

COMMUNITY HOMELESSNESS REPORT SUMMARY

City of Ottawa

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.

Through the year, the City collaborated with the IH CAB on various aspects of Coordinated Access and the usage of HIFIS. The Indigenous community is leading the conversation surrounding the use of data for their population, and the City is providing the supports to achieve those goals. This collaborative effort largely surrounds the proper usage of HIFIS to support Indigenous Coordinated Access (ICA).

The City's Coordinated Access Lead and the Indigenous Coordinated Access Lead meet regularly to discuss the best use of various HIFIS modules that support these joint data efforts, as well as other improvements to the use of HIFIS. Key supports provided by the City include the development and delivery of training regarding the use of HIFIS and ICA, and the development of processes and reports based on the recommendation and leadership of the ICA.

The City and the IH CAB are currently in discussions regarding the ongoing the funding of the ICA function. Collaborative planning for the future continues to take place, including upcoming projects such as expanding the usage of HIFIS to include the "Waitlist" module to coordinate and prioritize referrals to services offered by Indigenous partners.

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?	Yes
Describe this collaboration in more detail. Yes, specific to Coordinated Access and our HMIS, there has been collaboration between the CE and the Indigenous agencies receiving homelessness funding. The ongoing collaboration includes the Indigenous agencies being part of the governance structure that oversees any considerations or updates related to Coordinated Access and the HMIS, including the Homelessness Community Advisory Board (CAB), Aboriginal Community Advisory Board (ACAB) and HIFIS Working Group. In Ottawa, the Indigenous sector operates its own Indigenous Coordinated Access (CA) using HIFIS data provided by the City, and the two coordinated access systems have been running in parallel. They regularly share information to identify which clients are Indigenous either through HIFIS data in which people may have self-identified, or through 'in-reach' to shelters by Indigenous agencies. Identifying Indigenous clients enables the Indigenous system to offer culturally appropriate supports that will best assist Indigenous individuals to be successful in their housing. In developing the system, in 2018-19, our Indigenous partners established their own prioritization criteria for access to their Housing First Program. They also decided not to use the Service Prioritization Decision Assistance Tool (SPDAT) assessment tool with Indigenous clients because it was deemed to be culturally inappropriate and lacking a trauma-informed lens. In 2022-2023, the City invited representation from Indigenous service providers on the newly-formed HIFIS Community of Practice. This community of practice is setup to guide data collection across the housing and homelessness sector. Since its inception, this group has met on two occasions. This collaboration will also be strengthened in the future by updating HIFIS data sharing agreements with Indigenous agencies to align with OCAP principles, including sections acknowledging the rights of Indigenous peoples to control data about members of their community. To implement this work the City will work with Infrastructure Canada during the next update phase of the HIFIS data sharing agreements.	

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?	Yes
Describe this collaboration in more detail.	
Yes, in developing the CHR, the City consulted both the Homelessness Community Advisory Board (CAB) and the Aboriginal Community Advisory Board (ACAB). There are three CAB members who represent Indigenous agencies who are also ACAB members, therefore they were consulted in both contexts. The City consulted the Chair of the ACAB as to how the ACAB wanted to participate in the drafting of the CHR. The ACAB requested that City staff attend their May 23rd, 2023 ACAB meeting to present the CHR draft to ACAB members. After that meeting in which the statistics were discussed, the City added the statement to Question 3.8 that the statistics on Indigenous people likely continue to be under-reported because many Indigenous people will not identify themselves as Indigenous when asked for their demographic information. After the ACAB meeting, the City sent the draft of the full report to the ACAB, inviting written edits and additions. The City then sent the full report, for further feedback, to the ACAB and to the CAB members in advance of the CAB meeting on May 26, 2023.	
Does your community have a separate IH CAB?	Yes
Was the CHR also approved by the IH CAB?	Yes

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
Number of minimum requirements	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?

Although the City meets all Reaching Home minimum requirements, continued efforts have been made to enhance and improve Ottawa's Coordinated Access system, including the use of HIFIS.

For example, the City has implemented a Client Service Path working group. This group aims to collect information about client housing readiness in order to match them to service more effectively and has led to more client information being collected in HIFIS.

Additionally, several new community agencies were onboarded to HIFIS in 2022-23, with a focus on agencies that offer housing support, outreach services and general housing assistance. This expansion will help improve the Coordinated Access system by providing more data on the flow of clients through the service system, creating a deeper understanding of how they enter in to and experience homelessness.

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
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Summary Comment

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?

Improvements to the By Names List over the last year include:

- A new Client Service Pathway Report, which gathers client “document readiness” information across the emergency shelter system. This allows the City to prioritize document-ready clients and client who are willing to be housed for housing based case management services.

Over the next year:

- The City plans on improving the utilization of the housing placement and housing history module in HIFIS to gather inflow and outflow information throughout our system. The knowledge gained will support the City's efforts to identify gaps and make improvements to the BNL.
- The List continues to be used to match chronically homeless individuals to housing based case management services. These services support clients to secure and maintain housing. The BNL is also used to develop special projects to end chronic homelessness by identifying key demographics to target.

