

**Reaching Home: Canada's Homelessness Strategy**  
**Community Homelessness Report**

**NELSON, BC**

**2024-2025**

**\*TEMPLATE FOR COMMUNITIES\***

## SECTION 1: COMMUNITY CONTEXT

### Overview

#### CHR 1

Highlight any efforts and/or issues related to the work that your community has done to **prevent and/or reduce homelessness** and **improve access to safe, appropriate housing** over the last year.

Your response could include information about:

- Homelessness prevention and shelter diversion efforts;
- Housing move-ins;
- New investments in housing-related resources;
- Gaps in services;
- Collaboration with other sectors;
- Efforts to address homelessness for specific groups (e.g., youth); and/or,
- Efforts to meet Reaching Home minimum requirements (including a brief explanation if a minimum requirement was assessed as “Completed” in a previous CHR, but is now “Under development” or “Not yet started”).

During the fiscal year of April 1, 2024 - March 31, 2025, The Nelson Committee on Homelessness (NCOH) Community Advisory Board (CAB) held 12 community meetings, as well as a Community Planning Event in October to inform the Community Plan 2025-2028. NCOH shares information about developing issues in affordable housing and homelessness affecting Nelson. The group shares best practices, discusses plans and strategies, supports plans and initiatives of its participants and collaborates to sponsor new initiatives – its own or of participating organizations. NCOH also researches issues to help all stakeholder agencies make better and more effective decisions for our individuals experiencing homelessness.

This year Nelson CARES Society, the Community Entity (CE), hired a new Coordinator in September of 2024. The coordinator works to develop and foster community collaboration on the issues of homelessness in Nelson. Specifically, they support NCOH (CAB) to meet contractual and data obligations of the Reaching Home funding. Since September the coordinator participated in multiple City of Nelson Housing Committee Meetings, drop-in taskforce meetings, HICC Engagement and Program Officer (EPO) check-ins and mid-year dialogues. She also participated in a trauma-informed practice (TIP) training delivered by BC Housing and in a Community Engagement online course with the Tamarack Institute. The coordinator attended the Canadian Alliance to End Homelessness (CAEH) Leadership Conference in April and presented at the 2025 West Kootenay Homelessness Response Summit with Selkirk College.

In November 2024 Nelson completed the Point-In-Time Count Survey: A total of 122 residents were found to be experiencing some form of homelessness. Notably, the average length of time respondents said they had been without stable long-term housing was 26 months or just over 2 years. These results were presented to City Council in April, and to peers at the Nelson Community Food Center, as well as to staff at the Stepping Stones Shelter. The full results will be published in the 15th Annual Report Card on Homelessness to be presented in June of 2025.

The Coordinated Access (CA) Team in 2024-2025 held 6 Coordinated Access Housing Team (CHAT) meetings and attended 7 Coordinated Access Supportive Housing (CASH) Table meetings. The CA Team also worked tirelessly on the Alignment Project with partners in BC Housing, HICC, and CAEH and attended weekly BC-CA Lead Meetings, to rollout the BC HIFIS system to streamline services for users. Nelson was also selected as a pilot community to trial

new alignment benchmark tools and practices and Coordinated Access pillars (Governance and Partnerships, Service navigation and case conferencing, Person specific homelessness data, System Mapping and Resource Inventory) at the beginning of 2025 with CAEH. During the year, a total of 130 people were added to the By Name List (BNL) during 2024-2025. The total number of individuals on our BNL was 44 in Q1, 38 in Q2, 24 in Q3, and 24 people in Q4.

A Transitional Support Worker (TSW) with Nelson CARES Society improved the self-sufficiency of homeless individuals and families, as well as those at imminent risk of homelessness through individualized services. Nelson continues to have a near 0% vacancy rate, very difficult to find affordable housing in the community and area, and difficult for some to maintain housing with the rising cost of living and inflation. Service Delivery: 21 clients were supported by the TSW with referrals and resource support. The clients included: 4 Indigenous males, 11 non-Indigenous males (2 of which were seniors), 6 non-Indigenous females. The TSW facilitated a total of 648 appointments. TSW regularly attended Coordinated Access Housing Table (CHAT) meetings, homelessness trainings, and Vulnerability Assessment Tool (VAT) intakes, while assisting clients with budgets, filing taxes, and other important paperwork. Tenant support work is a crucial component to support a tenant in maintaining housing. The first three to six months are a very challenging and complex time for a new tenant to stay on top of appointments, cleaning, budgeting and payment of bills. We have seen many successful long-term tenancies resulting from daily and weekly check-ins from the tenant support worker.

A portion of the Nelson CE funding goes towards the Nelson Community Service Street Outreach Team. A dedicated team of three individuals provides Street Outreach in community 5 days/week and are present at the Drop-In Center 1-2 days/week. During the 2024-2025 fiscal year, there were 114 new intakes, 287 individuals supported, 104 unhoused, 18 sheltered, 22 temporarily housed, 95 precariously at risk, 31 adequately housed, 17 unknown. A total of 2773 client interactions with street involved individuals, with referrals to (housing, mental health, food supports, substance use / addictions services). Notably, about 60% of clients struggle with significant substance use and/or mental health challenges, so it's essential to provide transportation services, hospital supports, and advocacy. There were a total of 332 client interactions of direct housing support, including moving individuals into housing. Street Outreach also regularly attends Coordinated Access meetings (CHAT & CASH), completes Vulnerability Assessment Tool (VAT) intakes and other housing forms as required.

