COMMUNITY HOMELESSNESS REPORT SUMMARY
Durham Region **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?	No
Describe how this collaboration will happen over the coming year in more detail.	

In regards to collaboration over the coming year, We have identified with Durham Advisory Committee on Homelessness (our Community Advisory Board) that this is a priority for 2023/2024 and have solicited a working group to support this important work. Through the Region's Diversity, Equity and Inclusion team we will create a comprehensive plan to build relationships with Indigenous organizations with the goal of better supporting Indigenous communities within Durham Region.

Communication has been made to other Indigenous organizations within the community looking for The Durham Advisory Committee on Homelessness representation and collaboration on partnership opportunities. Although Durham does not have Indigenous organizations on The Durham Advisory Committee on Homelessness, the community has an Indigenous street outreach worker who engages with the homelessness community in Durham region as well as Indigenous sub projects that are funded through alternative funding sources such as the Homelessness Prevention Program.

Our community continues to seek support in regards to strengthening relationship, and engaging with Indigenous partners.

Regular communication to local Indigenous organizations will continue to be made to network with the goal of collaborating in our community in regards to coordinated access and an Homelessness Management Information System.

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?	No

What is the plan to ensure meaningful collaboration occurs during next year's CHR process?

As mentioned above, in regards to collaboration over the coming year, we have identified with Durham Advisory Committee on Homelessness (our Community Advisory Board) that this is a priority for 2023/2024 and have solicited a working group to support this important work. Through the Region's Diversity, Equity and Inclusion team we will create a comprehensive plan to build relationships with Indigenous organizations with the goal of better supporting Indigenous communities within Durham Region.

	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?

Efforts continue to maintain and/or improve the Coordinated Access System and Homeless Individuals and Families Information System (HIFIS) over the last year:
• Consistent communication and advising sessions with our Built for Zero Improvement Advisor to work collaboratively on continuous improvements to the By-Name List;
• Engaging in various trainings through external organizations such as the Canadian Alliance to End Homelessness, OrgCode Consulting Inc., and Institute for Healthcare Improvement (IHI) Open School to work on continuous improvements to the List and Durham's Coordinated Access System as a whole;
• Connecting with other communities across the Province and Country to share best practices, research, tips, and learnings about the Coordinated Access System and Homeless Individuals and Families Information System (HIFIS);
• Meeting with community stakeholders to discuss the List and receive feedback on improvements to the Coordinated Access System;
• Engaging with OrgCode Consulting Inc. to complete an external review of Durham Region's Coordinated Access and Homelessness Support System;
• Expanding partnerships with health and mental health supports to better serve clients and help them access supports to end their homelessness;
• Making enhancements to internal changes to the system including System Sector Tables that are organized based on sections of the support system. This continues to allow each sector to implement its own improvement projects and data monitoring.

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 monthly 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: No	Outcome 1: No	No
	Outcome 2: Yes	Outcome 2: No	
	Outcome 3: Yes	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

Step 4: Can report annual outcomes and set targets using data 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: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

Summary Comment
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?

Efforts are continued similar to last year to maintain and/or improve the List over this time period:
• Consistent communication and advising sessions with our Built for Zero Improvement Advisor to work collaboratively on continuous improvements to the By-Name List;
• Engaging in various trainings through external organizations such as the Canadian Alliance to End Homelessness, OrgCode Consulting Inc., and Institute for Healthcare Improvement (IHI) Open School to work on continuous improvements to the List and Durham's Coordinated Access System as a whole;
• Connecting with other communities across the Province and Country to share best practices, research, tips, and learnings about the List;
• Meeting with community stakeholders to discuss the List and receive feedback on improvements to the List;
• Engaging with OrgCode Consulting Inc. to complete an external review of Durham Region's Coordinated Access and Homelessness Support System, including a review and recommendations of the By-Name List.

Plans to further maintain and/or improve the List over the next year:
• The progress of new System Sector Tables within the Homelessness Support System to target various areas of our Coordinated Access System and ensure feedback regarding the List from staff working directly with people experiencing homelessness;
• Conducting continued Homeless Individuals and Families Information System (HIFIS) training to ensure all agencies are using HIFIS for the List in a consistent manner;
• Using data (e.g., gender, age, acuity levels) from the By-Name List to determine what types of new programs are needed

based on community need and demographic information;
• Use findings and recommendations from OrgCode Consulting Inc.'s Report on Durham's Homelessness Support System to plan further improvements to the system.