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:

A custom report was created to pull all the homelessness stays, demographic information, Service Prioritization Decision Assistance Tool (SPDAT) Score of clients in HIFIS and then it is filtered in excel to determine their eligibility and priority on the By-name List (BNL).

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.

*Optional: The City of Ottawa has developed community-level data reports that are distributed publicly through various channels. These reports and associated methodologies have been developed over many years with feedback from sector partners and contain various datapoints from across the housing continuum. When reviewing new reports that are pulled using HIFIS data, the City compares the datapoints to other community-level reports in order to validate the data.

While completing this review, the City noticed numerous inconsistencies between CHR report data methodologies and other comparable reporting measures used previously. When compared to other data the CHR report had data trend differences, over/under reporting and a general lack of alignment with methodologies the City typically uses. Despite attempts to rectify and understand issues within the report’s code we were unable to fully assess why these datapoints could be so different for similar metrics.

For this reason, the City has requested permission from Infrastructure Canada to use its methodology for pulling CHR report metrics. Using City reporting methodology ensures that the data provided is as accurate as possible and aligns with similar metrics that have been report publicly

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

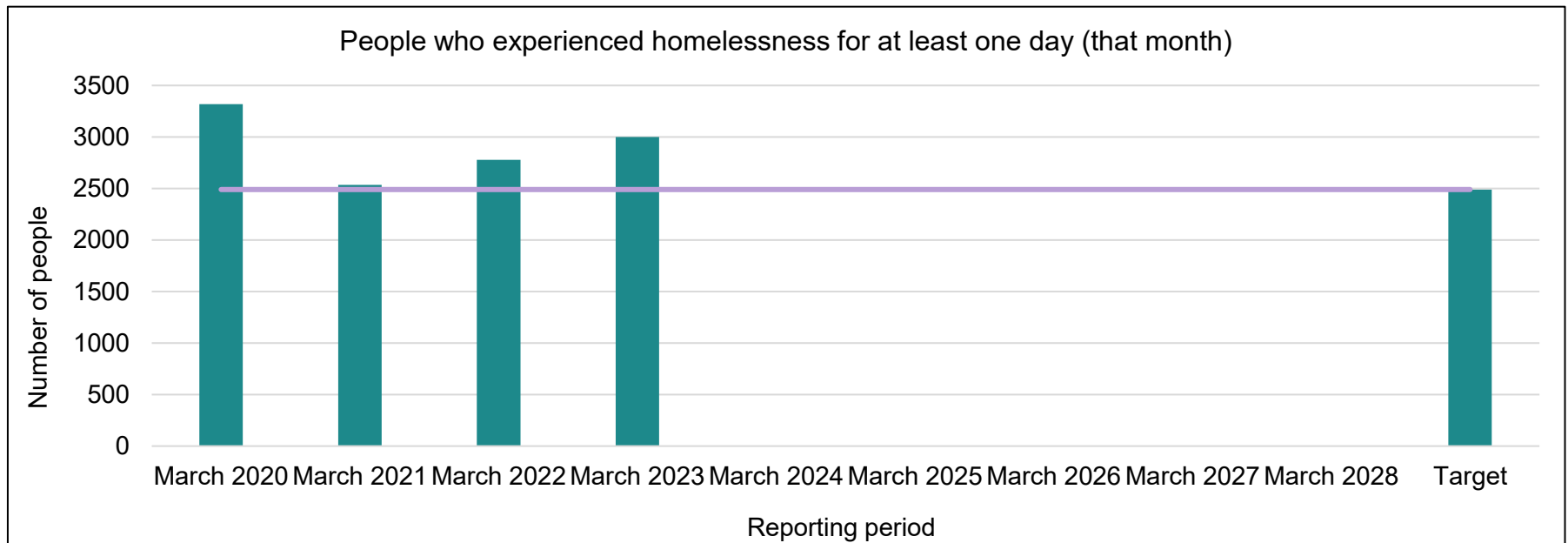
Does the List meet the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

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)	3320	2535	2779	2999						2490



Context for Outcome #1 (monthly):

Please provide context about your results, as applicable.

