

COMMUNITY HOMELESSNESS REPORT SUMMARY

York

2023-2024

The Community Homelessness Report (CHR) is an annual Reaching Home reporting deliverable that supports communities to prevent and reduce homelessness using a more coordinated, systems-based and data-driven response. The CHR was designed to support local discussions and decision making, using all of the information about homelessness currently available at the community level. Communities are encouraged to use their CHR data to develop clear plans of action that help them to reach their homelessness reduction targets and to leverage the collective efforts of service providers working across the community, regardless of how they are funded.

This is a summary of the CHR for the 2023-24 reporting cycle. It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:

- meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
- community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
- an Outcomes-Based Approach (tracking community-level outcomes and progress against targets using person-specific data; see Section 3).

If the community was able to report on outcomes and targets, this CHR Summary also includes results for each of the five core outcomes of Reaching Home (see Section 4).

Section 1. Community Context – Collaboration between Indigenous and Non-Indigenous Partners

a) Specific to Coordinated Access, the HMIS and the Outcomes-Based Approach, has there been ongoing, meaningful collaboration between the DC CE and local Indigenous organizations, including those that sit on your CAB, over the reporting period?

→ Coordinated Access:	Yes
→ HMIS:	Not yet
→ Outcomes-Based Approach:	Not yet

Describe this collaboration in more detail.

In September 2021, led by John Beaucage, former Grand Council Chief of the 42-member First Nations of the Anishinabek Nation, United Way Greater Toronto (UWGT) began developing an Indigenous Partnership Council to support UWGT in meeting its responsibilities related to the TRC Calls to Action and ensure that UWGT's actions are centered in the principles and values expected by the Indigenous peoples it serves across Peel, Toronto, and York regions. Additionally, Reaching Home staff have been in ongoing intentional conversations with Georgina Island First Nations, NA-ME-RES and Dnaagdawenmag Binnoojiiyag Child and Family Services since 2021 to better understand the barriers Indigenous peoples experiencing homelessness face when accessing services in York Region. These conversations resulted in not only funding the first ever Indigenous-led organization providing services to Indigenous peoples experiencing homelessness in York Region, but also resulted in the need to do more intensive work to better understand and to have Indigenous peoples inform the work. To this end, UWGT, in our role of CE put out a request for funding to hire a consultant to lead this work. This is still in progress. This work will inform the Coordinated Access System Framework and any changes and revisions we need to make to the framework.

Describe how this collaboration will happen over the coming year in more detail.

Meaningful engagement in relation to HMIS and the outcomes-based approach did not occur. Priority has been placed on working collaboratively with the Regional Municipality of York, the HIFIS Lead and Coordinator, to get all Reaching Home-funded organizations on HIFIS and the development of an MOU to ensure sharing of data. Once this is in place, we will be able to address other requirements under the data sharing agreement between INFC and the Regional Municipality of York, such as making data available specific to Indigenous partners.

The Indigenous Homelessness Service framework will also inform the steps we need to take to move towards discussions on HMIS and the outcomes-based approach.

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

No

Describe how this collaboration will happen over the coming year in more detail.

Although, there has been some discussions with our two newly funded Indigenous-led organizations under Reaching Home and the Band Office Manager for Georgina Island First Nations about the challenges and concerns faced by Indigenous peoples, it was not specific to the CHR and thus not meaningful engagement.

Our York Region Homelessness Community Board (CAB) at present does not have Indigenous representation. Our focus has been on developing meaningful relationships with the plan to have a minimum of two representatives on our CAB by the end of the summer. And we will also be looking to have representatives on the governance committee for the Coordinated Access System. Both efforts will put us in a position to have conversations and meaningful input for the 2024-25 CHR.

Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment

Section 2 Summary Tables

The table below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements for Coordinated Access and an HMIS under the 2019-2024 Reaching Home funding cycle.

	Completed	Started	Not Yet Started
Number of minimum requirements	18	0	0

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

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

Section 2 Summary Comment

Highlight efforts and/or issues related to the work your community has done over the last year related to the Reaching Home minimum requirements for Coordinated Access and an HMIS.

The York Region Coordinated Access System was approved and implemented in July of this year as such the Coordinated Access System Leadership Committee has been orienting itself to the different components of a Coordinated Access System. We also had in-depth conversations about the access points and whether other organizations should also be considered as an access point in the community. The current access points are documented in our Framework, but we have not yet made it public. We want to ensure we have a complete list of access points and that all staff who will be active in the intake of an individual or family at an access point have had training to ensure everyone applies a coordinated approach.

For 2024-25 our efforts will be focused on:

- Finalizing the access points and provide training to staff.
- The development of a communication plan and materials to inform key stakeholders and the public about the Coordinated Access System.
- Collecting, sharing and review of data to inform the system and recommended changes and/or enhancements to the system.
- Adding an Indigenous representative on the Coordinated Access System Leadership Committee.

Section 3. Outcomes-Based Approach Self-Assessment

Section 3 Summary Table

The tables below provide a summary of the work your community has done so far to transition to an Outcomes-Based Approach under the 2019-2024 Reaching Home funding cycle.

Step 1: Maintain person-specific data	Step 2: Maintain real-time data	Step 3: Maintain comprehensive data
Yes	Yes	Yes

Step 4: Can report monthly outcomes and set targets using data (reporting monthly data in Section 4 is mandatory for 2023-24 CHRs)

Dataset was in place as of January 1, 2024 (or earlier)	Can generate monthly data	Has set targets	Has an Outcomes-Based Approach in place
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: No	

Step 4: Can report annual outcomes and set targets using data (reporting annual data in Section 4 is mandatory once annual data can be generated)

Dataset was in place as of April 1, 2023 (or earlier)	Can generate annual data	Has set targets	Has an Outcomes-Based Approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Summary Comment

Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home.

