COMMUNITY HOMELESSNESS REPORT SUMMARY

Hamilton, Ontario

2023-2024

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

This is a summary of the CHR for the 2023-24 reporting cycle. It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:

• meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);

• community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,

• an Outcomes-Based Approach (tracking community-level outcomes and progress against targets using person-specific data; see Section 3).

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

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

a) Specific to Coordinated Access, the HMIS and the Outcomes-Based Approach, has there been ongoing, meaningful collaboration between the DC CE and the IH CE and IH CAB, as well as local Indigenous organizations, including those that sit on your CAB, over the reporting period?

→ Coordinated Access:	Yes
→ HMIS:	Yes
→ Outcomes-Based Approach:	Yes

Describe this collaboration in more detail.

Hamilton's homeless-serving sector recognizes Indigenous homelessness as a colonial legacy. We recognize that the ongoing impacts of colonialism affect the lives of Indigenous people in many ways, including increased risk of experiencing poverty, housing precarity, and homelessness. The City of Hamilton is committed to working in deep partnership with the Indigenous Community Entity and Indigenous partner organizations to ensure that our system is continuously identifying and addressing gaps in appropriately supporting Indigenous people accessing the homelessness serving sector.

The Indigenous Community Entity, the Coalition of Hamilton 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 development of the Housing and

Homelessness Planning Group, Housing Sustainability Investment Roadmap, Check-In Tables, the Coordinated Access Steering Committee, and the Emergency Shelters Coordinating Table. In addition, the City meets with the Indigenous Community Entity monthly to collaborate and seek recommendations on new Indigenous funding requests. These tables and meetings ensure 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. There are two Indigenous community members on the Emergency Shelter Coordination Table (from CHIL and HRIC), the only members that do not represent an emergency shelter provider. This is in recognition of the need to collaborate with Indigenous community members to address the legacy of colonialism which has led to an over-representation of people in shelters. This partnership has resulted in numerous policies and programs being improved due to the valuable insights and the opportunity to collaborate with the Indigenous representatives. CHIL also reviews and provides feedback on all coordinated access related policy drafts including HMIS related policy through internal staff review and by facilitating discussions of policies with Indigenous frontline workers of homeless programs.

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. Continued interpretation and reporting of data on Indigenous homelessness collected through the Point in Time Count and/or HIFIS is directed and guided through CHIL and the Indigenous Community Advisory Board.

Since December 2022, City staff have prepared and distributed 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 supports independent analysis and interpretation and allows Indigenous leaders to see broad trends and patterns of service

independent analysis and interpretation and 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. Data reporting to CHIL and the ICAB has been paused since the City's cybersecurity incident and remains inaccessible.

The Action Research on Chronic Homelessness (ARCH) project demonstrates systems-level collaboration between the City and Indigenous community. This project involves ongoing communication and trust to understand the gaps and challenges related to how the homeless-serving sector supports Indigenous people. CHIL is leading the development of an Indigenous data governance strategy, a culturally appropriate and sensitive assessment tool, as well as build capacity of staff working in the sector to support Indigenous people. These deliverables will be complete in 2025 and will have extensive positive impacts on how the sector addresses the legacy of colonialism in a broad range of work.

a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the IH CE and IH CAB, as well as local Indigenous organizations, including those that sit on your CAB?	Yes

Describe this collaboration in more detail.

Upon receipt of the 2024 CHR template, the City of Hamilton reached out to CHIL to advise them of the timelines for this report and requested their support with reviewing the report using the same approach to collaborating on this report in 2023. In May 2024 the City shared the full draft report with CHIL who reviewed it with the ICAB and provided feedback/recommendations on how to adjust language on several answers to better reflect work happening in Hamilton. All suggested edits made by CHIL and the ICAB were integrated into the final CHR.

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

Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment

Section 2 Summary Tables

The table below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements for Coordinated Access and an HMIS under the 2019-2024 Reaching Home funding cycle.

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

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

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

Section 2 Summary Comment
Highlight efforts and/or issues related to the work your community has done over the last year related to the Reaching Home minimum requirements for Coordinated Access and an HMIS.
The Designated Community Entity and Indigenous Community Entity are working in collaboration with Indigenous and non-Indigenous partners across the homeless serving system to continuously improve our approach towards ending homelessness. Both CHIL and the City of Hamilton's Housing Services Division lead initiatives and coordinate with tables managed by other agencies and departments, such as the Community Safety and Wellbeing Plan and the Greater Hamilton Health Network. In 2023, the City of Hamilton met with 180 people with lived experience to build their perspective and priorities into the updated Emergency Shelter Standards. In addition, approximately 80 people experiencing unsheltered homelessness were engaged by the street outreach team to conduct surveys related to developing an encampment protocol. In Q3 of 2023, the City of Hamilton brought together 100 community partners from the homeless-serving sector, 5 people with lived experience of homelessness, health care, and settlement services for an event titled Coming Back Together to End Homelessness (CBTEH). This event enhanced knowledge of Hamilton's coordinated access and strengthened connections between diverse stakeholders working to support people experiencing homelessness. People with lived experience were engaged through multiple agencies, offered peer supports to facilitate accessing the event, and provided with transportation supports and financial compensation for participating. The City continued efforts to continuously assess and improve the processes, policies, and programs related to prioritizing and connecting people to supports necessary to resolve homelessness. 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). The City updated or created policies in 2023-2024 which clarify expectations for service providers and people experiencing

The City updated or created policies in 2023-2024 which clarify expectations for service providers and people experiencing homelessness, including:
• Emergency Shelter Standards, which provides service providers and community members with transparent information on how emergency shelter services are delivered in Hamilton.
• Developed a publicly available Coordinated Access visual to demonstrate how prioritization and service coordination occurs across the homeless-serving sector.
• Death notification policy to clarify data entry and record keeping expectations for emergency shelters.

In addition, the City has continued progress with policy and program improvements which are scheduled to be completed in 2024, including:
• Service restriction policy, which will result in a standardized and consistent approach to restricting clients from shelter services when necessary to maintain safety and shelter operations.
• Case management policies for shelter and case management staff.
• Standardized vacancy filling process for units dedicated to people on the By-Name-List.
• Complaints resolution policy and process for escalating unresolved complaints submitted by people accessing emergency shelters.

