop and evaluate this framework through the federally funded Action Research on Chronic Homelessness project 2023-25. This framework will hold partners and staff across the system accountable to actualizing truth and reconciliation in all policies, practices, and programs. The training delivered will ensure staff across the system have the knowledge and capacity to support wholistic conversations about the housing history, goals, needs, and strengths of all individuals experiencing homelessness and that people with Indigenous ancestry are offered culturally appropriate support in all settings.

End of Section 2

SECTION 3: OUTCOMES-BASED APPROACH SELF-ASSESSMENT

Step 1. Have a List	
Part A) Does the community have a List?	
There are four minimum characteristics of a List.	
3.1	Is the List created by a centralized database (such as an HMIS) or does it exist as a single document (outside of an HMIS)?
Select one: ☒ Yes ☐ Not yet	
3.2	Does the List include people who are currently experiencing homelessness?
Select one: ☒ Yes ☐ Not yet	
3.3	Do people give their consent to be included on the List?
Select one: ☒ Yes ☐ Not yet	
3.4	Do individuals and families appear only once on the List?
Select one: ☒ Yes ☐ Not yet	

📌 If you selected “Not yet” for any of the questions 3.1-3.4 above, your community does not have a List. You do not submit a response for all remaining questions in Section 3 and Section 4, except for questions 3.5-3.8 and 3.30.

Part B) Please provide additional information about the List

3.5 a) Where does data for the List come from?

Select all that apply:

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

i *If you selected “Other data source(s)” for 3.5 a), please answer the following question:*

3.5 b) Please describe the other data source(s):

Please insert comments here

i *If you selected “HIFIS” for 3.5 a), please answer the following question:*

3.5 c) Please describe how the List is created using HIFIS (e.g., Coordinated Access module, Unique Identifier List report or custom report).

Currently our list is created using a series of custom reports and SQL queries. Excel is used to organize the data and finalize the list at a minimum of once per month.

i *If you selected “Excel” or “Other data source(s)” for 3.5 a), please answer the following question:*

3.5 d) If “a” is either “Excel” or “other data sources” 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?

Select one:

- ☐ Yes
- ☐ No
- ☐ Undecided

3.6	Communities need information about people's interaction with the homeless-serving system to be able to calculate inflows into homelessness (re-engagement with the system) and outflows from homelessness (disengagement from the system).
	a) Is there a written policy/protocol for the List that describes how interaction with the homeless-serving system is documented, including the number of days of inactivity after which people are identified as "inactive"? The policy/protocol should define what it means to be "active" or "inactive" on the List and explain how to document when someone is included on the List for the first time, as well as any changes in "activity" or "inactivity" over time.
	Select one: ☒ Yes ☐ Not yet
3.6	b) Can the community get data about when people first interacted with the homeless-serving system and were included on the List? For example, can the community get data for the number of people that were newly identified on the List?
	Select one: ☒ Yes ☐ Not yet
3.6	c) Can the community get data about people experiencing homelessness that became "active" again on the List (re-engaged with the homeless-serving system) and those that became "inactive" (disengaged with the homeless-serving system)? For example, can the community get data for the number of people that were "reactivated" on the List after a period of inactivity?
	Select one: ☒ Yes ☐ Not yet

3.7	Communities need information about where people are staying or living to be able to calculate inflows into homelessness (where people came from) and outflows from homelessness (where people went). This data is called "housing history".
	a) Is there a written policy/protocol for the List that describes how housing history is documented? The policy/protocol should define what it means to be "homeless", "housed" or "transitional" on the List and explain how to document when someone transitions "into homelessness" and "from homelessness" over time.
	Select one: ☒ Yes ☐ Not yet
3.7	b) Can the community get data from the List about people that transitioned "into homelessness" and "from homelessness"? Examples of transitions include a discharge from shelter and move to permanent housing (a transition "from homelessness") or an eviction from supportive housing to no fixed address (a transition "to homelessness").
	Select one: ☒ Yes ☐ Not yet

3.8 a) Can the community get demographic data from the List? Check all that apply.
Select one: ☒ Indigenous identity (mandatory for Reaching Home) ☒ Age ☒ Household type (e.g., single or family) ☒ Gender identity ☒ Veteran status ☒ Other (please define) ☐ Not applicable – Do not have a List yet
i <i>If you selected “Other (please define)” for 3.8 a), please define other social demographics generated by the List here:</i>
Citizenship/Immigration Status
3.8 b) When chronic homelessness is calculated using data from the List, is the Reaching Home definition used? The federal definition of chronic homelessness is 180 days of homelessness over the past year and/or 546 days of homelessness in the past three years.
Select one: ☒ Yes ☐ No ☐ Not Applicable – Do not yet have a List
i <i>If you selected “Yes” or “Not applicable – Do not yet have a List” for 3.8 b), you do not submit a response for 3.8 c).</i>
i <i>If you selected “No” 3.8 b), please answer the following question:</i>
3.8 c) How does your community calculate chronic homelessness?

Step 2. Have a real-time List

i *If you selected “Not yet” for any of the questions 3.1-3.4 above, your community does not have a List. You do not submit any responses for Step 2.*

Part A) Is the List kept up-to-date, so that data is real-time?