In the coming year, the majority of Reaching Home funded projects will be put onto HIFIS. This is planned to commence July 2024. We will also hold conversations with the VAW sector to determine if they can use HIFIS and to what degree.

The HIFIS Working Group will continue to meet and look for efficiencies.

Additional information - Timely data

Once new information is available about a person, on average, how long does it take for changes to be updated in the database for the following:

→ Interaction with the system (e.g., changes from “active” to “inactive”)?	Within 24 hours
→ Housing history (e.g., changes from “homeless” to “housed”)?	Within 24 hours
→ Data that is relevant and necessary for Coordinated Access (e.g., data used to determine who is eligible and can be prioritized for a vacancy)?	Within 24 hours

Additional information - Data collection and entry processes

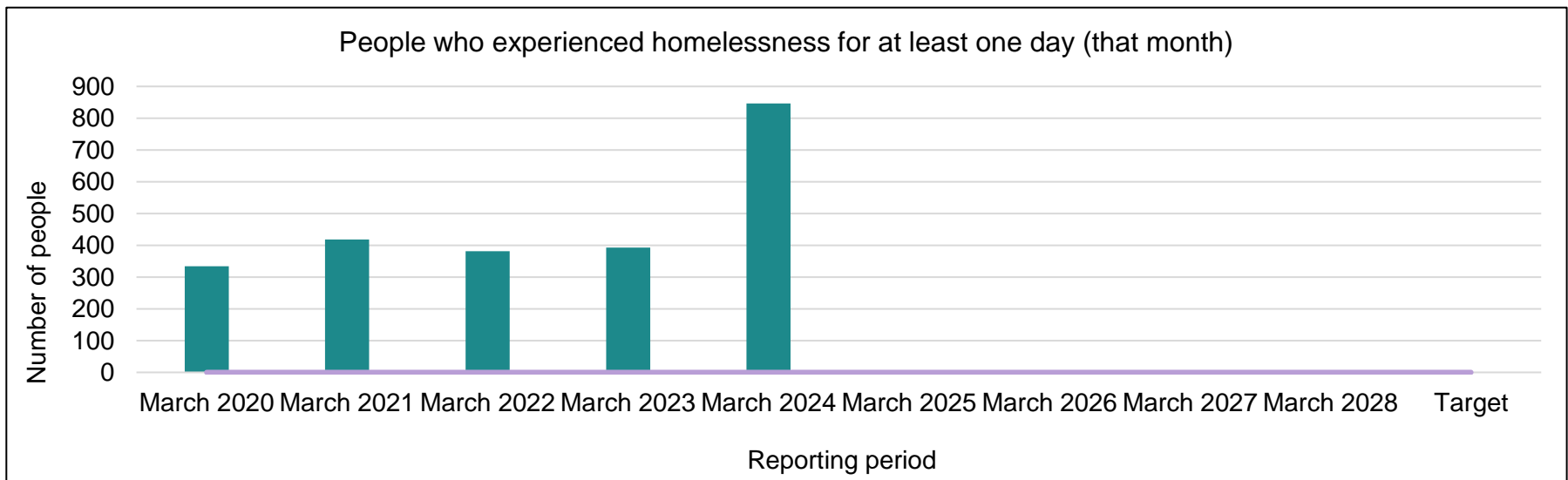
Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database.

The current service providers who use HIFIS, use the VI-SPADAT assessment to collect data and staff enter the information into HIFIS.

Section 4. Community-Level Outcomes and Targets – Monthly

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

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)	334	418	381	393	846					



O#1(M)

How was this Outcome generated?

HIFIS Reaching Home
Community Outcomes report

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?

No, none of the data has changed

Has the target you set changed from your previous CHR?

Not applicable – A target was not set for this Outcome in the previous CHR

Was “N/A” was used for one or more data points?

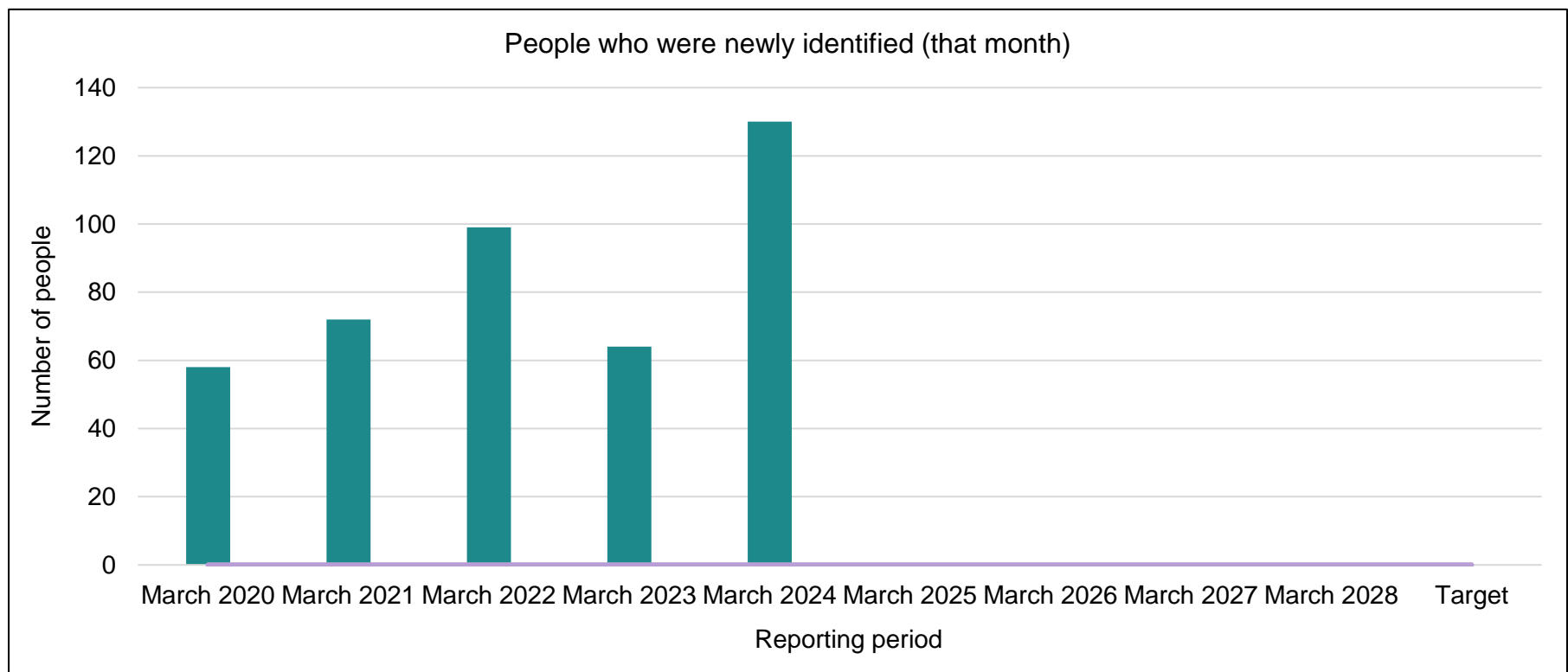
No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

