

**Reaching Home: Canada's Homelessness Strategy**  
**Community Homelessness Report**

**Thunder Bay**

**2021-2022**

**\*TEMPLATE FOR COMMUNITIES\***

## SECTION 1: COMMUNITY CONTEXT

### Overview

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

The Designated CE worked collectively with the Indigenous CE and other funders to ensure that all gaps in housing provision and access were addressed. Quarterly funders meetings have allowed for a collective impact around funding creating opportunities for projects like the Care Bus, which provide harm reduction and temporary shelter in the cold winter months. The funding was provided by both CE's to ensure that needs were being met in the city that otherwise may not have been. The incremental funding created an opportunity for many housing navigators to be hired by multiple organizations in Thunder Bay creating relationships with people experiencing homelessness in many demographics. The housing navigators are working collectively within the Coordinated Housing Access Table (CHAT) to ensure that there are no redundancies or gaps in providing services, supports and housing. This also allows for collective work to take place, with more than one organization offering services to individuals when appropriate. During the 2021-22 fiscal year, the Indigenous CE utilized additional Incremental Reaching Home funds to support one new sub-project and increase funding for two previously existing sub-projects. The newly funded project through Kinna-Aweya Legal Clinic focuses on eviction prevention and aims to support individuals and families at imminent risk of homelessness before a crisis occurs. In the 2021-22 fiscal year, the Eviction Prevention Project housed seven individuals and provided Core Services to five individuals. Utilizing the flexibilities of the Incremental funds, ONWA, a previously existing sub-project, was able to enhance their Nihdawin program services by covering addictions treatment costs for individuals whose main barrier to maintaining housing was addictions/mental health. The Nihdawin program also worked diligently this fiscal year to maintain positive relationships with private market landlords and sign on additional landlords to the program to increase their stock of private market rental units available to Indigenous clients. During the 2021-22 fiscal year, the Nihdawin program housed 25 individuals and placed nine individuals in treatment facilities. The additional incremental funds positively impacted the work in our community to prevent and/or reduce homelessness as well as increase access to safe, adequate housing during the 2021-22 fiscal year. Our community continues to take a collaborative approach to preventing and/or reducing homelessness in Thunder Bay. The Designated and Indigenous CEs participated in a number of committees/action tables such as the Vulnerable Populations Planning Table, Housing and Homelessness Coalition, Urban Aboriginal Advisory Committee, and the Encampment Response group. The Designated and Indigenous CEs also met with the

- 1.2 What impact has COVID-19 had on your community's progress with the **implementation of Coordinated Access and a Homelessness Management Information System (HMIS)** and the **transition to an outcomes-based approach** over the last year?

The Coordinated Access Housing Table (CHAT) became operational during the height of the COVID-19 pandemic in September 2020. As such, our community has been adaptive and flexible in our implementation of a Coordinated Access system. COVID-19 greatly impacted individuals experiencing homelessness and precarious housing and there were multiple outbreaks within the shelter system. Outbreaks were managed through collective efforts and the implementation of the COVID-19 Isolation shelter, which helped mitigate further spread of COVID-19. With the residual impacts of COVID-19 and high inflation, our community has experienced the rising cost of rent, making it increasingly difficult to house people in the private market. Our sub-projects have noted that it is no longer realistic to house single individuals whose main source of income is Ontario Works in the private market and must rely on creative solutions such as finding roommates or seeking additional/alternative sources of income. In addition to this, our community is also experiencing low housing stock in the private market, long waitlists for social housing, and increasing rates of eviction.

### Collaboration between Indigenous and Non-Indigenous Partners

1.3	a) Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the <b>Designated Community (DC) Community Entity (CE)</b> and <b>local Indigenous organizations</b> ?	Yes
	b) Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?	

Coordinated Housing Access Table (CHAT) 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. Members of CHAT include Alpha Court, Beendigen, Dilico Anisinabek Family Care, Canadian Mental Health Association, John Howard Society, Elizabeth Fry Society, Ontario Native Women's Association, TBDSSAB, Lakehead Social Planning Council, Thunder Bay Indigenous Friendship Centre, Salvation Army, Shelter House and 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. In the 2021-22 fiscal year, CHAT members and other Indigenous organizations, including Matawa First Nations, participated in a PATHS Community Gathering hosted by the National Indigenous Homelessness Pathfinder Project Lead. The purpose of the two-day gathering was to discuss the design and implementation of an Indigenous specific prioritization process for Coordinated Access, which is an initiative supported by both the Indigenous and Designated CABs/CEs. CHAT is also working on creating more participation among housing providers and housing support providers so that as much information can be gathered in the CHAT. The CE's are working collectively to ensure that this becomes a priority in the community. The CE's have developed a workplan for 2023 that will include working collaboratively to ensure coordinated housing access is running smoothly in Thunder Bay.

<p>1.4 a) Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the <b>DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB)</b>, where applicable?</p>	<p>Yes</p>
<p>b) Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?</p> <div style="background-color: #cccccc; height: 40px; width: 100%;"></div>	

The Designated CE ensures that all information regarding coordinated housing access and CHAT is shared with the Designated CAB and Indigenous CAB so that there is full transparency. 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 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. The Indigenous CE also attends quarterly CHAT Steering Committee meetings. 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 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 and Designated CEs worked closely with the CHAT Facilitator to design and implement a CHAT website during the 2021-22 fiscal year, which aims to provide readily available and easily accessible information about CHAT to service providers, clients and community members. Indigenous CAB members reviewed the website prior to its launch and provided feedback from an Indigenous perspective, which was then incorporated into the website by the web designers. CAB Chairs and CE's meet regularly to discuss any issues and make collective decisions regarding coordinated access and HIFIS. HIFIS was previously managed by the District of Thunder Bay Social Services Administration Board. The contract ended June 30, and Lakehead University is currently managing the HIFIS system in Thunder Bay.

<p>1.5 a) With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between <b>local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?</b></p>	<p>Yes</p>
<p>b) Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.</p> <div style="background-color: #cccccc; height: 50px; width: 100%;"></div>	

Yes, the Indigenous and Designated CEs met a month in advance to discuss the CHR and determine how the Indigenous and Designated CEs would collaborate on the report. Subsequent meetings were held to discuss progress on the report. The Indigenous CE provided written input for Section 1 of the CHR and reviewed the data provided in Sections 2, 3 and 4. The Indigenous CAB also reviewed and provided sign off on the CHR.

1.6 a) Does your community have a separate IH CAB?	Yes
b) Was the CHR also approved by the IH CAB?	Yes



### Public Access to Results

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

The Community Entities have worked together to fund the creation of a Coordinated Access Housing website for our city and the information will be available on that website, along with being available on both of the Community Entity's websites.

**End of Section 1**



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

**Governance**

2.1 Is there a governance model for Coordinated Access <b>and</b> has a Coordinated Access lead organization(s) been identified?	Yes
2.2 Is there a governance model for your HMIS <b>and</b> has an HMIS lead organization(s) been identified?	Yes
2.3 Do all service providers receiving funding through the Designated Communities or Territorial Homelessness stream participate in Coordinated Access?	Yes

**Homelessness Management Information System (HMIS)**

2.4 a) Does your community have an HMIS to manage individual-level data and service provider information for Coordinated Access?	Yes
b) How many service providers in the community are currently using this HMIS?	
13	
c) In your community, is Homeless Individuals and Families Information System (HIFIS) the HMIS that is being used?	Yes

2.5	Has <b>either</b> a Data Provision Agreement been signed with Infrastructure Canada (INFC) if your community is currently using HIFIS <b>or</b> a Data Sharing Agreement been signed with INFC if your community is currently using an equivalent HMIS?	Yes
2.6	Do you have a set of local agreements to manage privacy, data sharing and client consent in compliance to municipal, provincial and federal laws?	Yes
2.7	Have you established safeguards to ensure the data collected is secured from unauthorized access?	Yes
<b>Access Points to Service</b>		
2.8	Are access sites available in some form throughout the Designated Communities (DC) geographic area so that the Coordinated Access system serves the entire DC geographic area?	Yes
2.9	Are there processes in place to monitor if there is <b>easy</b> and <b>equitable</b> access to the Coordinated Access system and respond to any emerging issues, as appropriate?	Yes
2.10	Are there processes in place that ensure no one is denied access to service due to perceived housing or service barriers?	Yes
<b>Triage and Assessment</b>		
2.11	Is the triage and assessment process documented in one or more policies/protocols, including an intake protocol for entering people into the Coordinated Access system and/or HMIS when they (re)connect with an access point?	Yes
2.12	Is the same common assessment tool used for all population groups experiencing homelessness (e.g., youth, women fleeing violence, and Indigenous peoples)?	Yes
<b>Coordinated Access Resource Inventory</b>		

2.13 Are all housing resources funded through the Designated Communities or Territorial Homelessness stream identified as part of the Coordinated Access Resource Inventory?	Yes
2.14 For each housing resource in the Coordinated Access Resource Inventory, have eligibility requirements been documented?	Yes
2.15 For each type of housing resource in the Coordinated Access Resource Inventory, have prioritization criteria, and the order in which they will be applied, been documented?	Yes

**Vacancy Matching and Referral**

2.16 Is the vacancy matching and referral process documented in one or more policies/protocols, including how vacancies are filled from the Coordinated Access Resource Inventory according to agreed-upon prioritization and referral protocols?	Yes
2.17 Do the vacancy matching and referral policies/protocols specify how individual choice in housing options will be respected (allowing individuals and families to reject a referral without repercussions) <b>and</b> do they include processes specific to dealing with vacancy referral challenges, concerns and/or disagreements (including refusals of referrals)?	Yes
2.18 Are vacancies from the Coordinated Access Resource Inventory filled using the list of people waiting for housing resources who are offer-ready (i.e., the List filtered to a Priority List)?	Yes

**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:

	Met	Started	Not Yet Started
Total	18	0	0

The table below shows the percentage of minimum requirements completed for each core component:

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

**Section 2 Summary Comment**

2.19 Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community’s work to achieve the Reaching Home minimum requirements? In particular, please include an update about your community’s efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS.

