

COMMUNITY HOMELESSNESS REPORT SUMMARY

Charlottetown and Summerside, PEI

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.

Collaboration with Indigenous partners has existed in the following ways:

Representation on the Community Advisory Board since 2016 to provide input and vote on the allocation of funding to Reaching Home organizations

Representation at Coordinated Access since it began in Prince Edward Island (PEI) to participate in case conferencing, matching, prioritization criteria, and access to resources

Representation on the Governance Committee prior to and since the relaunch in 2023 to develop policies and processes for Coordinated Access, HIFIS, etc. in our community

Overall, Indigenous perspectives have influenced and continue to influence decision making in our community in a multitude of ways

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.

Indigenous representation exists on the Community Advisory Board, which has reviewed and approved this report. Additionally, we reached out to set up meetings with Indigenous organizations including Native Council of PEI, and Chief Mary Bernard Women's Shelter to gather their input as well as provide a them with the opportunity view the report and provide feedback prior to it's submission.

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 made several concerted efforts over the last year, including:

Coordinated Access & Homelessness Management Information System (HMIS) - Increasing participation and commitment to Coordinated Access, restructuring our by-name list (BNL) meetings, relaunching our Governance Committee, adding two new programs/services to Coordinated Access for matching, improving HIFIS training, monitoring and usage, hosting Community Partner Workshops in multiple communities to increase understanding and collaboration, opening a new multi-unit supportive housing program, targeted data integrity and data accuracy initiatives

CHR requirements that changes were made to address - Governance committee, Coordinated Access participation from non-RH providers, all organizations are now using HIFIS, documentation of processes, unified tool for triage and assessments (Service Prioritization Decision Assistance Tool - SPDAT), development of matching process, all data is being collected from HIFIS

Individuals with lived experience - created a new position on our Governance Committee specifically for someone with lived experience, collecting feedback during the matching process when an individual denies or refuses a match to better understand gaps in services and programs and how we can address their needs, created a document of all the organizations that use HIFIS in our community with the privacy measures for organizations to have access to so they can be better informed when discussing confidentiality as part of the database with individuals, particularly those who have concerns about joining HIFIS.

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.

Our community has made several concerted efforts over the last year, including:

Training - mandatory and regulated training individualized based on their role for all staff gaining access to HIFIS, through Ali Ryder Acre Consulting. A follow-up meeting with the Coordinated Access Coordinator after receiving their login credentials to review the nuances of HIFIS specific to PEI and how HIFIS supports Coordinated Access. Coordinated Access and HIFIS presentations at community partner workshop events and smaller gatherings such as staff meetings or committee meetings.

Data collection - All organizations are now accepting HIFIS as the database used in our community. More and more organizations are agreeing to participate in HIFIS with an increased number of staff/roles, including non-RH organizations. Processes and policies have been revised by our Governance Committee to increase clarity and conciseness. Data-based projects are continuously being identified to target issues or gaps identified such as populations, processes, collection tools, etc.

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 24 hours
→ Housing history (e.g., changes from “homeless” to “housed”)?	Within 24 hours
→ 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 24 hours

Additional information - Data collection and entry processes

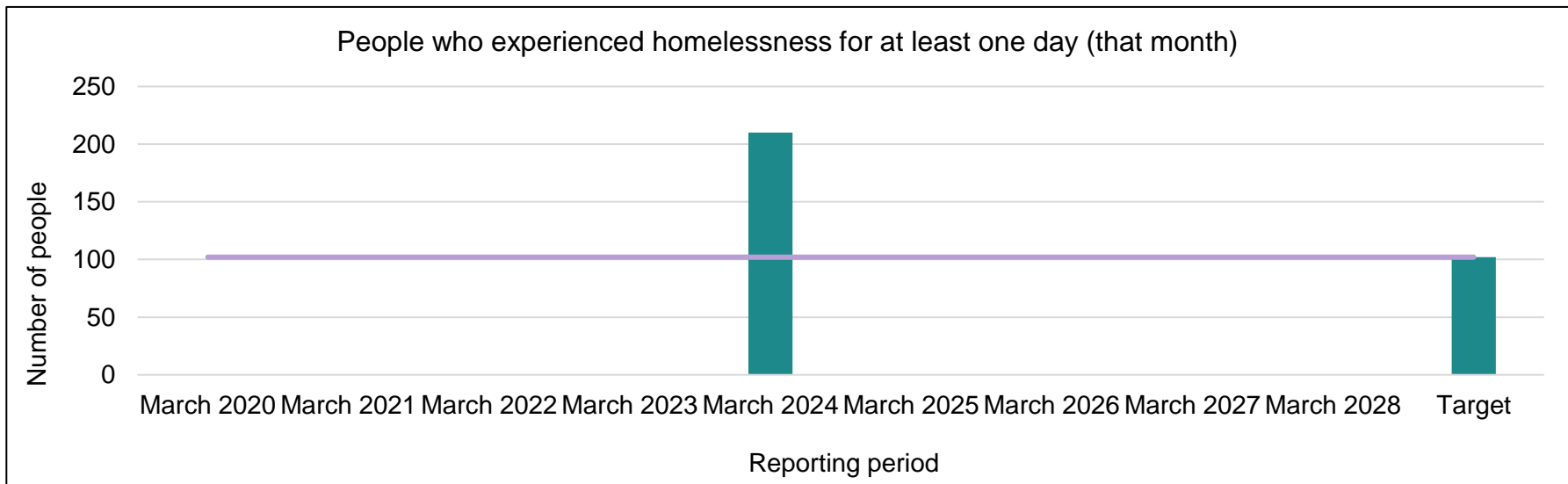
Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database.

