

COMMUNITY HOMELESSNESS REPORT SUMMARY

(CHARLOTTETOWN AND SUMMERSIDE)

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.

The community Entity has a good ongoing relationship with the community's local indigenous organizations. The Native Council of PEI is represented on the Community Advisory Board (CAB) and as well as on the Coordinated access governance committee. There is also a good ongoing relationship with the Mikmaq Confederacy of PEI, through the active representation of the Mikmaq Confederacy at the Coordinated Access by-names-list meetings.

The community entity also works closely with Chief Mary Bernard's Memorial Women's Shelter on Lennox Island First Nation, which is an emergency shelter servicing all women including aboriginal and non-aboriginal women and their children who are experiencing family violence. The coordinated access governance committee features involvement from The Native Council of PEI in addition to a representative of Lennox Island First Nation to ensure Indigenous issues and an Indigenous lens are considered. Elders and subject matter experts are regularly engaged in discussions surrounding the coordinated access system and governance issues, ensuring the system considers Indigenous learnings in addition to recommendations and advice from non-Indigenous organizations.

Beyond active involvement in the coordinated access system, the community entity engages external advisors and teachings from Indigenous-focused efforts across Canada, including opportunities for participants to engage with and learn from such as Kairos Blanket Exercises and best practices for data collection and service advice from the Rural Development Network.

<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?</p>	<p>Yes</p>
<p>Describe this collaboration in more detail.</p>	
<p>In regards to collaboration on the CHR, two indigenous organizations, the Mi'kmaq Confederacy and The Native Council of PEI who are actively involved in the coordinated access system as well as the governance committee were contacted via email to get their perspectives on the CHR questions (Specifically section 1). At the time of completing this report, due to personal reasons, the representative from The Native Council of PEI was unable to add to the report, however, their CAB representative made comments to help improve the accuracy of Section 1 of the report.</p> <p>An in-person meeting was set up with a representative from the Mi'kmaq confederacy, who is also present in the Coordinated Access By names list meetings. We discussed Section 1, questions 1.3 and 1.4 (a and b) which focused on their organization's use of the HIFIS system, the issues they faced, in regards to homelessness in the indigenous community, implementing coordinated access, and HIFIS use with internal staff. The discussion aided the response in section 1.1.</p>	

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?

Coordinated access system efforts:

- Outlined a clear flow of clients and housing within the coordinated access system with feedback and involvement from participating service providers
- Outreach to landlords and property owners to explain coordinated access and hear their feedback on the program and engage them in continued dialogue
- Structured inventory of government and agency owned housing opportunities to establish opportunities for clients to be matched with housing
- Re-established a governance structure to ensure all participating service providers are engaged in the coordinated access system
- Coordinated bi-weekly by-names-list (BNL) meetings to review clients deemed to be high risk and review the structure of the system with participating agencies
- HMIS (HIFIS) best practices and trouble shooting are communicated and handled as a group, involving all participating service providers and engaging a system expert to assist with customizing the system in a way to best suit the collective group
- Identified shortcomings of the existing program, putting a plan in place for development through the 2023/2024 fiscal year
- Plans in place to engage more individuals with lived experience of both homelessness and being matched with housing through the BNL, to improve the system where possible

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: No	No
	Outcome 2: Yes	Outcome 2: No	
	Outcome 3: Yes	Outcome 3: No	
	Outcome 4: Yes	Outcome 4: No	
	Outcome 5: Yes	Outcome 5: No	

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: No	No
	Outcome 2: Yes	Outcome 2: No	
	Outcome 3: Yes	Outcome 3: No	
	Outcome 4: Yes	Outcome 4: No	
	Outcome 5: Yes	Outcome 5: 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 transition to an outcomes-based approach under Reaching Home?

Due to several factors, including the Covid-19 pandemic and the recent turnover of staff within the organization, the extension of the HIFIS system and coordinated access rollout within the community was not able to be completed in an entirely coordinated and systematic method. As a result, there are some misconceptions amongst the community members, service providers and other stakeholders about how the system is configured and what their involvement in it is.

To mitigate this, we are completing an evaluation of the system and restructuring it to form clear responsibilities and a flow of information to improve efficiency and effectiveness of the system itself.

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:

Coordinated access module

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?	Other (please define)
If other, how often is information updated?	
Biweekly (at the least) with increased frequency to almost daily or weekly when looking to analyze changes in more detail	
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.

We are in the process of reviewing the information kept and systems used by participating service providers to prevent a duplication of efforts and ensure we’re collecting all relevant data where feasible.

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?

