COMMUNITY HOMELESSNESS REPORT SUMMARY
Region of Durham **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:	Not yet
→ HMIS:	Not yet
→ Outcomes-Based Approach:	Not yet

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

Durham Region has a much smaller population of Indigenous organizations comparable to other communities. Most of the indigenous population has gone further east of Durham to seek supports. Durham does work closely with community agencies who specialize in supporting the indigenous community. However, throughout the remainder of the year, Durham will initiate collaboration with Ontario Health - Central East (specifically in Peterborough and Durham). Additionally, we will establish connections with 'The Friendship Centre,' the Scugog Reserve, and the October Big Drum.

| 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 |

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.

Our community continues to maintain and improve our Coordinated Access System, By-Name List and HIFIS Database. Continous improvements include:
• Monthly meetings with our Built for Zero - Canada Improvement Advisor to work collaboratively on improvement projects for the system, review data, and create goals and plans.
• Continuous collaboration with external organizations such as the Canadian Alliance to End Homelessness and OrgCode to work on improvements to the system, share best practices, and have our system externally reviewed to identify areas of improvement.
• Connecting with other communities across the Province and Country to share best practices, research, tips, and learnings about Coordinated Access, the By-Name List, and HIFIS.
• Overseeing six sector tables that meet bi-monthly to target various areas of our Coordinated Access system to ensure ongoing feedback and improvement projects from our partners in the homelessness sector.
• Engaging with people with lived and/or living experience to receive feedback on various areas of the system for improvement and to inform future policies/ procedures. This includes having representation on the Durham Advisory Committee on Homelessness, our overhead Governance body, as well as Sector Tables and working groups as needed.
• Ongoing in-person HIFIS training to ensure all agencies are using HIFIS and the By-Name List in a consistent manner.
• Ongoing in-person site visits by Regional Program Coordinators to complete Program Reviews, receive feedback on the Coordinated Access System and make improvements to the system.

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: 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	

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.
• Ongoing in-person HIFIS training to ensure all agencies are using HIFIS and the By-Name List in a consistent manner to improve person-specific data. • Ongoing Program Reviews and site visits to work with agencies and help identify areas that need to be improved on in order to enhance person-specific data. • The creation of a HIFIS Process Guide as a helpful tool for staff inputting data ensure that they are collecting and submitting all required information in a consistent manner.

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 a week
→ Housing history (e.g., changes from "homeless" to "housed")?	Within a week
→ 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 a month

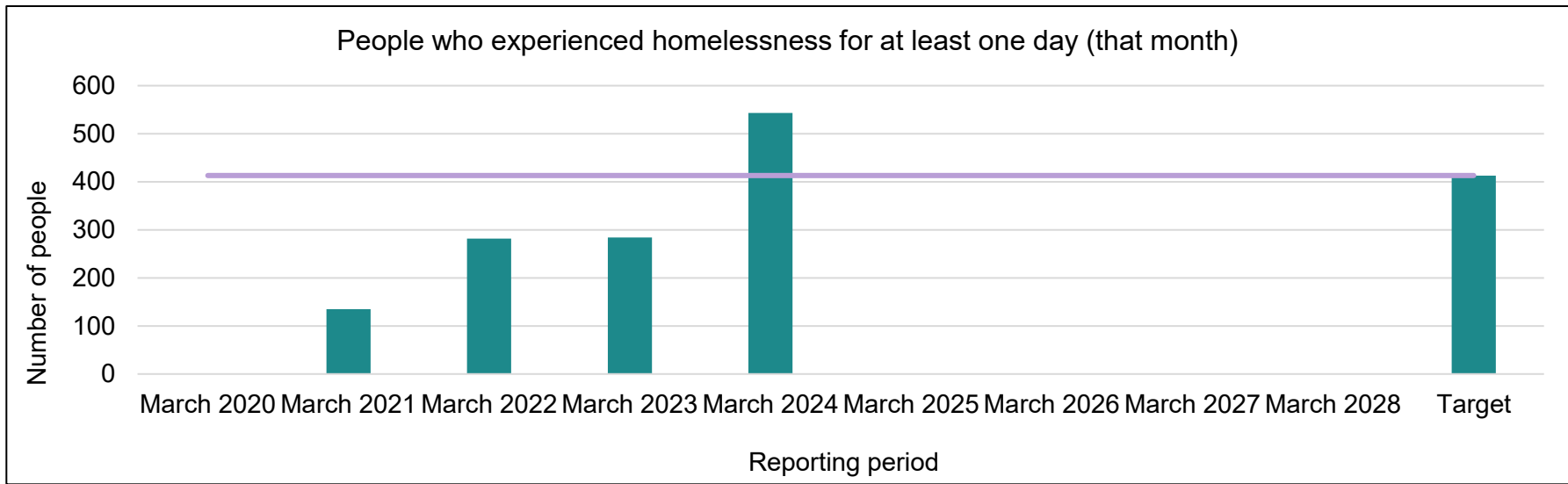## Additional information - Data collection and entry processes

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

Service providers are entering data into HIFIS routinely with identified staff as data leads frequently reviewing their data for accuracy and integrity. Data accuracy confirmations, along with data integrity checks from our team occur quarterly to review program data and address any discrepancies found, with further training on specific modules as necessary. Service providers are collecting and entering their data via electronic or paper intake documents, with data entry into HIFIS.

