

COMMUNITY HOMELESSNESS REPORT SUMMARY

City of Ottawa

2021-2022

Collaboration between Indigenous and Non-Indigenous Partners

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

Yes

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

a) Yes, specific to the implementation of Coordinated Access and our HMIS, there has been collaboration between the CE and the Indigenous agencies receiving homelessness funding.

b) The ongoing collaboration includes the Indigenous agencies being part of the governance structure for the project that ensured all service providers receiving funding through Reaching Home were participating in Coordinated Access by the March 31, 2022, to comply with Service Canada's deadline. The Indigenous sector operates its own Indigenous Coordinated Access (CA) using HIFIS data provided by the City, and the two coordinated access systems have been running in parallel. They regularly share information to identify which clients are Indigenous either through HIFIS data in which people may have self-identified, or through 'in-reach' to shelters by Indigenous agencies. Identifying Indigenous clients enables the Indigenous system to offer culturally appropriate supports that will best assist Indigenous individuals to be successful in their housing. In developing the system, in 2018-19, our Indigenous partners established their own prioritization criteria for access to their Housing First Program. They also decided not to use the Service Prioritization Decision Assistance Tool (SPDAT) assessment tool with Indigenous clients because it was deemed to be culturally inappropriate and lacking a trauma-informed lens.

In 2021, the HIFIS expansion working group consulted with the Indigenous service providers who submitted detailed written feedback stating what information they would like to access and share when using the HIFIS system. The City will be inviting

feedback stating what information they would like to access and share when using the HIFIS system. The City will be inviting representation from Indigenous service providers on the HIFIS Working Group. The HIFIS Working Group is a community of practice setup to guide data collection across the housing and homelessness sector.

This collaboration will also be strengthened in the future by updating HIFIS data sharing agreements with Indigenous agencies to align with the Principles of OCAP (ownership, control, access, and possession), including sections acknowledging the rights of Indigenous peoples to control data about members of their community. To implement this work the City will work with Infrastructure Canada during the next update phase of the HIFIS data sharing agreements.

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?	Yes
Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?	
a)Yes, specific to the implementation of Coordinated Access and a HMIS, there has been collaboration between the CE and the Indigenous Community Advisory Board (ACAB)'s members. These are the same people as were referred to in the above question, as they are both staff of Indigenous service-provider agencies and members of the ACAB. b)Further information provided in response to question 1.3.	

With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?	Yes
Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.	
<p>a)Yes, in developing the CHR, the City consulted both the Homelessness Community Advisory Board (CAB) and the Aboriginal Community Advisory Board (ACAB). There are three CAB members who represent Indigenous agencies who are also ACAB members, therefore they were consulted in both contexts.</p> <p>b)In early September 2022, the City consulted the Chair of the ACAB as to how the ACAB wanted to participate in the drafting of the CHR. They asked to repeat the process used for the previous CHR. Therefore, the consultation process included providing ACAB members with the draft of the full report in September with an invitation for written edits and additions, followed by a meeting between City representatives and the ACAB to respond to questions and receive additional input. The ACAB requested that the City attend their September ACAB meeting and to present the CHR draft to ACAB members and edit into the report based on individual comments and discussions at the ACAB meeting in advance of the CAB meeting on October 7.</p>	
Does your community have a separate IH CAB?	Yes
Was the CHR also approved by the IH CAB?	Yes

Summary Comment

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements? In particular, please include an update about your community's efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS.

The City of Ottawa is in full compliance with the Reaching Home standards for Coordinated Access and the use of a HMIS. Additional information regarding efforts to sustain and/or improve aspects of these requirements are outlined below:

(2.1 and 2.2) Governance of Coordinated Access and HIFIS Expansion:

The City's Housing Services branch and community agencies work together to administer HIFIS and Coordinated Access. Since 2015, when Coordinated Access to Housing First services was first implemented in Ottawa, the governance structure has been evolving to meet the needs of the sector. In 2022, the governance structure for Ottawa's Coordinated Access system was restructured to fully meet the Reaching Home requirements. This governance structure was approved by the CAB and ACAB (Aboriginal Community Advisory Board) in March 2022.