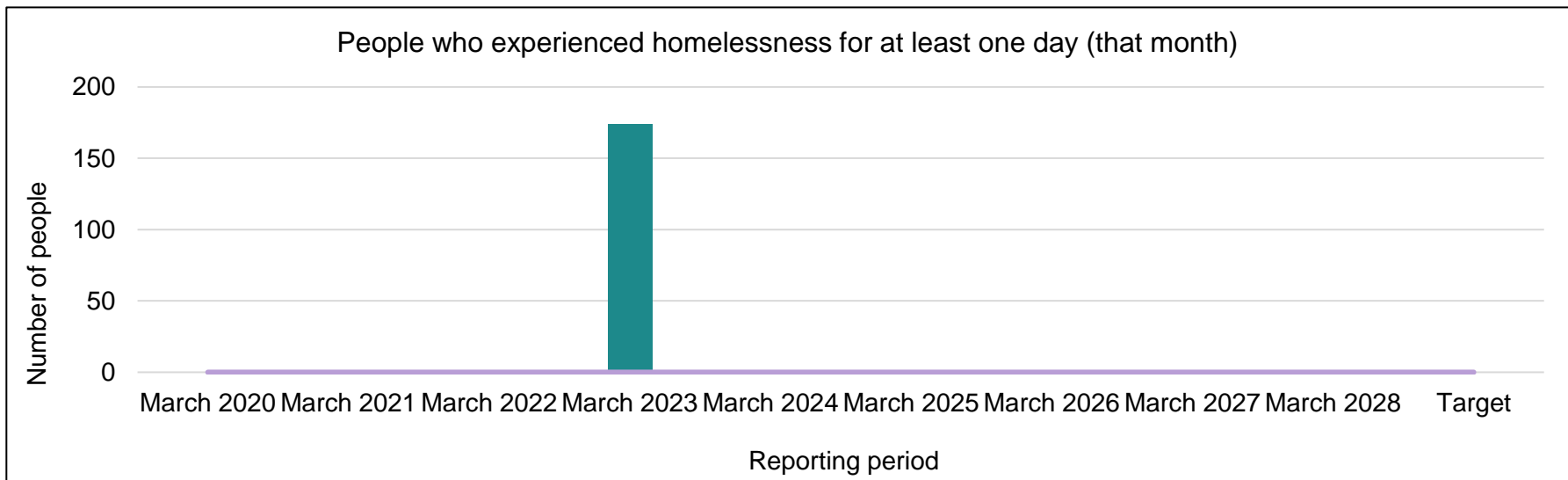
No

Section 4. Community-Level Outcomes and Targets – Monthly

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

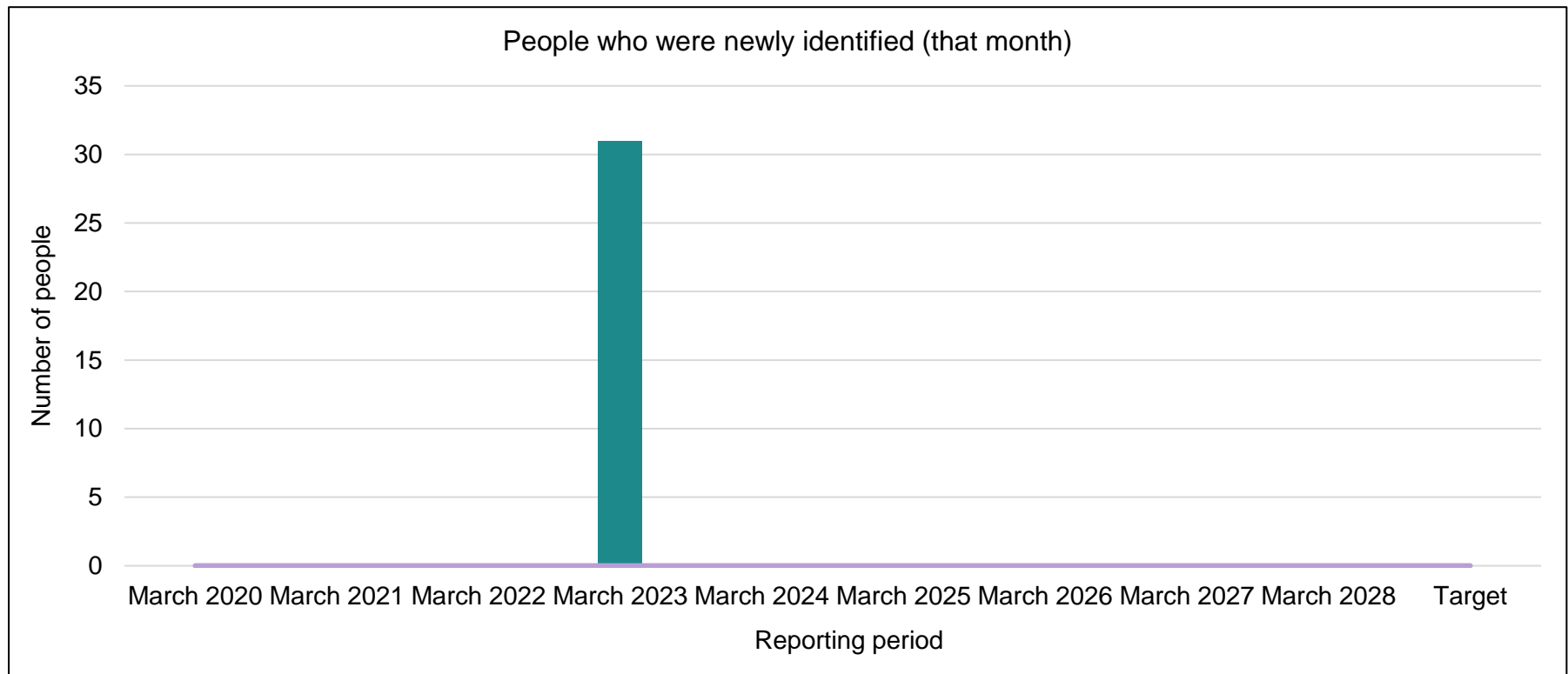
Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #1 for the reporting period.

