COMMUNITY HOMELESSNESS REPORT SUMMARY

St. John's, NL

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

dentifier 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.

First Light (the St. John's Friendship Centre) is a partner agency of EHSJ in both Coordinated Access and in HIFIS 4.0. First Light was also a successful proponent of EHSJ's Request for Proposals (RFP) using Reaching Home incremental funding, with the continuation of a Rapid Rehousing and a Housing-Focused Case Management position from 2021-22 into 2022-23 to complement the work of their Indigenous Housing Team. These positions' capacity is filled through Coordinated Access to Homes. EHSJ has further included flexible applications of some funding to assist with deeper contextualizations related to First Light's housing-focused work. First Light has also supported EHSJ to integrate the Indigenous definiton of homelessness and the 12 dimensions of Indigenous Homelessness into Coordinated Access to Homes, and has provided critical guidance and insight into the creation of the Coordinated Access to Homes Guide, released in 2022, in the creation of a localized question on the improved Intake Form, and in key aspects of the Point in Time Count in 2022. EHSJ also collaborates with the Labrador Friendship Centre, the Indigenous CE for Newfoundland and Labrador. The Labrador Friendship Centre is located in Happy Valley-Goose Bay, Labrador, and has jurisdiction over the province of Newfoundland and Labrador, while EHSJ's jurisdiction is for St. John's only. Coordinated Access and HIFIS 4 requirements are different for the Indigenous CE as well, but both organizations work together to share resources and tools. We anticipate further engagement in the anticipated pan-provincial implementation of HIFIS 4.0.

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?	Yes
Describe this collaboration in more detail.	

St. John's has a designated seat from First Light on the CAB to ensure consistent Indigenous representation. Other non-Indigenous organizations are also engaged in work with Indigenous individuals across the spectrum of EHSJ work (youth, seniors, criminal justice, healthcare, etc.). The CAB is engaged on all matters related to the implementation of the 2019-2024 St. John's Community Plan to End Homelessness, including the Reaching Home mandatory requirements of Coordinated Access and HMIS through the following: quarterly meetings, update emails in between meetings, "special" meetings on topics such as incremental funding allocation, electronic polls, and more. First Light is also engaged on the CAH Working Group, which reports to the CAB and meets monthly to ensure that CAH is meeting the needs of clients and integrating consistent community feedback. The outcomes, initiatives, and successes outlined in this CHR are a reflection of these meetings and consultations. The CHR is reviewed by the executive of the CAB, which includes a local community representative and a Board of Directors liaison from the EHSJ Board. The intent moving forward is to organize collaborative planning meetings specific to the CHR in advance of 2023-24 reporting with First Light to better inform and guide this document, and cement an ongoing process to keep the information included in the CHR as meaningful and relevant as possible.

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
Number of minimum requirements	18	0	0

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

Governance	HMIS	Access Points to Service	Triage and Assessment	Coordinated Access Resource Inventory	Vacancy Matching and Referral
100%	100%	100%	100%	100%	100%

Summary Comment
Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements?
The community's Coordinated Access system, Coordinated Access to Homes (CAH), is led by EHSJ and has continued to evolve and improve, achieving Quality Coordinated Access through Built for Zero - Canada in 2022-23. It is guided by the CAH Working Group, which serves as its governance structure and reports back to the Community Advisory Board, and which informs the coordination of HIFIS 4.0 and CAH. The CAH working group meets monthly and provides feedback on policies, procedures, CAH documents (including the CAH Guide, released in 2022-23). It also assists with training plans and applying national best practices in the local context. CAH has strong engagement from the general community in St. John's, with a strong percentage of homeless-serving agencies sharing resources from the frontline level up. For the expected implementation of HIFIS 4.0, the training package is ready to implement and has been tested by members of the HIFIS Advisory Committee. Finalizing the Data Sharing Agreement took longer than anticipated. Consultation on the Data Sharing Agreement took place with three different experts from three different privacy perspectives. By March 31st however, the DSA was finalized and ready for Shelter Provider agency signatures. At the time of submission of the CHR, the DSAs were in the process of being distributed, reviewed and signed by participating agencies - all of which were signed shortly thereafter. Of note, MOUs have been already in place with participating agencies, specifying participation with HIFIS. As well, client consent forms that include HIFIS are also in use. Inclusion of individuals with lived/living experience at several levels of EHSJ community engagement is currently in development as well - the long-term goal is to cement this lens in housing and homelessness-related services in efforts led by the provincial government (similar to the Recovery Council that exists for mental health and addictions-related work). In the shorter term, the structure for this work is beginning at the CAB level and anticipated to provide meaningful opportunities for individuals with lived and living experience to provide input, guidance, and feedback at all levels of EHSJ's work.

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	Yes

Step 4: Can report <u>monthly</u> outcomes and set targets using data from the List
(reporting in Section 4 is mandatory for 2023-24 CHRs, 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
Yes	Outcome 1: Yes	Outcome 1: No	No
	Outcome 2: Yes	Outcome 2: No	
	Outcome 3: Yes	Outcome 3: No	
	Outcome 4: Yes	Outcome 4: No	
	Outcome 5: Yes	Outcome 5: Yes	

Step 4: Can report <u>annual</u> 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
Yes	Outcome 1: Yes	Outcome 1: No	No
	Outcome 2: Yes	Outcome 2: No	
	Outcome 3: Yes	Outcome 3: No	
	Outcome 4: Yes	Outcome 4: No	
	Outcome 5: Yes	Outcome 5: Yes	

Summary Comment
Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to transition to an outcomes-based approach under Reaching Home?
EHSJ struggled at points in 2022-23 with completeness of data. We had access to intermittent point in time-style updates for emergency shelter stayers for some of the year, but did not receive this after mid-October 2022, which resulted in a known gap in our known numbers for individuals experiencing homelessness (chronic and non-chronic). We continue to work towards an information-sharing agreement that will rectify this, but in the meantime have gained access to much of this information with the assistance our our CAH Outreach Team building relationships with individual shelter providers. In general over 2022-23, community-led improvements and updates to the Coordinated Access to Homes (CAH) Intake form played a key role in informing resource matching and subsequent service delivery through CAH. We also anticipate a move to HIFIS 4.0 for many of the shelter providers in the community in coming months, and are currently in the stage of getting data-sharing agreements signed, in advance of beginning community trainings. The By-Name list is expected to eventually move into HIFIS 4.0 as well, but this is a longer-term goal with an interim goal of moving from Excel to Salesforce, as the Excel format has reached its capacity for ability to manage the functions needed for our BNL. The data that we have been able to capture has nonetheless been complete enough to use to inform program adjustments over the year - for example, the Supported Referral program now prioritizes individuals experiencing homelessness who are also chronically homeless first and foremost, with the By-Name List able to assist particularly with identifying age-ins to chronicity for individuals who we know to be currently homeless even if we otherwise have any gaps in updates. It likewise helped us to make more accurate matches to existing services (longer-term Housing-Focused, for example, vs. Rapid Rehousing). Finally, the data has been enormously helpful in ongoing advocacy efforts, and in pursuing partnerships around next steps for programs such as Supported Referrals and HomeConnect.

