

COMMUNITY HOMELESSNESS REPORT SUMMARY

County of Wellington

2023-2024

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

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

- meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
- community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
- an Outcomes-Based Approach (tracking community-level outcomes and progress against targets using person-specific data; see Section 3).

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

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

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

→ Coordinated Access:

Yes

→ HMIS:

Yes

→ Outcomes-Based Approach:

Yes

Describe this collaboration in more detail.

Community partners were engaged in the implementation of our Coordinated Entry System (CES) and HIFIS 4. Working groups meet monthly to discuss barriers and system improvements that are required. Southwest Ontario Aboriginal Health Access Centre (SOAHAC) is engaged with our Coordinated Entry System and participating in our working groups that meets monthly to improve how we respond to homelessness and provide culturally appropriate services and supports in our community. The County has partnered with SOAHAC last reporting period and created a pilot programme for an Indigenous Housing Outreach Worker to provide housing stability supports for Indigenous Peoples in our community. We have increased the support in our community by adding an additional Indigenous Housing Outreach Worker. Through this partnership we have been able to work more intentionally with SOAHAC to support individuals/families who identify as Indigenous on our By Name List. Through this partnership we have been able to further increase our provision of culturally appropriate services and supports in our community. One example would be that we currently receive 1 in 10 local priority offers from our social housing stock to support housing for an individual on the By Name List. We have identified Indigenous peoples as a priority group (among others) when we are housing the appropriate individual for the available unit. We have also worked together to ensure that all the permanent housing solutions we create will offer culturally appropriate services and prioritize Indigenous peoples. Even with the small steps that we have taken so far, we know that Indigenous peoples continue to be overrepresented on our By Name List and are committed to continuous improvement.

| | |
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| | |
| a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the local Indigenous organizations, including those that sit on your CAB? | Yes |
| Describe this collaboration in more detail. | |
| The Wellington-Guelph Built-For-Zero Operations Committee has reviewed the completed CHR report and was given opportunity to provide additional feedback prior to our final submission. This committee is acting as our community CAB and has representation from a wide selection of community partners including one Indigenous led organization. The CHR will be provided to the committee in advance of the next meeting and will be reviewed as a group. | |
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Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment

Section 2 Summary Tables

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

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

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

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

Section 2 Summary Comment

Highlight efforts and/or issues related to the work your community has done over the last year related to the Reaching Home minimum requirements for Coordinated Access and an HMIS.

Our community has been working with a Coordinated Entry System (CES) since 2016 and continues to work on improving and engaging members towards our goal of ending chronic homelessness. Our community has met the minimum requirements set by Reaching Home. The County is also a Built for Zero (BFZ) Canada community and is committed to continuous improvement of the Guelph Wellington Coordinated Entry System. Our local BFZ governance structure is our Wellington-Guelph BFZ Operations Committee that provides strategic guidance and oversight to the local BFZ campaign by problem solving system barriers brought forward by the GW BFZ Working Group and GW Housing Stability Working Group and providing direction on the campaign, including advocacy, communications, and finding and maintaining housing. The GWBFZ is responsible for setting direction for addressing homelessness in the community. The GWBFZ is expected to implement priorities established by the current Community Plan that address homelessness in Wellington County (including the City of Guelph) with the resources available from the Federal Government's Reaching Home: Canada's Homelessness Strategy. Participating in BFZ, our community regularly reviews our data from CES and adopts methods for system improvement towards our goal of ending chronic homelessness.

Section 3. Outcomes-Based Approach Self-Assessment

Section 3 Summary Table

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

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

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

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

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

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

Summary Comment

Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home.

The County will continue to work towards system improvements with our Coordinated Entry System (CES). Since completing our Point in Time (PiT) Count in October 2021, we have improved system engagement with CES and have also continued cross referencing our BNL with HIFIS. This has increased the inflow and outflow we see on our BNL and has improved accuracy. The County introduced a Basic BNL Screening Tool last reporting period that continues to be available and has been used more consistently during this reporting period.

Data from our CES was used to support the creation of 100 supportive housing units in our community that will open throughout 2023 and intake will be from our BNL. Most individuals on the BNL score high acuity on the VI-SPDAT and will require intensive supports to successfully obtain and maintain housing. The current housing crisis in our community has made it difficult to quickly rehouse individuals experiencing homelessness. Our vacancy rate remains very low while the market rents continue to increase.

The County will continue to find creative solutions to improve the CES and reducing homelessness in our community while also highlighting the need for investment from all levels of government to support this goal.

We have been working closely with our community partners to maintain and improve person-specific data over the past year. We meet with our community partners regularly to discuss any barriers or new ways to collect information about the individuals and families they support.

Additional information - Timely data

Once new information is available about a person, on average, how long does it take for changes to be updated in the database for the following:

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| → Interaction with the system (e.g., changes from “active” to “inactive”)? | Within a month |
| → Housing history (e.g., changes from “homeless” to “housed”)? | Within a month |
| → Data that is relevant and necessary for Coordinated Access (e.g., data used to determine who is eligible and can be prioritized for a vacancy)? | Within a month |