	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)				174						



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)				31						



Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.

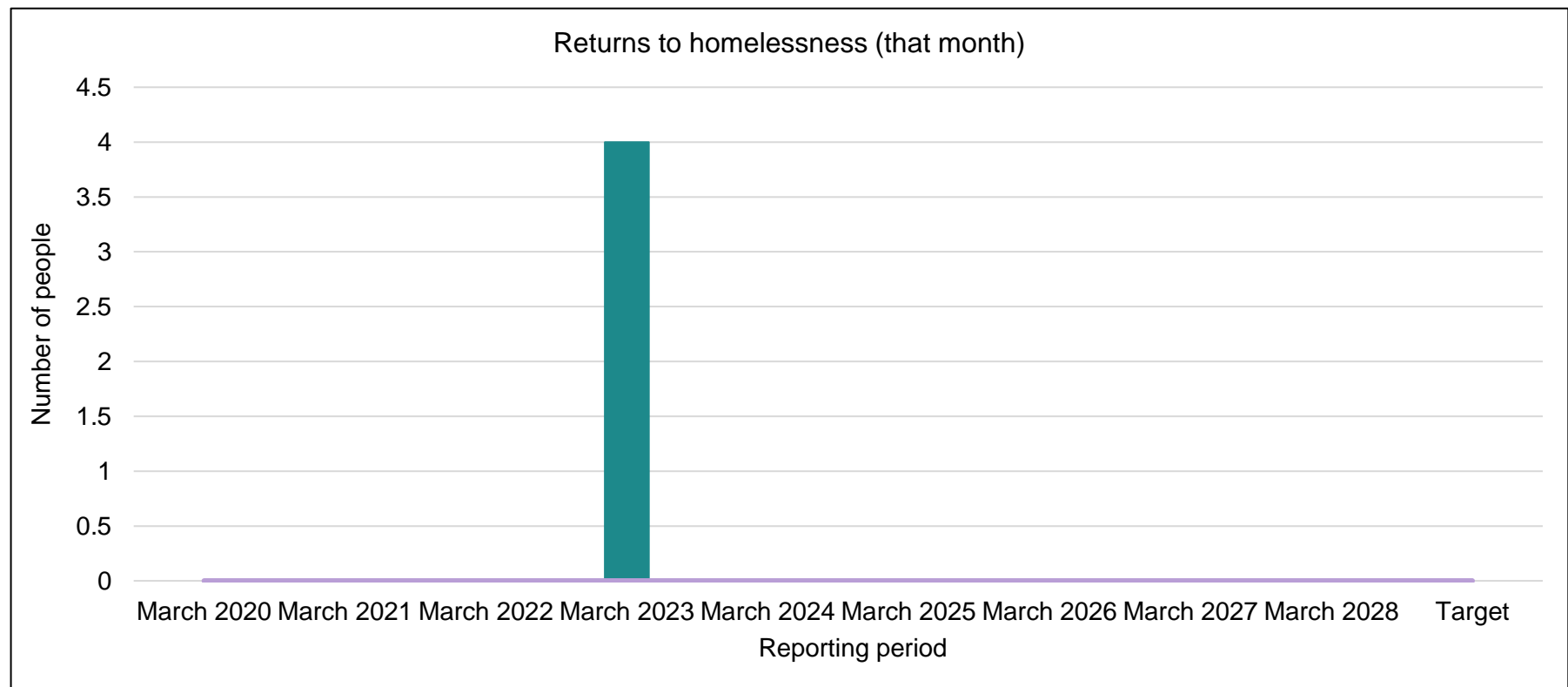
The community Entity does not have a target for the reporting period. The HIFIS system which collects the communities data, was not fully active and in use for the reporting period of March 2020, March 2021 and March 2022. The available data for 2023 is mainly due to the increased use of the HIFIS data collection tool by community members through reinforcement by the Cordinated Access Cordinator. 2021/2022 was the first year of HIFIS implementation and more work has been done to ensure compliance with community partners.