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

Please describe the other data source(s):

The St. John's By-Name List (BNL) is currently captured in Excel (pending the full transition to HIFIS 4.0). The data is primarily collected from the CAH Intake Form (demographics, housing/homelessness history, housing needs, etc.) and weekly caseload updates from CAH frontline resources (change in housing status, engagement, etc.). Information is further shared at biweekly Resource Table and Collective Impact table meetings (meetings of CAH partners to ensure that clients are receiving consistent and effective supports to meet their needs, with the Collective Impact table reserved for individuals who are experiencing additional challenges to securing and maintaining housing and who require a more case-conference style engagement as a result). Finally, the CAH Outreach Team is active in emergency shelters (both for-profit and non-profit) and with individuals identified outside of the shelter system, all in close collaboration with the Eastern Health Harm Reduction team. This results in completed CAH Intake forms and critical information and updates coming back to the BNL for individuals who are experiencing homelessness but may be hard to reach by traditional means.

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…

		Chronic homelessness	
A written policy/protocol that describes how interaction with the homeless-serving system is documented	Yes	x	Federal definition
A written policy/protocol that describes how housing history is documented	Yes		Local definition

From the List, can the community get data for…

Newly identified on the List	Yes	Age	Yes	Indigenous identity	Yes
Activity and inactivity	Yes	Household type	Yes	Veteran status	Yes
Housing history	Yes	Gender identity	Yes		

From the List, can the community get demographic data for…

Step 2. Have a real-time List

How often is information about people experiencing homelessness updated on the List?	As soon as new information is available
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.

N/A

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

| Does the List meet the benchmark of a "Quality By-Name List" confirmed by the Canadian Alliance to End Homelessness? | Yes |

Section 4. Community-Level Outcomes and Targets – Monthly

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.

	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)				268						

People who experienced homelessness for at least one day (that month)
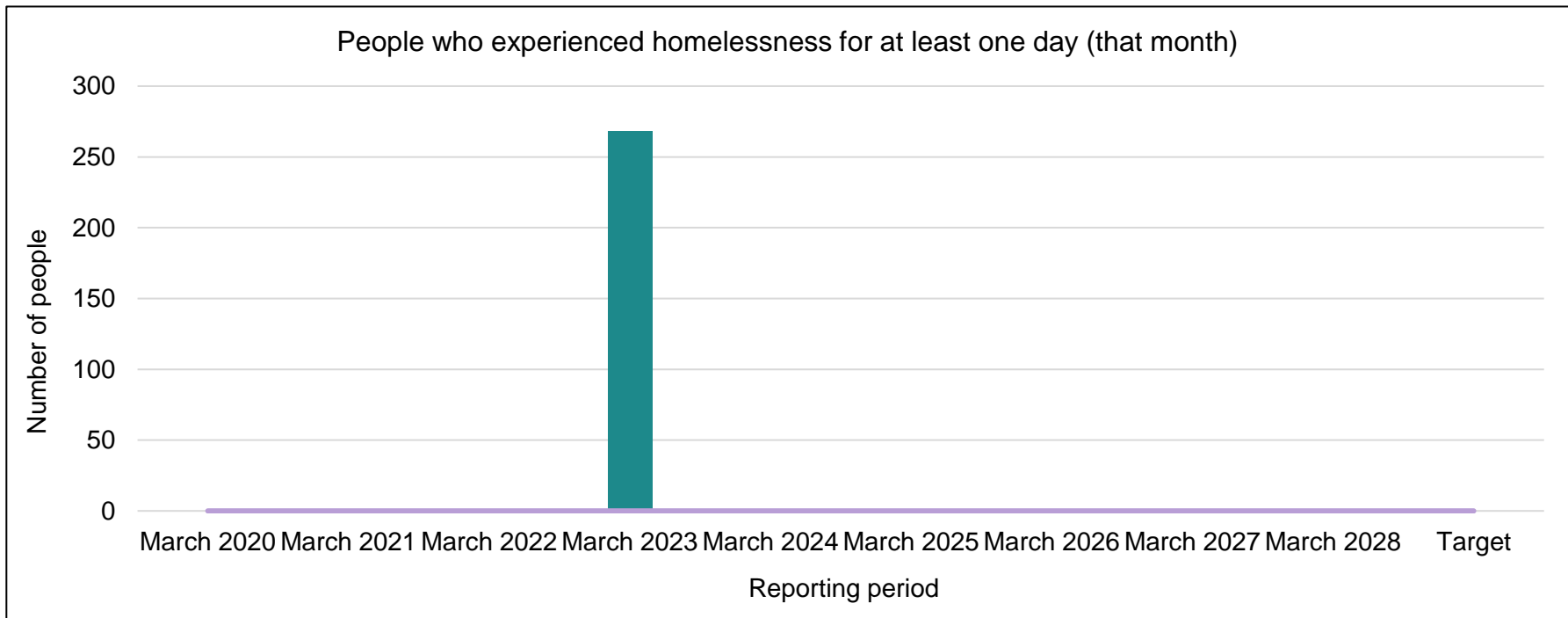
Context for Outcome #1 (monthly):

Please provide context about your results, as applicable.