To meet the minimum characteristic for a real-time List, it must be updated regularly, monthly at minimum.

3.9 Is information about people experiencing homelessness on the List updated on a regular basis, monthly at minimum?

Select one:

- ☒ Yes
☐ Not yet

i *If you selected “Not yet” for 3.9, your community does not meet the minimum threshold to submit data from a real-time List for 2022-23. You do not submit a response for questions in Section 3 Step 4 and all of Section 4.*

Part B) Please provide additional information about the List

3.10 How often is information about people experiencing homelessness updated on the List?

Select one:

- ☐ As soon as new information is available
☐ Daily
☐ Weekly
☐ Monthly
☒ Other (please define)

i *If you selected “Other (please define)” for 3.10, please define how often information about people experiencing home is updated on the List:*

Information on individuals in HIFIS is updated daily in real-time. The By-Name List is generated from HIFIS data on a monthly basis.

3.11	To accurately calculate inflows into homelessness and outflows from homelessness, communities need up-to-date information about people's interaction with the homeless-serving system (activity and inactivity).
3.11 a)	Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?
	Select one: ☒ Yes ☐ Not yet
3.11 b)	Optional CHR question: How is your community working toward higher quality data for tracking people's interaction with the system? What strategies are being used to ensure that changes in "active" or "inactive" state are made in a timely way?
Improving HIFIS data quality has been identified as a HMIS priority. Several activities are planned or under way. These include ongoing training for HIFIS users on best practices for maintaining a client profile and how to enter services in different HIFIS modules, improved audit reporting on key fields that drive activity and housing status, improved user data entry guidance, super user group engagement, ongoing change management work and support for community partners.	

3.12	To accurately calculate inflows into and outflows from homelessness, communities need up-to-date information about where people are staying or living (i.e., their housing history).
3.12 a)	Is housing history updated regularly on the List?
	Select one: ☒ Yes ☐ Not yet
3.12 b)	Is there a process in place for keeping chronic homelessness status on the List up-to-date? For example, if someone has been on the List for long enough to meet the threshold of chronic homelessness, is this change in status reflected on the List?
	Select one: ☒ Yes ☐ Not yet

3.12 c) Optional CHR question: How is your community working toward higher quality data about people's transitions "into homelessness" and "from homelessness"? What strategies are being used to address incomplete data, so List?

Improving HIFIS data quality has been identified as a HMIS priority. Several activities are planned or under way. These include ongoing training for HIFIS users on best practices for maintaining a client profile and how to enter services in different HIFIS modules, improved audit reporting on key fields that drive activity and housing status, improved user data entry guidance, super user group engagement, ongoing change management work and support for community partners.

Step 3. Have a comprehensive List

i *If you selected “Not yet” for any of the questions 3.1-3.4 above, your community does not have a List. You do not submit any responses for Step 3.*

Part A) Does the community assess the List as comprehensive?

A comprehensive List includes all of the individuals and families experiencing homelessness in the community, as much as possible right now.

3.13 a) Which household types does the List include? Select all that apply.

Select all that apply:

- ☒ Single adults
- ☒ Unaccompanied youth
- ☒ Families

i *If you selected “Families” for 3.13 a), please answer the following question:*

3.13 b) Does the List include family members like dependents, or just the head of household?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

3.14 Does the List include individuals experiencing homelessness who identify as Indigenous?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

3.15 Does the List include people experiencing homelessness as soon as they are connected with the homeless-serving system?

Select one:

- ☒ Yes – people are included on the first day
☐ No – there is a waiting period before people are included on the List”

3.16 Does the List include more than just people experiencing chronic homelessness?

Select one:

- ☒ Yes – includes more than chronic
☐ No – only chronic

3.17 a) Does the List include all of the individuals and families staying in all of the emergency shelters (e.g., emergency shelters, hostels, and hotel/motel stays paid for by a service provider)?

Select one:

- ☒ Yes
☐ Under development
☐ Not yet started

3.17 b) Does the List include individuals and families staying in domestic violence shelters?

Select one:

- ☐ Yes
☐ Under development
☒ Not yet started

3.18 Does the List include all of the individuals and families served through outreach at all locations (hotspots) where people are living unsheltered (i.e., staying in places not meant for human habitation)?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

3.19 Does the List include individuals and families who are experiencing hidden homelessness, to the best of your knowledge?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

3.20 Does the List include individuals and families staying in transitional housing?

Select one:

- ☒ Yes
- ☐ Under development
- ☐ Not yet started

3.21 Does the List include individuals staying in public institutions who do not have a fixed address (e.g., jail or hospital)?

Select one:

- ☐ Yes
- ☐ Under development
- ☒ Not yet started

3.22 The “***Understanding Community-Level Data***” worksheet helps communities self-assess the comprehensiveness of their List. CHR question 3.22 is an **optional follow-up question** for communities that have completed this worksheet.

Optional CHR question: How does data from the List compare to other community-level data sources that are considered accurate or valid? For example, if data is available for similar time periods, how do the numbers and/or proportions of people staying in shelters or living unsheltered compare across data sources?

***Optional:** Please insert comment here*

3.23 Consider your answers to Questions 3.13 to 3.21 (and 3.22, if applicable). In your opinion, does your List include all of the individuals and families experiencing homelessness in your community, as much as possible right now?