The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that month)

No changes to the way the data was collected

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

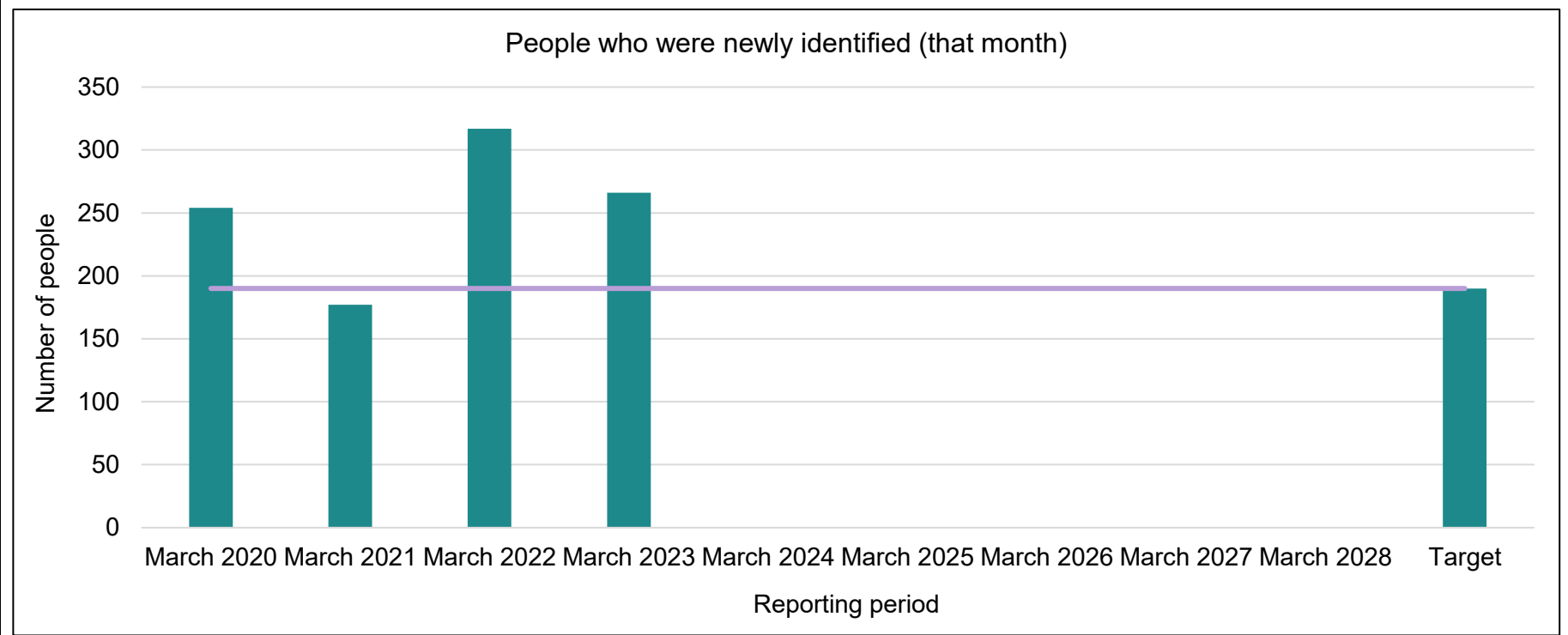
No

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

Yes

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

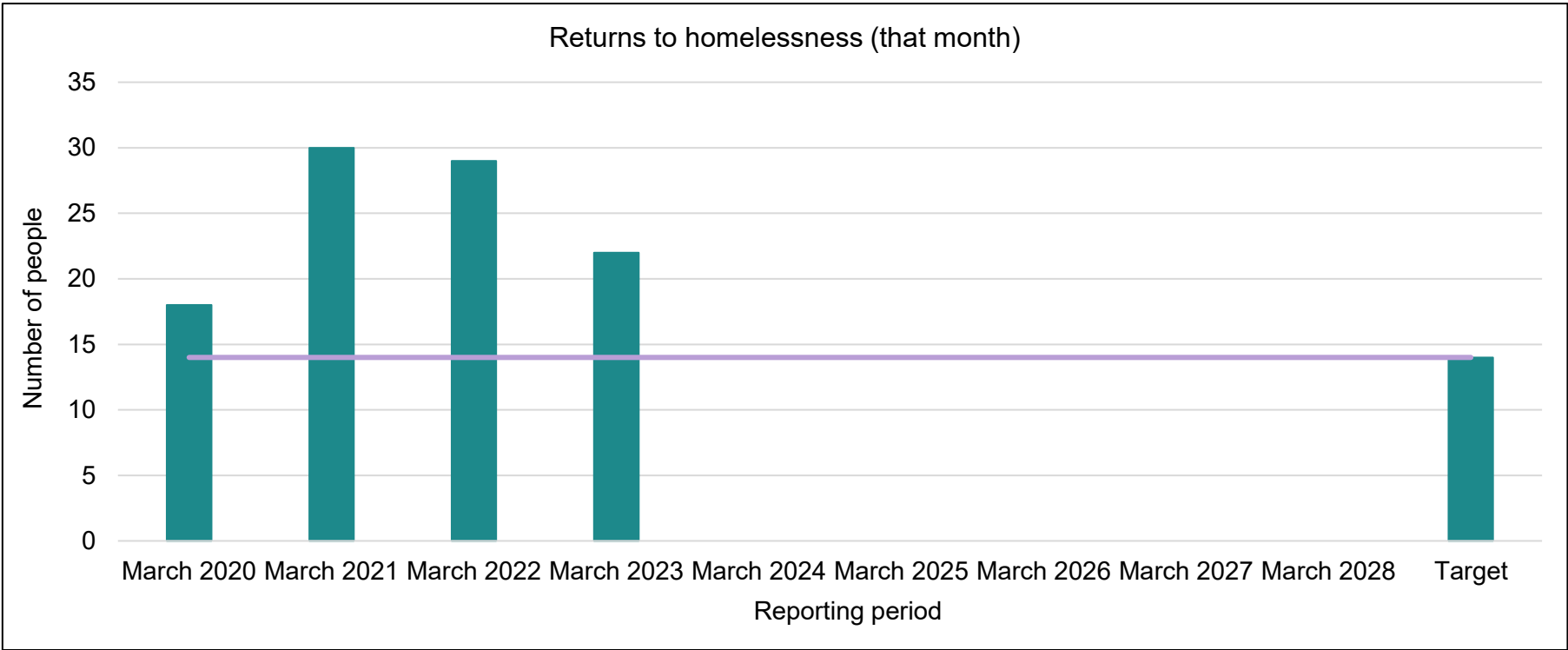
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)	254	177	317	266						190



