

# COMMUNITY HOMELESSNESS REPORT SUMMARY

Dufferin County

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:

Not yet

→ Outcomes-Based Approach:

Not yet

Describe this collaboration in more detail.

Our Indigenous organization (White Owl Native Ancestry) was a previous co-chair of our CAB and was participating in weekly Coordinated Access Table (CAT) meetings. All policies for Coordinated Access were approved by our local Indigenous organization before implementation to ensure that they are culturally appropriate and inclusive of all diverse groups. All clients identified as Indigenous were referred to the Indigenous organization for additional supports. As of November 1, 2023 White Owl Native Ancestry went through some restructuring and stepped away from both the CAB and the CAT table. We are currently in discussions to ensure Indigenous representation is back at both tables.

Describe how this collaboration will happen over the coming year in more detail.

Due to restructuring at White Owl Native Ancestry, our ongoing collaboration ended as of November 1, 2023. Currently the CE is actively looking for new indigenous partnership to sit at both CAB and CAT and to provide input into our Coordinated Access System and to our Outcomes-Based Approach.

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?	No
Describe how this collaboration will happen over the coming year in more detail.	
<p>Our Indigenous organization (White Owl Native Ancestry) was a previous co-chair of our CAB and was participating in weekly Coordinated Access Table (CAT) meetings. All policies for Coordinated Access were approved by our local Indigenous organization before implementation to ensure that they are culturally appropriate and inclusive of all diverse groups. All clients identified as Indigenous were referred to the Indigenous organization for additional supports. As of November 1, 2023 White Owl Native Ancestry went through some restructuring and stepped away from both the CAB and the CAT table. The CE is currently in discussions to ensure Indigenous representation is back at both tables and available to provide input into our Coordinated Access System and to our Outcomes-Based Approach.</p>	

## 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
<b>Number of minimum requirements</b>	18	0	0

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

<b>Governance and Partnerships</b>	<b>HMIS</b>	<b>Access Points to Service</b>	<b>Triage and Assessment</b>	<b>Resource Inventory</b>	<b>Vacancy Matching and Referral with Prioritization</b>
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.

All Reaching Home funded projects and all Homelessness Prevention Program funded agencies are currently using HIFIS for data collection and reporting. Currently working with Services and Housing in the Province to onboard staff to HIFIS for the new Supportive Housing at 236 First St. Due to new supportive housing units opening in Dufferin with dedicated units for the BNL and Coordinated Access clients we are currently developing the vacancy matching, referral challenges and refusal processes for this program. Currently working to improve on our data collection regarding housing history and to move towards pulling the BNL directly out of HIFIS. Working with our local Dufferin County Equity Collaborative (DCEC) and working with the Voices table for lived experience is being explored.

## 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.

Dufferin County recognizes the importance of collecting data and using this data to make informed changes to the system. All programs now collect data using the same process and data points. Ongoing improvements to housing history needed before going live with the BNL in HIFS.

### 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 a week

### 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.

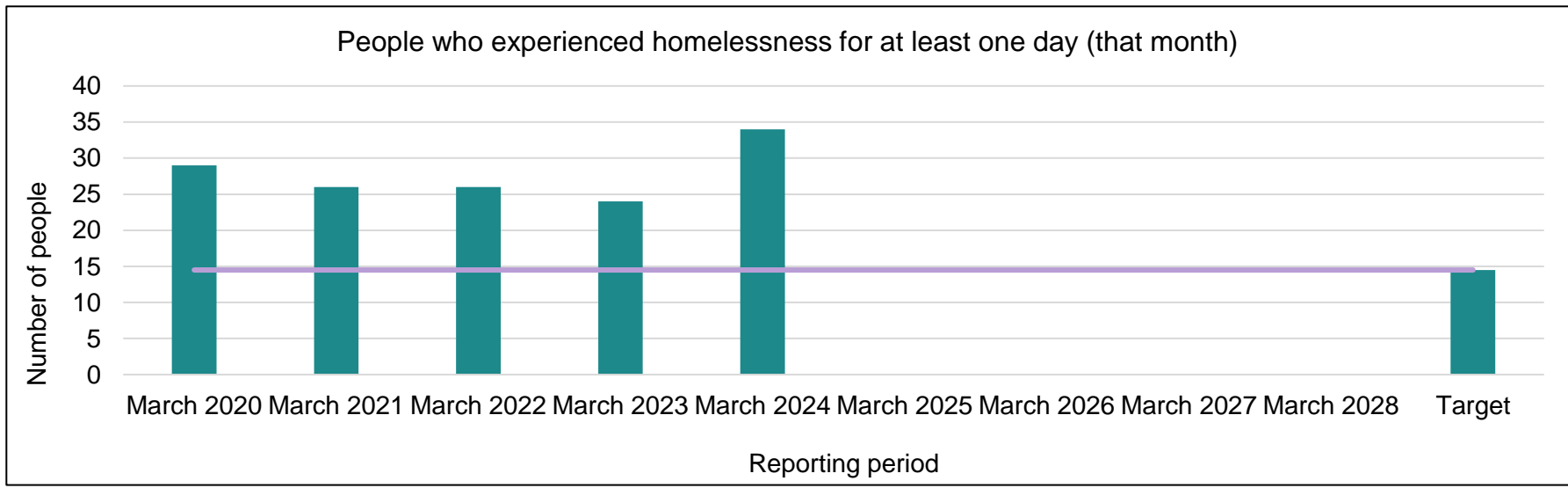
Dufferin County has a HIFIS Homelessness Manual that all service providers follow to enter data into HIFIS. Training is also supplied by ACRE consulting.