Section 4. Community-Level Outcomes and Targets – Monthly

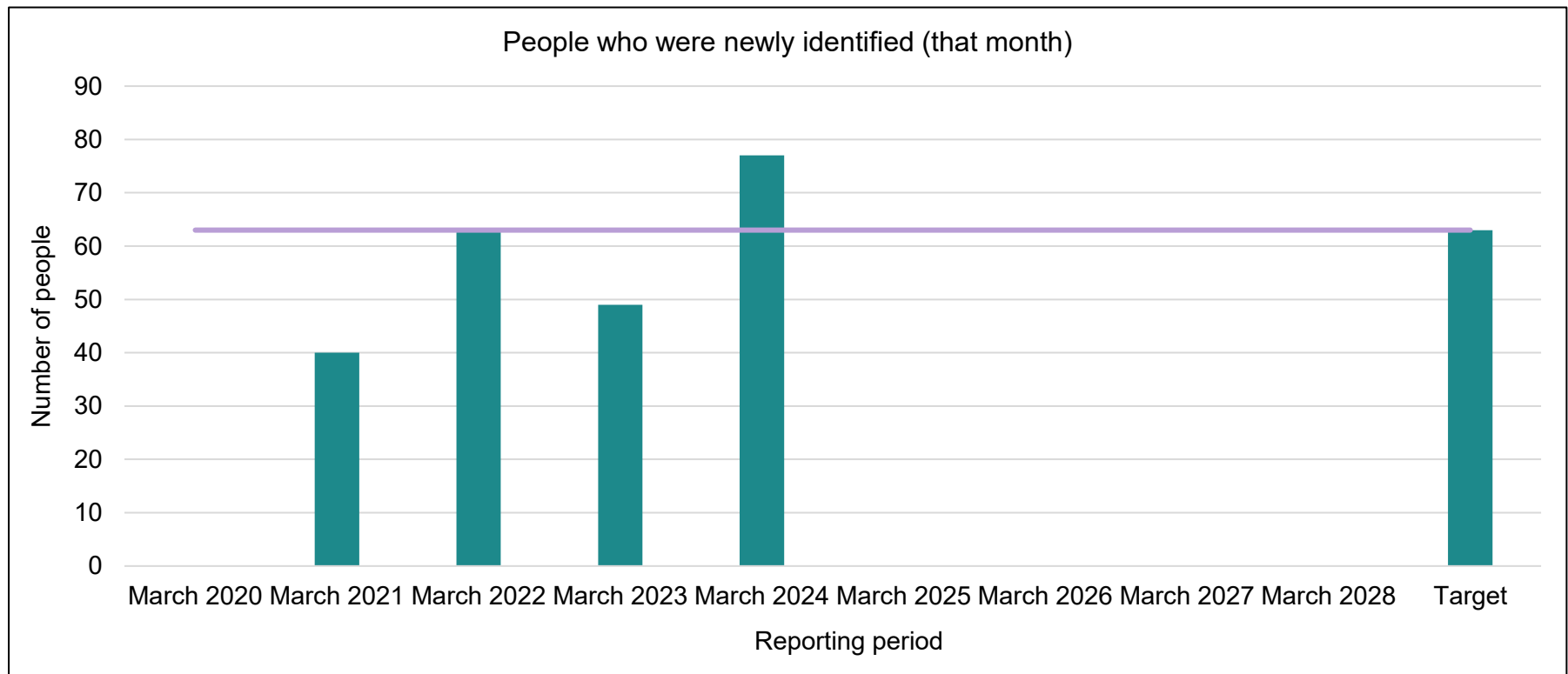### Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)

	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)		135	282	284	543					413

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

O#1(M)	What is your baseline year?	March 2024
	Overall homelessness will decrease by 24% between March 2024 and March 2028.	
	How was this Outcome generated?	HIFIS custom report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
	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.	

Source: Durham Region By-Name List

The target is set to the average number between March 2023 and March 2024. This specific target has been set as each year we become more confident in our By-Name List data, as well as ongoing engagement and information for service providers to see the value of the By-Name List.

Our community also reports By-Name List data to Built for Zero each month.

Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)
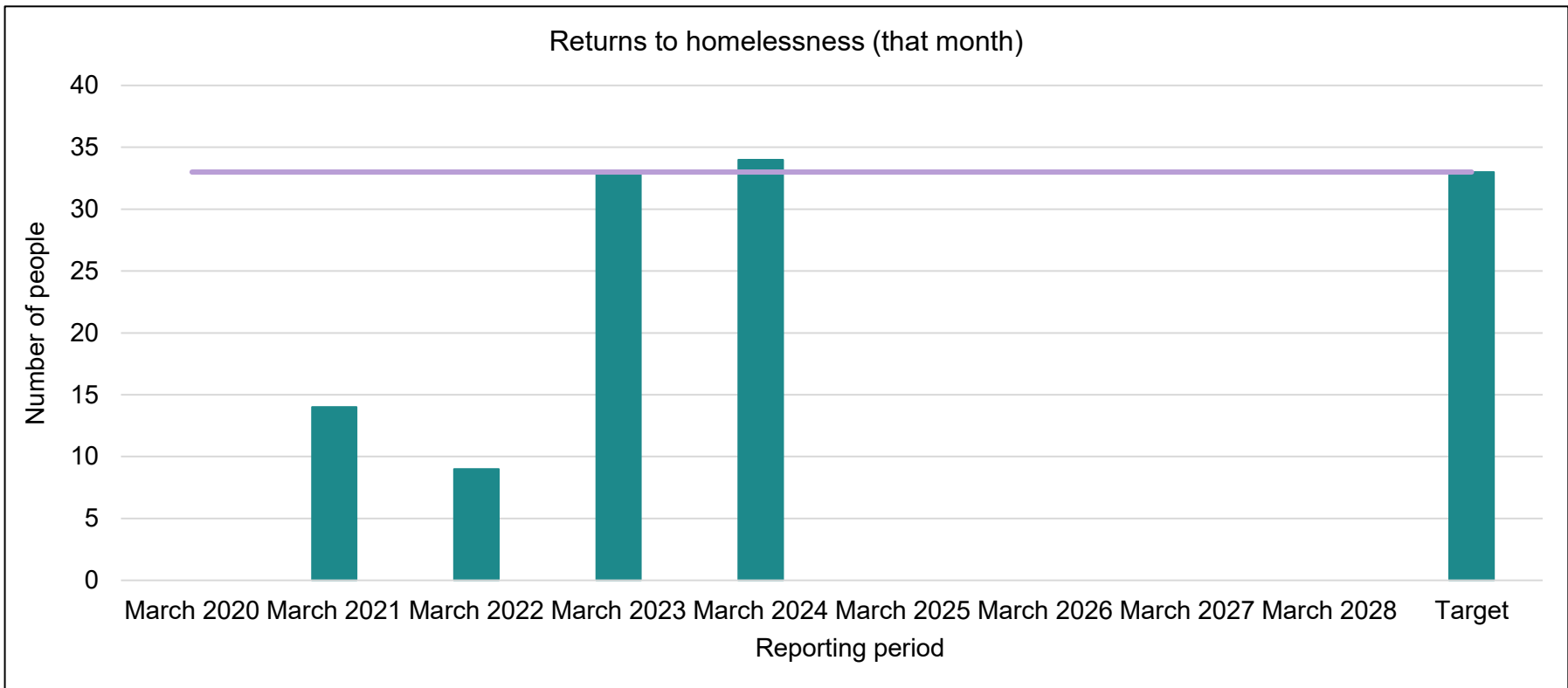
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)		40	63	49	77					63

People who were newly identified (that month)

O#2(M)	What is your baseline year?	March 2024
	New inflows to homelessness will decrease by 18% between March 2024 and March 2028.	
	How was this Outcome generated?	HIFIS custom 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.	

Source: Durham Region By-Name List

The target is set to the average number between March 2023 and March 2024. This specific target has been set as each year we become more confident in our By-Name List data, as well as ongoing engagement and information for service providers to see the value of the By-Name List.

Our community also reports By-Name List data to Built for Zero each month.

Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)
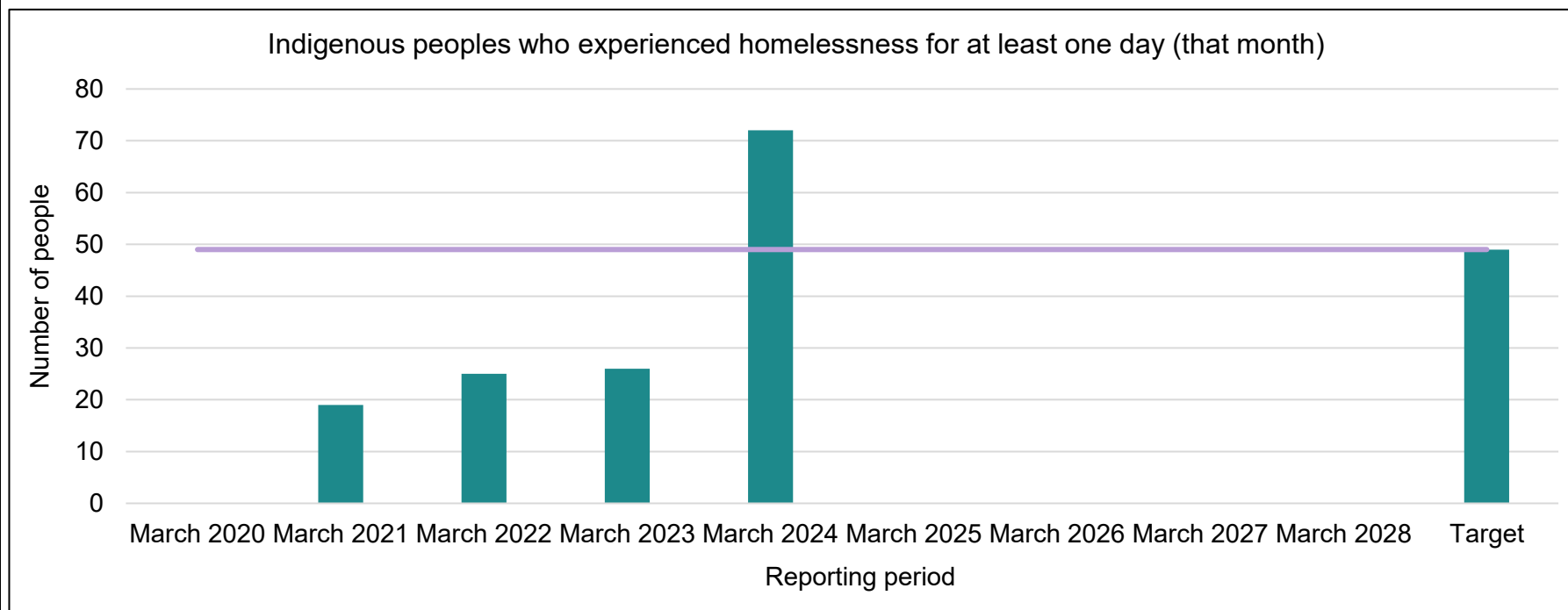
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)		14	9	33	34					33

