

## COMMUNITY HOMELESSNESS REPORT SUMMARY FOR BC

NELSON, BRITISH COLUMBIA

2021-2022

### Collaboration between Indigenous and Non-Indigenous Partners for BC

Specific to the implementation of Coordinated Access, 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. How will it be strengthened in the future?

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. We are grateful for the perspective on cultural competency, cultural agility, and cultural safety that COINS has brought to the planning and refinement of our CA system and By Name List (BNL).

We begin all meetings with a land acknowledgment as art of our reconciliation process.

One of the impacts has been conversations on cultural safety and trauma-informed practice within assessments. Intake and assessment staff have received training on cultural safety with an Elder. However, the feedback on all standardized assessment tools we have reviewed (VAT and SPDAT) has been that they lack cultural safety. For example, they ask clients to discuss their life experiences, which may be retraumatizing for them to recall or discuss.

Another teaching has been to examine whether housing options allow individuals to practice their cultural ways, such as smudging, and advocate for Indigenous people's rights to their cultural practices in their homes. Some of the other suggestions from our consultation with COINS include:

\*When meeting with families/individuals where there are several people in the room, consider meeting in a circle and establishing some circle protocols and/or teachings for staff to facilitate in a circle process

\*For Indigenous peoples going through the process, consider offering to have an Elder or an extended family member be present as a support for them.

\*Boards of Directors could recruit a Indigenous board members.

Specific to the implementation of Coordinated Access, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?

Not applicable

Large greyed-out area, likely representing redacted content or a placeholder for a response.

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.	
<p>The sole Indigenous service provider organization in our community, Circle of Indigenous Nations Society (COINS), is regularly invited to CAB meetings.</p> <p>The CE provided this report to COINS for review and incorporated comments based on that consultation. Based on the consultation, we will consider an ongoing working group to meet and gather input more than once a year.</p> <p>Nelson CARES Society's current Executive Director is an Indigenous Knowledge Keeper and scholar, and reviewed this report and made changes around the organization's ongoing decolonization process.</p>	

Does your community have a separate IH CAB?	No

## Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment for BC

### Summary Tables for BC

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.

	Met	Started	Not Yet Started
<b>Number of minimum requirements</b>	13	0	0

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

<b>Governance for Coordinated Access*</b>	<b>HMIS</b>	<b>Access Points to Service</b>	<b>Triage and Assessment</b>	<b>Coordinated Access Resource Inventory</b>	<b>Vacancy Matching and Referral</b>
100%	Not applicable for the 2021-22 reporting cycle for BC CEs.	100%	100%	100%	100%

\*"Governance for Coordinated Access" only includes the minimum requirements identified in questions 2.1 and 2.3. For the 2021-22 reporting cycle, the minimum requirement identified in question 2.2 is not applicable for BC CEs.

## Summary Comment for BC

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 the 2021-22 reporting year, we have followed through on planning to implement our Coordinated Access system and continued to refine our policies and procedures. The governance model and policies were drafted by early 2021, by a consultant and were further developed and operationalized by the Coordinated Access Lead hired in June 2021.

Though many communities in BC are stalled by their relationship with BC Housing, we have been in a unique position as our community doesn't have a CAA system or table organized by BC Housing. We leveraged our existing connections and strong buy-in from local organizations in favour of service coordination, in order to formalize the ad hoc collaboration that has already been happening.

We launched our system in November 2021 with a pilot that partnered with another Reaching Home funded program to provide dental and vision care to people experiencing homelessness in Nelson. We tested the consent and intake process, and improved the form based on input from frontline workers and our Lived Expertise Advisory Committee.

We faced some issues to implement our common assessment tool as training was not available to us until January 2022, but we have since added the assessment and worked to complete outstanding assessments with clients on the list. The increased demand on staff to complete VAT assessments is another barrier to full implementation.

Nelson has participated in BC15 planning meetings around implementing Coordinated Access. We are significantly smaller in population than other members of the group, but we continue to show up and represent the unique issues that we face in a rural context.

## Outcomes-Based Approach Self-Assessment for BC

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?

Undecided

**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”.

No answer required for BC CEs.



### Summary Table for BC

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	Not yet	Yes

## Summary Comment for BC

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?