## Section 4. Community-Level Outcomes and Targets – Monthly

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

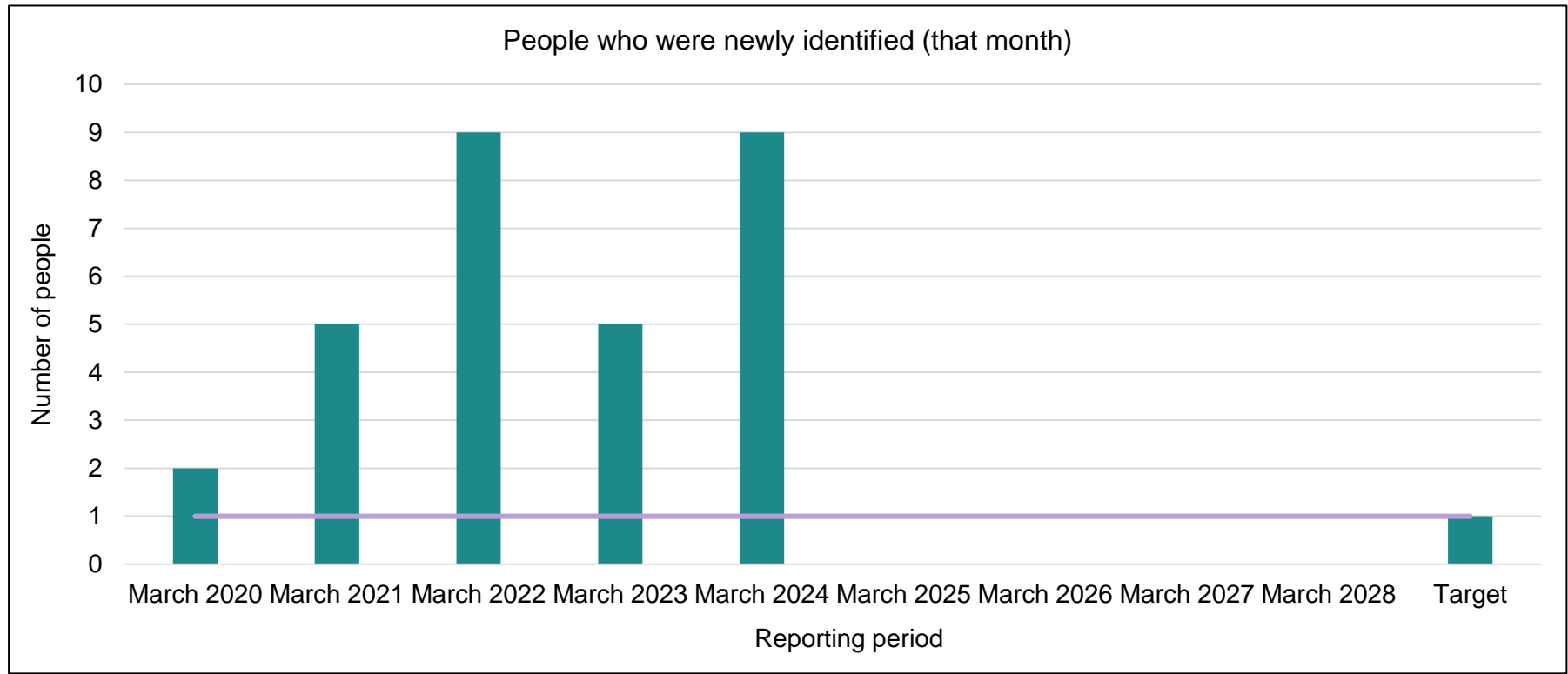
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)	29	26	26	24	34					14.5



<b>O#1(M)</b> What is your baseline year?	March 2020
<b>Overall homelessness will decrease by 50% between March 2020 and March 2028.</b>	
How was this Outcome generated?	Other process/tool
Data collection has remained the same since 2020 using BNL monthly statistics. HIFIS used for data collection, Data then used to update Excel BNL. Targets remain the same as those reported in 2020.	
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.	
No data or targets have changed from previous reports.	