This metric was computed based on the HIFIS Community Homelessness Report (CHR) as of April 2024. Please see answers to Annual Data column for further explanation.

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)	58	72	99	64	130					



O#2(M)

How was this Outcome generated?

HIFIS Reaching Home
Community Outcomes report

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?

No, none of the data has changed

Has the target you set changed from your previous CHR?

Not applicable – A target was not set for this Outcome in the previous CHR

Was “N/A” was used for one or more data points?

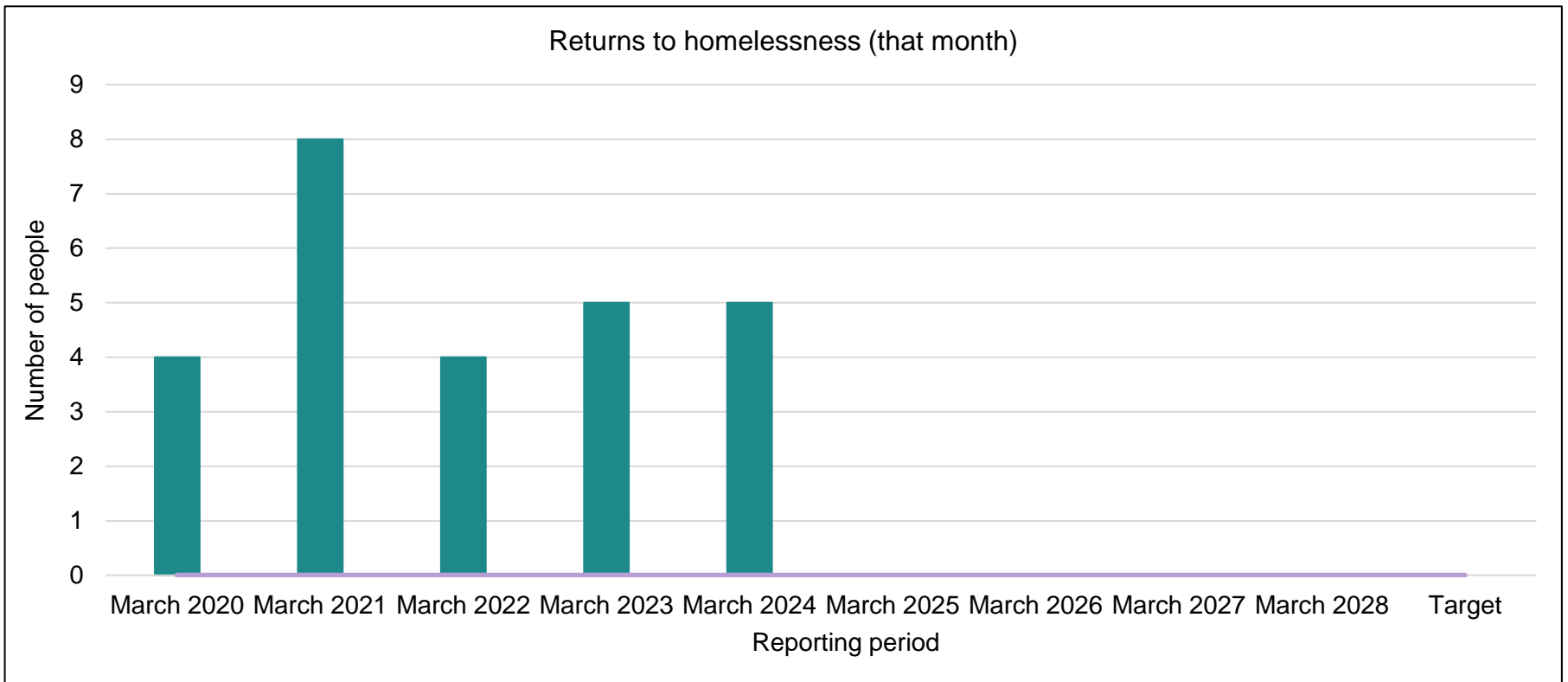
No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

This metric was computed based on the HIFIS CHR as of April 2024. Please see answers to Annual Data column for further explanation.

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)	4	8	4	5	5					



O#3(M)

[Redacted]

[Redacted]

How was this Outcome generated?

HIFIS Reaching Home
Community Outcomes report

[Redacted]

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?

No, none of the data has changed

Has the target you set changed from your previous CHR?

Not applicable – A target was not set for this Outcome in the previous CHR

Was “N/A” was used for one or more data points?