Returns to homelessness (that month)

O#3(M)	What is your baseline year?	March 2024
	Returns to homelessness will decrease by 3% between March 2024 and March 2028.	
	How was this Outcome generated?	HIFIS custom 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?	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.	

Source: Durham Region By-Name List

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

The target is set to the average number between March 2023 and March 2024. This specific target has been set as each year we become more confident in our By-Name List data, as well as ongoing engagement and information for service providers to see the value of the By-Name List.

Our community also reports By-Name List data to Built for Zero each month.

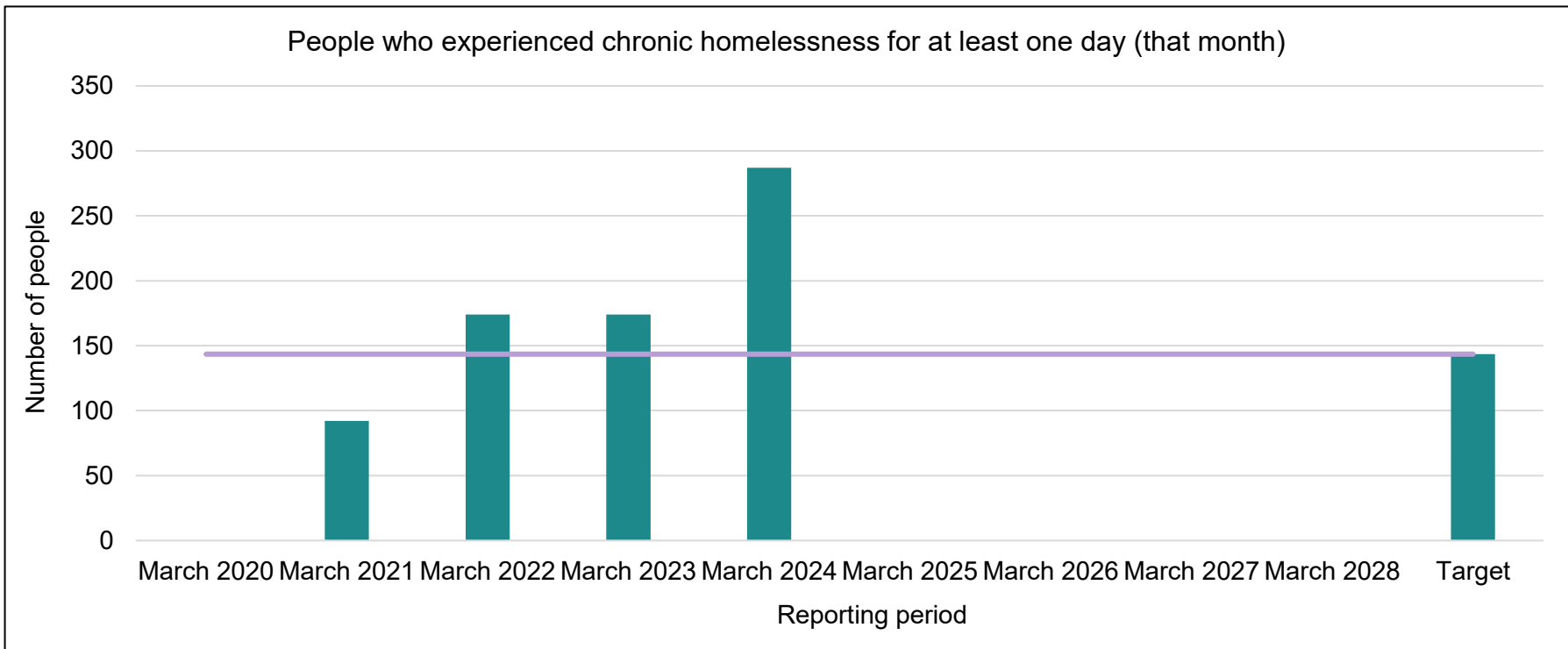| Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced) |
|---|

	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)		19	25	26	72					49

Indigenous peoples who experienced homelessness for at least one day (that month)

O#4(M)	What is your baseline year?	March 2024
	Indigenous homelessness will decrease by 32% between March 2024 and March 2028.	
	How was this Outcome generated?	HIFIS custom report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
	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.	