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

Yes

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						



Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

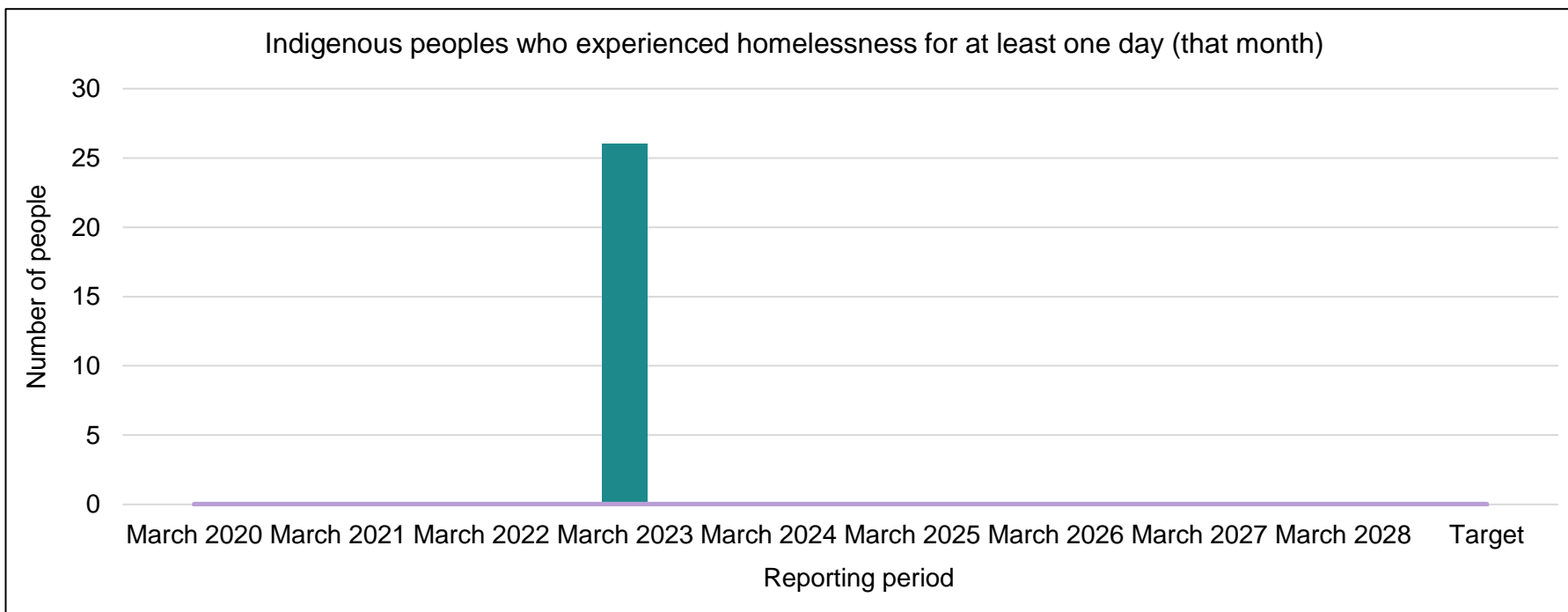
The community Entity does not have a target for the reporting period. The HIFIS system which collects the communities data, was not fully active and in use for the reporting period of March 2020, March 2021 and March 2022. The available data for 2023 is mainly due to the increased use of the HIFIS data collection tool by community members through reinforcement by the Coordinated Access Coordinator. 2021/2022 was the first year of HIFIS implementation and more work has been done to ensure compliance with community partners.