Context for Outcome #2 (monthly):	
Please provide context about your results, as applicable.	
The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report. The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that month) No changes to the way the data was collected	
Was the HIFIS <i>“Community Homelessness Report”</i> used to generate data for this outcome?	No

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)	18	30	29	22						14



Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that month) and have returned to chronic homelessness

No changes to the way the data was collected

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

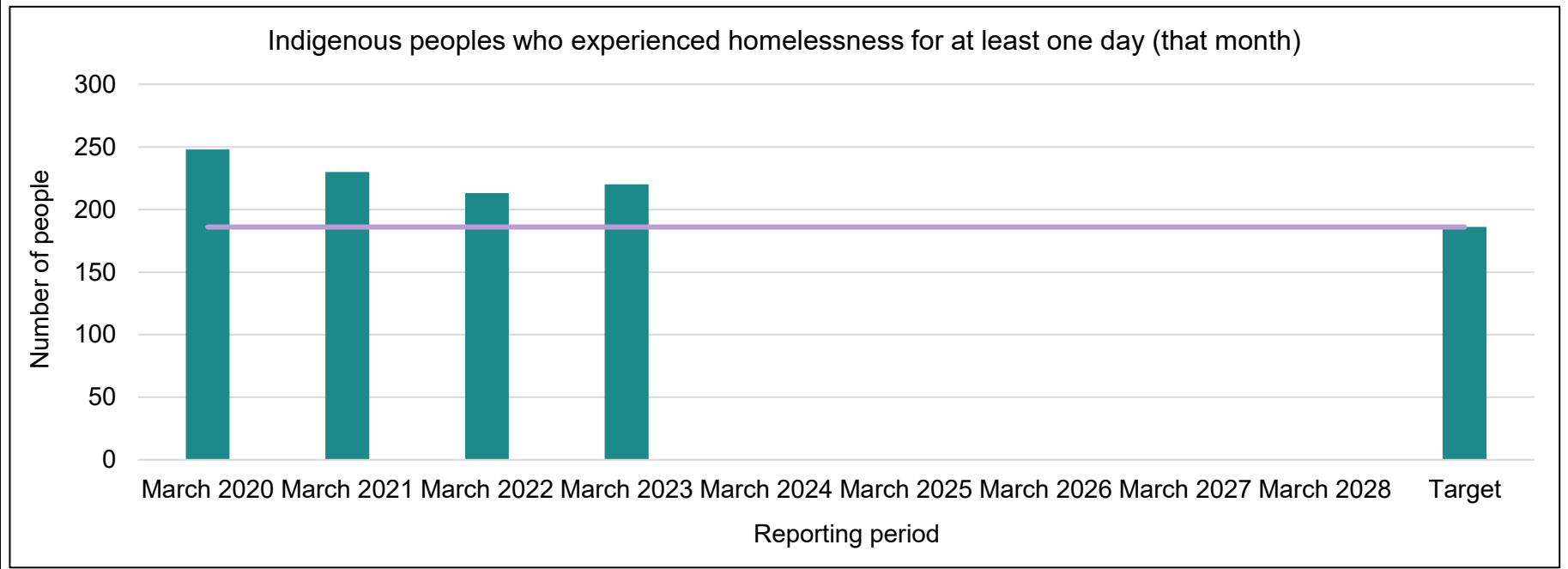
No

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

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)	248	230	213	220						186



Context for Outcome #4 (monthly):

Please provide context about your results, as applicable.

