

## COMMUNITY HOMELESSNESS REPORT SUMMARY

Thunder Bay

2022-2023

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 2022-23 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 a Unique identifier or By-Name List, referred to as a List; 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

Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding?

Yes – DC and IH funding streams co-exist

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?

Yes

Describe this collaboration in more detail.

Coordinated Housing Access and the Homeless Management Information System (HMIS) is managed collectively by both the Designated and Indigenous CE's. Both organizations are using Community Capacity and Innovation (CCI) funding to provide management of the coordinated housing access table (CHAT) and monitoring of the by-name list along with management of the HIFIS system in Thunder Bay. The Coordinated Access Lead position is funded by the Indigenous CE through Alpha Court, and the Designated CE has funded Lakehead University to manage the HIFIS system in our community. This relationship has been ongoing and the Indigenous CE has been actively involved in the implementation of Coordinated Access and an HMIS from the beginning of the process. The Designated CE worked collectively with the Indigenous CE to create the governance structure, policies and procedures of CHAT and the information was shared with the Community Advisory Boards (CABs) so that organizations included in CHAT were aware of the collective impact and collaboration among the CE's. The Indigenous CE played a key role in the design of the CHAT governance model, which is guided by the Medicine Wheel. Additionally, the Indigenous CE has provided feedback and edits for the Memorandum of Understanding (MOU), Terms of Reference (TOR) and the Policies & Procedures related to CHAT. Both the Indigenous and Designated CEs actively participate on the Coordinated Housing Access Table (CHAT) Steering Committee. All ideas and decisions are decided upon collectively and then brought to both CAB's to ensure transparency and understanding. The Indigenous CE is invited to participate in the Designated CAB meetings and vice versa for the Indigenous CAB meetings. Information is shared between both CABs on a regular basis and CAB/CE meetings are held quarterly at minimum. The CHAT website continues to be monitored and updated regularly with input from both the Designated CE and the Indigenous CE. The CE's created a workplan during the 2022-2023 fiscal year that outlines all of the goals, the key stakeholders, a timeline and the outcomes of each activity surrounding coordinated housing access and the by-name list. This workplan is updated and shared quarterly with both CAB's and contains all of the activities and items that will help to ensure a successful coordinated housing access system. The CHAT Facilitator and Indigenous CE actively participate in National Indigenous Coordinated Access Lead meetings, which take place on a monthly basis and are hosted by the National Indigenous Homelessness Coordinator. These meetings provide an opportunity for Indigenous Coordinated Access leads across Canada to share best practice tips and gain knowledge from one another in implementing a Coordinated Access System. The Indigenous CE continues to advocate for the implementation of a culturally safe assessment tool for Coordinated Access. and is connected to the ongoing work of the PATHS Prioritization Process. which is being

<p>undertaken by the National Indigenous Homelessness Systems Pathfinder. There is support from CHAT organizations and other Indigenous and Non-Indigenous service providers to implement an Indigenous culturally safe assessment tool in our community. We will seek to become a pilot site for the PATHS process when it is made available. Additionally, both CE's attended the Canadian Alliance to End Homelessness (CAEH) conference in 2022 and connections were made with</p>	
<p>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?</p>	<p>Yes</p>
<p>Describe this collaboration in more detail.</p>	
<p>In Thunder Bay we have created the Coordinated Housing Access Table (CHAT). This is the table that manages coordinated housing access. Membership is made up of a diverse group of Indigenous and non-Indigenous organizations who have been involved in both the design and implementation of Coordinated Access and a HMIS. Indigenous organization members of CHAT include: Beendigen, Dilico Anishinabek Family Care, Ontario Native Women's Association, Thunder Bay Indigenous Friendship Centre, Ka-Na-Chi-Hih and Kinna-Aweya Legal Clinic. Additional members of CHAT include Alpha Court, Canadian Mental Health Association, John Howard Society, Elizabeth Fry Society, Thunder Bay District Social Services Administration Board, Lakehead Social Planning Council, Salvation Army, Shelter House, St. Joseph's Care Group. These partners have and continue to work collaboratively together to ensure CHAT meets the needs of community members who are experiencing homelessness by participating in both the CHAT Working Group and CHAT Steering Committee.</p>	
<p>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?</p>	<p>Yes</p>
<p>Describe this collaboration in more detail.</p>	
<p>Both CE's met in advance to discuss how the CHR would be completed, how it would be edited, and when each CAB would be able to approve/discuss it. The Indigenous CE provided equal input with regards to all qualitative responses, and the data piece, completed by the HIFIS manager, Lakehead University, was shared immediately with the Indigenous CE and CAB to ensure full transparency and receive any feedback. All edits were made to the satisfaction of both CE's and CAB's. A review of the full report was completed and the CHR was signed by the appropriate parties on time.</p>	
<p>Does your community have a separate IH CAB?</p>	<p>Yes</p>
<p>Was the CHR also approved by the IH CAB?</p>	<p>Yes</p>
<p></p>	

