| COMMUNITY HOMELESSNESS REPORT SUMMARY |
|:---:|
| **NELSON, BC**<br><br>**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.

There is a sole local Indigenous service organization, Circle of Indigenous Nations Society (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 in late 2021.

As for COINS reviewing and informing the CHR, the document was sent to COINS via email on June 13, 2024 to review theCHR including Sections 1 through 6. On June 26, 2024, COINS emailed NCOH stating that there was no additional information to be incorporated. NCOH will continue to work with COINS to cultivate wise practices in our community and in the implementation of Reaching Home efforts in the Nelson Community.

| | |
|---|---|
| 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.

Collaboration with COINS has been ongoing since the implementation of Coordinated Access in our community in late 2021. As for COINS reviewing and informing the CHR, the document was sent to COINS via email on June 13, 2024 to review the CHR including Sections 1 through 6. On June 26, 2024, COINS emailed NCOH stating that there was no additional information to be incorporated. NCOH will continue to work with COINS to cultivate wise practices in our community and in the implementation of Reaching Home efforts in the Nelson Community.

| 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** | 17 | 1 | 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% | 75% | 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. |
| 2023-24 marks the second 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.<br>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.<br>We have participated in meetings with the BC15 on Coordinated Access generally, and HIFIS specifically.<br>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.<br>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

### 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 | Not yet |

| 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 |
| 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 (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 |
| 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 |
|---|
| Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home. |
| 2023-24 has been the second full year of our By Name List, and it has helped us improve service coordinatation for clients, through our weekly (or biweekly) case conferencing at our Coordinated Housing Access Table (CHAT) 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.<br><br>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. |

## 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 a week |
| → Housing history (e.g., changes from "homeless" to "housed")? | Within a month |
| → 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.

The majority of information is collected during intake and assessments. Data is updated and/or added to the database every few weeks, if not weekly.

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

Your answers in Section 3 indicate that your community currently **does not** have person-specific data that is real-time and comprehensive with enough data and the capacity to generate **monthly** baselines and set targets.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #1 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #2 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #3 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #4 for the reporting period.

### Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #5 for the reporting period.

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

Your answers in Section 3 indicate that your community currently **does not** have person-specific data that is real-time and comprehensive with enough data and the capacity to generate **annual** baselines and set targets.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #1 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #2 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #3 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #4 for the reporting period.

**Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)**

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #5 for the reporting period.