Anyone who identifies as homeless or at-risk of becoming homeless is to be provided the opportunity to be added to HIFIS and Coordinated Access with an overview of how the system works and the types of resources an individual could potentially access. If agreeable, the service provider will review the HIFIS and CA consent form with the individual ensuring they understand what they're signing. An intake will then be completed with the individual using our standardized intake form, so that the individual's information can be populated accordingly in HIFIS. All service providers are expected to participate in maintaining client data and adding updates when changes occur.

Section 4. Community-Level Outcomes and Targets – Monthly

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

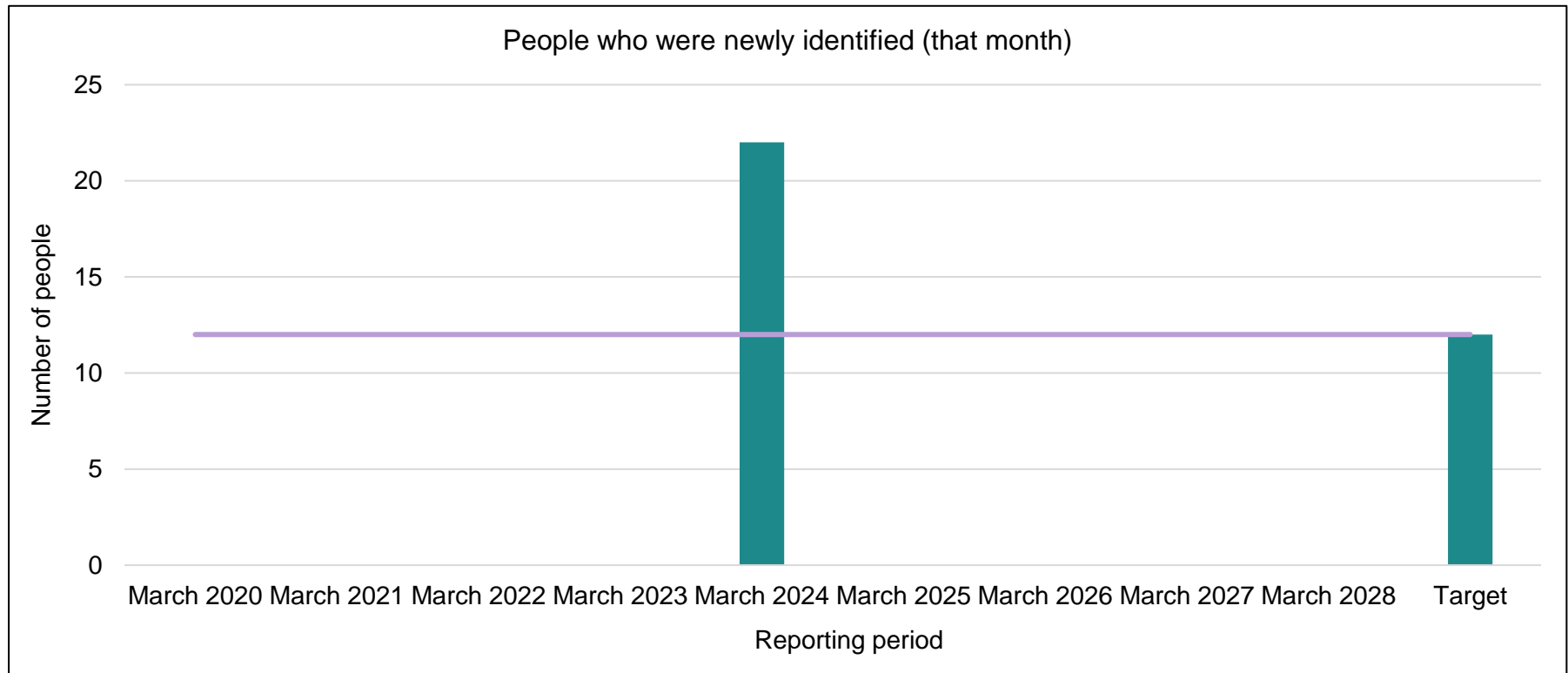
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)					210					102



O#1(M) What is your baseline year?	March 2024
Overall homelessness will decrease by 51% between March 2024 and March 2028.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
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.	
<p>The data report for this variable in 2023/2024 differs from the previous one in 2022/2023 because the latter lacked comprehensiveness and real-time accuracy. This is due to the fact that organizations were not all using HIFIS, some staff needed to be trained, and certain HIFIS policies needed to be enacted (relating to updating housing history and inactive clients). Since then, efforts within the community have been made to enhance data integrity, resulting in increased confidence in the current year's report. The community is now using this year's data as a baseline for establishing future targets. Data points shaded out represent years when the use of HIFIS was not fully implemented in the community and comprehensive and real-time community-level data can not be pulled from HIFIS for the period.</p>	