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

### 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.

	Met	Started	Not Yet Started
<b>Number of minimum requirements</b>	18	0	0

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

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

### Summary Comment

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?

The Designated and Indigenous CE's have worked collectively to fund two positions that have helped to create the coordinated housing access system in Thunder Bay. The Indigenous CE funds a full time position that manages the coordinated housing access table (CHAT) and the Designated CE funds the HIFIS manager/data lead for CHAT. Lakehead University (LU) is currently the HIFIS data manager for Thunder Bay. The HIFIS team consists of computer scientists, data researchers, and other professionals that meet weekly to discuss any HIFIS issues, any data issues, and policy/governance issues that need to be resolved. Team members attend regular CAB meetings as well and present monthly data regarding housing numbers and CHAT data. Data research relating to new insights that will help to inform the community of homelessness is also being completed by the HIFIS team at LU.

## Section 3. Outcomes-Based Approach Self-Assessment

### Summary Tables - Minimum Requirement

The tables below provide a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List
Yes	Yes	Yes

#### Step 4: Can report monthly outcomes and set targets using data from the List (reporting in Section 4 is mandatory for 2023-24 CHR's, if not earlier)

List was in place as of January 1, 2023 (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 from the List (reporting in Section 4 is mandatory once annual data can be generated)

List was in place as of April 1, 2022 (or earlier)	Can generate annual data	Has set targets	Has an outcomes-based approach in place
No	Outcome 1: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

### Summary Comment

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?

Lakehead University is managing the HIFIS system in Thunder Bay and they are working with the Coordinated Housing Access Lead to ensure a quality List is continued to be set-up and maintained. This last fiscal year, more organizations were involved in the coordinated housing access table (CHAT) and the List grew accordingly. More organizations also became HIFIS users in the 2022-2023 fiscal year, creating a more robust List. The Data Lead is working directly with organizations to ensure individuals are added to the List and that the list is updated weekly. The List brought to light the importance of organizations working collectively to provide housing and services/supports for individuals. We are also starting to discuss the changes in policies that might need to be made at an organizational level to be able to offer the appropriate services to individuals experiencing homelessness. As the List becomes more robust, our community will use that to determine policies, advocacy and data collection that needs to occur. We will also use that data to determine the housing and services that are required in the community.

## More information about the Unique Identifier List

### Step 1. Have a List

Where does data for the List come from?

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

Please describe how the List is created using HIFIS:

The List is created in HIFIS with the Data Lead from Alpha Court Mental Health and Addictions (funded by the Indigenous CE with CCI dollars). The List is created from information gathered at the Coordinated Housing Access Table (CHAT) each week when organizations meet to discuss and update the List. The HIFIS manager, Lakehead University (funded by the Designated CE with CCI dollars) helps to ensure a quality List, which includes as much data as possible to help inform housing and service providers in the community.

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?