It has been an exciting year of progress in launching our By Name List and moving towards an outcomes-based approach with real time data. Some of the uses include:

- Sharing monthly data reports at NCOH meetings to inform decision making
- Case conferencing meetings taking place weekly since January 2021 to allow for coordinating client services
- Sharing community data in the Nelson Report Card on Homelessness
- Advocacy for supportive housing and complex care housing based on trends of high chronicity, high acuity, and multiple barriers

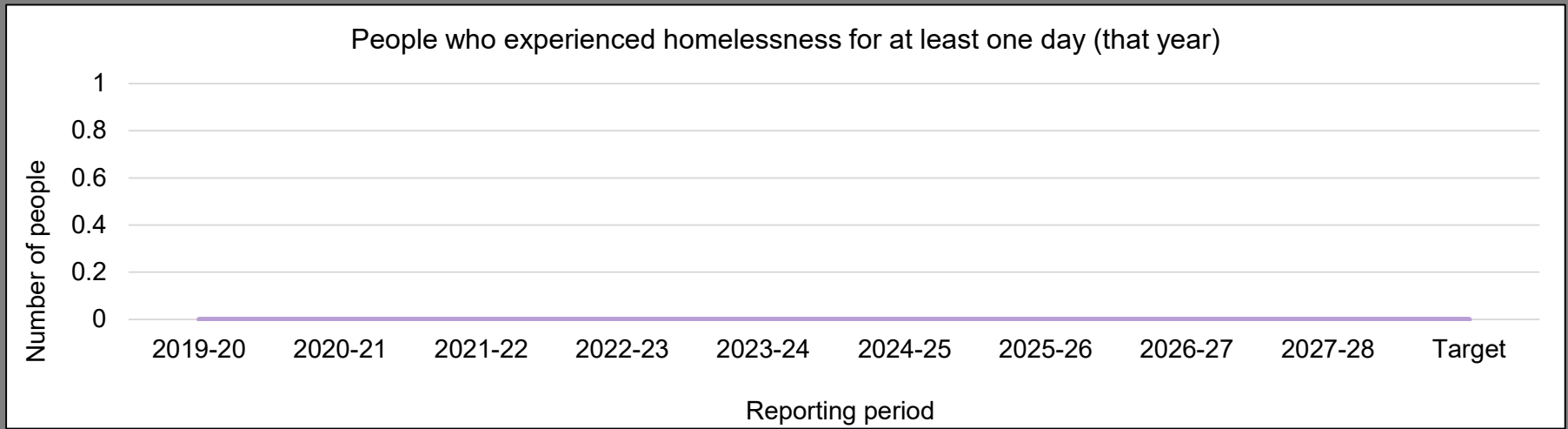
Our plans for next year include:

- Improving data quality on the list with new approaches to service provider updates
- Increasing access by training more staff at access points, as well as training for referring agencies
- Confirming our list as a Quality By Name List with CAEH
- Analysing trends and using data to inform funding decisions and focuses for advocacy

## Community-Level Core Outcomes – Annual Data Reporting

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.