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

Yes

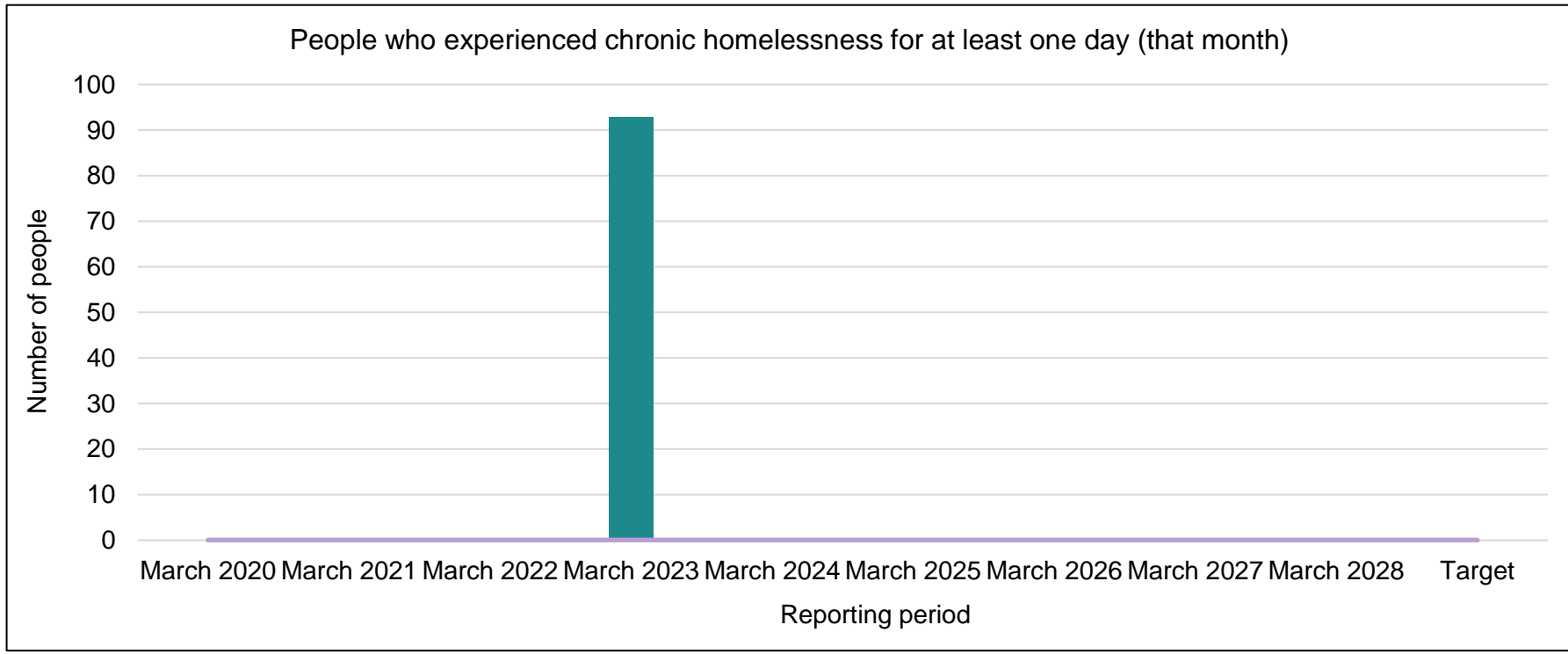
Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

	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)				26						



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

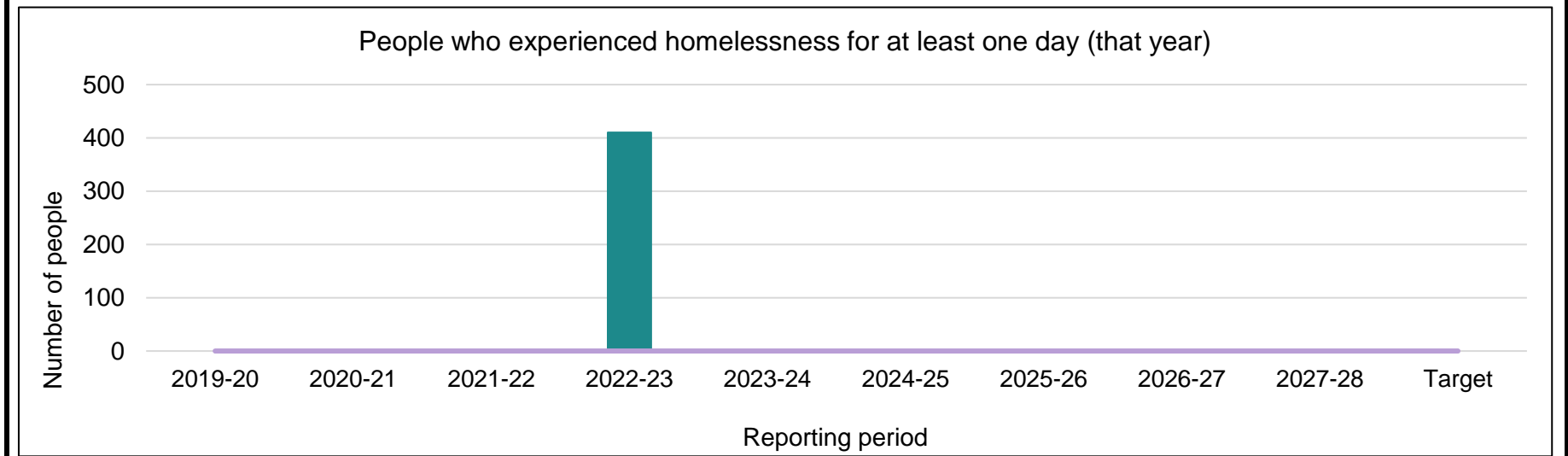
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced chronic homelessness for at least one day (that month)				93						