Your Summary Comment is an opportunity to provide additional context about your Section 2 Summary Tables results above.

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. The HIFIS manager has recently changed from the Province to Lakehead University. This has delayed reporting for CHAT for the last few months, as new data sharing agreements have to be created and signed.

**End of Section 2**

## SECTION 3: OUTCOMES-BASED APPROACH SELF-ASSESSMENT

### Step 1. Have a List

#### Part A) Does the community have a List?

There are four minimum characteristics of a List.

3.1	Is the List contained in a single document or database?	Yes
3.2	Does the List include people who are currently experiencing homelessness?	Yes
3.3	Do people give their consent to be included on the List?	Yes
3.4	Do individuals and families appear only once on the List?	Yes

#### Part B) Please provide additional information about the List

3.5 Where does data for the List come from?

a) Select all that apply:

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



c) 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

3.6 Communities need information about people's interaction with the homeless-serving system to be able to calculate inflows into homelessness (re-engagement with the system) and outflows from homelessness (disengagement from the system).

a) Is there a **written policy/protocol** for the List that describes how interaction with the homeless-serving system is documented, including the number of days of inactivity after which people are identified as "inactive"? The policy/protocol should define what it means to be "active" or "inactive" on the List and explain how to document when someone is included on the List for the first time, as well as any changes in "activity" or "inactivity" over time.

Yes

b) Can the community **get data** about when people first interacted with the homeless-serving system and were included on the List? For example, can the community get data for the number of people that were newly identified on the List?

Yes

c) Can the community **get data** about people experiencing homelessness that became "active" again on the List (re-engaged with the homeless-serving system) and those that became "inactive" (disengaged with the homeless-serving system)? For example, can the community get data for the number of people that were "reactivated" on the List after a period of inactivity?

Yes

3.7 Communities need information about where people are staying or living to be able to calculate inflows into homelessness (where people came from) and outflows from homelessness (where people went). This data is called “housing history”.

a) Is there a **written policy/protocol** for the List that describes how housing history is documented? The policy/protocol should define what it means to be “homeless”, “housed” or “transitional” on the List and explain how to document when someone transitions “into homelessness” and “from homelessness” over time.

Yes

b) Can the community **get data** from the List about people that transitioned “into homelessness” and “from homelessness”? Examples of transitions include a discharge from shelter and move to permanent housing (a transition “from homelessness”) or an eviction from supportive housing to no fixed address (a transition “to homelessness”).

Yes

3.8 a) Can the community **get demographic data** from the List? Check all that apply:

Indigenous identity (mandatory for Reaching Home)

Age

Household type (e.g., single or family)

Gender identity

Veteran status

Other (please define):



Indigenous Identity

b) When **chronic homelessness** is calculated using data from the List, is the Reaching Home definition used? The federal definition of chronic homelessness is 180 days of homelessness over the past year and/or 546 days of homelessness in the past three years.

Yes

**Step 2. Keep the List up-to-date so that data is real-time**

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

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

3.9 Is the List updated on a regular basis, monthly at minimum?

Yes

**Part B) Please provide additional information about the List**

3.10	To accurately calculate inflows into homelessness and outflows from homelessness, communities need up-to-date information about people's interaction with the homeless-serving system (activity and inactivity).
a) Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes
b) <b>Optional CHR question:</b> How is your community working toward higher quality data for tracking people's interaction with the system? What strategies are being used to ensure that changes in "active" or "inactive" state are made in a timely way?	
The Coordinated Housing Access Table (CHAT) lead meets bi-weekly with organizations to ensure that all information is up to date regarding clients's status. The CE's are ensuring that all organizations participate fully in CHAT so that all information is included in the reporting.	
3.11	To accurately calculate inflows into and outflows from homelessness, communities need up-to-date information about where people are staying or living (i.e., their housing history).
a) Is housing history updated regularly on the List?	Yes
b) Is there a process in place for keeping chronic homelessness status on the List up-to-date? For example, if someone has been on the List for long enough to meet the threshold of chronic homelessness, is this change in status reflected on the List?	Yes

c) **Optional CHR question:** How is your community working toward higher quality data about people’s transitions “into homelessness” and “from homelessness”? What strategies are being used to address incomplete data, so that everyone has sufficient housing history documented on the List?

Thunder Bay designated has created a new contract for HIFIS management in Thunder Bay. The new organization maintaining HIFIS, Lakehead University will be ensuring high quality data will be collected, with an emphasis on gaining data from more organizations in the community and training current users of the HIFIS system. Lakehead University is interested in ensuring that data collection becomes more robust and more widespread in the community, utilizing excel spreadsheets, HIFIS, qualitative reporting, Point in Time Count enumerations, Reaching Home reporting and information gathering from CHAT and the by-name list.

### Step 3. Have a comprehensive List

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

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

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

- Single adults
- Unaccompanied youth
- Families

<p>3.13 Does the List include individuals experiencing homelessness who identify as Indigenous?</p>	<p>Yes</p>
<p>3.14 Does the List include more than just people experiencing chronic homelessness?</p>	<p>Yes – includes more than chronic</p>
<p>3.15 a) Does the List include all of the individuals and families staying in all of the emergency shelters (e.g., emergency shelters, hostels, and hotel/motel stays paid for by a service provider)?</p>	<p>Yes</p>
<p>b) Does the List include individuals and families staying in domestic violence shelters?</p>	<p>Not yet started</p>
<p>3.16 Does the List include all of the individuals and families served through outreach at all locations (hotspots) where people are living unsheltered (i.e., staying in places not meant for human habitation)?</p>	<p>Yes</p>
<p>3.17 Does the List include individuals and families who are experiencing hidden homelessness, to the best of your knowledge?</p>	<p>Under development</p>
<p>3.18 Does the List include individuals and families staying in transitional housing?</p>	<p>Not yet started</p>
<p>3.19 Does the List include individuals staying in public institutions who do not have a fixed address (e.g., jail or hospital)?</p>	<p>Not yet started</p>
<p>3.20 The “CHR Community-Level Data Comparisons” worksheet was developed to help communities self-assess the comprehensiveness of their List. CHR question 3.20 is an optional follow-up question for communities that have completed the worksheet.</p> <p><b>Optional CHR question:</b> How does data from the List compare to other community-level data sources that are considered reliable? For example, if data is available for similar time periods, how do the numbers and/or proportions of people staying in shelters or living unsheltered compare across data sources?</p>	

We rely on HIFIS information from shelters and other data reporting from homelessness service organizations to provide numbers of people experiencing homelessness. Our list is becoming more robust, but it is not a totally reliable source on its own. Many people are housed within an organization and never added to the list specifically so those individuals are never included in the list.

3.21 Consider your answers to Questions 3.12 to 3.19 (and 3.20, if applicable). In your opinion, does your List include all of the individuals and families experiencing homelessness in your community, as much as possible right now?

No

**Part B) Please provide additional information about the List**

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

Yes

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

12

c) How many of the providers identified in 3.22(b) above are funded through the Designated Communities or Territorial Homelessness stream?

6

**Step 4: Report homelessness-specific outcomes using data from the List**


<b>Section 3 Summary Table</b>	
<p>The table below provides a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.</p>	

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Not yet	Not yet	Not yet

<b>Section 3 Summary Comment</b>
<p>3.27 Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community’s work to transition to an outcomes-based approach under Reaching Home? In particular, please include updates about the following:</p> <ul style="list-style-type: none"> <li>• efforts to set-up, maintain and/or improve the List over the last year;</li> <li>• plans to set-up, maintain and/or improve the List over the next year; and</li> <li>• examples of how data from the List was used over the last year (e.g., for service planning at the individual level or for strategic planning at the community level).</li> </ul> <p>Your Summary Comment is an opportunity to provide additional context about your Summary Table results.</p>

The province was originally managing the HIFIS system in Thunder Bay and the Designated CE, the Lakehead Social Planning Council (LSPC) created a new contract with Lakehead University (LU) to begin managing HIFIS in the community. There were many barriers that did not allow for an expedient transfer of HIFIS data from the province to LU. In the meantime, the support for organizations taking part in coordinated housing access was delayed. This created some issues regarding uptake for organizations participating in maintaining the list. Through the work of the CE's and data collection tools, the list has been updated as much as possible. The maintenance of the list will continue with the Coordinated Housing Access Table lead. The past year included some new learning and recently the uptake of organizations participating in CHAT is increasing. The list is maintained through the coordinated housing access table (CHAT) in Thunder Bay. There is a CHAT lead that helps to maintain the list. There is more support and understanding among housing and housing service providers in Thunder Bay so that data collection is becoming more robust.

