

## COMMUNITY HOMELESSNESS REPORT SUMMARY

Guelph-Wellington

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?

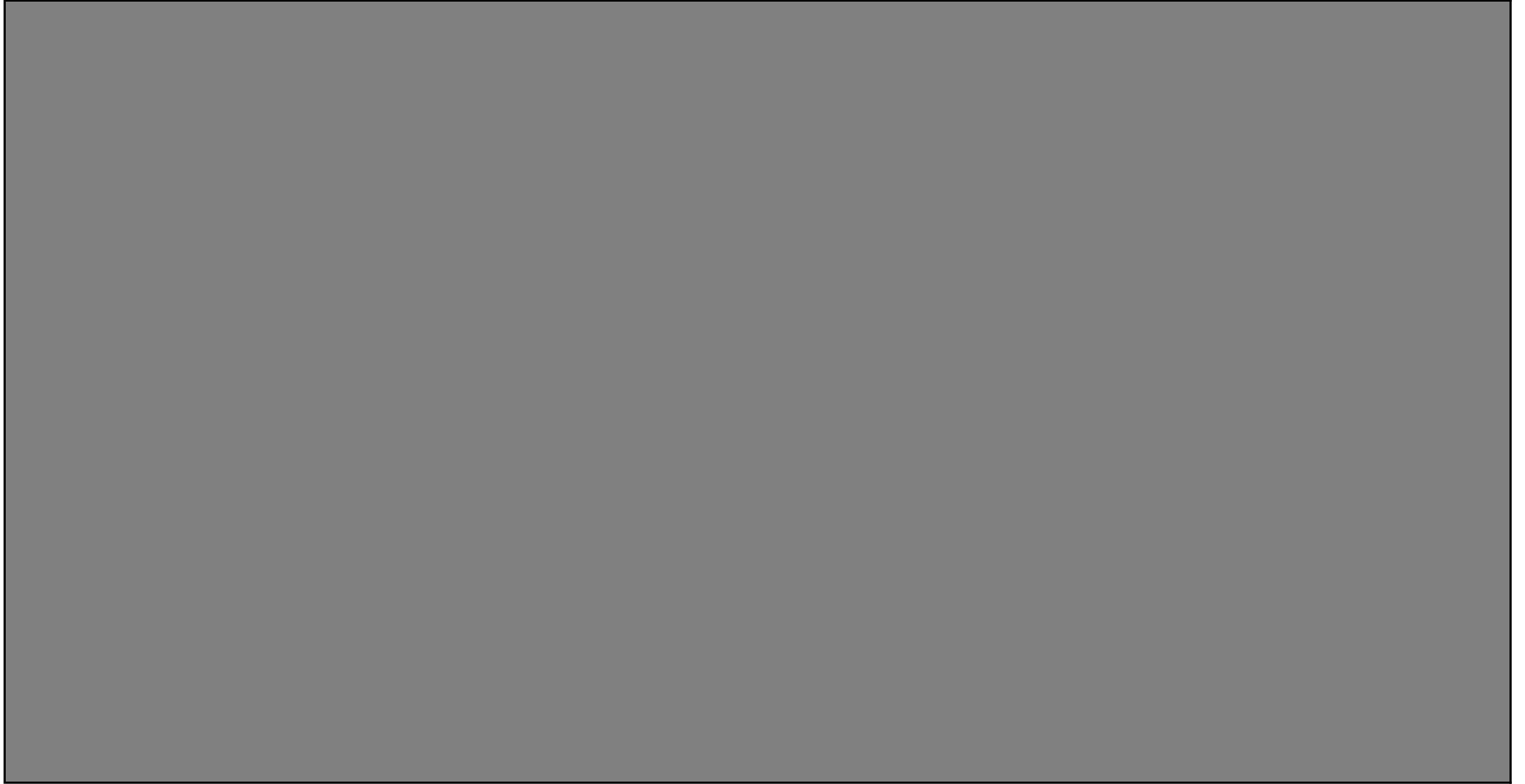
Yes

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?

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. Previously our main engagement would have been with the Indigenous Healing and Wellness Program Coordinator that was hosted by the Guelph Community Health Centre. This programme has now changed and the successor program is with Southwest Ontario Aboriginal Health Access Centre (SOAHAC). 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 and created a pilot programme for an Indigenous Housing Outreach Worker to provide housing stability supports for Indigenous Peoples in our community. 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. Originally this pilot was funded using COVID funding however with our new dedicated funding increase through Reaching Home our community intends to continue this pilot and will be working with SOAHAC 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 unit we have available. We have also worked together to ensure that all of 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 over represented on our By Name List and are committed to continuous improvement.

