COMMUNITY HOMELESSNESS REPORT SUMMARY

St. John's, NL

2021-2022

Collaboration between Indigenous and Non-Indigenous Partners

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the Designated Community (DC) Community Entity (CE) and local Indigenous organizations?	Yes

Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?

First Light (the St. John's Friendship Centre) is a Partner Agency of EHSJ in both Coordinated Access and HIFIS 4. First Light was also a successful proponent of EHSJ's Request for Proposals (RFP) using Reaching Home incremental funding, with the creation of a Housing-focused Case Management position and the continuation of a Rapid Rehousing position (Housing Support Worker) to complement the work of their Indigenous Housing Team. This position's capacity is filled through Coordinated Access. First Light has also supported EHSJ to integrate the Indigenous definition of homelessness and the 12 dimensions of Indigenous homelessness into Coordinated Access. First Light providing invaluable feedback in the creation of a local question to ask clients about their Indigenous identity. In October 2021, First Light delivered Indigenous Cultural Diversity Training to the entire EHSJ staff team. Our relationship continues to strengthen through our work together.

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?	Yes
Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?	
EHSJ collaborates with the Labrador Friendship Centre, which is the Indigenous non-designated Community Entity for Newfoundland and Labrador. The Labrador Friendship Centre is located in Happy Valley - Goose Bay, Labrador, and has jurisdiction over the entire province of Newfoundland and Labrador, while EHSJ's jurisdiction is solely St. John's. Despite this, as well as the different Coordinated Access and HIFIS 4 requirements for the Indigenous CE, our two organizations work together to share resources and tools. We anticipate further engagement in the pan-provincial implementation of HIFIS 4.	

With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?	Yes

Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.

St. John's has a designated seat from the First Light Friendship Centre on the CAB to ensure consistent Indigenous representation. Other non-Indigenous organizations are also engaged across the spectrum of our 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. Further, First Light is engaged on the Coordinated Access to Homes (CAH) Working Group, which reports to the CAB, and which meets on a monthly basis to ensure that CAH is meeting the needs of of clients and integrating consistent feedback from community. The outcomes 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 End Homelessness St. John's Board.

Does your community have a separate IH CAB?	No

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	16	2	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%	50%	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? In particular, please include an update about your community's efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS.
EHSJ is the lead organization implementing Coordinated Access. Our local system is called Coordinated Access to Homes (CAH) to emphasize the importance of connecting people to housing. EHSJ works closely with the CAH Working Group, which reports to the CBA and serves as its governance structure to develop and approve all elements required of a functioning Coordinated Access system. This group has met monthly since December 2020. Agenda items typically include the discussion, review and/or approval of general CAH policies and procedures, CAH documents (Consent Form, Intake Form, etc.), and adaptation of national best practices/tools within the local context (definitions, assessment tools, etc.). EHSJ intends to achieve advance quality CA system by March 2022. EHSJ was one of the first five Built for Zero Canada (BFZ-C) communities to meet Reaching Home Coordinated Access requirements back in Janary 2020. As we revamped our Coordinated Access system during the pandemic, we have re-evaluated our progress once again against the Reaching Home criteria. We are the only community in Canada to have achieved this milestone twice! Our highlights include the relaunch of our fulsome CAH Guide, a manual of all Coordinated Access policies and procedures, an incredibly strong governance model (through the CAH Working Group, which reports to the CAB), and integration of a number of resources funded by Reaching Home and other sources.

Outcomes-Based Approach Self-Assessment	
Where does data for the List come from?	☑ Excel ☐ HIFIS ☐ 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 is currently captured in Excel (pending the full transition to HIFIS 4). The data is gleaned from several sources: the CAH Intake Form (demographics, housing/homelessness history, housing needs, etc.), weekly caseload updates from CAH resources (change in housing status, level of engagement, etc.), and information shared at the weekly CAH Resource Allocation Table and Collective Impact Tables (meetings of CAH partners to ensure that clients are receiving consistent and effective supports to meet their needs - the Collective Impact Table is reserved for individuals with more complex needs).	
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

Optional question: How does data from the List compare to other community-level data sources that are considered reliable? This is an optional follow-up question for communities that have completed the “CHR Community-Level Data Comparisons”.
N/A