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

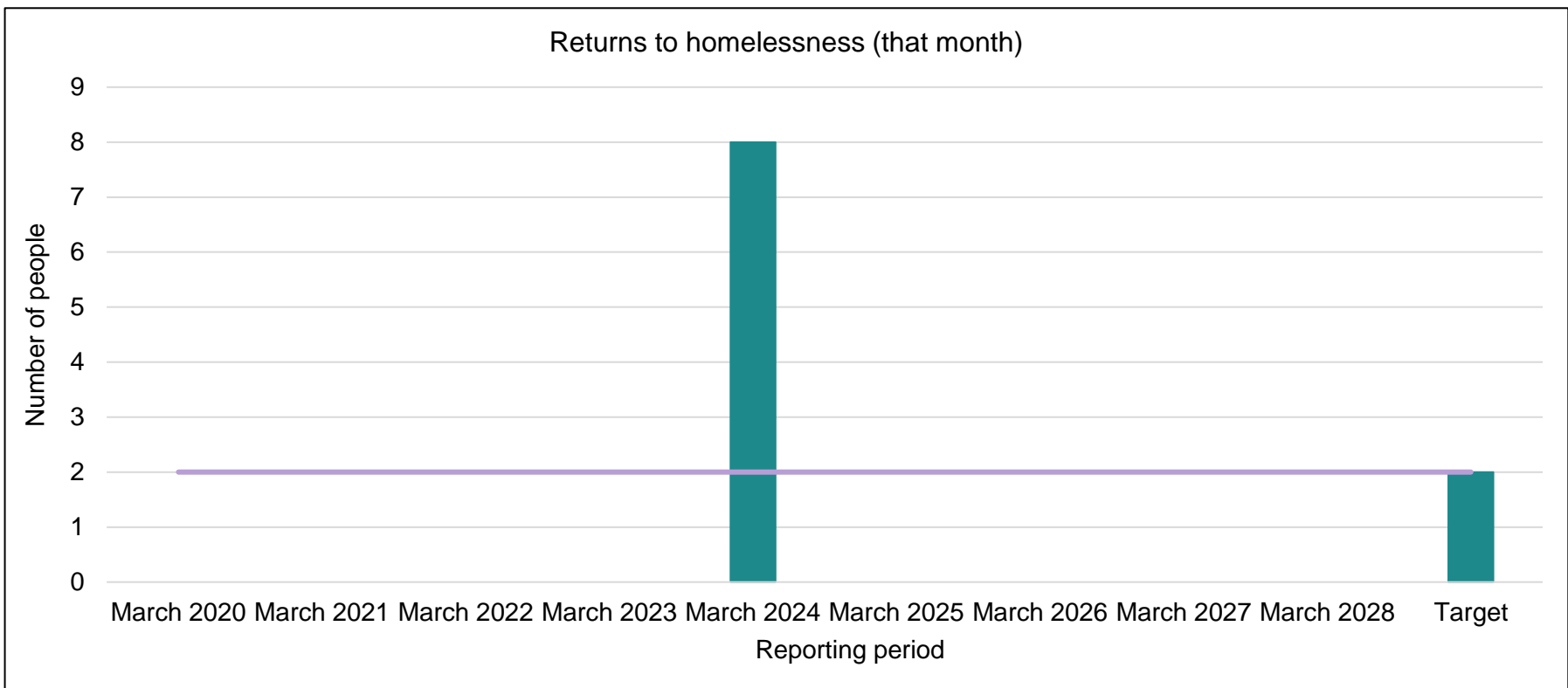
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)					22					12



O#2(M) What is your baseline year?	March 2024
New inflows to homelessness will decrease by 45% between March 2024 and March 2028.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
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.	
<p>The data report for this variable in 2023/2024 differs from the previous one in 2022/2023 because the latter lacked comprehensiveness and real-time accuracy. This is due to the fact that organizations were not all using HIFIS, some staff needed to be trained, and certain HIFIS policies needed to be enacted (relating to updating housing history and inactive clients). Since then, efforts within the community have been made to enhance data integrity, resulting in increased confidence in the current year's report. The community is now using this year's data as a baseline for establishing future targets. Data points shaded out represent years when the use of HIFIS was not fully implemented in the community and comprehensive and real-time community-level data can not be pulled from HIFIS for the period.</p>	

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

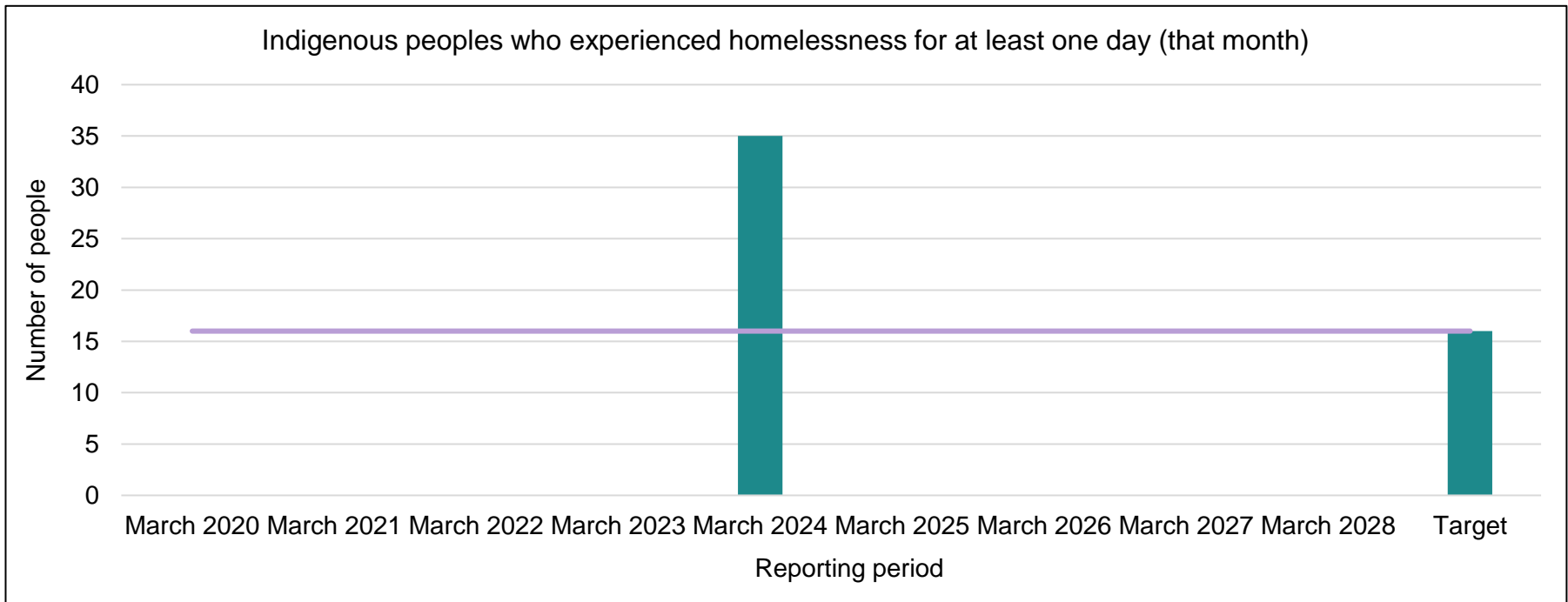
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)					8					2