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 2023-24 included the following:
• Review of HIFIS configuration and access rights - A comprehensive review of business processes related HIFIS user access, user right configuration, and drop-down menu use case guidance has been implemented and is near completion leading to the development of improved data entry guidance and standards.
• Review of the list generation and prioritization processes - A comprehensive review of the business processes related to the generation of the BNL/BNPL/Matching and Referral lists has been implemented and is near completion leading to the development of fully automated real-time lists available as self-service to case conferencing facilitators that improves the application of the community prioritization criteria (e.g., unsheltered homelessness, frequent service users).
• Initiation of a formalized data quality improvement plan - A quality improvement specialist position was created and intended to create and document a comprehensive and operational data quality improvement priorities, schedules, reports, documentation, and sustainable business processes. Work has been initiated for housing placements, consents, and housing history improvements.
• Initiation of an annual system-wide program performance reporting framework and reporting plan - In November, a detail homelessness serving system performance measurement framework was presented to Hamilton City Council with reporting for

2 quarters with commitment to ongoing annual reporting and measurement improvements.

CHIL continues to provide leadership in developing an Indigenous “common assessment” process, which will be implemented by 2025-26 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 (ARCH) 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.

Section 3. Outcomes-Based Approach Self-Assessment

Section 3 Summary Table

The tables below provide a summary of the work your community has done so far to transition to an Outcomes-Based Approach under the 2019-2024 Reaching Home funding cycle.

Step 1: Maintain person-specific data	Step 2: Maintain real-time data	Step 3: Maintain comprehensive data
Yes	Yes	Yes

Step 4: Can report monthly outcomes and set targets using data (reporting monthly data in Section 4 is mandatory for 2023-24 CHRs)

Dataset was in place as of January 1, 2024 (or earlier)	Can generate monthly data	Has set targets	Has an Outcomes-Based Approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

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

Dataset was in place as of April 1, 2023 (or earlier)	Can generate annual data	Has set targets	Has an Outcomes-Based Approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Summary Comment
Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home.
Data collection improvement over the last year include the following: 1. Review of HIFIS configuration and access rights - A comprehensive review of business processes related HIFIS user access, user right configuration, and drop-down menu use case guidance has been implemented and is near completion leading to the development of improved data entry guidance and standards. 2. Review of the list generation and prioritization processes - A comprehensive review of the business processes related to the generation of the BNL/BNPL/Matching and Referral lists has been implemented and is near completion leading to the development of fully automated real-time lists available as self-service to case conferencing facilitators. 3. Initiation of a formalized data quality improvement plan - A quality improvement specialist position was created and intended to create and document a comprehensive and operational data quality improvement priorities, schedules, reports, documentation, and sustainable business processes. Work has been initiated for housing placements, consents, and housing history improvements. 4. Initiation of an annual system-wide program performance reporting framework and reporting plan - In November, a detail homelessness serving system performance measurement framework was presented to Hamilton City Council with reporting for 2 quarters with commitment to ongoing annual reporting and measurement improvements. The HMIS workplan has the following planned for the upcoming reporting cycle: • ongoing review of the HIFIS Data sharing protocol to ensure alignment with evolving best practices. • onboarding of prioritized service providers for example health partners and new supportive housing programs. • the development of a homelessness pressures and trends summary to inform operational work planning. • the development of a comprehensive HIFIS Annual Training curriculum including staff training standards and training completion reporting.

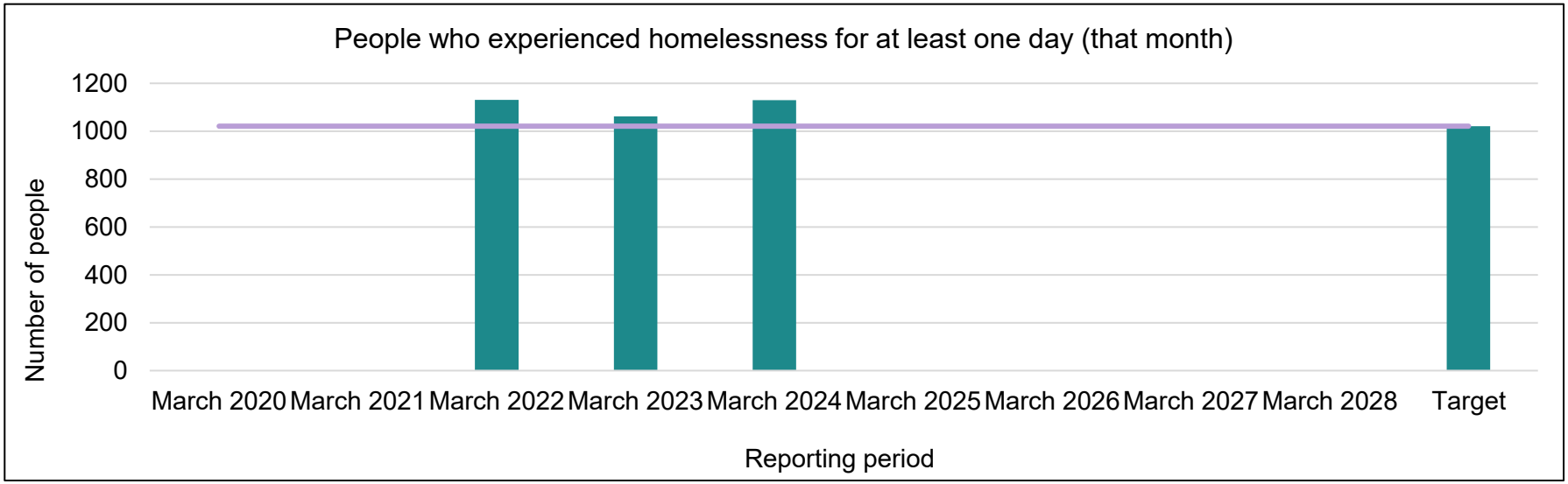
Additional information - Timely data	
Once new information is available about a person, on average, how long does it take for changes to be updated in the database for the following:	
→ Interaction with the system (e.g., changes from “active” to “inactive”)?	Other (please define)
→ Housing history (e.g., changes from “homeless” to “housed”)?	Other (please define)
→ Data that is relevant and necessary for Coordinated Access (e.g., data used to determine who is eligible and can be prioritized for a vacancy)?	Other (please define)
Please define how long it takes, on average, for data to be updated:	
Data entry timelines may be variable across service providers but information should be recorded in HIFIS within five days of the interaction with the client as per the HIFIS Data Sharing Protocol.	