Select one:

☒ Yes

☐ No

❗ If you selected “No” for 3.23, your community does not have a comprehensive List. You do not submit a response for questions in Section 3 Step 4 and all of Section 4.

Part B) Please provide additional information about the List

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

Select one:

- ☒ Yes
☐ Under development
☐ Not yet started

i *If you selected “Not yet started” for 3.24 a), you do submit a response for 3.24 b) and c).*

i *If you selected “Yes” or “Under development” for 3.24 a), please answer the following questions:*

3.24 b) In this document, how many providers help to keep the List up-to-date in some way? For example, they may refer people to an access point where they can be added to the List or update the List directly in the HMIS.

There are 26 service providers, including all City-funded shelters, all emergency overflow hotels, all case management programs, some drop-in programs, some diversion support programs, some transitional housing programs, the housing-focused street outreach program, and other City shelter support programs that use HIFIS to directly contribute to keeping the list up to date.

Current case conferencing processes use urgent health & safety needs as well as missing/inaccurate information exceptions to ensure that data collection through HIFIS is not a hinderance to accessing service – for example, this would include people experiencing hidden homelessness or who did not feel comfortable providing consent and are therefore not known through HIFIS.

3.24 c) How many of the providers identified in 3.24(b) above are funded through the Designated Communities (DC) or Territorial Homelessness (TH) stream?

All case management and transitional housing programs funded by the DC stream are included on HIFIS, for a total of ten agencies with DC funding on HIFIS. Shelters, drop-ins, and Housing Focused Street Outreach are funded through the provincial Homelessness Prevention Program and the municipality. Prevention programs have not yet been onboarded to HIFIS as this is pending the release of a prevention module through HIFIS National.

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

i If you selected “Not yet” for any of the questions 3.1-3.4 above, your community does not have a List. You do not submit any responses for Step 4.

i If you selected “Not yet” for 3.9, your community does not meet the minimum threshold to submit data from a real-time List for 2022-23. You do not submit any responses for Step 4.

i If you selected “No” for 3.23, your community does not have a comprehensive List. You do not submit any responses for Step 4.

Part A) Can the community generate accurate baselines using data from the List?

Communities use data from their List to report on outcomes and set targets in their CHR.

Only communities with a real-time, comprehensive List and the capacity to generate accurate baselines for the five core outcomes will be asked to set targets and submit results in the current reporting cycle.

To generate accurate monthly baselines, a List needs to be in place by January 1st and monthly data is reported for all of March. To generate accurate annual baselines, a List needs to be in place for at least one fiscal year and annual data is reported for April 1st to March 31st.

3.25	Has the List been in place long enough to report <u>monthly data</u> ?
3.25	a) Was your real-time, comprehensive List in place on or before January 1, 2023?
	Select one: ☒ Yes ☐ No
	i If you selected "No" for 3.25 a), you do not submit a response for questions 3.25 b), c), d), 3.26, 3.27, and 3.28. You also do not submit a response for Monthly Data Reporting questions in Section 4.
3.25	b) Was your real-time, comprehensive List in place on or before January 1, 2022?
	Select one: ☒ Yes ☐ No
	i If you selected "No" for 3.25 b), you do not submit a response for questions 3.25 c) & d), 3.26 b) & c). You also do not submit data for "March 2020", "March 2021", & "March 2022" in Monthly Data Reporting in Section 4.
3.25	c) Was your real-time, comprehensive List in place on or before January 1, 2021?
	Select one: ☒ Yes ☐ No
	i If you selected "No" for 3.25 c), you do not submit a response for questions 3.25 d) & 3.27c) & d). You also do not submit data for "March 2020" and "March 2021" in Monthly Data Reporting in Section 4.
3.25	d) Was your real-time, comprehensive List in place on or before January 1, 2020?
	Select one: ☒ Yes ☐ No
	If you selected "No" for 3.25 d), you do not submit a response for question 3.27 d). You also do not submit data for "March 2020" in Monthly Data Reporting in Section 4.

3.26	Using the List, can <u>monthly data</u> be generated for the core outcomes:
3.26 a)	Outcome #1: People who experienced homelessness for at least one day (that month)
	Select one: ☒ Yes ☐ No
	i If you selected “No” for 3.26 a), you do not submit data for Monthly Data Reporting Outcome #1 in Section 4.
3.26 b)	Outcome #2: People who were newly identified (that month)
	Select one: ☒ Yes ☐ No
	i If you selected “No” for 3.26 b), you do not submit data for Monthly Data Reporting Outcome #2 in Section 4.
3.26 c)	Outcome #3: Returns to homelessness (that month)
	Select one: ☒ Yes ☐ No
	i If you selected “No” for 3.26 c), you do not submit data for Monthly Data Reporting Outcome #3 in Section 4.
3.26 d)	Outcome #4: Indigenous peoples who experienced homelessness for at least one day (that month)
	Select one: ☒ Yes ☐ No
	i If you selected “No” for 3.26 d), you do not submit data for Monthly Data Reporting Outcome #4 in Section 4.
3.26 e)	Outcome #5: People who experienced chronic homelessness for at least one day (that month)
	Select one: ☒ Yes ☐ No

i If you selected “No” for 3.26 a), b) c), d), & e), you do not submit a response for 3.26 f).

