

COMMUNITY HOMELESSNESS REPORT SUMMARY

County of Wellington

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?	No – only DC funding is available
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.	
<p>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 recently added a second Indigenous Housing Outreach Worker. 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.</p>	
With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?	Yes

	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?

Our community has been working with a Coordinated Entry System (CES) since 2016 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 Coordinated Entry System. Our local BFZ governance structure is our Guelph-Wellington BFZ Operations Committee 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

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 <u>monthly</u> 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 <u>annual</u> 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?

While our BFZ-C data shows that we have maintained 10% below our baseline set in 2018 we can see the Reaching Home Community Homelessness Report (CHR) is showing increases in the number of people entering homelessness. Staff retention for all agency partners has been a challenge. 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 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 continues to be available but has not made a significant impact on our BNL due to the minimal use. A working group is being formed to look at replacing our main screening tool the VI-SPDAT and our prioritization methodology. The County participated in BFZ Action Oriented Case Conferencing to improve our outflow into housing, we are currently restructuring our Housing Stability Working Group to include some of these learnings.

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. The vast majority of individuals on the BNL score high acuity on the VI-SPDAT and will require intensive 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 \$2,000 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.

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We have also used our data to show that we require more staff support through Housing Focused Outreach Services. During this year we were able to add a second staff to help support our downtown core with Housing Focused Outreach Support. This staff was able to connect with individuals and families who are or appear to be sleeping rough in the downtown area. This staff was also able to support individuals who are currently staying at the overnight shelter space but will work on building a relationship by identifying stability and housing related goals. Some of these connections included warm transfers to the overnight shelter (if not previously using this space or if it has been some time since their last stay), food supports, health supports, financial support and/or support through outreach services with a focus on housing and relationship building. We were also able to use our data to show the need for a second Indigenous Outreach Housing Worker. The second worker started in their role early March 2023, this will bring us closer to having all individuals and families who identify as Indigenous on our By Name List connected to a housing support.

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

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?	Monthly
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.

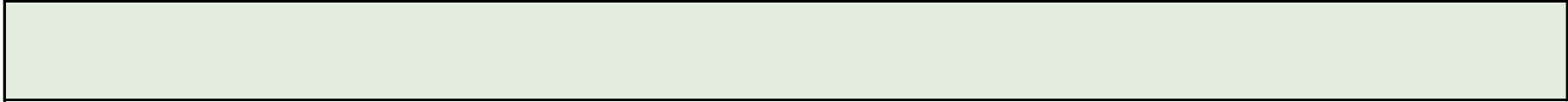
When we review our community-level data sources we are able to see there are households using the overnight shelter space who are not added to our By Name List. While there are some individuals who may be redirected to their home community and not require a VI-SPDAT for Wellington County for example we can see households that should be included on the BNL who either have a delay in the VI-SPDAT being completed or some have been missed and the household has moved on. Staff review the shelter intakes on a daily basis and flag agency staff to complete a VI-SPDAT if one has not been completed. This has improved our data quality and we will continue to work on improving our system to ensure we have the most complete data possible.

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?