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?

Not applicable



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?	Yes
Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.	
<p>The Guelph-Wellington Built For Zero Operations Committee will be reviewing the completed CHR report and providing any 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 organization. The CHR will be provided to the committee in advance of the next meeting and will be reviewed as a group.</p>	

Does your community have a separate IH CAB?	No



### Summary Comment

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to 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.

Our community has been working with a Coordinated Entry System (CES) since 2017 and continues to work on improving and engaging our community 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 (GW) Coordinated Entry System. Our local BFZ governance structure is our Guelph-Wellington BFZ Operations Committee, which 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 GW BFZ is responsible for setting direction for addressing homelessness in the community. The GW BFZ 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. Future improvements to the CES will include: enhanced collaboration between health and housing; 100 units of supportive housing created and opening in 2022 and 2023; continually engaging the community to participate in CES; the creation of a community of practice for staff participating in CES; a working group to create a new CES screening tool and prioritization methodology; Diversion and homelessness prevention training with community partners; and participation in BFZ Action Oriented Case Conferencing to support people to move into housing placements faster.

Outcomes-Based Approach Self-Assessment

Where does data for the List come from?

- Excel
- HIFIS
- Other HMIS
- Other data source(s)
- 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”.

The new CHR Community Level Data Comparison worksheet was completed to assist with the Federal Encampment Survey and data from multiple sources were compared for the month of August 2022. When we reviewed shelter data available in HIFIS, street outreach data, BNL data and cross referenced it for unique individuals the number is 276 individuals and the PiT Count completed in October 2021 was 270 individuals. The number of people unsheltered in August 2022 was slightly lower than the PiT Count and the number of people sheltered was slightly higher.



## 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	Yes	Yes	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?

While our BFZ-C data shows that we continue to see a reduction in chronic and youth homelessness we do know the Reaching Home Community Homelessness Report (CHR) is showing increases in the number of people entering into homelessness. COVID-19 has had a significant impact on our work to end homelessness. As well our community is currently struggling with an opioid crisis, a health crisis, a housing crisis (lack of housing overall and lack of affordable housing). The volume of people newly entering homelessness continues to be steady each month and our ability to increase our outflow has been challenging. Additional funding through COVID has helped to support additional staff wages, additional staffing to support Diversion and Rapid Rehousing staff, Housing Focused Outreach staff, an Indigenous Housing Outreach staff, and Crisis Intervention Teams. All of these new initiatives have supported the homeless serving system in our community to maintain some of the gains that we have made in reducing chronic homelessness but will not be enough for us to end chronic homelessness. The ratio of individuals experiencing homelessness is significantly greater than the staff that are able to support a transition back to housing or provide intensive case management support.

The County will continue to work towards system improvements with our Coordinated Entry System (CES). Since completing our PiT Count in October 2021, we have improved system engagement with CES and have also begun cross referencing our BNL with HIFIS. This has increased the inflow and outflow we see on our BNL and has improved accuracy. The County has introduced a Basic BNL Screening Tool in 2022/2023 that could also see an increase in our BNL. A working group is being formed to look at replacing our main screening tool the VI-SPDAT and our prioritization methodology. Earlier this year a Community of Practice was created for staff supporting housing stability and work continues with community partners to enhance collaboration between health and housing. Community Diversion and Prevention training is planned for October 2022 to enhance diversion support from community partners. The County is participating in BFZ Action Oriented Case Conferencing to improve our outflow into housing.