A portion of the Reaching Home funding goes to ANKORS for Harm Reduction, Overdose Prevention Services, and Peer Support Through Persons with Lived and Living Expertise (PWLE) Facilitation. People who are homeless and at risk of homelessness within the community of Nelson benefited from direct on-on-one service offered by ANKORS, in the delivery of harm reduction activities that seek to reduce risk and connect individuals and families with key health and social services to prevent and reduce homelessness. This past year, a total of 3,236 client interactions improved integration and connectedness to support services. An average of 408 of those interactions were with individuals experiencing homelessness. ANKORS this year saw 33 new visitors, 1,858 overdose prevention supports, 19 Opioid Agonist Treatment (OAT), 518 food supports, 752 referrals, 7 of which were for primary care, and 6 overdose events occurred.

A Temporary Drop-In Service was opened 1 day a week at the bottom of the Salvation Army Building at the end of September in 2024. The Drop-In supports Nelson's most vulnerable community members, including individuals who are unhoused, precariously housed and living in encampments. The Drop-In is an integrated low barrier approach to community health and safety. From September to March 2025 there were a total of 2,422 visits, 76 unique visits, 3,619 meals served, 1,278 clothes provided, 171 Nursing & Doctor visits, 169 laundry, 263 showers, 169 advocacy referrals and supports, 494 supplies provided, 176 food hampers, and 349 service provider visits. The Drop-In also acts as a Coordinated Access Intake site.

Finally, the Nelson Community Food Centre (NCFC) provided food security to those in community that are unhoused and/or precariously housed. During the 2024-2025 year, a total of 1,920 no-cook food bags were given out in community to improve food security.

## CHR 2

How has the community's approach to addressing homelessness changed with the implementation of Reaching Home?

Communities are strongly encouraged to use the ***"Reflecting on the Changing Response to Homelessness"*** worksheet to help them reflect on how the approach has changed and the impact of these changes at the local level.

Under Reaching Home, the Government of Canada works with Nelson to deliver projects based on our community priorities and data with clear outcomes. This outcomes-based approach keeps the decision-making process at the local level with our CAB – the Nelson Committee on Homeless (NCOH) to address local priorities and deliver programming designed to meet the needs of our most vulnerable community members and individuals experiencing homelessness. This funding is essential for our local organizations to have the supports they need to continue to prevent and reduce homelessness.

Nelson has leveraged the Coordinated Access process to grow existing collaborations between service providers. As a small community, we have shared the value of coordination for many years. The longstanding Nelson Committee on Homelessness is one example of how agencies lean on one another and work together as much as possible to support people in our community who are experiencing homelessness.

This approach was adopted in recognition that preventing and reducing homelessness requires access to safe and appropriate housing, a high degree of coordination across funders and community organizations, as well as meaningful collaboration between Indigenous and non-Indigenous partners. Developing the local Coordinated Access system has allowed us to build on this strength through the creation and implementation of shared policies and protocols for triage and assessment, prioritization, and vacancy matching and referrals. Coordinated Access provides some continuity between support staffing changes. The focus is on supporting people to move through the Coordinated Access process by removing service barriers, so that people can exit homelessness as quickly as possible. At Coordinated Access meetings, case conferencing creates a place to bring all the agencies together, to discuss clients, and ensure we are wrapping clients in the resources they need to secure and maintain housing. The community has also been able to identify the housing needs based on ongoing development of the By Name List (BNL), including more affordable, as well as large supportive, transition and complex-care housing gaps in the Nelson community, and the need for secure housing for individuals leaving addiction treatment facilities, corrections or other institutions.

### Collaboration between Indigenous and non-Indigenous partners

CHR 3

Please select your community from the drop-down menu:

Nelson (BC)

**Your community:**    **Has only DC funding available.**

**CHR 4**

a) Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of:

|   |                   |
|---|-------------------|
| • Implementing, maintaining and/or improving the <b>Coordinated Access system</b> ? | Under development |
| • Implementing, maintaining and/or improving, as well as using the <b>HMIS</b> ?    | Not yet started   |
| • Strengthening the <b>Outcomes-Based Approach</b> ?                                | Under development |

As a reminder, meaningful collaboration with local Indigenous partners is expected for your community.

d) In your response to **CHR 4(a)** you noted that collaboration **did not occur** with Indigenous partners. As a follow up to this, please describe why collaboration **as it relates to Coordinated Access, the HMIS and/or the Outcomes-Based Approach** did not take place in more detail. Also please describe what the plan is to ensure meaningful collaboration occurs over the coming year.

Related to the coming year, your response could include information such as how Indigenous peoples will be engaged in these discussions, who will be engaged, and when it will occur.

A key 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. NCOH has always endeavored to work respectfully with local first nations groups in our area.

As for COINS reviewing and informing the CHR, the document was sent to COINS via email on June 9, 2025, to review the CHR: Section 1. On June 25 2025, COINS Aboriginal Community Liaison connected with the NCOH Coordinator, reinforcing that we will continue to work towards meaningful engagement with the Indigenous unhoused community to prevent and reduce homelessness. NCOH will continue to work with COINS to cultivate wise and outcomes-based practices in our community and in the implementation of Reaching Home efforts in the Nelson Community.