The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that month)

No changes to the way the data was collected

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

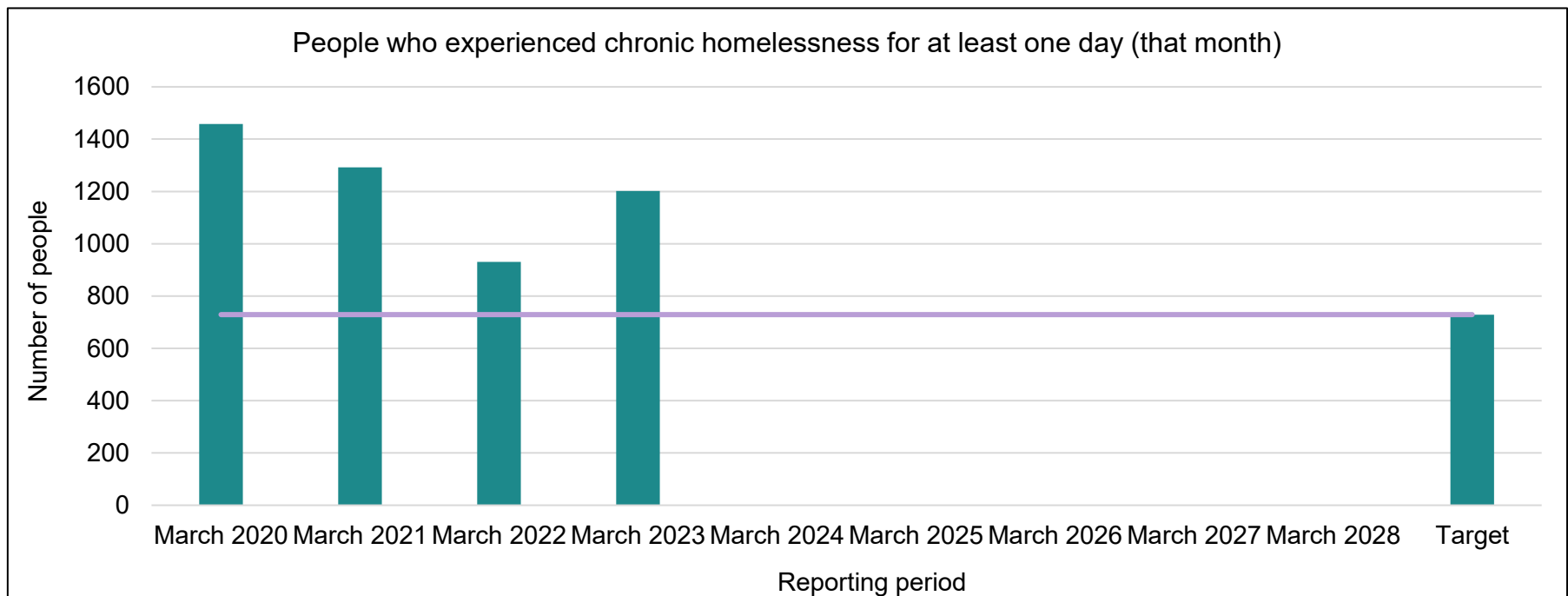
No

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

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)	1458	1292	931	1202						729



Context for Outcome #5 (monthly):

Please provide context about your results, as applicable.

The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that month)

No changes to the way the data was collected

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

No

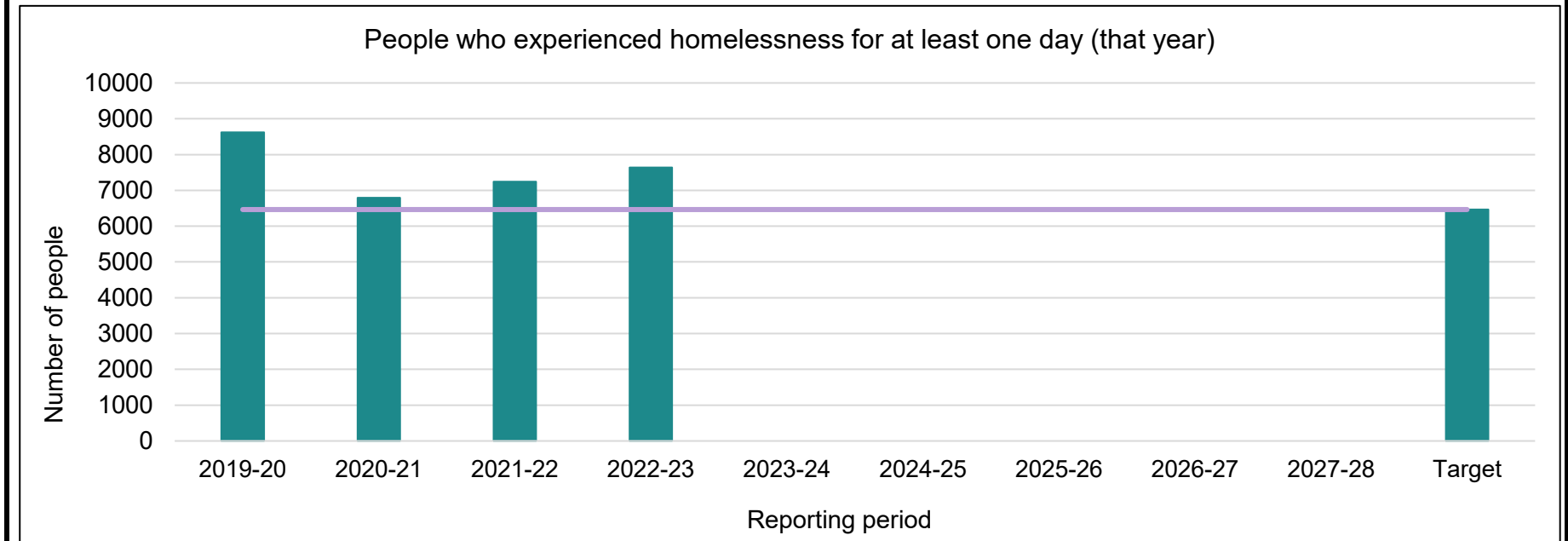
Was the federal standard for calculating this outcome used (see Annex A)?

