Reaching Home:

Hamilton Community Plan

2024–2028

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Introduction

In completing this template, communities are encouraged to develop comprehensive Community Plans that reflect the contributions of all funding partners, including other orders of governments, not-for-profit organizations, and the for-profit sector. The Community Plan does not preclude adjustments in priorities throughout the funding cycle; communities are still expected and encouraged to regularly review priorities for investment with their Community Advisory Board(s), including sub-project approval.

To support communities in completing their Community Plan, a Reference Guide has been developed. It is strongly recommended that this be reviewed prior to completing this template to ensure understanding of the requirements.

Please note that in communities that receive funding from both the Designated Communities (DC) and Indigenous Homelessness (IH) streams, ongoing and meaningful cross-stream collaboration is expected to support the achievement of community-level outcomes reflecting the needs of the whole community.

The Community Plan for Reaching Home must be approved by the DC or TH Community Advisory Board (CAB) before it is submitted to Infrastructure Canada.

Additionally, if your community has an Indigenous Homelessness (IH) Community Advisory Board (I-CAB), they must affirm that they have been engaged on the Community Plan before it is submitted. If your community is developing a joint plan with the IH stream Community Entity, both CABs must approve the community plan prior to submission.

In addition to the core elements required in this template, communities are welcome to share any other information and/or documents that they feel might provide further insight into their local context as it relates to housing and/or homelessness context.

1. Community Engagement

As part of the community planning exercise, you must engage with community partners with the goal of understanding the needs of the local homelessness sector and identify local homelessness priorities using a coordinated, systems-based and data-driven approach.

Please describe the steps taken to engage your community partners in developing this Community Plan to ensure a community-based approach. Your response must include:
- *Which partners were engaged;*
- *When and how engagement occurred; and*
- *What aspects of the Community Plan were discussed, as well as what aspects of the Plan (i.e., decisions, outcomes, next steps) were influenced by these discussions.*

Note: Meaningful collaboration with Indigenous and non-Indigenous partners and service providers, as well as the IH CE and I-CAB where applicable, is expected in the development of this Community Plan and must be explicitly referenced in this section. The Indigenous Partners in Your Community worksheet created for the Community Homelessness Report (CHR) may be helpful to complete this section. Please see CHR: Reporting Tools e-course on the Homelessness Learning Hub.

Over several years of intentional relationship building and collaborative efforts, the City of Hamilton has built strong connections with Indigenous and non-Indigenous homeless-serving sector partners. Through these partnerships there is continuous discussion and action toward the shared goal of reducing homelessness in our community which drives our 2024-2028 Community Plan.

The Coalition of Hamilton Indigenous Leadership (CHIL) is the Indigenous Homelessness Community Entity. Monthly meetings are held between CHIL and City staff to identify and collaborate on community priorities and develop community planning and investment strategies. This has recently included collaboration on the Action Research on Chronic Homelessness (ARCH) project to develop an Indigenous Common Assessment tool, cultural competency framework, and an Indigenous data governance strategy. Outcomes of the ARCH project will be critical in advancing Hamilton's Coordinated Access strategy through accountability to Truth and Reconciliation.

The City of Hamilton engages with community partners through ongoing discussions (e.g., contract development, oversight, and performance monitoring) as well as through focused discussion and decision-making tables (e.g., homeless-serving sector check-in, Coordinated Access decision making table, emergency shelter coordination table) to establish priorities and make strategic investments.

In November 2023, the City of Hamilton brought together 100 community partners around the following goals:

- Build trust, strengthen relationships, and improve connections among organizations working to end experiences of homelessness.
- Deepen shared understanding and commitment to building an integrated homeless-serving system.
- Explore opportunities for greater impact.

The event was a significant opportunity for community partners to shape the evolution of and improvements to Hamilton's integrated homeless-serving system. The results of the discussions have informed the development of 53 action items, of which about half of are already complete or in progress. In November 2024, City staff engaged community partners in a prioritization exercise to identify the priority action items for Hamilton from the broader list of 53. This included an online prioritization survey and in-person community discussion at the November 2024 Homeless-serving Sector Check-in Table. The prioritization results and related discussion from November 2024 shapes the community plan.