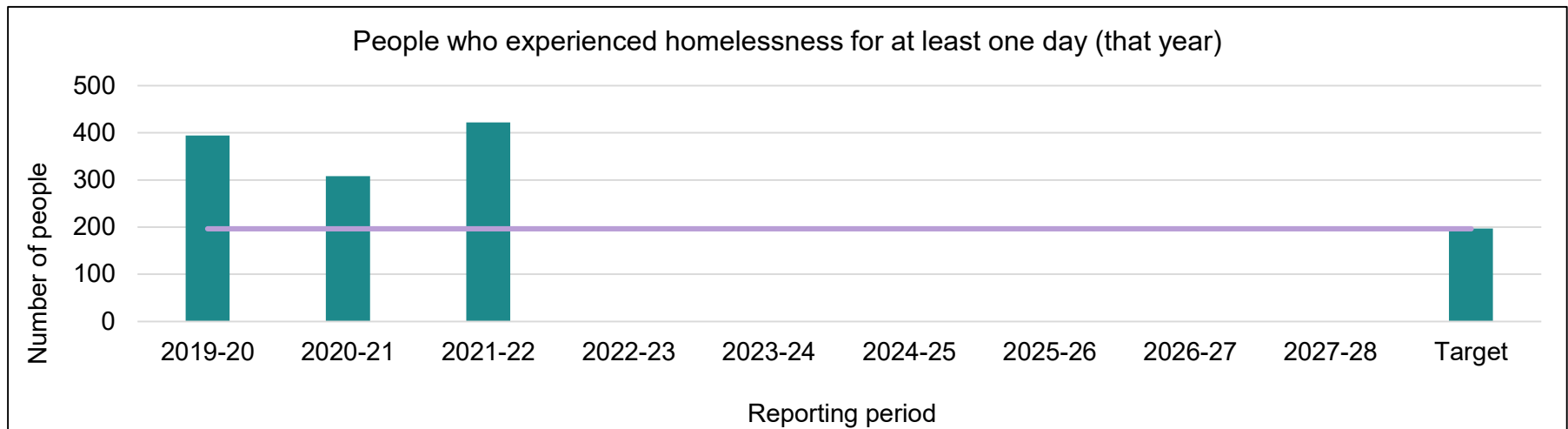
Data from our CES was used to support the creation of 100 supportive housing units in our community that will open throughout 2022/2023 and intake will be from our BNL. The vast majority of individuals on the BNL score high acuity on the VI-SPDAT and will require intensive clinical supports to successfully obtain and maintain housing. Four projects make up the supportive housing units and will still require operational funding to be successful at providing 24/7 staffing and clinical supports. 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. One bedroom apartments are currently renting for \$1,800 a month making it challenging to obtain housing for any one on a fixed income. Our short term rental assistance programme does not have the funding required to maintain providing rent supplements that are this high.

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.

## Community-Level Core Outcomes – Annual Data Reporting

**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	-	-	-	-	-	-	197

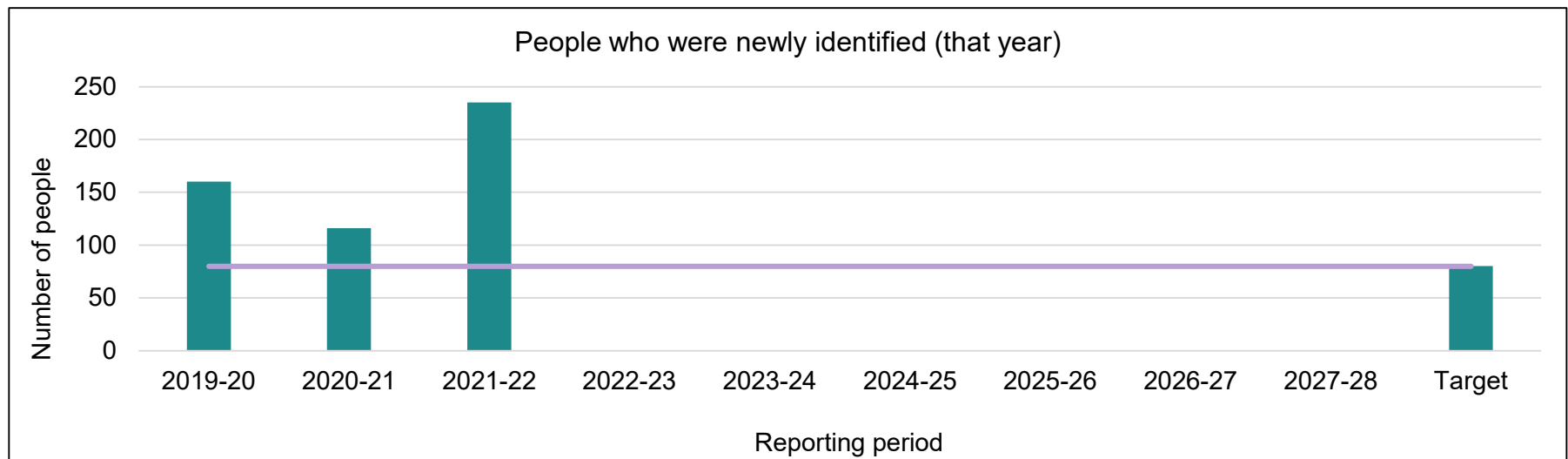


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

The target has been updated to 50% of the first reporting year 2019-20.