Additional information - Data collection and entry processes
Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database.
Variable data collection methods are employed by service providers (e.g., some paper then transcribed, some in multiple databases) but all do direct data entry into HIFIS. In addition to shared expectations to update client information as available, data entry guidance is specific to the type of service (e.g., shelters, drop-in, ICM/RRH program, outreach). Planned HIFIS configuration changes will support more clear data entry requirements.

Section 4. Community-Level Outcomes and Targets – Monthly

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

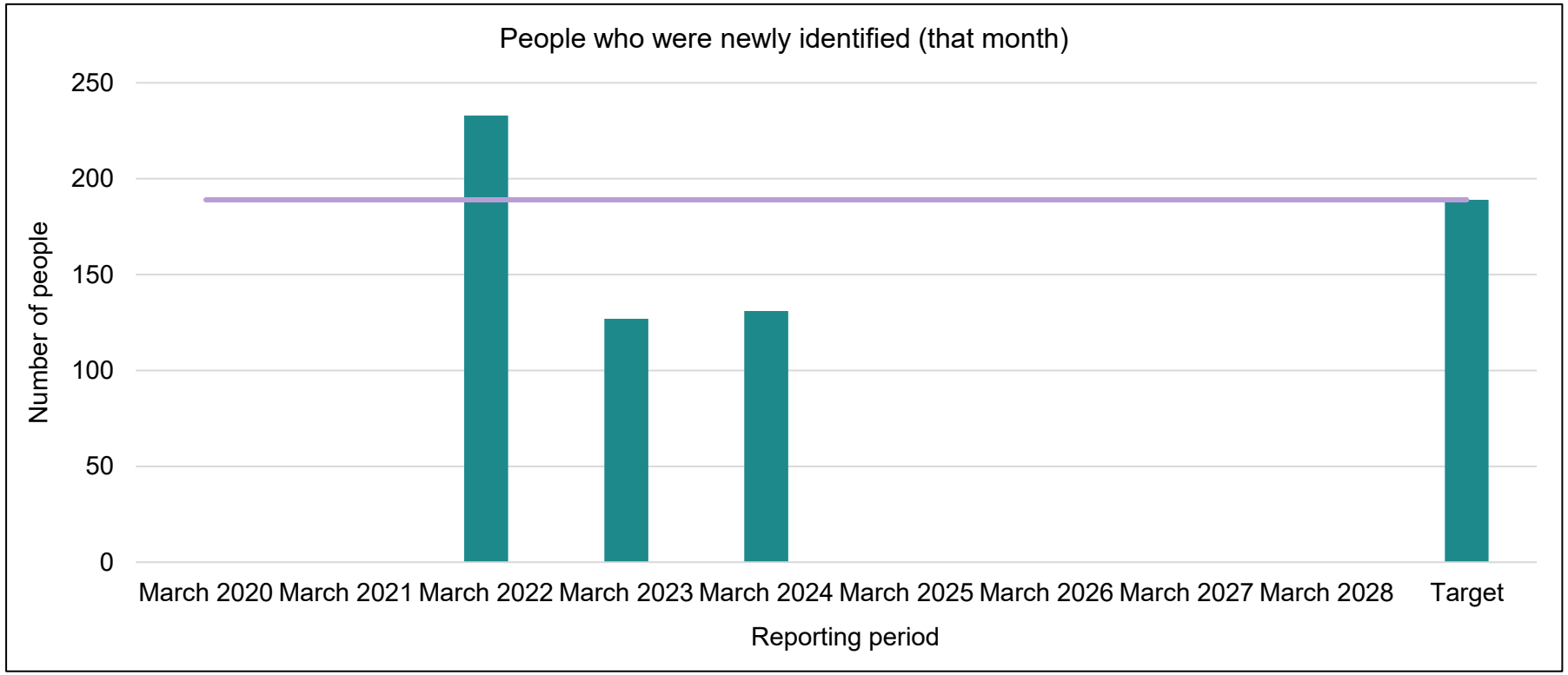
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	**Target**
People who experienced homelessness for at least one day (that month)	N/A	N/A	1131	1062	1130					1021



O#1(M)		
	What is your baseline year?	March 2022
	Overall homelessness will decrease by 10% between March 2022 and March 2028.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	No, the target has not changed
	Was “N/A” was used for one or more data points?	Yes, N/A was used for one or more data point
	Please use the following comment box to provide context on your data.	
	Reporting on the month of March for each year was introduced in 2022. Historical data coverage and maturity limits practical and meaningful comparisons. The 2024 information may be underrepresentative because of the cybersecurity incident impacting multiple City of Hamilton systems and services include the Homelessness Individuals and Families Information System (HIFIS) on February 25, 2024. Best efforts have been made to collect and enter data for the time of the HIFIS outage. Results from February 2024 are reported as proxy for March 2024 because newly created clients and returns to homeless are not possible to extract using the standard report because of our outage.	

