COMMUNITY HOMELESSNESS REPORT SUMMARY
Durham Region **2021-2022**

Collaboration between Indigenous and Non-Indigenous Partners	
Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the Designated Community (DC) Community Entity (CE) and local Indigenous organizations?	Yes
Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?	

Our community continues to seek support in regards to strengthening relationship, and engaging with Indigenous partners. Regular communication to local Indigenous organizations will continue to be made to network with the goal of collaborating in our community in regards to coordinated access and an Homelessness Management Information System.

Our community has been able to collaborate with three organizations that operate Indigenous programs for those at-risk of homelessness or experiencing homelessness thus far, although these are not primarily Indigenous organizations and has further progress to make in regards to continuing to engage with the Indigenous community, by seeking ways to have more representation on the governance structure and to strengthen partnerships and will continue to reach out to community organizations and look for collaboration opportunities.

Communication has been made to other Indigenous organizations within the community looking for Durham Advisory Committee on Homelessness representation and collaboration on partnership opportunities. Although Durham does not have Indigenous organizations on the Durham Advisory Committee on Homelessness, the community has an Indigenous street outreach worker who engages with the homelessness community in Durham region as well as Indigenous sub projects that are funded though alternative funding sources such as Community Homelessness Prevention Initiative.

As reported in Durham Region's previous Community Homelessness Report, the Indigenous population in Durham Region is low, in particular compared to many other communities in Canada. The last Point in Time Count found that approximately 25% of people experiencing homelessness had an indigenous background. This discrepancy highlights the need to continue seeking more Indigenous participation in our work to end homelessness in Durham Region.

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?	No

Describe how this collaboration will happen over the coming year.

Please see above, 1.3.

In regards to collaboration over the coming year, we have identified with Durham Advisory Committee on Homelessness (our CAB) that this is a priority for 2023/2024 and have solicited a working group to support this important work. Through the Region's Diversity, Equity and Inclusion team we will create a comprehensive plan to build relationships with Indigenous organizations with the goal of better supporting Indigenous communities within Durham Region.

With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?	Yes

Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.

Please see above, 1.3, in regards to efforts and plans for on-going collaboration. Collaboration occurred in 2020 by way of reaching out to various non-funded community agencies during the COVID-19 pandemic to see where we could support eachother and fill immediate gaps.

We have identified with Durham Advisory Committee on Homelessness (our CAB) that this is a priority for 2023/2024 and have solicited a working group to support this important work. Through the Region's Diversity, Equity and Inclusion team we will create a comprehensive plan to build relationships with Indigenous organizations with the goal of better supporting Indigenous communities within Durham Region.

Does your community have a separate IH CAB?	No

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? In particular, please include an update about your community's efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS.
Efforts to set-up, maintain and/or improve the Coordinated Access System and Homeless Individuals and Families Informaiton System (HIFIS) over the last year • Consistent communication and advising sessions with our Built for Zero Improvement Advisor to work collaboratively on continuous improvements to the List; • Engaging in various trainings through external organizations such as the Canadian Alliance to End Homelessness, OrgCode Consulting Inc., and Institute for Healthcare Improvement (IHI) Open School to work on continuous improvements to the List and Durham's Coordinated Access System as a whole; • Connecting with other communities across the Province and Country to share best practices, research, tips, and learnings about the Coordinated Access System and Homeless Individuals and Families Informaiton System (HIFIS); • Meeting with community stakeholders to discuss the List and receive feedback on improvements to the Coordinated Access System • Engaging with OrgCode Consulting Inc. to complete an external review of Durham Region's Coordinated Access and Homelessness Support System • Expanding partnerships with health and mental health supports to better serve clients and help them access supports to end their homelessness; • Making internal changes to the system including System Sector Tables that are organized based on sections of the support system. This will allow each sector to implement its own improvement projects and data monitoring.

Outcomes-Based Approach Self-Assessment	
Where does data for the List come from?	☑ Excel ☑ HIFIS ☐ Other HMIS ☐ Other data source(s) ☐ Not applicable – Do not have a List yet
In the future, will data from the community's HMIS (either HIFIS or an existing, equivalent system) be used to get data for the List?	Yes

Optional question: How does data from the List compare to other community-level data sources that are considered reliable? This is an optional follow-up question for communities that have completed the "CHR Community-Level Data Comparisons".