**End of Section 3**



**SECTION 4: COMMUNITY-LEVEL OUTCOMES (ANNUAL)**

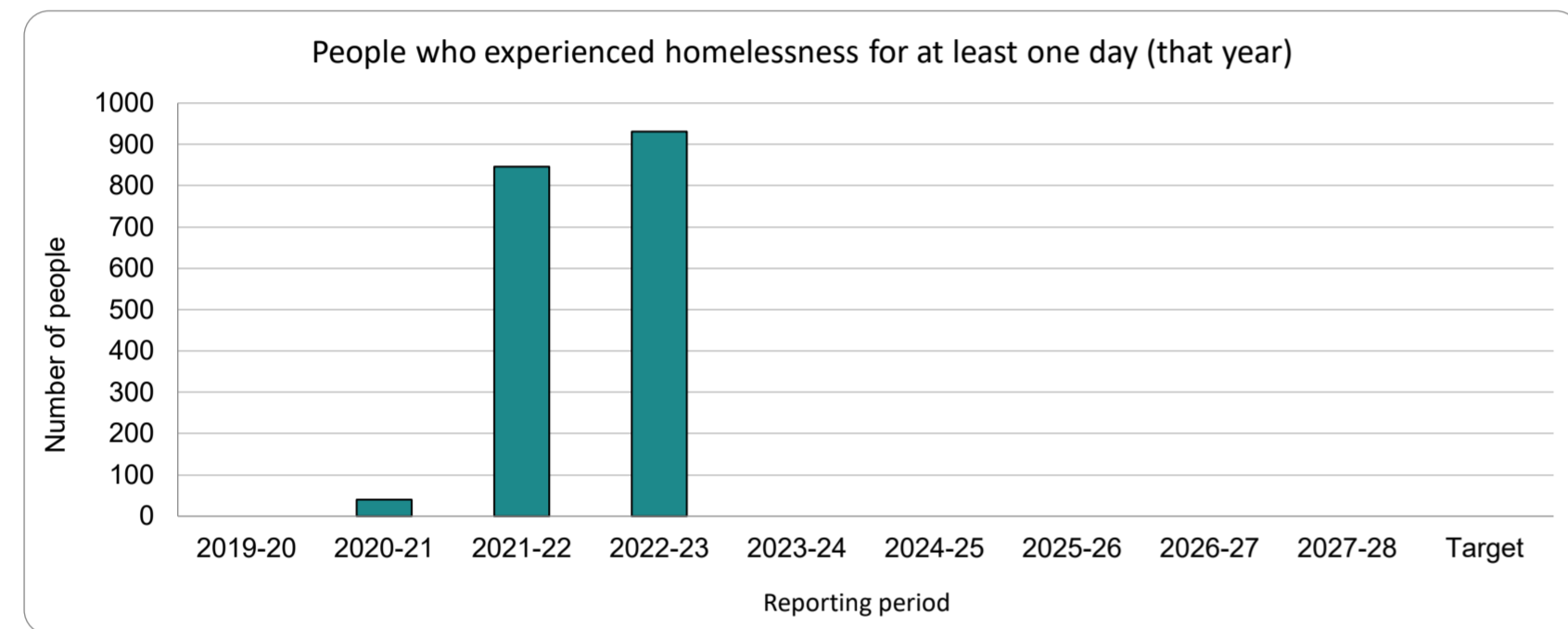
Your answers in Section 3 indicate that your community currently has a real-time, comprehensive List with enough data to generate **annual** baselines and set targets.

**Community-Level Core Outcomes – Annual Data Reporting**

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

Given your answers in Section 3, you can report annual result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

	2019-20	2020-21	2021-22	2022-23 (upto Dec 19, 2022)	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced homelessness for at least one day (that year)		40	846	931						450



Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

Numbers have changed as COVID has exacerbated homelessness in Thunder Bay. The data collection process is more robust now, so numbers of people experiencing homelessness have increased due to more data existing.

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

Given your answers in Section 3, you can report annual result(s) for Outcome #2 using your List. Add a target for 2027-28 in the far right box.

	2019-20	2020-21	2021-22	2022-23 (upto Dec 19, 2022)	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)		40	829	542						250

**SECTION 4: COMMUNITY-LEVEL OUTCOMES (MONTHLY)**

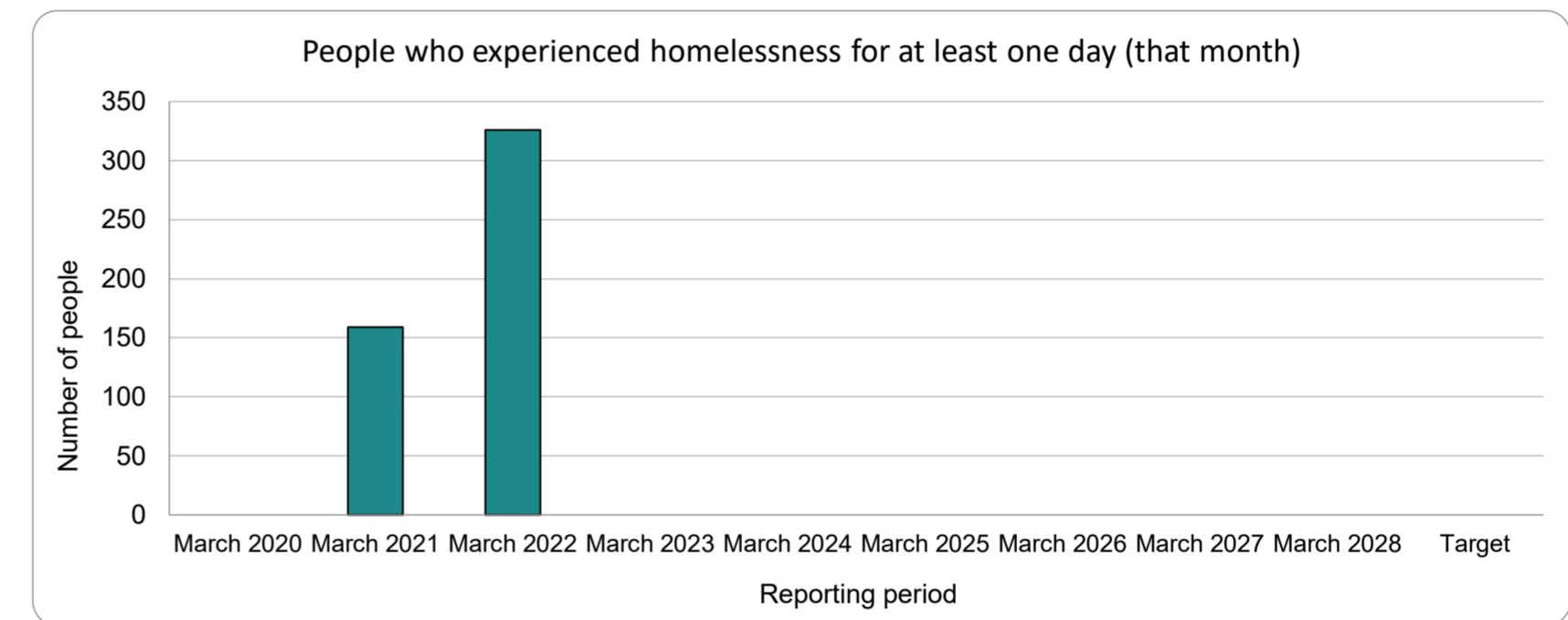
Your answers in Section 3 indicate that your community currently has a real-time, comprehensive List with enough data to generate **monthly** baselines and set targets.