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

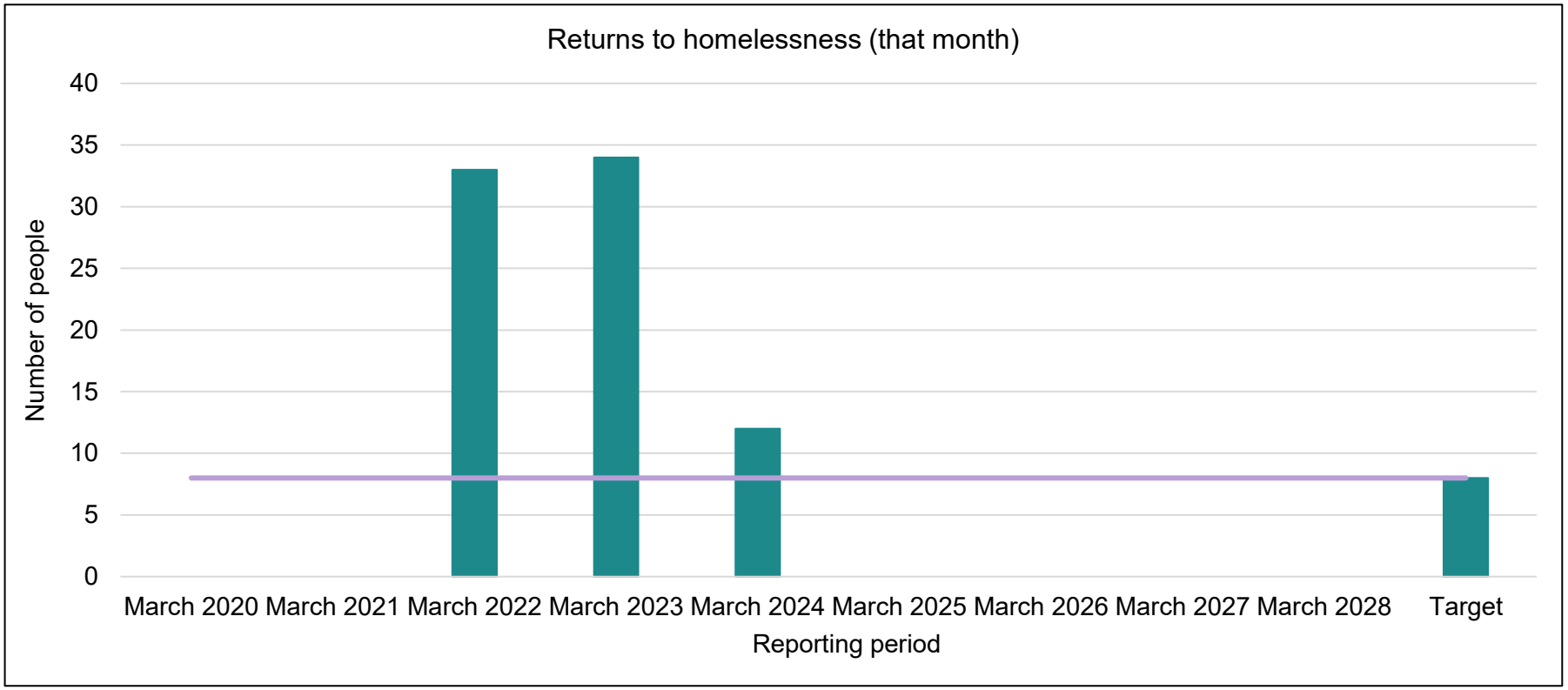
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	**Target**
People who were newly identified (that month)	N/A	N/A	233	127	131					189



O#2(M)		
	What is your baseline year?	March 2022
	New inflows to homelessness will decrease by 19% between March 2022 and March 2028.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	No, the target has not changed
	Was “N/A” was used for one or more data points?	Yes, N/A was used for one or more data point
	Please use the following comment box to provide context on your data.	
	Reporting on the month of March for each year was introduced in 2022. Historical data coverage and maturity limits practical and meaningful comparisons. The 2024 information may be underrepresentative because of the cybersecurity incident impacting multiple City of Hamilton systems and services include the Homelessness Individuals and Families Information System (HIFIS) on February 25, 2024. Best efforts have been made to collect and enter data for the time of the HIFIS outage. Results from February 2024 are reported as proxy for March 2024 because newly created clients and returns to homeless are not possible to extract using the standard report because of our outage.	

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

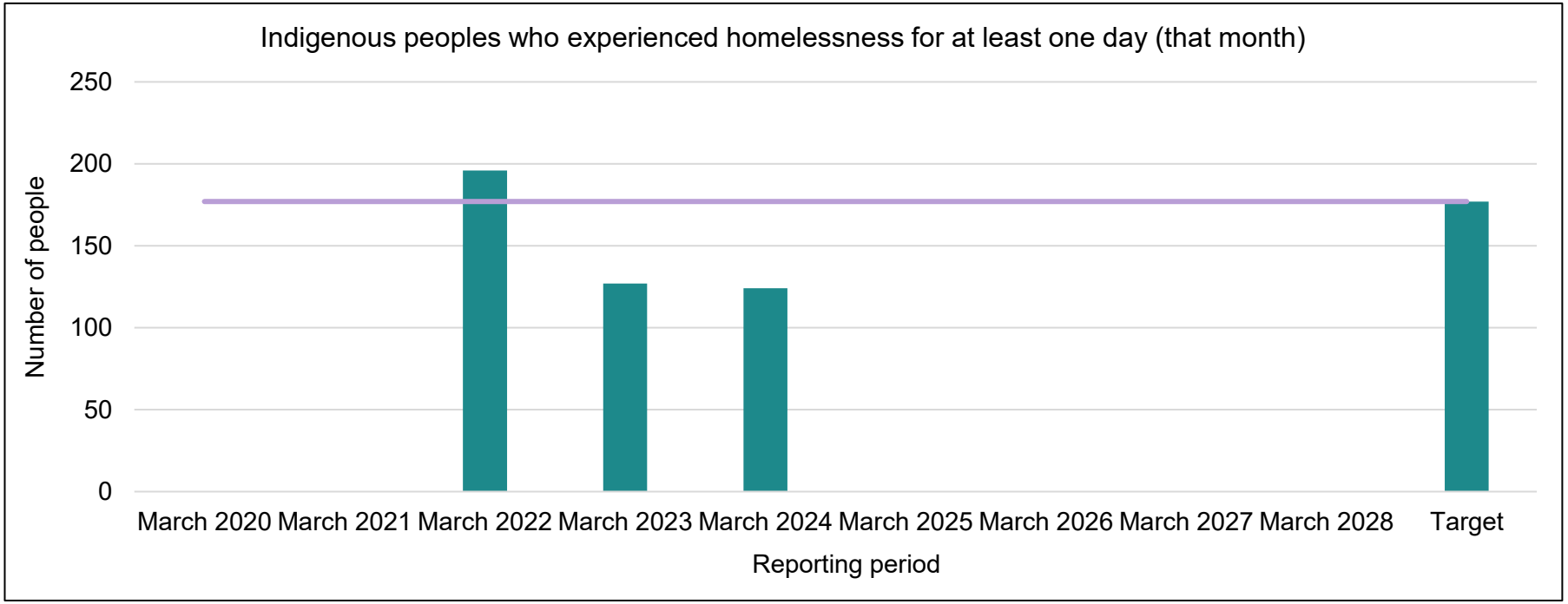
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	**Target**
Returns to homelessness (that month)	N/A	N/A	33	34	12					8