Section 4. Community-Level Outcomes and Targets – Annual

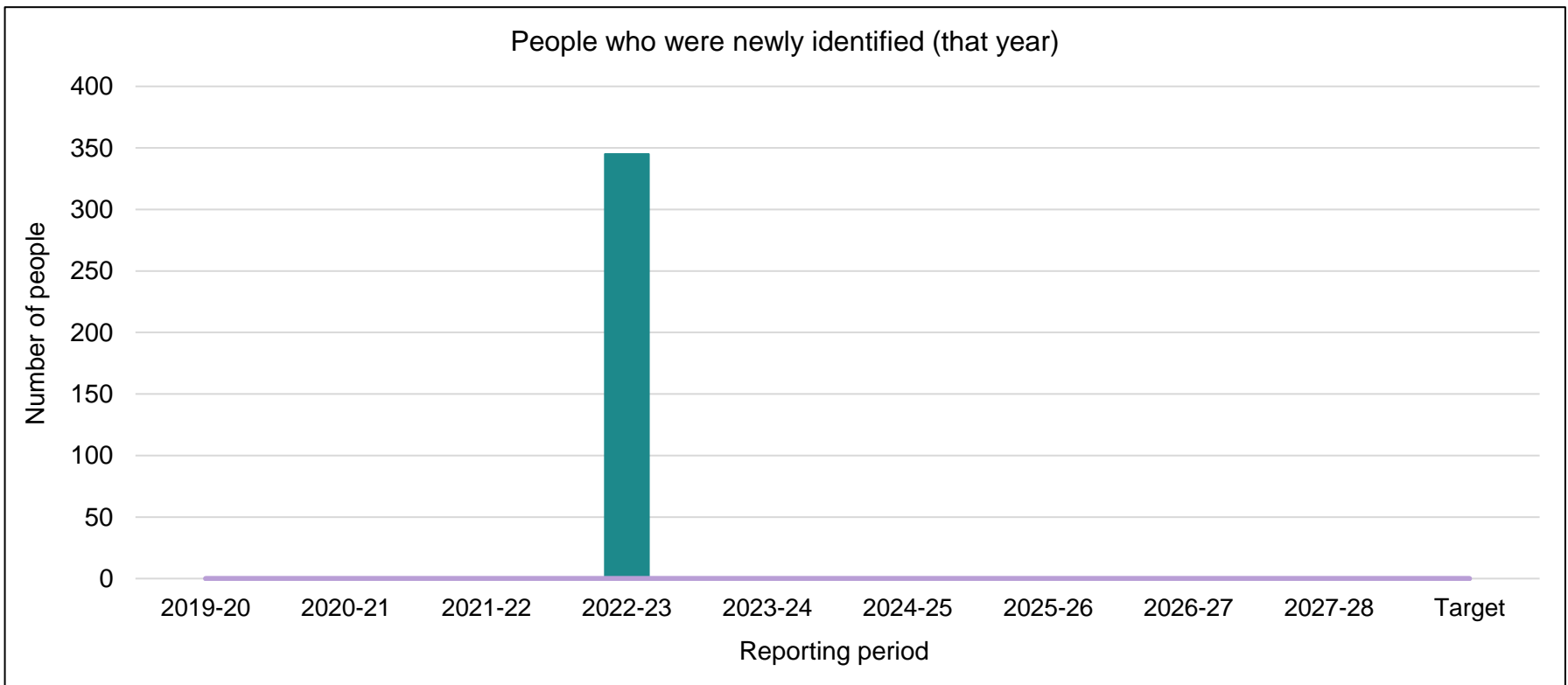
Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)

	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)				410						



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)				345						



Context for Outcome #2 (annual):

Please provide context about your results, as applicable.