O#3(M) What is your baseline year?	March 2024
Returns to homelessness will decrease by 75% between March 2024 and March 2028.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
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.	
<p>The data report for this variable in 2023/2024 differs from the previous one in 2022/2023 because the latter lacked comprehensiveness and real-time accuracy. This is due to the fact that organizations were not all using HIFIS, some staff needed to be trained, and certain HIFIS policies needed to be enacted (relating to updating housing history and inactive clients). Since then, efforts within the community have been made to enhance data integrity, resulting in increased confidence in the current year's report. The community is now using this year's data as a baseline for establishing future targets. Data points shaded out represent years when the use of HIFIS was not fully implemented in the community and comprehensive and real-time community-level data can not be pulled from HIFIS for the period.</p>	

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

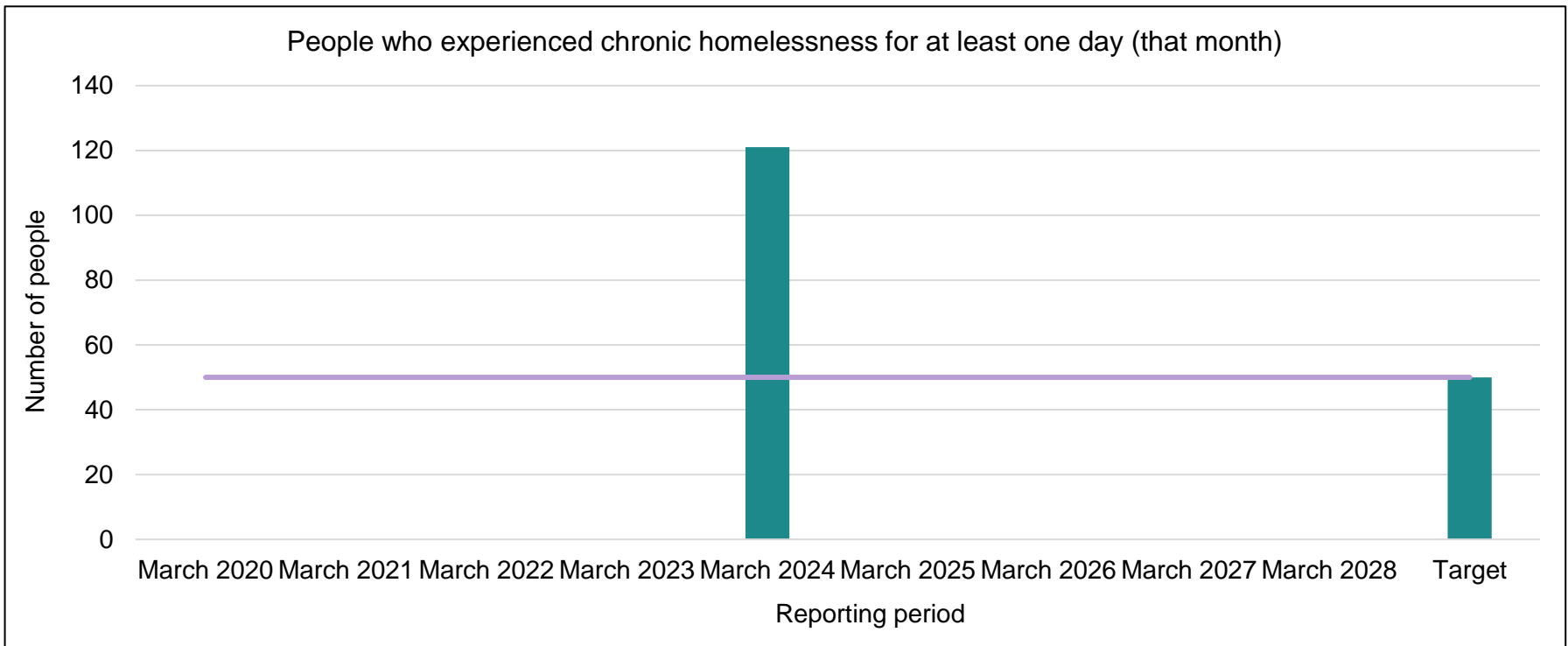
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)					35					16