Yes



**Step 1. Have a List (cont.)**

**For the List, does the community have...**

A written policy/protocol that describes how interaction with the homeless-serving system is documented	Yes
A written policy/protocol that describes how housing history is documented	Yes

**Chronic homelessness**

x	Federal definition
	Local definition

**From the List, can the community get data for...**

Newly identified on the List	Yes
Activity and inactivity	Yes
Housing history	Yes

**From the List, can the community get demographic data for...**

Age	Yes	Indigenous identity	Yes
Household type	Yes	Veteran status	Yes
Gender identity	Yes		

**Step 2. Have a real-time List**

How often is information about people experiencing homelessness updated on the List?	As soon as new information is available
Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes
Is housing history updated regularly on the List?	Yes
Is there a process in place for keeping chronic homelessness status on the List up-to-date?	Yes

**Step 3. Have a comprehensive List**

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

Yes

**Optional question:** How does data from the List compare to other community-level data sources that are considered accurate or valid? This is an optional follow-up question for communities that have completed the “*Understanding Community-Level Data*” worksheet.

The list contains information gathered weekly at each CHAT meeting. The List is accurate in real-time, which is important with regard to funding decision making. If there is a specific demographic or group of people or a time of year that people are experiencing more homelessness or different issues (i.e. requiring harm reduction, clothing, food, health care, etc.) then we can create programs to meet the needs of those individuals immediately, instead of waiting for data, as in the annual point in time counts. The List is new, and there are kinks to work out, and we are working towards having all organizations participating fully.

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

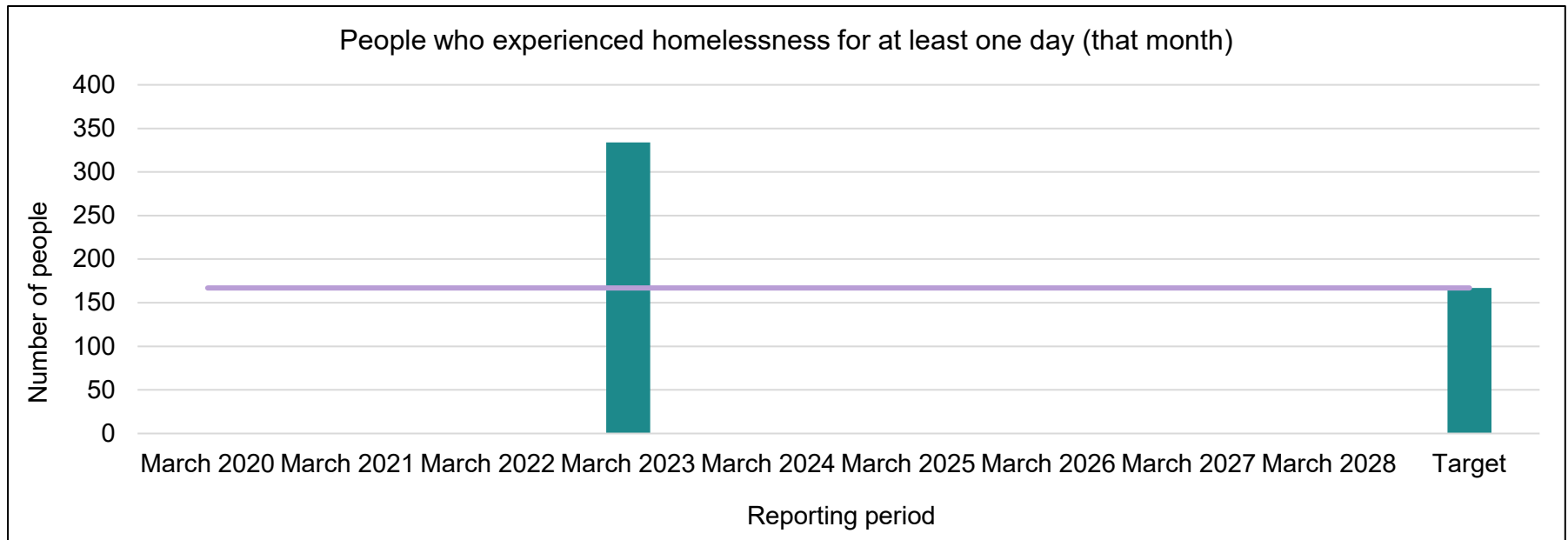
Does the List meet the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

Yes

## 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)				334						167



**Context for Outcome #1 (monthly):**

Please provide context about your results, as applicable.