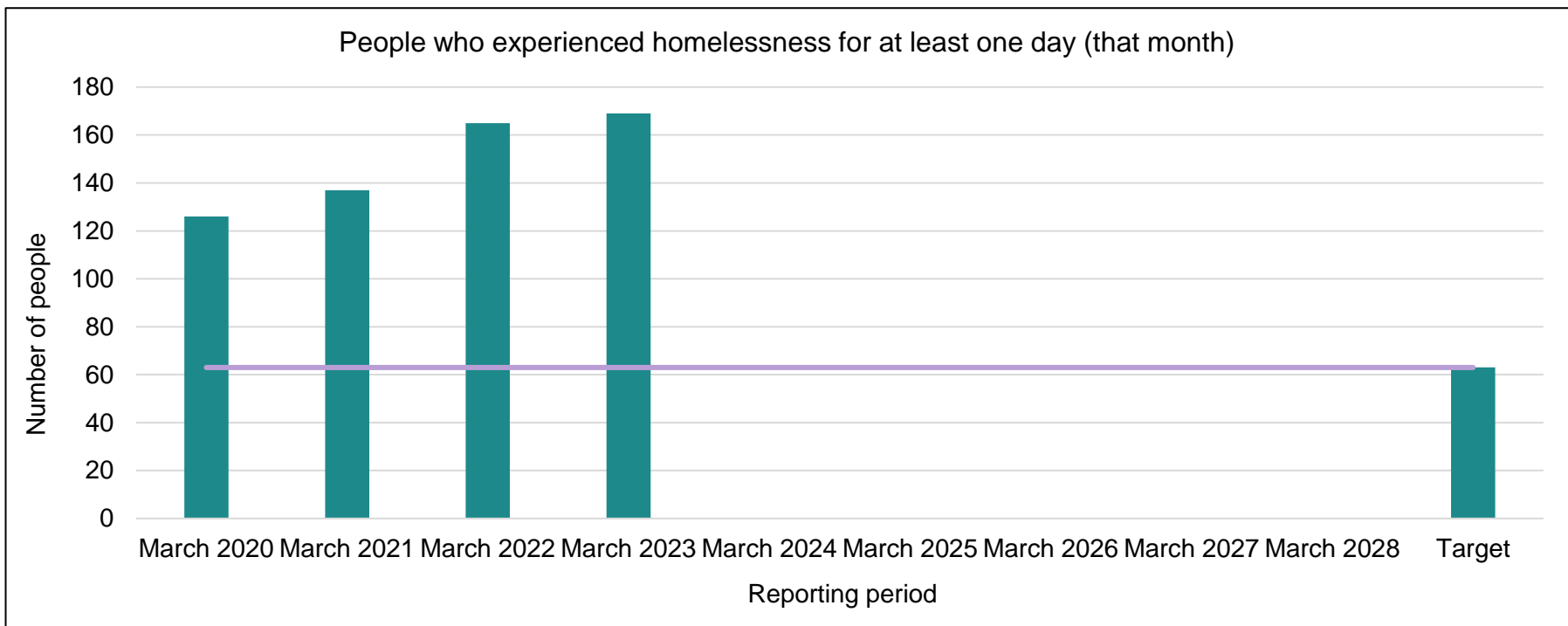
Yes

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)	126	137	165	169						63



Context for Outcome #1 (monthly):

Please provide context about your results, as applicable.

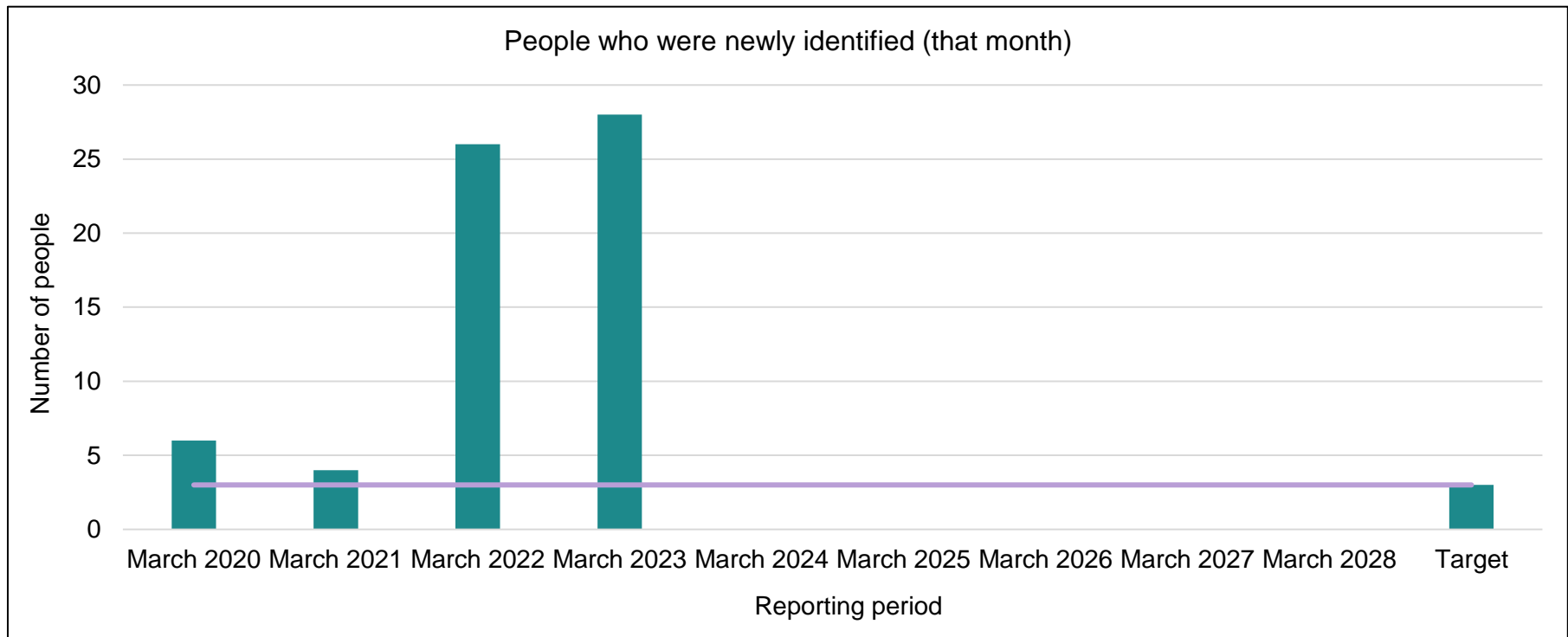
We did not change previously reported data; target has not changed; there is no data that we were unable to collect.