Additional information - Data collection and entry processes

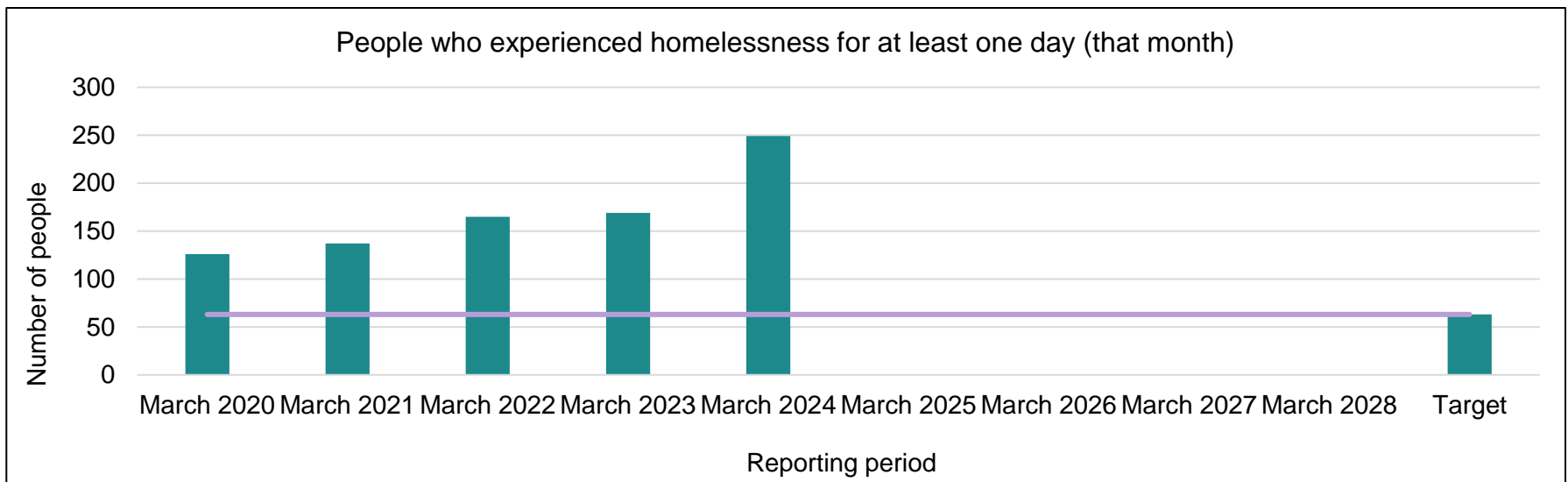
Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database.

Currently service providers complete the common assessment tool in HIFIS, paper copy or an alternate electronic copy. Once the common assessment tool is complete we add the information to our master spreadsheet which currently exists in Excel. We also add any paper or electronic copies to HIFIS to ensure the information is available. We also have our shelter service provider and case managers who work with individuals and will complete information in HIFIS including but not limited to client vitals, address history, housing placements, goods and services, group activities, turn aways, surveys and more to try and capture as much information as possible to avoid having an individual or family repeating their information.

Section 4. Community-Level Outcomes and Targets – Monthly

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

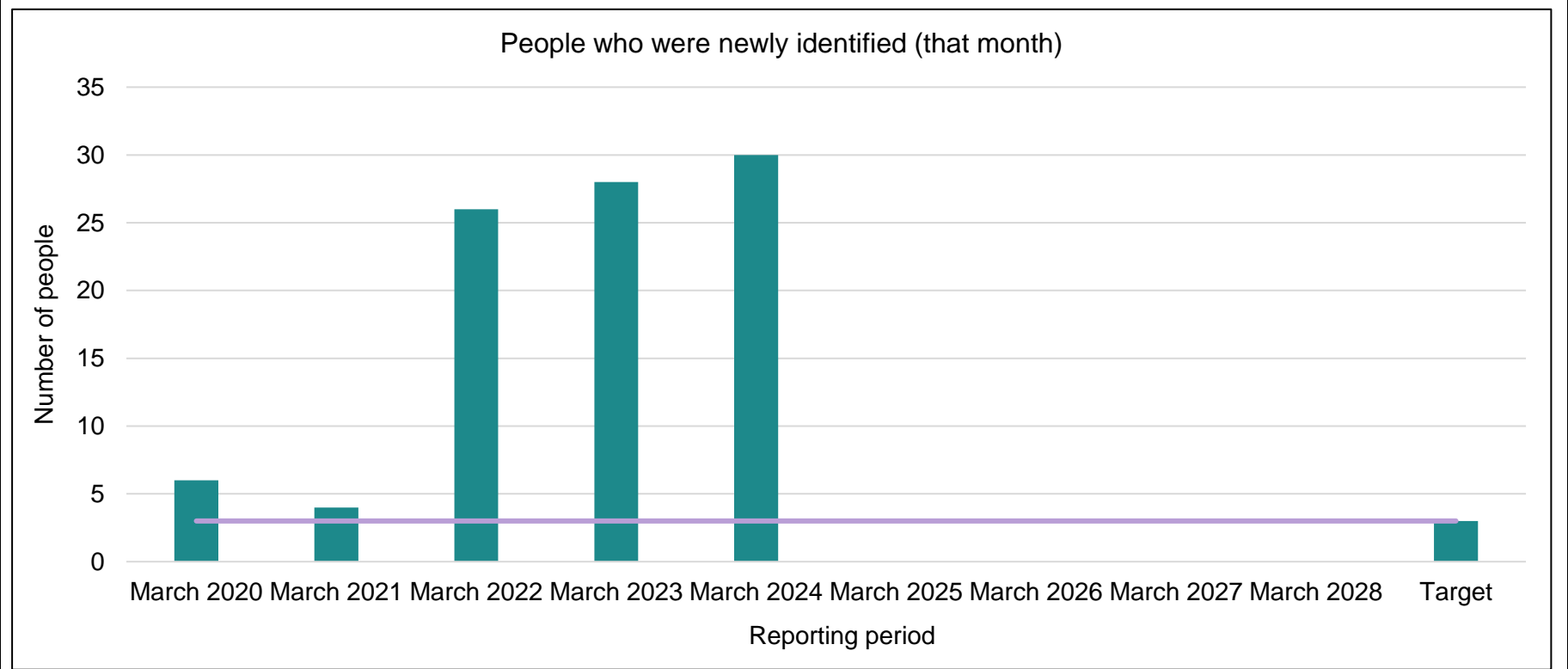
| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |
|-----------------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------|
| People who experienced homelessness for at least one day (that month) | 126 | 137 | 165 | 169 | 249 | | | | | 63 |