Source: Durham Region By-Name List

The target is set to the average number between March 2023 and March 2024. This specific target has been set as each year we become more confident in our By-Name List data, as well as ongoing engagement and information for service providers to see the value of the By-Name List.

Our community also reports By-Name List data to Built for Zero each month.

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)		92	174	174	287					143.5

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

O#5(M)	What is your baseline year?	March 2024
	Chronic homelessness will decrease by 50% between March 2024 and March 2028.	
	How was this Outcome generated?	HIFIS custom report
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
	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.	

Source: Durham Region By-Name List

The target is set to the average number between March 2023 and March 2024. This specific target has been set as each year we become more confident in our By-Name List data, as well as ongoing engagement and information for service providers to see the value of the By-Name List. As this true number of 230 exceeds the Reaching Home directives of setting a minimum 50 percent reduction target for chronic homelessness by 2027-28, the number has been revised to represent a 50 percent reduction from the March 2024 total.

Our community also reports By-Name List data to Built for Zero each month.

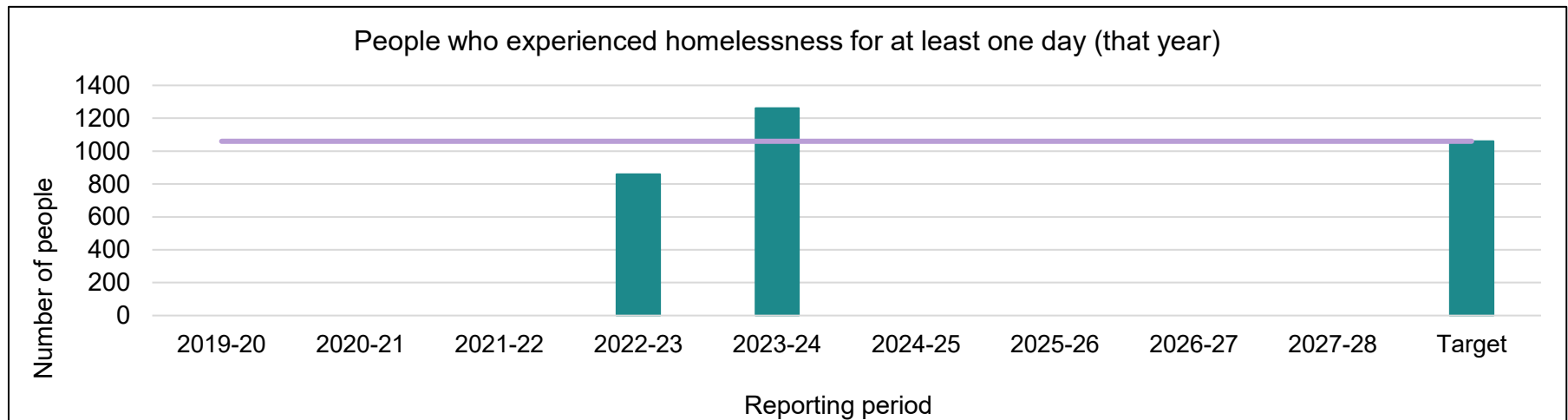| f) What definition of "chronic homelessness" does your community use to calculate this Outcome? |
| --- |
| Chronic homelessness
Refers to persistent or long-term homelessness where people have:
•Been homeless for at least 180 days at some point over the course of a year (not necessarily consecutive days); and/or,
•Recurrent episodes of homelessness over three years that total at least 18 months. |