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)	6	4	26	28						3



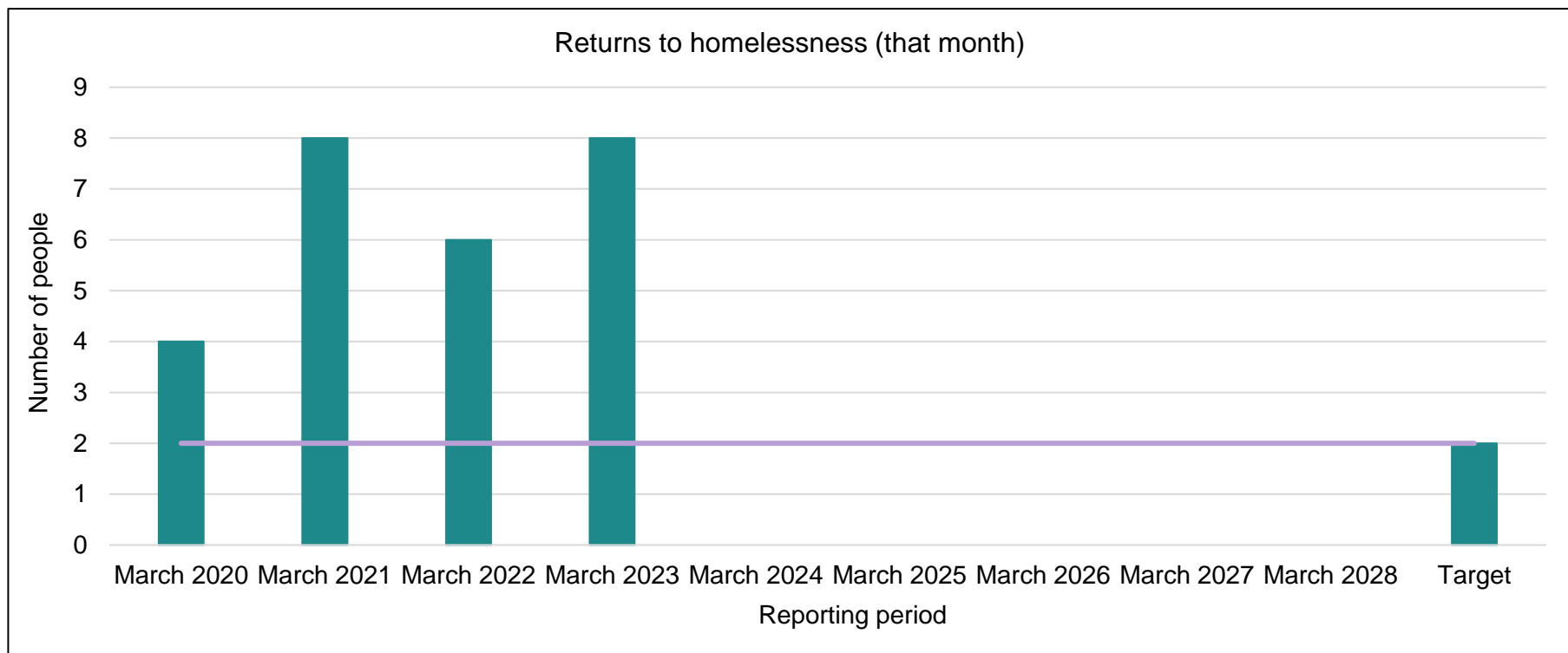
Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.

We did not change previously reported data; target has not changed; there is no data that we were unable to collect.