O#3(M)	What is your baseline year?	March 2022
	Returns to homelessness will decrease by 76% between March 2022 and March 2028.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	No, the target has not changed
	Was “N/A” was used for one or more data points?	Yes, N/A was used for one or more data point
	Please use the following comment box to provide context on your data.	
	Reporting on the month of March for each year was introduced in 2022. Historical data coverage and maturity limits practical and meaningful comparisons. The 2024 information may be underrepresentative because of the cybersecurity incident impacting multiple City of Hamilton systems and services include the Homelessness Individuals and Families Information System (HIFIS) on February 25, 2024. Best efforts have been made to collect and enter data for the time of the HIFIS outage. Results from February 2024 are reported as proxy for March 2024 because newly created clients and returns to homeless are not possible to extract using the standard report because of our outage.	

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

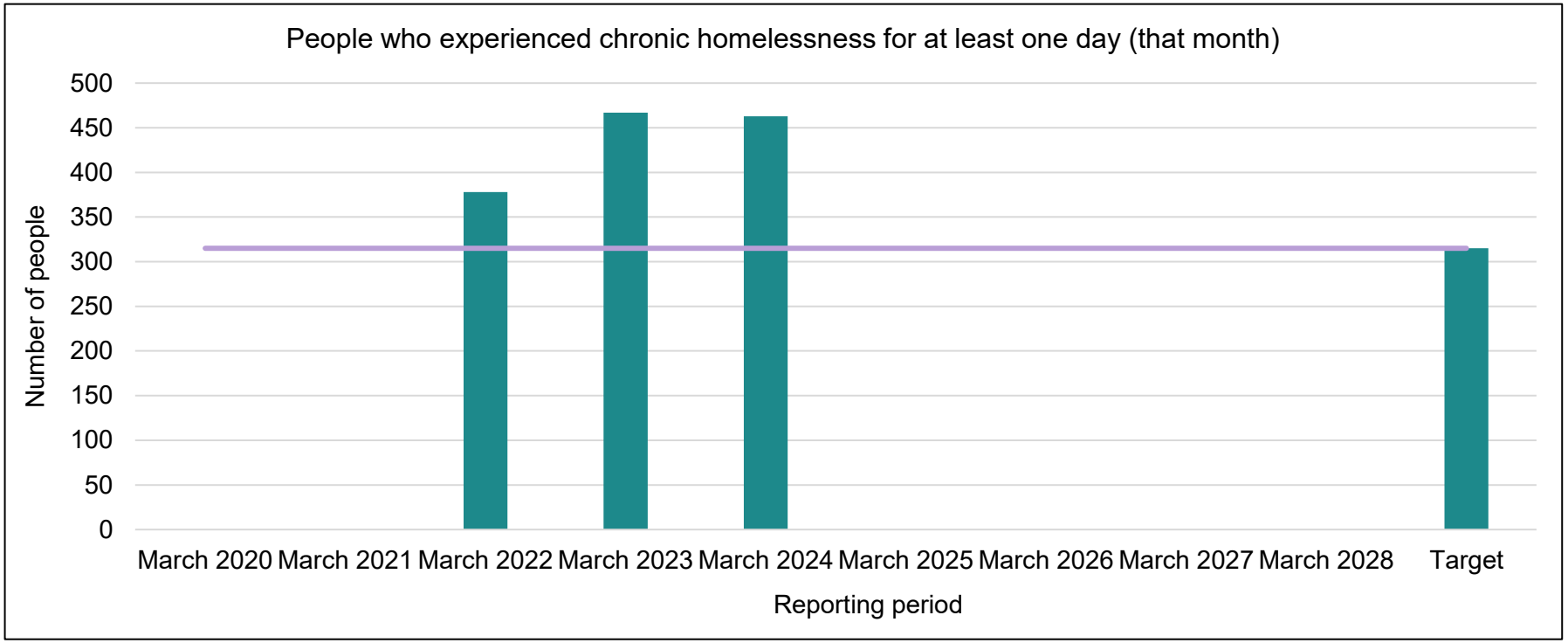
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	**Target**
Indigenous peoples who experienced homelessness for at least one day (that month)	N/A	N/A	196	127	124					177



O#4(M)		
	What is your baseline year?	March 2022
	Indigenous homelessness will decrease by 10% between March 2022 and March 2028.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	No, the target has not changed
	Was “N/A” was used for one or more data points?	Yes, N/A was used for one or more data point
	Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	No
	Please use the following comment box to provide context on your data.	
	Reporting on the month of March for each year was introduced in 2022. Historical data coverage and maturity limits practical and meaningful comparisons. The 2024 information may be underrepresentative because of the cybersecurity incident impacting multiple City of Hamilton systems and services include the Homelessness Individuals and Families Information System (HIFIS) on February 25, 2024. Best efforts have been made to collect and enter data for the time of the HIFIS outage. Results from February 2024 are reported as proxy for March 2024 because newly created clients and returns to homeless are not possible to extract using the standard report because of our outage.	

