

COMMUNITY HOMELESSNESS REPORT SUMMARY

Ottawa

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 the IH CE and IH CAB, as well as local Indigenous organizations, including those that sit on your CAB, over the reporting period?

→ Coordinated Access:

Yes

→ HMIS:

Yes

→ Outcomes-Based Approach:

Yes

Describe this collaboration in more detail.

Through the year, the City collaborated with the Aboriginal CAB (ACAB). The Indigenous community is leading the discussions surrounding the use of data for their population, and the City is providing the supports to achieve those goals. The goals include having Indigenous people serve Indigenous clients and achieving data sovereignty, which means the Indigenous agencies will own the data and be able to access the back end of HIFIS so that when a question about Indigenous data comes up, they would give it to the City, rather than the City controlling the data. This collaborative effort largely surrounds the proper use of HIFIS to support Indigenous Coordinated Access (ICA).

The City's Coordinated Access Lead and the Indigenous Coordinated Access (ICA) Lead meet monthly to discuss the best use of various HIFIS modules that support these joint data efforts, as well as other improvements to the use of HIFIS such as the creation of Indigenous Homelessness reports that help identify current homeless Indigenous individuals who can be engaged with and brought into Housing First Programs. Key supports provided by the City include the development and delivery of training regarding the use of HIFIS and ICA to staff of the Indigenous agencies. Also the development of processes and reports based on the recommendations and leadership of the ICA such as improvements to the list of Indigenous people's home communities that was available on HIFIS, and which our Indigenous partners felt was not complete.

The City and the ACAB are working toward finding ongoing funding for an Indigenous Coordinated Access Lead so that this position can continue. Collaborative planning for the future continues to take place, including upcoming projects such as expanding the use of HIFIS to include the "Waitlist" module to coordinate and prioritize referrals to services offered by Indigenous partners.

<p>a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the IH CE and IH CAB, as well as local Indigenous organizations, including those that sit on your CAB?</p>	<p>Yes</p>	
<p>Describe this collaboration in more detail.</p>		
<p>Yes, in developing the CHR, the City consulted both the Homelessness Community Advisory Board (CAB) and consulted Tina, the Chair of the Aboriginal Community Advisory Board (ACAB) in virtual meetings after she had read the draft CHR. There are three CAB members who represent Indigenous agencies who are also ACAB members. (Tina Slauenwhite, Frances Daly and Monika Tochman)</p>		

Did the IH CAB sign-off on this CHR?	Yes

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.

Although the City meets all Reaching Home minimum requirements, continued efforts have been made to enhance and improve Ottawa's Coordinated Access system, including the use of HIFIS.

For example, the City has implemented a Client Service Path working group. This group aims to collect information about client housing readiness in order to match them to service more effectively and has led to more client information being collected in HIFIS.

Additionally, several new community agencies were onboarded to HIFIS in 2023-24, with a focus on agencies that offer housing support, outreach services and general housing assistance. This expansion will help improve the Coordinated Access system by providing more data on the flow of clients through the service system, creating a deeper understanding of how they enter in to and experience homelessness.

Two people with lived experience are members of Ottawa's CAB, which governs aspects of the CE and Coordinated Access.

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.

This year was focussed on the improvement of the data entry into HIFIS. Several trainings were delivered to service providers to ensure the quality of data inputted. The City has also improved their internal capacity, training staff in data analytics ensuring they have the capacity to build customs reports were created to support the needs of our service providers.

For 2024-25 the City plans to onboard additional service providers to HIFIS. Drop-in Centres, Developmental Services and other emergency housing providers are planned to be added to HIFIS as of April 1st, 2024. This will help support the Coordinated Access system in gathering additional data to support telling the homelessness story of individuals and families.

Ongoing training and data monitoring will be provided to improve the quality of the data inputted into the system.

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.

Service providers currently use the HIFIS database to collect and enter data. The first step is to ensure that they verify that they have the rights to view and update the data by ensuring that they are an approved agency on the client's service system consent.