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						2



Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

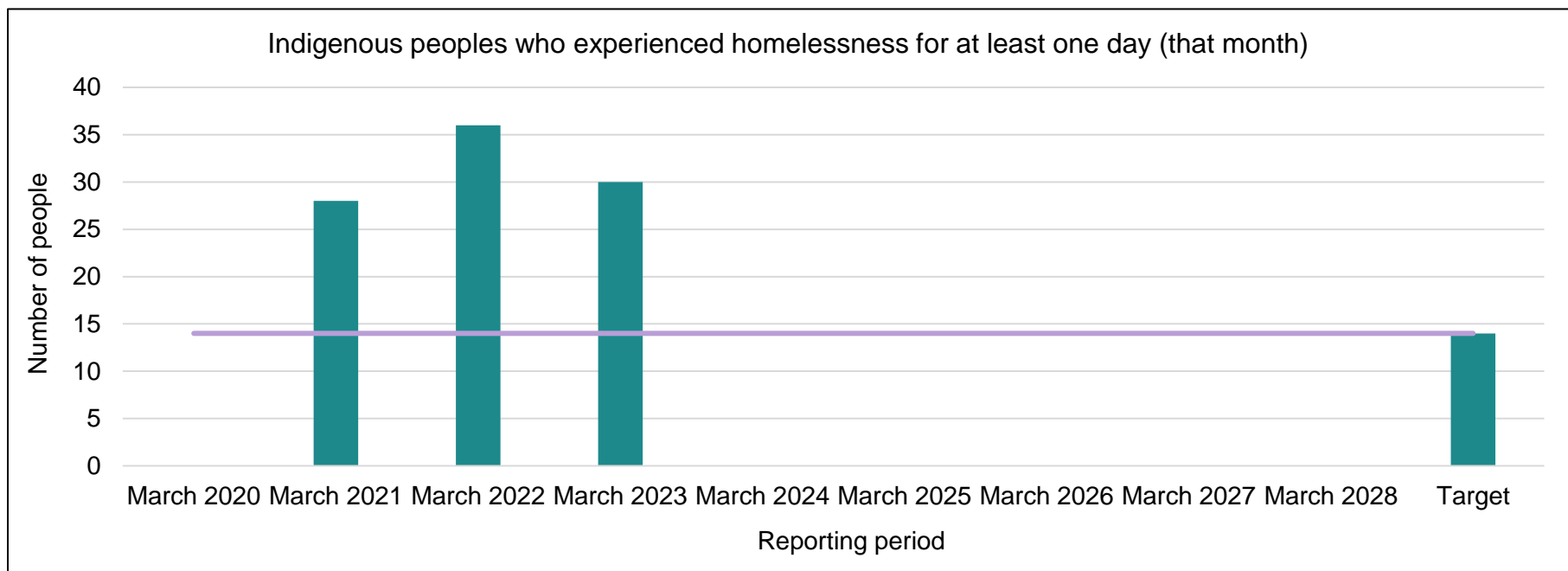
We did not change previously reported data; target has not changed; there is no data that we were unable to collect.

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)	N/A	28	36	30						14



Context for Outcome #4 (monthly):

Please provide context about your results, as applicable.