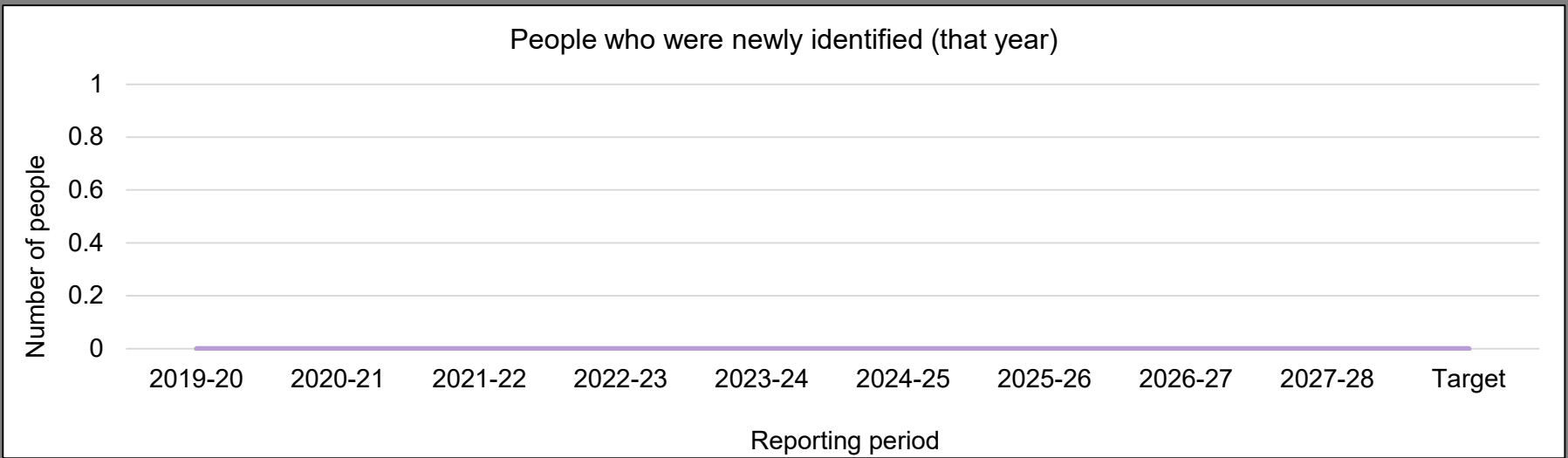



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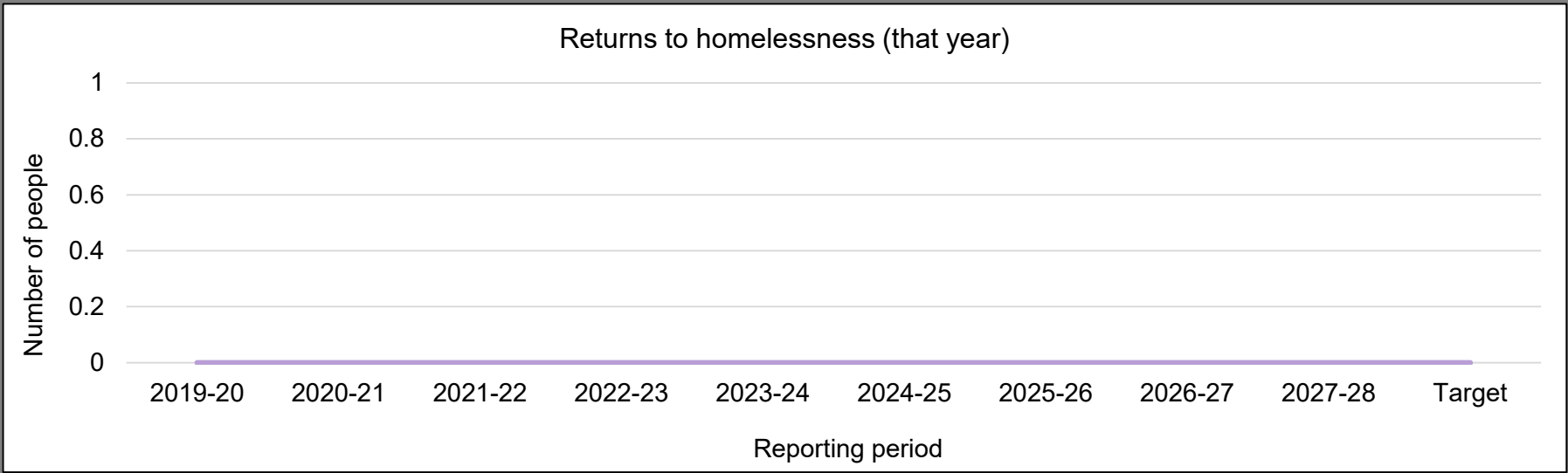
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