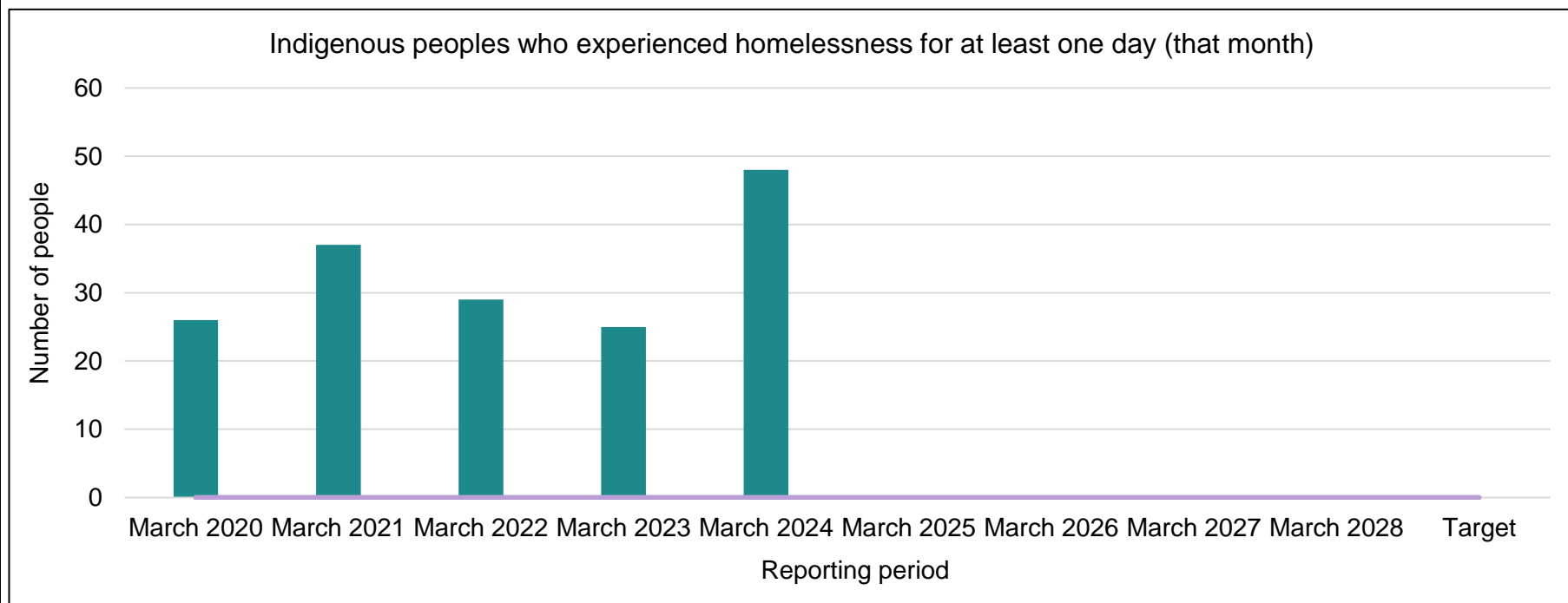
No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

This metric was computed based on the HIFIS CHR as of April 2024. Please see answers to Annual Data column for further explanation.

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)	26	37	29	25	48					



O#4(M)

How was this Outcome generated?

HIFIS Reaching Home
Community Outcomes report

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?

No, none of the data has changed

Has the target you set changed from your previous CHR?

Not applicable – A target was not set for this Outcome in the previous CHR

Was “N/A” was used for one or more data points?

No, N/A was not used for one or more data point

Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?