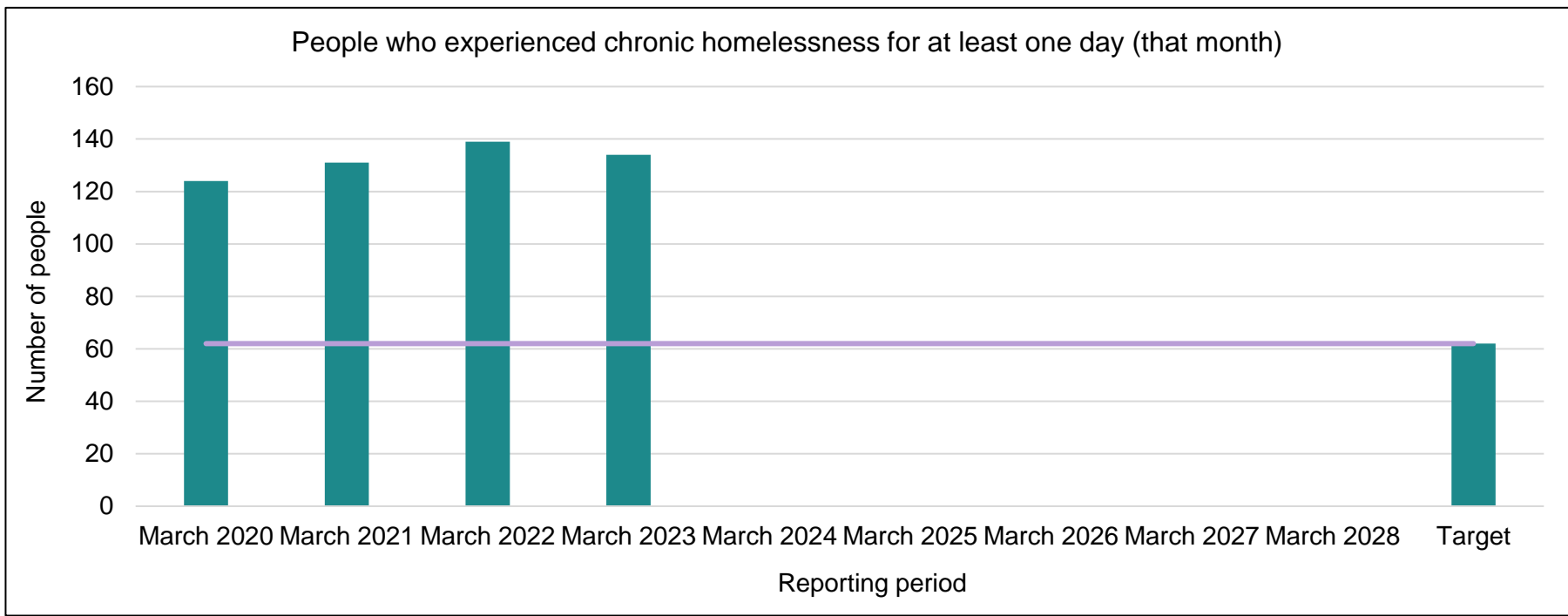
We did not change previously reported data; target has not changed.

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)	124	131	139	134						62



Context for Outcome #5 (monthly):

Please provide context about your results, as applicable.

We did not change previously reported data; target has not changed; there is no data that we were unable to collect.

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

Yes

Section 4. Community-Level Outcomes and Targets – Annual

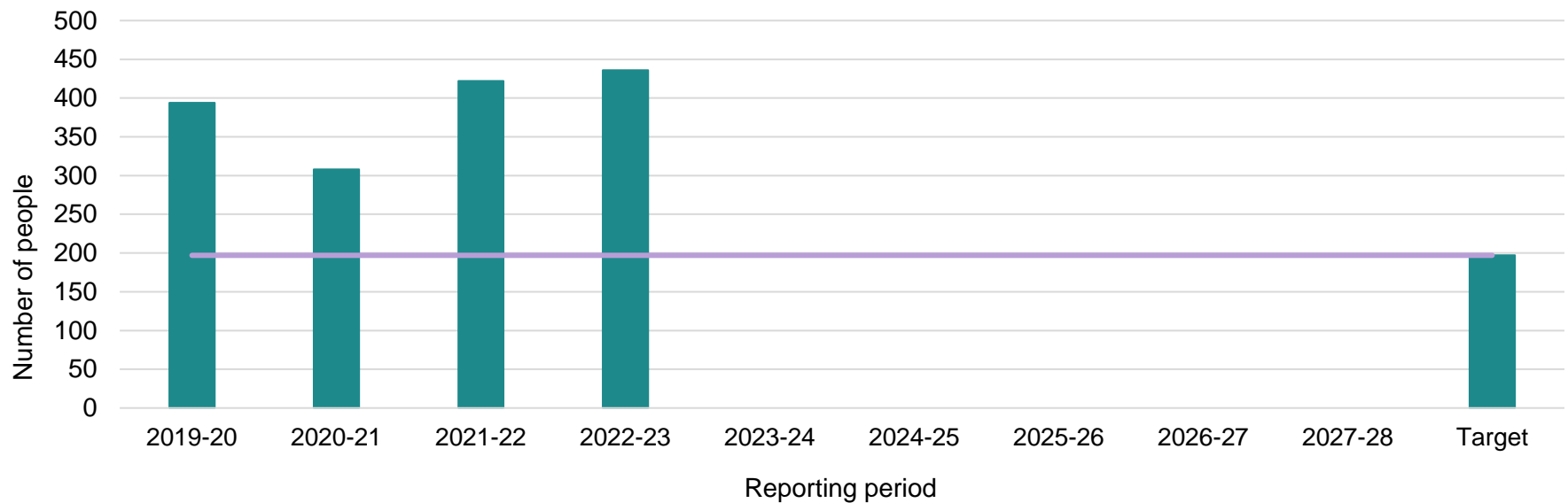


Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)



	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)	394	308	422	436						197

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



Context for Outcome #1 (annual):

Please provide context about your results, as applicable.