i If you selected “Yes” for 3.26 a), please select “Yes” or “No” for Outcome #1 in 3.26 f)

i If you selected “Yes” for 3.26 b), please select “Yes” or “No” for Outcome #2 in 3.26 f)

i If you selected “Yes” for 3.26 c), please select “Yes” or “No” for Outcome #3 in 3.26 f)

i If you selected “Yes” for 3.26 d), please select “Yes” or “No” for Outcome #4 in 3.26 f)

i If you selected “Yes” for 3.26 e), please select “Yes” or “No” for Outcome #5 in 3.26 f)

3.26 f) Does your community have a target to report in Section 4 for one or more of the following monthly outcomes:

Outcome #1: ☒ Yes ☐ No

Outcome #2: ☒ Yes ☐ No

Outcome #3: ☒ Yes ☐ No

Outcome #4: ☒ Yes ☐ No

Outcome #5: ☒ Yes ☐ No

3.27 Has the List been in place long enough to report <u>annual data</u> ?
3.27 a) Was your real-time, comprehensive List in place on or before April 1, 2022?
Select one: ☒ Yes ☐ No
i If you selected "No" for 3.27 a), you do not submit a response for questions 3.27 b), c), d), 3.26, 3.27, and 3.28. You also do not submit a response for Annual Data Reporting questions in Section 4.
3.27 b) Was your real-time, comprehensive List in place on or before April 1, 2021?
Select one: ☒ Yes ☐ No
i If you selected "No" for 3.27 b), you do not submit data for "2019-20", "2020-21", & "2021-22" in Annual Data Reporting in Section 4.
3.27 c) Was your real-time, comprehensive List in place on or before April 1, 2020?
Select one: ☒ Yes ☐ No
i If you selected "No" for 3.27 c), you do not submit data for "2019-20" & "2020-21" in Annual Data Reporting in Section 4.
3.27 d) Was your real-time, comprehensive List in place on or before April 1, 2019?
Select one: ☐ Yes ☒ No
i If you selected "No" for 3.27 d), you do not submit data for "2019-20" in Annual Data Reporting in Section 4.

3.28	Using the List, can <u>annual data</u> be generated for the core outcomes:
3.28 a) Outcome #1:	People who experienced homelessness for at least one day (that year)
Select one: ☒ Yes ☐ No	
<i>❗ If you selected "No" for 3.28 a), you do not submit data for Annual Data Reporting Outcome #1 in Section 4.</i>	
3.28 b) Outcome #2:	People who were newly identified (that year)
Select one: ☒ Yes ☐ No	
<i>❗ If you selected "No" for 3.28 b), you do not submit data for Annual Data Reporting Outcome #2 in Section 4.</i>	
3.28 c) Outcome #3:	Returns to homelessness (that year)
Select one: ☒ Yes ☐ No	
<i>❗ If you selected "No" for 3.28 c), you do not submit data for Annual Data Reporting Outcome #3 in Section 4.</i>	
3.28 d) Outcome #4:	Indigenous peoples who experienced homelessness for at least one day (that month)
Select one: ☒ Yes ☐ No	
<i>❗ If you selected "No" for 3.28 d), you do not submit data for Monthly Data Reporting Outcome #4 in Section 4.</i>	
3.28 e) Outcome #5:	People who experienced chronic homelessness for at least one day (that month)
Select one: ☒ Yes ☐ No	

i If you selected “Yes” for 3.28 a), b) c), d), & e), you do not submit a response for 3.28 f).
i If you selected “No” for any of 3.28 a), b) c), d), or e), please answer the following question:
3.28 f) Please explain the impact of not being able to generate data from the List over a longer period of time for one or more outcomes. Is there value in being able to understand trends using annualized data? For example, for planning purposes, would it be helpful to know the unduplicated number of people over the year who were: new, returned to homelessness, identified as Indigenous and/or experienced chronic homelessness?
Please insert comment here
i If you selected “Yes” for 3.28 a), please select “Yes” or “No” for Outcome #1 in 3.28 g) i If you selected “Yes” for 3.28 b), please select “Yes” or “No” for Outcome #2 in 3.28 g) i If you selected “Yes” for 3.28 c), please select “Yes” or “No” for Outcome #3 in 3.28 g) i If you selected “Yes” for 3.28 d), please select “Yes” or “No” for Outcome #4 in 3.28 g) i If you selected “Yes” for 3.28 e), please select “Yes” or “No” for Outcome #5 in 3.28 g)
3.28 g) Does your community have a target to report in Section 4 for one or more of the following monthly outcomes:
Outcome #1: ☒ Yes ☐ No Outcome #2: ☒ Yes ☐ No Outcome #3: ☒ Yes ☐ No Outcome #4: ☒ Yes ☐ No Outcome #5: ☒ Yes ☐ No
i If you selected “No” for any Outcome in 3.28 g), you do not submit data for the target for that outcome in Section 4.