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 how the List is created using HIFIS:

A custom report has been created in HIFIS by Acre Consulting to generate Durham Region's By-Name List.

Step 1. Have a List (cont.)

For the List, does the community have…

A written policy/protocol that describes how interaction with the homeless-serving system is documented	Yes
A written policy/protocol that describes how housing history is documented	Yes

Chronic homelessness

x	Federal definition
	Local definition

From the List, can the community get data for…

Newly identified on the List	Yes
Activity and inactivity	Yes
Housing history	Yes

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

Age	Yes	Indigenous identity	Yes
Household type	Yes	Veteran status	Yes
Gender identity	Yes		

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

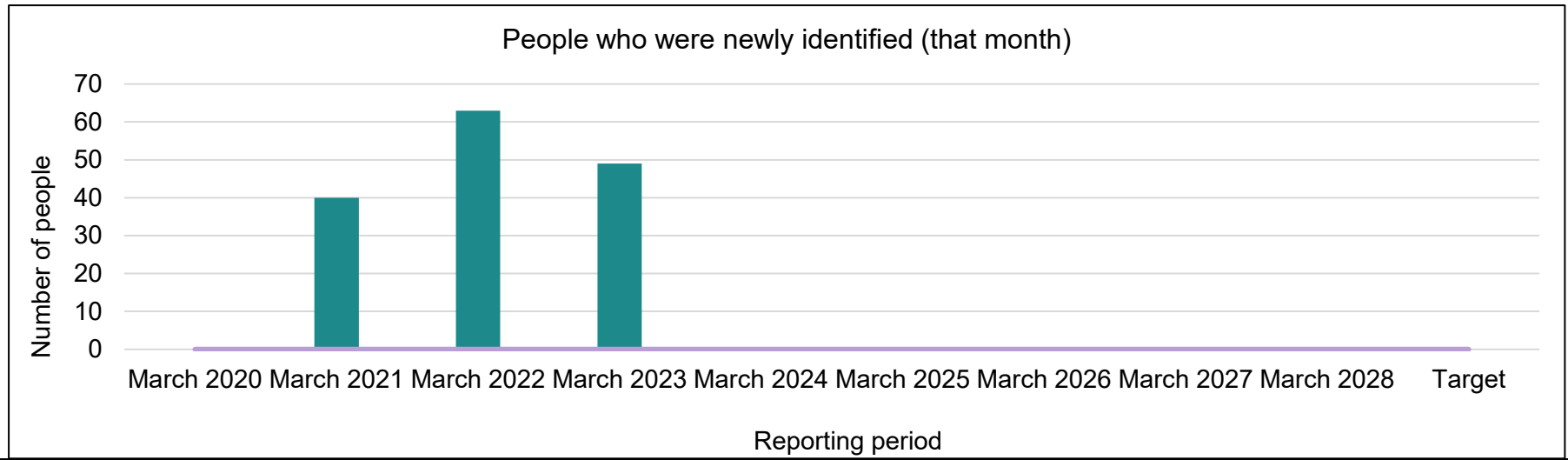|	
Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes
Is housing history updated regularly on the List?	Yes
Is there a process in place for keeping chronic homelessness status on the List up-to-date?	Yes

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.

Community did not complete this optional question.

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.