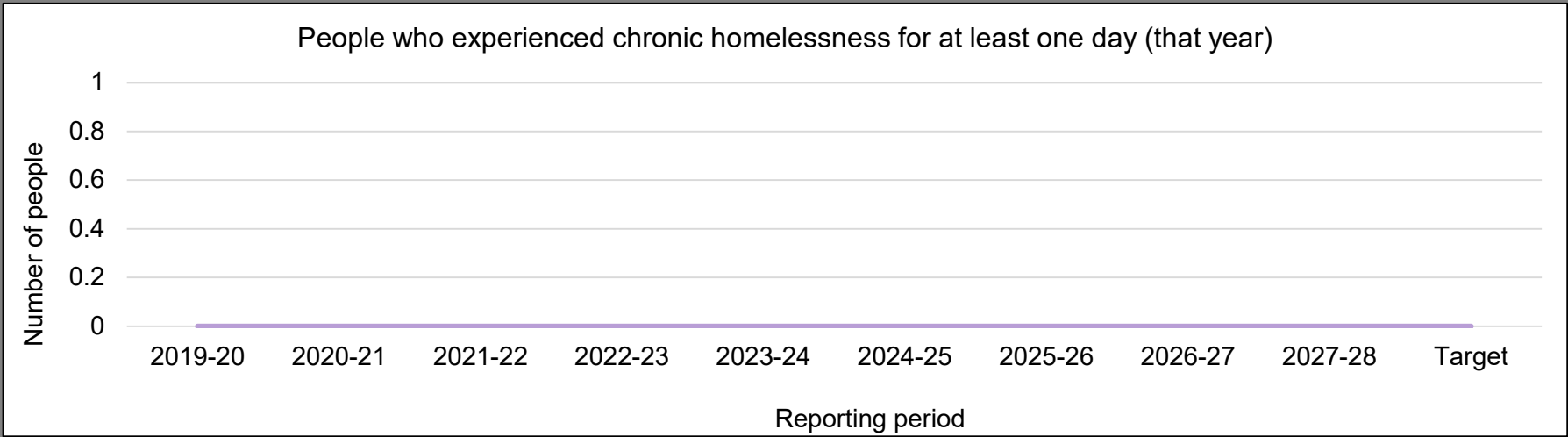
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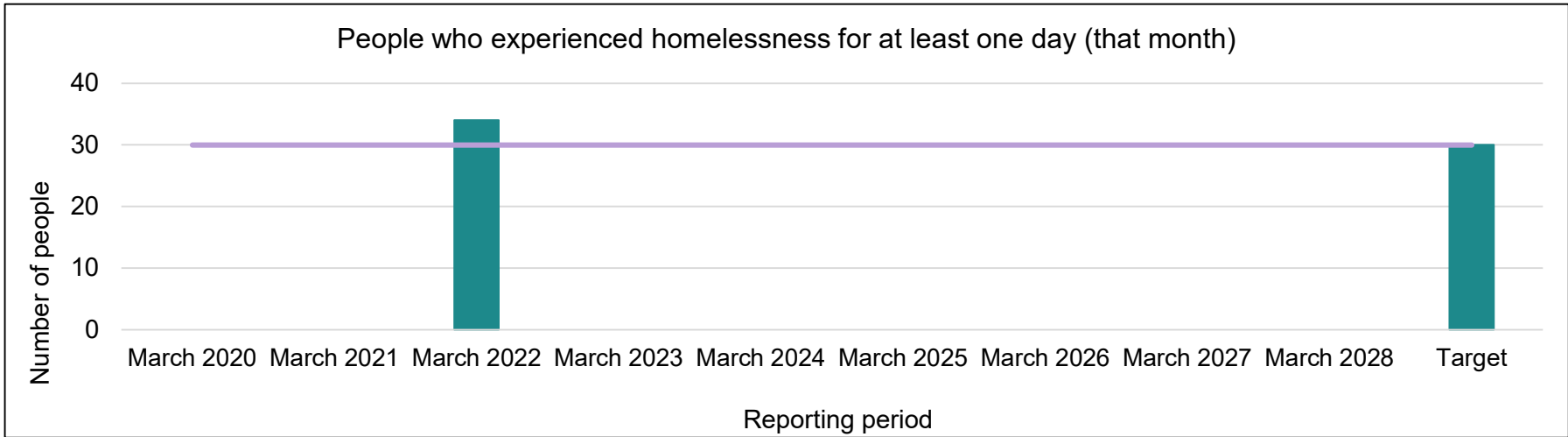