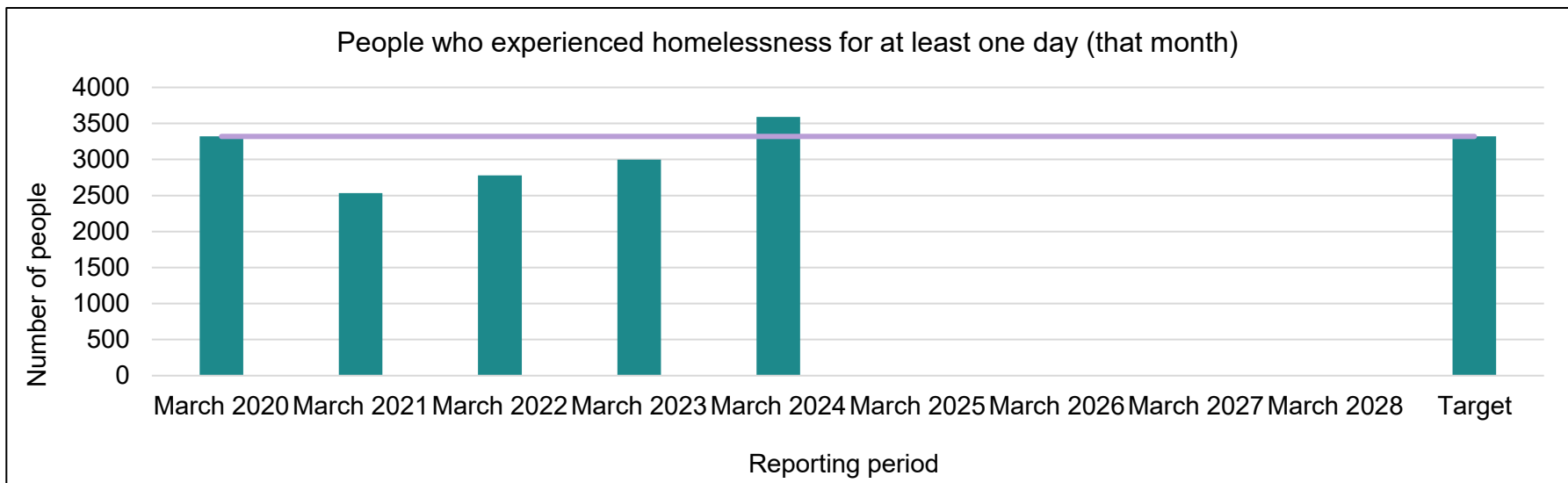
Once the service provider has verified their consent status, the provider proceeds with data entry if the consent is in place. Then they proceed to ensure the client's vital information is still accurate. Then verify that the housing history records are up to date.

Depending on the service provider's role, they can now update various sections on HIFIS. The City currently advises service providers to update "Case Management", "Goods and Services" and/or "Housing Placements" Modules.

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)	3320	2535	2779	2999	3591					3320



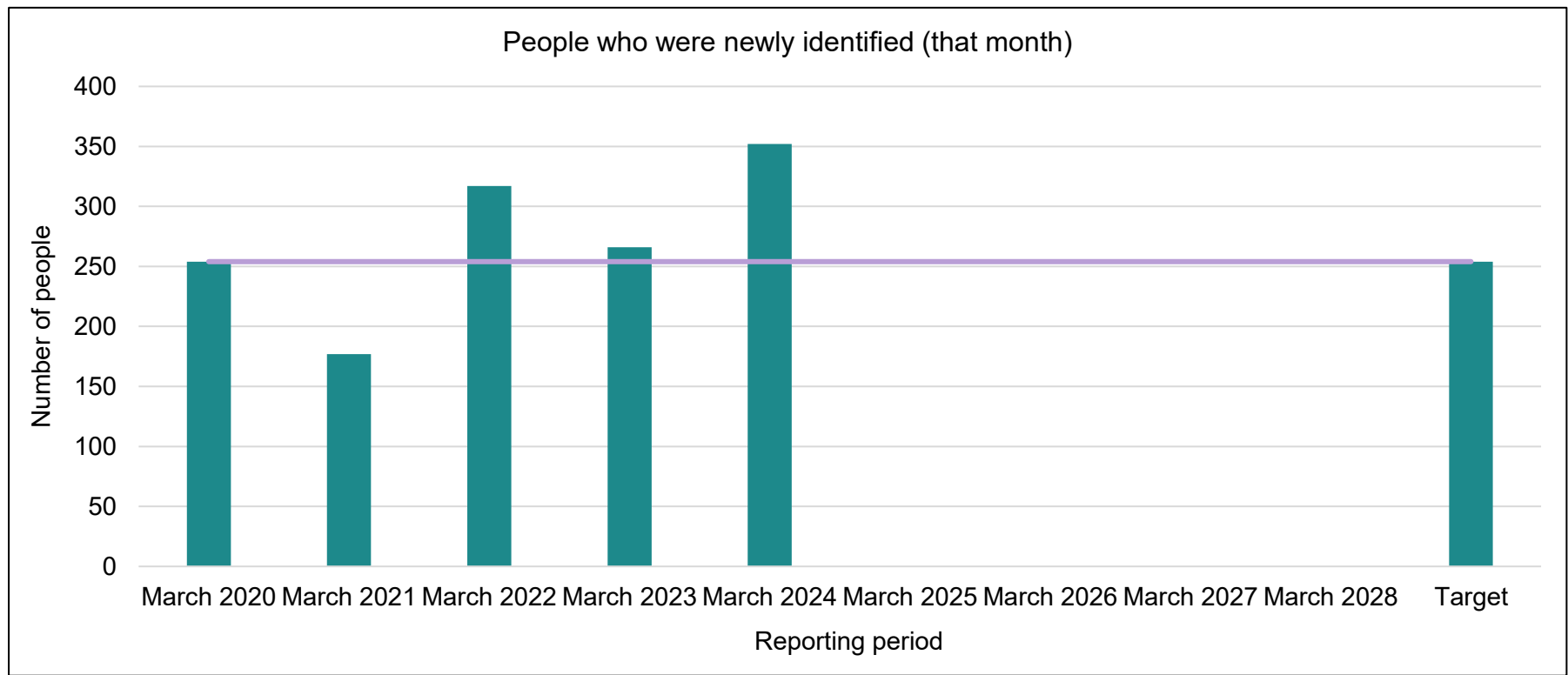
O#1(M) What is your baseline year?	March 2020
Overall homelessness will decrease by 0% between March 2020 and March 2028.	
How was this Outcome generated?	HIFIS custom report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	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 City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.	