Yes

Section 4. Community-Level Outcomes and Targets – Annual

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced homelessness for at least one day (that year)	8619	6790	7240	7637						6464



Context for Outcome #1 (annual):

Please provide context about your results, as applicable.

The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that year)

No changes to the way the data was collected

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

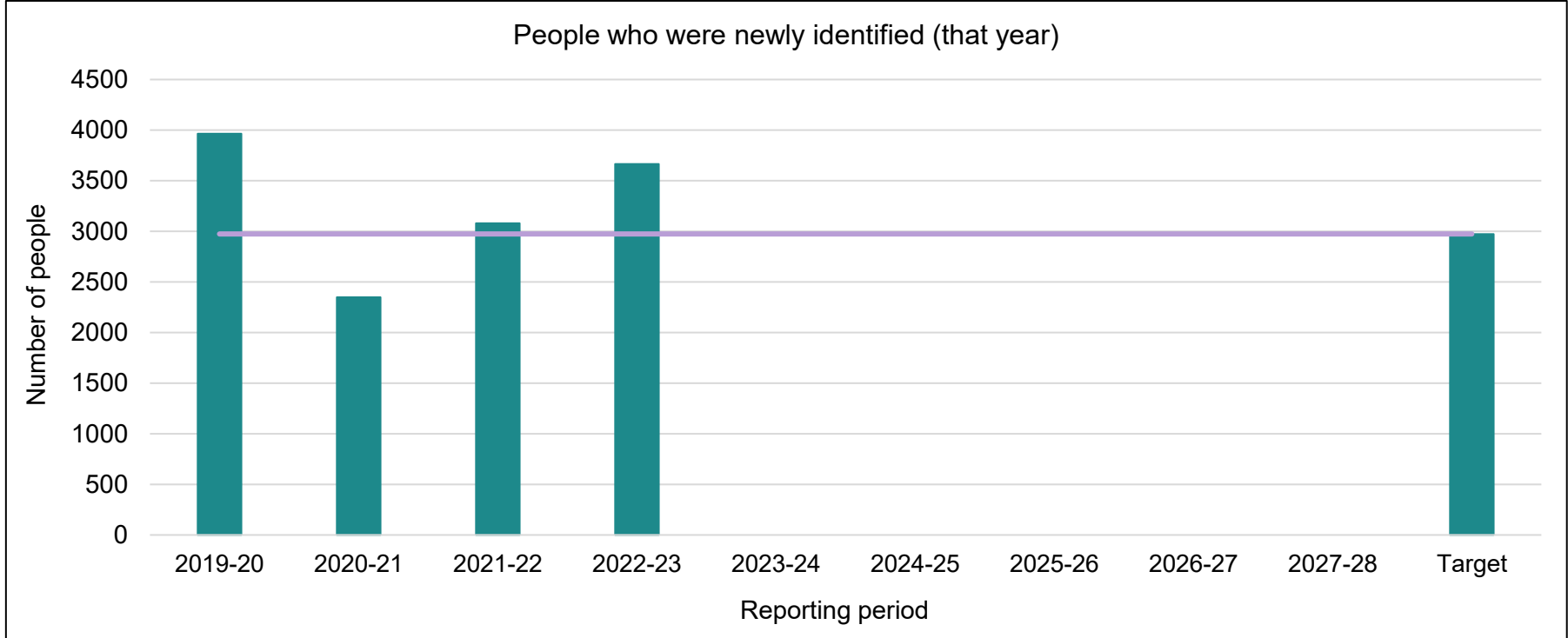
No

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

Yes

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)	3965	2348	3080	3666						2974



Context for Outcome #2 (annual):

Please provide context about your results, as applicable.