Section 4. Community-Level Outcomes and Targets – Annual

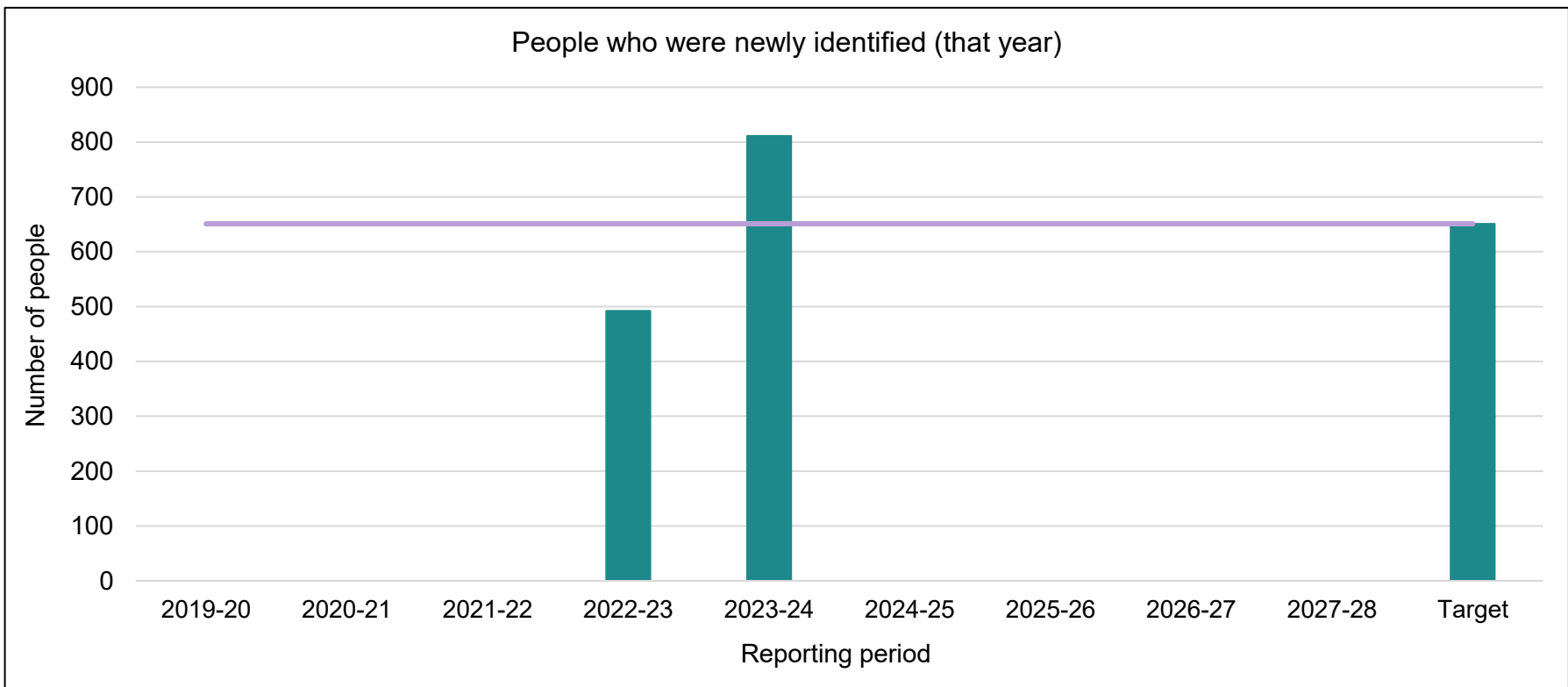**Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)**

	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)			N/A	860	1261					1060

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

O#1(A)	What is your baseline year?	2023-24
	Overall homelessness will decrease by 16% between 2023-24 and 2027-28.	
	How was this Outcome generated?	HIFIS custom report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
	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?	Yes, N/A was used for one or more data point
	Please use the following comment box to provide context on your data.	

Source: Durham Region By-Name List

The target is set to the average number between 2022-23 and 2023-24. This specific target has been set as each year we become more confident in our By-Name List data, as well as ongoing engagement and information for service providers to see the value of the By-Name List.

N/A was used for the period of 2021-22 as this time was a transition year for getting our By-Name List onto HIFIS, therefore annual data is not considered reliable for this fiscal year time period.

Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)
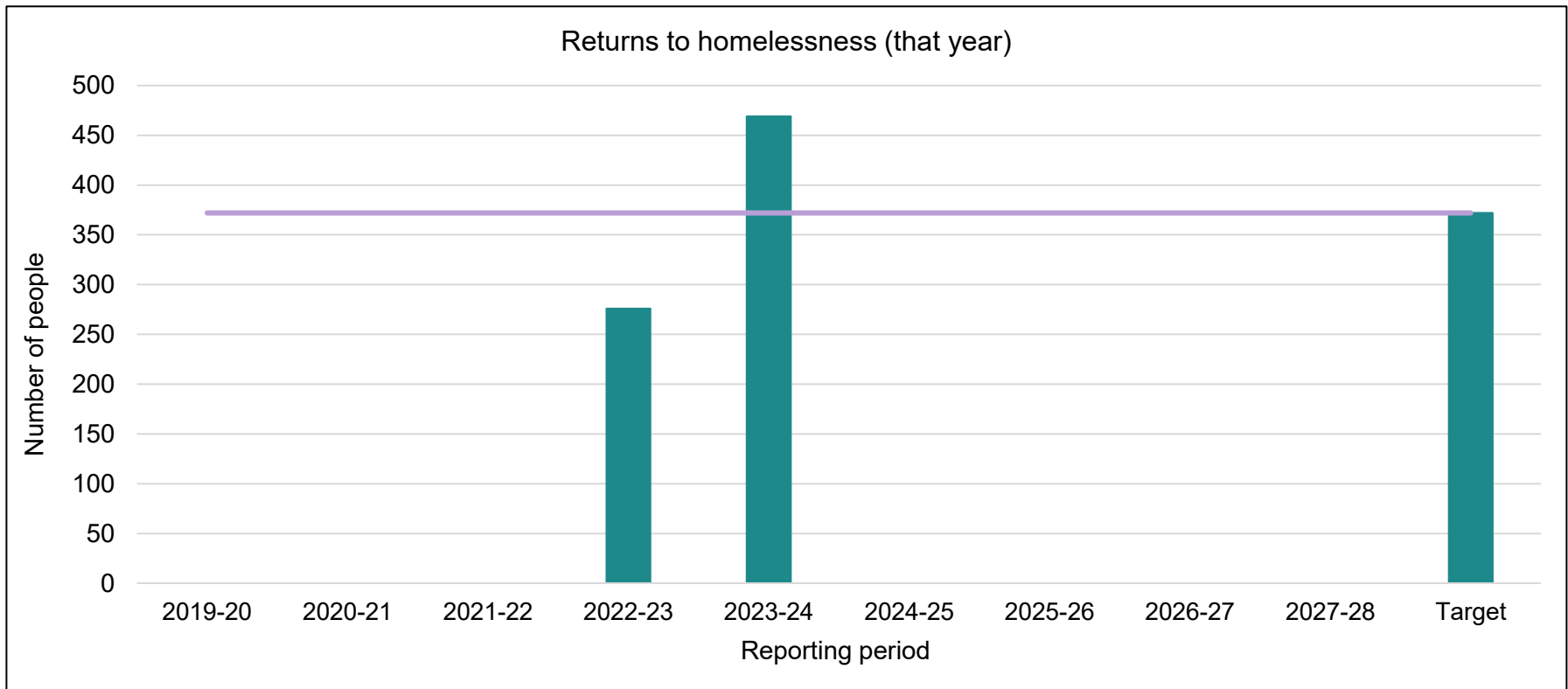
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	**Target**
People who were newly identified (that year)			N/A	492	811					651