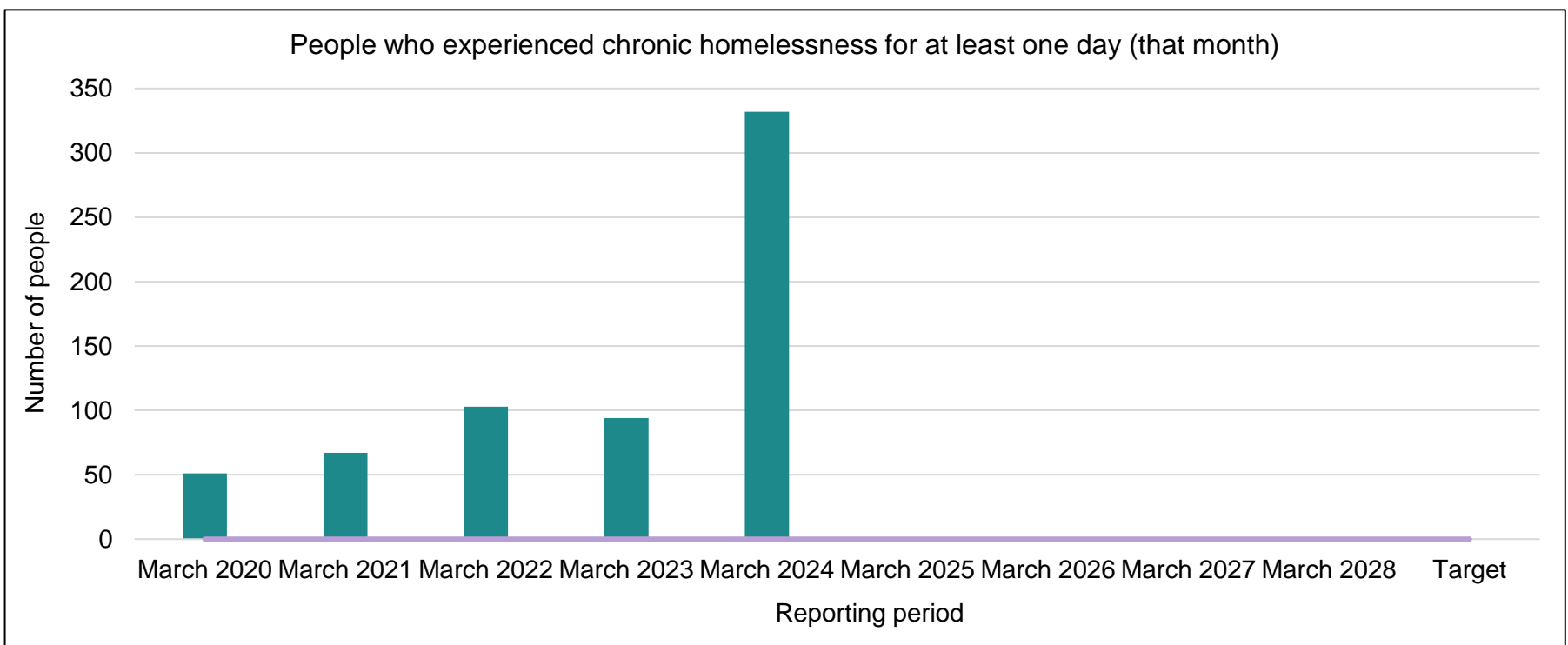
No

Please use the following comment box to provide context on your data.

This metric was computed based on the HIFIS CHR as of April 2024. Please see answers to Annual Data column for further explanation.

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)	51	67	103	94	332					



O#5(M)

How was this Outcome generated?

Other process/tool

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?

No, none of the data has changed

Has the target you set changed from your previous CHR?

Not applicable – A target was not set for this Outcome in the previous CHR

Was “N/A” was used for one or more data points?

No, N/A was not used for one or more data point

f) What definition of “chronic homelessness” does your community use to calculate this Outcome?

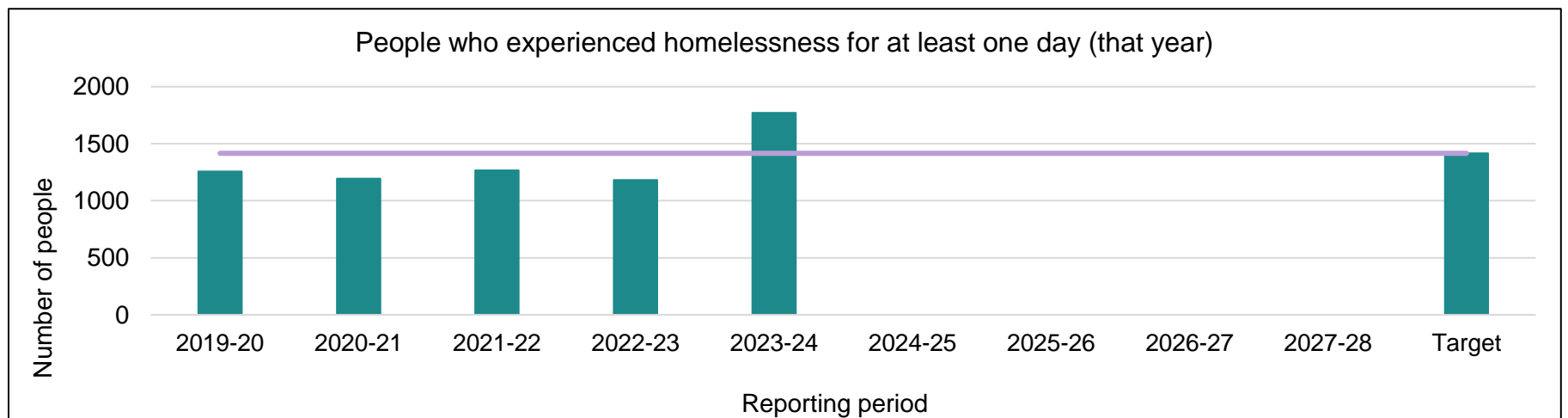
Definition: number of unique individuals who, according to the List, experienced chronic homelessness during the reporting period

- This metric was computed based on data available in HIFIS as of April 2024
- This metric reflects the Reaching Home definition of chronic homelessness (i.e., homeless for a cumulative duration of at least 6 months over the past year or at least 18 months over the past 3 years) at any time during the calendar month
- This metric includes clients in Regionally funded emergency housing and unsheltered locations
- This metric includes asylum seekers and refugee claimants who recently entered York Region and have been added to the BNL in 2023-2024
- This metric excludes clients that provided anonymous consent, clients staying in violence against women shelters, transitional housing, provincial institutions (e.g., hospitals) and clients experiencing hidden homelessness

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)	1257	1195	1267	1182	1770					1416



O#1(A) What is your baseline year?	2023-24
Overall homelessness will decrease by 20% between 2023-24 and 2027-28.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
<div style="height: 345px;"></div>	
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