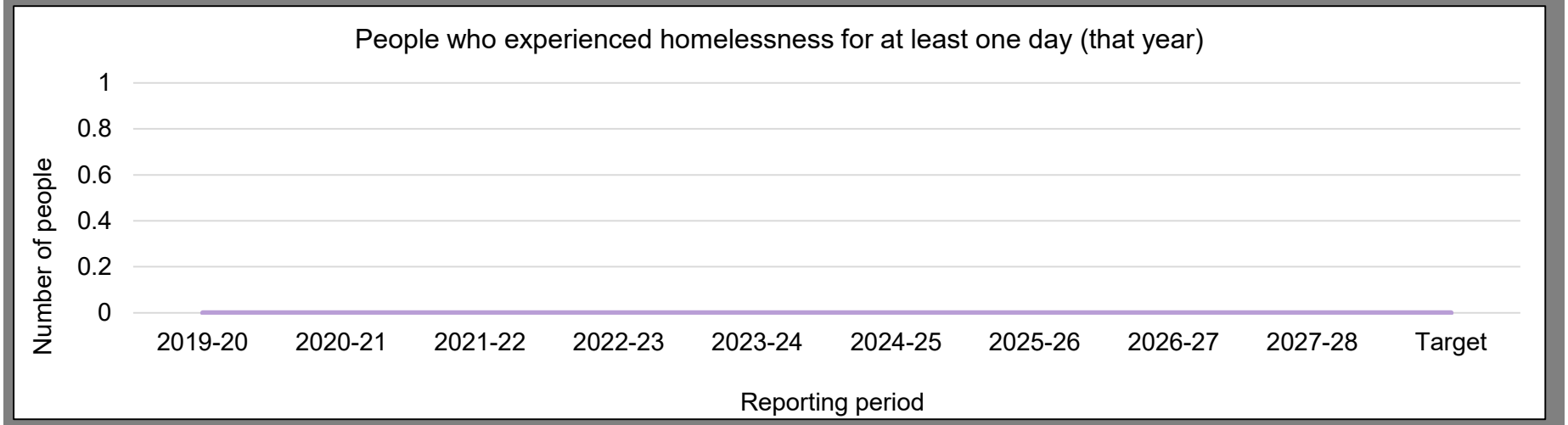
Summary Table
The table below provides a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.

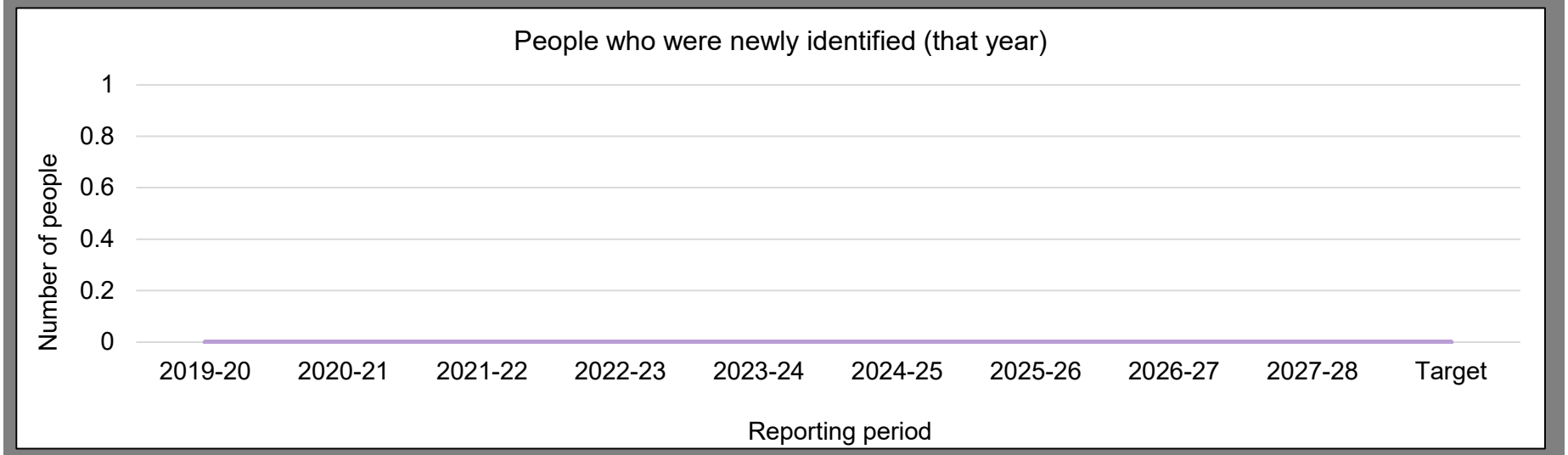
Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Yes	Not yet	Not yet