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that month)

No changes to the way the data was collected

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)	254	177	317	266	352					254



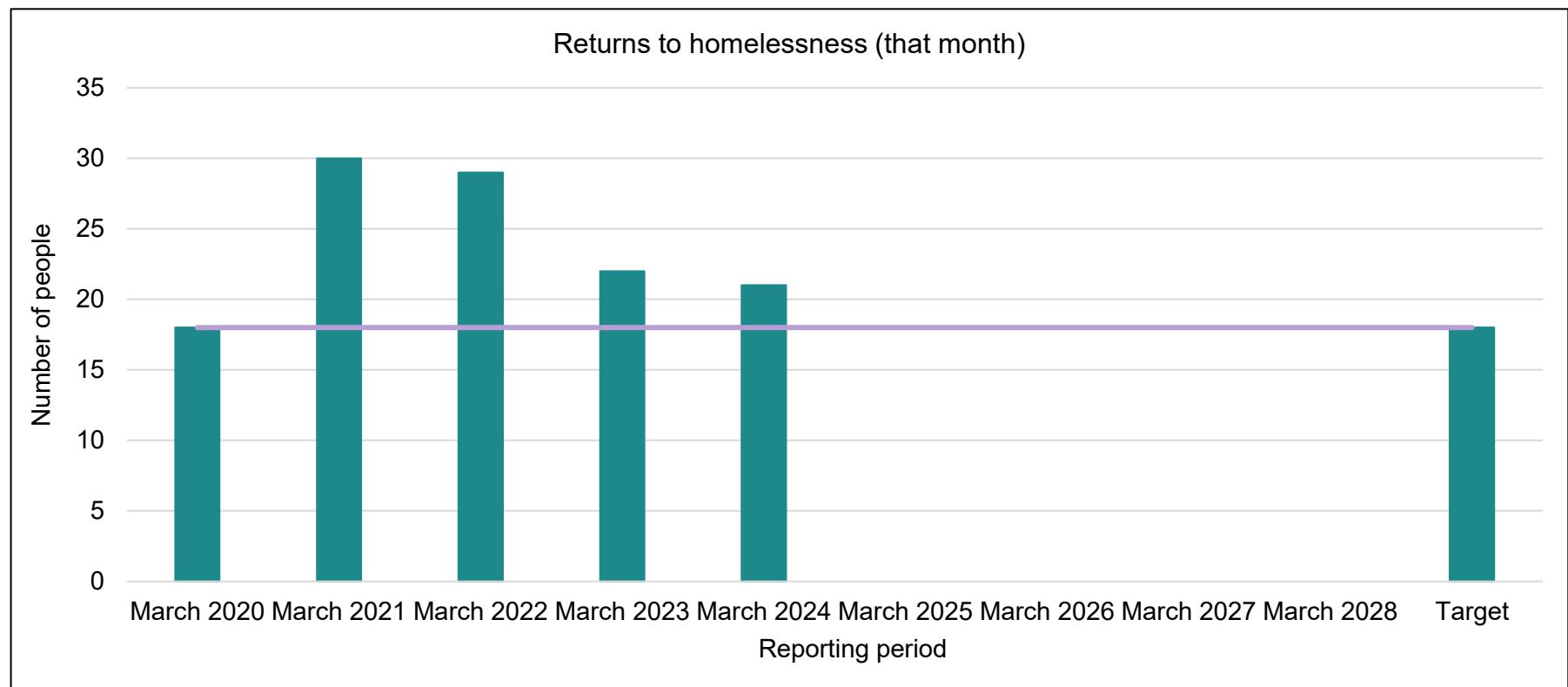
O#2(M) What is your baseline year?	March 2020
New inflows to homelessness will decrease by 0% between March 2020 and March 2028.	
How was this Outcome generated?	HIFIS custom report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	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
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No changes to the way the data was collected