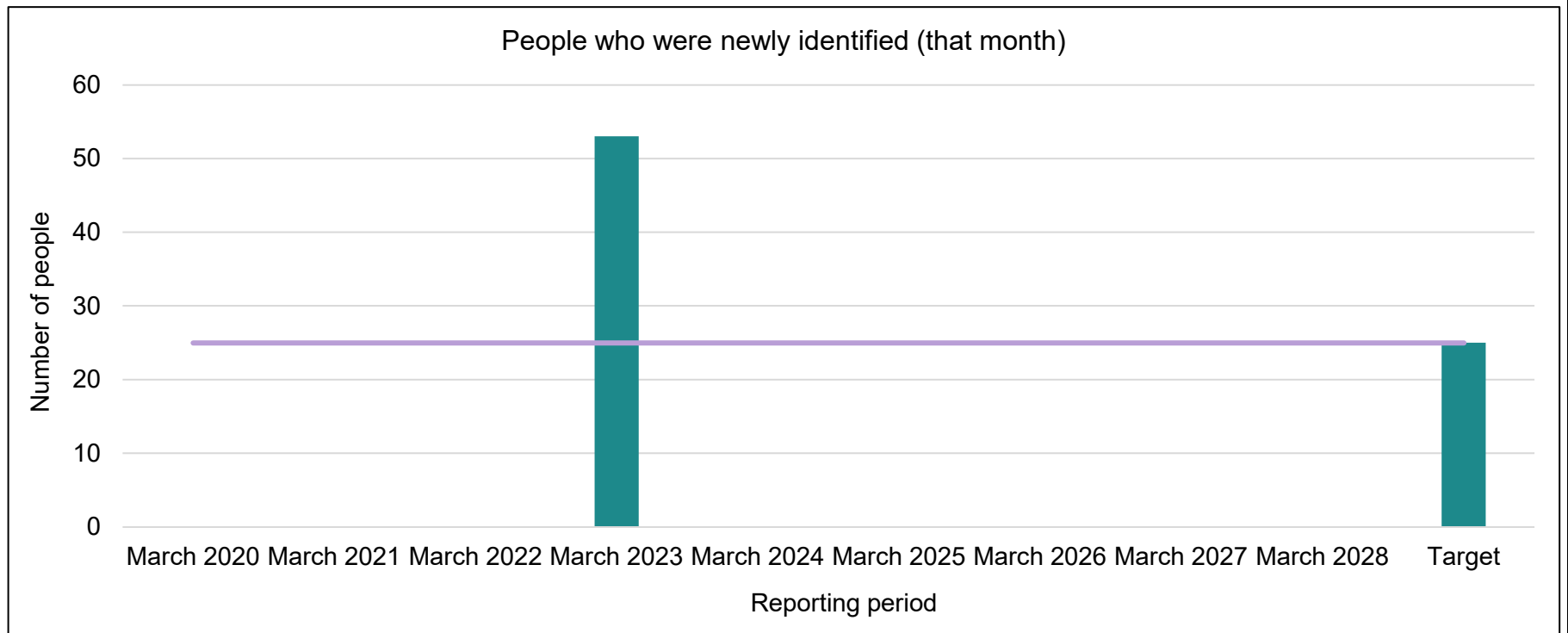
Over the past year, Thunder Bay's Community Entities have been working collectively to ensure that data collection is as robust as possible, utilizing the expertise of the Data and Coordinated Housing Access leads to help improve data collection at each site. We are aiming to utilize HIFIS for all data collection moving forward, and our efforts are continuing so that our data collection represents the entire picture of homelessness in Thunder Bay.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes


**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)				53						25



**Context for Outcome #2 (monthly):**

Please provide context about your results, as applicable.