Part B) Please provide additional information about the List

3.29 Has your List met the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

Select one:

- ☒ Yes
☐ No

Section 3 Summary Content

3.30 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 particular, please include updates about the following:

- efforts to set-up, maintain and/or improve the List over the last year;
- plans to set-up, maintain and/or improve the List over the next year;
- examples of how data from the List was used over the last year (e.g., for service planning at the individual level or for strategic planning at the community level); and,
- if the community has a plan in place to support them to improve the quality of data being generated from their List.

Throughout the reporting period there has been ongoing change management work and support for community partners to improve data collection and validity overall. This includes improved data entry guidance, particularly through super user group engagement to identify and find solutions to data entry issues affecting the quality of the By-Name List and CHR outcomes as quickly as possible.

Several training opportunities have been offered that address best practices for maintaining the client profile and how to enter services in different HIFIS modules that are applicable for each service setting. Training also includes an overview of Coordinated Access processes, The By-Name List and By-Name Prioritization List criteria and processes in Hamilton. Efforts are also underway to further engage Indigenous leadership to determine how best to embed Indigenous data stewardship principles and practices into By-Name List and Prioritization processes.

The City has also implemented improved audit reporting each month when generating the By-Name list to address discrepancies and errors (for example, currently a bug in HIFIS where someone’s housing history changes to unknown when it shouldn’t). This improves data quality overall as well as the reported CHR outcomes.

Improving HIFIS data quality has been identified as a HMIS priority moving forward. Several activities are planned or underway. These include ongoing training, improved audit reporting, improved user data entry guidance, and ongoing super user group engagement.

SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS (4a. Section 4)

For this reporting year, cells 2023-24 to 2027-28 and March 2024 to March 2028 are shaded out. You do not submit data for these periods.

Community-Level Core Outcomes – Monthly Data Reporting

If you selected “No” for 3.1, 3.2, 3.3, 3.4, 3.9, 3.23, OR 3.25 a), your community currently does not have a real-time comprehensive List with enough data and the capacity to generate monthly baselines and set targets. You do not submit any data for Monthly Data Reporting.

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

i If you selected “Yes” for 3.25 a) AND 3.26 a), you can report monthly result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

- i** If you selected “Yes” for 3.25 d) AND 3.26 a), please submit results for March 2020 in the table below.
- i** If you selected “Yes” for 3.25 c) AND 3.26 a), please submit results for March 2021 in the table below.
- i** If you selected “Yes” for 3.25 b) AND 3.26 a), please submit results for March 2022 in the table below.
- i** If you selected “Yes” for 3.25 a) AND 3.26 a), please submit results for March 2023 in the table below.
- i** If you selected “Yes” for 3.25 a) AND 3.26 f) #1, please add a Target in the table below.

	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)	<u>NA</u>	<u>NA</u>	<u>1131</u>	<u>1062</u>						831

i If you selected “Yes” for 3.25 a) AND 3.26 a), please answer the following question:

Context for Outcome #1 (monthly):

a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

Reporting on the month of March for each year was introduced in 2022. Historical data coverage and maturity limits practical and meaningful comparisons. Monthly comparisons will be available moving forward.

Data depicted above will be different from other City of Hamilton reporting (e.g. Housing & Homelessness Dashboard) because of a difference in the reporting definition reference period (i.e. active within the month vs. active in the last 90 days).

i If you selected “HIFIS” for 3.5 a), please answer the following question:

b) Was the HIFIS “Community Homelessness Report” used to generate data for this outcome?

i If you selected “Yes” for b), you do not submit a response for c) & d).

i If you did not have to answer b) OR selected “No” for b), please answer the following question:

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

Select one:

☒ Yes

☐ No

i If you selected “No” for c), please answer the following question:

d) How was this outcome calculated?

Please insert comment here

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

i If you selected “Yes” for 3.25 a) AND 3.26 b), you can report monthly result(s) for Outcome #2 using your List. Add a target for 2027-28 in the far right box.

- i** If you selected “Yes” for 3.25 d) AND 3.26 b), please submit results for March 2020 in the table below.
- i** If you selected “Yes” for 3.25 c) AND 3.26 b), please submit results for March 2021 in the table below.
- i** If you selected “Yes” for 3.25 b) AND 3.26 b), please submit results for March 2022 in the table below.
- i** If you selected “Yes” for 3.25 a) AND 3.26 b), please submit results for March 2023 in the table below.
- i** If you selected “Yes” for 3.25 a) AND 3.26 f) #2, please add a Target in the table below.

	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)	<u>NA</u>	<u>NA</u>	<u>233</u>	<u>127</u>						<u>124</u>

i <i>If you selected “Yes” for 3.25 a) AND 3.26 b), please answer the following question:</i>
Context for Outcome #2 (monthly): a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.
Reporting on the month of March for each year was introduced in 2022. Historical data coverage and maturity limits practical and meaningful comparisons. Monthly comparisons will be available moving forward. Increases in clients with long lengths of stay in the shelter system as a result of limited outflow options impacts the shelter system capacity to accept new clients and client turnover rates. This is a possible contributing factor to the noted decrease.
i <i>If you selected “HIFIS” for 3.5 a), please answer the following question:</i>
b) Was the HIFIS “<i>Community Homelessness Report</i>” used to generate data for this outcome?
i <i>If you selected “Yes” for b), you do not submit a response for c) & d).</i>
i <i>If you did not have to answer b) OR selected “No” for b), please answer the following question:</i>
c) Was the federal standard for calculating this outcome used (see Annex A)?
Select one: ☒ Yes ☐ No

i If you selected “No” for c), please answer the following question:

d) How was this outcome calculated?