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

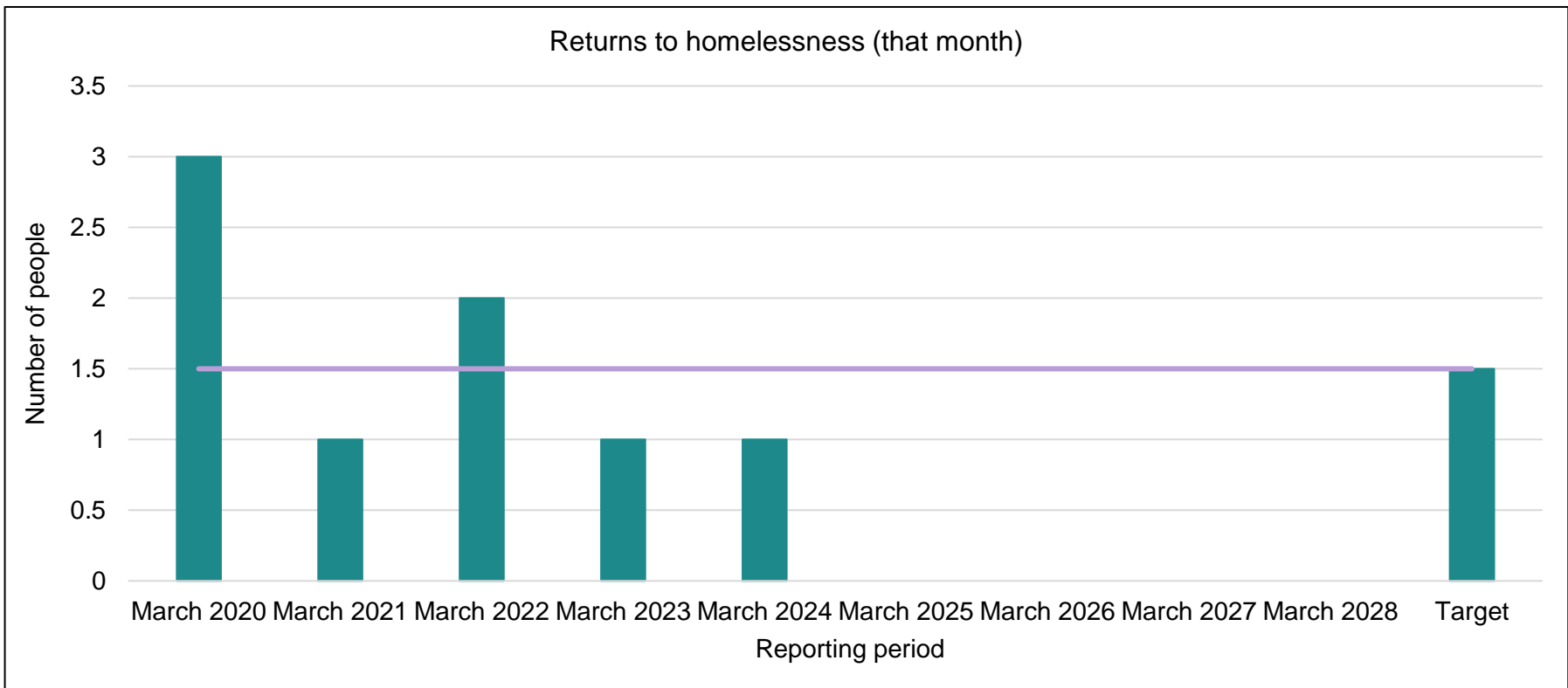
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)	2	5	9	5	9					1



<b>O#2(M)</b> What is your baseline year?	March 2020
<b>New inflows to homelessness will decrease by 50% between March 2020 and March 2028.</b>	
How was this Outcome generated?	Other process/tool
Data collection has remained the same since 2020 using BNL monthly statistics. HIFIS used for data collection, Data then used to update Excel BNL. Targets remain the same as those reported in 2020.	
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.	
No data or targets have changed from previous reports.	