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)	18	30	29	22	21					18



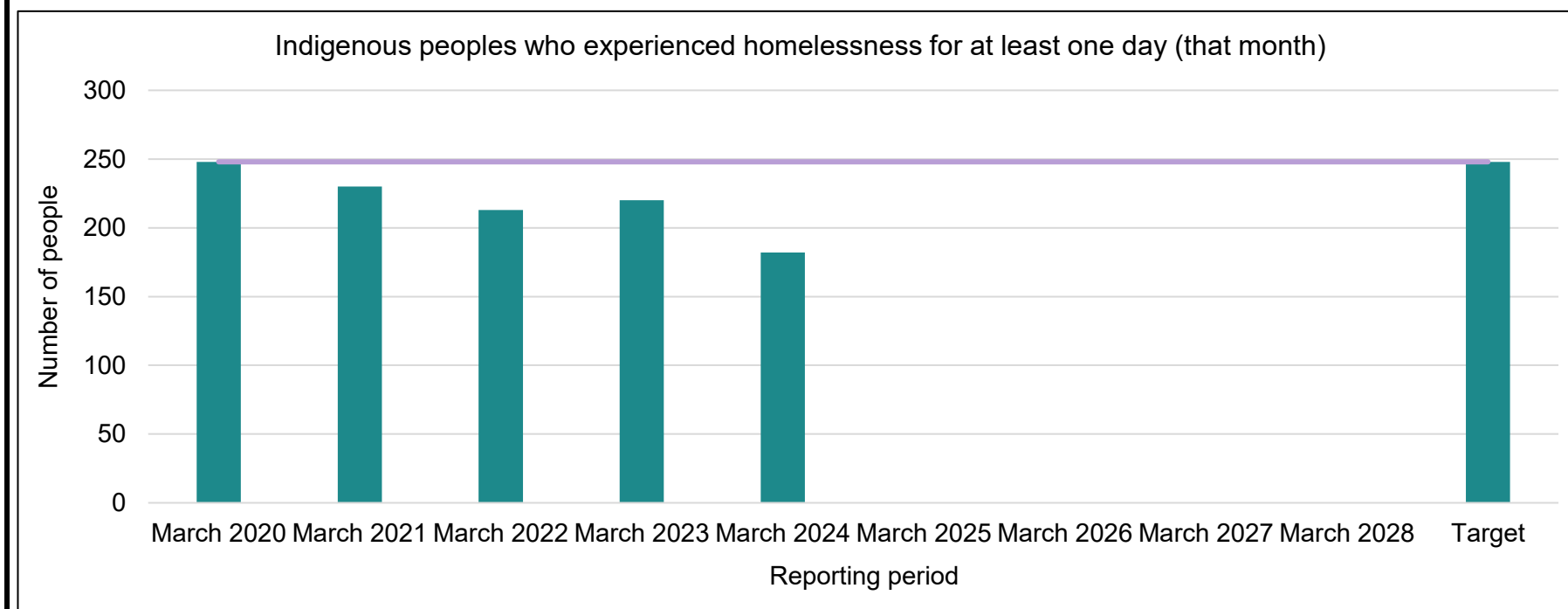
O#3(M) What is your baseline year?	March 2020
Returns to homelessness will decrease by 0% between March 2020 and March 2028.	
How was this Outcome generated?	HIFIS custom report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	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.	
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The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that month)

No changes to the way the data was collected

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)	248	230	213	220	182					248



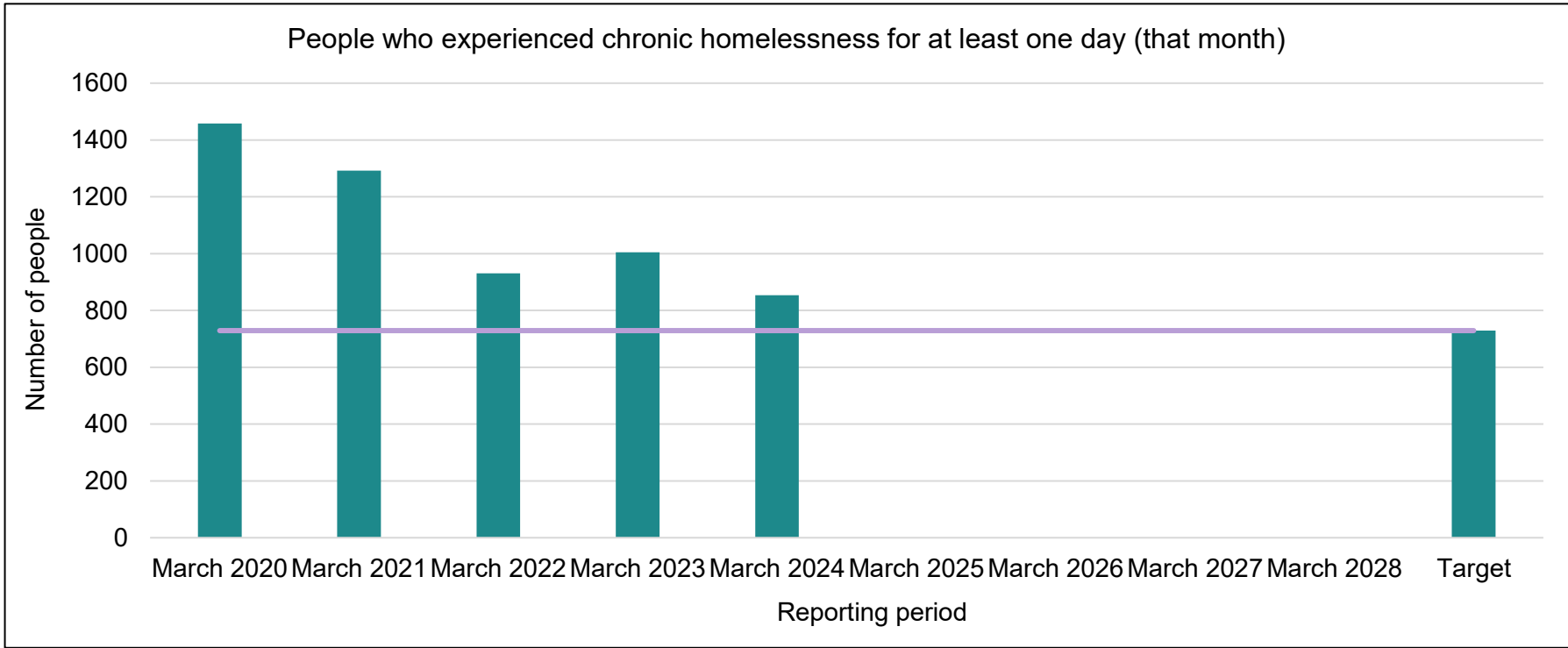
O#4(M) What is your baseline year?	March 2020
Indigenous homelessness will decrease by 0% between March 2020 and March 2028.	
How was this Outcome generated?	HIFIS custom report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
Has the target you set changed from your previous CHR?	No, the target has not 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?	Yes
Please use the following comment box to provide context on your data.	
The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to use the methodology used for the previous CHR report.	