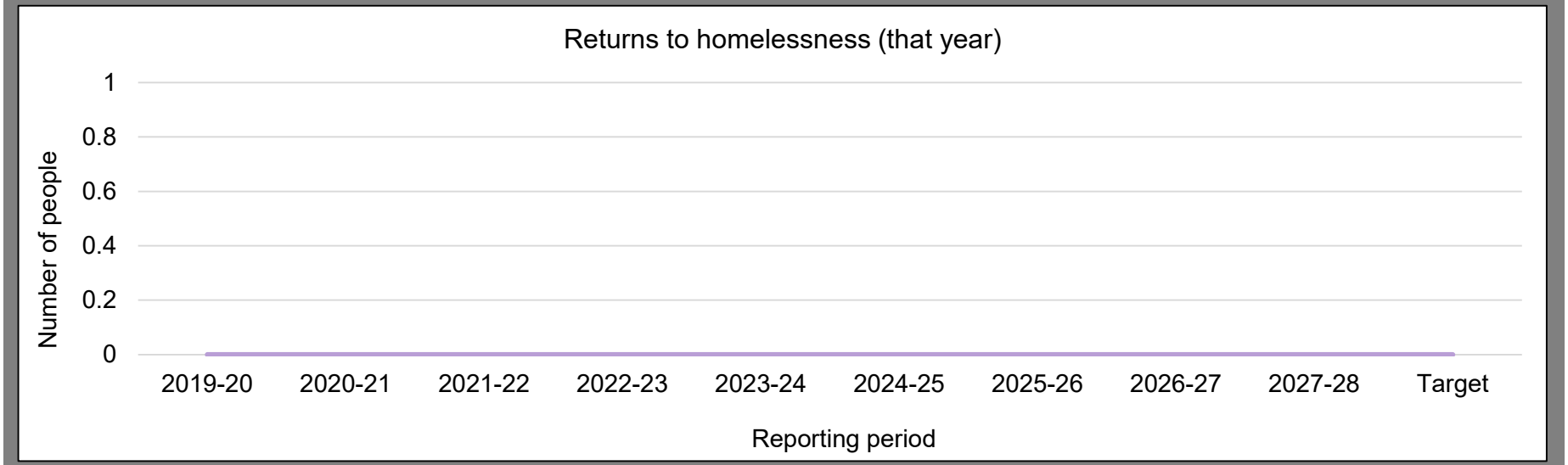
Summary Comment
Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to transition to an outcomes-based approach under Reaching Home?
EHSJ and our community has made great strides toward the By-Name List, resulting in the achievement of the "Quality By-Name List" in February 2022 (note that this is too late for us to report reliable data for the 2021-22 fiscal year, but we will be ready for reporting in 2022-23!). Here are a few of our accomplishments: restructuring of the BNL to ensure that we are able to capture multiple data points on one individual where applicable (i.e. active/inactive status, case manager, housing/homelessness status), integration with Tableau for ease of analyzing and presenting data, application of policies and protocols to ensure the list is as comprehensive as possible, integration of the emergency shelter roll call (weekly), integration of weekly caseload updates from CAH partner agencies, weekly EHSJ in-house meetings to troubleshoot BNL issues for quality assurance (all issues and decisions are documented), and more.