| | | |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| O#1(M) | What is your baseline year? | March 2020 |
| | Overall homelessness will decrease by 50% between March 2020 and March 2028. | |
| | How was this Outcome generated? | Other process/tool |
| | This outcome was generated using our By-Name List which is currently managed in Excel. We report this data to BFZ-C on a monthly basis. | |
| | Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR? | No, none of the data has changed |
| | Has the target you set changed from your previous CHR? | No, the target has not changed |
| | Was "N/A" was used for one or more data points? | No, N/A was not used for one or more data point |
| | Please use the following comment box to provide context on your data. | |
| N/A | | |

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

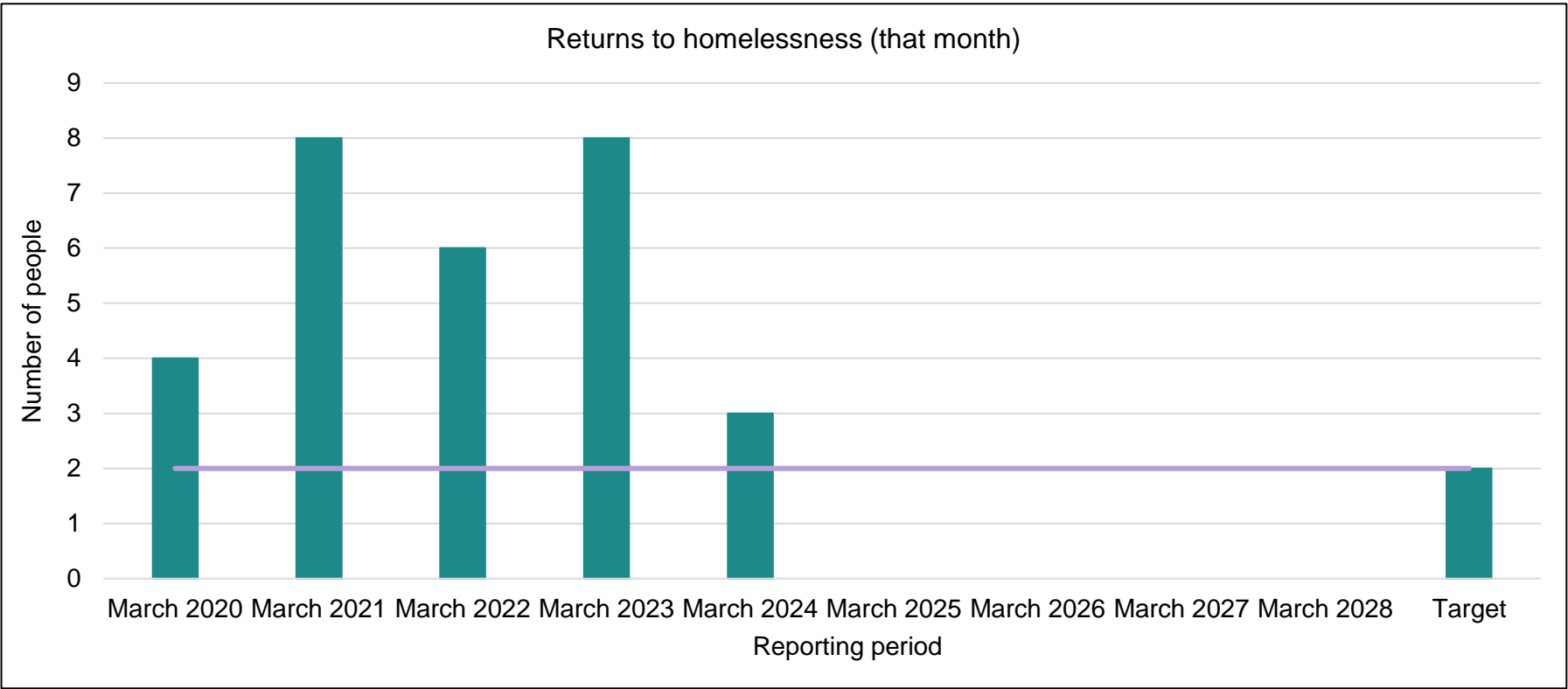
| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |
|-----------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------|
| People who were newly identified (that month) | 6 | 4 | 26 | 28 | 30 | | | | | 3 |



| | | |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| O#2(M) | What is your baseline year? | March 2020 |
| | <div> New inflows to homelessness will decrease by 50% between March 2020 and March 2028. </div> | |
| | How was this Outcome generated? | Other process/tool |
| | This outcome was generated using our By-Name List which is currently managed in Excel. We report this data to BFZ-C on a monthly basis. | |
| | Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR? | No, none of the data has changed |
| | Has the target you set changed from your previous CHR? | No, the target has not changed |
| | Was "N/A" was used for one or more data points? | No, N/A was not used for one or more data point |
| Please use the following comment box to provide context on your data. | | |
| <div>N/A</div> | | |