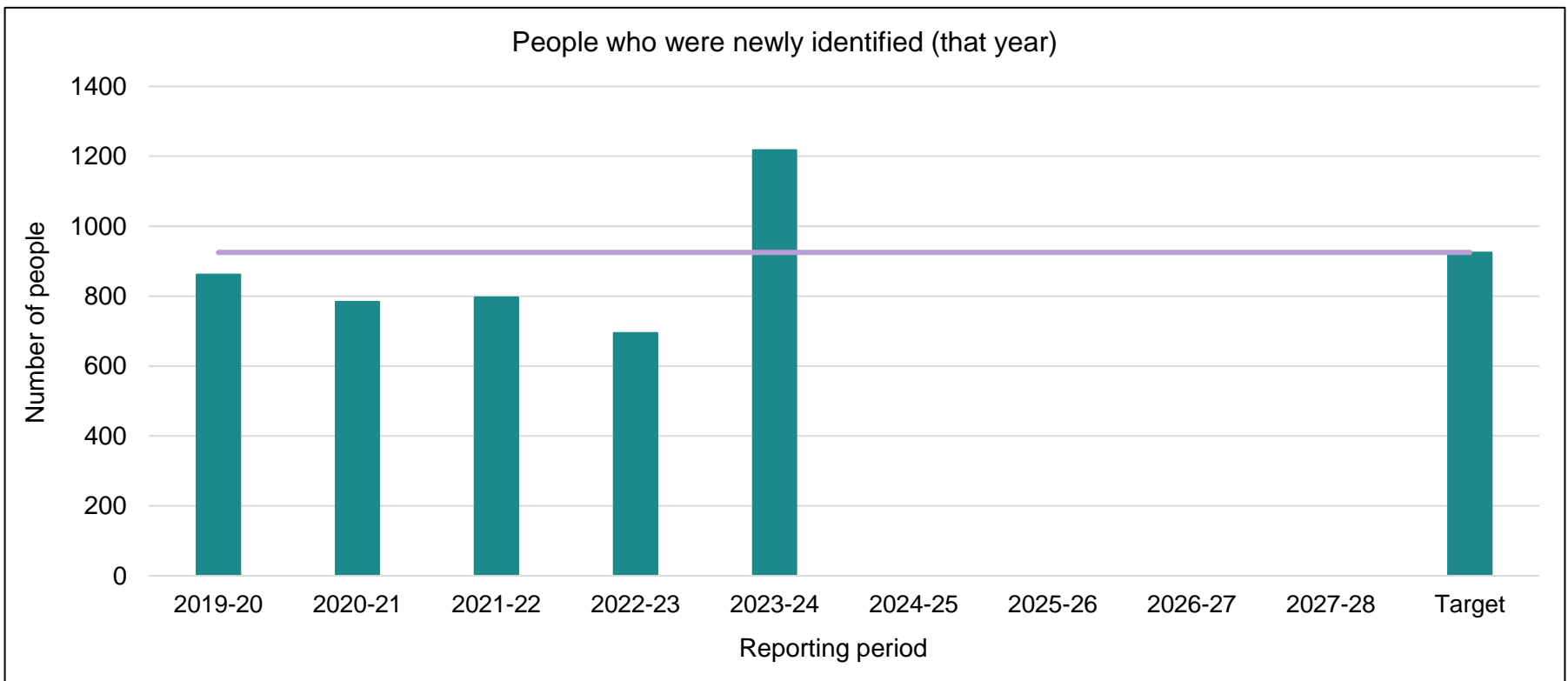
Definition: total number of unique individuals who were homeless for at least one day during the reporting period.

- This metric was computed based on the HIFIS CHR report as of April 2024
- This metric includes clients in Regionally funded emergency housing and unsheltered locations
- This metric excludes clients that provided anonymous consent, clients staying in violence against women shelters, transitional housing, provincial institutions (e.g., hospitals), clients experiencing hidden homelessness and Reaching Home funded programs.

The baseline year has been changed to 2023-24 to reflect the resumption of "normal" services after the pandemic. Multiple emergency and transitional housing programs and other programs funded through the Regional Municipality of York, assisting individuals with supportive housing have been onboarded to HIFIS in the 2023-24 fiscal year. Throughout the year, more families, refugee claimants and asylum seekers entered the York Region system than in previous years, resulting in an increased number of unique individuals who were homeless for at least one day during the reporting period. The new target reflects a 20% decrease from the 2023-24 baseline. This target considers the average number of clients discharged to housing, less the returns to homelessness, as a proportion of the total unique individuals on the By-Name List (BNL) who were homeless for at least one day over each of the last 5 years.

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)	862	784	797	695	1218					925



O#2(A) What is your baseline year?	2023-24
New inflows to homelessness will decrease by 24% between 2023-24 and 2027-28.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
<div style="height: 300px;"></div>	
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

Definition: number of unique individuals who were included on the List for the first time during the reporting period

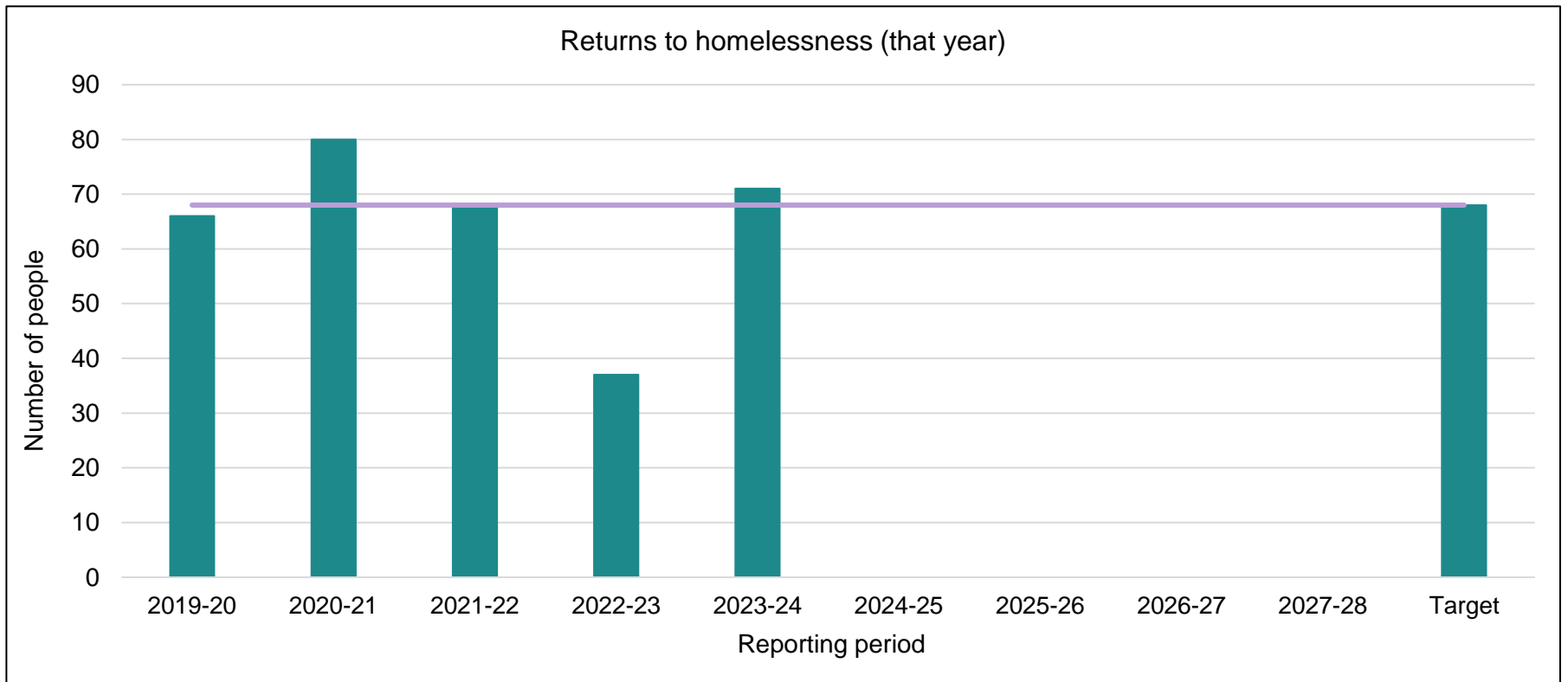
- This metric was computed based on the HIFIS CHR report as of April 2024
- This metric includes clients in Regionally funded emergency housing and unsheltered locations
- This metric excludes clients that provided anonymous consent, clients staying in violence against women shelters, transitional housing, provincial institutions (e.g., hospitals), clients experiencing hidden homelessness and Reaching Home funded programs.

