

## COMMUNITY HOMELESSNESS REPORT SUMMARY

Nelson, BC

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.

We have continued to consult the sole local Indigenous service organization, the Circle of Indigenous Nations Society (COINS), and the representatives participate in the Coordinated Access Working Group, and are invited to participate in our Systems Table where governance decisions about Coordinated Access (CA) are made. We are grateful for the perspective on cultural competency, cultural agility, and cultural safety that COINS has brought to our CA system and By-Name List (BNL).

We continue to receive feedback on the lack of cultural safety inherent to the assessment process. Intake and assessment staff have received training on cultural safety with an Elder. However, the nature of common assessment tools is contradictory to Indigenous-centred practices.

The Community Advisory Board (CAB) and Community Entity remain vigilant to ensure that all programs funded through the Community Advisory Board are welcoming and continue to explore ways to reduce service barriers and implement activities to address the Calls to Action from the Truth and Reconciliation Commission.

The Community Entity does not have any sub-projects with Indigenous organizations. However, all funded agencies provide training to staff to improve the recognition of specific needs of the Indigenous population in our region. The leadership of the Community Entity is committed to Indigenize and decolonize the structures and practices that have been embedded in the organization.

<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>There is a sole local Indigenous service organization, COINS, works with community members that are part of the Nelson CE. COINS representatives participate in the monthly Community Advisory Board (CAB), the Coordinated Access Working Group, community meetings, and are invited to participate in our Systems Table where governance decisions about Coordinated Access are made. We are grateful for the perspective on cultural competency, cultural agility, and cultural safety. Collaboration with COINS has been ongoing since the implementation of Coordinated Access in our community. As for COINS reviewing and informing the CHR, COINS reviewed the entire CHR including Sections 1 through 6.</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
<b>Number of minimum requirements</b>	12	6	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
67%	0%	100%	100%	100%	67%

## 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?

2022-23 marks the first reporting year that Coordinated Access (CA) has been fully operational. We began vacancy matching and referrals to the North Shore Inn Supportive Housing site in May 2022, and have continued to refine our processes at access points, and overall protocols for triage, intake, assessment, and prioritization.

Since August 2022, we have been in discussion with BC Housing about leveraging the use of their Homeless Individuals and Families Information System (HIFIS) license to meet our community's needs.

We have participated in meetings with the BC15 on Coordinated Access generally, and HIFIS specifically.

Our Lived Expertise Advisory Committee has met to engage those with lived experience of homelessness and gather continuous input on the CA system. This committee is included in our governance model and the feedback is brought to the decision making table by our Lived Expertise Facilitator.

Our case conferencing table has been consistently named by staff as a huge improvement to our homelessness serving system. Staff share that they feel more connected to each other and less isolated; that they see the impact of how clients are better supported collaboratively; and that they see the benefit of making community prioritization decisions about referrals to housing.

## 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	Not yet

#### Step 4: Can report monthly outcomes and set targets using data from the List (reporting in Section 4 is mandatory for 2023-24 CHR, 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
No	Outcome 1: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	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
No	Outcome 1: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	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?

2022-23 has been the first full year of our By Name List, and it has helped us improve service coordination for clients, through our weekly case conferencing meetings. Data on inflows and outflows has been reported to the community monthly at Community Advisory Board (CAB) meetings, allowing us to track the level of need, as well as successes in housing individuals through the various community supports.

One of the challenges to having a comprehensive list is the level of buy-in from service users. There is only one housing site accepting referrals through the List at this time, and vacancies at this property have significantly slowed down in the latter half of this reporting period, due to programming transitions, understaffing, and building renovations. The limit of housing resources exclusively available through the Coordinated Access (CA) system deters some individuals who do not see the process as valuable to them, in terms of increasing their access to housing.

**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?	Other (please define)
If other, how often is information updated? Information is updated at weekly case conferencing meetings. We do not discuss each client at every meeting but we make sure to update on each client within the 90 day inactivity period, at a minimum. Most clients are updated more frequently, using shelter stay information or other service access.	
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.

Compared to our Point-In-Time count on February 1, 2022, where 88 people were enumerated, the list reflects a smaller subset of the homeless population. 77% of individuals staying at the Stepping Stones Emergency Shelter were reflected on the list as of March 31st, 2023.

### Step 4. Track outcomes and progress against targets using data from the List

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

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

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level outcomes for the reporting period.