(2.3 and 2.14) Compliance of All Reaching Home-Funded Agencies:

All service providers who receive Reaching Home funding are using HIFIS, participating in Coordinated Access and included in the Resource Inventory. The Resource Inventory is an inventory of housing resources for which access is being formally coordinated (e.g. housing units, rent subsidies, case managers).

Homeless Management Information System (Homeless Individuals & Families Information System (HIFIS)):

(2.4 and 2.5) A new data Provision agreement has been signed between Infrastructure Canada and the City. The new sub-agreements with the agencies are complete and the agencies were brought onto HIFIS in the fall of 2021.

(2.6) In 2021, a privacy agreement was developed through the City's privacy office, based on consultations with the agencies. Concerns from health and legal information custodians has been identified due to HIFIS not being PHIPA compliant and regulations on confidentiality for legal information. Although these agencies are onboarded, they have viewing only rights to HIFIS and do not add to it. In 2022, the City continues to work towards solutions that seamlessly allow these health and legal information custodians to add to Ottawa's List on an ongoing basis.

Access Points to Service

(2.8) There are currently 17 access sites throughout the City. These sites will be reviewed and additional sites added during the coming months as part of the HIFIS expansion initiative.

Triage and Assessment

(2.11) There is currently a triage process in place for individuals and families seeking emergency shelter. A triage assessment determines if these clients can be diverted from entering shelter and provided with general housing assistance. If they cannot be diverted, a more in-depth assessment is completed to prioritize and match people to housing support services based on their needs and choice in housing, including Housing-Based Case Management support or intensive supportive housing.

This process will be reviewed and improved as needed, during the onboarding of the new agencies to HIFIS and CA.

In all cases, options to shelter are explored for either safe diversion, repatriation and/or the use of Housing Benefits to pay arrears so households could maintain their housing.

(2.12) The Service Prioritization Decision Assistance Tool (SPDAT) is a common assessment tool that the City of Ottawa uses. This tool has several versions that are either for triage or more in-depth assessment. These versions are tailored to specific clienteles such as adults, youth, families, etc. At the request of Indigenous service providers, this tool is not used for Indigenous clients in Ottawa. The Indigenous community does not use the same assessment tool as mainstream agencies due to intersectionality. Indigenous populations face disproportionate rates of exposure to trauma and oppression, that requires trauma informed, culturally appropriate methods that are not achievable using the current available tools. While the national Indigenous assessment tool is under development, the Indigenous community is using their own prioritization criteria that was developed by the Aboriginal CAB.

Vacancy Matching and Referral

(2.13) Policies and protocols are in place for referring and matching eligible, prioritized clients to available spaces. Potential clients are referred to Coordinated Access by Shelter-to-Housing Case Managers, street outreach workers, and in-reach corrections facilities workers. Referrals are also made by youth-serving drop-in programs, in-reach into the education system, in-reach into hospitals, and by hospital social workers. Prior to referring clients, workers assist the client to complete income tax submissions, to apply to be on the Social Housing Registry's wait list, to set up a repayment agreement if the client has social housing arrears, and to apply for income assistance. The referring worker explains the program to the client in detail, including the requirement for regular home visits, integration with other community-based resources, and the requirement for direct rent payment of any housing allowance and rental allowance from provincial benefits. This allows the client to make an informed choice on whether to apply to participate in Housing First or supportive housing. If so, the workers conduct an assessment using the SPDAT tool. Indigenous clients are referred to an Indigenous agency for the introduction to this program and for assessment, which will not include the SPDAT tool. Applicants with a high or moderate "acuity rating" on their assessment are then added to the prioritization list. Other criteria, such as length of time homeless, are also taken into account. A separate but

similar process is used for youth.

Once Coordinated Access has matched a client to a vacancy in a program that meets their specific needs, a “warm transfer” meeting is held including the client and a worker from the referring and receiving agency. If the client agrees, the referral is completed.