**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	-	-	-	-	-	-	80

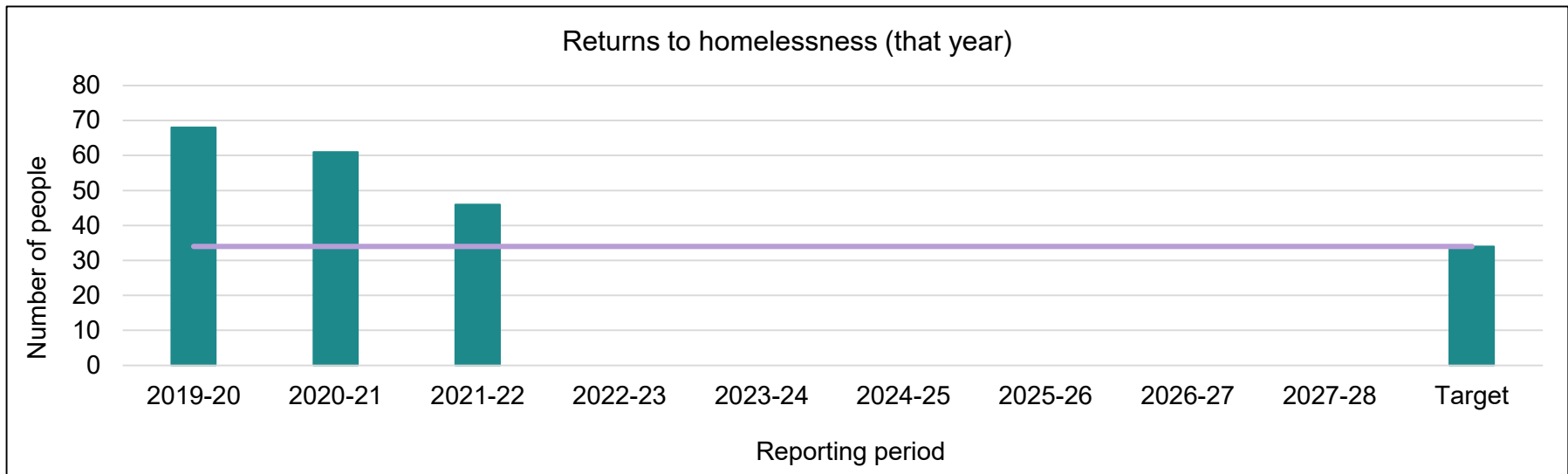


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

The target has been updated to 50% of the first reporting year 2019-20.