The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that month)

No changes to the way the data was collected.

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)	1458	1292	931	1005	854					729



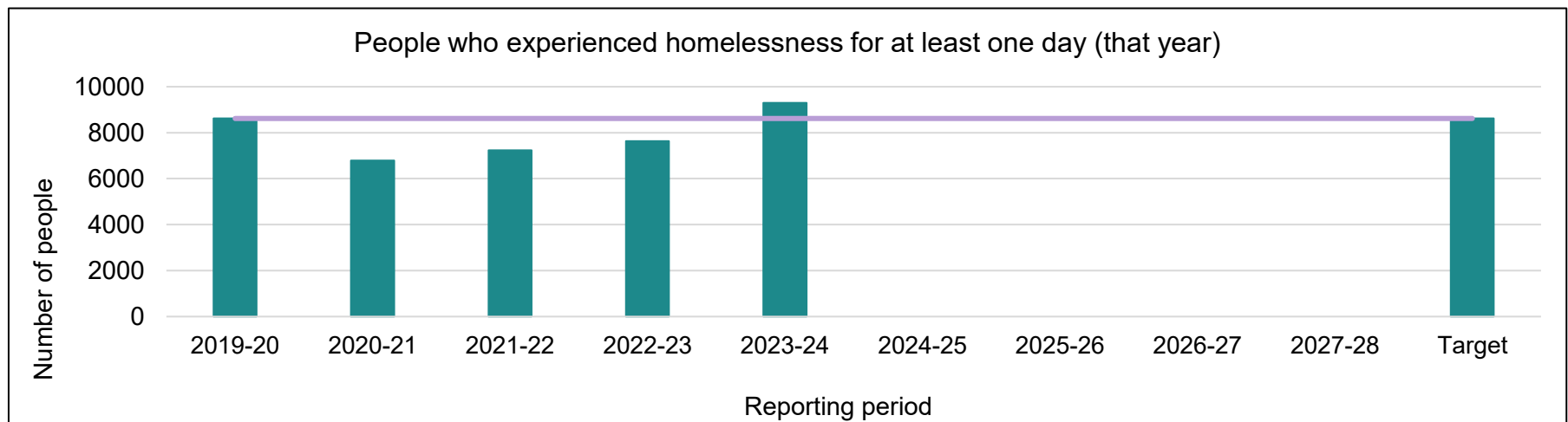
O#5(M)	What is your baseline year?	March 2020
Chronic homelessness will decrease by 50% between March 2020 and March 2028.		
How was this Outcome generated?		HIFIS custom report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?		No, none of the data has changed
Has the target you set changed from your previous CHR?		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.		
<p>The City of Ottawa did not use the CHR report developed by Infrastructure Canada due to it not reflecting the current homelessness situation in the community. The City continues to issue the methodology used for the previous CHR report.</p> <p>The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that month)</p> <p>No changes to the way the data was collected</p>		



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)	8619	6790	7240	7637	9302					8619