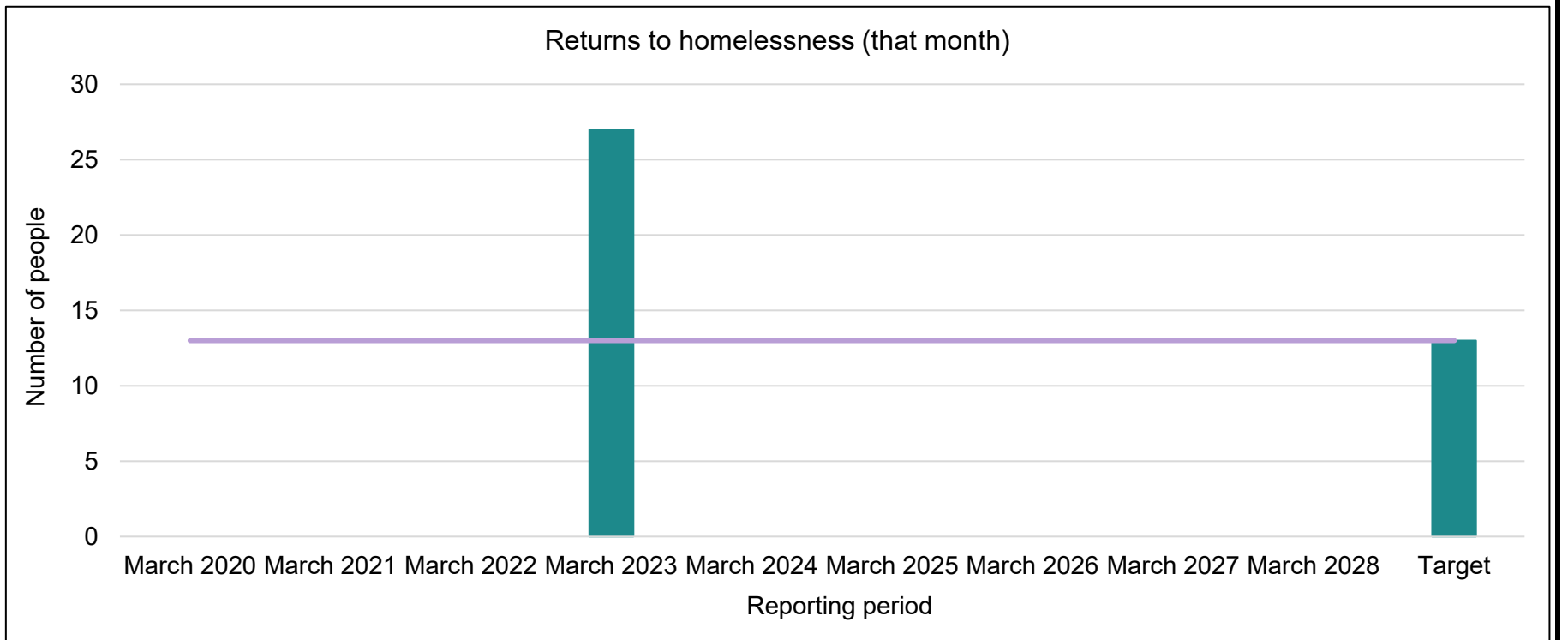
Over the past year, Thunder Bay's Community Entities have been working collectively to ensure that data collection is as robust as possible, utilizing the expertise of the Data and Coordinated Housing Access leads to help improve data collection at each site. We are aiming to utilize HIFIS for all data collection moving forward, and our efforts are continuing so that our data collection represents the entire picture of homelessness in Thunder Bay.