The City of Hamilton has also developed the Housing and Homelessness Action Plan (HHAP), a 10-year plan that guides decision making and investments. The City's current HHAP has just reached completion and a final 10-year review of the HHAP was conducted. This process involved presenting the HHAP review to the Community Advisory Board and seeking the Board's feedback. The development of a new 10-year HHAP began in Q4 of 2024 with a meeting with the CAB. This meeting was used as an initial conversation to set the stage for upcoming discussions on the HHAP. Overall, the group noted a greater need for housing and homelessness services and supports across the City. Key themes included:
- Housing affordability
- Housing supply
- Supportive housing and supportive shelter beds
- The need for long-term solutions across the housing continuum (e.g., beyond shelter expansion)
- Partnerships with the healthcare sector
- Improving Coordinated Access and how priority populations are served
- Continued need to serve Indigenous and equity-denied populations who are disproportionately represented

The development of the HHAP will include significant community engagement through the involvement of the Community Advisory Board. Annual community plans over the next four years of Reaching Home will be integrated with and reflective of the HHAP.

As a condition to receiving $93.54M from the Housing Accelerator Fund, the City conducted a Housing Needs Analysis in 2024. Public engagement included a survey in the Engage Hamilton platform which obtained 279 responses, 12 community pop-ups across the city, and four focus groups with stakeholders, including the non-profit housing sector and individuals with lived experience of housing insecurity. The final report was received in December 2024 and staff will present a report to Council with the findings in Q2 2025.

There are also several other avenues through which the City of Hamilton engaged Community Partners to develop the 2024-28 Community Plan. These included ongoing informal discussions with partners and formal governance table discussions. For example:

- Discussions with funded projects on program models, opportunities, and challenges including a review of the Intensive Case Management and Rapid Rehousing programs.
- Monthly and bi-weekly case conferencing to match and refer clients to housing supports, raise trends and issues, and facilitate connections.
- Homeless Individuals and Families Information System (HIFIS) Super-User Group discusses best practices for data entry and management and bring forward areas where improvements can be made.
- Information sharing and discussion of priorities at the homeless-serving sector check-in table, coordinated access decision making table, and emergency shelter coordination table.

Stakeholders are also consulted as part of ongoing performance monitoring, and City staff are initiating discussions on operating models for programs including key performance metrics to build on and improve our homeless-serving system. This work will continue through the Community Plan period toward the development of an enhanced performance management system across all funded homeless-serving programs.

As a result of our significant ongoing community engagement and review of data and trends, there are key priorities for our community: managing and reducing encampments, including enhancing shelter capacity and providing housing focused supports; helping make rent more affordable by providing rent options through housing allowances and subsidies; and improving supply of, and access to, supportive housing. These priorities will be supported through Coordinated Access – including expanding the partners and sectors involved in Coordinated Access and building relationships across the system to improve information sharing and collaboration. Community priorities will continue to be shaped through the development of the HHAP and will inform annual community plans.

Over the period of the Community Plan, Hamilton will continue to invest in:
- Homelessness prevention and shelter diversion.
- Housing-focused street outreach and efforts to reduce encampments.
- Rapid rehousing and intensive case management.
- Transitional housing.
- Permanent supportive housing.
- Enhancements to Coordinated Access and quality data.

This will build on efforts in recent years where the City has expanded drop-in spaces, enhanced our winter response programs, enhanced street outreach services, enacted more supportive housing units, and made significant enhancements to our shelter capacity.

Despite having a comprehensive, coordinated strategy with many effective interventions in place, the level of need for affordable housing, supportive housing, and supports during experiences of homelessness 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. While Hamilton has improved efficiency of resources and coordinated access systems greatly over the past years, the City is unable to affect the main causes of homelessness: insufficient income for those receiving social assistance and not enough volume of affordable and supportive housing to address demands. These challenges will continue during the period of the Community Plan and will require enhancements across the system to address and affect change.

2. Investment Plan

2.1 In the table below, please identify your community's allocation of Reaching Home funding in the DC or TH and Community Capacity and Innovation (CCI) streams from 2024-25 to 2027-28[1].