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)		40	63	49						

People who were newly identified (that month)

Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.
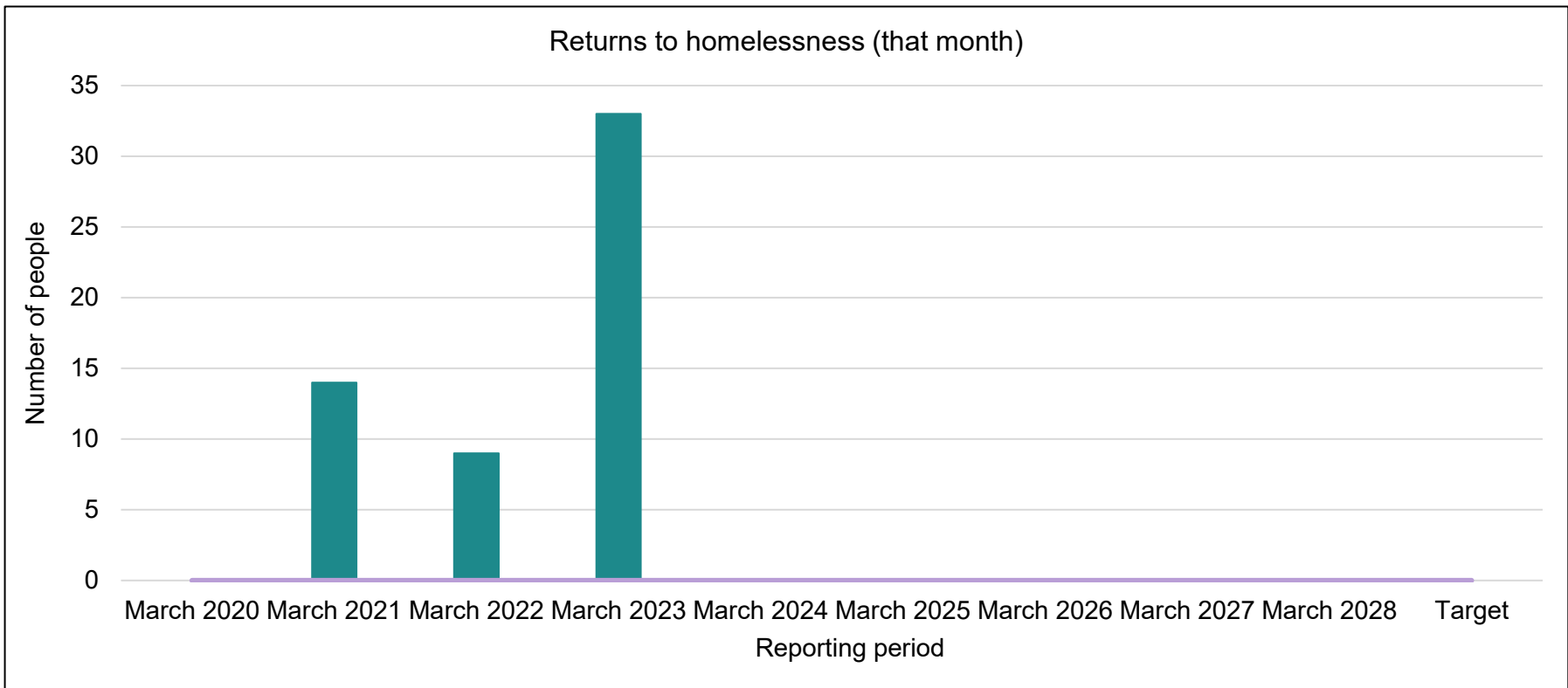
Source: Durham Region By-Name List

Our target is set to the original 2020-21 number as we continue to notice an increase throughout the most recent fiscal, we would like to see a reduction back to the 2020 data at this time with the goal of further reductions in the future.

Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	No

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)		14	9	33						

Returns to homelessness (that month)

Chart showing "Number of people" (y-axis, 0 to 35) by "Reporting period" (x-axis): March 2020, March 2021, March 2022, March 2023, March 2024, March 2025, March 2026, March 2027, March 2028, Target.

Bars visible: March 2021 ≈ 14, March 2022 ≈ 9, March 2023 ≈ 33.

Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

Source: Durham Region By-Name List

Returns to homelessness includes returns to homelessness from Housed status and returns to homelessness from Inactive status.

We are continuing to improve data by having service providers enter data more regularly - this is resulting in more individuals not staying in "inactive" status and numbers showing as a more accurate discription of the current point in time. We are seeing more people in the community on our By-Name List due to the impacts of rental cost inflation and limited income.

Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	No
Was the federal standard for calculating this outcome used (see Annex A)?	Yes

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

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

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

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

Section 4. Community-Level Outcomes and Targets – Annual

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.