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

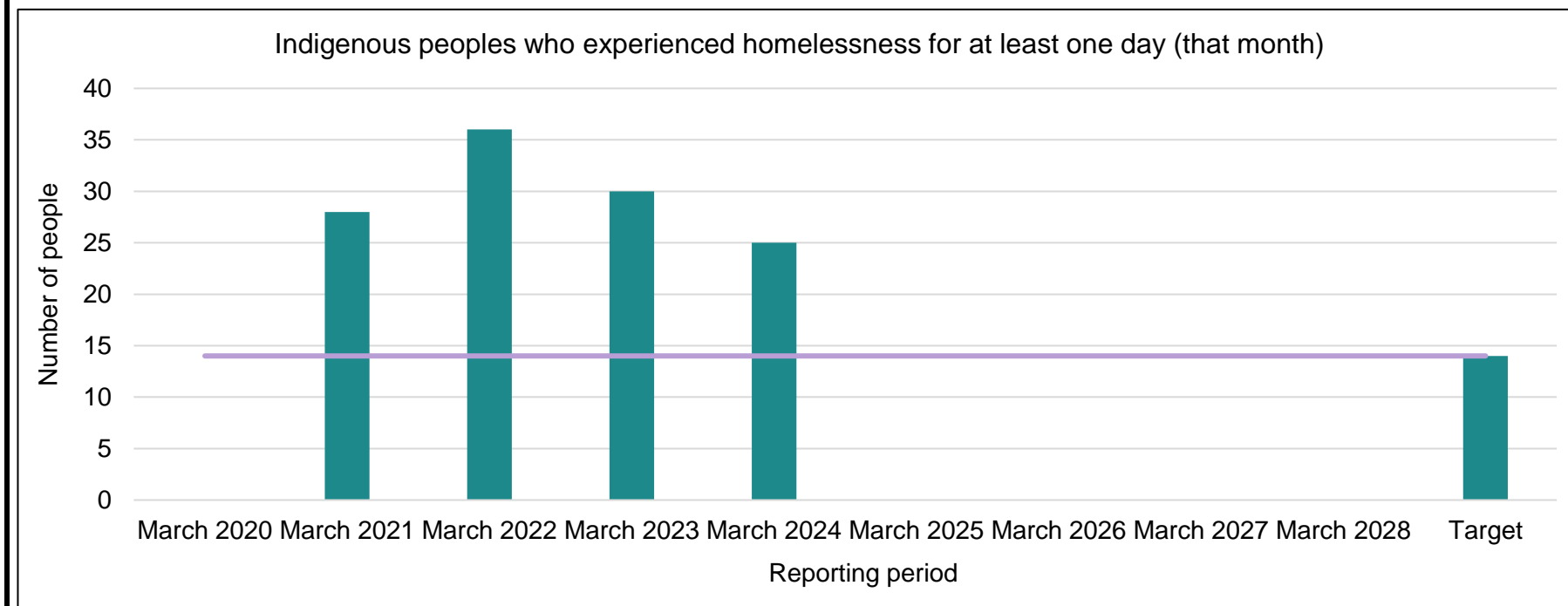
| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |
|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------|
| Returns to homelessness (that month) | 4 | 8 | 6 | 8 | 3 | | | | | 2 |



| | | |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| O#3(M) | What is your baseline year? | March 2020 |
| | Returns to homelessness will decrease by 50% between March 2020 and March 2028. | |
| | How was this Outcome generated? | Other process/tool |
| | This outcome was generated using our By-Name List which is currently managed in Excel. We report this data to BFZ-C on a monthly basis. | |
| | Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR? | No, none of the data has changed |
| | Has the target you set changed from your previous CHR? | No, the target has not changed |
| | Was "N/A" was used for one or more data points? | No, N/A was not used for one or more data point |
| | Please use the following comment box to provide context on your data. | |
| N/A | | |

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

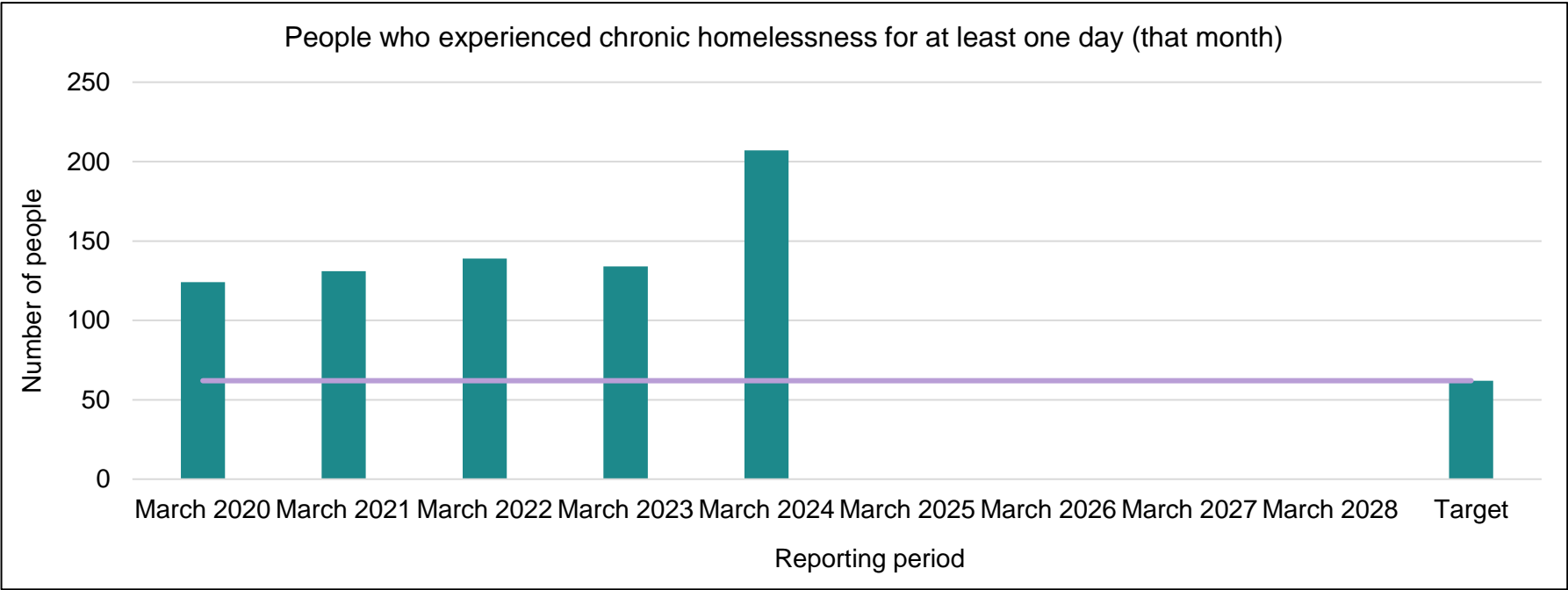
| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |
|-----------------------------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------|
| Indigenous peoples who experienced homelessness for at least one day (that month) | N/A | 28 | 36 | 30 | 25 | | | | | 14 |



| | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------------|
| O#4(M) | What is your baseline year? | March 2021 |
| <div>Indigenous homelessness will decrease by 50% between March 2021 and March 2028.</div> | | |
| How was this Outcome generated? | | Other process/tool |
| This outcome was generated using our By-Name List which is currently managed in Excel. We report this data to BFZ-C on a monthly basis. | | |
| Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR? | | No, none of the data has changed |
| Has the target you set changed from your previous CHR? | | No, the target has not changed |
| Was "N/A" was used for one or more data points? | | Yes, N/A was used for one or more data point |
| Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results? | | Yes |
| Please use the following comment box to provide context on your data. | | |
| We used N/A for 2019/2020 as we did not have the data available. Where we are able, we make every effort to collaborate with SOAHAC on outcomes pertaining to Indigenous homelessness. SOAHAC was consulted when the County drafted its Coordinated Entry guide, and sit as a member of our Community Advisory Board mandated under Reaching Home Directives. | | |

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) | 124 | 131 | 139 | 134 | 207 | | | | | 62 |

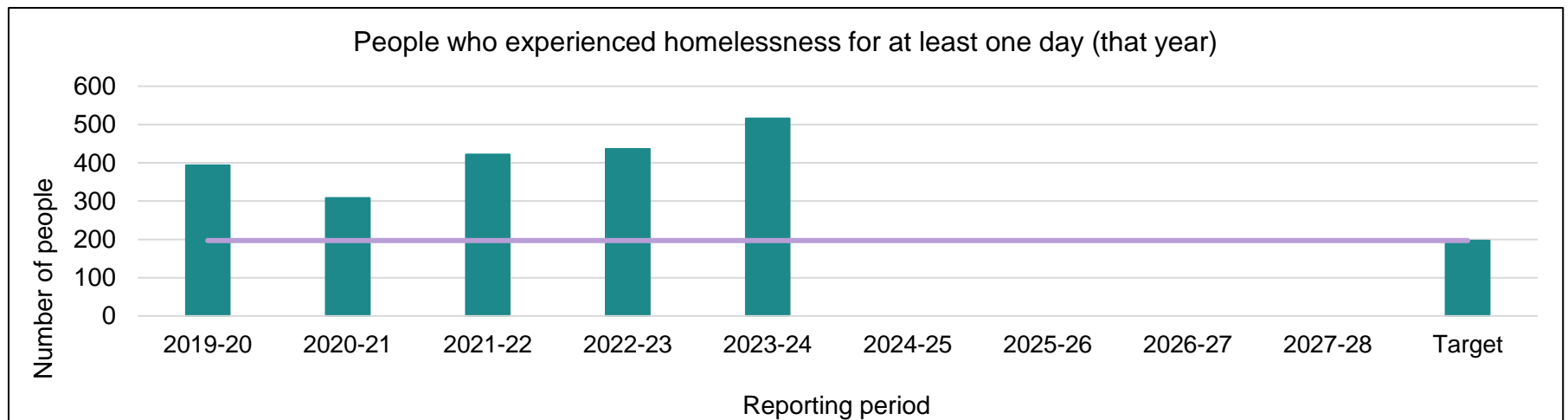


| | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| O#5(M) | What is your baseline year? | March 2020 |
| | Chronic homelessness will decrease by 50% between March 2020 and March 2028. | |
| | How was this Outcome generated? | Other process/tool |
| | This outcome was generated using our By-Name List which is currently managed in Excel. We report this data to BFZ-C on a monthly basis. | |
| | Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR? | No, none of the data has changed |
| | Has the target you set changed from your previous CHR? | No, the target has not changed |
| | Was "N/A" was used for one or more data points? | No, N/A was not used for one or more data point |
| | Please use the following comment box to provide context on your data. | |
| | N/A | |
| | f) What definition of "chronic homelessness" does your community use to calculate this Outcome? | |
| We currently use the Reaching Home definition of "chronic homelessness". Chronic homelessness: Refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria: -they have a total of at least 6 months (180 days) of homelessness over the past year -they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days) | | |