	2024-25	2025-26	2026-27	2027-28	Total
Reaching Home Annual Allocation	$10,711,134	$10,711,134	$10,918,673	$10,918,673	$43,259,614

2.2 In the table below, please outline your planned division of DC/TH and CCI Reaching Home funding from 2024-25 to 2027-28 by activity area. Please note that it is acceptable that your community's funding priorities change over time. This investment plan is to demonstrate that your community has a vision of moving forward for the allocation of Reaching Home funding.

Activities area	2024-25	2025-26	2026-27	2027-28
Housing Services	48%	48%	48%	48%
Prevention and Shelter Diversion	22%	22%	22%	22%
Client Support Services	5%	5%	5%	5%
Capital Investments	0%	0%	0%	0%
Coordination of Resources and Data Quality Improvement	10%	10%	10%	10%

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[1] Communities on two-year agreement extensions should report on investment plans for 2024-25 and 2025-26 at this time.

Administration	15%	15%	15%	15%
TOTAL	100%	100%	100%	100%

2.3 In the text box below, please describe how Community Capacity and Innovation (CCI) funding will be used to support coordinated and data-driven service delivery (e.g., supporting Coordinated Access, the Outcomes-Based Approach and use of HIFIS or existing, equivalent Homeless Management Information System).

N/A

3. Cost-Matching Requirement

3.1 In the table below, please outline all funding for homelessness initiatives expected to be received from other funders from 2024-25 to 2027-28[2]. This includes both financial and in-kind contributions.

	2024-25	2025-26	2026-27	2027-28	Total
Reaching Home Annual Allocation	$10,711,134	$10,711,134	$10,918,673	$10,918,673	$43,259,614

Projected Funding From Other Funders towards Homelessness Initiatives					
Program Name and Funder	**2024-25 ($)**	**2025-26 ($)**	**2026-27 ($)**	**2027-28 ($)**	**Total ($)**
Government of Ontario – Homelessness Prevention Program (HPP)	27,895,500	27,895,500	27,895,500	27,895,500	**111,582,000**
City of Hamilton	25,659,592	25,659,592	25,659,592	25,659,592	**102,638,368**
TOTAL	**53,555,092**	**53,555,092**	**53,555,092**	**53,555,092**	**214,220,368**

Note: HPP funding is confirmed for 2024-25, out-years are estimated based on sustained funding levels. Municipal funding is based on 2024 annual homelessness funding, projected for out-years. It does not represent any future enhancements that could occur.

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[2] Communities on two-year agreement extensions should report on cost-matching for 2024-25 and 2025-26 at this time.

3.2 If your anticipated community contributions are not projected to match funding from Reaching Home for each year, please explain the circumstances below and include a description of the steps you will take to meet the requirement.

N/A

4. Homeless Individuals and Families Information System (HIFIS)

4.1 Using your 2023-24 CHR as a guide[3], please check the box if you have met the following minimum requirements as of March 31, 2024[4]. Any status updates since March 31, 2024, must also be reflected:

Minimum Requirement	Has the MR been met?	Minimum Requirement	Has the MR been met?
HIFIS MR 1	N/A	HIFIS MR 3	☐
HIFIS MR 2	☒	HIFIS MR 4	☒

4.2 For each minimum requirement that has not yet been met (as identified in 4.1), complete a table below to describe how you will meet it by March 31, 2026. Please note that confirmation that communities are on track to do this will be required by October 31, 2025.

Minimum Requirement not yet met: HIFIS MR 3	
The number of Reaching Home funded projects using HIFIS is high. As the projects funded each year using Reaching Home funding is subject to change, it is difficult to achieve and sustain 100% coverage. Diversion programs in particular are a gap and are not yet using HIFIS for managing individual-level client data.	
What are the next steps the community will take to meet this requirement?	**Target date for completion**
In August of 2024 the City of Hamilton upgraded to HIFIS version 4.0.60.3. We are unable to initiate a comprehensive HIFIS assessment and testing of the newly available diversion module until our HIFIS development site is restored fully post the February 2024 cyber security incident. Restoration has been initiated but is pending completion at this time. If testing outcomes are satisfactory and business requirements are aligned Diversion program HIFIS onboarding could be initiated.	March 2026

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[3] For more information on how the minimum requirements align with your Community Homelessness Report, please consult the Community Plan Guide.

[4] Communities with two-year agreement extensions are not required to complete section 4 at this time.