Community did not complete this optional question.

Summary Table

The table below provides a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Yes	Yes	Yes

Summary Comment

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to transition to an outcomes-based approach under Reaching Home?

Efforts to set-up, maintain and/or improve the List over the last year
• Consistent communication and advising sessions with our Built for Zero Improvement Advisor to work collaboratively on continuous improvements to the List;
• Engaging in various trainings through external organizations such as the Canadian Alliance to End Homelessness, OrgCode Consulting Inc., and Institute for Healthcare Improvement (IHI) Open School to work on continuous improvements to the List and Durham's Coordinated Access System as a whole;
• Connecting with other communities across the Province and Country to share best practices, research, tips, and learnings about the List;
• Meeting with community stakeholders to discuss the List and receive feedback on improvements to the List
• Engaging with OrgCode Consulting Inc. to complete an external review of Durham Region's Coordinated Access and Homelessness Support System, including a review and recommendations of the List

Plans to set-up, maintain and/or improve the List over the next year
• The implementation of new System Sector Tables within the Homelessness Support System to target various areas of our Coordinated Access System and ensure feedback regarding the List from staff working directly with people experiencing homelessness;
• Conducting Homeless Individuals and Families Informaiton System (HIFIS) training to ensure all agencies are using HIFIS for the List in a consistent manner;
• Using data (e.g., gender, age, acuity levels) from the List to determine what types of new programs are needed based on community need and demographic information
• Use findings and recommendations from OrgCode Consulting Inc.'s Report on Durham's Homelessness Support System to plan further improvements to the system
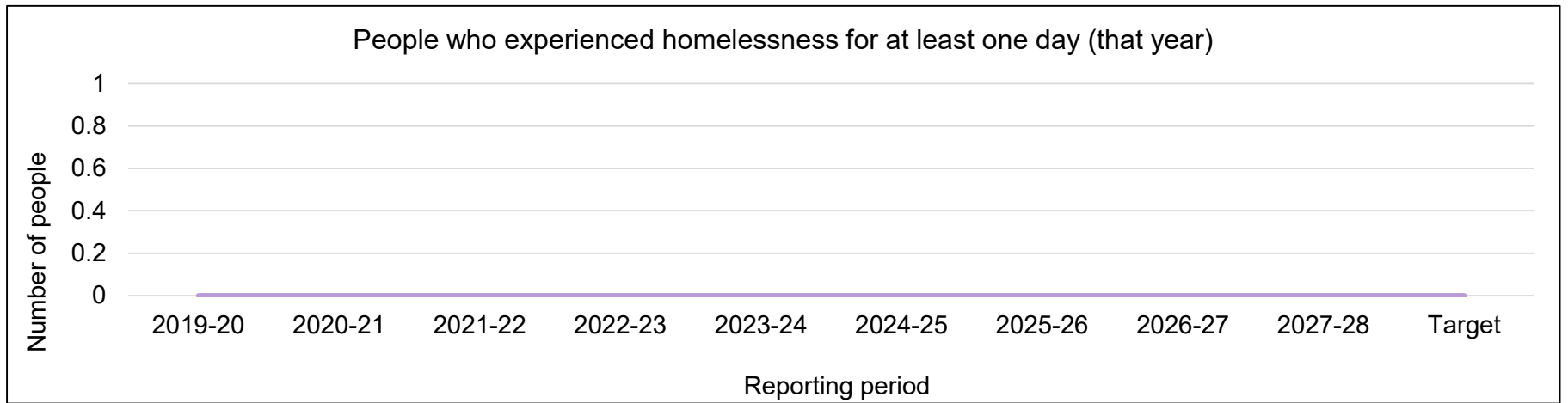
Examples of how data from the List was used over the last year (e.g., for service planning at the individual level or for strategic planning at the community level)
• Using the List to inform new housing projects and case management programs, including new Supportive and Transitional Housing projects in Durham Region;
• Expanding partnerships with health and mental health supports to better serve clients and help them access supports to end their homelessness;
• Making internal changes to the system including System Sector Tables that are organized based on sections of the support system. This will allow each sector to implement its own improvement projects and data monitoring.