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

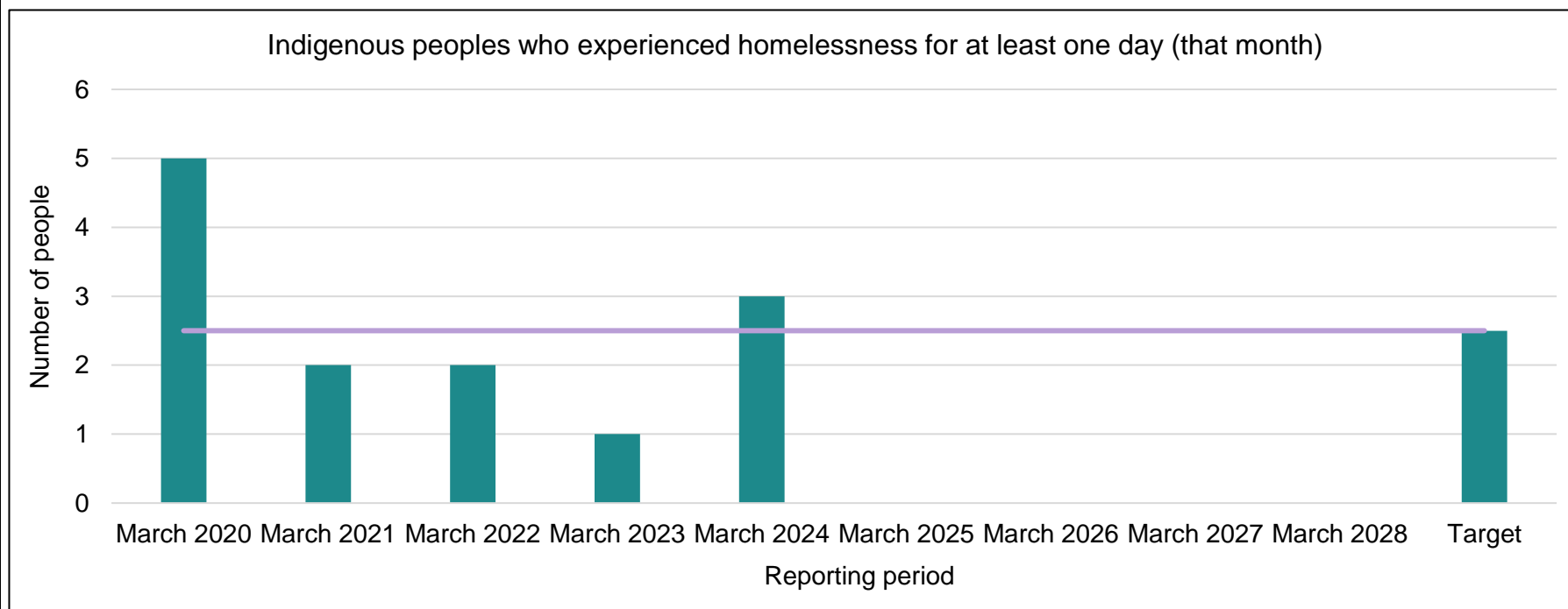
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)	3	1	2	1	1					1.5



<b>O#3(M)</b> What is your baseline year?	March 2020
<b>Returns to homelessness will decrease by 50% between March 2020 and March 2028.</b>	
How was this Outcome generated?	Other process/tool
Data collection has remained the same since 2020 using BNL monthly statistics. HIFIS used for data collection, Data then used to update Excel BNL. Targets remain the same as those reported in 2020.	
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.	
No data or targets have changed from previous reports.	