Section 4. Community-Level Outcomes and Targets – Annual

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

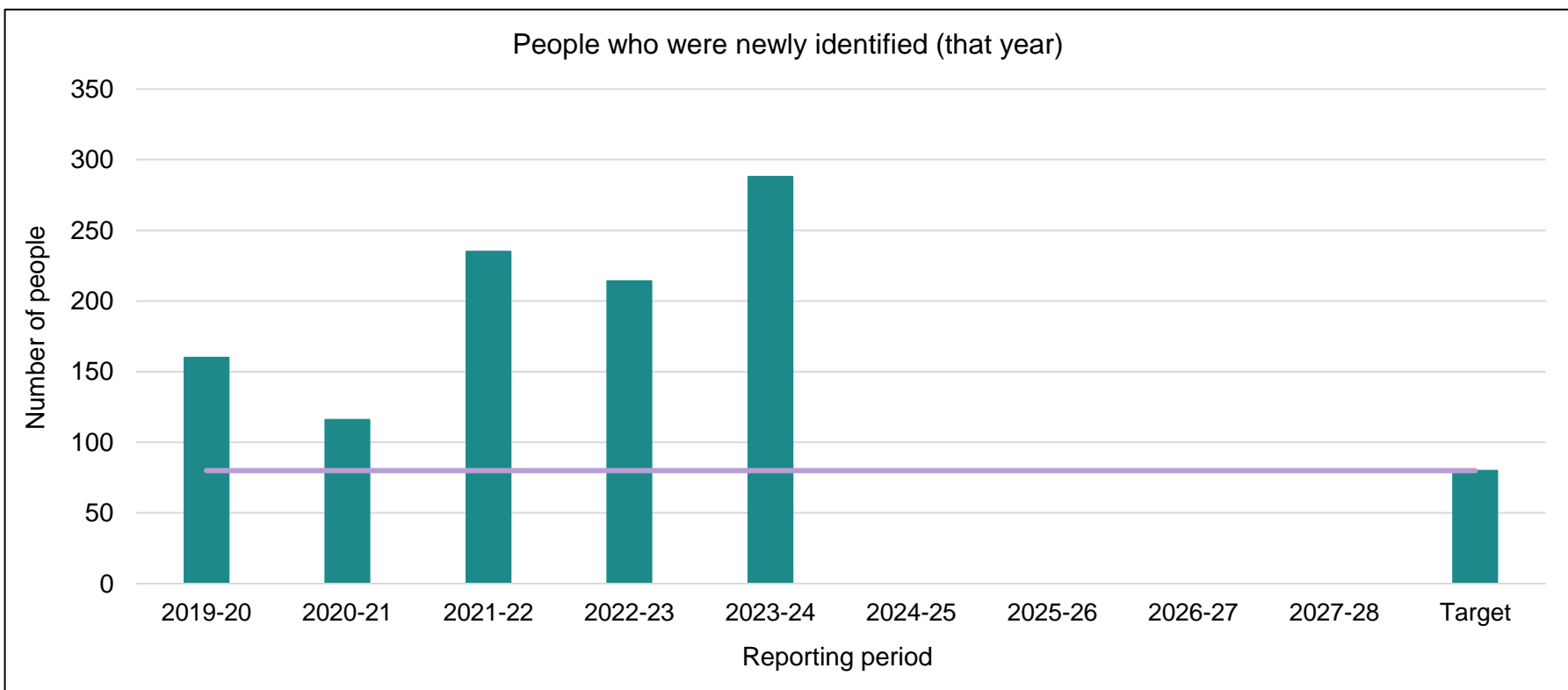
| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|----------------------------------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| People who experienced homelessness for at least one day (that year) | 394 | 308 | 422 | 436 | 516 | | | | | 197 |



| | | |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| O#1(A) | What is your baseline year? | 2019-20 |
| | <div>Overall homelessness will decrease by 50% between 2019-20 and 2027-28.</div> | |
| | How was this Outcome generated? | Other process/tool |
| | This outcome was generated using our By-Name List which is currently managed in Excel. We report this data to BFZ-C on a monthly basis. | |
| | Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR? | No, none of the data has changed |
| | Has the target you set changed from your previous CHR? | No, the target has not changed |
| | Was "N/A" was used for one or more data points? | No, N/A was not used for one or more data point |
| | Please use the following comment box to provide context on your data. | |
| <div>N/A</div> | | |