**Community-Level Core Outcomes – Monthly Data Reporting**

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

Given your answers in Section 3, you can report monthly result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

	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)		159	326							150



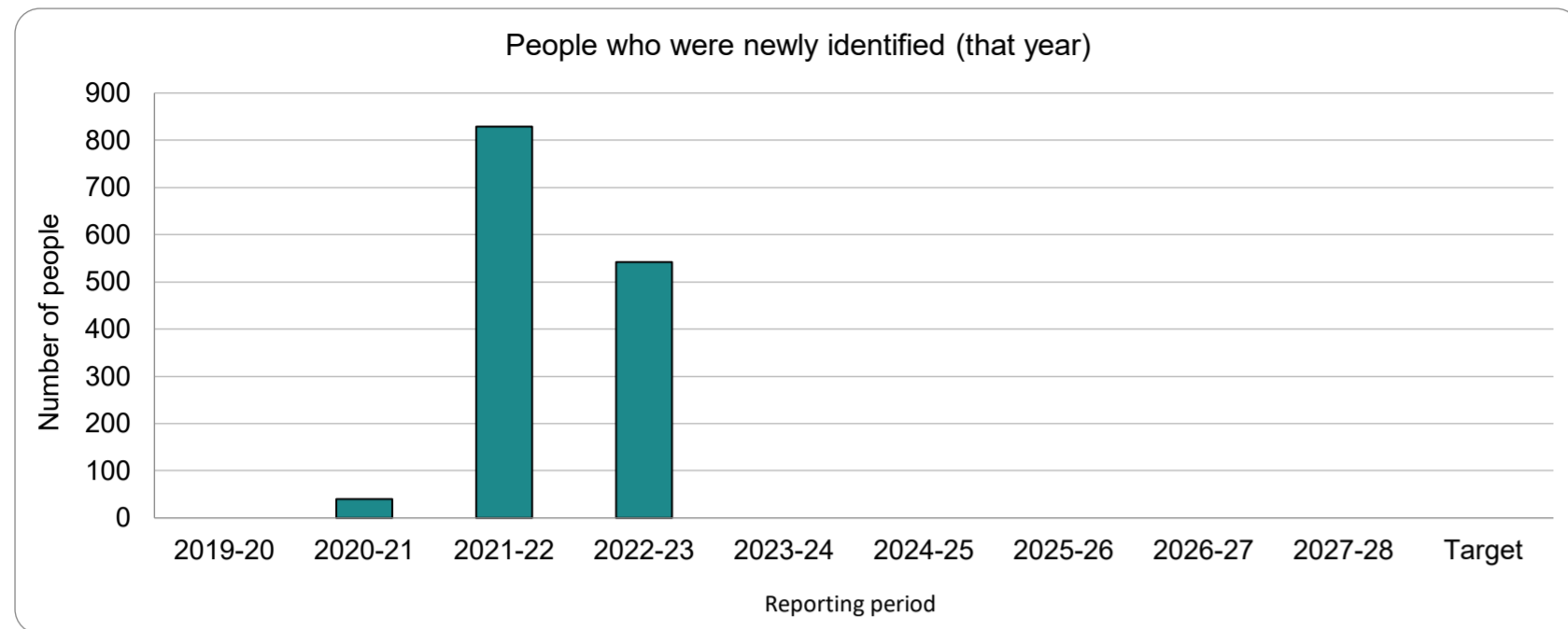
Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

Numbers have changed as COVID has exacerbated homelessness in Thunder Bay. The data collection process is more robust now, so numbers of people experiencing homelessness have increased due to more data existing.

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

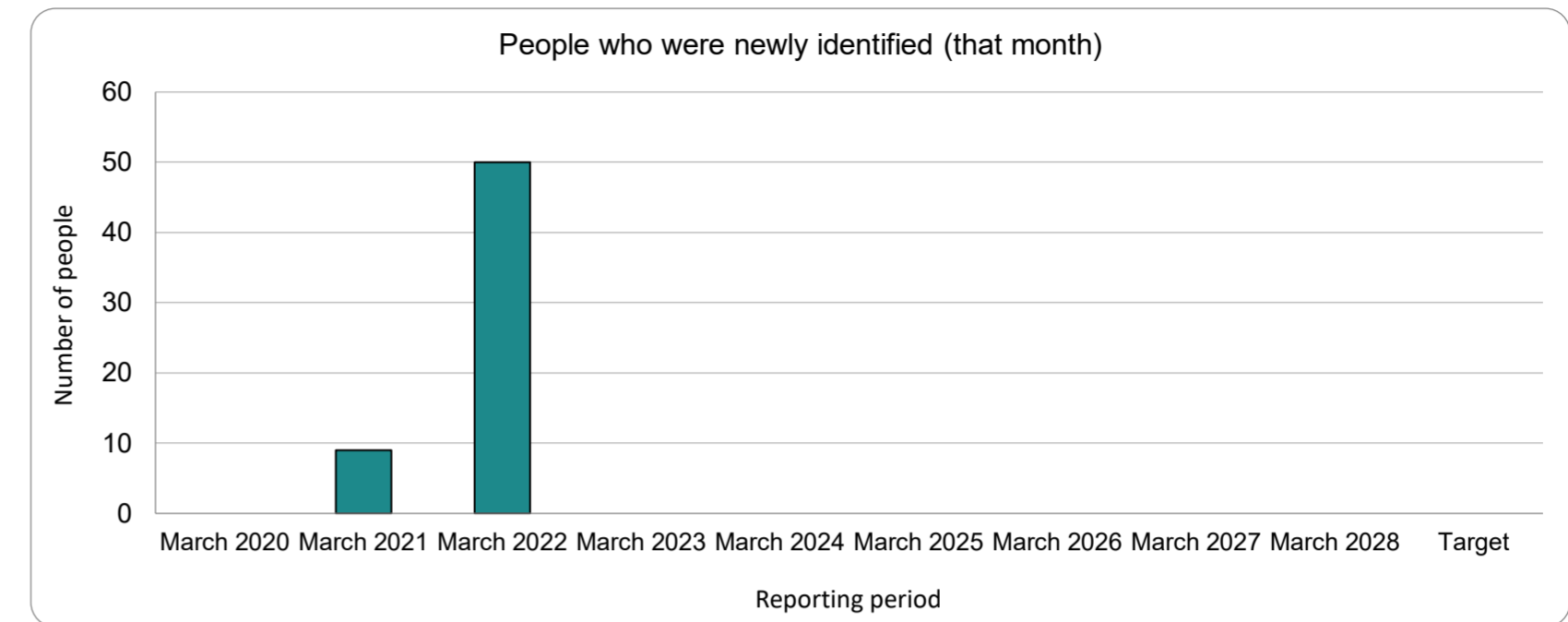
Given your answers in Section 3, you can report monthly result(s) for Outcome #2 using your List. Add a target for 2027-28 in the far right box.

	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)		9	50							20



Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?

Numbers have changed as COVID has exacerbated homelessness in Thunder Bay. The data collection process is more robust now, so numbers of people experiencing homelessness have increased due to more data existing.



Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?

Numbers have changed as COVID has exacerbated homelessness in Thunder Bay. The data collection process is more robust now, so numbers of people experiencing homelessness have increased due to more data existing.

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

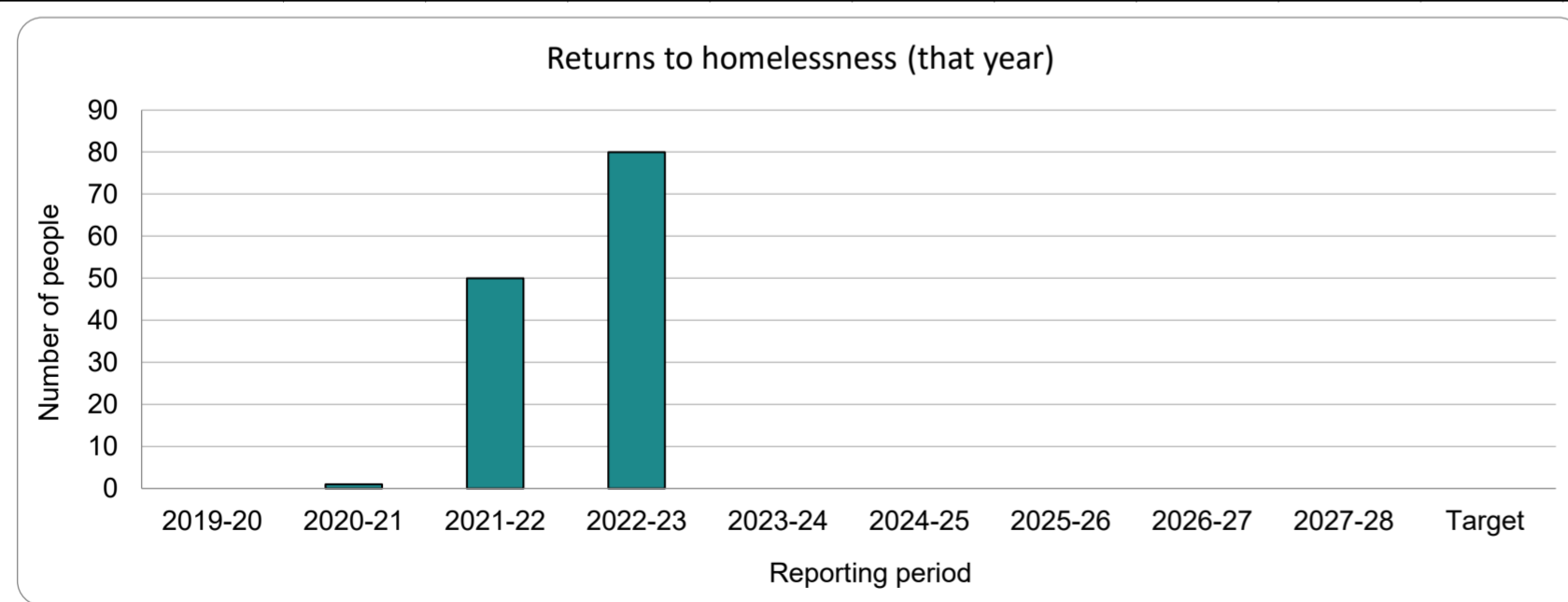
Given your answers in Section 3, you can report annual result(s) for Outcome #3 using your List. Add a target for 2027-28 in the far right box.