We had access to instances of full emergency shelter stayer data for St. John's for roughly half of 2022-23, with our last receipt of this occurring in October 2022. While we continue to pursue access to this information, we have developed internal processes to obtain as much as possible of this shelter stayer information through other means and have plans for how to re-obtain key data from/with partners. However until this known gap is closed once again we will not set a target as we know our data-source is missing information that would impact the accuracy of the target set. We are also soon to launch HIFIS 4.0 and have future plans to have our BNL operating in HIFIS, but are currently running our BNL through a separate excel database file.

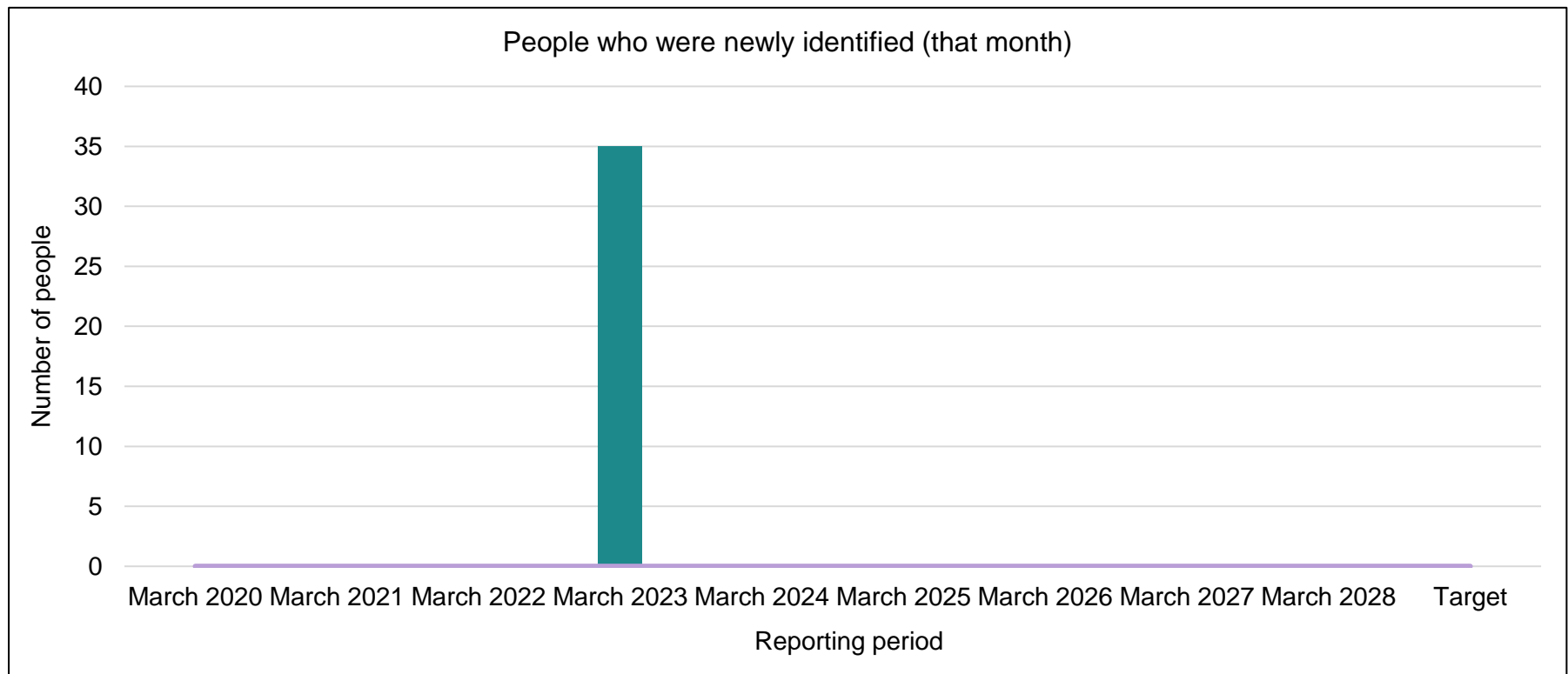| Was the federal standard for calculating this outcome used (see Annex A)?	No

How was this outcome calculated?

At the point of calculation, HIFIS was not in place in our community, so this was calculated using the By-Name List as opposed to HIFIS. In all other ways, it meets the federal standard for outcome calculations and uses federal defitions and methodology.

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)				35						

People who were newly identified (that month)

Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.

We had access to instances of full emergency shelter stayer data for St. John's for roughly half of 2022-23, with our last receipt of this occurring in October 2022. While we continue to pursue access to this information, we have developed internal processes to obtain as much as possible of this shelter stayer information through other means and have plans for how to re-obtain key data from/with partners. However until this known gap is closed once again we will not set a target as we know our data-source is missing information that would impact the accuracy of the target set. We are also soon to launch HIFIS 4.0 and have future plans to have our BNL operating in HIFIS, but are currently running our BNL through a separate excel database file.

|	
Was the federal standard for calculating this outcome used (see Annex A)?	No

How was this outcome calculated?

At the point of calculation, HIFIS was not in place in our community, so this was calculated using the By-Name List as opposed to HIFIS. In all other ways, it meets the federal standard for outcome calculations and uses federal defitions and methodology.