**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	-	-	-	-	-	-	34

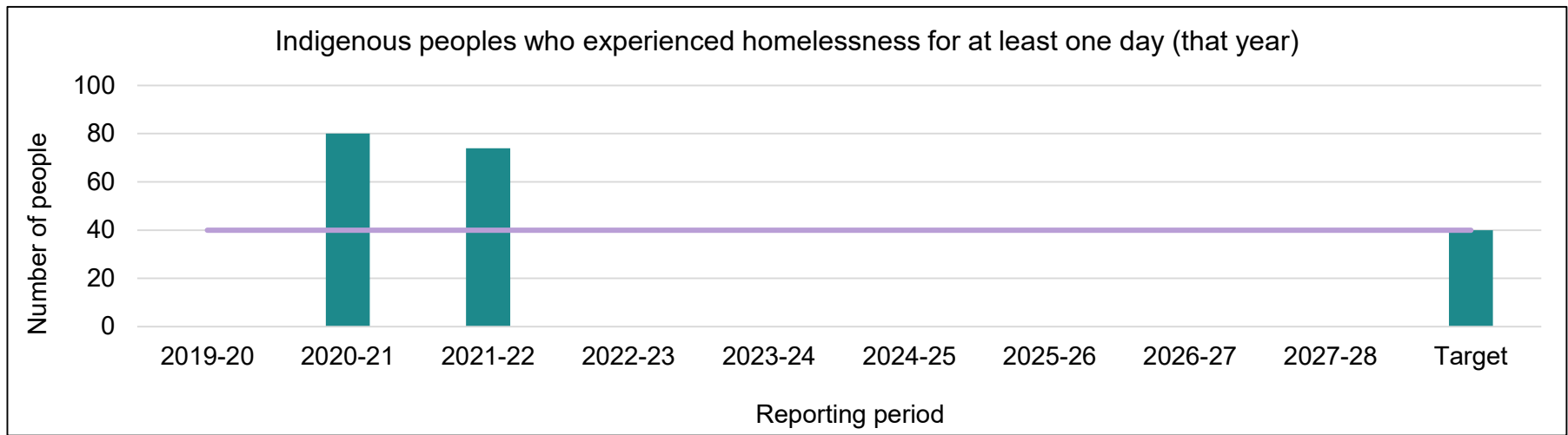


Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

We have updated the data for 2019-20 and 2020-21 as requested to align with the change in the question to include returns from public institutions and transitional housing. The target has also been updated to 50% of the first reporting year 2019-20.

**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	74	-	-	-	-	-	-	40



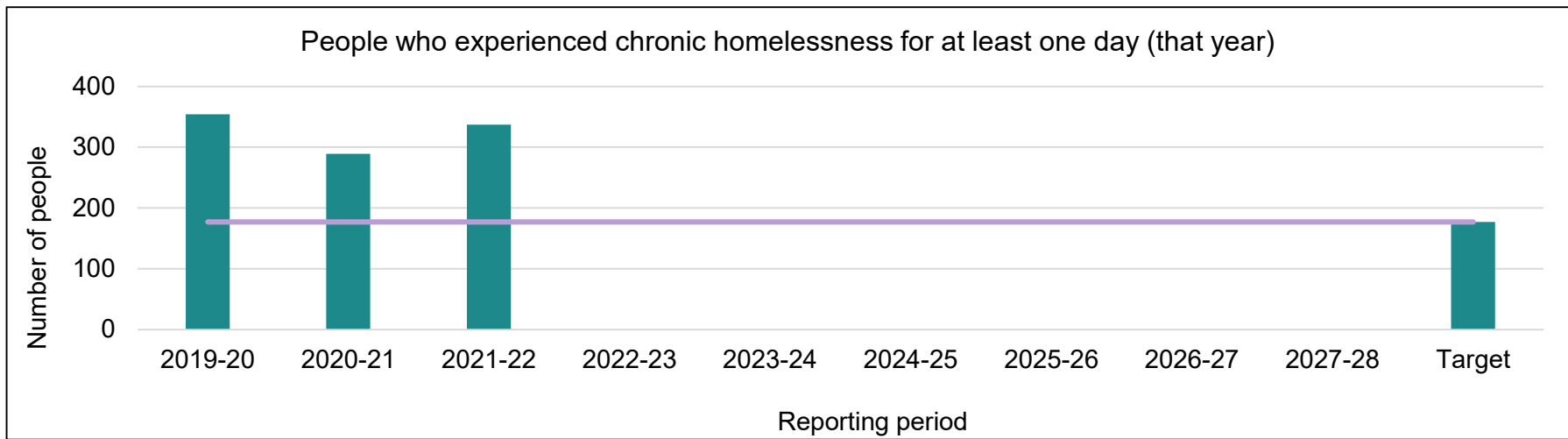
Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

The target has been updated to 50% of the first reporting year 2020-21.