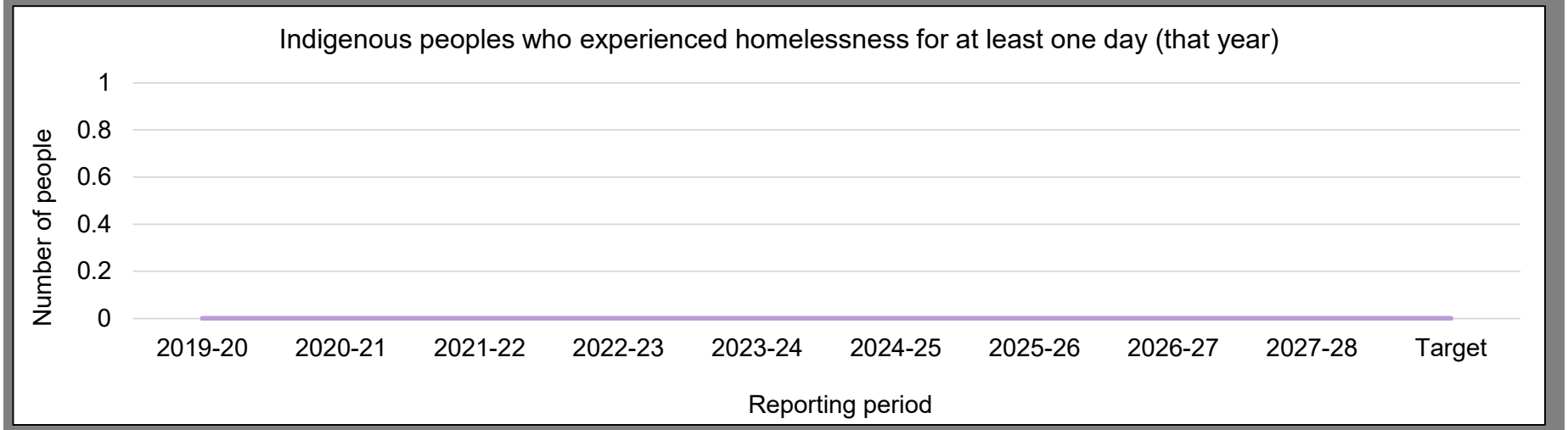
Community-Level Core Outcomes – Annual Data Reporting

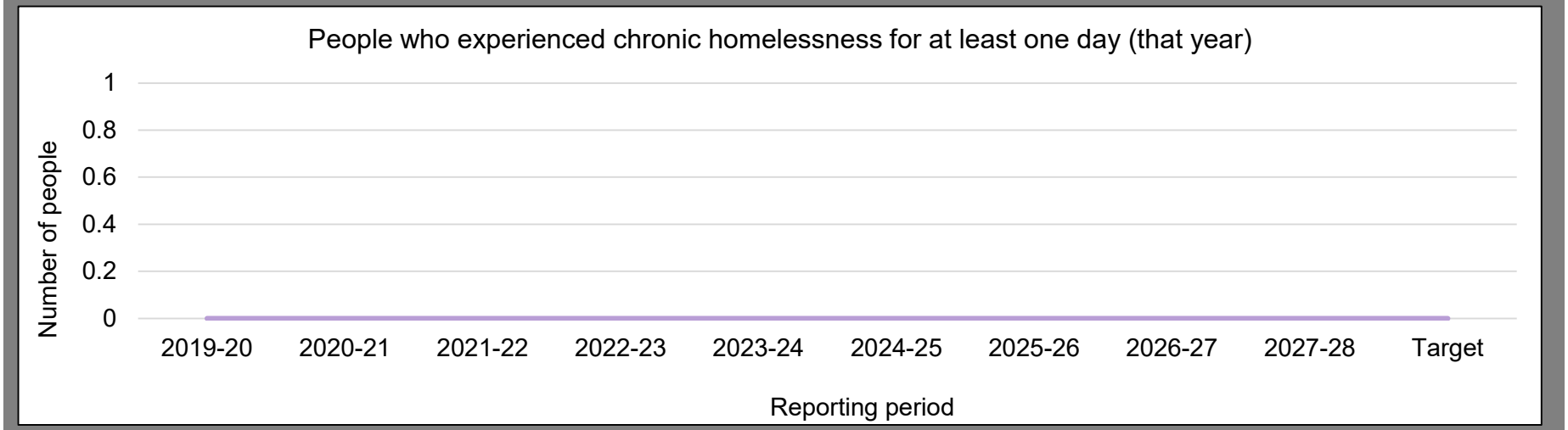
Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level outcomes for the reporting period.


People who experienced homelessness for at least one day (that year)
1
0.8
0.6
0.4
0.2
0
Number of people
2019-20
2020-21
2021-22
2022-23
2023-24
2024-25
2025-26
2026-27
2027-28
Target
Reporting period


People who were newly identified (that year)
1
0.8
0.6
0.4
0.2
0
Number of people
2019-20
2020-21
2021-22
2022-23
2023-24
2024-25
2025-26
2026-27
2027-28
Target
Reporting period