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)				22						

Returns to homelessness (that month)
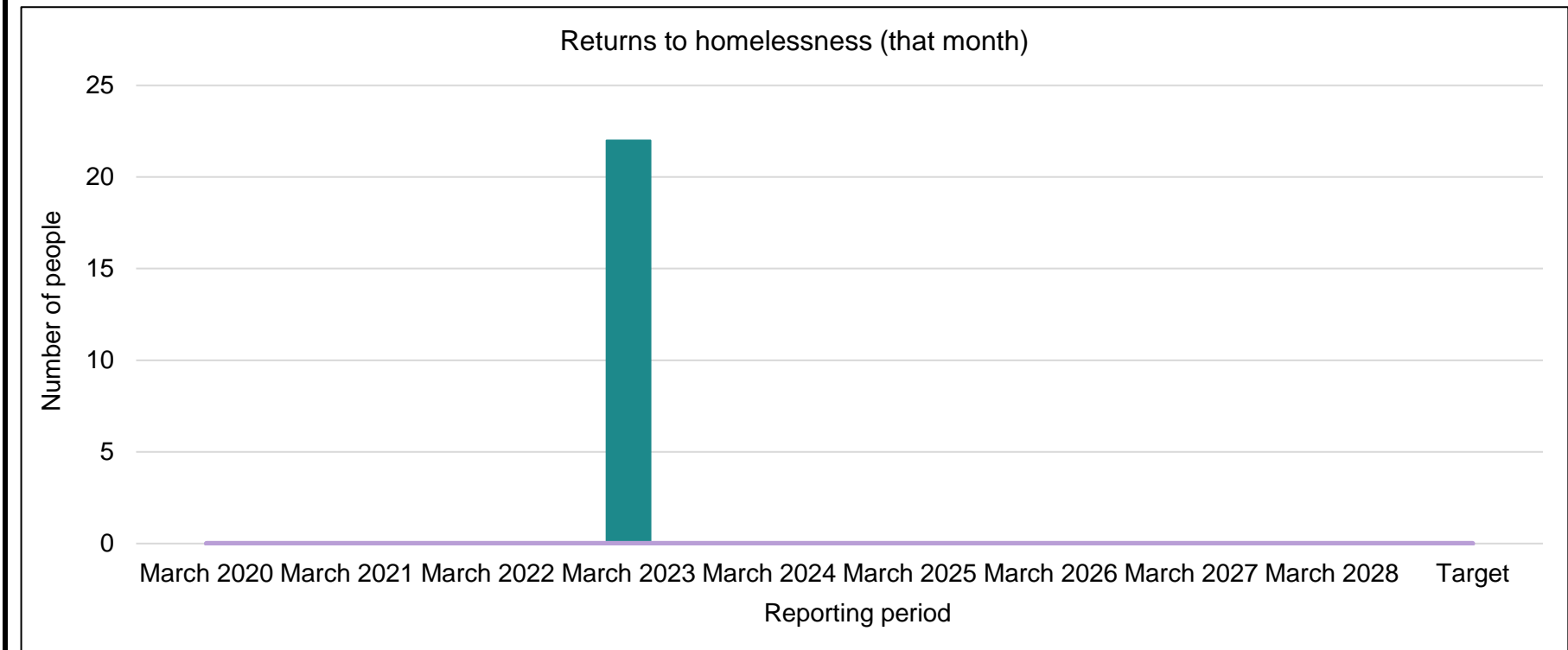
Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

We had access to instances of full emergency shelter stayer data for St. John's for roughly half of 2022-23, with our last receipt of this occurring in October 2022. While we continue to pursue access to this information, we have developed internal processes to obtain as much as possible of this shelter stayer information through other means and have plans for how to re-obtain key data from/with partners. However until this known gap is closed once again we will not set a target as we know our data-source is missing information that would impact the accuracy of the target set. We are also soon to launch HIFIS 4.0 and have future plans to have our BNL operating in HIFIS, but are currently running our BNL through a separate excel database file.

| Was the federal standard for calculating this outcome used (see Annex A)?	No

How was this outcome calculated?

At the point of calculation, HIFIS was not in place in our community, so this was calculated using the By-Name List as opposed to HIFIS. In all other ways, it meets the federal standard for outcome calculations and uses federal defitions and methodology.

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)				38						

Indigenous peoples who experienced homelessness for at least one day (that month)
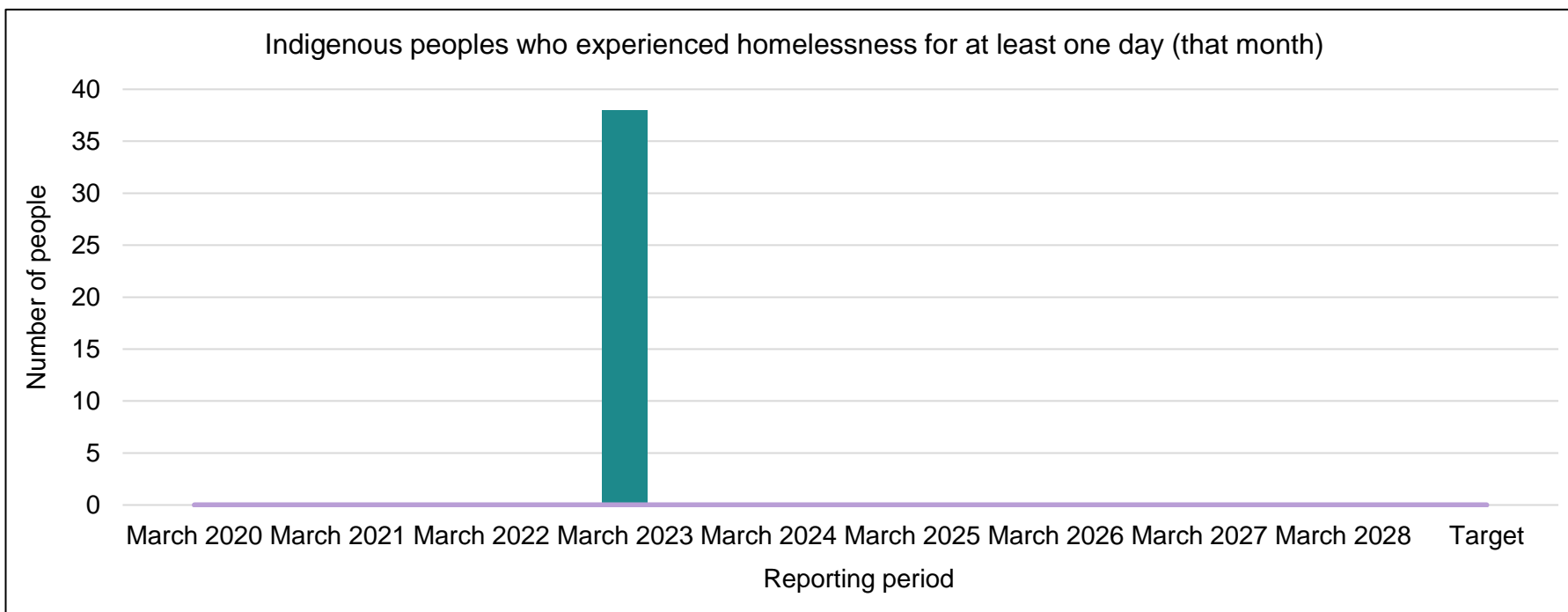
Context for Outcome #4 (monthly):

Please provide context about your results, as applicable.