Please insert comment here

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

i If you selected “Yes” for 3.25 a) AND 3.26 c), you can report monthly result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

i If you selected “Yes” for 3.25 d) AND 3.26 c), please submit results for March 2020 in the table below.

i If you selected “Yes” for 3.25 c) AND 3.26 c), please submit results for March 2021 in the table below.

i If you selected “Yes” for 3.25 b) AND 3.26 c), please submit results for March 2022 in the table below.

i If you selected “Yes” for 3.25 a) AND 3.26 c), please submit results for March 2023 in the table below.

i If you selected “Yes” for 3.25 a) AND 3.26 f) #3, please add a Target in the table below.

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)	<u>NA</u>	<u>NA</u>	<u>33</u>	<u>34</u>						<u>8</u>

i <i>If you selected “Yes” for 3.25 a) AND 3.26 c), please answer the following question:</i>
Context for Outcome #3 (monthly): a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.
Reporting on the month of March for each year was introduced in 2022. Historical data coverage and maturity limits practical and meaningful comparisons. Monthly comparisons will be available moving forward.
i <i>If you selected “HIFIS” for 3.5 a), please answer the following question:</i>
b) Was the HIFIS “<i>Community Homelessness Report</i>” used to generate data for this outcome?
i <i>If you selected “Yes” for b), you do not submit a response for c) & d).</i>
i <i>If you did not have to answer b) OR selected “No” for b), please answer the following question:</i>
c) Was the federal standard for calculating this outcome used (see Annex A)?
Select one: ☒ Yes ☐ No

i If you selected “No” for c), please answer the following question:

d) How was this outcome calculated?

Please insert comment here

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

i If you selected “Yes” for 3.25 a) AND 3.26 d), you can report monthly result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

i If you selected “Yes” for 3.25 d) AND 3.26 d), please submit results for March 2020 in the table below.

i If you selected “Yes” for 3.25 c) AND 3.26 d), please submit results for March 2021 in the table below.

i If you selected “Yes” for 3.25 b) AND 3.26 d), please submit results for March 2022 in the table below.

i If you selected “Yes” for 3.25 a) AND 3.26 d), please submit results for March 2023 in the table below.

i If you selected “Yes” for 3.25 a) AND 3.26 f) #4, please add a Target in the table below.

	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)	<u>NA</u>	<u>NA</u>	<u>196</u>	<u>127</u>						<u>144</u>

i <i>If you selected “Yes” for 3.25 a) AND 3.26 d), please answer the following question:</i>
Context for Outcome #4 (monthly): a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.
Reporting on the month of March for each year was introduced in 2022. Historical data coverage and maturity limits practical and meaningful comparisons. Monthly comparisons will be available moving forward. Data depicted above may be different from other City of Hamilton reporting because of a difference in the reporting definition reference period (i.e. active within the month vs. active in the last 90 days).
i <i>If you selected “HIFIS” for 3.5 a), please answer the following question:</i>
b) Was the HIFIS “<i>Community Homelessness Report</i>” used to generate data for this outcome?
i <i>If you selected “Yes” for b), you do not submit a response for c) & d).</i>
i <i>If you did not have to answer b) OR selected “No” for b), please answer the following question:</i>
c) Was the federal standard for calculating this outcome used (see Annex A)?
Select one: ☒ Yes ☐ No

i If you selected “No” for c), please answer the following question:

d) How was this outcome calculated?

Please insert comment here

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

i If you selected “Yes” for 3.25 a) AND 3.26 e), you can report monthly result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

i If you selected “Yes” for 3.25 d) AND 3.26 e), please submit results for March 2020 in the table below.

i If you selected “Yes” for 3.25 c) AND 3.26 e), please submit results for March 2021 in the table below.

i If you selected “Yes” for 3.25 b) AND 3.26 e), please submit results for March 2022 in the table below.

i If you selected “Yes” for 3.25 a) AND 3.26 e), please submit results for March 2023 in the table below.

i If you selected “Yes” for 3.25 a) AND 3.26 f) #5, please add a Target in the table below.

	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)	<u>NA</u>	<u>NA</u>	<u>378</u>	<u>467</u>						<u>189</u>

i *If you selected “Yes” for 3.25 a) AND 3.26 e), please answer the following question:*

Context for Outcome #5 (monthly):

a) Is your **target** at least 50 percent **less** than your baseline?

Select one:

☒ Yes

☐ Not yet

i *If you selected “No” for a), please read and comply with the following statement:*

The Reaching Home Directives indicate that communities must set a **minimum** 50 percent reduction target for chronic homelessness by 2027-28. Please revise your target to represent, at minimum, a 50 percent reduction of chronic homelessness by March 2028.

b) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

Reporting on the month of March for each year was introduced in 2022. Historical data coverage and maturity limits practical and meaningful comparisons. Monthly comparisons will be available moving forward.