O#4(M) What is your baseline year?	March 2024
Indigenous homelessness will decrease by 54% between March 2024 and March 2028.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
Was “N/A” was used for one or more data points?	No, N/A was not 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.	
<p>The data report for this variable in 2023/2024 differs from the previous one in 2022/2023 because the latter lacked comprehensiveness and real-time accuracy. This is due to the fact that organizations were not all using HIFIS, some staff needed to be trained, and certain HIFIS policies needed to be enacted (relating to updating housing history and inactive clients). Since then, efforts within the community have been made to enhance data integrity, resulting in increased confidence in the current year's report. The community is now using this year's data as a baseline for establishing future targets. Data points shaded out represent years when the use of HIFIS was not fully implemented in the community and comprehensive and real-time community-level data can not be pulled from HIFIS for the period. The data and target were discussed and reviewed with two indigenous community partners (Chris Clay, The Native Council of PEI, and Nikki Gallant, Chief Mary Bernard Women's Shelter) in a virtual meeting, and they were both in agreement with the data and the targets.</p>	

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)					121					50



O#5(M)

What is your baseline year?

March 2024

Chronic homelessness will decrease by 59% between March 2024 and March 2028.

How was this Outcome generated?

HIFIS Reaching Home
Community Outcomes report

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?

Yes, some of the data has changed

Has the target you set changed from your previous CHR?

Not applicable – A target was not set for this Outcome in the previous CHR

Was “N/A” was used for one or more data points?

No, N/A was not used for one or more data point

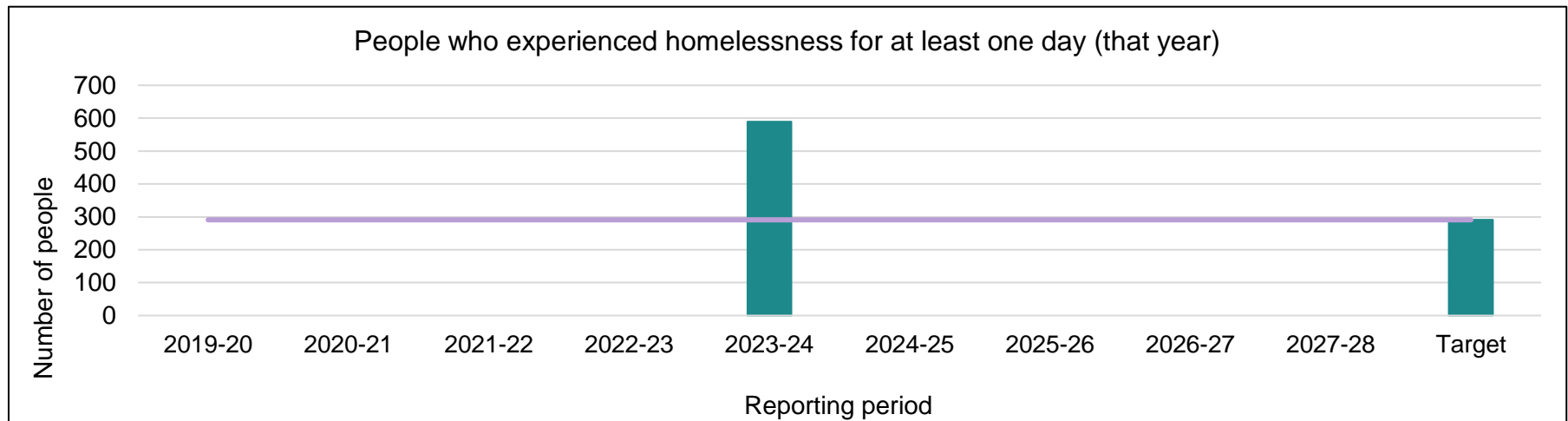
Please use the following comment box to provide context on your data.

The data report for this variable in 2023/2024 differs from the previous one in 2022/2023 because the latter lacked comprehensiveness and real-time accuracy. This is due to the fact that organizations were not all using HIFIS, some staff needed to be trained, and certain HIFIS policies needed to be enacted (relating to updating housing history and inactive clients). Since then, efforts within the community have been made to enhance data integrity, resulting in increased confidence in the current year's report. The community is now using this year's data as a baseline for establishing future targets. Data points shaded out represent years when the use of HIFIS was not fully implemented in the community and comprehensive and real-time community-level data can not be pulled from HIFIS for the period.