CHR 5

a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the local Indigenous partners, including those that sit on your CAB?

No

As a reminder, meaningful collaboration on the CHR with local Indigenous partners is expected for your community.

d) In your response to **CHR 5(a)** you noted that collaboration **did not occur** with Indigenous partners. As a follow up to this, please describe why collaboration **on the completion of this CHR** did not take place in more detail and what the plan is to ensure meaningful collaboration occurs during next year's CHR process.

Related to next year's CHR process, your response could include information such as how Indigenous peoples will be engaged in these discussions, who will be engaged, and when it will occur.

With Reaching Home funding, we have developed a subproject agreement with COINS to staff an Aboriginal Community Liaison, part-time (10 hours). This community liaison will attend coordinated housing access table (CHAT) meetings and support the Nelson community in reducing Indigenous homelessness, which was notably 41% in our



2024 Point-inTime (PiT) count survey results. We continue to work towards decolonizing our day to day coordinated access practices. Having representation at the CHAT table is one small step. Future goals are to find more funding for the Community Liaison position, more engagement with our Indigenous unhoused community members and providing more cultural supports and resources within the coordinated access processes.

**End of Section 1**

## SECTION 2: COORDINATED ACCESS SELF-ASSESSMENT

**Note:** It is expected that communities will continuously work to improve their Coordinated Access system over time. If your community is working to improve a specific Coordinated Access requirement that had been self-assessed as met in a previous CHR, you should still select “Yes” from the drop-down menu for this CHR.

### Governance and Partnerships

**Note:** For communities that receive both Designated Communities (DC) and Indigenous Homelessness (IH) funding, this section is specific to the **DC Community Advisory Board (CAB)**.

|   |  |   |   |   |                   |
|---|--|---|---|---|-------------------|
| CA 1  | Communities must maintain an integrated, community-based governance structure that supports a transparent, accountable and responsive Coordinated Access system, with use of an HMIS. The CAB must be represented in this structure in some way.   |   |   |   |                   |
|   | <table border="1"> <tr> <td data-bbox="315 755 1512 901">a) Is an integrated, community-based governance structure in place that supports a transparent, accountable and responsive Coordinated Access system and use of the local HMIS?</td> <td data-bbox="1512 755 2028 901">Under development</td> </tr> <tr> <td data-bbox="315 901 1512 1031">b) Have Terms of Reference for the integrated, community-based governance structure been documented and, if requested, can they be made publicly available?</td> <td data-bbox="1512 901 2028 1031">Under development</td> </tr> </table>    | a) Is an integrated, community-based governance structure in place that supports a transparent, accountable and responsive Coordinated Access system and use of the local HMIS? | Under development   | b) Have Terms of Reference for the integrated, community-based governance structure been documented and, if requested, can they be made publicly available? | Under development |
| a) Is an integrated, community-based governance structure in place that supports a transparent, accountable and responsive Coordinated Access system and use of the local HMIS? | Under development  |   |   |   |                   |
| b) Have Terms of Reference for the integrated, community-based governance structure been documented and, if requested, can they be made publicly available?                     | Under development  |   |   |   |                   |
| CA 2  | <p>Does the integrated governance structure that supports Coordinated Access and use of HMIS include representation from the following:</p> <ul style="list-style-type: none"> <li>Federal Homelessness Roles: <table border="1"> <tr> <td data-bbox="315 1201 1512 1356">→ Community Entity:</td> <td data-bbox="1512 1201 2028 1356">Yes – as a CAB member with ex-officio status and a member of the overall governance structure</td> </tr> <tr> <td data-bbox="315 1356 1512 1421">→ Community Advisory Board:</td> <td data-bbox="1512 1356 2028 1421">Yes</td> </tr> </table> </li> </ul> | → Community Entity:   | Yes – as a CAB member with ex-officio status and a member of the overall governance structure | → Community Advisory Board:   | Yes               |
| → Community Entity:   | Yes – as a CAB member with ex-officio status and a member of the overall governance structure  |   |   |   |                   |
| → Community Advisory Board:   | Yes  |   |   |   |                   |

|   |  |
|---|--|
| → Housing, Infrastructure and Communities Canada (HICC):  | Yes – as a CAB member with ex-officio status |
| → Organization that fulfills the role of Coordinated Access Lead:   | Yes  |
| → Organization that fulfills the role of HMIS Lead:   | Not yet                                      |
| • Homelessness roles from other orders of government:   |  |
| → Provincial or territorial government:   | Not yet                                      |
| → Local designation(s) relative to managing provincial or territorial homelessness funding, as applicable (e.g., Service Manager in Ontario): | Not yet                                      |
| → Municipal government:   | Not yet                                      |
| → Local designation(s) relative to managing municipal homelessness funding, as applicable:  | Not yet                                      |
| • Local groups with a mandate to prevent and/or reduce homelessness, as applicable:   | Yes  |
| • Local Indigenous partners:  | Not yet                                      |