The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that year)

No changes to the way the data was collected

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

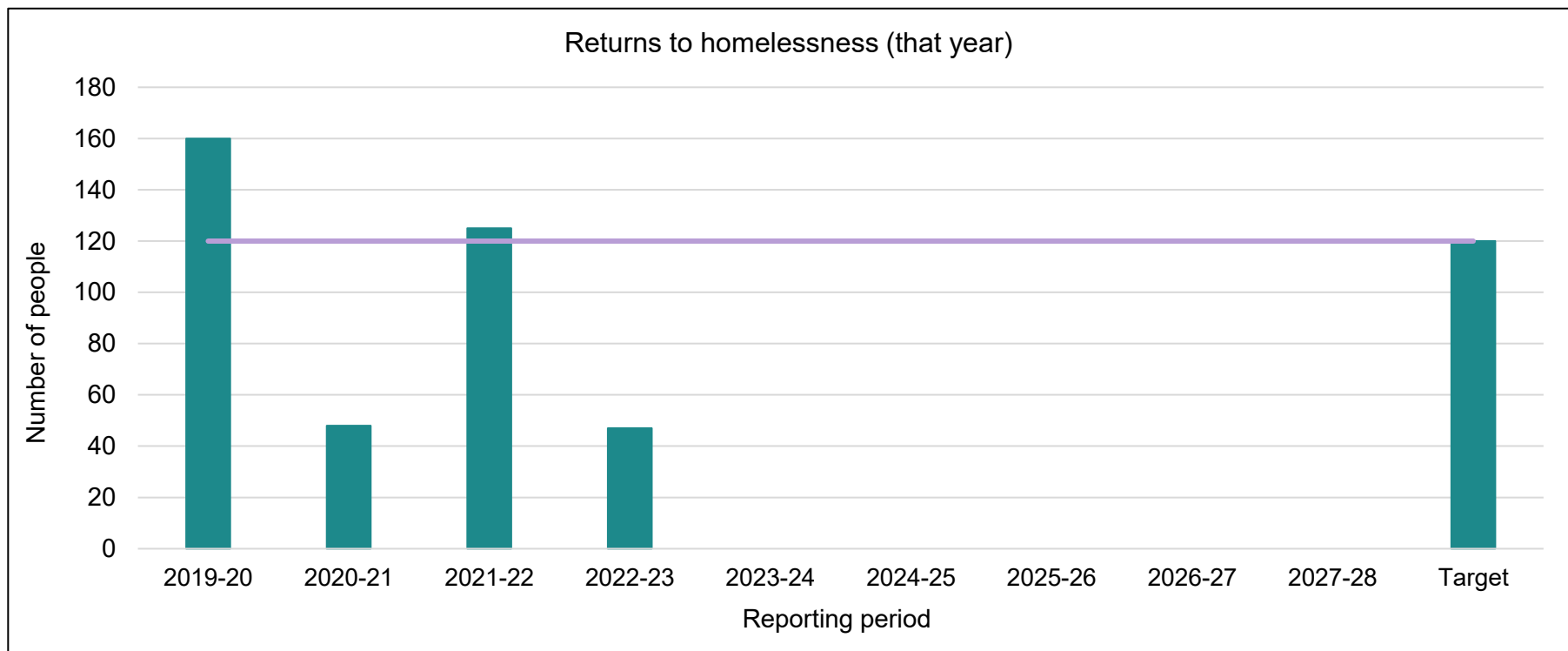
No

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

Yes

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)	160	48	125	47						120



Context for Outcome #3 (annual):

Please provide context about your results, as applicable.

The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that year) and have returned to chronic homelessness