Section 4. Community-Level Outcomes and Targets – Annual

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

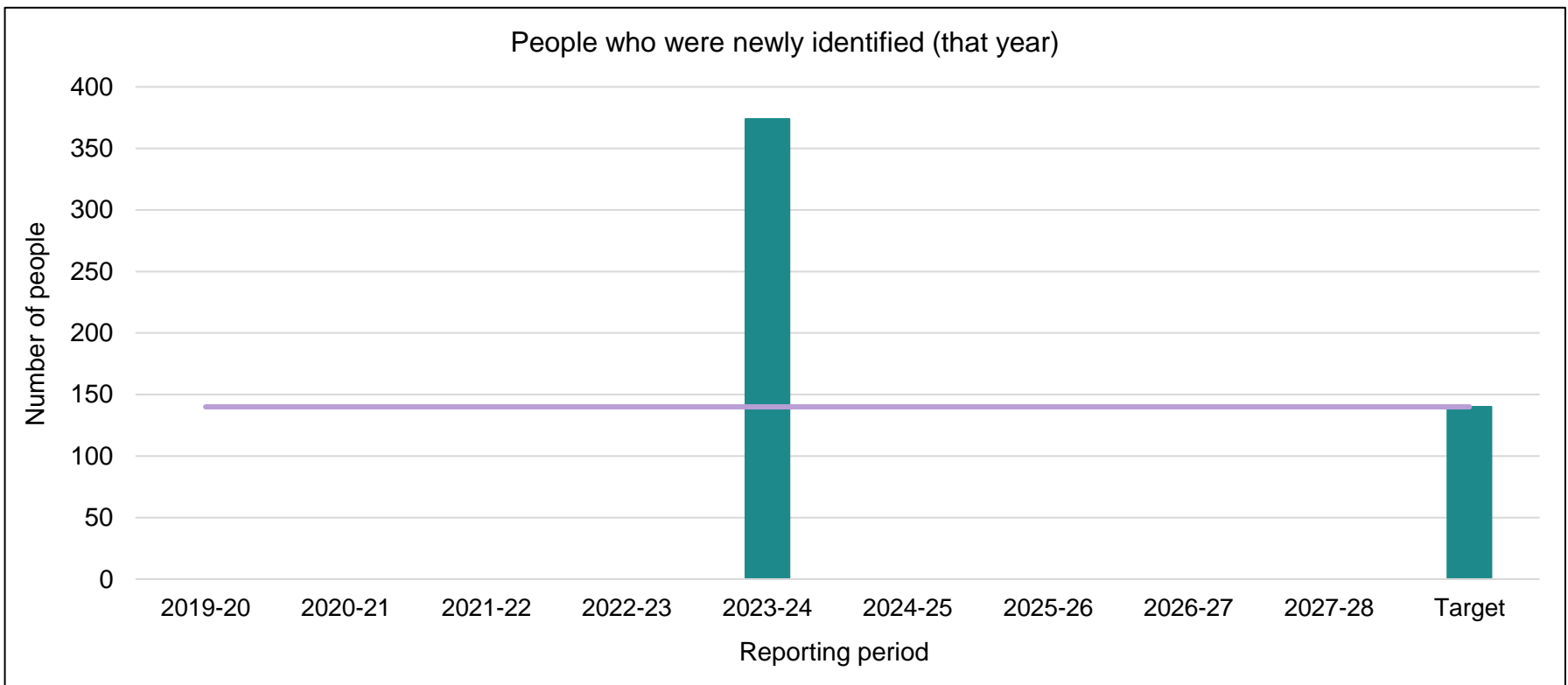
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced homelessness for at least one day (that year)					589					291



O#1(A) What is your baseline year?	2023-24
Overall homelessness will decrease by 51% between 2023-24 and 2027-28.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
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.	
<p>The data report for this variable in 2023/2024 differs from the previous one in 2022/2023 because the latter lacked comprehensiveness and real-time accuracy. This is due to the fact that organizations were not all using HIFIS, some staff needed to be trained, and certain HIFIS policies needed to be enacted (relating to updating housing history and inactive clients). Since then, efforts within the community have been made to enhance data integrity, resulting in increased confidence in the current year's report. The community is now using this year's data as a baseline for establishing future targets. Data points shaded out represent years when the use of HIFIS was not fully implemented in the community and comprehensive and real-time community-level data can not be pulled from HIFIS for the period.</p>	

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

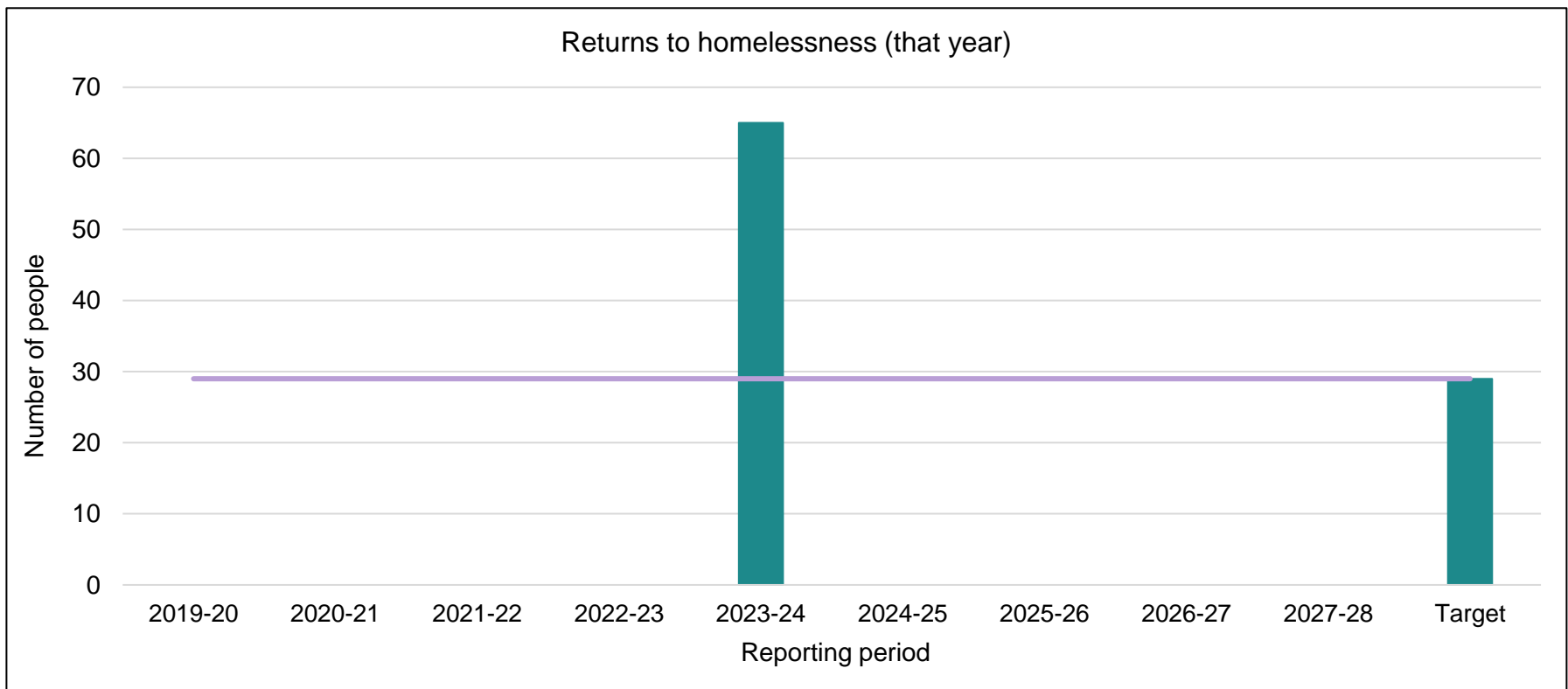
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)					374					140