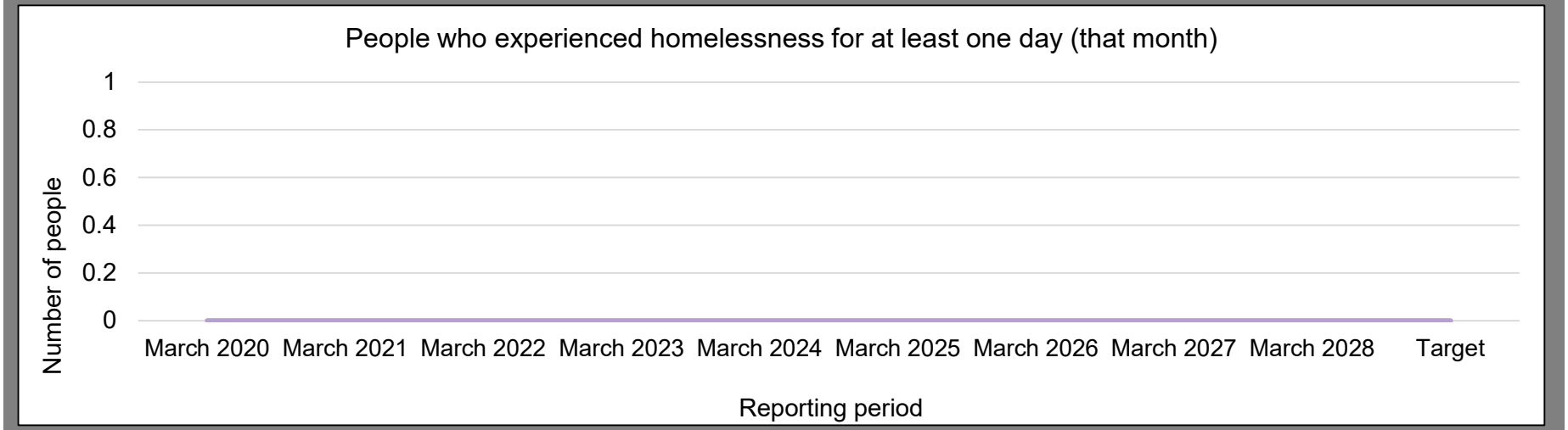

Returns to homelessness (that year)
Number of people
1
0.8
0.6
0.4
0.2
0
2019-20
2020-21
2021-22
2022-23
2023-24
2024-25
2025-26
2026-27
2027-28
Target
Reporting period

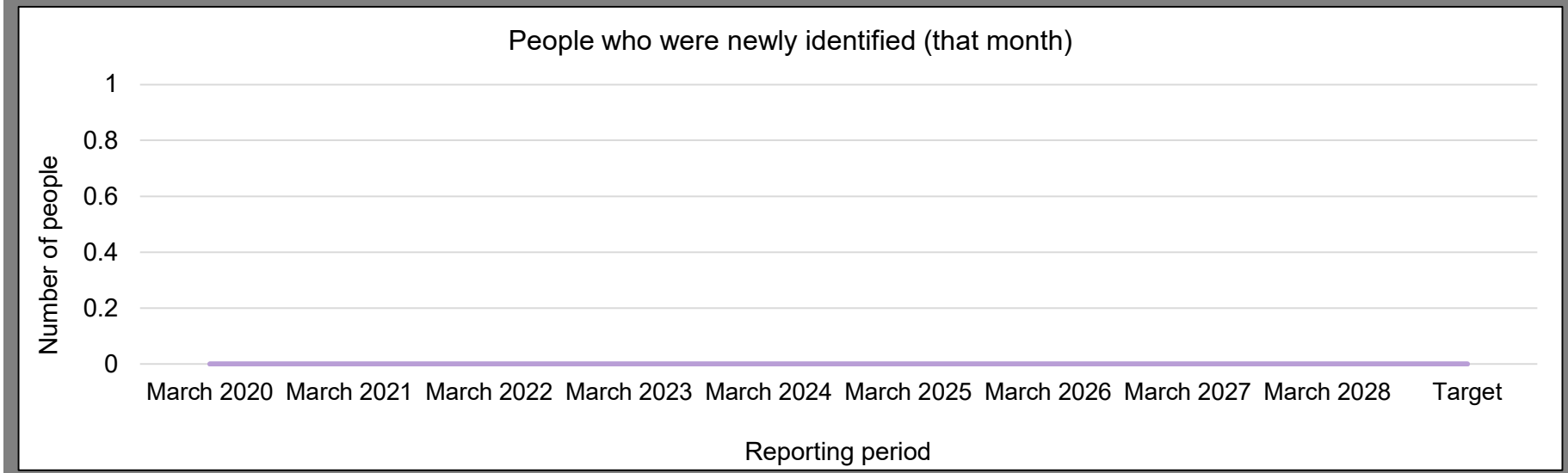

Indigenous peoples who experienced homelessness for at least one day (that year)
Number of people
1
0.8
0.6
0.4
0.2
0
2019-20
2020-21
2021-22
2022-23
2023-24
2024-25
2025-26
2026-27
2027-28
Target
Reporting period