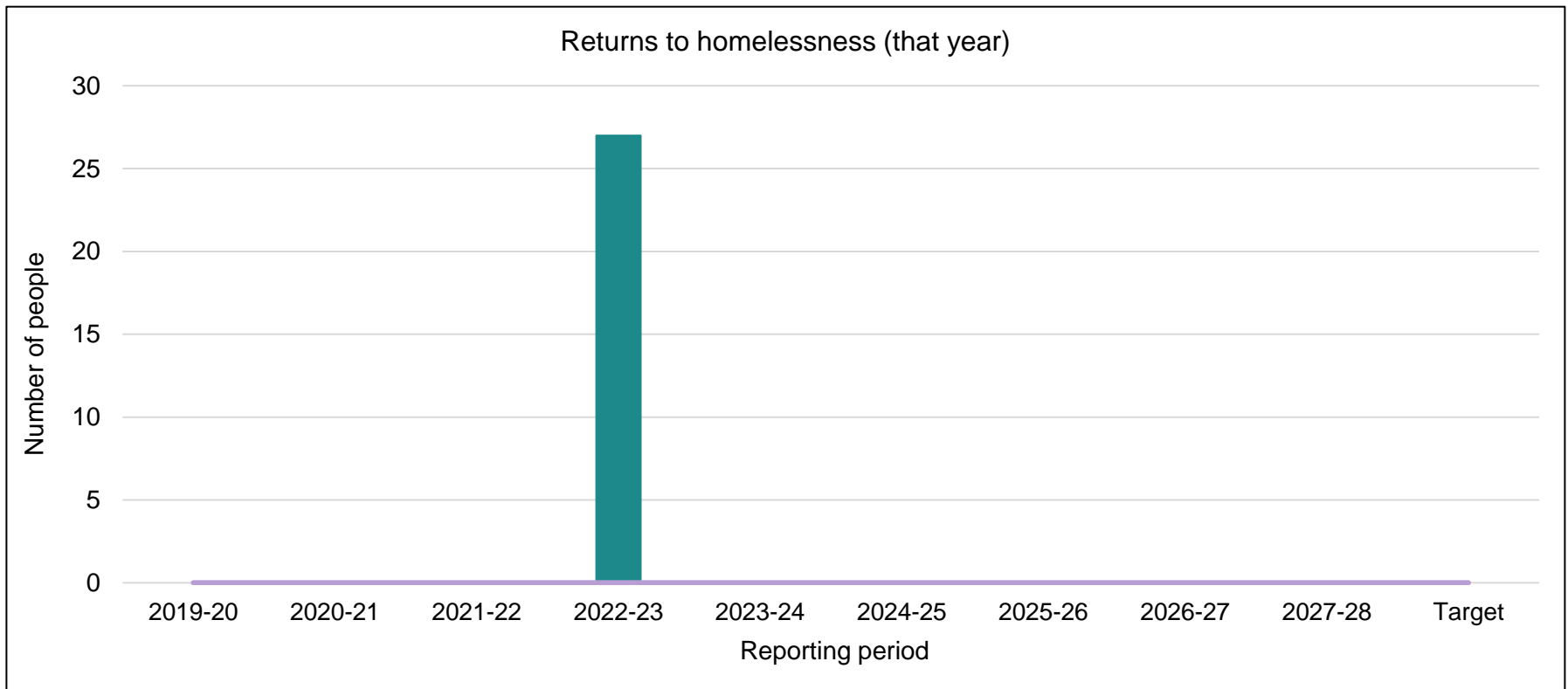
The community Entity does not have a target for the reporting period. The HIFIS system which collects the communities data, was not fully active and in use for the reporting period of 2019-20, 2020-21 and 2021-22. The available data for 2023 is mainly due to the increased use of the HIFIS data collection tool by community members through reinforcement by the Coordinated Access Coordinator. 2021/2022 was the first year of HIFIS implementation and more work has been done to ensure compliance with community partners.

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

Yes

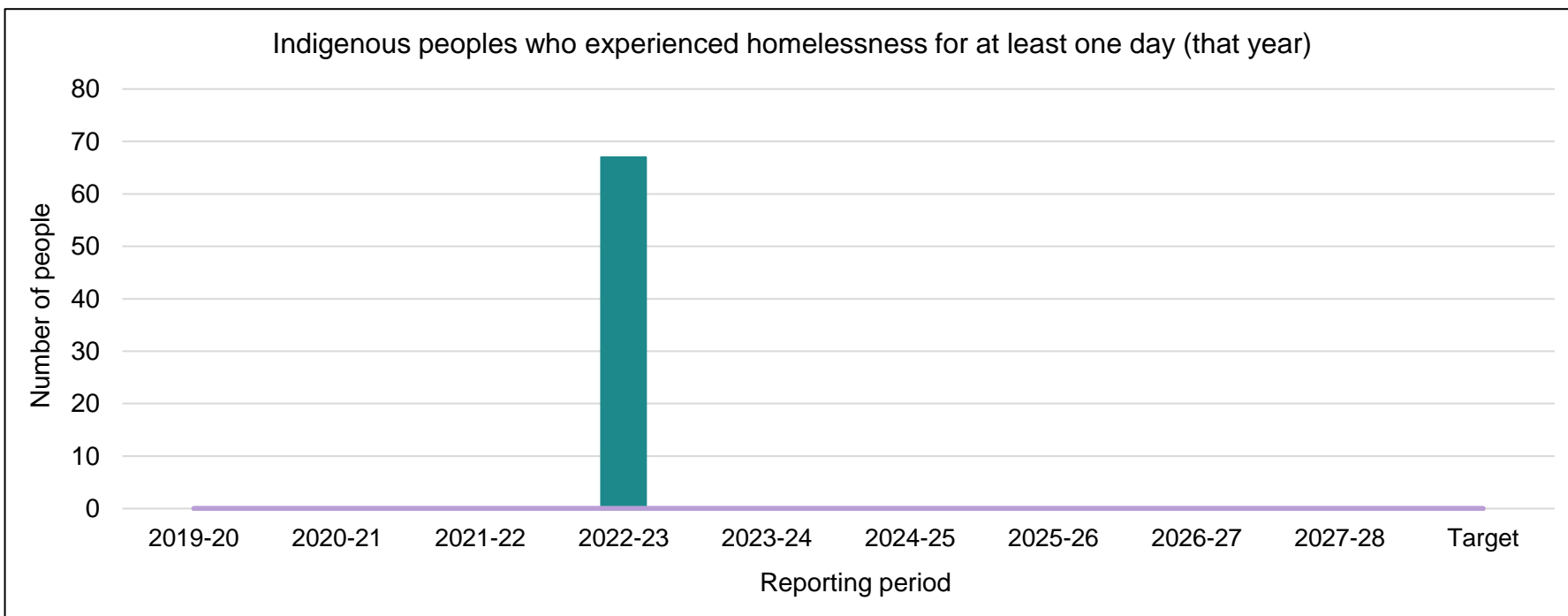
Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)