Outcomes-Based Approach Self-Assessment

Where does data for the List come from?

- Excel
- HIFIS
- Other HMIS
- Other data source(s)
- Not applicable – Do not have a List yet

In the future, will data from the community's HMIS (either HIFIS or an existing, equivalent system) be used to get data for the List?

Yes

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

The City of Ottawa has developed community-level data reports that are distributed publicly through various channels. These reports and associated methodologies have been developed over many years with feedback from sector partners and contain various datapoints from across the housing continuum. When reviewing new reports that are pulled using HIFIS data, the City compares the datapoints to other community-level reports in order to validate the data.

While completing this review, the City noticed numerous inconsistencies between CHR report data methodologies and other comparable reporting measures used previously. When compared to other data the CHR report had data trend differences, over/under reporting and a general lack of alignment with methodologies the City typically uses. Despite attempts to rectify and understand issues within the report’s code we were unable to fully assess why these datapoints could be so different for similar metrics.

For this reason, the City has requested permission from Service Canada to use its methodology for pulling CHR report metrics. Using City reporting methodology ensures that the data provided is as accurate as possible and aligns with similar metrics that have been report publicly.

Summary Table

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

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Yes	Yes	Yes

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 to set-up, maintain and/or improve the List over the last year:

Over the past year, the City has improved the List by onboarding new service providers. These service providers will provide additional data, allowing the City to better track inflows and outflows to homelessness in the community. The City has also made efforts to improve their list by training ongoing and new users on the proper use of HIFIS, with a special focus on the importance of completing the housing history module to accurately measure the instances of homelessness and calculate chronic homelessness.

Additionally, the City has regularly engaged in ongoing database maintenance and testing of new HIFIS updates throughout the year to ensure the ongoing maintenance of the List.

Plans to set-up, maintain and/or improve the List over the next year:

Currently Ottawa's List includes a significant number of homelessness response providers across the entire service sector. However, to provide broad and comprehensive coverage, the City will be adding additional providers over the course of 2022 and early 2023. This update will expand the participation of additional homelessness prevention services, general housing assistance, drop-in centres, community resource centres, and supportive housing providers. In addition to existing supportive housing providers, Ottawa will also be adding more supportive housing resources for homeless clients. In the coming year, the City plans to add three additional buildings to its network of supportive housing, adding over 130 bachelor units.

To improve the List, all possible agencies will transition into reporting client information exclusively into HIFIS. Through this effort, more providers will have the ability to give a client "active" status, indicating that their client is experiencing homelessness. All households with an "active" status in HIFIS will inform the List, even if they are not accessing emergency housing supports or living unsheltered (i.e. are provisionally accommodated).

Ottawa is also seeking to capture more demographic information about clients who are on the List. For example, Ottawa will update the reporting requirements for all agencies contributing to the List to include a question asking clients to self-report as transitioning from the child welfare system upon first accessing homelessness-response services (i.e. at first entry into HIFIS).

Finally, the City plans to continue to improve data accuracy by creating a HIFIS report to audit data input by the Housing First service providers. The purpose of this is to improve the ongoing collection of Housing Placement and Housing History information.

Examples of how data from the List was used over the last year:

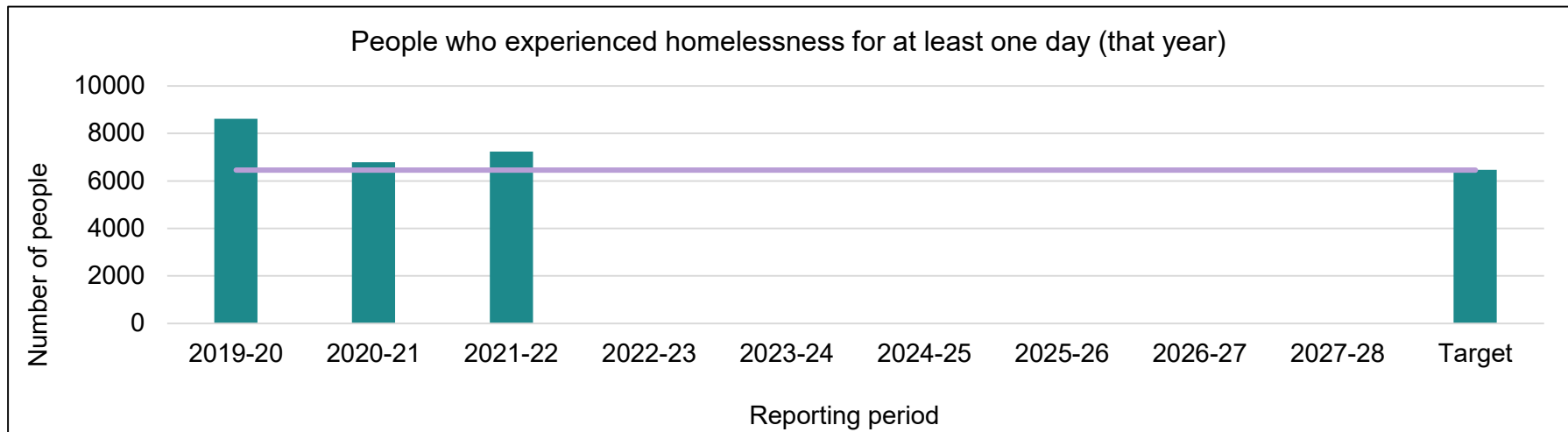
In addition to informing Ottawa's Coordinated Access system, the City has also used its List in conjunction with case conferencing. The intention is to help our system shift to a more team-based approach across different agencies, leading to more wrap-around support and a shared understanding of what individual clients need. By specifying areas of impact and collectively diving deep into the List with representatives across multiple areas, the City of Ottawa is better able to focus on each individual's needs and how their specific circumstances can be resolved.

Using the data from the list, we have also been able to identify key areas of priority in our community and adjusted our matching policies and procedure to better align with the shifting demands of our population.