O#2(A) What is your baseline year?	2023-24
New inflows to homelessness will decrease by 63% between 2023-24 and 2027-28.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
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.	
<p>The data report for this variable in 2023/2024 differs from the previous one in 2022/2023 because the latter lacked comprehensiveness and real-time accuracy. This is due to the fact that organizations were not all using HIFIS, some staff needed to be trained, and certain HIFIS policies needed to be enacted (relating to updating housing history and inactive clients). Since then, efforts within the community have been made to enhance data integrity, resulting in increased confidence in the current year's report. The community is now using this year's data as a baseline for establishing future targets. Data points shaded out represent years when the use of HIFIS was not fully implemented in the community and comprehensive and real-time community-level data can not be pulled from HIFIS for the period.</p>	

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

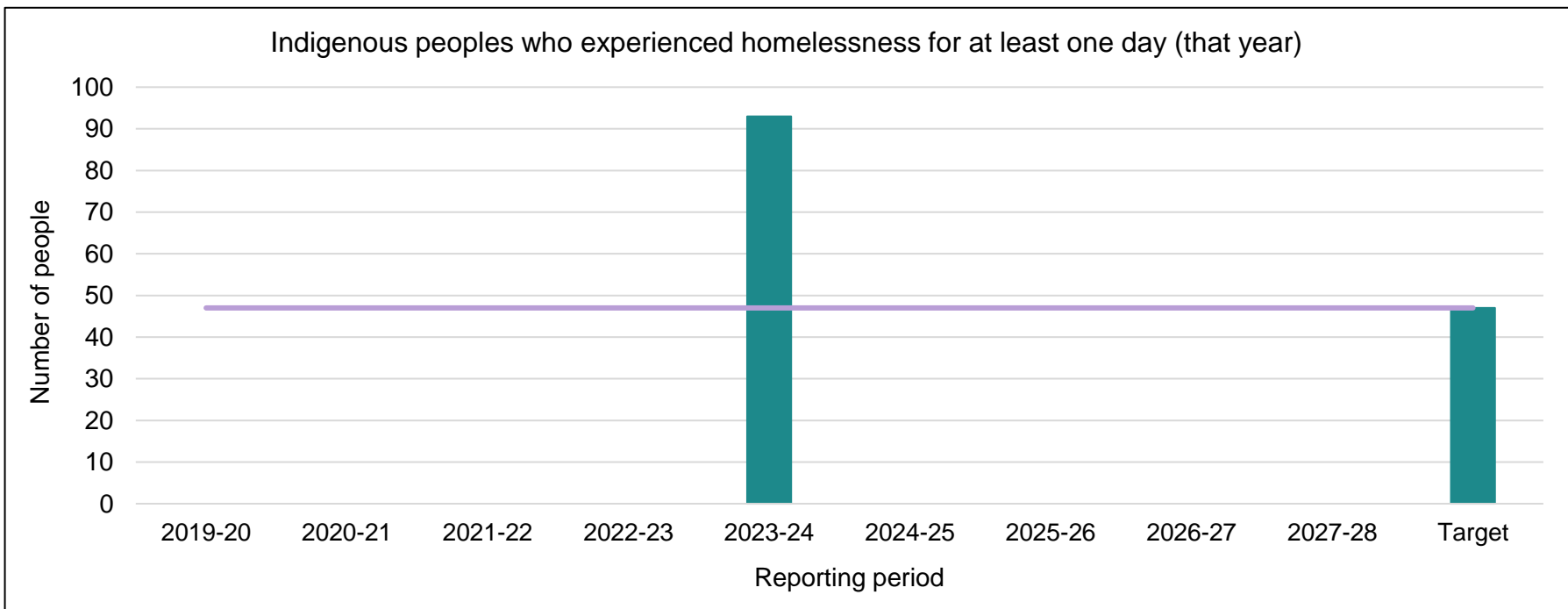
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)					65					29