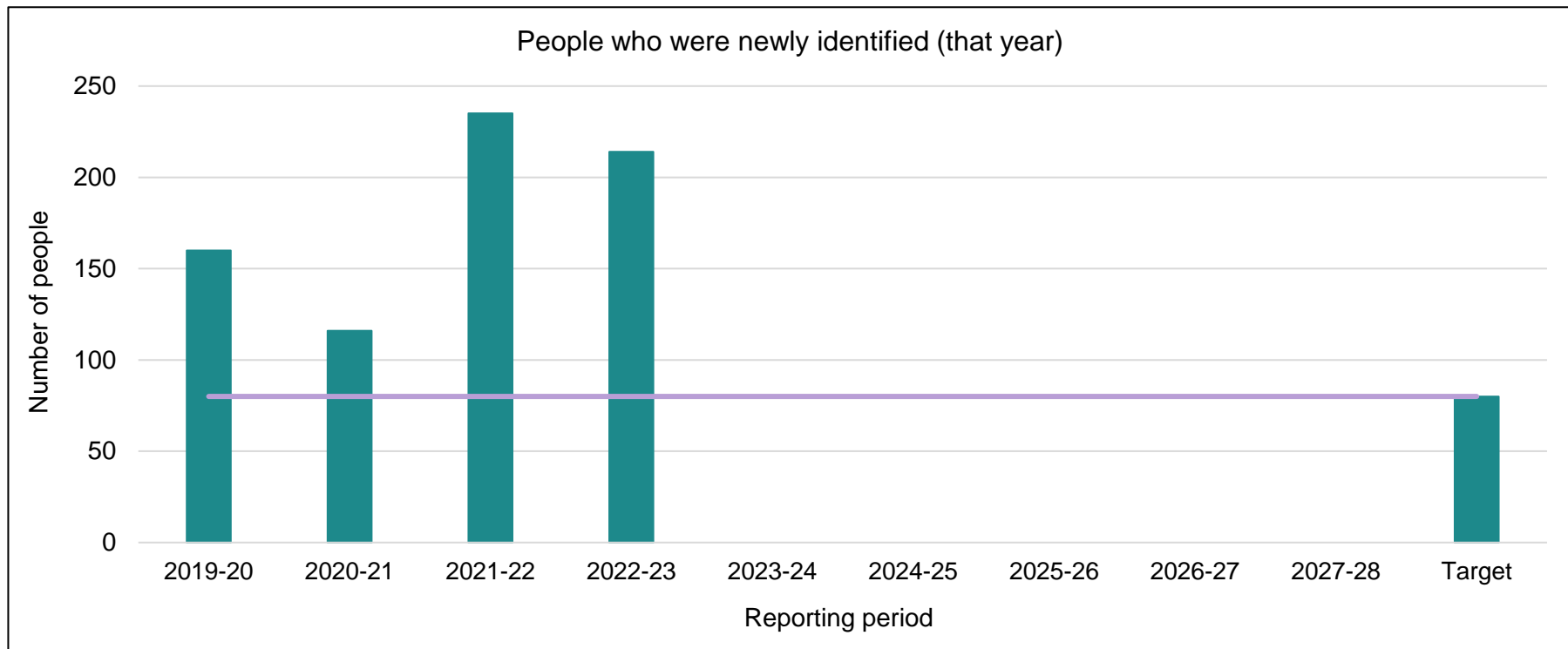
We did not change previously reported data; target has not changed; there is no data that we were unable to collect.

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)	160	116	235	214						80



Context for Outcome #2 (annual):

Please provide context about your results, as applicable.