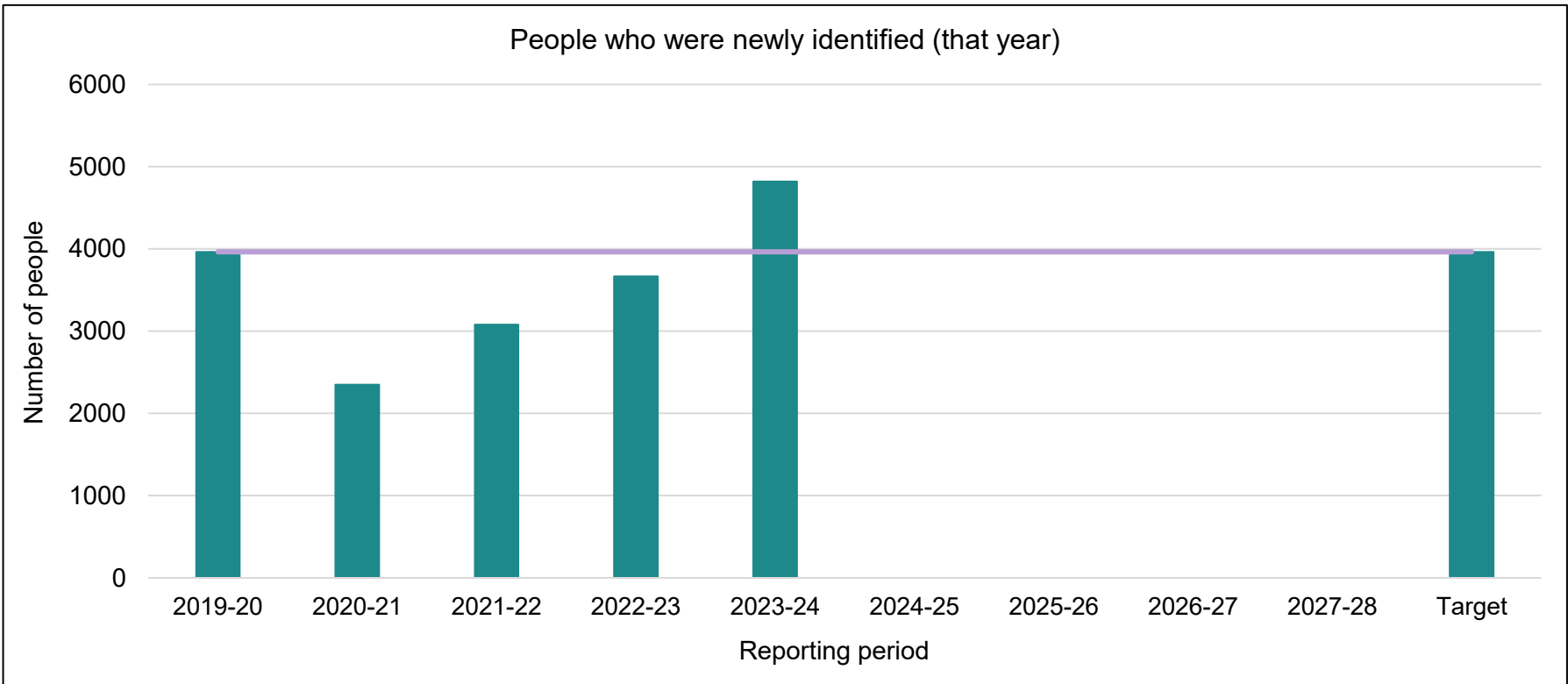
O#1(A) What is your baseline year?	2019-20
Overall homelessness will decrease by 0% between 2019-20 and 2027-28.	
How was this Outcome generated?	HIFIS custom report
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
Has 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.	
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The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that year)

No changes to the way the data was collected

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)	3965	2348	3080	3666	4821					3965