We had access to instances of full emergency shelter stayer data for St. John's for roughly half of 2022-23, with our last receipt of this occurring in October 2022. While we continue to pursue access to this information, we have developed internal processes to obtain as much as possible of this shelter stayer information through other means and have plans for how to re-obtain key data from/with partners. However until this known gap is closed once again we will not set a target as we know our data-source is missing information that would impact the accuracy of the target set. We are also soon to launch HIFIS 4.0 and have future plans to have our BNL operating in HIFIS, but are currently running our BNL through a separate excel database file.

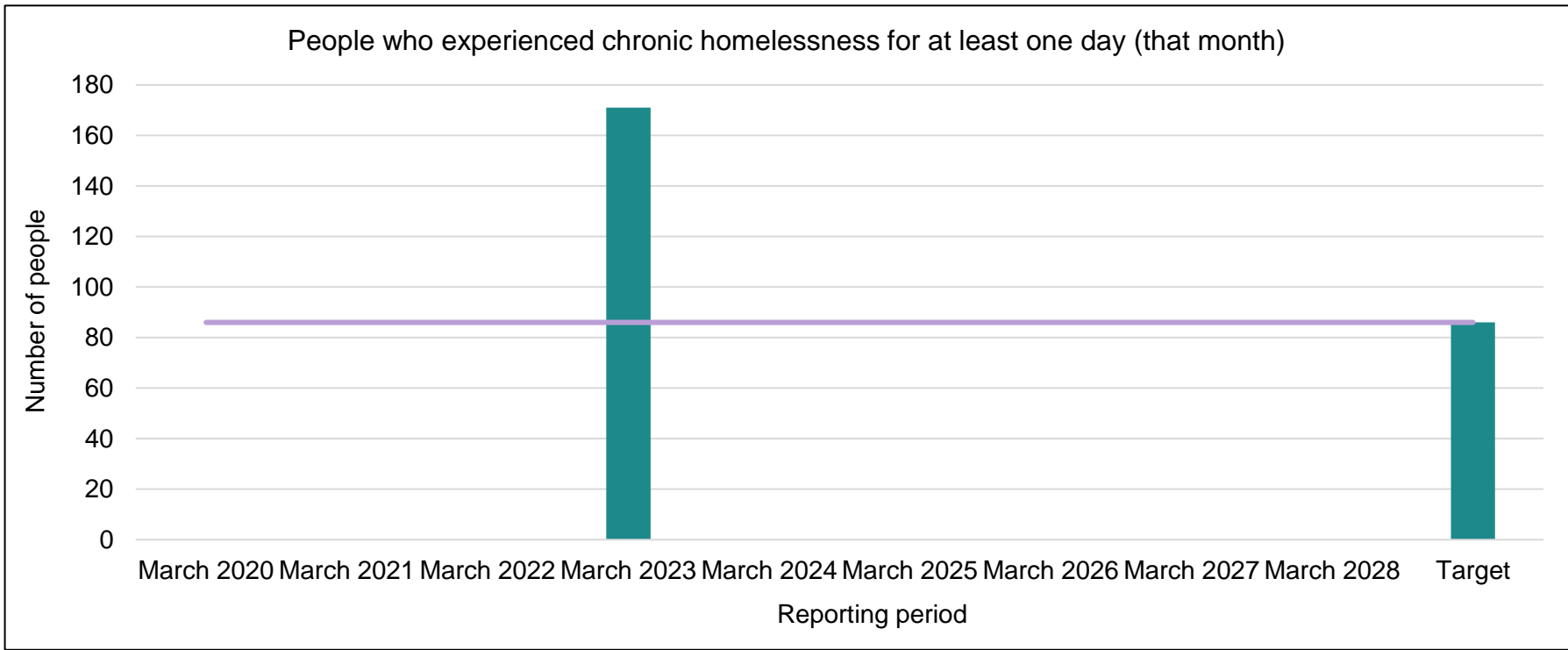| Was the federal standard for calculating this outcome used (see Annex A)?	No

How was this outcome calculated?

At the point of calculation, HIFIS was not in place in our community, so this was calculated using the By-Name List as opposed to HIFIS. In all other ways, it meets the federal standard for outcome calculations and uses federal defitions and methodology. Those who marked their Indigenous Identity as unsure were not included in this calculation.

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)				171						86

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

Context for Outcome #5 (monthly):

Please provide context about your results, as applicable.

The explanation provided above continues to hold true for Chronic Homelessness data category. However given that our mandated target is to reduce chronic homelessness by 50% and we have been collecting this data to the best of our ability for over a year, we have included this target.

|	
Was the federal standard for calculating this outcome used (see Annex A)?	No

How was this outcome calculated?

Al the point of calculation, HIFIS was not in place in our community, so this was calculated using the By-Name List as opposed to HIFIS. In all other ways, it meets the federal standard for outcome calculations and uses federal defitions and methodology.

Section 4. Community-Level Outcomes and Targets – Annual

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who experienced homelessness for at least one day (that year)				654						

People who experienced homelessness for at least one day (that year)
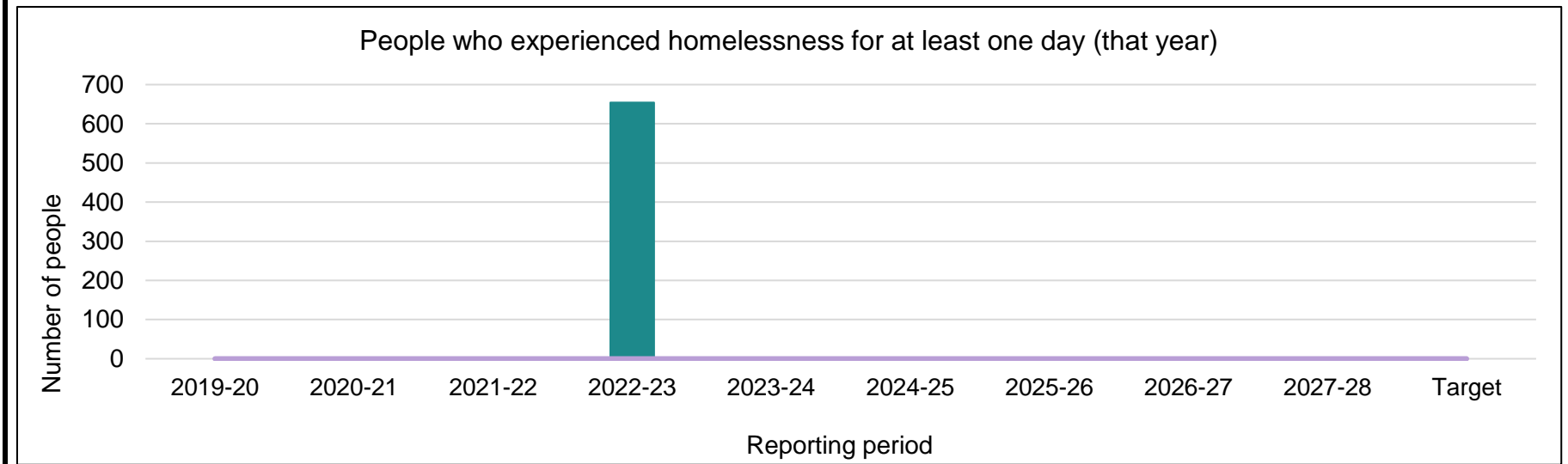
Context for Outcome #1 (annual):