People who were newly identified (that year)

O#2(A)	What is your baseline year?	2023-24
	New inflows to homelessness will decrease by 20% between 2023-24 and 2027-28.	
	How was this Outcome generated?	HIFIS custom report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
	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?	Yes, N/A was used for one or more data point
	Please use the following comment box to provide context on your data.	

Source: Durham Region By-Name List

The target is set to the average number between 2022-23 and 2023-24. This specific target has been set as each year we become more confident in our By-Name List data, as well as ongoing engagement and information for service providers to see the value of the By-Name List.

N/A was used for the period of 2021-22 as this time was a transition year for getting our By-Name List onto HIFIS, therefore annual data is not considered reliable for this fiscal year time period.

Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)
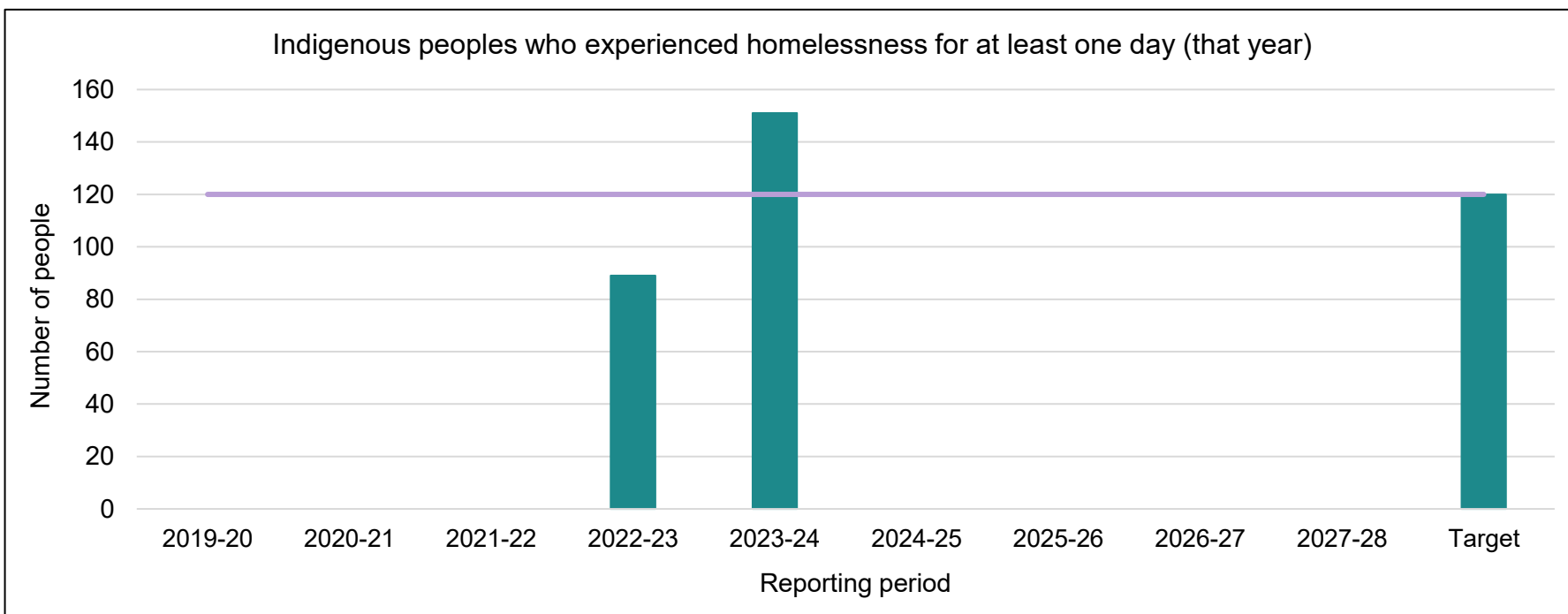
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)			N/A	276	469					372

Returns to homelessness (that year)

O#3(A)	What is your baseline year?	2023-24

Returns to homelessness will decrease by 21% between 2023-24 and 2027-28.

How was this Outcome generated?		HIFIS custom report

Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
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?	Yes, N/A was used for one or more data point

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

Source: Durham Region By-Name List

Returns to homelessness includes returns to homelessness from Housed status and returns to homelessness from Inactive status. This is not a unique number. People may move in and out of those statuses throughout the year, resulting in them being counted more than once.