Community-Level Core Outcomes – Annual Data Reporting

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	-	-	-	-	-	-	6464

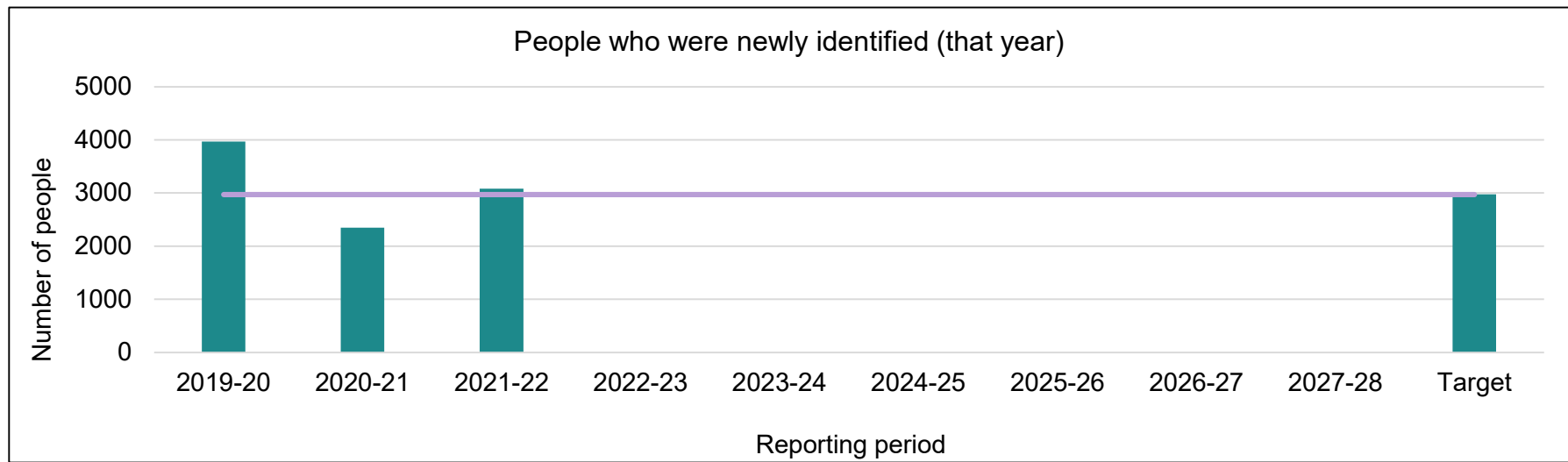


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

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 is continuing to issue the methodology used for the previous CHR report.

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	-	-	-	-	-	-	2974

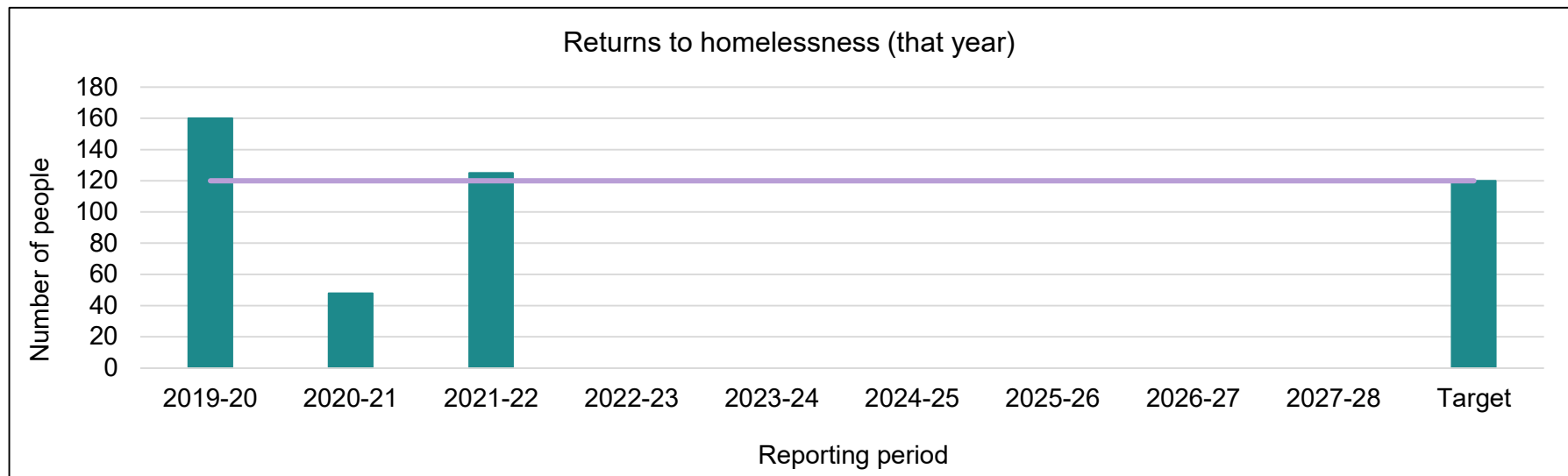


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

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 is continuing to issue the methodology used for the previous CHR report.