HIFIS onboarding of other new direct service delivery programs (e.g. new shelters, drop-in, supportive housing) was initiated in 2024 and will continue into 2025.	

5. Coordinated Access

5.1 Using your 2023-24 CHR as a guide[5], please check the box if you have met the following minimum requirements as of March 31, 2024[6]. Any status updates since March 31, 2024, must also be reflected:

Minimum Requirement	Has the MR been met?	Minimum Requirement	Has the MR been met?
CA MR 1	N/A	CA MR 10	☒
CA MR 2	N/A	CA MR 11	☐
CA MR 3	☐	CA MR 12	☒
CA MR 4	☒	CA MR 13	☒
CA MR 5	☒	CA MR 14	☒
CA MR 6	☒	CA MR 15	☐
CA MR 7	☒	CA MR 16	☐
CA MR 8	☐	CA MR 17	☐
CA MR 9	☒	CA MR 18	☒

5.2 For each minimum requirement that has not yet been met (as identified in 5.1), complete a table below to describe how you will meet it by March 31, 2026. Note that confirmation that communities are on track to do this will be required by October 31, 2025.

Minimum requirement not yet met: CA MR 3 Membership does not yet include population groups that the system intends to service, or people with lived experience of homelessness.	
What are the next steps the community will take to meet this requirement?	**Target date for completion**
A strategy for engaging people with lived experience of homelessness and client population groups in the governance model will be developed in consultation with community partners.	Dec 2025
Continue existing approaches to engage people with lived and living experience through Housing Focused Street Outreach, Point in Time Connection, and community events (e.g., Coming Back Together to End Homelessness)	Ongoing

Minimum Requirement not yet met: CA MR 8

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[5] For more information on how the minimum requirements align with your CHR, please consult the Community Plan Guide.

[6] Communities with two-year agreement extensions are not required to complete section 5 at this time.

Community has a system map, however not all aspects are included yet. Does not yet include funding sources, capacity to serve, role in CA system, role with maintaining quality data, whether providers use HMIS. System map has not yet been used to improve CA system, improve use of HMIS, and improve data quality.

What are the next steps the community will take to meet this requirement?	Target date for completion
A comprehensive system map will be developed to include all the required information. The map will be informed by consultation with community partners.	Dec 2025
The approved system map will be posted publicly.	2026
System map will be reviewed on a scheduled basis to ensure accurate information and to identify system and data improvement opportunities.	2026 and onward

Minimum Requirement not yet met: CA MR 11
Prioritization criteria and the order in which they will be applied is documented in our Coordinated Access guide and related policies for housing-related resources. Permanent supportive housing is a newer area of investment for the City and policies and procedures are under development.

What are the next steps the community will take to meet this requirement?	Target date for completion
A draft Standard Operating Procedure has been developed for permanent supportive housing to establish a clear process for filling vacancies of permanent supportive housing units which are to be filled through referrals from the City of Hamilton's matching and referral list generated from by-name data. This is being finalized with learnings from the recent filling of Hamilton's newest permanent supportive housing location, King William Flats. This will also include a matching and referral report for filling vacancies.	March 2025
A review of the CA guidelines and policies will be conducted and part of this will include a review of documentation of prioritization for housing-related resources.	Dec 2025

Minimum Requirement not yet met: CA MR 15
Triage and assessment plans include consents, intakes, initial triage, in-depth assessment, community referrals, and using a person-centred approach.

What are the next steps the community will take to meet this requirement?	Target date for completion

A review of the CA guidelines and policies will be conducted and part of this will include a review of triage and assessment plans to ensure that housing plans are included and that expectations are clear.	Dec 2025

Minimum Requirement not yet met: CA MR 16
Common tool is used for triage and assessment. However, there is no protocol in place yet that describes when a person/family could be asked to complete more than one tool (e.g., if an individual becomes part of a family or a youth becomes an adult)

What are the next steps the community will take to meet this requirement?	Target date for completion
A review of the CA guidelines and policies will be conducted and part of this will include a review of protocols in place for completing more than one tool. Updated guidance will be implemented pending the outcome of the review.	Dec 2025

Minimum Requirement not yet met: CA MR 17
Vacancy matching and referral requirements are met currently, except for resource inventory management (steps in place to track real-time capacity, transitions in/out of units, occupancy/caseloads, progress with referrals/offers, and housing outcomes). This information is available through HIFIS data, however the policy documentation and approach to managing and utilizing the information still needs to be developed.