Was the HIFIS "***Community Homelessness Report***" used to generate data for this outcome?

Yes


**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)				27						13



**Context for Outcome #3 (monthly):**

Please provide context about your results, as applicable.

Over the past year, Thunder Bay's Community Entities have been working collectively to ensure that data collection is as robust as possible, utilizing the expertise of the Data and Coordinated Housing Access leads to help improve data collection at each site. We are aiming to utilize HIFIS for all data collection moving forward, and our efforts are continuing so that our data collection represents the entire picture of homelessness in Thunder Bay.

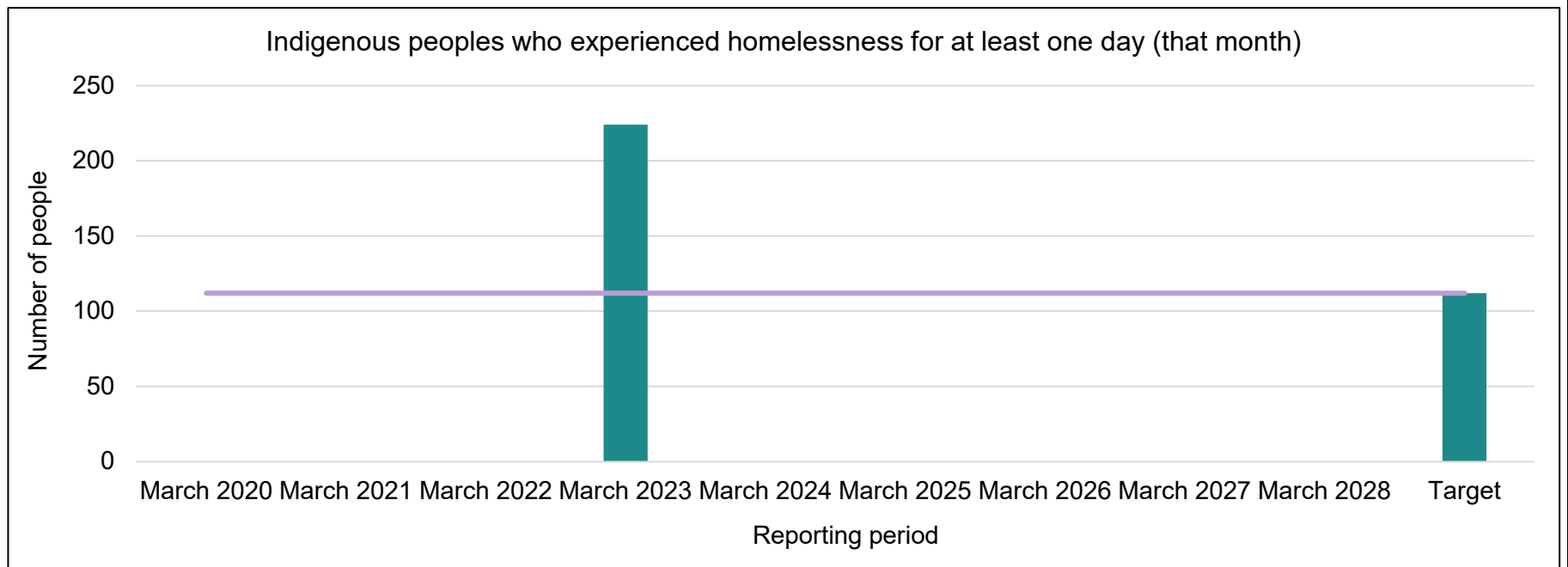
Was the HIFIS "***Community Homelessness Report***" used to generate data for this outcome?

Yes




**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)				224						112



**Context for Outcome #4 (monthly):**

Please provide context about your results, as applicable.