## Community-Level Core Outcomes – Monthly Data Reporting

**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)										

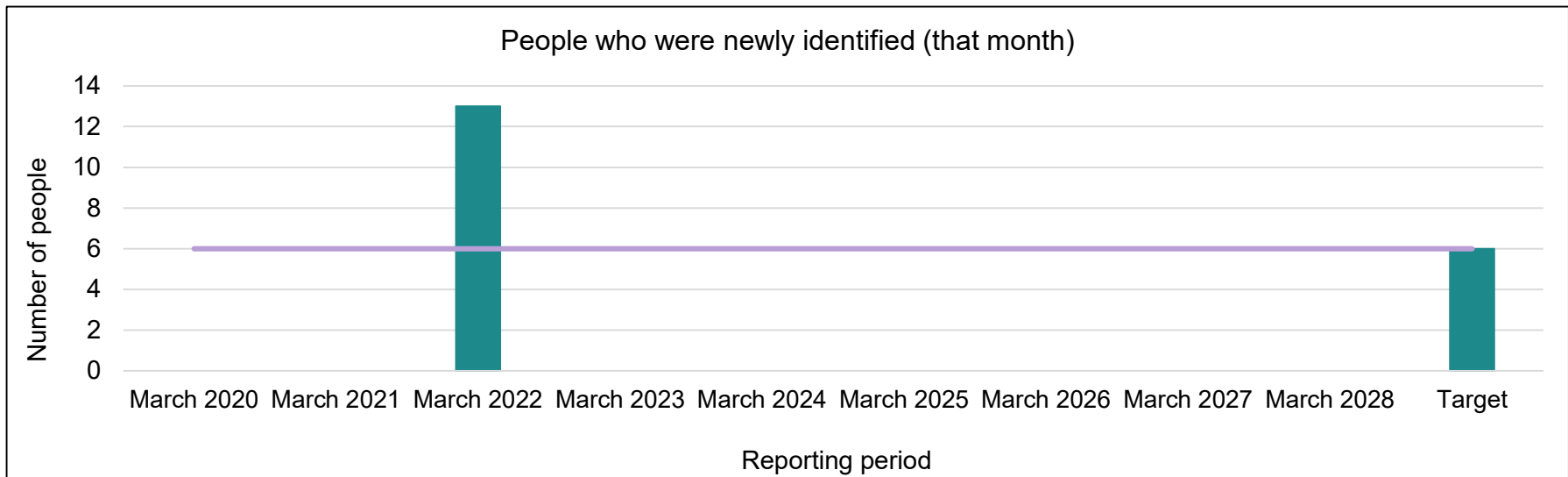


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

March 2022 was the fifth month the By Name List was in operation and we expect the 2023 number will be higher as we continue adding individuals to the list.