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

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	**Target**
People who experienced chronic homelessness for at least one day (that month)	N/A	N/A	378	467	463					315

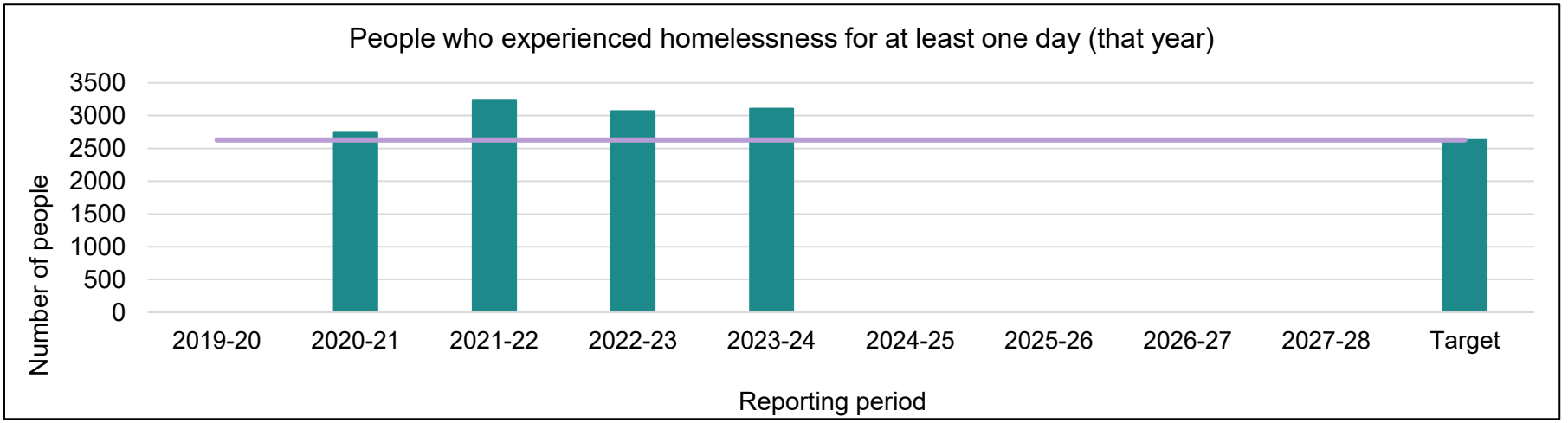


O#5(M)		
	What is your baseline year?	March 2022
	Chronic homelessness will decrease by 17% between March 2022 and March 2028.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	No, the target has not changed
	Was “N/A” was used for one or more data points?	Yes, N/A was used for one or more data point
	Please use the following comment box to provide context on your data.	
	Reporting on the month of March for each year was introduced in 2022. Historical data coverage and maturity limits practical and meaningful comparisons. 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.	

Section 4. Community-Level Outcomes and Targets – Annual

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

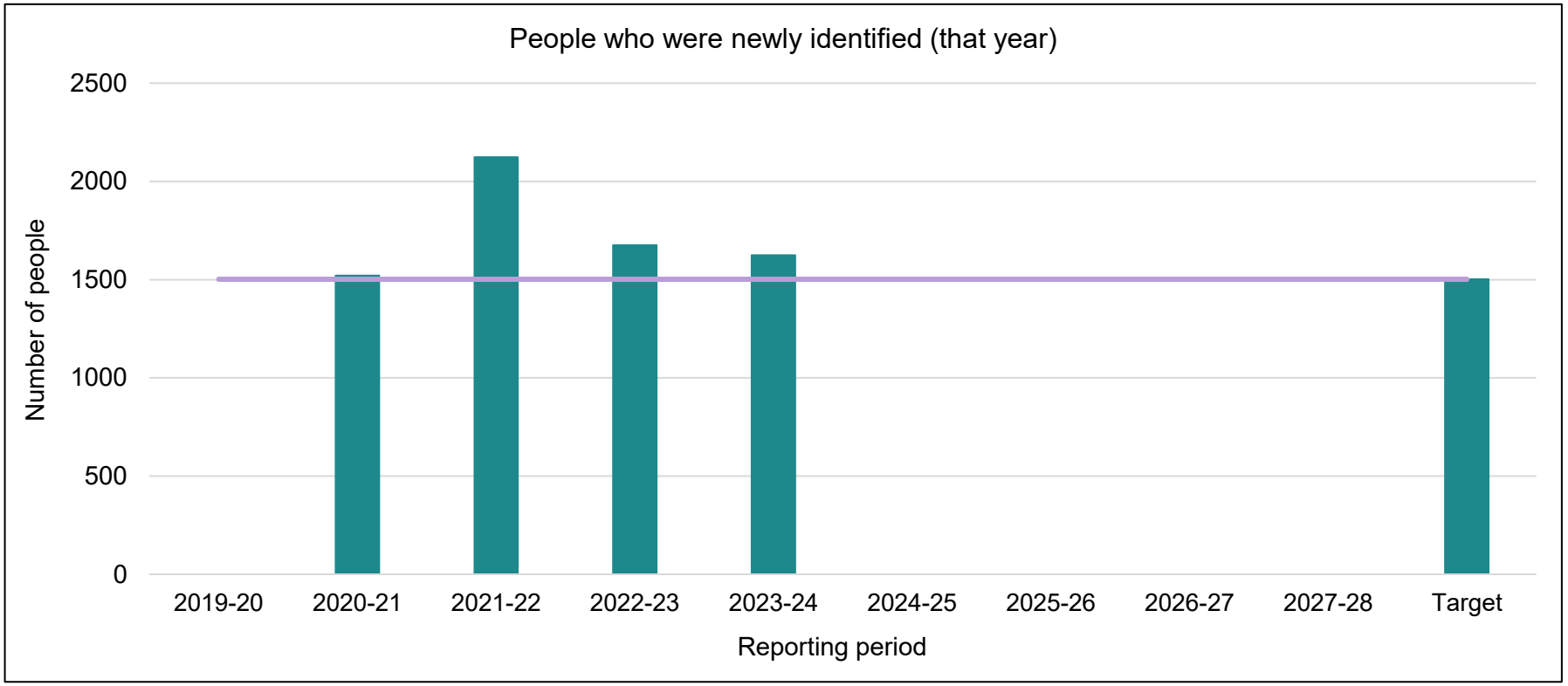
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who experienced homelessness for at least one day (that year)		2738	3230	3069	3106					2629



O#1(A)	What is your baseline year?	2020-21
	Overall homelessness will decrease by 4% between 2020-21 and 2027-28.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	No, the target has not changed
	Was “N/A” was used for one or more data points?	Yes, N/A was used for one or more data point
	Please use the following comment box to provide context on your data.	
	The 2024 information may be underrepresentative because of the cybersecurity incident impacting multiple City of Hamilton systems and services include the Homelessness Individuals and Families Information System (HIFIS) on February 25, 2024. Best efforts have been made to collect and enter data for the time of the HIFIS outage.	