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

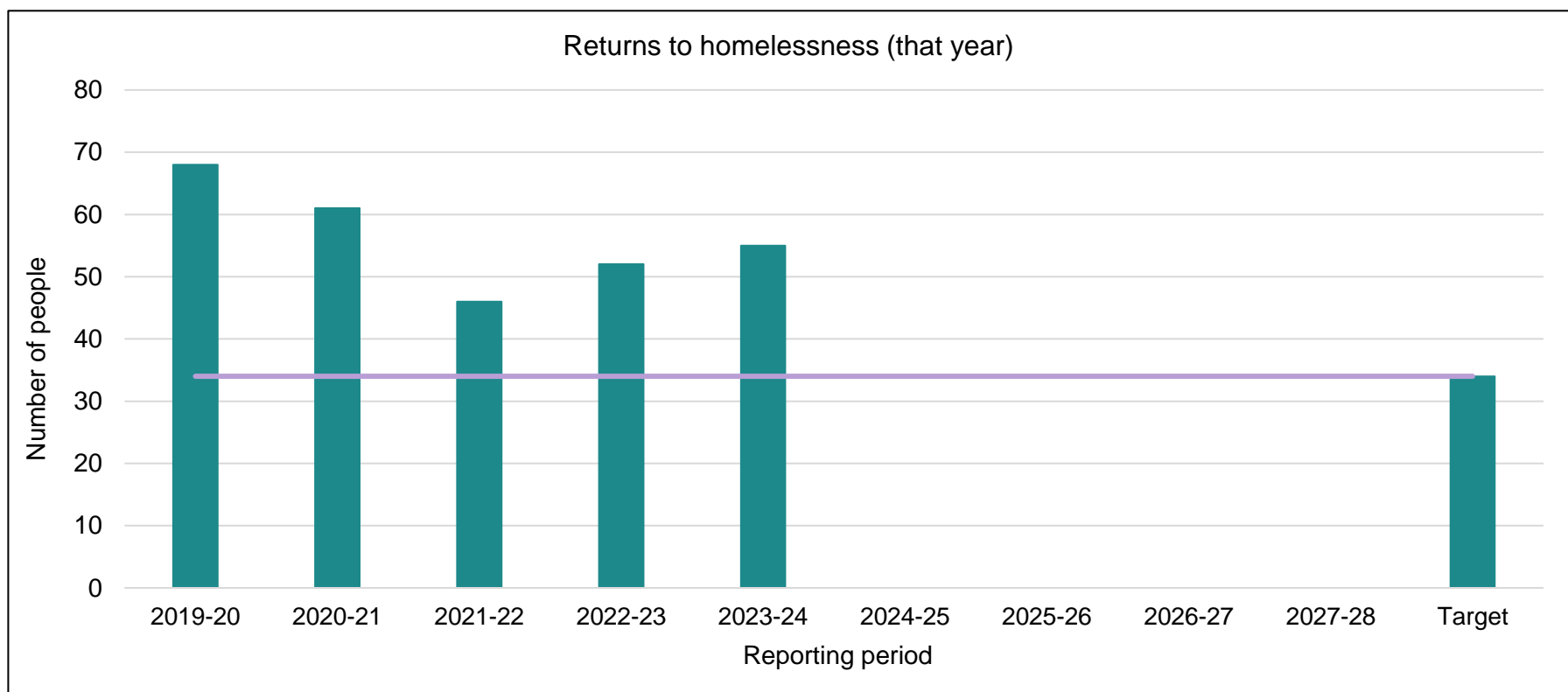
| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|----------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| People who were newly identified (that year) | 160 | 116 | 235 | 214 | 288 | | | | | 80 |



| | | |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| O#2(A) | What is your baseline year? | 2019-20 |
| | <div> New inflows to homelessness will decrease by 50% between 2019-20 and 2027-28. </div> | |
| | How was this Outcome generated? | Other process/tool |
| | This outcome was generated using our By-Name List which is currently managed in Excel. We report this data to BFZ-C on a monthly basis. | |
| | Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR? | No, none of the data has changed |
| | Has the target you set changed from your previous CHR? | No, the target has not changed |
| | Was "N/A" was used for one or more data points? | No, N/A was not used for one or more data point |
| | Please use the following comment box to provide context on your data. | |
| <div>N/A</div> | | |

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

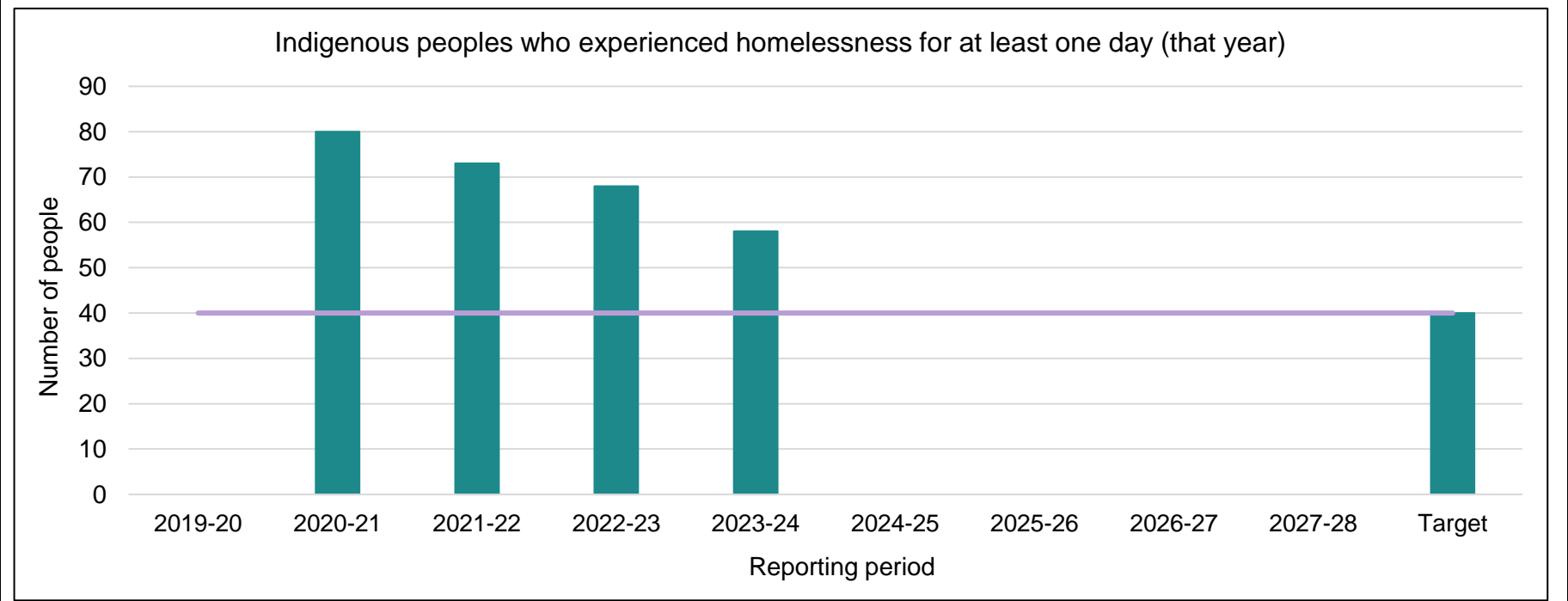
| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|-------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| Returns to homelessness (that year) | 68 | 61 | 46 | 52 | 55 | | | | | 34 |