	2019-20	2020-21	2021-22	2022-23 (upto Dec 19, 2022)	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)		1	50	80						25

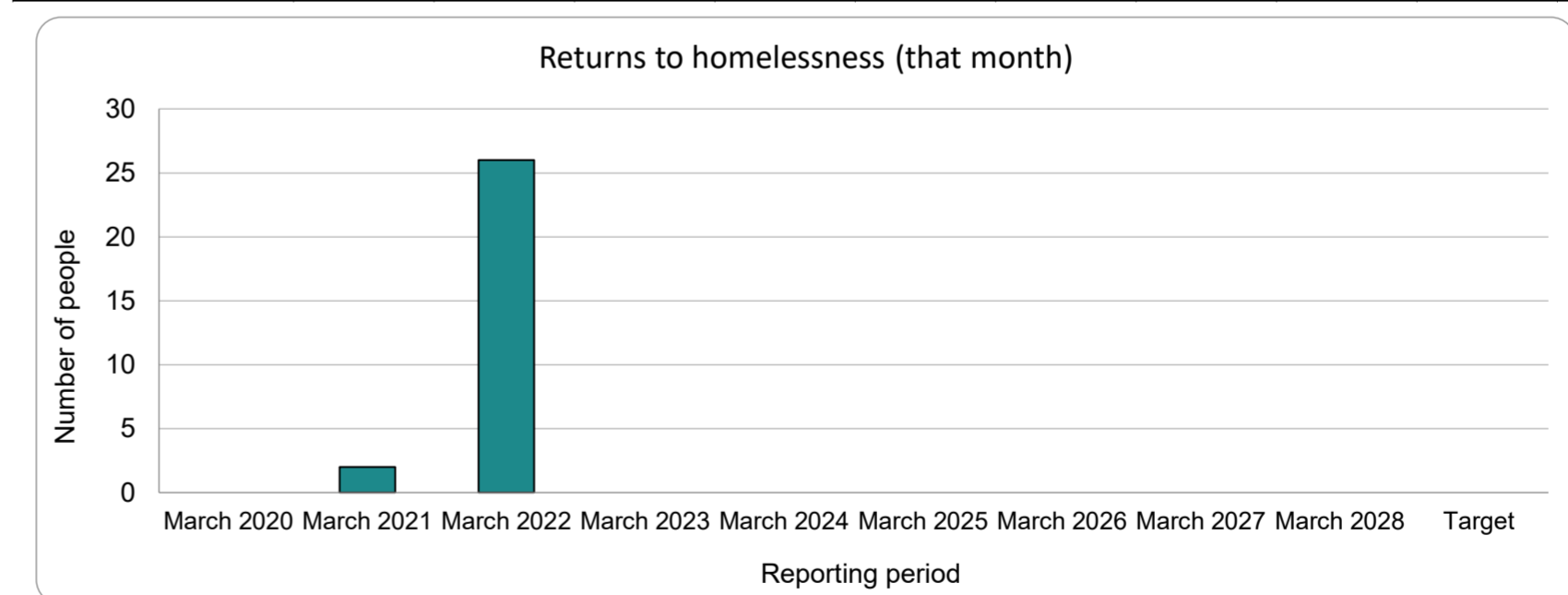
**Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)**

Given your answers in Section 3, you can report monthly result(s) for Outcome #3 using your List. Add a target for 2027-28 in the far right box.

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)		2	26							10



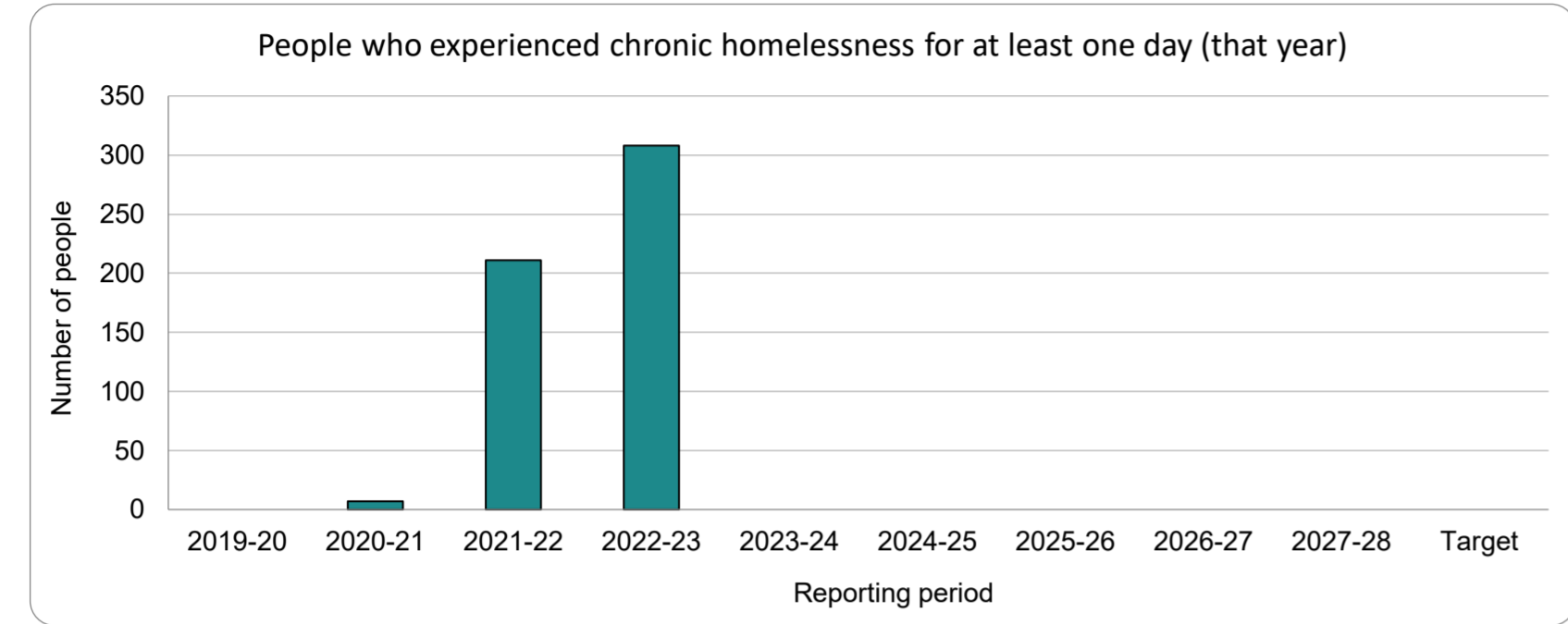
Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?



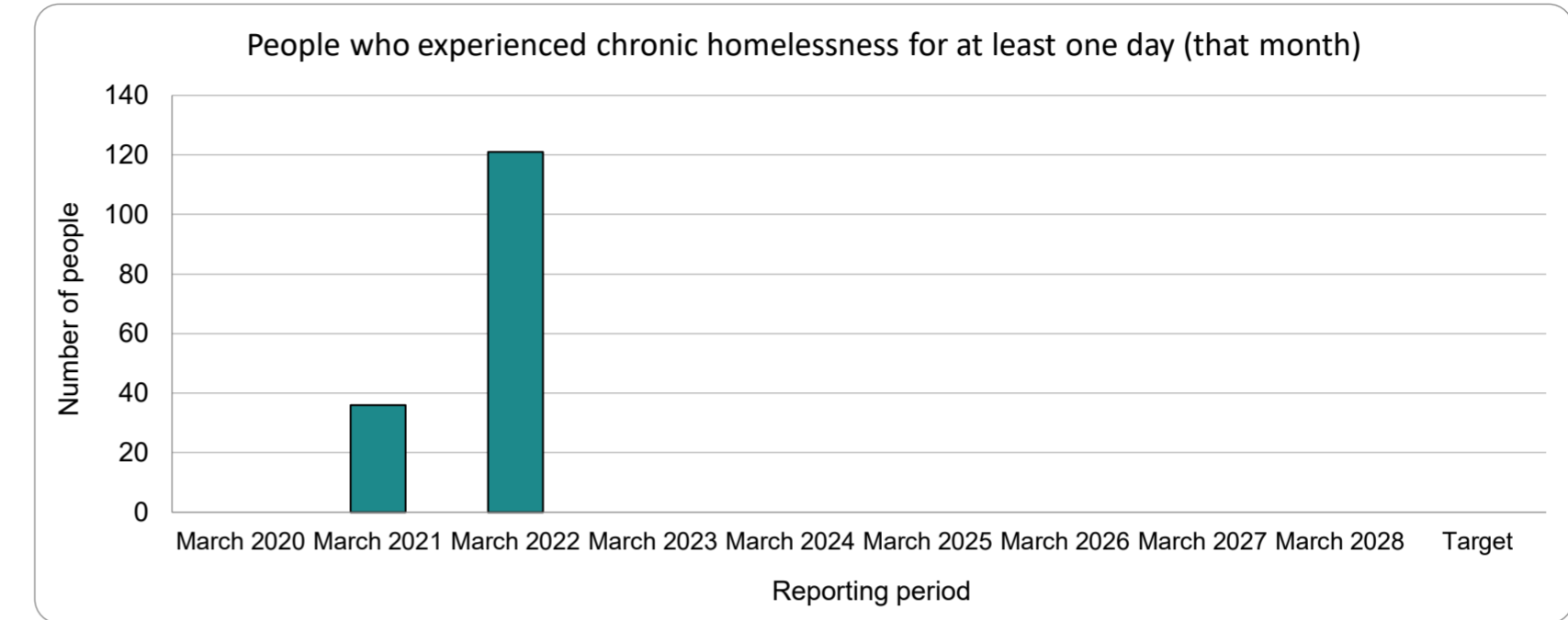
Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?