The method for determining chronicity was updated in 2021-22. Previously, chronicity data was drawn from completed SPDAT and VI-SPDATs. For 2021-22 reporting, chronicity is determined based on shelter stay and housing history data recorded in HIFIS for clients. This change was made to align with federal methods for determining chronicity. As a result, figures from 2020-21 and 2021-22 are not directly comparable.

The City of Hamilton Housing Services Division has been actively working with service providers to improve housing history data entry over the last year. As a result, the total is more reliable than what was reported in 2021-22, but also likely remains an undercount as quality improvement work continues to support service providers to better collect and maintain housing history for individuals experiencing homelessness.

i *If you selected “HIFIS” for 3.5 a), please answer the following question:*

c) Was the HIFIS “**Community Homelessness Report**” used to generate data for this outcome?

i *If you selected “Yes” for c), you do not submit a response for d) & e).*

i *If you did not have to answer c) OR selected “No” for c), please answer the following question:*

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

Select one:

☒ Yes

☐ No

i *If you selected “No” for d), please answer the following question:*

e) How was this outcome calculated?

Please insert comment here

Community-Level Core Outcomes – Annual Data Reporting

i *If you selected “No” for 3.1, 3.2, 3.3, 3.4, 3.9, 3.23, 3.25 a) OR 3.27 a), your community currently does not have a real-time comprehensive List with enough data and the capacity to generate annual baselines and set targets. You do not submit any data for Annual Data Reporting.*

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

i *If you selected “Yes” for 3.27 a) AND 3.28 a), you can report monthly result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.*

i *If you selected “Yes” for 3.27 d) AND 3.28 a), please submit results for 2019-20 in the table below.*

i *If you selected “Yes” for 3.27 c) AND 3.28 a), please submit results for 2020-21 in the table below.*

i *If you selected “Yes” for 3.27 b) AND 3.28 a), please submit results for 2021-22 in the table below.*

i *If you selected “Yes” for 3.27 a) AND 3.28 a), please submit results for 2022-23 in the table below.*

i *If you selected “Yes” for 3.27 a) AND 3.28 f) #1, please add a Target in the table below.*

	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)	<u>NA</u>	<u>2738</u>	<u>3230</u>	<u>3069</u>						<u>2141</u>

i <i>If you selected “Yes” for 3.27 a) AND 3.28 a), please answer the following question:</i>
Context for Outcome #1 (annual): a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.
Data depicted above may be different from other City of Hamilton reporting (e.g. Council Reports) because of a difference in the report inclusion criteria (i.e. exclusion or inclusion with incomplete housing history)
i <i>If you selected “HIFIS” for 3.5 a), please answer the following question:</i>
b) Was the HIFIS “<i>Community Homelessness Report</i>” used to generate data for this outcome?
i <i>If you selected “Yes” for b), you do not submit a response for c) & d).</i>
i <i>If you did not have to answer b) OR selected “No” for b), please answer the following question:</i>
c) Was the federal standard for calculating this outcome used (see Annex A)?
Select one: ☒ Yes ☐ No
i <i>If you selected “No” for c), please answer the following question:</i>
d) How was this outcome calculated?
Please insert comment here

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

i If you selected “Yes” for 3.27 a) AND 3.28 b), you can report monthly result(s) for Outcome #2 using your List. Add a target for 2027-28 in the far right box.

i If you selected “Yes” for 3.27 d) AND 3.28 b), please submit results for 2019-20 in the table below.

i If you selected “Yes” for 3.27 c) AND 3.28 b), please submit results for 2020-21 in the table below.

i If you selected “Yes” for 3.27 b) AND 3.28 b), please submit results for 2021-22 in the table below.

i If you selected “Yes” for 3.27 a) AND 3.28 b), please submit results for 2022-23 in the table below.

i If you selected “Yes” for 3.27 a) AND 3.28 f) #2, please add a Target in the table below.

	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)	<u>NA</u>	<u>1521</u>	<u>2123</u>	<u>1676</u>						<u>988</u>

i <i>If you selected “Yes” for 3.27 a) AND 3.28 b), please answer the following question:</i>
Context for Outcome #2 (annual): a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.
Increases in the number of clients with long lengths of stay in the shelter system as a result of limited outflow options impacts the shelter system capacity to accept new clients and client turnover rates. This is a possible contributing factor to the noted decrease.
i <i>If you selected “HIFIS” for 3.5 a), please answer the following question:</i>
b) Was the HIFIS “<i>Community Homelessness Report</i>” used to generate data for this outcome?
i <i>If you selected “Yes” for b), you do not submit a response for c) & d).</i>
i <i>If you did not have to answer b) OR selected “No” for b), please answer the following question:</i>
c) Was the federal standard for calculating this outcome used (see Annex A)?
Select one: ☒ Yes ☐ No
i <i>If you selected “No” for c), please answer the following question:</i>
d) How was this outcome calculated?
Please insert comment here

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

i If you selected “Yes” for 3.27 a) AND 3.28 c), you can report monthly result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

- i** If you selected “Yes” for 3.27 d) AND 3.28 c), please submit results for 2019-20 in the table below.
- i** If you selected “Yes” for 3.27 c) AND 3.28 c), please submit results for 2020-21 in the table below.
- i** If you selected “Yes” for 3.27 b) AND 3.28 c), please submit results for 2021-22 in the table below.
- i** If you selected “Yes” for 3.27 a) AND 3.28 c), please submit results for 2022-23 in the table below.
- i** If you selected “Yes” for 3.27 a) AND 3.28 f) #3, please add a Target in the table below.