**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	-	-	-	-	-	-	177



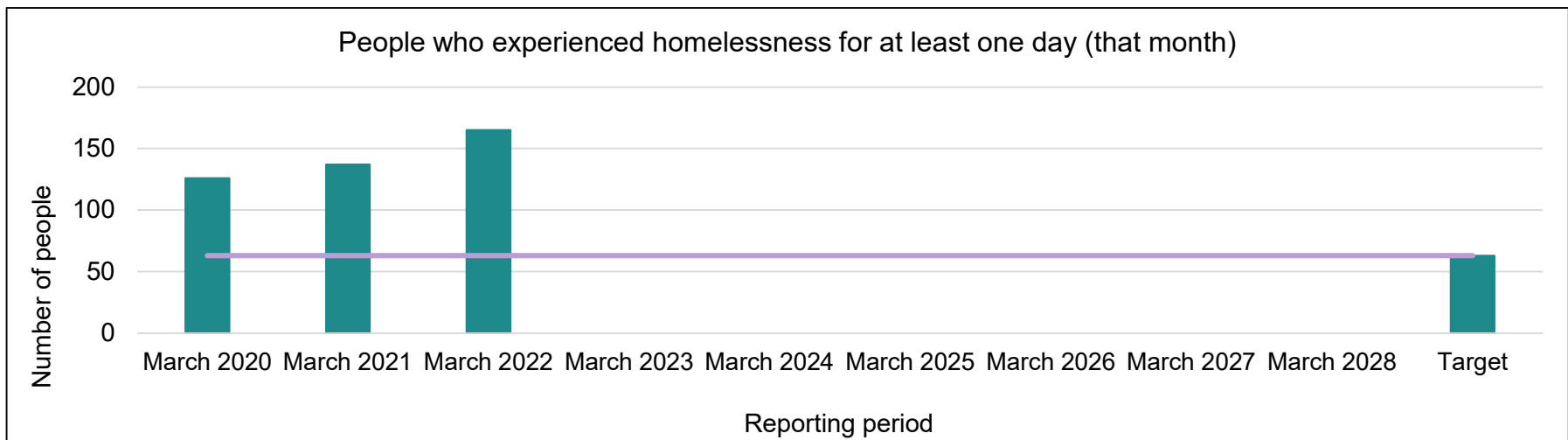
Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

The target has been updated to 50% of the first reporting year 2019-20.

## Community-Level Core Outcomes – Monthly Data Reporting

**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	-	-	-	-	-	-	63

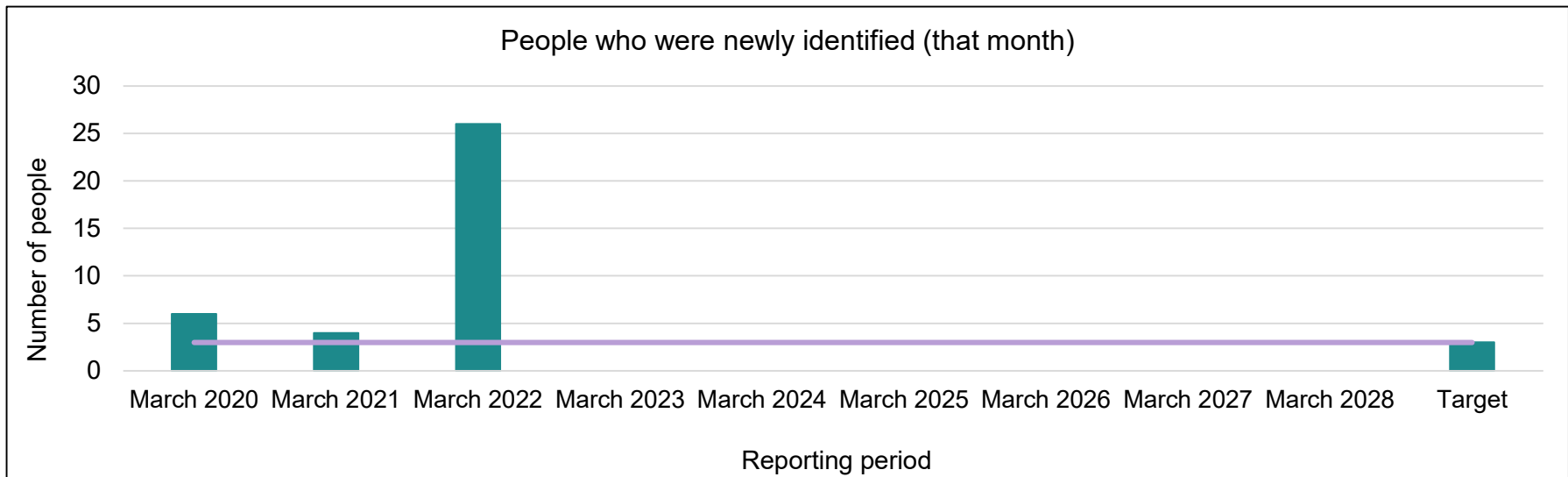


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

**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	-	-	-	-	-	-	3



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?