What are the next steps the community will take to meet this requirement?	Target date for completion
A resource inventory management policy will be developed, using HIFIS data, that will allow the City to track and monitor: • Program capacity • Transitions in/out units • Occupancy/caseloads • Progress with referrals • Housing outcomes	March 2026

5.3 Describe how ongoing, meaningful collaboration on Coordinated Access between Indigenous and non-Indigenous partners has or will take place as your community works to implement, maintain and improve a Coordinated Access system.

Hamilton's homeless-serving sector recognizes Indigenous homelessness as a colonial legacy. 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 Homelessness Community Entity, CHIL, and Indigenous partner organizations to ensure that our system is continuously identifying and addressing gaps in appropriately supporting Indigenous people accessing the homeless-serving sector.

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 Coordination Table. In addition, the City meets with the Indigenous Homelessness Community Entity monthly to collaborate and discuss priorities and investments. 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 the City of Hamilton's Truth and Reconciliation commitments. There are two Indigenous community members on the Emergency Shelter Coordination Table, 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 Indigenous peoples experiencing homelessness. 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 through internal staff review and by facilitating discussions of policies with Indigenous frontline workers of homeless programs.

Of particular note, 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.

6. Outcomes-Based Approach

6.1 Using your 2023-24 Community Homelessness Report as a guide[7], please check the box if you have met the following minimum requirements as of March 31, 2024[8]. Any status updates since March 31, 2024, must also be reflected:

Minimum Requirement	Has the MR been met?	Minimum Requirement	Has the MR been met?
OBA MR 1	N/A	OBA MR 6	☒
OBA MR 2	N/A	OBA MR 7	☐
OBA MR 3	☒	OBA MR 8	☐
OBA MR 4	☒	OBA MR 9	☐
OBA MR 5	☐		

6.2 For each minimum requirement that has not yet been met (as identified in 6.1), including those modified and new as of 2024-25, complete a table below to describe how you will meet it by March 31, 2026. Please note that confirmation that communities are on track to do this will be required by October 31, 2025.

Minimum Requirement not yet met: OBA MR 5
Currently maintain person-specific data that is collected with consent, where people are included in the dataset once. The data is somewhat complete for filling vacancies.

What are the next steps the community will take to meet this requirement?	Target date for completion
Improving HIFIS data quality, particularly for fields related to the generation of matching and referral lists, has been identified as a HMIS priority into 2025. In 2024, a completely automated version of our matching and referral lists based on our community prioritization was created using the HIFIS Coordinated Access Module as its foundation. We also completed a review of all HIFIS modules and drop-down menus used within our local instance and developed an updated local HIFIS Data Entry Expectations document and HIFIS User Manual. In 2025, using this foundational documentation, we are implementing annual schedule of available training for HIFIS users organized by intervention type (e.g. all providers, emergency shelter programs, drop-in programs, housing support programs, transitional living programs etc). We are also continuing to	March 2026

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[7] For more information on how the minimum requirements align with your Community Homelessness Report, please consult the Community Plan Guide.

[8] Communities with two-year agreement extensions are not required to complete section 6 at this time.

| implement a HIFIS data quality improvement plan with immediate focus on management of identifiable duplicate client records, completed housing history, correct client consent types, correction of unknown housing status based on the known HIFIS bug, housing placement record management, and unknown client demographics. Additional data quality issues will be prioritized for the term of the quality improvement specialist position contract (June 2026). | |

Minimum Requirement not yet met: OBA MR 7
Required to maintain comprehensive data and include everyone experiencing homelessness. Dataset does not include people staying in domestic violence shelters.

What are the next steps the community will take to meet this requirement?	Target date for completion
Hamilton's CA system does not include domestic violence shelters. This sector has specialized supports for housing with greater provincial funding.Analysis and exploration is needed to understand how Reaching Home supports align with this sector. In 2025, Hamilton will review the role of domestic violence shelters, including the services provided and make recommendations about the role of these shelters in the CA system. This will include consultation with domestic violence shelters.	March 2026

Minimum Requirement not yet met: OBA MR 8
Must use person-specific data for homelessness to set baselines, reduction targets and track progress up to 2027-28. To support this, housing history data is only somewhat complete. Indigenous identity data is also somewhat complete.