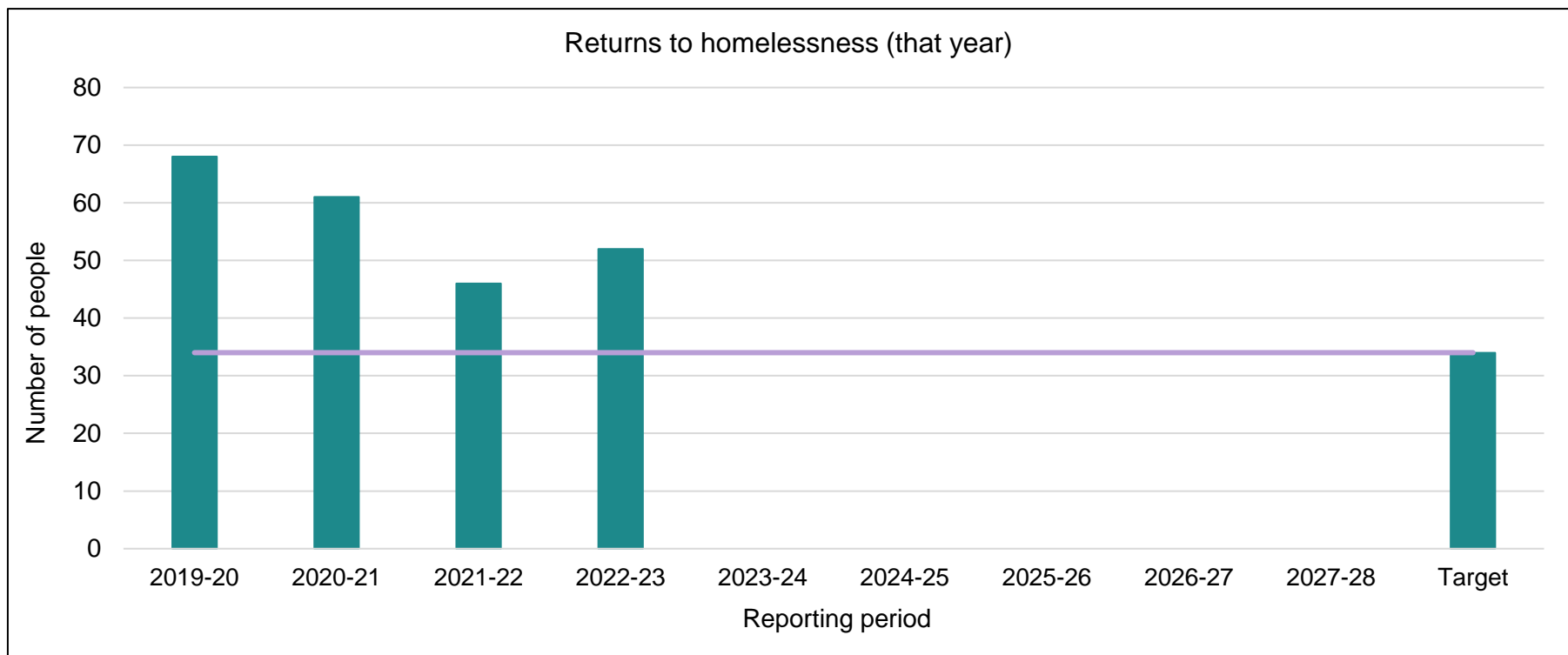
We did not change previously reported data; target has not changed; there is no data that we were unable to collect.

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)	68	61	46	52						34



Context for Outcome #3 (annual):

Please provide context about your results, as applicable.

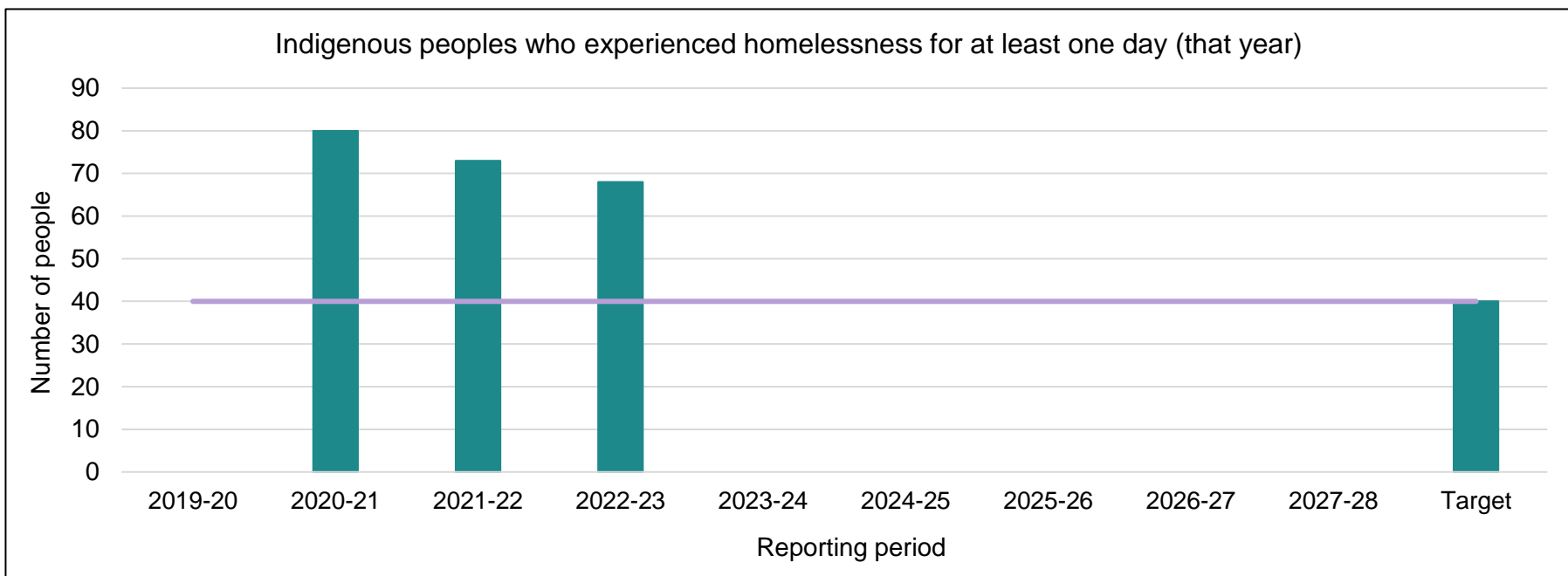
We did not change previously reported data; target has not changed; there is no data that we were unable to collect.