\*Please insert comment here\*

**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	-	-	-	-	-	-	2

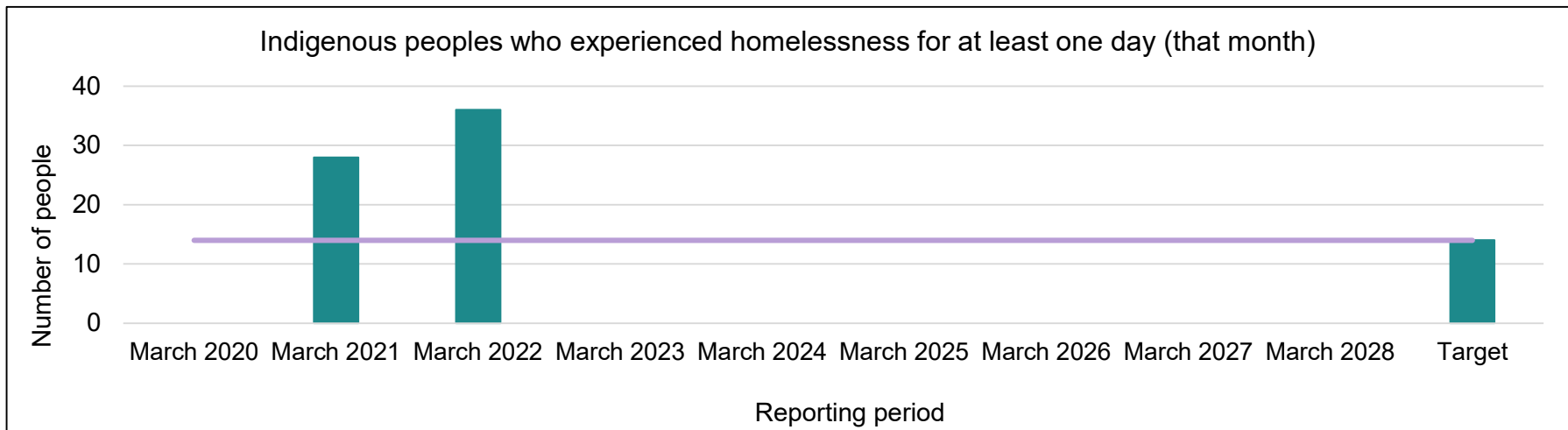


Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

**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	-	-	-	-	-	-	14

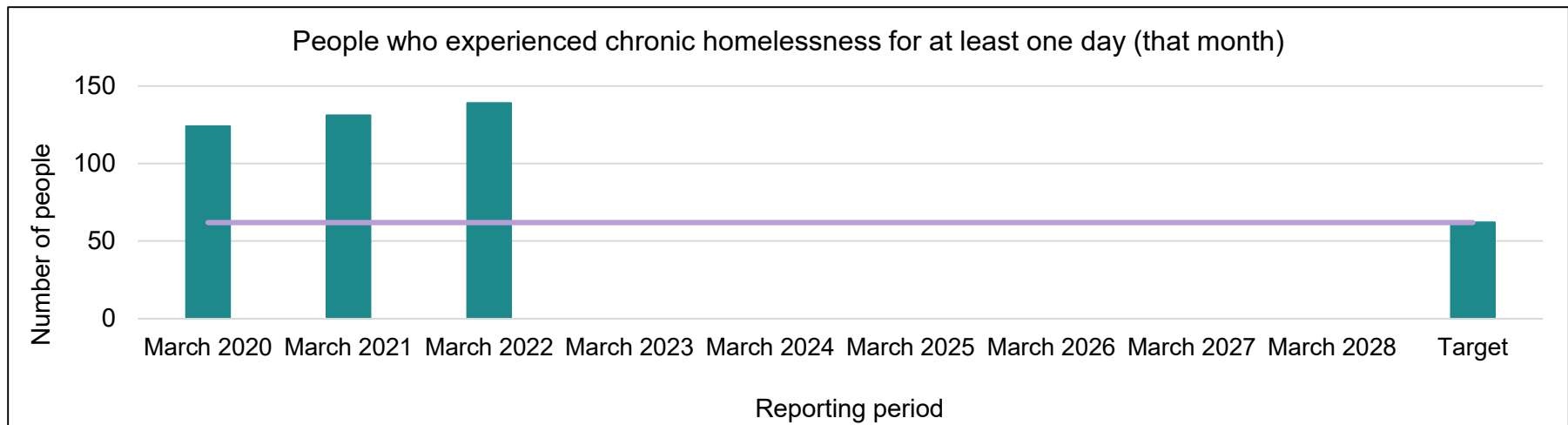


Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

**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	-	-	-	-	-	-	62



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?

\*Please insert comment here\*