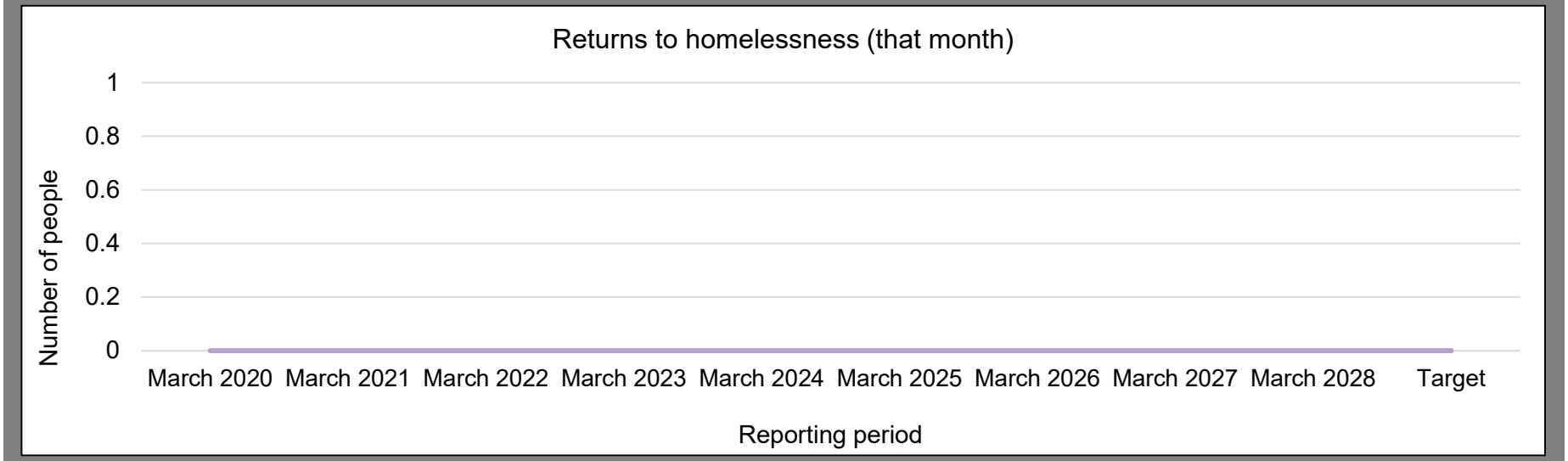

People who experienced chronic homelessness for at least one day (that year)
Number of people
1
0.8
0.6
0.4
0.2
0
2019-20
2020-21
2021-22
2022-23
2023-24
2024-25
2025-26
2026-27
2027-28
Target
Reporting period

Community-Level Core Outcomes – Monthly Data Reporting

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


People who experienced homelessness for at least one day (that month)
1
0.8
0.6
0.4
0.2
0
Number of people
March 2020
March 2021
March 2022
March 2023
March 2024
March 2025
March 2026
March 2027
March 2028
Target
Reporting period


People who were newly identified (that month)
1
0.8
0.6
0.4
0.2
0
Number of people
March 2020
March 2021
March 2022
March 2023
March 2024
March 2025
March 2026
March 2027
March 2028
Target
Reporting period