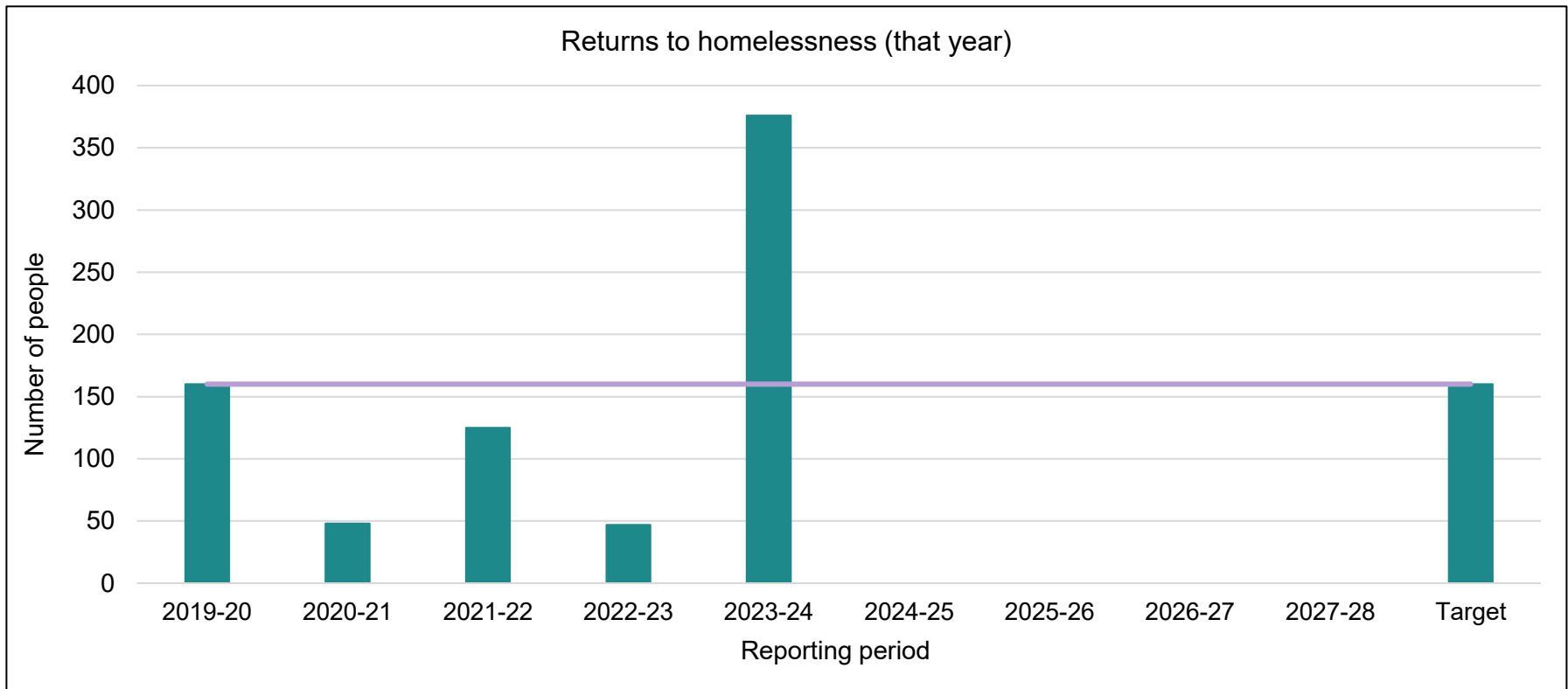
O#2(A) What is your baseline year?	2019-20
New inflows to homelessness will decrease by 0% between 2019-20 and 2027-28.	
How was this Outcome generated?	HIFIS custom report
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
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
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The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that year)

No changes to the way the data was collected

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)	160	48	125	47	376					160



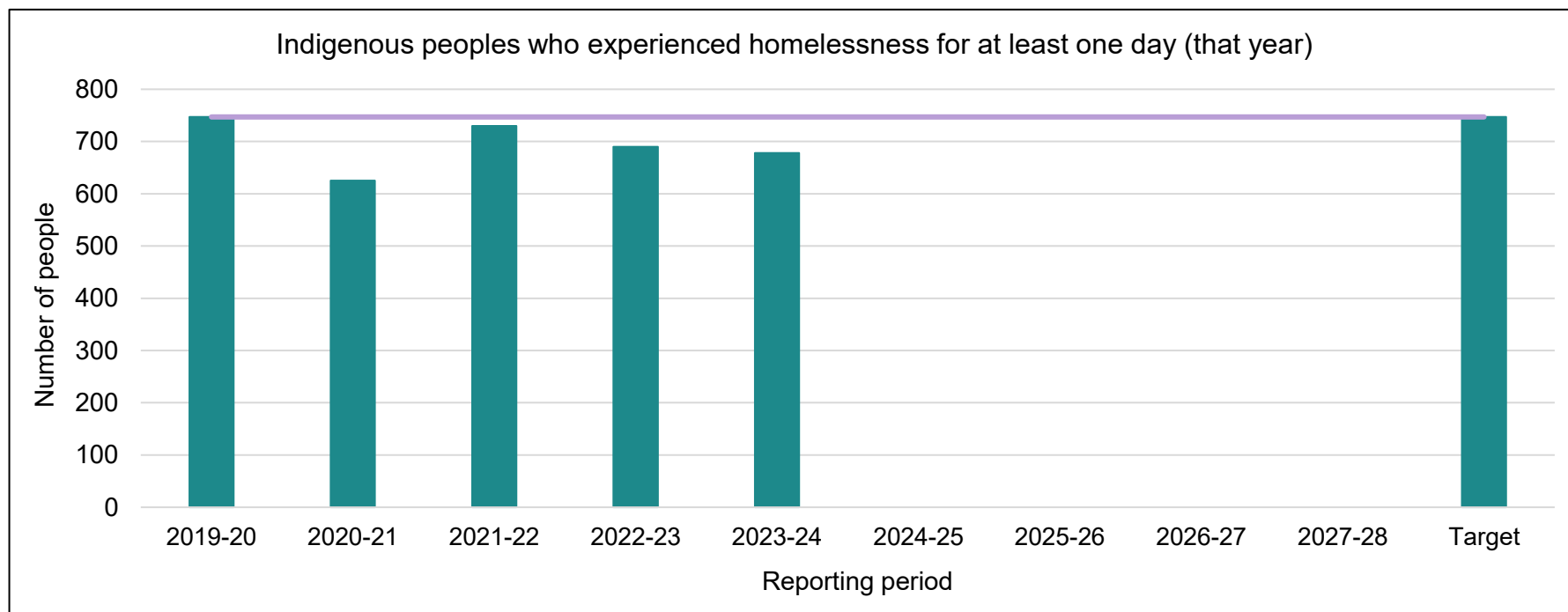
O#3(A) What is your baseline year?	2019-20
Returns to homelessness will decrease by 0% between 2019-20 and 2027-28.	
How was this Outcome generated?	HIFIS custom report
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?	No, none of the data has changed
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.	
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The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that year)