Please provide context about your results, as applicable.

We had access to instances of full emergency shelter stayer data for St. John's for roughly half of 2022-23, with our last receipt of this occurring in October 2022. While we continue to pursue access to this information, we have developed internal processes to obtain as much as possible of this shelter stayer information through other means and have plans for how to re-obtain key data from/with partners. However until this known gap is closed once again we will not set a target as we know our data-source is missing information that would impact the accuracy of the target set. We are also soon to launch HIFIS 4.0 and have future plans to have our BNL operating in HIFIS, but are currently running our BNL through a separate excel database file.

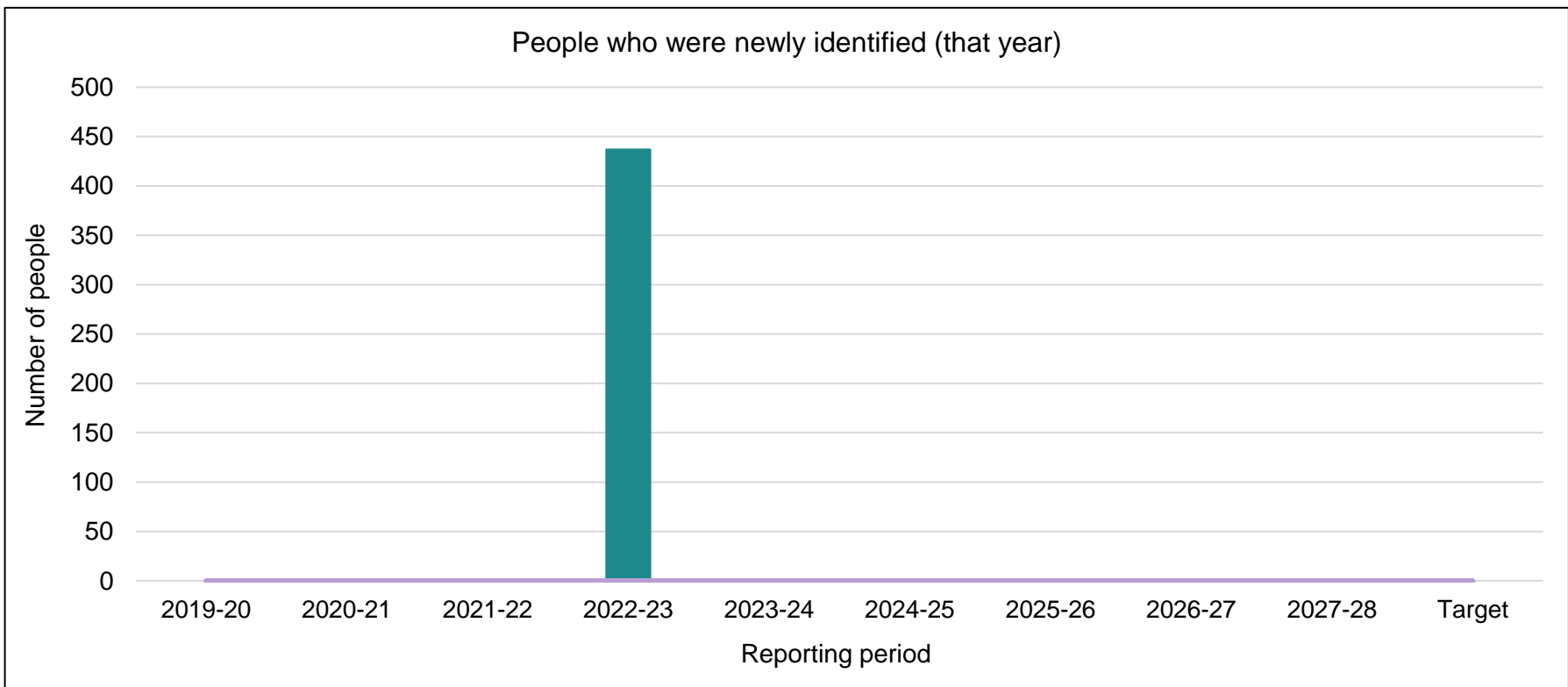|	
Was the federal standard for calculating this outcome used (see Annex A)?	No

How was this outcome calculated?

At the point of calculation, HIFIS was not in place in our community, so this was calculated using the By-Name List as opposed to HIFIS. In all other ways, it meets the federal standard for outcome calculations and uses federal defitions and methodology.

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)				437						

People who were newly identified (that year)

Context for Outcome #2 (annual):

Please provide context about your results, as applicable.

We had access to instances of full emergency shelter stayer data for St. John's for roughly half of 2022-23, with our last receipt of this occurring in October 2022. While we continue to pursue access to this information, we have developed internal processes to obtain as much as possible of this shelter stayer information through other means and have plans for how to re-obtain key data from/with partners. However until this known gap is closed once again we will not set a target as we know our data-source is missing information that would impact the accuracy of the target set. We are also soon to launch HIFIS 4.0 and have future plans to have our BNL operating in HIFIS, but are currently running our BNL through a separate excel database file.

|	
Was the federal standard for calculating this outcome used (see Annex A)?	No

How was this outcome calculated?