The baseline for this metric has been changed for similar reasons as stated above for Outcome #1. In fact, a large proportion of those who were newly identified in the 2023-24 fiscal year were families, refugee claimants and asylum seekers onboarded in the final two quarters of 2023. This coincided with an interim hotel program to support refugee claimants and asylum seekers that was implemented.

The new target for this Outcome (#2) reflects the expected number of unique individuals who were included on the List for the first time as a proportion of the new target number of unique clients on the BNL in Outcome #1. The target is based on the average number of returns to homelessness in the last 5 years as 65% proportion of the average number of total unique clients on the BNL.

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)	66	80	68	37	71					68



O#3(A) What is your baseline year?	2023-24
Returns to homelessness will decrease by 4% between 2023-24 and 2027-28.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Empty area for description	
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	HIFIS Reaching Home Community Outcomes report
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

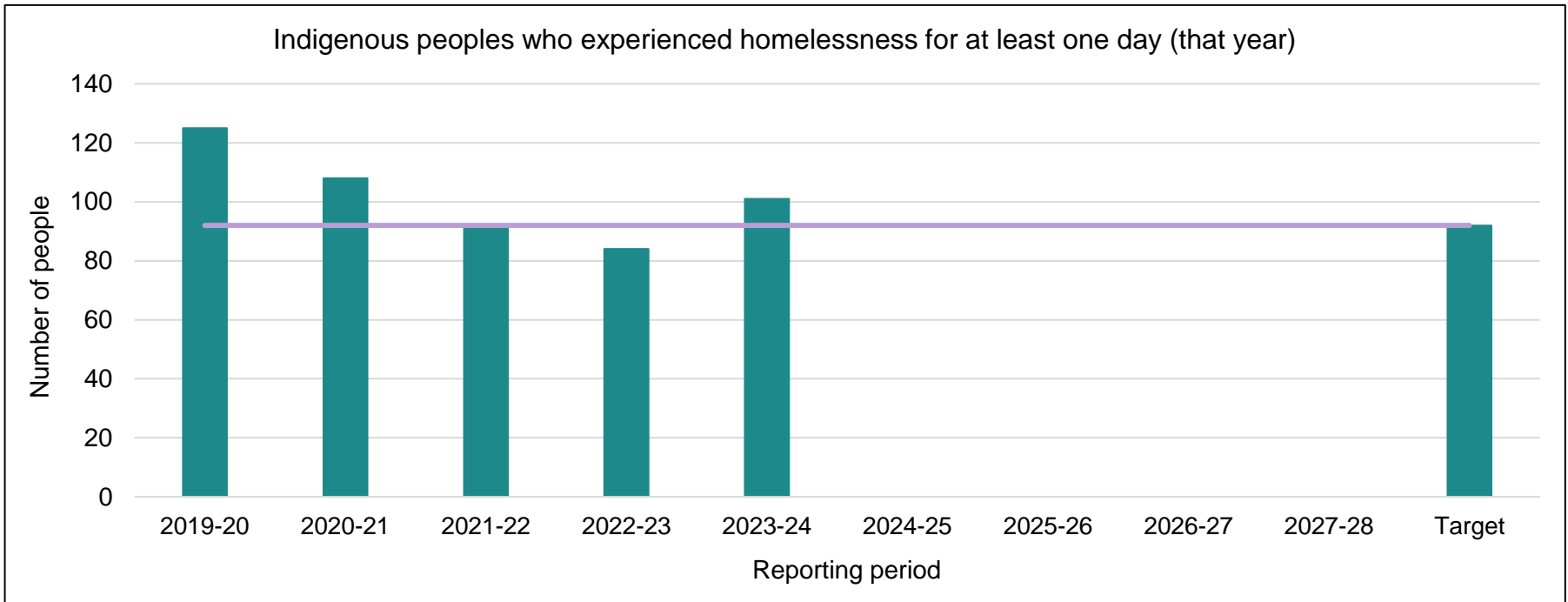
Definition: number of unique individuals who returned to homelessness from housing or any transitional living situation.

- This metric was computed based on the HIFIS CHR report as of April 2024
- This metric includes clients in Regionally funded emergency housing and unsheltered locations
- This metric excludes clients that provided anonymous consent, clients staying in violence against women shelters, transitional housing, provincial institutions (e.g., hospitals), clients experiencing hidden homelessness and Reaching Home funded programs.