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)	<u>NA</u>	<u>83</u>	<u>150</u>	<u>201</u>						<u>97</u>

i If you selected “Yes” for 3.27 a) AND 3.28 c), please answer the following question:

Context for Outcome #3 (annual):

a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

Please insert comment here

i If you selected “HIFIS” for 3.5 a), please answer the following question:

b) Was the HIFIS “*Community Homelessness Report*” used to generate data for this outcome?

i If you selected “Yes” for b), you do not submit a response for c) & d).

i If you did not have to answer b) OR selected “No” for b), please answer the following question:

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

Select one:

☒ Yes

☐ No

i If you selected “No” for c), please answer the following question:

d) How was this outcome calculated?

Please insert comment here

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

i If you selected “Yes” for 3.27 a) AND 3.28 d), you can report monthly result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

- i** If you selected “Yes” for 3.27 d) AND 3.28 d), please submit results for 2019-20 in the table below.
- i** If you selected “Yes” for 3.27 c) AND 3.28 d), please submit results for 2020-21 in the table below.
- i** If you selected “Yes” for 3.27 b) AND 3.28 d), please submit results for 2021-22 in the table below.
- i** If you selected “Yes” for 3.27 a) AND 3.28 d), please submit results for 2022-23 in the table below.
- i** If you selected “Yes” for 3.27 a) AND 3.28 f) #4, please add a Target in the table below.

	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)	<u>NA</u>	<u>317</u>	<u>353</u>	<u>343</u>						<u>244</u>

i If you selected “Yes” for 3.27 a) AND 3.27 d), please answer the following question:

Context for Outcome #4 (annual):

a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

Ongoing collaboration with the Indigenous Community Entity is underway to identify appropriate Indigenous data protocols, including the identification of an updated Indigenous homelessness reduction target. All data related to Indigenous homelessness is reviewed and interpreted by the Indigenous Community Entity prior to release.

i If you selected “HIFIS” for 3.5 a), please answer the following question:

b) Was the HIFIS “*Community Homelessness Report*” used to generate data for this outcome?

i If you selected “Yes” for b), you do not submit a response for c) & d).

i If you did not have to answer b) OR selected “No” for b), please answer the following question:

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

Select one:

☒ Yes

☐ No

i If you selected “No” for c), please answer the following question:

d) How was this outcome calculated?

Please insert comment here

Outcome #5: Fewer people experience homelessness (homelessness is reduced overall)

i If you selected “Yes” for 3.27 a) AND 3.28 e), you can report monthly result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

i If you selected “Yes” for 3.27 d) AND 3.28 e), please submit results for 2019-20 in the table below.

i If you selected “Yes” for 3.27 c) AND 3.28 e), please submit results for 2020-21 in the table below.

i If you selected “Yes” for 3.27 b) AND 3.28 e), please submit results for 2021-22 in the table below.

i If you selected “Yes” for 3.27 a) AND 3.28 e), please submit results for 2022-23 in the table below.

i If you selected “Yes” for 3.27 a) AND 3.28 f) #5, please add a Target in the table below.

	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)	<u>NA</u>	<u>1420</u>	<u>684</u>	<u>1026</u>						<u>342</u>

i *If you selected “Yes” for 3.27 a) AND 3.28 e), please answer the following question:*

Context for Outcome #5 (annual):

a) Is your target at least 50 percent less than your baseline?

Select one:

☒ Yes

☐ Not yet

i *If you selected “No” for a) above, please read and comply with the following statement:*

The Reaching Home Directives indicate that communities must set a minimum 50 percent reduction target for chronic homelessness by 2027-28. Please revise your target to represent, at minimum, a 50 percent reduction of chronic homelessness by March 2028.

b) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

The method for determining chronicity was updated in 2021-22. Previously, chronicity data was drawn from completed SPDAT and VI-SPDATs. For 2021-22 reporting, chronicity is determined based on shelter stay and housing history data recorded in HIFIS for clients. This change was made to align with federal methods for determining chronicity. As a result, figures from 2020-21 and 2021-22 are not directly comparable.

The City of Hamilton Housing Services Division has been actively working with service providers to improve housing history data entry over the last year. As a result, the total is more reliable than what was reported in 2021-22, but also likely remains an undercount as we continue working with service provider to better collect and maintain housing history for individuals experiencing homelessness.

i *If you selected “HIFIS” for 3.5 a), please answer the following question:*

c) Was the HIFIS “<i>Community Homelessness Report</i>” used to generate data for this outcome?
i <i>If you selected “Yes” for c), you do not submit a response for d) & e).</i>
i <i>If you did not have to answer c) OR selected “No” for c), please answer the following question:</i>
d) Was the federal standard for calculating this outcome used (see Annex A)?
Select one: ☒ Yes ☐ No
i <i>If you selected “No” for c), please answer the following question:</i>
e) How was this outcome calculated?
Please insert comment here