Community-Level Core Outcomes – Annual Data Reporting

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

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

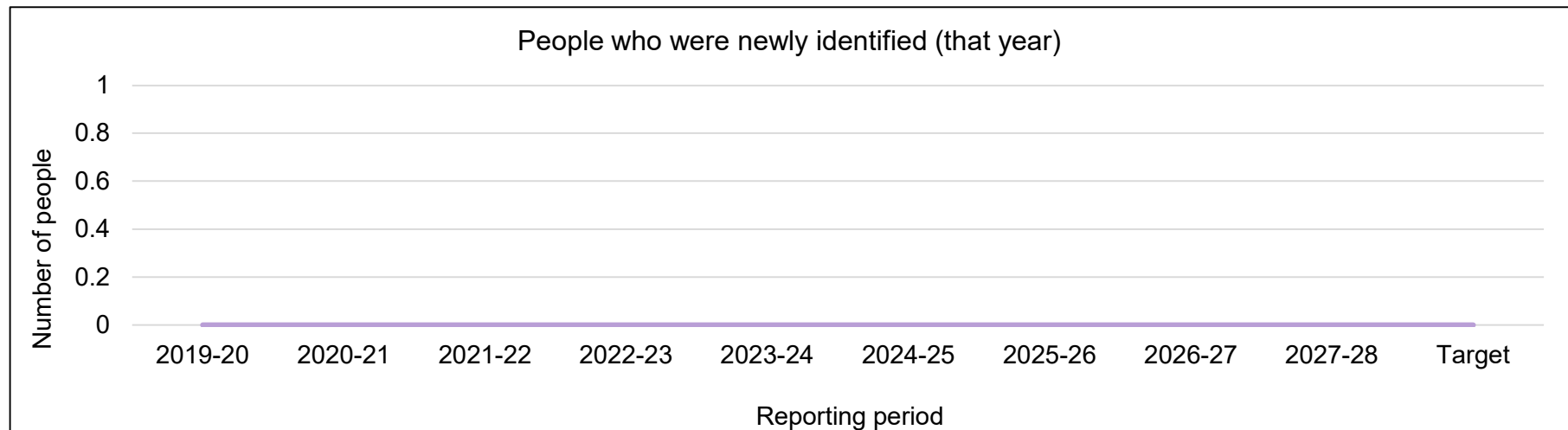People who experienced homelessness for at least one day (that year)

Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?
Opted to complete monthly data rather than annual as per communications with Reaching Home team on February 17, 2023. Monthly data captures a true number based on unique data.

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)			N/A	-	-	-	-	-	-	N/A

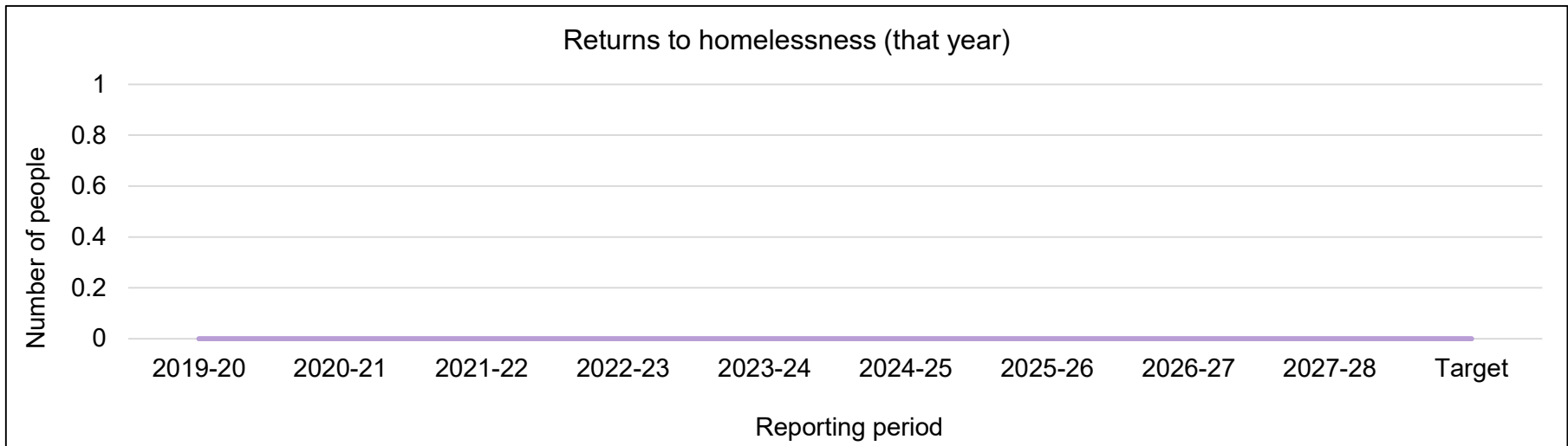People who were newly identified (that year)