What are the next steps the community will take to meet this requirement?	Target date for completion
Improving HIFIS data quality, particularly for housing history, has been identified as a HMIS priority moving forward. In 2024, we released new client intake form templates that align with the HIFIS client profiles to support the data collection requirements especially housing history and client demographics. In 2025 we are implementing an annual schedule of available training for HIFIS users organized by intervention type (e.g., all providers, emergency shelter programs, drop-in programs, housing support programs, transitional living programs etc.) We are also continuing to implement a HIFIS data quality improvement plan with immediate focus on management of identifiable duplicate client records, completed housing history, correct client consent	March 2026

types, correction of unknown housing status based on the known HIFIS bug, housing placement record management, unknown client demographics. Additional data quality issues will be prioritized for the term of the quality improvement specialist position contract (June 2026). All service providers entering client information into HIFIS are required to ask about Indigenous identity along with other client demographic fields, and encouraged to include these questions on their client intake forms and processes. Clients have the option not to consent to data sharing in HIFIS and are not required to disclose information about Indigenous identity or ancestry if they do not wish to. This can lead to undercounting of this population in the HIFIS database. The City of Hamilton and CHIL have partnered on the ARCH project to improve how the homeless-serving sector understands and supports the unique rights and needs of Indigenous people experiencing homelessness. As part of this project, CHIL hired an Indigenous Data Governance Specialist and an Indigenous Project Lead to develop an Indigenous common assessment tool, improve Indigenous data governance and stewardship practices, and strengthen the capacity of service providers to provide culturally sensitive and appropriate relationships, assessments, and supports for Indigenous people experiencing homelessness. The deliverables for this project are expected to be complete by Q2 2025. In addition to the ARCH project, a comprehensive review of drop-down menus for other demographic variables has been initiated. Research on data collection best practices and existing standards and consultations with our corporate Equity, Diversity & Inclusion office have been initiated. Other engagement, such as with the Greater Hamilton Health Network and other community experts will also be explored. An Equity, Diversity & Inclusion framework is also planned to be developed in housing services in 2025.	

Minimum Requirement not yet met: OBA MR 9 Must continually work to improve quality data and demonstrate how it is used to prevent and reduce homelessness. Data is currently sometimes used to inform actions.	
What are the next steps the community will take to meet this requirement?	**Target date for completion**

In November 2023, a detailed homelessness serving system performance measurement framework was presented to Hamilton City Council. This reporting continued for 2024 with a planned public report in March 2025. Revised and improved HIFIS operational work are near completion. Ongoing weekly monitoring of refugee claimants and asylum seekers occupying emergency shelter beds will be re-initiated in 2025 once new staff positions are onboarded. Ongoing updates to the housing and homelessness public facing dashboard supporting service delivery transparency will be re-initiated in 2025 once new staff positions are onboarded. Ongoing internal updates of shelter capacity and occupancy will be re-initiated in 2025 once new staff positions are onboarded. The development of new homeless sector ongoing surveillance products will be considered in the HMIS 2025 workplan.	Ongoing

6.3 Please describe how ongoing and meaningful collaboration between Indigenous and non-Indigenous partners has or will take place as your community works to meet the OBA minimum requirements. In communities where the Designated Communities and Indigenous Homelessness streams co-exist, collaboration with the IH-CE and I-CAB (where applicable) is expected.

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 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 was paused due to the cyber security incident but will be reinitiated in 2025 once new staff positions are onboarded.

7. Official Language Minority Communities

The Government of Canada has a responsibility under the [Official Languages Act](#) to ensure that programs and services meet the needs of Official Language Minority Communities (OLMCs). Please describe the steps that you will take to ensure that the services funded under [Reaching Home](#) take the needs of the OLMCs into consideration, where applicable.

All contracts for funded programs will include specific requirements to meet the needs of Official Language Minority Communities. To meet these needs, funded programs in Hamilton will be required to: make any announcements to the public concerning the project in both official languages; actively offer program-related services to members of the public in both official languages; make available in both official languages any documents or other information for the general public related to the program; encourage members of both official language communities to participate in the program; and, provide its services, when appropriate, in such a manner as to accommodate the specific needs of both official language communities.