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

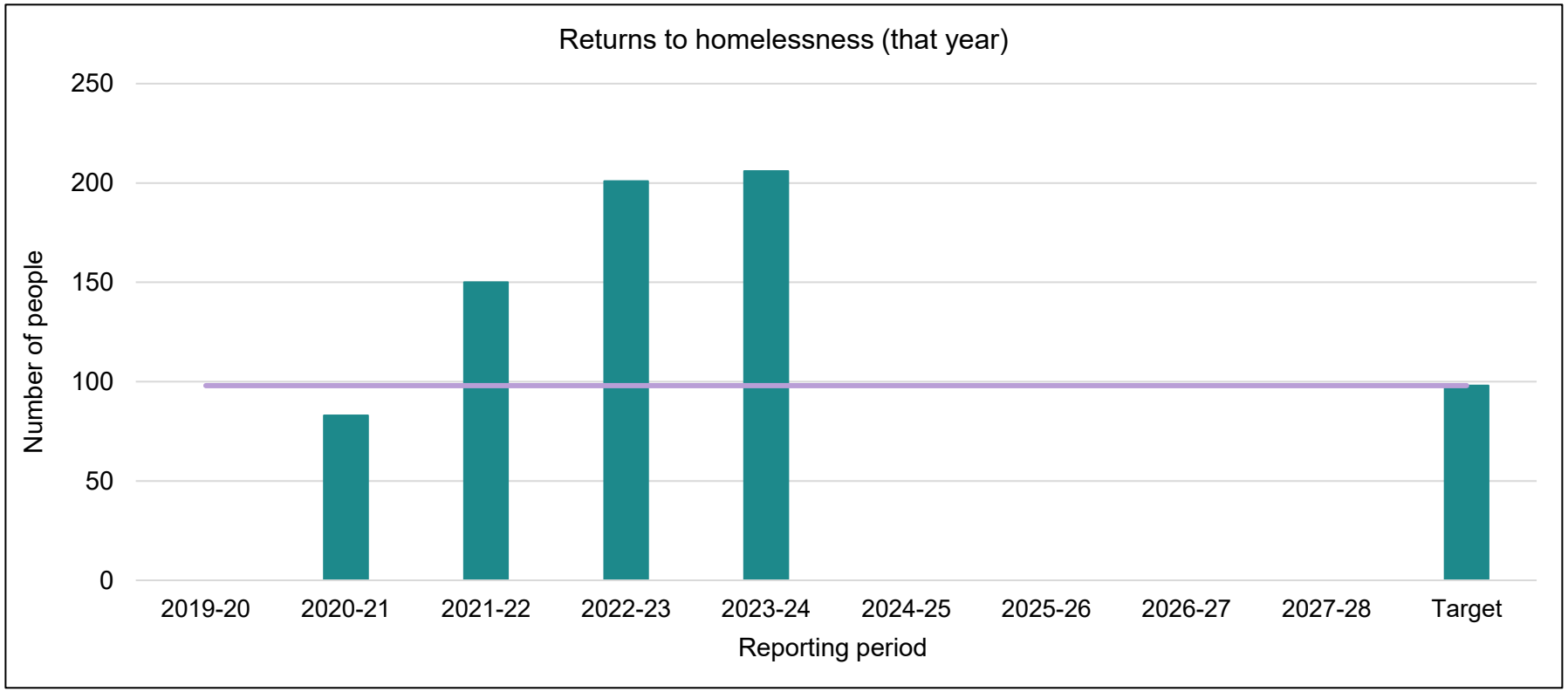
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who were newly identified (that year)		1521	2123	1676	1625					1502



O#2(A)		
	What is your baseline year?	2021-22
	New inflows to homelessness will decrease by 29% between 2021-22 and 2027-28.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	No, the target has not changed
	Was “N/A” was used for one or more data points?	Yes, N/A was used for one or more data point
	Please use the following comment box to provide context on your data.	
	The 2024 information may be underrepresentative because of the cybersecurity incident impacting multiple City of Hamilton systems and services include the Homelessness Individuals and Families Information System (HIFIS) on February 25, 2024. Best efforts have been made to collect and enter data for the time of the HIFIS outage.	

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

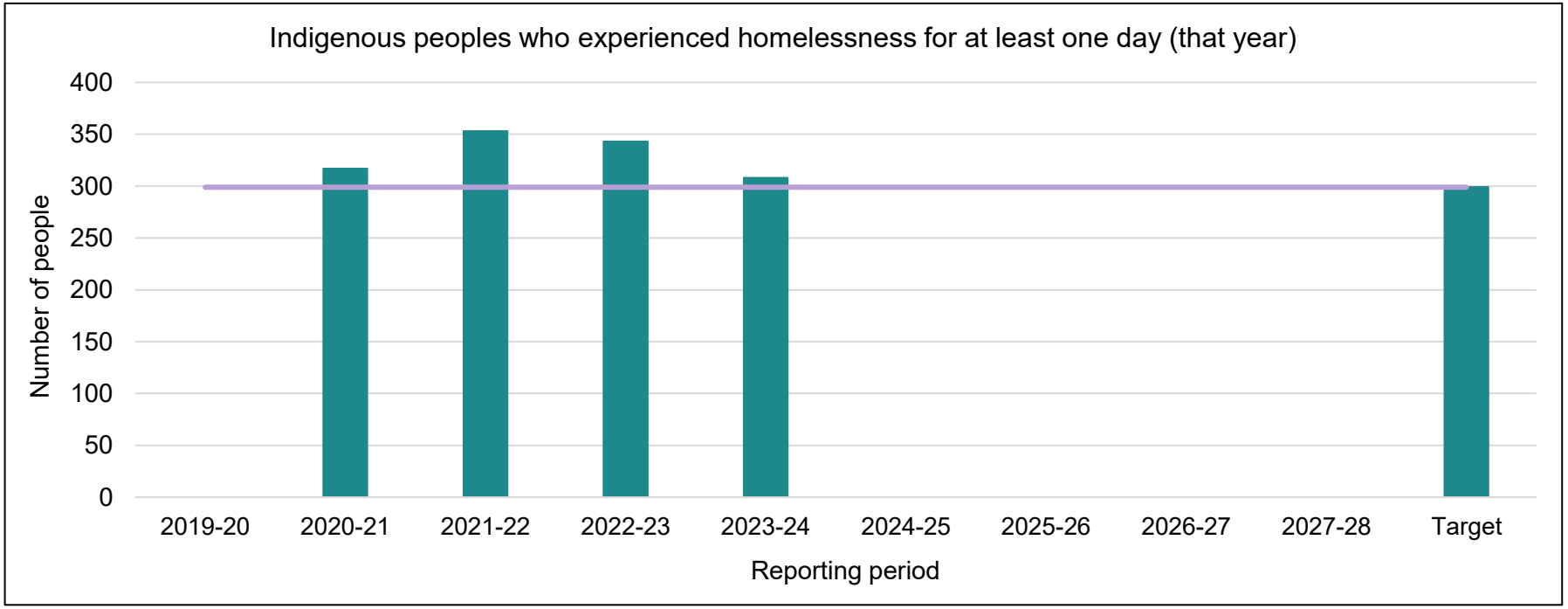
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
Returns to homelessness (that year)		83	150	201	206					98