People who experienced chronic homelessness for at least one day (that year)		7	211	308							100
--	--	---	-----	-----	--	--	--	--	--	--	-----



People who experienced chronic homelessness for at least one day (that month)		36	121								50
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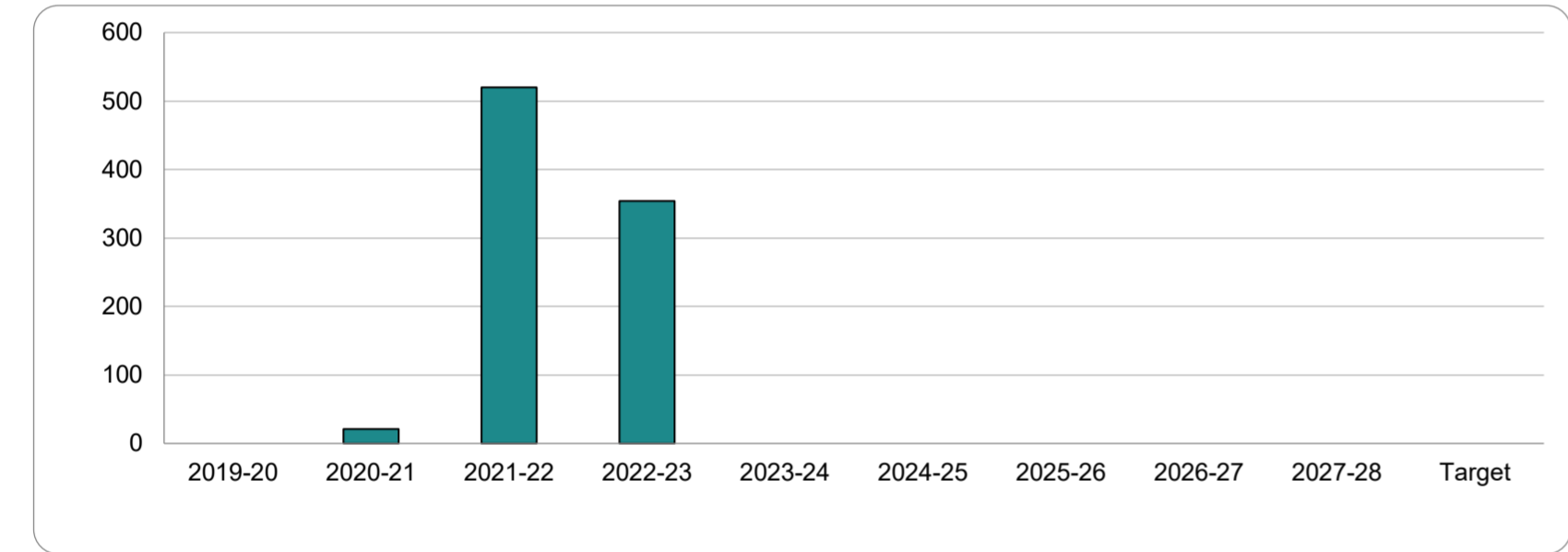


Is your <b>target</b> at least 50 percent less than your baseline?	no
The Reaching Home Directives indicate that communities must set a minimum 50 percent reduction target for chronic homelessness by 2027-28. Please revise your target to represent, at minimum, a 50 percent reduction of chronic homelessness by March 2028.	
Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?	
Numbers have changed as COVID has exacerbated homelessness in Thunder Bay. The data collection process is more robust now, so numbers of people experiencing homelessness have increased due to more data existing. The targets reflect the current numbers of people experiencing homelessness, as opposed to the extremely undercounted 202-2021 report.	
<b>End of Section 4</b>	

Is your <b>target</b> at least 50 percent less than your baseline?	no
The Reaching Home Directives indicate that communities must set a minimum 50 percent reduction target for chronic homelessness by 2027-28. Please revise your target to represent, at minimum, a 50 percent reduction of chronic homelessness by March 2028.	
Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?	
Numbers have changed as COVID has exacerbated homelessness in Thunder Bay. The data collection process is more robust now, so numbers of people experiencing homelessness have increased due to more data existing. The targets reflect the current numbers of people experiencing homelessness, as opposed to the extremely undercounted 202-2021 report.	
<b>End of Section 4</b>	

OPTIONAL COMMUNITY-LEVEL OUTCOMES (ANNUAL)	
Your answers in Section 3 indicate that your community currently has a real-time, comprehensive List with enough data to generate <b>annual</b> baselines and set targets.	
Are you including any additional community-level outcomes for this CHR? Note: Reporting on additional community-level outcomes is optional.	Yes
Optional Community-Level Outcomes – Annual Data Reporting	
<b>Additional Outcome:</b>	<b>Newly identified Indigenous people who experienced homelessness for at least one day</b>
Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.	

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Newly identified Indigenous people who experienced homelessness for at least one day		21	520	354						

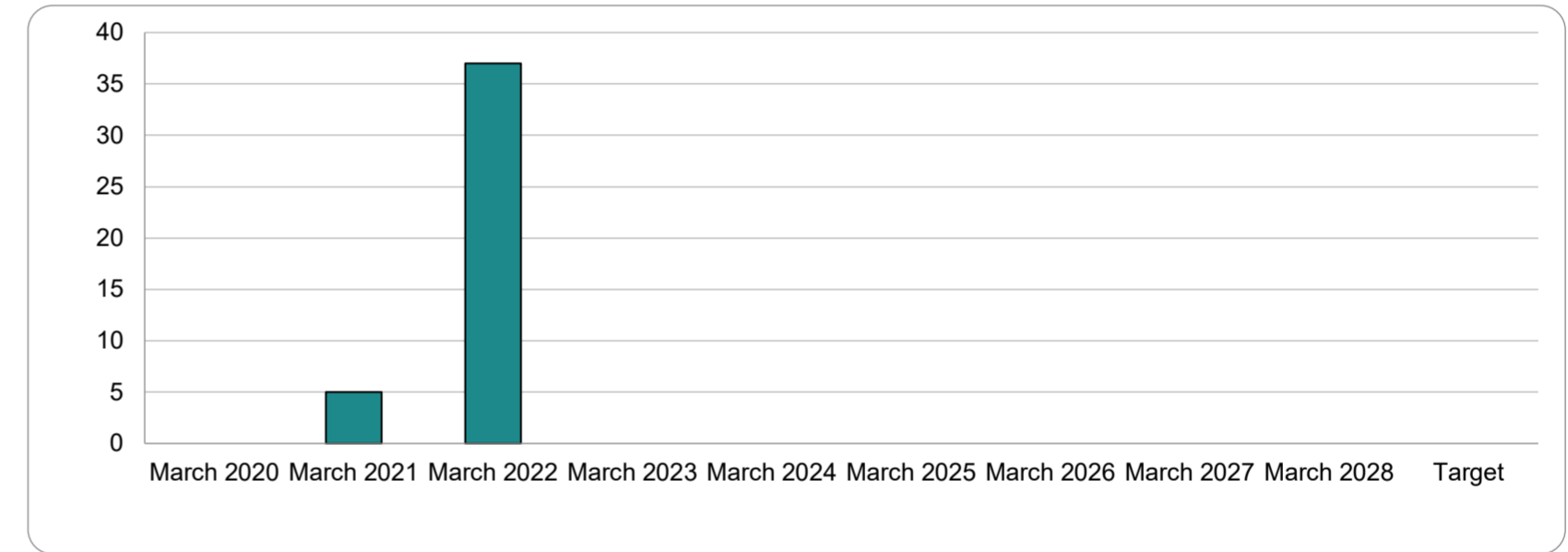


Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?
No
<b>Additional Outcome:</b> [add the expected additional outcome here]
Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
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OPTIONAL COMMUNITY-LEVEL OUTCOMES (MONTHLY)	
Your answers in Section 3 indicate that your community currently has a real-time, comprehensive List with enough data to generate <b>monthly</b> baselines and set targets.	
Are you including any additional community-level outcomes for this CHR? Note: Reporting on additional community-level outcomes is optional.	Yes
Optional Community-Level Outcomes – Monthly Data Reporting	
<b>Additional Outcome:</b>	<b>Newly identified Indigenous people who experienced homelessness for at least one day</b>
Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.	