**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)	5	2	2	1	3					2.5

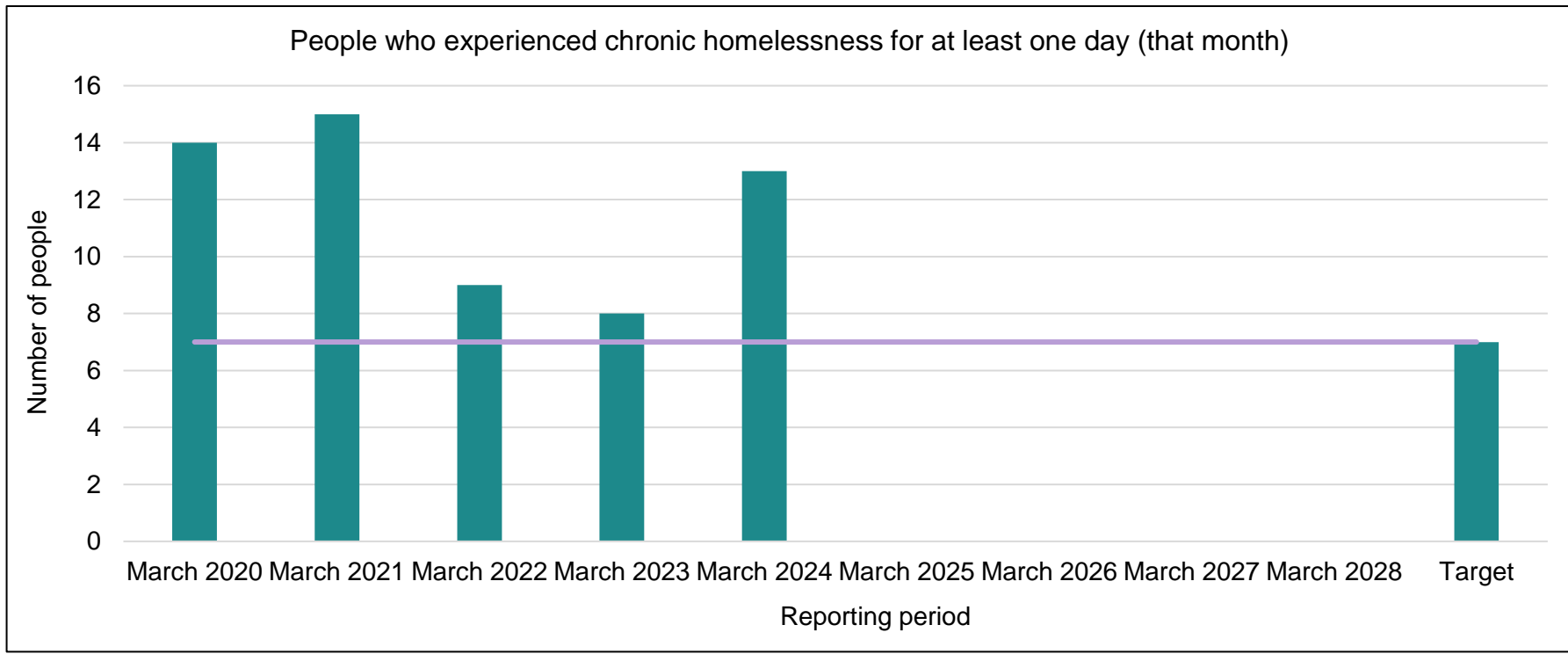


<b>O#4(M)</b> What is your baseline year?	March 2020
<b>Indigenous homelessness will decrease by 50% between March 2020 and March 2028.</b>	
How was this Outcome generated?	Other process/tool
Data collection has remained the same since 2020 using BNL monthly statistics. HIFIS used for data collection, Data then used to update Excel BNL. Targets remain the same as those reported in 2020.	
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
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.	
No data or targets have changed from previous reports.	



**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)	14	15	9	8	13					7

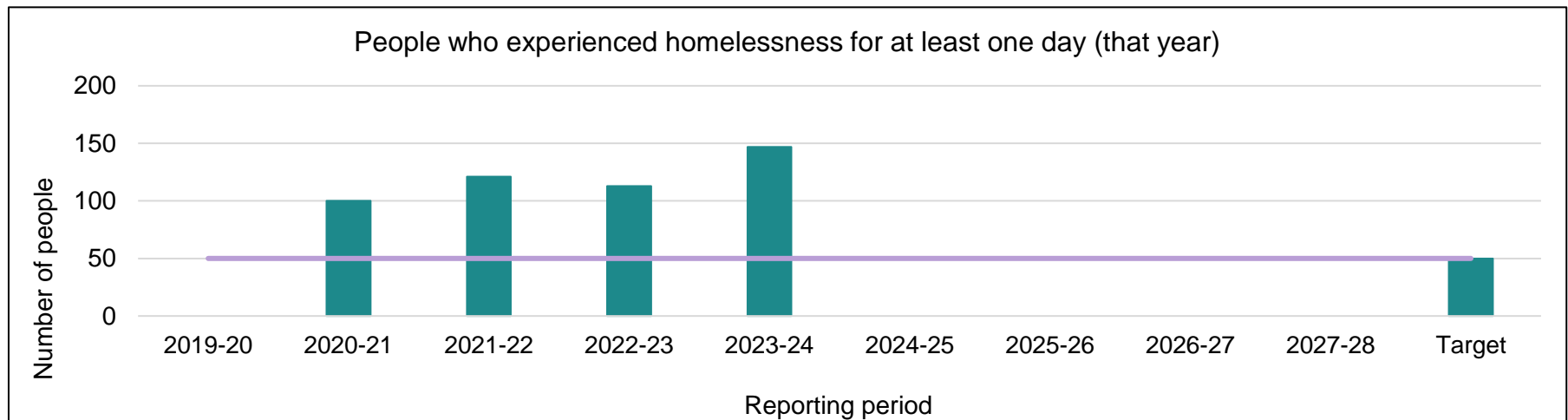


O#5(M) What is your baseline year?	March 2020
<b>Chronic homelessness will decrease by 50% between March 2020 and March 2028.</b>	
How was this Outcome generated?	Other process/tool
Data collection has remained the same since 2020 using BNL monthly statistics. HIFIS used for data collection, Data then used to update Excel BNL. Targets remain the same as those reported in 2020.	
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.	
No data or targets have changed from previous reports.	
f) What definition of "chronic homelessness" does your community use to calculate this Outcome?	
<p>Federal Definition: Refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria:</p> <p>they have a total of at least 6 months (180 days) of homelessness over the past year</p> <p>they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days)</p>	