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

Opted to complete monthly data rather than annual as per communications with Reaching Home team on February 17, 2023. Monthly data captures a true number based on unique data.

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

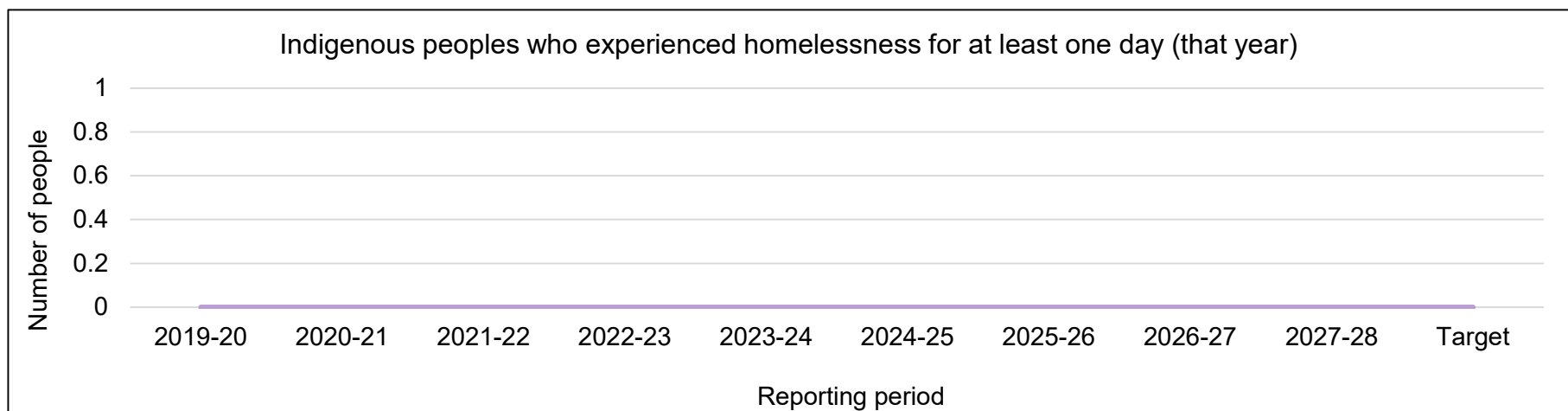|	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
Returns to homelessness (that year)			N/A	-	-	-	-	-	-	N/A

Returns to homelessness (that year)

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

Opted to complete monthly data rather than annual as per communications with Reaching Home team on February 17, 2023. Monthly data captures a true number based on unique data.