At the point of calculation, HIFIS was not in place in our community, so this was calculated using the By-Name List as opposed to HIFIS. In all other ways, it meets the federal standard for outcome calculations and uses federal defitions and methodology.

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)				199						

Returns to homelessness (that year)
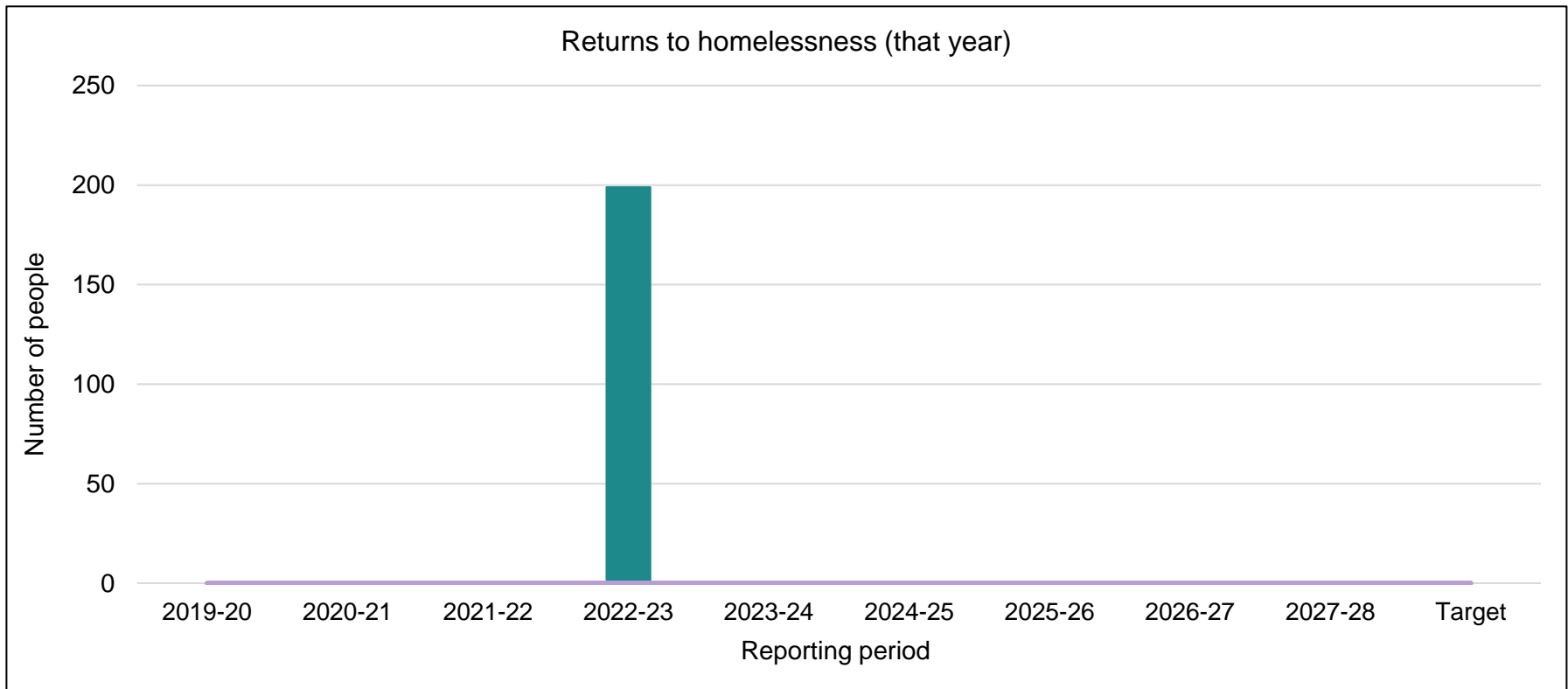
Context for Outcome #3 (annual):

Please provide context about your results, as applicable.

We had access to instances of full emergency shelter stayer data for St. John's for roughly half of 2022-23, with our last receipt of this occurring in October 2022. While we continue to pursue access to this information, we have developed internal processes to obtain as much as possible of this shelter stayer information through other means and have plans for how to re-obtain key data from/with partners. However until this known gap is closed once again we will not set a target as we know our data-source is missing information that would impact the accuracy of the target set. We are also soon to launch HIFIS 4.0 and have future plans to have our BNL operating in HIFIS, but are currently running our BNL through a separate excel database file.

| Was the federal standard for calculating this outcome used (see Annex A)?	No

How was this outcome calculated?

At the point of calculation, HIFIS was not in place in our community, so this was calculated using the By-Name List as opposed to HIFIS. In all other ways, it meets the federal standard for outcome calculations and uses federal defitions and methodology.

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
Indigenous peoples who experienced homelessness for at least one day (that year)				95						