## Section 4. Community-Level Outcomes and Targets – Annual

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

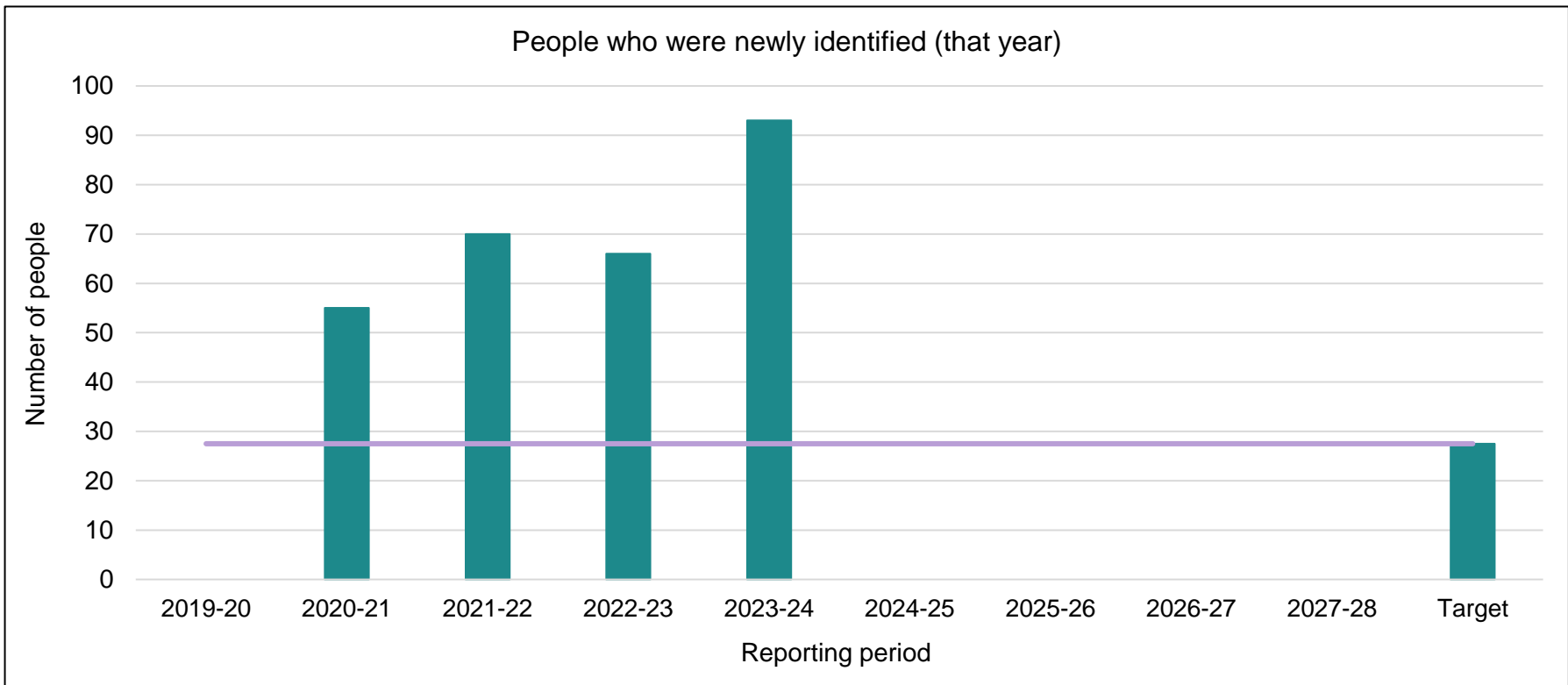
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced homelessness for at least one day (that year)		100	121	113	147					50



<b>O#1(A)</b>	What is your baseline year?	2020-21
<b>Overall homelessness will decrease by 50% between 2020-21 and 2027-28.</b>		
How was this Outcome generated?		Other process/tool
Data collection has remained the same since 2020 using BNL monthly statistics. HIFIS used for data collection, Data then used to update Excel BNL. Targets remain the same as those reported in 2020.		
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.		
No data or targets have changed from previous reports.		