|      |   |                   |
|------|---|-------------------|
|      | <ul style="list-style-type: none"> <li>Population groups the Coordinated Access system intends to serve (e.g., providers serving youth experiencing homelessness):</li> </ul>   | Not yet           |
|      | <ul style="list-style-type: none"> <li>Types of service providers that help prevent homelessness and those that help people transition from homelessness to safe, appropriate housing in the community:</li> </ul>  | Not yet           |
|      | <ul style="list-style-type: none"> <li>People with lived experience of homelessness:</li> </ul>   | Not yet           |
| CA 3 | <p>Is there a document that identifies how various homeless-serving sector roles and groups are integrated and aligned in support of the community's overall goals to prevent and reduce homelessness and, if requested, can this documentation be made publicly available? At minimum, the following roles and groups must be included:</p> <ul style="list-style-type: none"> <li>Community Entity;</li> <li>Community Advisory Board;</li> <li>Coordinated Access Lead and HMIS Lead;</li> <li>Provincial or territorial and municipal designations relative to managing homelessness funding, as applicable;</li> <li>Local groups with a mandate to prevent and/or reduce homelessness, as applicable; and,</li> <li>Local Indigenous partners.</li> </ul> | Under development |
| CA 4 | a) Has a Coordinated Access Lead organization been identified?  | Yes               |
|      | b) Has an HMIS Lead organization been identified?   | Yes               |
|      | <p>c) Do the Coordinated Access Lead and HMIS Lead collaborate to:</p> <ul style="list-style-type: none"> <li>Improve service coordination and data management; and,</li> <li>Increase the quality and use of data to prevent and reduce homelessness?</li> </ul>   | Under development |

|      |  |                   |
|------|--|-------------------|
|      | d) Have Coordinated Access Lead and HMIS Lead roles and responsibilities been documented and, if requested, can this documentation be made publicly available?   | Under development |
| CA 5 | <p>Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of implementing, maintaining and/or improving the Coordinated Access system?</p> <p>Note: The response to this question is auto-populated from CHR 4(a).</p>  | Under development |
| CA 6 | <p>a) Consider the CAB expectations outlined below. Is the CAB currently fulfilling expectations related to its role with addressing homelessness in the community?</p> <p><b>Background:</b> The Reaching Home Directives outline expectations specific to the CAB and its role with addressing homelessness in the community. These expectations are summarized below under four roles.</p> <p><b>Community-Based Leadership:</b> To support its role, collectively, the CAB:</p> <ul style="list-style-type: none"> <li>• Is representative of the community;</li> <li>• Has a comprehensive understanding of the local homelessness priorities in the community; and,</li> <li>• Has in-depth knowledge of the key sectors and systems that affect local priorities.</li> </ul> <p><b>Planning:</b></p> <ul style="list-style-type: none"> <li>• In partnership with the Community Entity, the CAB gathers all available information related to local homelessness needs in order to set direction and priorities, understand what is working and what is not, and develop a coordinated approach to meet local priorities.</li> <li>• The CAB helps to guide investment planning, including developing the Reaching Home Community Plan and providing official approval, as well as assessing and recommending projects for Reaching Home funding to the Community Entity.</li> </ul> | Yes               |

### Implementation and Reporting:

- The CAB engages in meaningful collaboration with key partners, including other orders of government, Indigenous partners, as well as entities that coordinate provincial or territorial homelessness initiatives at the local level, where applicable.

- The CAB coordinates efforts to address homelessness at the community level by supporting the Community Entity to implement, maintain, and improve the Coordinated Access system, actively use the local HMIS, as well as prevent and reduce homelessness using an Outcomes-Based Approach.

- The CAB approves the Reaching Home Community Homelessness Report.

### Alignment of Investments:

- CAB members from various orders of government support alignment in investments (e.g., they share information on existing policies and programs, as well as updates on funding opportunities and funded projects).
- CAB members provide guidance to ensure federal investments complement existing policies and programs.

CA 7

Are the following CAB documents being maintained **and** are they available upon request?

- Terms of Reference.

Yes

- Engagement strategy that explains how the CAB intends to:

Not yet started

- Achieve broad and inclusive representation;
- Coordinate partnerships with the necessary sectors and systems to meet its priorities (e.g., beyond the homeless-serving sector); and,
- Integrate local efforts with those of the province or territory.

|      |   |                 |
|------|---|-----------------|
|      | <ul style="list-style-type: none"> <li>Procedures for addressing real and/or perceived conflicts of interest (e.g., members recuse themselves when they have ties to proposed projects), including the membership of elected municipal officials.</li> </ul>  | Not yet started |
|      | <ul style="list-style-type: none"> <li>Procedures for assessing and recommending project proposals for federal funding under Reaching Home (e.g., supporting a fair, equitable, and transparent assessment process as set out by the Community Entity).</li> </ul>  | Not yet started |
|      | <ul style="list-style-type: none"> <li>Exclusive and shared responsibilities between the CAB and Community Entity.</li> </ul>   | Yes             |
|      | <ul style="list-style-type: none"> <li>Membership terms and conditions, including: <ul style="list-style-type: none"> <li>→ Recruitment processes;</li> <li>→ Length of tenure;</li> <li>→ Attendance requirements;</li> <li>→ Delegated tasks; and,</li> <li>→ Having at least two seats available for the alternate Community Entity and CAB/Regional Advisory Board (RAB) member, where applicable.</li> </ul> </li> </ul> | Not yet started |
| CA 8 | a) Do all service providers receiving funding under the Designated Communities (DC) or Territorial Homelessness (TH) stream participate in the Coordinated Access system?   | Yes             |
|      | b) Has participation in the Coordinated Access system been encouraged from providers that serve people experiencing or at-risk of homelessness, and do not receive Reaching Home funding? They may or may not have agreed to participate at this time.  | Yes             |

c) Has participation been encouraged from providers that could fill vacancies through the Coordinated Access system (e.g., they have housing units, subsidies and/or supports that could be accessed by people experiencing homelessness), and do not receive Reaching Home funding? They may or may not have agreed to participate at this time.