8. Community Advisory Board—Designated Communities/Territorial Homelessness

Sector	CAB Members
Infrastructure Canada (Ex-Officio Member)	Jayne Caldwell, Engagement and Program Officer
Provincial/Territorial government	Ministry of Municipal Affairs and Housing – Luigi di Palma, Manager, Market Housing Policy Branch
Local/Municipal government	Michelle Baird, Shannon Honsberger, Al Fletcher, Danielle Blake, James O'Brien, Rob Mastroianni, Pilar Homerston, Justin Lewis
Indigenous Peoples, nations and organizations, Friendship Centres	Coalition of Indigenous Hamilton Leadership, Victoria Bomberry, Cindy Sue Montana McCormack – Coalition of Indigenous Hamilton Leadership; Audrey Davis – Hamilton Regional Indian Centre
Organizations serving survivors of domestic violence and their families	Medora Uppal – YWCA Hamilton
The private sector	Crystal Henderson - Realtors Association of Hamilton-Burlington
Landlord associations and/or the housing sector	Larry Huibers – Hamilton Housing Help Centre Michelle Diplock – West End Homebuilder Associations Jennifer Steffler – Rygiel Homes Jessica Brand – Indwell Adam Sweedland – CityHousing Hamilton
Health organizations, including hospitals and other public health institutions, and organizations focused on mental health and addictions	Melissa McCallum – Greater Hamilton Health Network
Veterans Affairs Canada and/or Veterans-serving organizations	Tracey Slade, Marta Lewandowski, Jocelyn Tipple – Veterans Affairs Canada
Organizations serving individuals experiencing, or at risk of experiencing homelessness	Sean Mackeigan – Missions Services Radhika Subramanyan – Hamilton Food Share Nicki Glowacki – YMCA Medora Uppal – YWCA Hamilton Kristyn Bruce – Wesley Centre Katherine Kalinowski – Good Shepherd Centres James Moulton – Salvation Army
Other	Lucy Sheehan – Able Living Kim Martin, Alana Westervelt, Jen Matthews – Social Planning and Research Council of Canada

CAB Chairs or Co-Chairs (if applicable):

I affirm that the above members of the CAB have reviewed the attached Community Plan, and that a majority of CAB members approve of its content.

Michelle Baird	*Michelle Baird*	2025-01-29
Name	Signature	Date (YYYY-MM-DD)
Larry Huibers	*Larry Hu*	2025-01-29
Name	Signature	Date (YYYY-MM-DD)
Name	Signature	Date (YYYY-MM-DD)

9. Community Advisory Board—Indigenous Homelessness

Note: You may list more than one name/organization for each sector, and you may list a name/organization in more than one sector, as applicable.

(Lines below can be removed where not applicable)

Sector	CAB Members
Infrastructure Canada (Ex-Officio Member)	
Community Entity (Ex-Officio Member)	
Provincial/Territorial government	
Local/Municipal government	
Indigenous government	
Individuals with lived experience of homelessness	
Indigenous Peoples, nations and organizations, Friendship Centres	
Indigenous housing organizations	
Youth and/or child-serving organizations, including Child Welfare agencies	
Organizations serving survivors of domestic violence and their families	
Seniors and senior-serving organizations	
Newcomers and newcomer-serving organizations	
The private sector	
Police and correctional services	
Landlord associations and/or the housing sector	
Health organizations, including hospitals and other public health institutions, and organizations focused on mental health and addictions	
Veterans Affairs Canada and/or Veterans-serving organizations	
Organizations serving individuals experiencing, or at risk of experiencing homelessness	
Other	

Indigenous CAB Chairs or Co-Chairs (if applicable):

☐ (If Community Plan is not a joint plan): I affirm that the above members of the Community Advisory Board have been engaged on the Coordinated Access and Outcomes-Based Approach sections of the attached Community Plan.

<u>OR</u>

☐ (If Community Plan is a joint plan): I affirm that the above members of the CAB have reviewed the attached Community Plan, and that a majority of CAB members approve of its content.

Name	Signature	Date (YYYY-MM-DD)
Name	Signature	Date (YYYY-MM-DD)
Name	Signature	Date (YYYY-MM-DD)