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

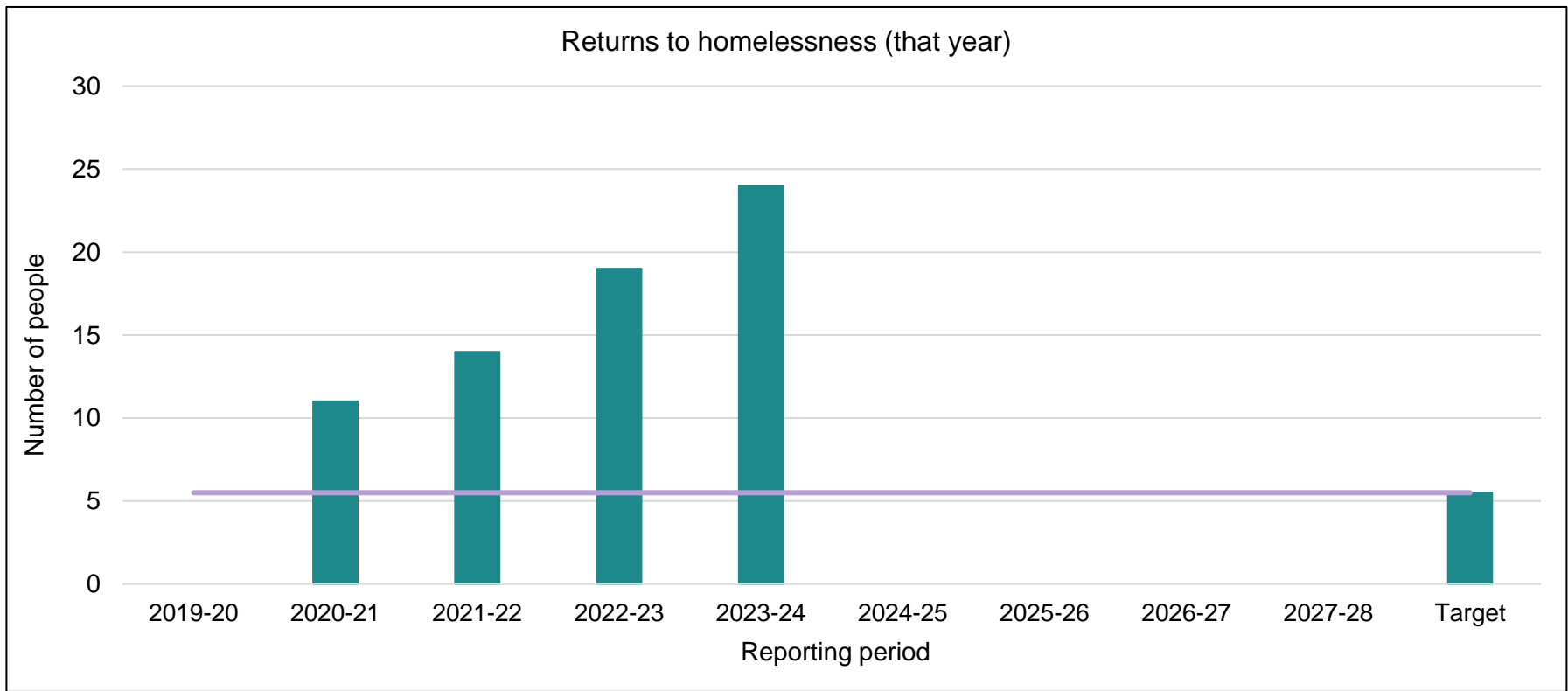
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)		55	70	66	93					27.5



O#2(A)	What is your baseline year?	2020-21
<b>New inflows to homelessness will decrease by 50% between 2020-21 and 2027-28.</b>		
How was this Outcome generated?		Other process/tool
Data collection has remained the same since 2020 using BNL monthly statistics. HIFIS used for data collection, Data then used to update Excel BNL. Targets remain the same as those reported in 2020.		
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.		
No data or targets have changed from previous reports.		