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	-	-	-	-	-	-	N/A

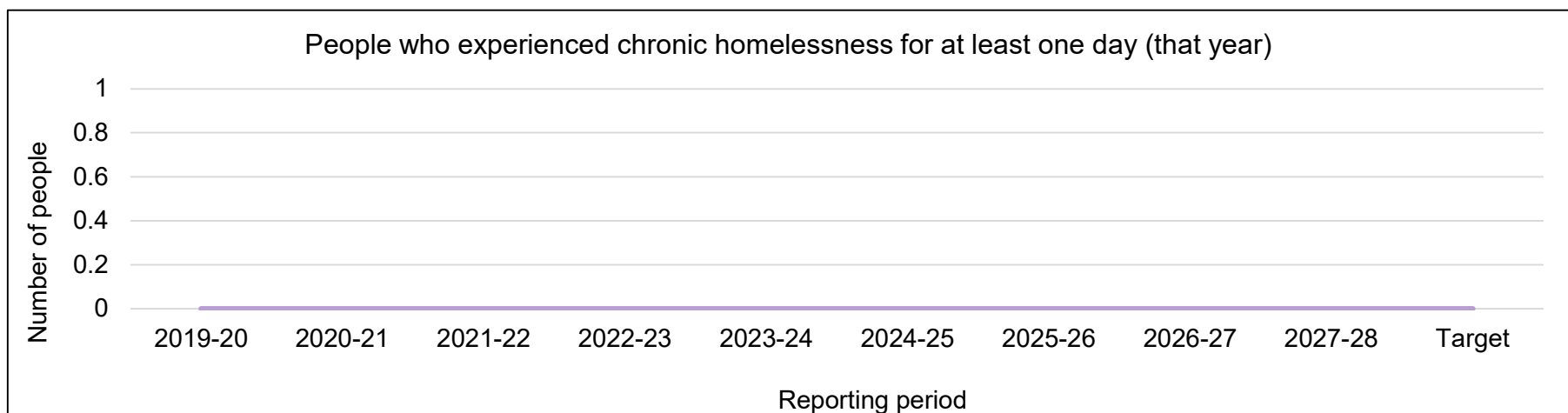Indigenous peoples who experienced homelessness for at least one day (that year)

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

Opted to complete monthly data rather than annual as per communications with Reaching Home team on February 17, 2023. Monthly data captures a true number based on unique data.

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)			N/A	-	-	-	-	-	-	N/A

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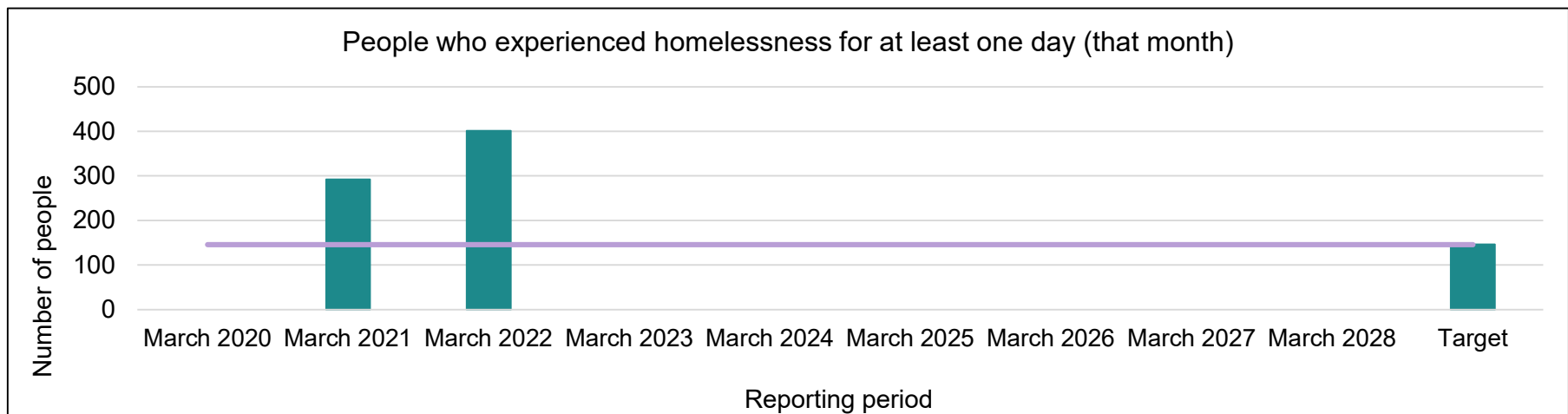

Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

Opted to complete monthly data rather than annual as per communications with Reaching Home team on February 17, 2023. Monthly data captures a true number based on unique data.