O#3(A)	What is your baseline year?	2023-24
Returns to homelessness will decrease by 55% between 2023-24 and 2027-28.		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?		Yes, some of the data has changed
Has the target you set changed from your previous CHR?		Not applicable – A target was not set for this Outcome in the previous CHR
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.		
<p>The data report for this variable in 2023/2024 differs from the previous one in 2022/2023 because the latter lacked comprehensiveness and real-time accuracy. This is due to the fact that organizations were not all using HIFIS, some staff needed to be trained, and certain HIFIS policies needed to be enacted (relating to updating housing history and inactive clients). Since then, efforts within the community have been made to enhance data integrity, resulting in increased confidence in the current year's report. The community is now using this year's data as a baseline for establishing future targets. Data points shaded out represent years when the use of HIFIS was not fully implemented in the community and comprehensive and real-time community-level data can not be pulled from HIFIS for the period.</p>		

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

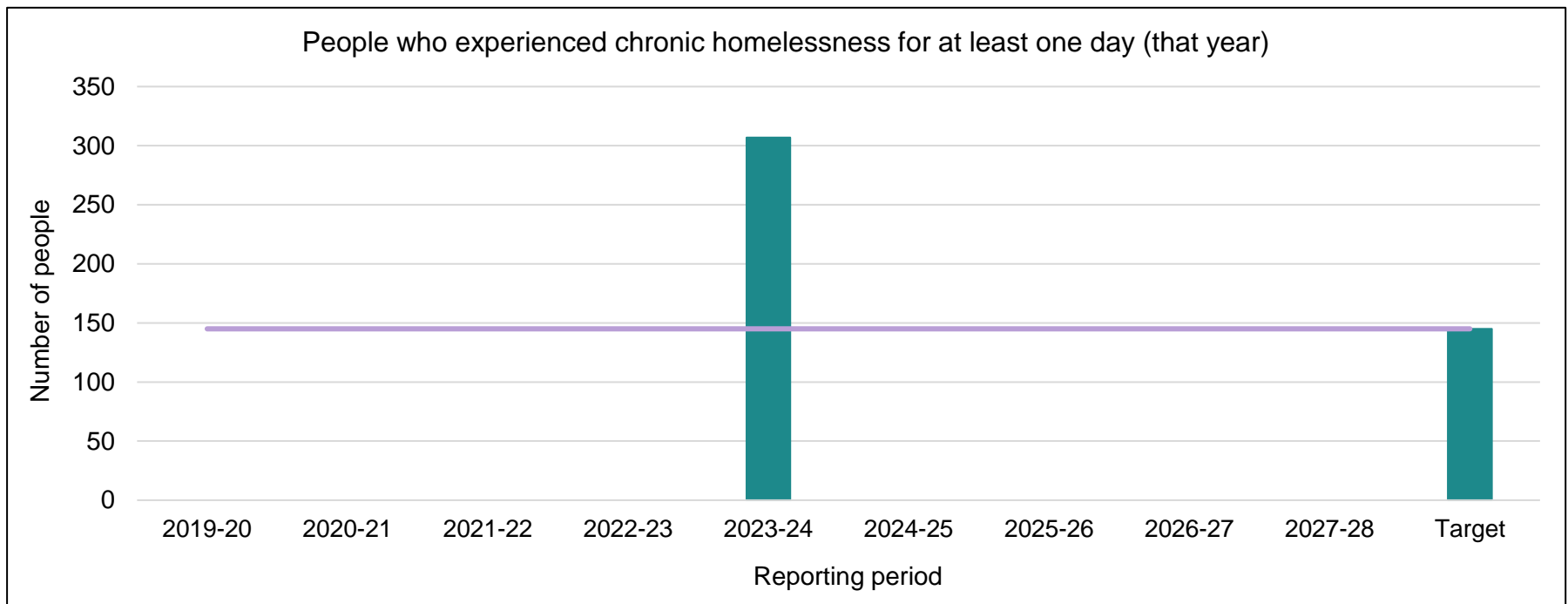
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)					93					47



O#4(A) What is your baseline year?	2023-24
Indigenous homelessness will decrease by 49% between 2023-24 and 2027-28.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
Was “N/A” was used for one or more data points?	No, N/A was not 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.	
<p>The data report for this variable in 2023/2024 differs from the previous one in 2022/2023 because the latter lacked comprehensiveness and real-time accuracy. This is due to the fact that organizations were not all using HIFIS, some staff needed to be trained, and certain HIFIS policies needed to be enacted (relating to updating housing history and inactive clients). Since then, efforts within the community have been made to enhance data integrity, resulting in increased confidence in the current year's report. The community is now using this year's data as a baseline for establishing future targets. Data points shaded out represent years when the use of HIFIS was not fully implemented in the community and comprehensive and real-time community-level data can not be pulled from HIFIS for the period. The data and target were discussed and reviewed with two indigenous community partners (Chris Clay, The Native Council of PEI, and Nikki Gallant, Chief Mary Bernard Women's Shelter) in a virtual meeting, and they were both in agreement with the data and the targets.</p>	

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)					307					145



O#5(A) What is your baseline year?	2023-24
Chronic homelessness will decrease by 53% between 2023-24 and 2027-28.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Yes, some of the data has changed
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
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.	
<p>The data report for this variable in 2023/2024 differs from the previous one in 2022/2023 because the latter lacked comprehensiveness and real-time accuracy. This is due to the fact that organizations were not all using HIFIS, some staff needed to be trained, and certain HIFIS policies needed to be enacted (relating to updating housing history and inactive clients). Since then, efforts within the community have been made to enhance data integrity, resulting in increased confidence in the current year's report. The community is now using this year's data as a baseline for establishing future targets. Data points shaded out represent years when the use of HIFIS was not fully implemented in the community and comprehensive and real-time community-level data can not be pulled from HIFIS for the period.</p>	