The baseline year for this metrics has also changed to 2023-24 for the same reasons as stated above. The new target for this Outcome (#3) reflects the expected number of returns to homelessness as a proportion of the new target number of unique clients on the BNL in Outcome #1. The target is based on the average number of returns to homelessness in the last 5 years as a proportion of the average number of total unique clients on the BNL.

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)	125	108	91	84	101					92



O#4(A) What is your baseline year?	2023-24
Indigenous homelessness will decrease by 9% between 2023-24 and 2027-28.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	Yes, the target has changed
Was “N/A” was used for one or more data points?	No, N/A was not used for one or more data point
Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	No

Please use the following comment box to provide context on your data.

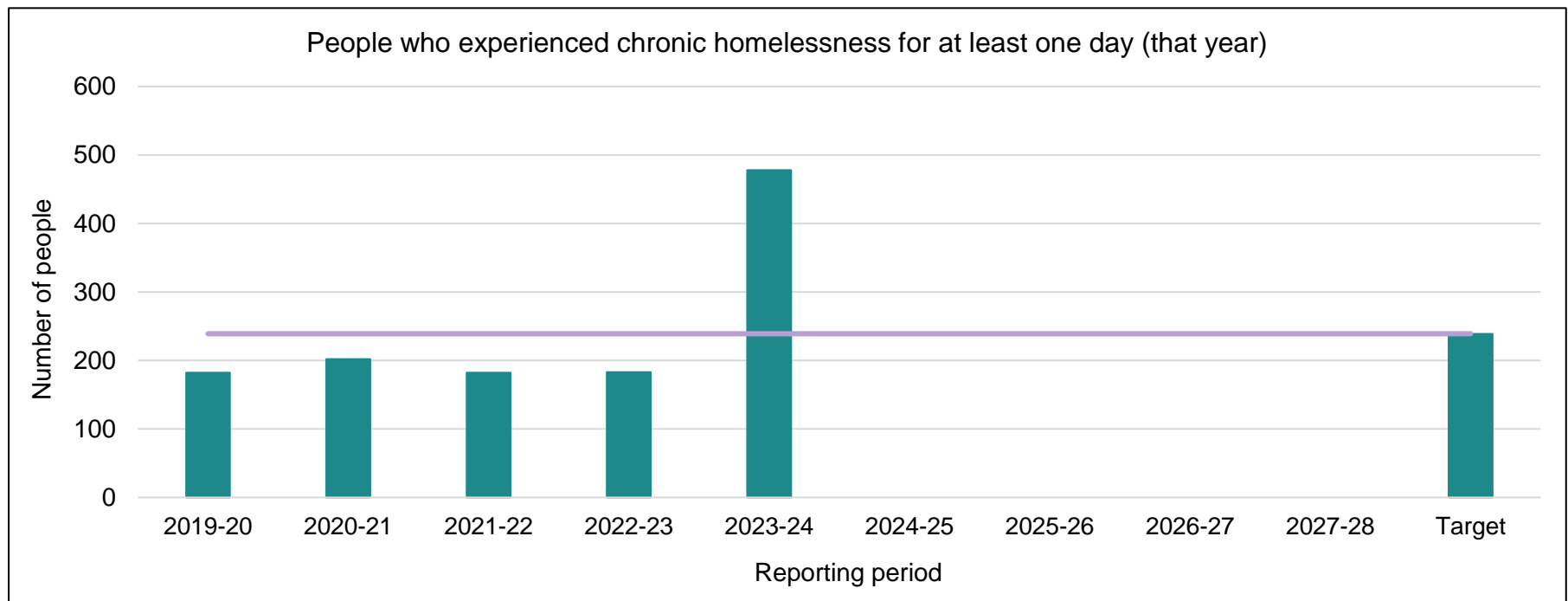
Definition: number of unique individuals who self-identified as Indigenous and were homeless for at least one day during the reporting period.

- This metric was computed based on the HIFIS CHR report as of April 2024
- This metric reflects the total number of people who self-identified as “Indigenous” in HIFIS, including First Nations: On-reserve, First Nations: Off-reserve, Inuit, Métis and Non-Status
- This metric includes clients in Regionally funded emergency housing and unsheltered locations
- This metric excludes clients that provided anonymous consent, clients staying in violence against women shelters, transitional housing, provincial institutions (e.g., hospitals), clients experiencing hidden homelessness and Reaching Home funded programs that funds two Indigenous-led organizations.

The baseline year for these metrics has also changed to 2023-24. The new target for this Outcome (#4) reflects the expected number of unique individuals who self-identified as Indigenous as a proportion of the new target number of unique clients on the BNL in Outcome #1. The target is based approximately on the average number of unique individuals who self-identified as Indigenous in the last 5 years as a proportion of the average number of total unique clients on the BNL.

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)	182	202	182	183	478					239



O#5(A) What is your baseline year?	2023-24
Chronic homelessness will decrease by 50% between 2023-24 and 2027-28.	
How was this Outcome generated?	Other process/tool
Empty response area	
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	No, the target has not changed
Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
Please use the following comment box to provide context on your data.	
The baseline year for these metrics has also changed to 2023-24. The new target for this Outcome (#5) reflects a 50% reduction from the new baseline.	

What definition of “chronic homelessness” does your community use to calculate this Outcome?

Definition: number of unique individuals who, according to the List, experienced chronic homelessness during the reporting period

- This metric was computed based on data available in HIFIS as of April 2024
- This metric reflects the Reaching Home definition of chronic homelessness (i.e., homeless for a cumulative duration of at least 6 months over the past year or at least 18 months over the past 3 years) at any time during the calendar month
- This metric includes clients in Regionally funded emergency housing and unsheltered locations
- This metric includes asylum seekers and refugee claimants who recently entered York Region and have been added to the BNL in 2023-2024
- This metric excludes clients that provided anonymous consent, clients staying in violence against women shelters, transitional housing, provincial institutions (e.g., hospitals), clients experiencing hidden homelessness and Reaching Home funded programs.