| | | |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| O#3(A) | What is your baseline year? | 2019-20 |
| | Returns to homelessness will decrease by 50% between 2019-20 and 2027-28. | |
| | How was this Outcome generated? | Other process/tool |
| | This outcome was generated using our By-Name List which is currently managed in Excel. We report this data to BFZ-C on a monthly basis. | |
| | Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR? | No, none of the data has changed |
| | Has the target you set changed from your previous CHR? | No, the target has not changed |
| | Was "N/A" was used for one or more data points? | No, N/A was not used for one or more data point |
| | Please use the following comment box to provide context on your data. | |
| N/A | | |

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

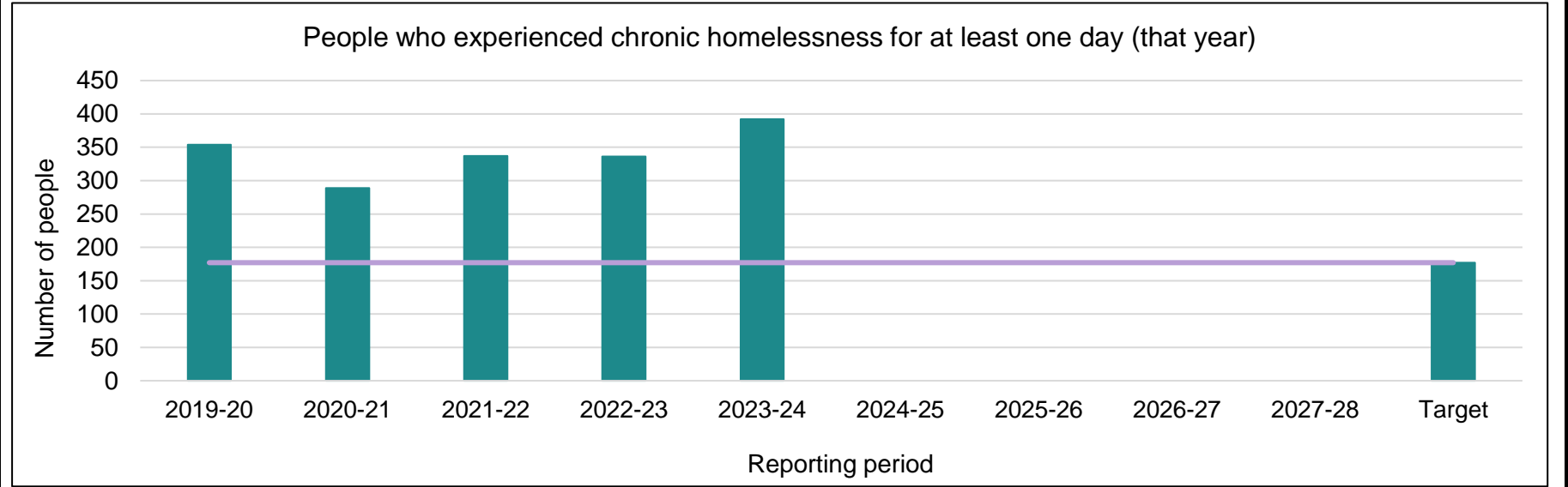
| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|----------------------------------------------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| Indigenous peoples who experienced homelessness for at least one day (that year) | N/A | 80 | 73 | 68 | 58 | | | | | 40 |



| | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------------|
| O#4(A) | What is your baseline year? | 2020-21 |
| <div style="border: 1px solid black; padding: 5px; text-align: center;"> Indigenous homelessness will decrease by 50% between 2020-21 and 2027-28. </div> | | |
| How was this Outcome generated? | | Other process/tool |
| This outcome was generated using our By-Name List which is currently managed in Excel. We report this data to BFZ-C on a monthly basis. | | |
| Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR? | | No, none of the data has changed |
| Has the target you set changed from your previous CHR? | | No, the target has not changed |
| Was "N/A" was used for one or more data points? | | Yes, N/A was used for one or more data point |
| Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results? | | Yes |
| Please use the following comment box to provide context on your data. | | |
| We used N/A for 2019/2020 as we did not have the data available. Where we are able, we make every effort to collaborate with SOAHAC on outcomes pertaining to Indigenous homelessness. SOAHAC was consulted when the County drafted its Coordinated Entry guide, and sit as a member of our Community Advisory Board mandated under Reaching Home Directives. | | |

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) | 354 | 289 | 337 | 336 | 392 | | | | | 177 |



| | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|-------------------------------------------------|
| O#5(A) | What is your baseline year? | 2019-20 |
| | Chronic homelessness will decrease by 50% between 2019-20 and 2027-28. | |
| | How was this Outcome generated? | Other process/tool |
| | | |
| | Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR? | No, none of the data has changed |
| | Has the target you set changed from your previous CHR? | No, the target has not changed |
| | Was "N/A" was used for one or more data points? | No, N/A was not used for one or more data point |
| | Please use the following comment box to provide context on your data. | |
| | N/A | |
| | What definition of "chronic homelessness" does your community use to calculate this Outcome? | |
| We currently use the Reaching Home definition of "chronic homelessness". Chronic homelessness: Refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria: -they have a total of at least 6 months (180 days) of homelessness over the past year -they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days) | | |