No changes to the way the data was collected

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)	747	625	730	690	678					747



O#4(A) What is your baseline year?	2019-20
Indigenous homelessness will decrease by 0% between 2019-20 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?	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
Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	Yes
Please use the following comment box to provide context on your data.	

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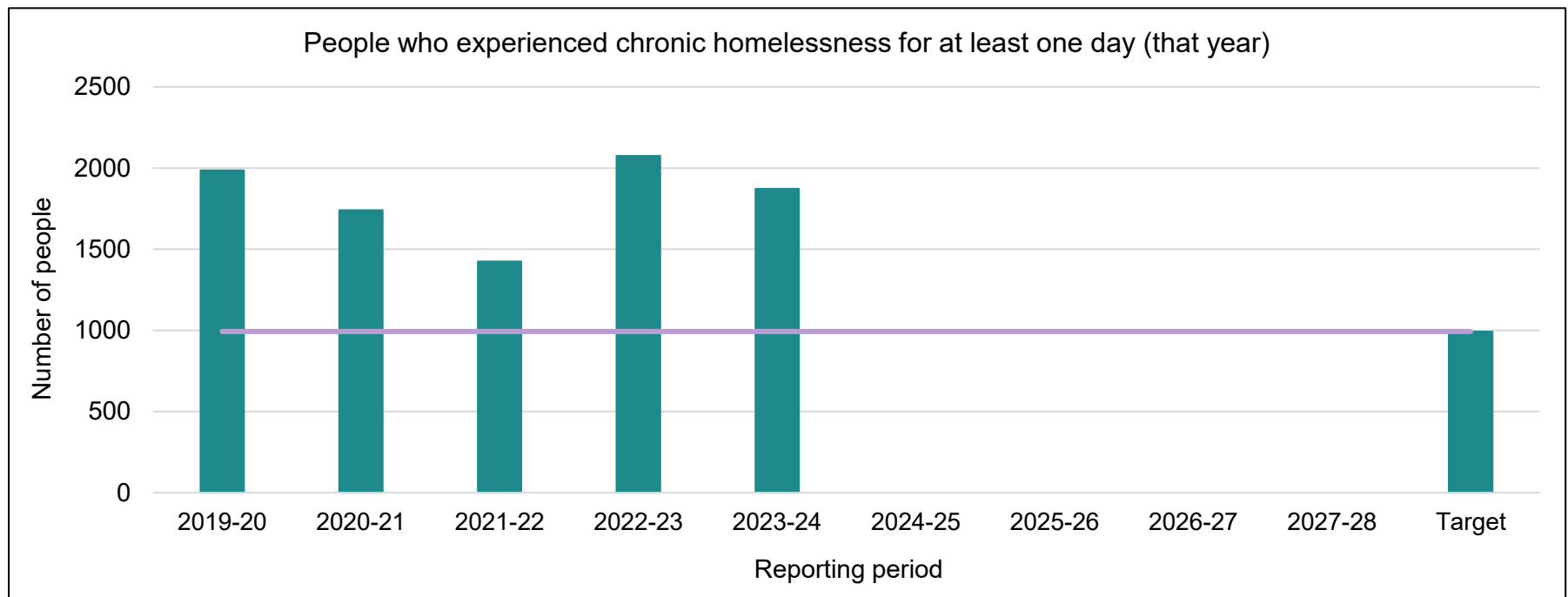
The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that year)

No changes to the way the data was collected

The Indigenous partners have worked with the City to develop the Indigenous Coordinated Access system that is led by Wabano Centre for Aboriginal Health. They verify the status of all Indigenous clients, as well as referring them to appropriate Indigenous service partners and other agencies. The City continues to consult the Aboriginal Community Advisory Board (ACAB) when preparing the CHR, and incorporates their suggested content into the CHR.

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)	1986	1740	1424	2075	1872					993



O#5(A) What is your baseline year?	2019-20
Chronic homelessness will decrease by 50% between 2019-20 and 2027-28.	
How was this Outcome generated?	HIFIS custom report
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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
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The City of Ottawa continues to meet regularly with Infrastructure Canada. This data represents individual households that experienced homelessness for at least one day (that year)

No changes to the way the data was collected