No changes to the way the data was collected

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

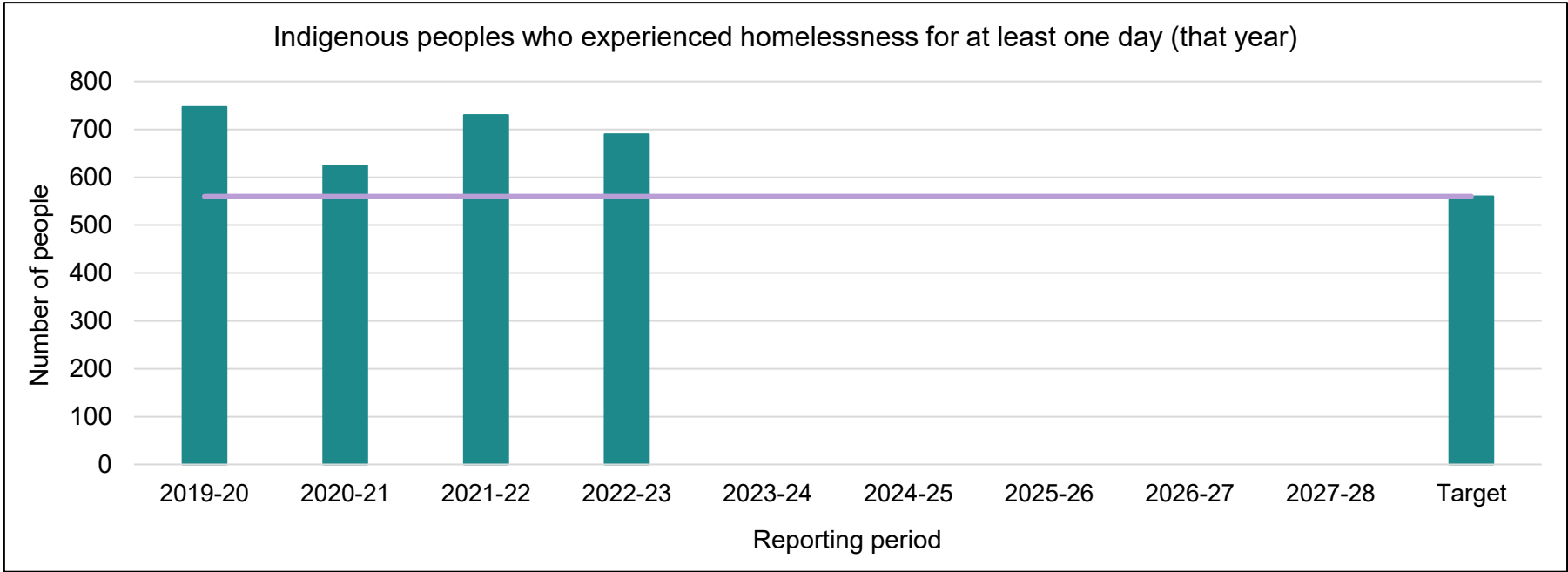
No

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

Yes

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)	747	625	730	690						560



Context for Outcome #4 (annual):

Please provide context about your results, as applicable.

The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that year)

No changes to the way the data was collected

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

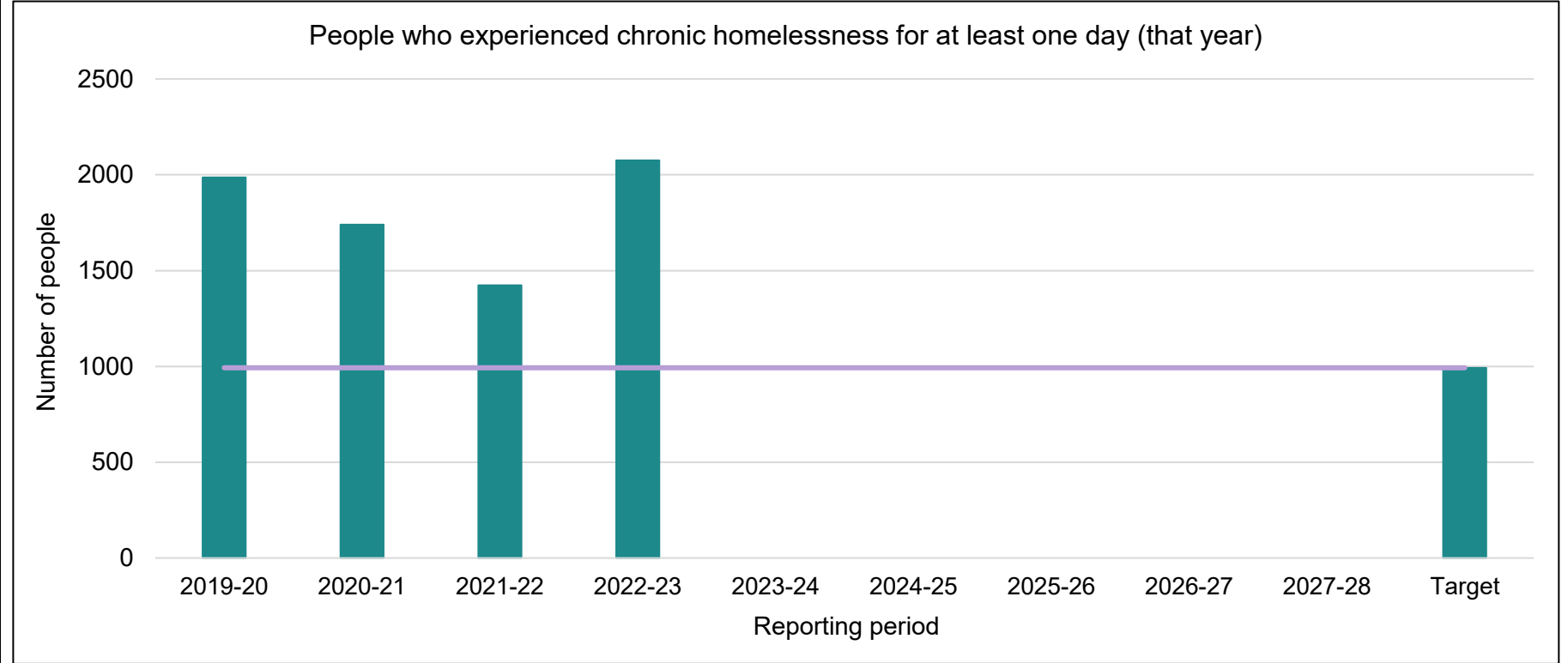
No

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

Yes

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced chronic homelessness for at least one day (that year)	1986	1740	1424	2075						993



Please provide context about your results, as applicable.

The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that year)

No changes to the way the data was collected

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

No

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

Yes