Community-Level Core Outcomes – Monthly Data Reporting

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

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

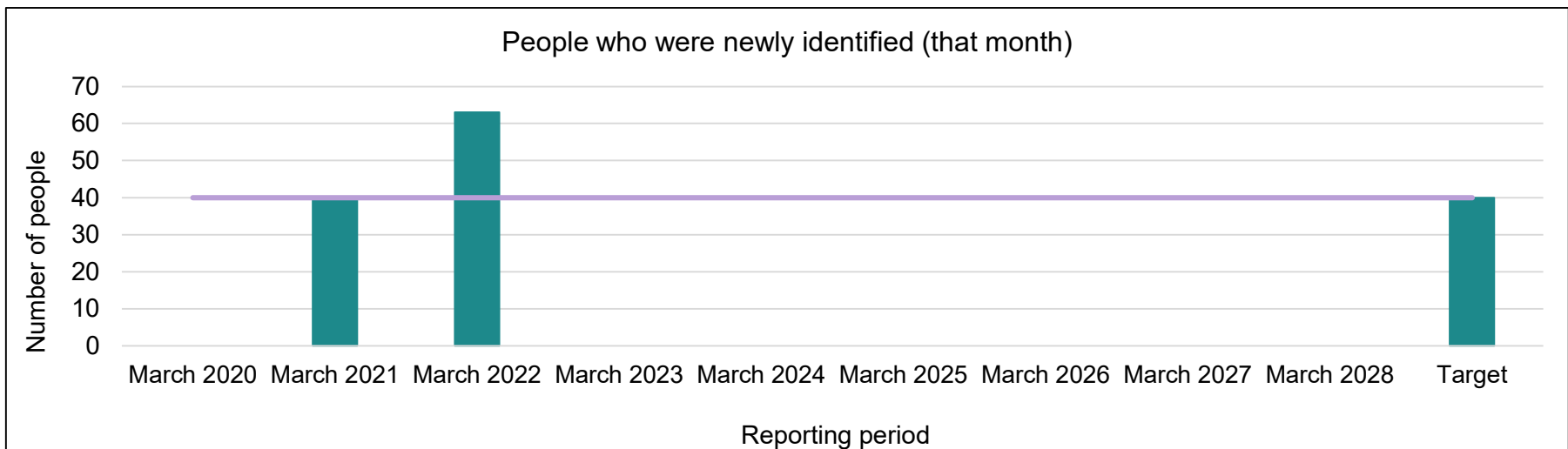People who experienced homelessness for at least one day (that month)

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

source: HIFIS Report: Shelter Population and Stay Statistics

Our community is working Built for Zero in which we have established a baseline of 152. With that said, our target is currently to get back to baseline, then to reduce to 10% of baseline (137). We will be having ongoing conversations with our Built for Zero Improvement Advisor on aligning our targets to desired outcomes/funding sources based on progress.

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)										

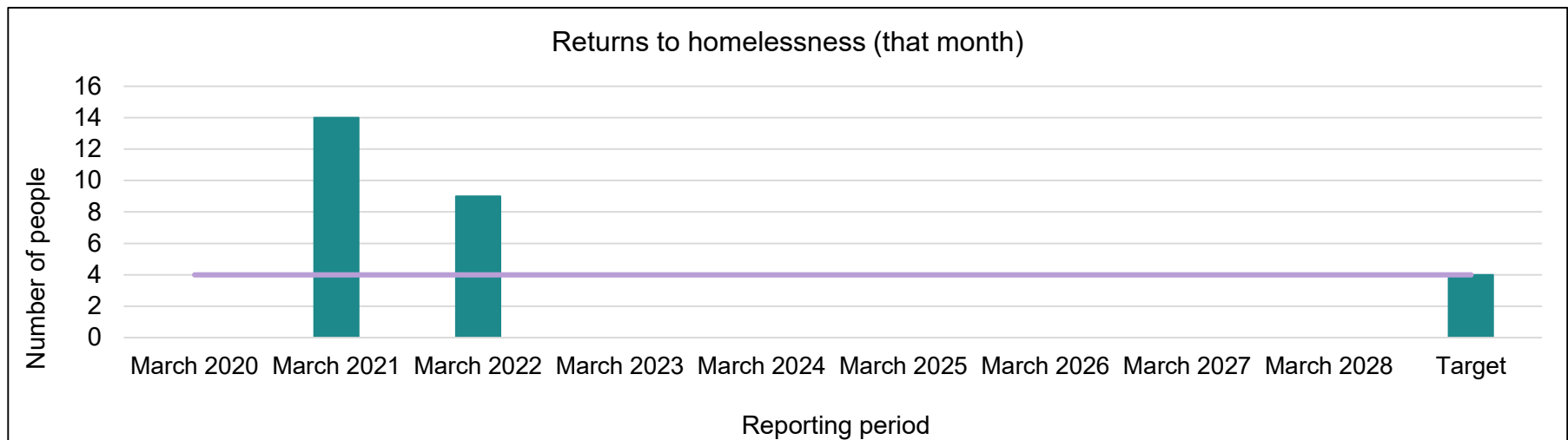People who were newly identified (that month)

Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?

Source: Durham Region By-Name List

Our target is set to the original 2020-21 number as we noticed an increase throughout the most recent fiscal, we would like to see a reduction back to the 2020 data at this time with the goal of further reductions in the future.

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)										

Returns to homelessness (that month)

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

Source: Durham Region By-Name List

Returns to homelessness includes returns to homelessness from Housed status and returns to homelessness from Inactive status.

The target has been set to ~50% of the most recent data (9) as this is a capture of a full fiscal year's worth of data.

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)										

Indigenous peoples who experienced homelessness for at least one day (that month)
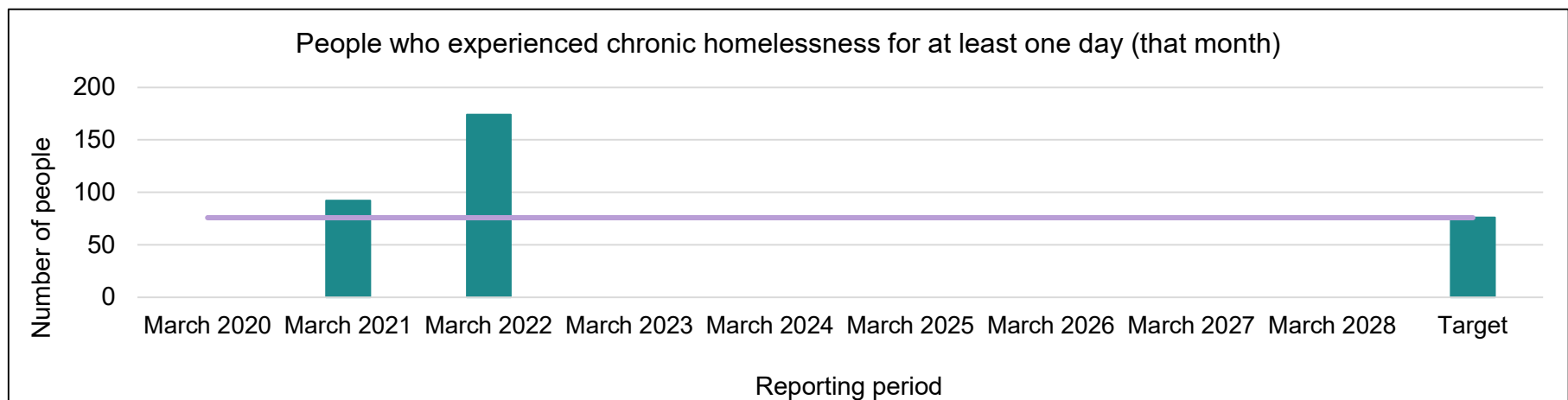
Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

Source: Durham Region By-Name List

The target has been set to ~50% of the most recent data (25) as this is a capture of a full fiscal year's worth of data.

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)										

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

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

Source: Durham Region By-Name List

Our target reflects 50% of our baseline as set in collaboration with Built for Zero, as the baseline is 152, the target meets 50%. This baseline was set in 2022, based on reflection of February 2022 data as approved by Built for Zero Improvement Advisor consultation.