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Newly identified Indigenous people who experienced homelessness for at least one day		5	37							



Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?
No
<b>Additional Outcome:</b> [add the expected additional outcome here]
Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
--	------------	------------	------------	------------	------------	------------	------------	------------	------------	--------

[add a description of what your data represents]										
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[add a description of what your data represents]										
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Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

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**Additional Outcome:** [add the expected additional outcome here]

Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

---

**Additional Outcome:** [add the expected additional outcome here]

Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
[add a description of what your data represents]										

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
[add a description of what your data represents]										

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?

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Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

---

**Additional Outcome:** [add the expected additional outcome here]

Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
[add a description of what your data represents]										

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

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**Additional Outcome:** [add the expected additional outcome here]

Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
[add a description of what your data represents]										

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?



\*Please insert comment here\*

\*Please insert comment here\*

## COMMUNITY HOMELESSNESS REPORT SUMMARY

Thunder Bay

2021-2022

### Collaboration between Indigenous and Non-Indigenous Partners

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the Designated Community (DC) Community Entity (CE) and local Indigenous organizations?

Yes

Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?

Coordinated Housing Access Table (CHAT) 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. Members of CHAT include Alpha Court, Beendigen, Dilico Anisinabek Family Care, Canadian Mental Health Association, John Howard Society, Elizabeth Fry Society, Ontario Native Women's Association, TBDSSAB, Lakehead Social Planning Council, Thunder Bay Indigenous Friendship Centre, Salvation Army, Shelter House and 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. In the 2021-22 fiscal year, CHAT members and other Indigenous organizations, including Matawa First Nations, participated in a PATHS Community Gathering hosted by the National Indigenous Homelessness Pathfinder Project Lead. The purpose of the two-day gathering was to discuss the design and implementation of an Indigenous specific prioritization process for Coordinated Access, which is an initiative supported by both the Indigenous and Designated CABs/CEs. CHAT is also working on creating more participation among housing providers and housing support providers so that as much information can be gathered in the CHAT. The CE's are working collectively to ensure that this becomes a priority in the community. The CE's have developed a workplan for 2023 that will include working collaboratively to ensure coordinated housing access is running smoothly in Thunder Bay.

<p>Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?</p>	<p>Yes</p>
<p>Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?</p>	
<p>The Designated CE ensures that all information regarding coordinated housing access and CHAT is shared with the Designated CAB and Indigenous CAB so that there is full transparency. 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 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 &amp; Procedures related to CHAT. The Indigenous CE also attends quarterly CHAT Steering Committee meetings. 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 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 and Designated CEs worked closely with the CHAT Facilitator to design and implement a CHAT website during the 2021-22 fiscal year, which aims to provide readily available and easily accessible information about CHAT to service providers, clients and community members. Indigenous CAB members reviewed the website prior to its launch and provided feedback from an Indigenous perspective, which was then incorporated into the website by the web designers. CAB Chairs and CE's meet regularly to discuss any issues and make collective decisions regarding coordinated access and HIFIS. HIFIS was previously managed by the District of Thunder Bay Social Services Administration Board. The contract ended June 30, and Lakehead University is currently managing the HIFIS system in Thunder Bay.</p>	
<p>With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?</p>	<p>Yes</p>

Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.

Yes, the Indigenous and Designated CEs met a month in advance to discuss the CHR and determine how the Indigenous and Designated CEs would collaborate on the report. Subsequent meetings were held to discuss progress on the report. The Indigenous CE provided written input for Section 1 of the CHR and reviewed the data provided in Sections 2, 3 and 4. The Indigenous CAB also reviewed and provided sign off on the CHR.

Does your community have a separate IH CAB?

Yes

Was the CHR also approved by the IH CAB?

Yes



**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.

<b>Governance</b>	<b>HMIS</b>	<b>Access Points to Service</b>	<b>Triage and Assessment</b>	<b>Coordinated Access Resource Inventory</b>	<b>Vacancy Matching and Referral</b>
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? In particular, please include an update about your community's efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS.

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. The HIFIS manager has recently changed from the Province to Lakehead University. This has delayed reporting for CHAT for the last few months, as new data sharing agreements have to be created and signed.

### Outcomes-Based Approach Self-Assessment

Where does data for the List come from?

- Excel
- HIFIS
- Other HMIS

	<input type="checkbox"/> Other data source(s) <input type="checkbox"/> Not applicable – Do not have a List yet
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

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



We rely on HIFIS information from shelters and other data reporting from homelessness service organizations to provide numbers of people experiencing homelessness. Our list is becoming more robust, but it is not a totally reliable source on its own. Many people are housed within an organization and never added to the list specifically so those individuals are never included in the list.

### Summary Table

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

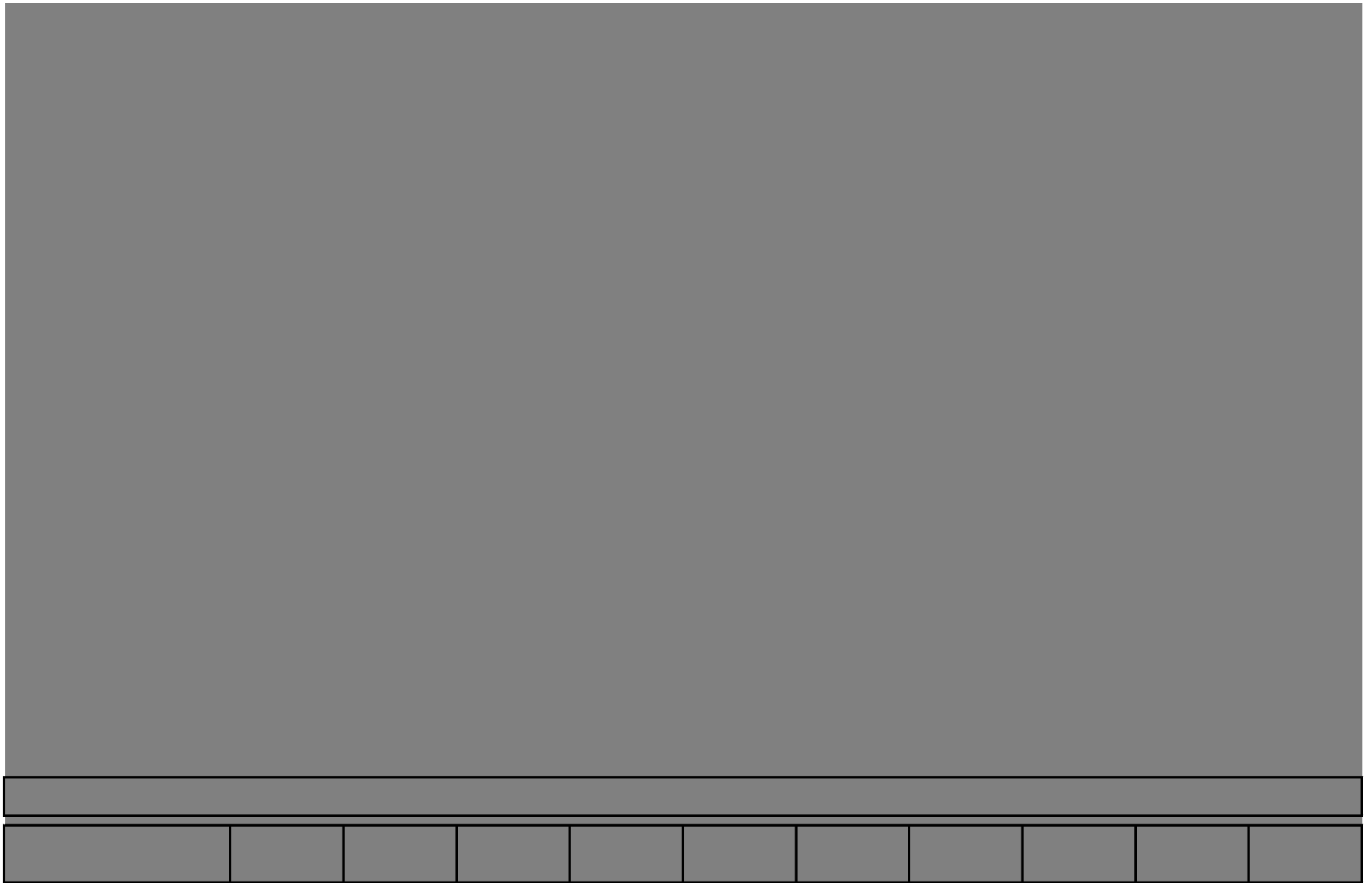
Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Not yet	Not yet	Not yet

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?