Indigenous peoples who experienced homelessness for at least one day (that year)
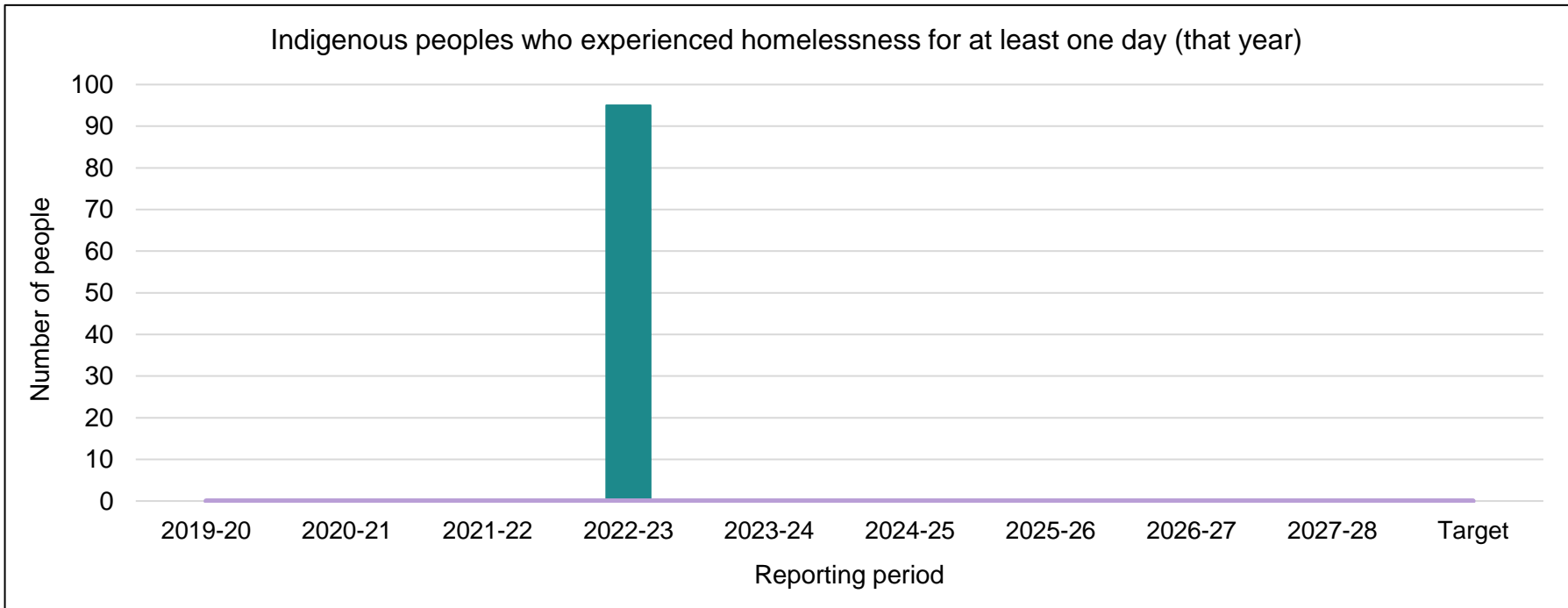
Context for Outcome #4 (annual):

Please provide context about your results, as applicable.

We had access to instances of full emergency shelter stayer data for St. John's for roughly half of 2022-23, with our last receipt of this occurring in October 2022. While we continue to pursue access to this information, we have developed internal processes to obtain as much as possible of this shelter stayer information through other means and have plans for how to re-obtain key data from/with partners. However until this known gap is closed once again we will not set a target as we know our data-source is missing information that would impact the accuracy of the target set. We are also soon to launch HIFIS 4.0 and have future plans to have our BNL operating in HIFIS, but are currently running our BNL through a separate excel database file.

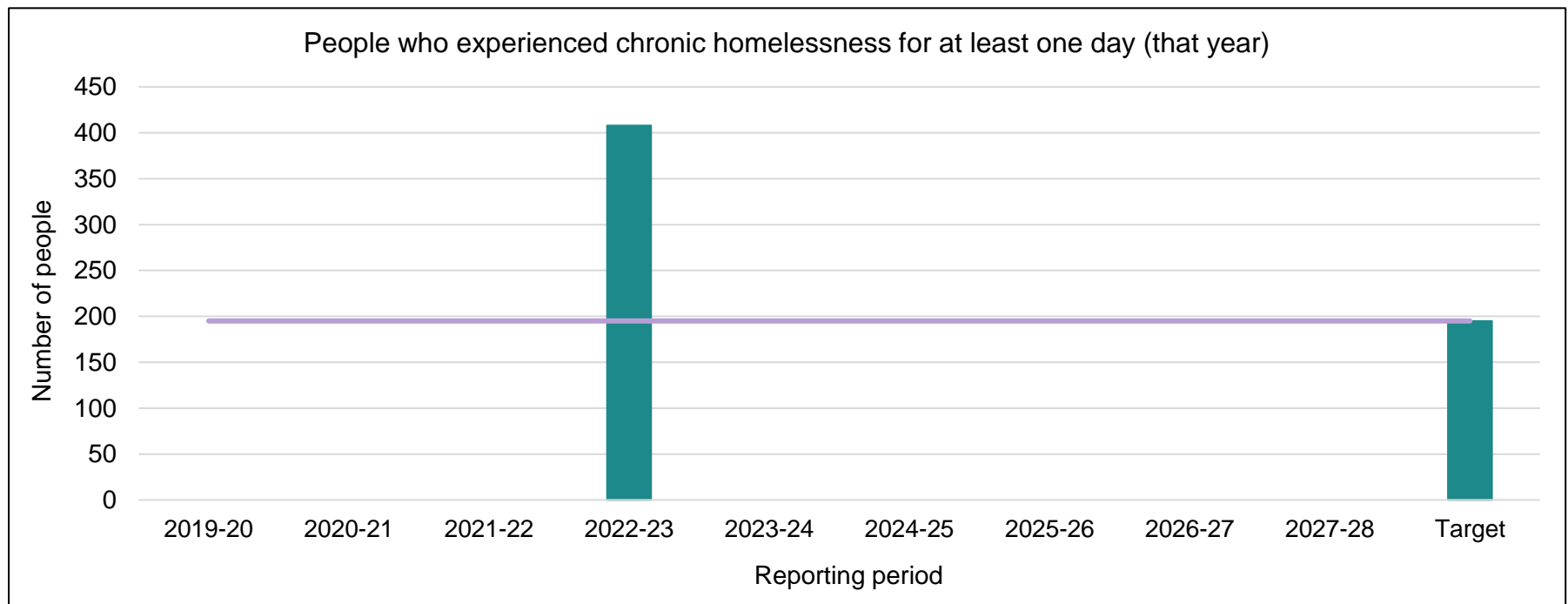| Was the federal standard for calculating this outcome used (see Annex A)?	No

How was this outcome calculated?

At the point of calculation, HIFIS was not in place in our community, so this was calculated using the By-Name List as opposed to HIFIS. In all other ways, it meets the federal standard for outcome calculations and uses federal defitions and methodology. Those who marked their Indigenous Identity as unsure were not included in this calculation.

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

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who experienced chronic homelessness for at least one day (that year)				408						195

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

Please provide context about your results, as applicable.	
The explanation provided above continues to hold true for Chronic Homelessness data category. However given that our mandated target is to reduce chronic homelessness by 50% and we have been collecting this data to the best of our ability for over a year, we have included this target.	
Was the federal standard for calculating this outcome used (see Annex A)?	No
How was this outcome calculated?	
At the point of calculation, HIFIS was not in place in our community, so this was calculated using the By-Name List as opposed to HIFIS. In all other ways, it meets the federal standard for outcome calculations and uses federal defitions and methodology.	