O#3(A)		
	What is your baseline year?	2020-21
	Returns to homelessness will increase by 18% between 2020-21 and 2027-28.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	No, the target has not changed
	Was “N/A” was used for one or more data points?	Yes, N/A was used for one or more data point
	Please use the following comment box to provide context on your data.	
	The 2024 information may be underrepresentative because of the cybersecurity incident impacting multiple City of Hamilton systems and services include the Homelessness Individuals and Families Information System (HIFIS) on February 25, 2024. Best efforts have been made to collect and enter data for the time of the HIFIS outage.	

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
Indigenous peoples who experienced homelessness for at least one day (that year)		317	353	343	308					299



O#4(A)	What is your baseline year?	2020-21

Indigenous homelessness will decrease by 6% between 2020-21 and 2027-28.

How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	No, the target has not changed
Was “N/A” was used for one or more data points?	Yes, N/A was used for one or more data point
Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	No

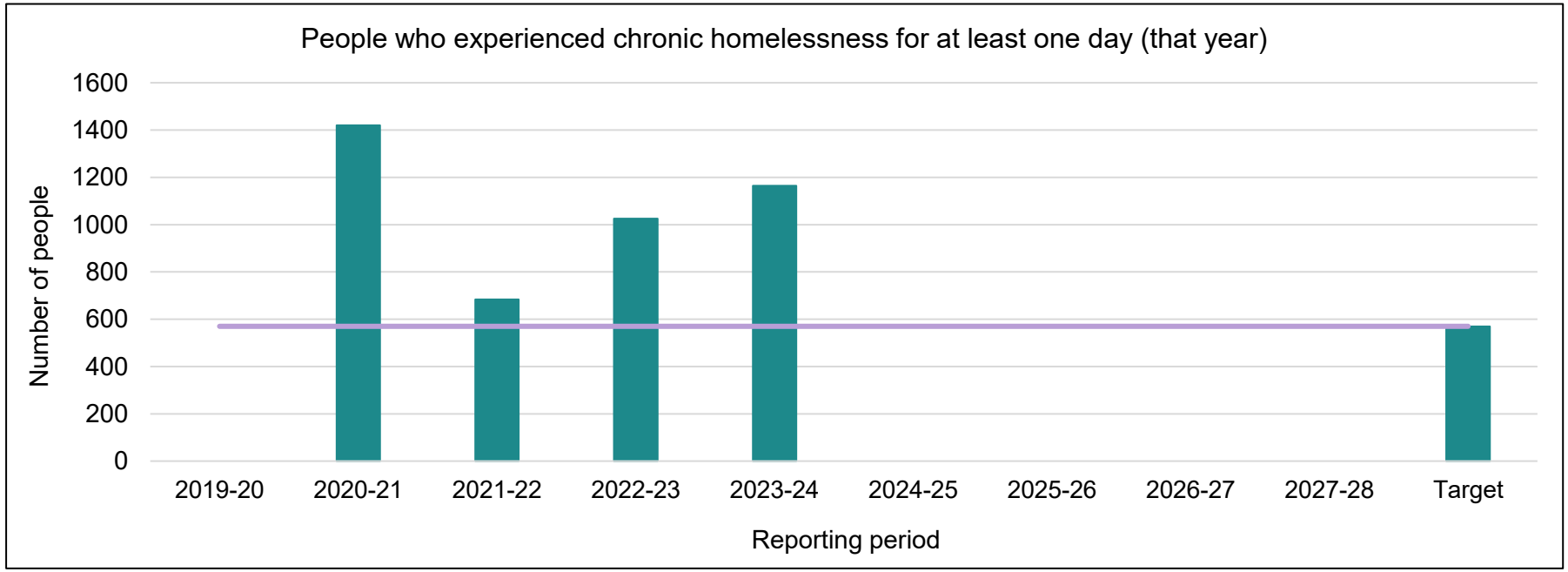
Please use the following comment box to provide context on your data.

The 2024 information may be underrepresentative because of the cybersecurity incident impacting multiple City of Hamilton systems and services include the Homelessness Individuals and Families Information System (HIFIS) on February 25, 2024. Best efforts have been made to collect and enter data for the time of the HIFIS outage.

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. Most data related to Indigenous homelessness is reviewed and interpreted by the Indigenous Community Entity prior to release.

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who experienced chronic homelessness for at least one day (that year)		1420	684	1026	1165					570



O#5(A)		
	What is your baseline year?	2020-21
	Chronic homelessness will decrease by 60% between 2020-21 and 2027-28.	
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	No, the target has not changed
	Was “N/A” was used for one or more data points?	No, N/A was not used for one or more data point
	Please use the following comment box to provide context on your data.	
	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.	