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



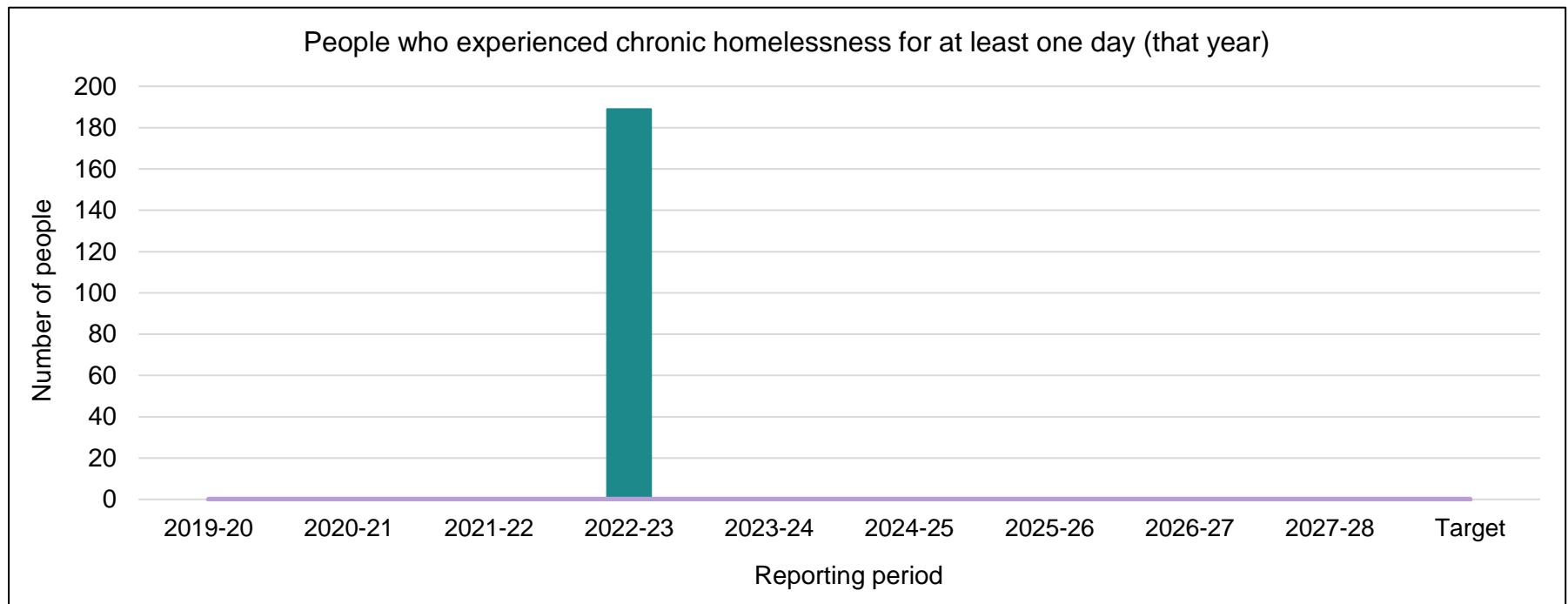
Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

	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)				67						



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)				189						



Please provide context about your results, as applicable.

The community Entity does not have a target for the reporting period. The HIFIS system which collects the communities data, was not fully active and in use for the reporting period of 2019-20, 2020-21 and 2021-22. The available data for 2023 is mainly due to the increased use of the HIFIS data collection tool by community members through reinforcement by the Coordinated Access Coordinator. 2021/2022 was the first year of HIFIS implementation and more work has been done to ensure compliance with community partners.

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

Yes