**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)										

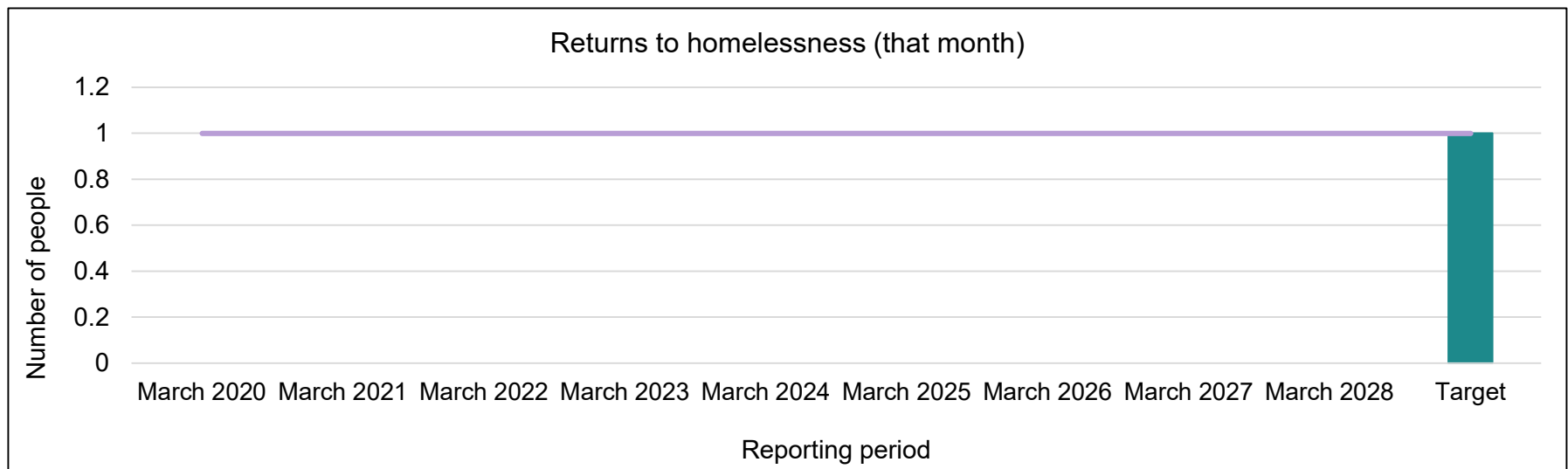


Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

**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)										

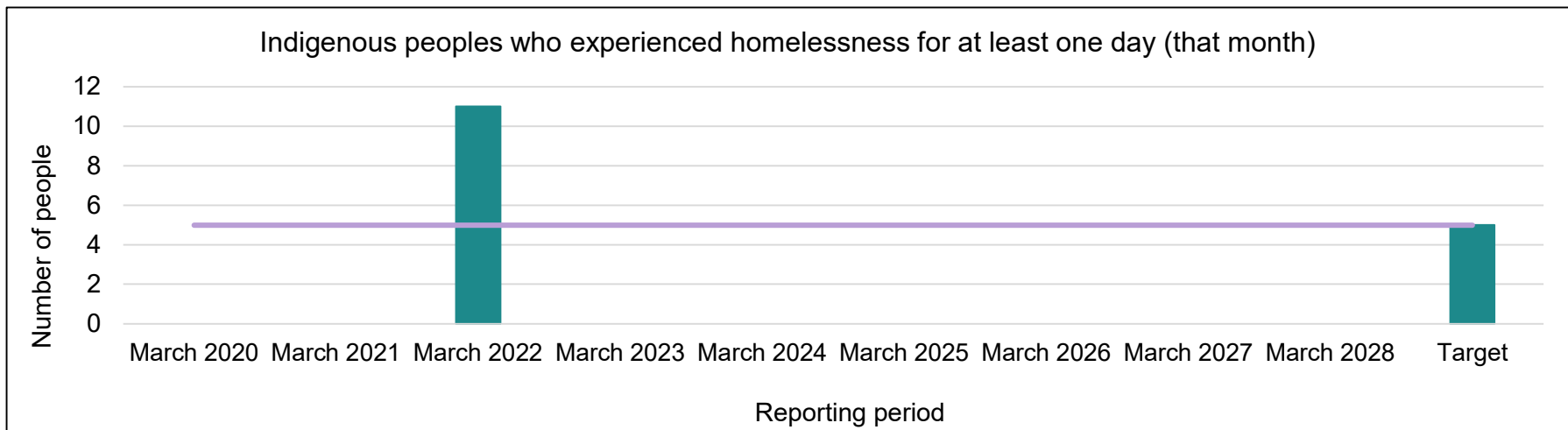


Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

As this is our four months of collecting data, we have not seen any of the clients on the list return from housing. We expect future years to have higher numbers.

**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)										

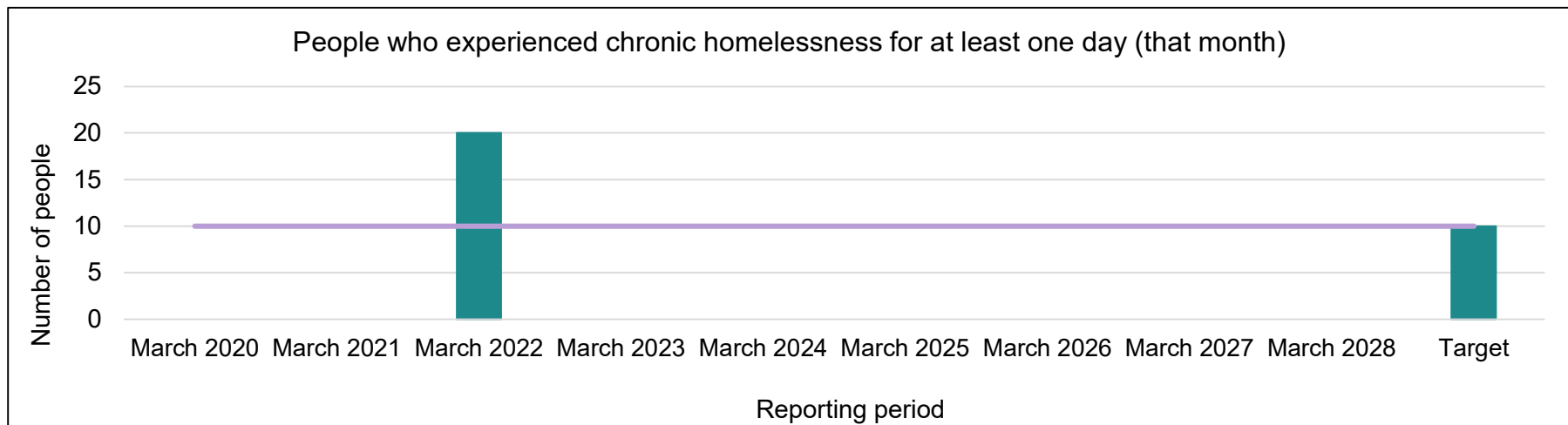


Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

\*Please insert comment here\*

**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)										



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?

\*Please insert comment here\*