Under development

### Systems Map and Resource Inventory

CA 9

a) A systems map identifies and describes the service providers that participate in the Coordinated Access system. Does the community have a current systems map **and**, if requested, can it be made publicly available?

Yes

b) Does the systems map include the following elements:

→ Name of the organization and/or service provider:

Yes

→ Type of service provider (e.g., emergency shelter, supportive housing):

Yes

→ Funding source(s):

Not yet

→ Eligibility for service (e.g., youth):

Yes

→ Capacity to serve (e.g., number of units):

Yes

→ Role in the Coordinated Access system (e.g., access point):

Yes

→ Role with maintaining quality data used for a Unique Identifier List (e.g., keep data up-to-date for housing history):

Not yet

→ If the service provider currently uses the HMIS:

Not yet

c) Over the last year, was the systems map used to guide efforts to improve:



|  |  |                   |
|--|--|-------------------|
|  | → The Coordinated Access system (e.g., identify opportunities to increase participation):  | Not yet           |
|  | → Use of the HMIS (e.g., identify opportunities to onboard new service providers):   | Not yet           |
|  | → Data quality (e.g., increase data comprehensiveness):  | Not yet           |
| CA 10                                    | a) Are all housing and related resources funded under the DC or TH stream included in the Resource Inventory? This means that they fill vacancies using the Unique Identifier List, following the vacancy matching and referral process.   | Yes               |
|  | b) For each housing and related resource in the Resource Inventory, have eligibility criteria been documented?   | Yes               |
|  | c) For each housing and related resource in the Resource Inventory, have prioritization criteria, and the order in which they are applied, been documented <b>and</b> , if requested, can this documentation be made available? At minimum, depth of need (i.e., acuity) must be included as a factor in prioritization. | Under development |
| Service Navigation and Case Conferencing |  |                   |
| CA 11                                    | a) Are there processes in place to ensure that people are being supported to move through the Coordinated Access process? This is often referred to as service navigation or case conferencing.  | Yes               |
|  | b) Have these processes been documented <b>and</b> , if requested, can this documentation be made available?   | Yes               |
|  | c) Do the processes include expectations for the following:  |                   |

|   |   |                   |
|---|---|-------------------|
|   | → Helping people to identify and overcome barriers to accessing appropriate services and/or housing and related resources.  | Yes               |
|   | → Keeping people's information up-to-date in the HMIS (e.g., interaction with the system, housing history, as well as data used to inform eligibility and prioritization for housing and related resources).                          | Yes               |
| Access Points to Service                    |   |                   |
| CA 12                                       | a) Are access points available in some form throughout the geographic area covered by the DC or TH funded region, so that people experiencing or at-risk of homelessness can be served regardless of where they are in the community? | Yes               |
|   | b) Have access points been documented <b>and</b> is this information publicly available?  | Yes               |
| CA 13                                       | a) Are there processes in place to <b>monitor</b> if there is <b>easy, equitable</b> and <b>low-barrier</b> access to the Coordinated Access system <b>and</b> to respond to any issues that emerge, as appropriate?                  | Yes               |
|   | b) Have these processes been documented <b>and</b> , if requested, can this documentation be made available?  | Under development |
| Initial Triage and more In-Depth Assessment |   |                   |
| CA 14                                       | a) Is the triage and assessment process documented in one or more policies/protocols?   | Under development |
|   | b) Does the <b>documented</b> triage and assessment process address the following and, if requested, can the documentation be made available:   |                   |

|   |   |     |
|---|---|-----|
| → | <b>Consents:</b> Ensuring that people have a clear understanding of the Coordinated Access system, as well as how their personal information will be shared and stored. Includes addressing situations where people may benefit from services, but are not able or willing to give their consent. | Yes |
| → | <b>Intakes:</b> Documenting that people have connected or reconnected with the Coordinated Access system and have been entered into the HMIS, including obtaining or reconfirming consents, creating or updating client records, and entering transactions in the HMIS.                           | Yes |
| → | <b>Initial triage:</b> Ensuring safety and meeting basic needs (e.g., food and shelter), and guiding people through the process of stopping an eviction (homelessness prevention) or finding somewhere to stay that is safe and appropriate besides shelter (shelter diversion).                  | Yes |
| → | <b>More in-depth assessment:</b> Gathering information to gain a deeper understanding of people's housing-related strengths, depth of need, and preferences, including through the use of a common assessment tool(s) to inform prioritization for vacancies in the Resource Inventory.           | Yes |
| → | <b>Community referrals:</b> Gathering information to understand what services people are eligible for and identifying where they can go to get their basic needs met, get help with a housing plan and/or connect with other related resources.   | Yes |