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)	N/A	80	73	68						40



Context for Outcome #4 (annual):

Please provide context about your results, as applicable.

We

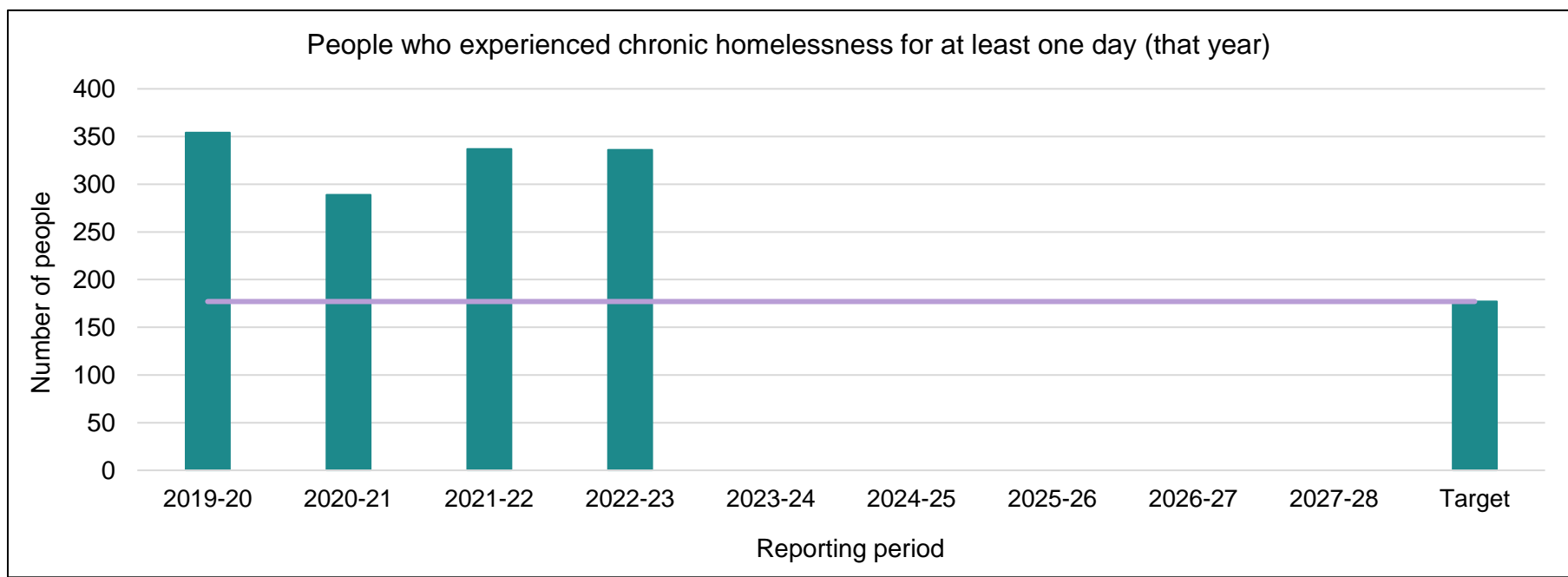
did not change previously reported data; target has not changed.

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)	354	289	337	336						177



Please provide context about your results, as applicable.

We did not change previously reported data; target has not changed; there is no data that we were unable to collect.

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

Yes