**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)		11	14	19	24					5.5

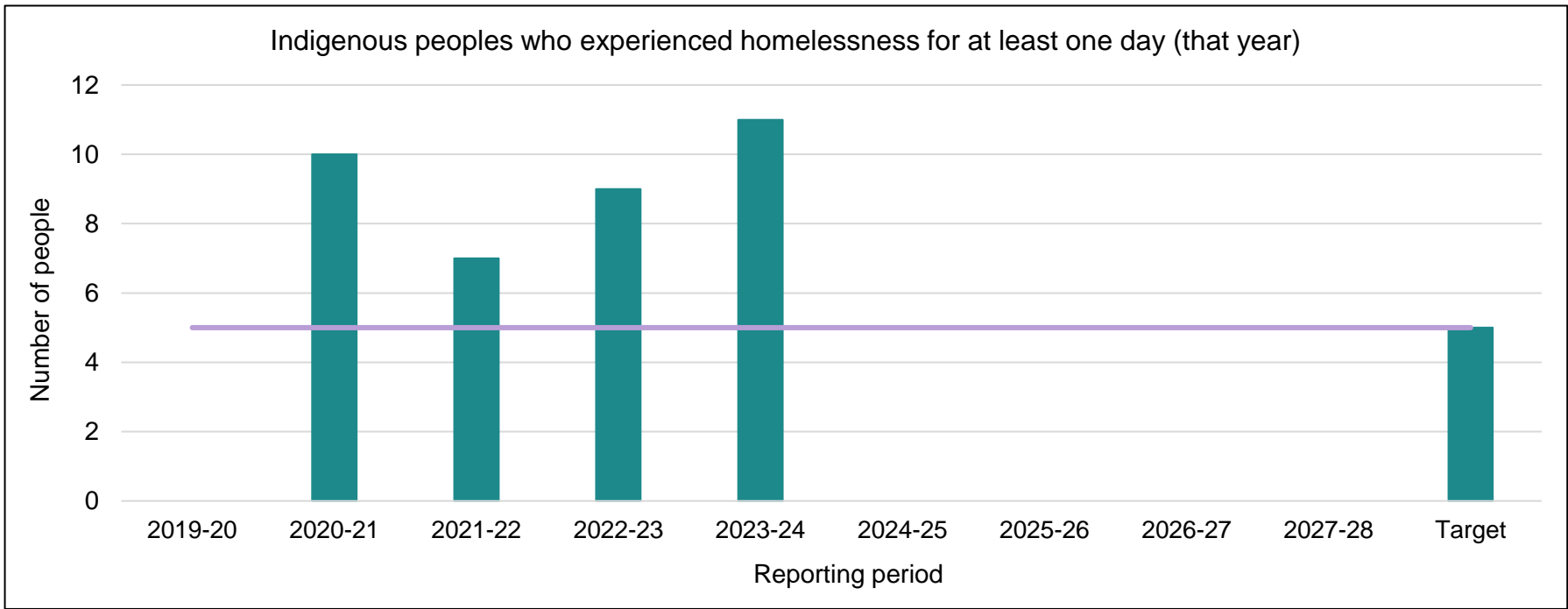


<b>O#3(A)</b> What is your baseline year?	2020-21
<b>Returns to homelessness will decrease by 50% between 2020-21 and 2027-28.</b>	
How was this Outcome generated?	Other process/tool
Data collection has remained the same since 2020 using BNL monthly statistics. HIFIS used for data collection, Data then used to update Excel BNL. Targets remain the same as those reported in 2020.	
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Other process/tool
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.	
No data or targets have changed from previous reports.	



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

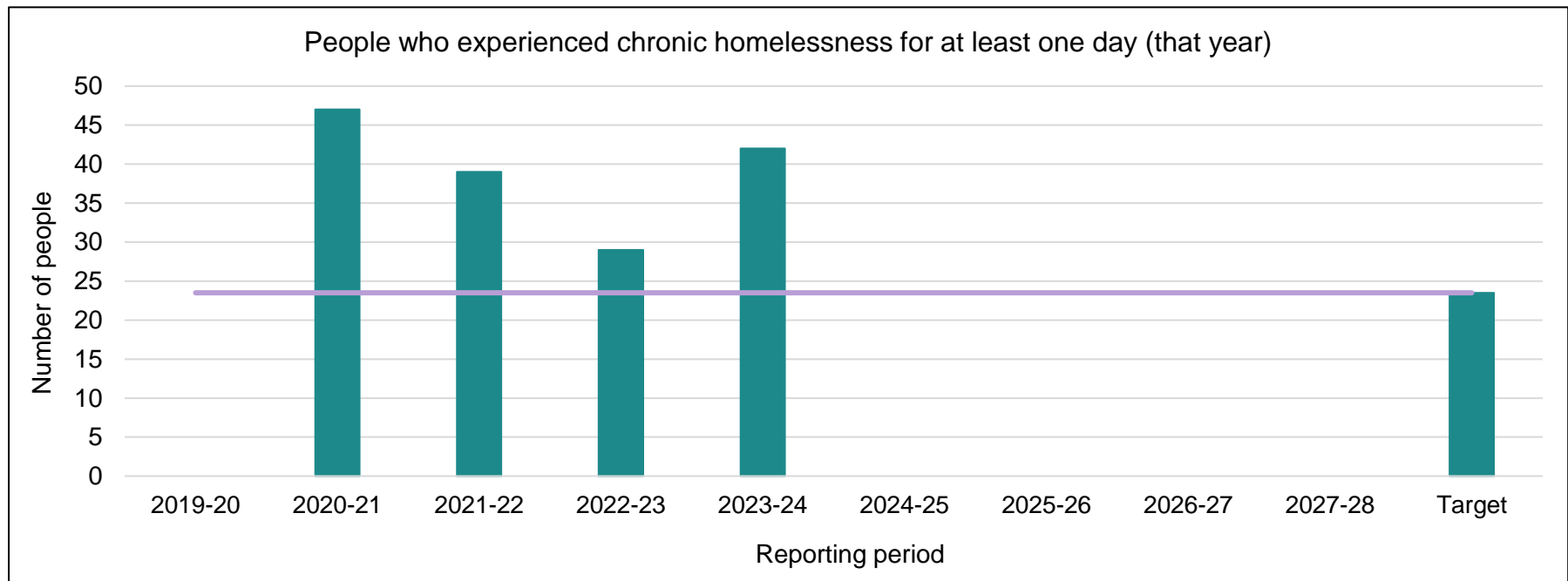
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)		10	7	9	11					5



<b>O#4(A)</b> What is your baseline year?	2020-21
<b>Indigenous homelessness will decrease by 50% between 2020-21 and 2027-28.</b>	
How was this Outcome generated?	Other process/tool
Data collection has remained the same since 2020 using BNL monthly statistics. HIFIS used for data collection, Data then used to update Excel BNL. Targets remain the same as those reported in 2020.	
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
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.	
No data or targets have changed from previous reports.	

**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)		47	39	29	42					23.5



<b>O#5(A)</b> What is your baseline year?	2020-21
<b>Chronic homelessness will decrease by 50% between 2020-21 and 2027-28.</b>	
How was this Outcome generated?	Other process/tool
Data collection has remained the same since 2020 using BNL monthly statistics. HIFIS used for data collection, Data then used to update Excel BNLqa. Targets remain the same as those reported in 2020.	
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.	
No data or targets have changed from previous reports.	
What definition of "chronic homelessness" does your community use to calculate this Outcome?	
Federal Definition: 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)	