|   |   |                                    |
|---|---|------------------------------------|
|   | <p>→ <b>Housing plans:</b> Documenting people's progress with finding and securing housing (with appropriate subsidies and/or supports, as applicable).</p>   | Not yet started                    |
|   | <p>→ <b>Using a person-centered approach:</b> Tailoring use of common tools to meet the needs and preferences of different people or population groups (e.g., youth), while also maintaining consistency in process across the Coordinated Access system.</p>   | Yes                                |
| CA 15   | <p>a) Is a common, unified triage and assessment process being applied across all population groups in the community <b>and</b>, if requested, can this documentation be made available?</p>  | Not yet started                    |
|   | <p>b) If more than one triage and/or assessment tool is being used, is there a protocol in place that describes:</p>  |                                    |
|   | <p>→ When each tool should be used (e.g., tools used only for youth verses those that can be used with more than one population group).</p>   | Not applicable – Only use one tool |
|   | <p>→ When a person/family could be asked to complete more than one tool (e.g., if an individual becomes part of a family or a youth becomes an adult).</p>  | Not applicable – Only use one tool |
|   | <p>→ How the matching process will be managed in situations where more than one person/family is eligible for the same vacancy and, because data to inform prioritization was collected using different tools, results are not the same (e.g., one tool gives a higher score for depth of need than the other).</p> | Not applicable – Only use one tool |
| Vacancy Matching and Referral with Prioritization |   |                                    |

|  |   |                   |
|--|---|-------------------|
| CA 16  | a) Is the vacancy matching and referral process documented in one or more policies/protocols? | Yes               |
| b) Does your <b>documented</b> vacancy matching and referral process address the following:  |   |                   |
| → <b>Roles and responsibilities:</b> Describing who is responsible for each step of the process, including data management.  |   | Under development |
| → <b>Prioritization:</b> Identifying how prioritization criteria is used to determine an individual or family's relative priority on the Priority List (a subset of the broader Unique Identifier List) when vacancies become available (i.e., how the Priority List is filtered and/or sorted). |   | Under development |
| → <b>Referrals:</b> What information to cover when referring an individual or family that has been matched and how their choice will be respected, including allowing individuals and families to reject a referral without repercussions.   |   | Not yet started   |
| → <b>Offers:</b> What information to cover when a provider is offering a vacancy to an individual or family that has been matched and tips for making informed decisions about the offer.  |   | Not yet started   |
| → <b>Challenges:</b> How concerns and/or disagreements about prioritization and referrals will be managed, including criteria by which a referral could be rejected by a provider following a match.   |   | Not yet started   |
| → <b>Resource Inventory management:</b> Steps to track real-time capacity, transitions in/out of units, occupancy/caseloads, progress with referrals/offers, and housing outcomes.   |   | Not yet started   |

CA 17

Are vacancies from the Resource Inventory filled using a Priority List, following the vacancy matching and referral process?

Under development

## Section 2 Summary Tables

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **Coordinated Access and CAB Directives**.

|              | Completed | Started | Not Yet Started |
|--------------|-----------|---------|-----------------|
| <b>Total</b> | 3         | 13      | 1               |

| Coordinated Access   | Completed (score) | Completed (%) |
|--|-------------------|---------------|
| <b>Governance and partnerships</b> (out of 8 points)                       | 1                 | 13%           |
| <b>System map and Resource Inventory</b> (out of 2 points)                 | 0                 | 0%            |
| <b>Service navigation and case conferencing</b> (out of 1 point)           | 1                 | 100%          |
| <b>Access points</b> (out of 2 points)                                     | 1                 | 50%           |
| <b>Initial triage and more in-depth assessment</b> (out of 2 points)       | 0                 | 0%            |
| <b>Vacancy matching and referral with prioritization</b> (out of 2 points) | 0                 | 0%            |
| <b>All</b> (out of 17 points)  | <b>3</b>          | <b>18%</b>    |

**End of Section 2**

## SECTION 3: HOMELESSNESS MANAGEMENT INFORMATION SYSTEM AND OUTCOMES-BASED APPROACH SELF-ASSESSMENT

### Context

|       |  |            |
|-------|--|------------|
| CHR 7 | <p>a) In your community, is the Homeless Individuals and Families Information System (HIFIS) the Homelessness Management Information System (HMIS) that is being used?</p> | Select one |
|       | <p>b) Which HMIS is being used?</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">*Please add HMIS name*</div>                                      |            |
|       | <p>c) When was it implemented?</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">YYYY-MM-DD</div>   |            |

**Note:** Throughout Section 3 and Section 4 of this CHR, questions that ask about the “HMIS” or the “dataset” refer to the HMIS identified in question CHR 7.

### Homelessness Management Information System (HMIS)

|         |   |            |
|---------|---|------------|
| HIFIS 1 | <p>Is an HMIS being <b>actively used</b> to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and for the Outcomes-Based Approach? This includes using the HMIS to generate data for the Unique Identifier List and outcome reporting.</p> | Select one |
| HIFIS 2 | <p>a) Are <b>all</b> Reaching Home-funded service providers actively using the same HMIS to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and for the Outcomes-Based Approach?</p>   | Select one |