The province was originally managing the HIFIS system in Thunder Bay and the Designated CE, the Lakehead Social Planning Council (LSPC) created a new contract with Lakehead University (LU) to begin managing HIFIS in the community. There were many barriers that did not allow for an expedient transfer of HIFIS data from the province to LU. In the meantime, the support for organizations taking part in coordinated housing access was delayed. This created some issues regarding uptake for organizations participating in maintaining the list. Through the work of the CE's and data collection tools, the list has been updated as much as possible. The maintenance of the list will continue with the Coordinated Housing Access Table lead. The past year included some new learning and recently the uptake of organizations participating in CHAT is increasing. The list is maintained through the coordinated housing access table (CHAT) in Thunder Bay. There is a CHAT lead that helps to maintain the list. There is more support and understanding among housing and housing service providers in Thunder Bay so that data collection is becoming more robust.

### Community-Level Core Outcomes – Annual Data Reporting

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.





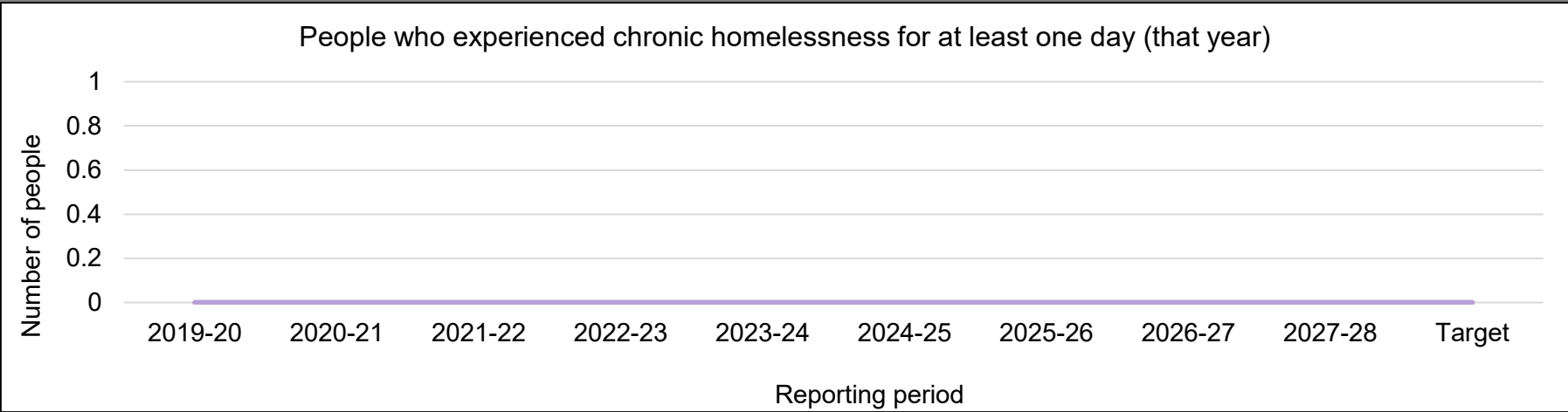






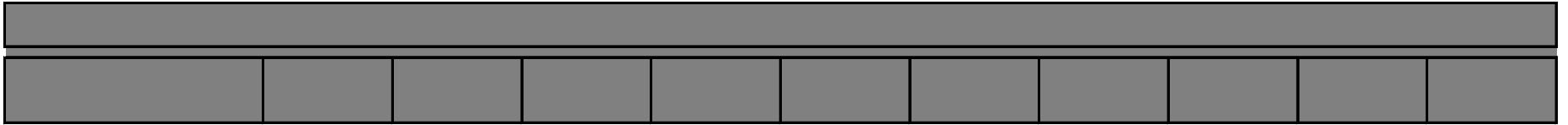


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**Community-Level Core Outcomes – Monthly Data Reporting**

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





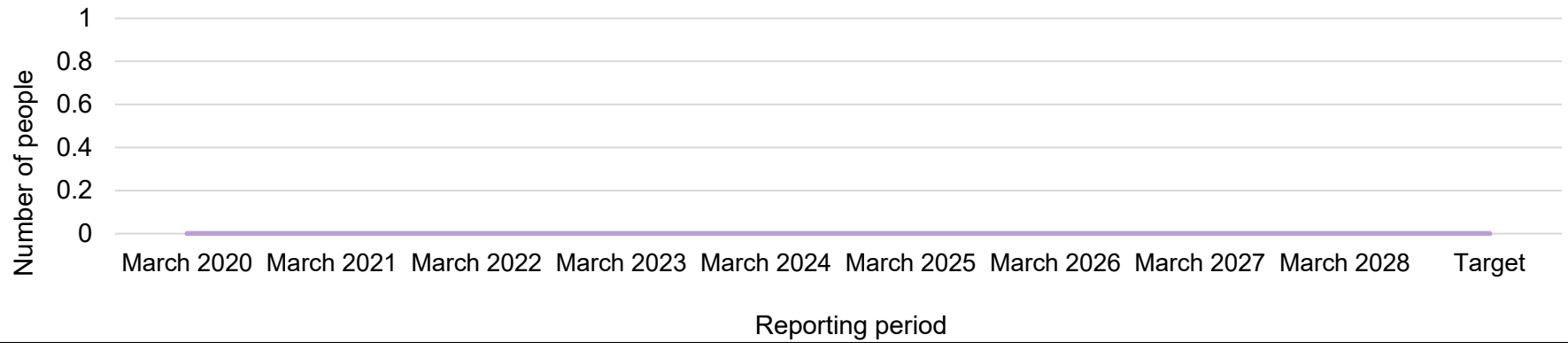






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People who experienced chronic homelessness for at least one day (that month)




## Designated Community – Community Advisory Board

Note: You may list more than one name or organization for each sector. ESDC will not sell, distribute, trade or transfer your information to other government departments, businesses, institutions, organizations or individuals outside ESDC for any other purposes, unless required by law.

Sector	Community Advisory Board Member(s)
Service Canada (Ex-Officio Member)	Glenn Budgell
Provincial/Territorial government	Crystal Simeoni, Aaron Park
Local/Municipal government	Cynthia Olsen,
Indigenous peoples and organizations	Annika Gregg, Mandy Tait-Martens, Taylor
Veterans Affairs Canada or veterans serving organizations	Stephanie Biggs, Ashley Anderson
Organizations serving women/families fleeing violence	
Youth and/or youth serving organizations (including Child Welfare Agencies)	Hugette Carly
Organizations serving seniors	FINA
Newcomer serving organizations	
Health organizations, including hospitals and other public institutions, and organizations focused on mental health and addictions	Nicole Latour, Joanne Boucher, Alice Bellavance, Brittany Kirkwood, Wendy McAllister, Phebe-Ann Wolframe-Smith, Raija Begall, J. Wilcox, Jenny Leadbeater
Individuals with lived experience of homelessness	PACE
Organizations serving individuals experiencing or at risk of homelessness	Georgina MacKinnon (PACE), Aline Auger, Cal Rankin, Gary Ferguson, Cathy Oleschuk, Scotland Morrison
Private sector	
Landlord associations and/or the housing sector	
Other	

### Community Advisory Board Chairs or Co-Chairs (if applicable):

I affirm that the above members of the Community Advisory Board have reviewed the attached Community Homelessness Report and that the majority of Community Advisory Board members approve of its content.

Alice Bellavance



20-Jan-23

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Cynthia Olsen



20-Jan-23

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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\_\_\_\_\_  
Name

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\_\_\_\_\_  
Signature

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\_\_\_\_\_  
Date



## Indigenous Homelessness – Community Advisory Board

Note: You may list more than one name or organization for each sector. ESDC will not sell, distribute, trade or transfer your information to other government departments, businesses, institutions, organizations or individuals outside ESDC for any other purposes, unless required by law.

Sector	Community Advisory Board Member(s)
Service Canada (Ex-Officio Member)	Farrah Manji
Provincial/Territorial government	
Local/Municipal government	James Wilkinson and Alain Joseph (City of
Indigenous peoples and organizations	Paul Capon (Matawa First Nation), Charlene Baglier
Veterans Affairs Canada or veterans serving organizations	
Organizations serving women/families fleeing violence	Jessica Goodman (Beendigen), Collin Graham (ONWA)
Youth and/or youth serving organizations (including Child Welfare Agencies)	Michael Hull and Marilyn Juunila (Shkoday)
Organizations serving seniors	
Newcomer serving organizations	
Health organizations, including hospitals and other public institutions, and organizations focused on mental health and addictions	Angela Carter (Ka-Na-Chi-Hih)
Individuals with lived experience of homelessness	
Organizations serving individuals experiencing or at risk of homelessness	
Private sector	
Landlord associations and/or the housing sector	
Other	Sean Stuckless (Indigenous Services Canada)

### Community Advisory Board Chairs or Co-Chairs (if applicable):

I affirm that the above members of the Community Advisory Board have reviewed the attached Community Homelessness Report and that the majority of Community Advisory Board members approve of its content.

Tracey Lawrence

\_\_\_\_\_  
Name



\_\_\_\_\_  
Signature

January 20th, 2023

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date