The target is set to the average number between 2022-23 and 2023-24. This specific target has been set as each year we become more confident in our By-Name List data, as well as ongoing engagement and information for service providers to see the value of the By-Name List.

N/A was used for the period of 2021-22 as this time was a transition year for getting our By-Name List onto HIFIS, therefore annual data is not considered reliable for this fiscal year time period.

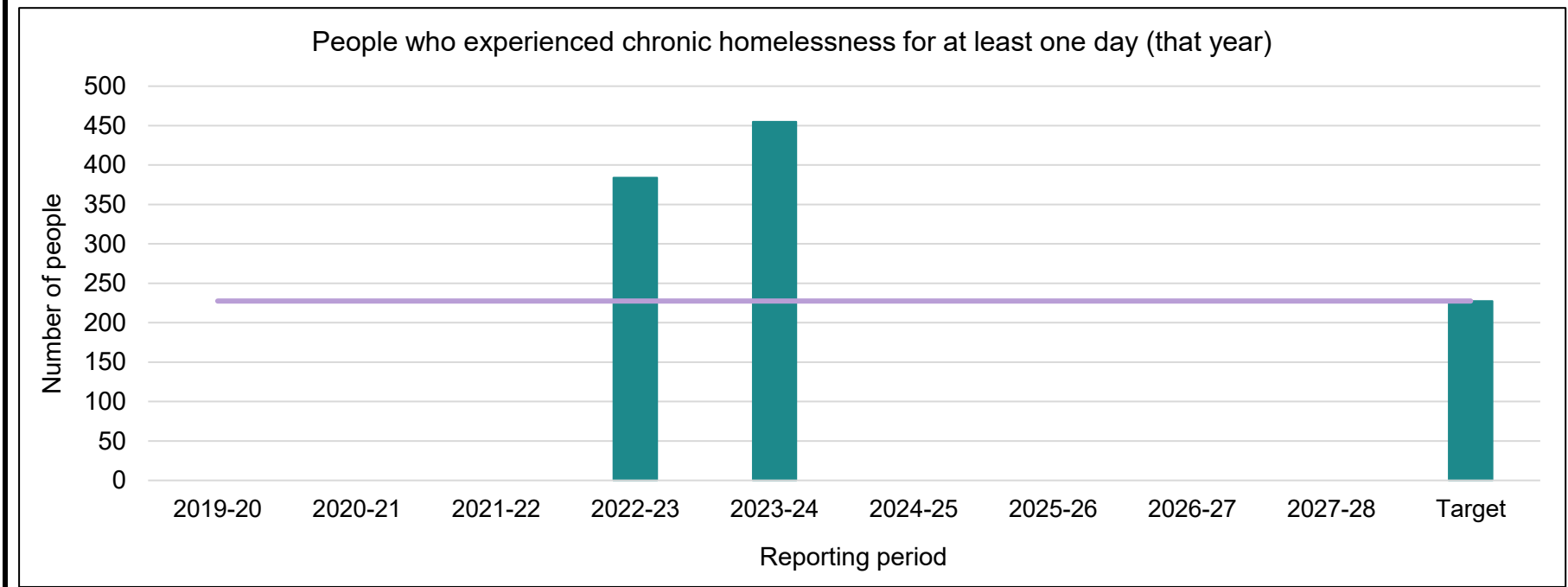| **Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)** |
|---|

	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)			N/A	89	151					120

Indigenous peoples who experienced homelessness for at least one day (that year)

O#4(A)	What is your baseline year?	2023-24
	Indigenous homelessness will decrease by 21% between 2023-24 and 2027-28.	
	How was this Outcome generated?	HIFIS custom report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
	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?	Yes, N/A was 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.	

Source: Durham Region By-Name List

The target is set to the average number between 2022-23 and 2023-24. This specific target has been set as each year we become more confident in our By-Name List data, as well as ongoing engagement and information for service providers to see the value of the By-Name List.

N/A was used for the period of 2021-22 as this time was a transition year for getting our By-Name List onto HIFIS, therefore annual data is not considered reliable for this fiscal year time period.

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)			N/A	384	455					227.5

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

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?	HIFIS custom report
	Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
	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?	Yes, N/A was used for one or more data point
	Please use the following comment box to provide context on your data.	

Source: Durham Region By-Name List

This is a snapshot of people who were Actively Homeless and Chronic on the By-Name List at one point throughout the year. People may have aged-into Chronicity throughout the year and their status would change.

The target is set to the average number between 2022-23 and 2023-24. This specific target has been set as each year we become more confident in our By-Name List data, as well as ongoing engagement and information for service providers to see the value of the By-Name List. As this true number of 419 exceeds the Reaching Home directives of setting a minimum 50 percent reduction target for chronic homelessness by 2027-28, the number has been revised to represent a 50 percent reduction from the 2023-24 total.

What definition of "chronic homelessness" does your community use to calculate this Outcome?
Chronic homelessness Refers to persistent or long-term homelessness where people have: •Been homeless for at least 180 days at some point over the course of a year (not necessarily consecutive days); and/or, •Recurrent episodes of homelessness over three years that total at least 18 months.