|            |   |                 |
|------------|---|-----------------|
|            | b) Over the last year, were <b>other</b> non-Reaching Home-funded providers that serve people experiencing or at-risk of homelessness encouraged to actively use the HMIS? They may or may not have agreed to do so at this time.   | Select one      |
| HIFIS<br>3 | a) Has the Community Entity signed the latest Data Provision Agreement (find the latest version <a href="#">here</a> , which includes the Racial Identity field in the annex) with Housing, Infrastructure and Communities Canada (HICC)? This may have been done in a previous year.   | Select one      |
|            | b) Are local agreements in place to manage privacy, data sharing and client consent related to the HMIS? These agreements must comply with municipal, provincial/territorial and federal laws and include: <ul style="list-style-type: none"> <li>• A Community Data Sharing Agreement; and,</li> <li>• A Client Consent Form.</li> </ul> | Select one      |
|            | c) Are processes in place that ensure there are no unnecessary barriers preventing Indigenous partners from accessing the HMIS data and/or reports they need to help the people they serve?   | Select one      |
| HIFIS<br>4 | Has the Community Entity updated HIFIS to the latest version that was most recently confirmed as mandatory by HICC?   | Select one      |
| HIFIS<br>5 | Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of implementing, maintaining and/or improving, as well as the use of the HMIS?<br><br>Note: The response to this question is auto-populated from CHR 4(a).  | Not yet started |

| Data Uniqueness  |  |            |
|------------------|--|------------|
| OBA 1            | a) Does the dataset include people currently experiencing homelessness that have interacted with the homeless-serving system?  | Select one |
|                  | b) Do people appear only once in the dataset?  | Select one |
|                  | c) Do people give their consent to be included in the dataset?   | Select one |
| OBA 2            | <p>Is there a <b>written policy/protocol</b> (“Inactivity Policy”) that describes how <b>interaction with the homeless-serving system</b> is <b>documented</b>? The policy/protocol must:</p> <ul style="list-style-type: none"> <li>• Define what it means to be “active” or “inactive”;</li> <li>• Define what keeps someone “active” (e.g., data entry into specific fields in HIFIS);</li> <li>• Specify the level of effort required by service providers to find people before they are made/confirmed as “inactive”;</li> <li>• Explain how to document a person’s first time as “active”, as well as changes in “activity” or “inactivity” over time; and,</li> <li>• Explain how to check for data quality (e.g., run a report that shows the clients that are about to become inactive and work with outreach workers to update their files and keep them active, as needed).</li> </ul> | Select one |
| OBA 3            | <p>Is there a <b>written policy/protocol</b> that describes how <b>housing history is documented</b> (e.g., as part of a broader data entry guide for the HMIS)? The policy/protocol must:</p> <ul style="list-style-type: none"> <li>• Define what it means to be “homeless” or “housed” (e.g., define a housing continuum that shows which housing types align with a status of “homeless” versus “housed”);</li> <li>• Explain how to enter housing history consistently; and,</li> <li>• Explain how to check for data quality (e.g., run a report that shows the percentage of clients that have complete housing history, so that “unknown” fields can be updated).</li> </ul>   | Select one |
| Data Consistency |  |            |

|                 |  |            |
|-----------------|--|------------|
| OBA 4           | To support Coordinated Access, is the HMIS used to generate data for a Unique Identifier List?   | Select one |
| OBA 5           | Is the HMIS used to <u>collect data</u> for setting baselines, setting reduction targets and tracking progress for the following community-level outcomes:                                   |            |
|                 | → Overall homelessness:  | Select one |
|                 | → Newly identified as experiencing homelessness:   | Select one |
|                 | → Returns to homelessness:   | Select one |
|                 | → Indigenous homelessness:   | Select one |
|                 | → Chronic homelessness:  | Select one |
| Data Timeliness |  |            |
| OBA 6           | Is the dataset updated <u>as soon as</u> new information is available about a person for:  |            |
|                 | → Interaction with the system (e.g., changes from “active” to “inactive”).   | Select one |
|                 | → Housing history (e.g., changes from “homeless” to “housed”).   | Select one |
|                 | → 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).  | Select one |
| OBA 7           | Is data readily available and accessible, so that it can be used for Coordinated Access, the Outcomes-Based Approach and to drive the prevention and reduction of homelessness more broadly? | Select one |

| Data Completeness      |  |            |
|------------------------|--|------------|
| OBA 8                  | Are processes in place to ensure that all relevant and necessary data for filling vacancies is complete? For example, is data used to determine if someone is eligible and can be prioritized for a vacancy complete for each person in the dataset? | Select one |
| OBA 9                  | Are processes in place to ensure that data for every person in the dataset is as complete as possible for:   |            |
|                        | → Interaction with the system:   | Select one |
|                        | → Housing history (including data about where people were staying immediately before becoming homeless and, once they've exited, where they went):   | Select one |
|                        | → Indigenous identity:   | Select one |
| Data Comprehensiveness |  |            |
| OBA 10                 | Does the dataset include all household types (e.g., singles and families experiencing homelessness)?   | Select one |
| OBA 11                 | Does the dataset include people experiencing sheltered homelessness (e.g., staying in emergency shelters)?   | Select one |
| OBA 12                 | Does the dataset include people experiencing unsheltered homelessness (e.g., people living in encampments)?  | Select one |
| CHR 9                  | The following questions aim to help consider other factors that may impact data comprehensiveness. They do not directly assess progress with the minimum requirements.   |            |
|                        | a) Does the dataset include the following household types, as much as possible right now:  |            |

→ Single adults:

Select one

→ Unaccompanied youth:

Select one

→ Families

Select one

b) Does the dataset include people staying in the following types of shelter:

→ Permanent emergency shelter:

Select one

→ Seasonal or temporary emergency shelter:

Select one

→ Hotels/motel stays paid for by a service provider:

Select one

→ Domestic violence shelters:

Select one

c) Does the dataset include the following groups of people who have interacted with the system:

→ People that identify as Indigenous:

Select one

→ People as soon as they interact with the system:

Select one

→ People experiencing hidden homelessness:

Select one

→ People staying in transitional housing:

Select one

|  |   |                         |            |  |            |                            |            |                            |            |                         |            |  |
|--|---|-------------------------|------------|--|------------|----------------------------|------------|----------------------------|------------|-------------------------|------------|--|
|  | → People staying in public institutions who do not have a fixed address (e.g., jail or hospital):   | Select one              |            |  |            |                            |            |                            |            |                         |            |  |
| OBA 13   | <p>Under Reaching Home, at minimum, a comprehensive dataset includes all household types (OBA 10), people experiencing sheltered homelessness (OBA 11) and people experiencing unsheltered homelessness (OBA 12), as applicable.</p> <p>Consider your answers to questions OBA 10, OBA 11, OBA 12 and CHR 9. Does the dataset include everyone currently experiencing homelessness that has interacted with the homeless-serving system, as much as possible right now?</p>   | Select one              |            |  |            |                            |            |                            |            |                         |            |  |
| Data Use   |   |                         |            |  |            |                            |            |                            |            |                         |            |  |
| OBA 14   | <p><b>Note:</b> For the purpose of this CHR, the dataset can only be used for monthly reporting if there is at least one full month of data available, and for annual reporting if there is at least one full fiscal year of data available.</p> <p>a) <b><u>Can the dataset be used to set</u></b> monthly and annual baselines and reduction targets for the following community-level outcomes:</p> <table border="1"> <tr> <td>→ Overall homelessness:</td> <td>Select one</td> </tr> <tr> <td>→ Newly identified as experiencing homelessness:</td> <td>Select one</td> </tr> <tr> <td>→ Returns to homelessness:</td> <td>Select one</td> </tr> <tr> <td>→ Indigenous homelessness:</td> <td>Select one</td> </tr> <tr> <td>→ Chronic homelessness:</td> <td>Select one</td> </tr> </table> | → Overall homelessness: | Select one | → Newly identified as experiencing homelessness: | Select one | → Returns to homelessness: | Select one | → Indigenous homelessness: | Select one | → Chronic homelessness: | Select one |  |
| → Overall homelessness:                          | Select one  |                         |            |  |            |                            |            |                            |            |                         |            |  |
| → Newly identified as experiencing homelessness: | Select one  |                         |            |  |            |                            |            |                            |            |                         |            |  |
| → Returns to homelessness:                       | Select one  |                         |            |  |            |                            |            |                            |            |                         |            |  |
| → Indigenous homelessness:                       | Select one  |                         |            |  |            |                            |            |                            |            |                         |            |  |
| → Chronic homelessness:                          | Select one  |                         |            |  |            |                            |            |                            |            |                         |            |  |
| OBA 15   | Is data used to <u>inform action</u> related to preventing and reducing homelessness?   | Select one              |            |  |            |                            |            |                            |            |                         |            |  |

### Partnerships

OBA  
16

Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of strengthening the Outcomes-Based Approach?

Note: The response to this question is auto-populated from CHR 4(a).

Under development

### Data quality improvement

OBA  
17

a) Are efforts being made to improve data quality?

Select one

### Reporting on other Community-Level Outcomes

### Section 3 Summary Tables

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **HIFIS Directive**.

|              | Completed | Started | Not Yet Started |
|--------------|-----------|---------|-----------------|
| <b>Total</b> | 0         | 0       | 1               |

| Homelessness Management Information System                          | Completed (score) | Completed (%) |
|---|-------------------|---------------|
| <b>Homelessness Management Information System</b> (out of 5 points) | 0                 | 0%            |
| <b>All</b> (out of 5 points)  | <b>0</b>          | <b>0%</b>     |

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **Outcomes-Based Approach Directive**.



|              | Completed | Started | Not Yet Started |
|--------------|-----------|---------|-----------------|
| <b>Total</b> | 0         | 1       | 0               |

| Outcomes-Based Approach                         | Completed (score) | Completed (%) |
|---|-------------------|---------------|
| <b>Data uniqueness</b> (out of 3 points)        | 0                 | 0%            |
| <b>Data consistency</b> (out of 2 points)       | 0                 | 0%            |
| <b>Data timeliness</b> (out of 2 points)        | 0                 | 0%            |
| <b>Data completeness</b> (out of 2 points)      | 0                 | 0%            |
| <b>Data comprehensiveness</b> (out of 4 points) | 0                 | 0%            |
| <b>Data use</b> (out of 2 points)               | 0                 | 0%            |
| <b>Partnerships</b> (out of 1 point)            | 0                 | 0%            |

|  |          |           |
|--|----------|-----------|
| <b>Data quality improvement</b> (out of 1 point) | 0        | 0%        |
| <b>All</b> (out of 17 points)                    | <b>0</b> | <b>0%</b> |

### End of Section 3

## SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS

### Using person-specific data to set baselines, set reduction targets and track progress – Monthly data

Your answers in Section 3 indicate that your community currently **does not** meet the standard for reporting on core **monthly** outcomes.

### Using person-specific data to set baselines, set reduction targets and track progress – Annual data

Your answers in Section 3 indicate that your community currently **does not** meet the standard for reporting on core **annual** outcomes.