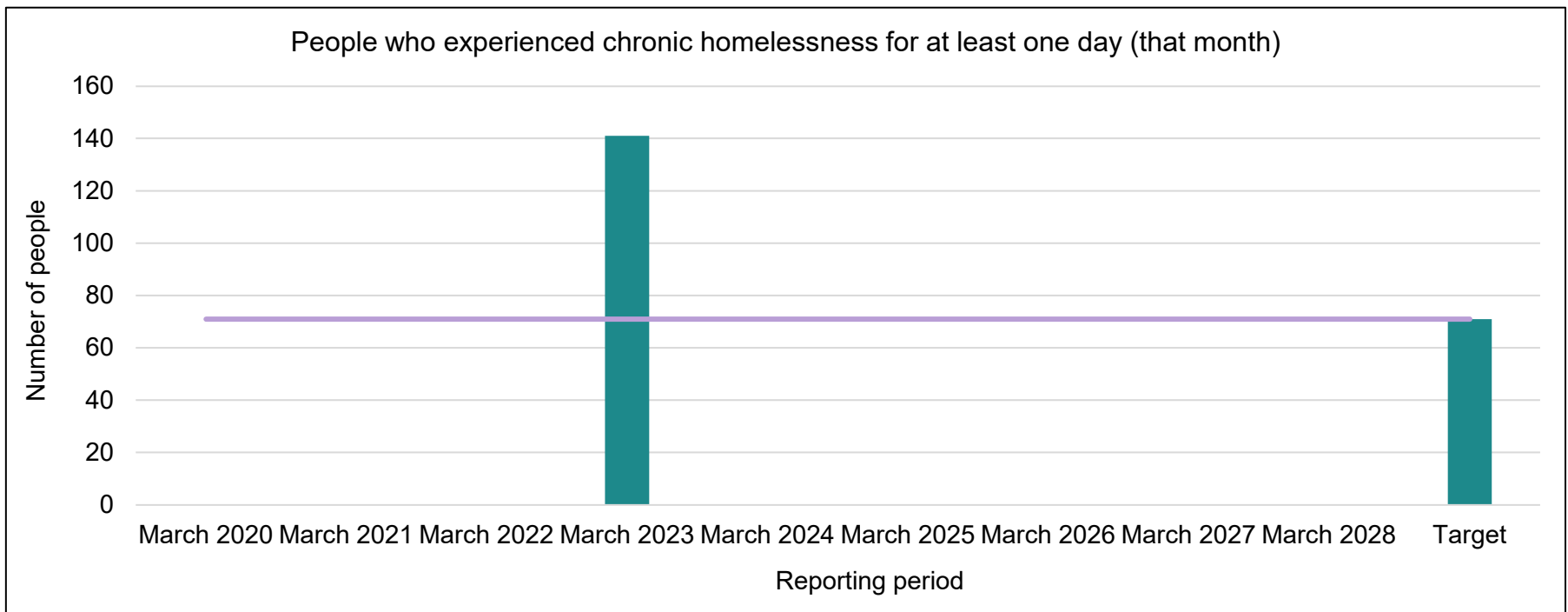
Over the past year, Thunder Bay's Community Entities have been working collectively to ensure that data collection is as robust as possible, utilizing the expertise of the Data and Coordinated Housing Access leads to help improve data collection at each site. We are aiming to utilize HIFIS for all data collection moving forward, and our efforts are continuing so that our data collection represents the entire picture of homelessness in Thunder Bay.

Was the HIFIS "***Community Homelessness Report***" used to generate data for this outcome?

Yes


**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)				141						71



**Context for Outcome #5 (monthly):**

Please provide context about your results, as applicable.

Over the past year, Thunder Bay's Community Entities have been working collectively to ensure that data collection is as robust as possible, utilizing the expertise of the Data and Coordinated Housing Access leads to help improve data collection at each site. We are aiming to utilize HIFIS for all data collection moving forward, and our efforts are continuing so that our data collection represents the entire picture of homelessness in Thunder Bay.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes


## Section 4. Community-Level Outcomes and Targets – Annual

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level outcomes for the reporting period.