Returns to homelessness (that month)
1
0.8
0.6
0.4
0.2
0
Number of people
March 2020
March 2021
March 2022
March 2023
March 2024
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March 2026
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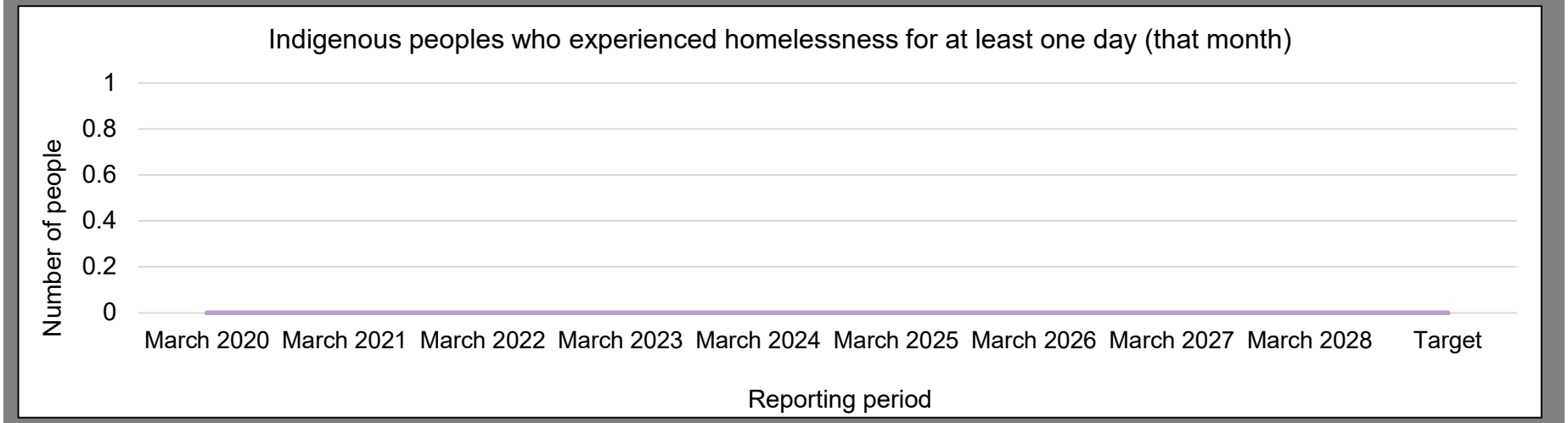
March 2028
Target
Reporting period


Indigenous peoples who experienced homelessness for at least one day (that month)
Number of people
1
0.8
0.6
0.4
0.2
0
March 2020
March 2021
March 2022
March 2023
March 2024
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March 2026
March 2027
March 2028
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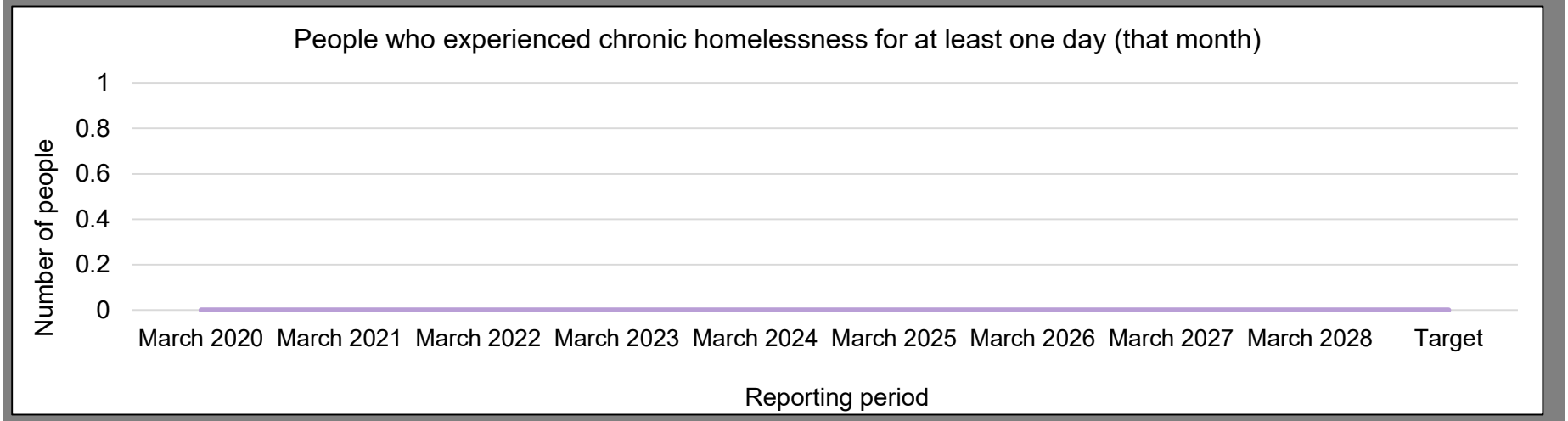
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0.6
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March 2022
March 2023
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March 2026
March 2027
March 2028
Target
Reporting period