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	-	-	-	-	-	-	120

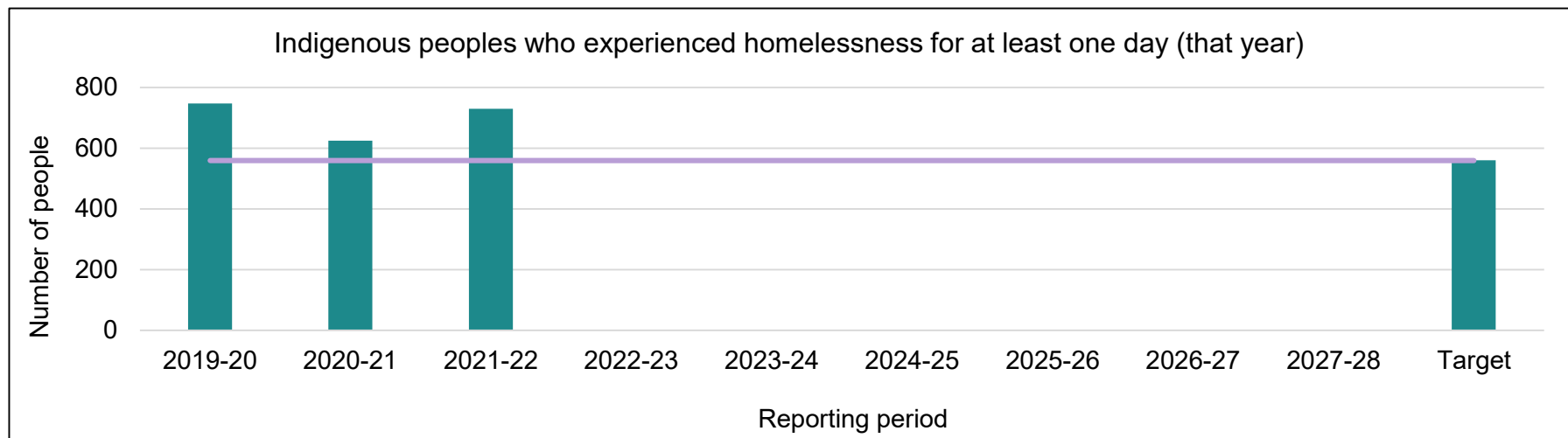


Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

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 is continuing to issue the methodology used for the previous CHR report.

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	-	-	-	-	-	-	560

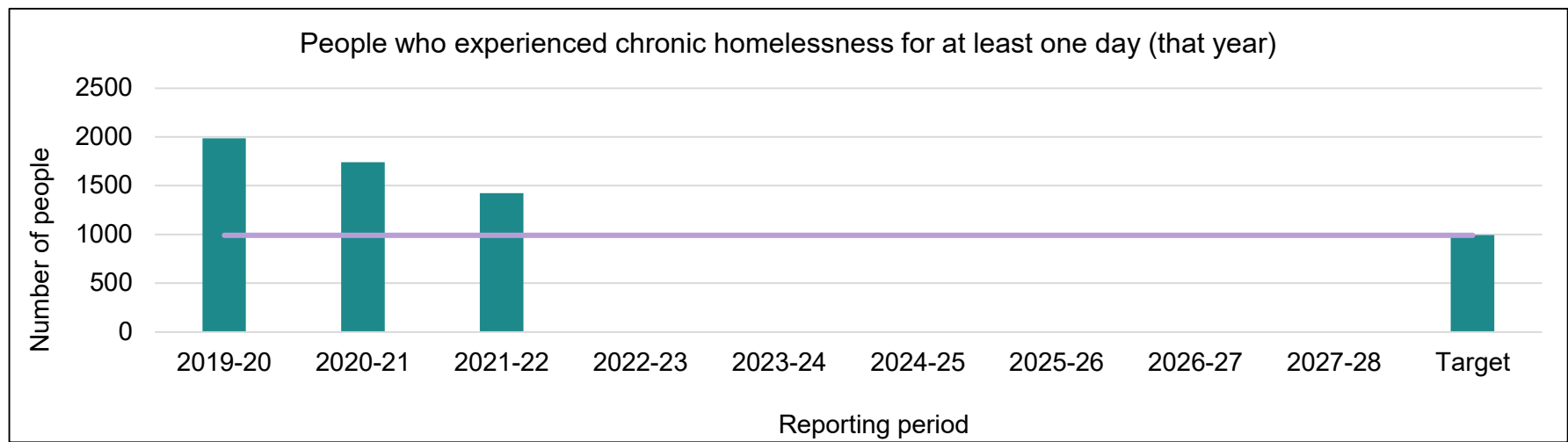


Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

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 is continuing to issue the methodology used for the previous CHR report.

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	-	-	-	-	-	-	993



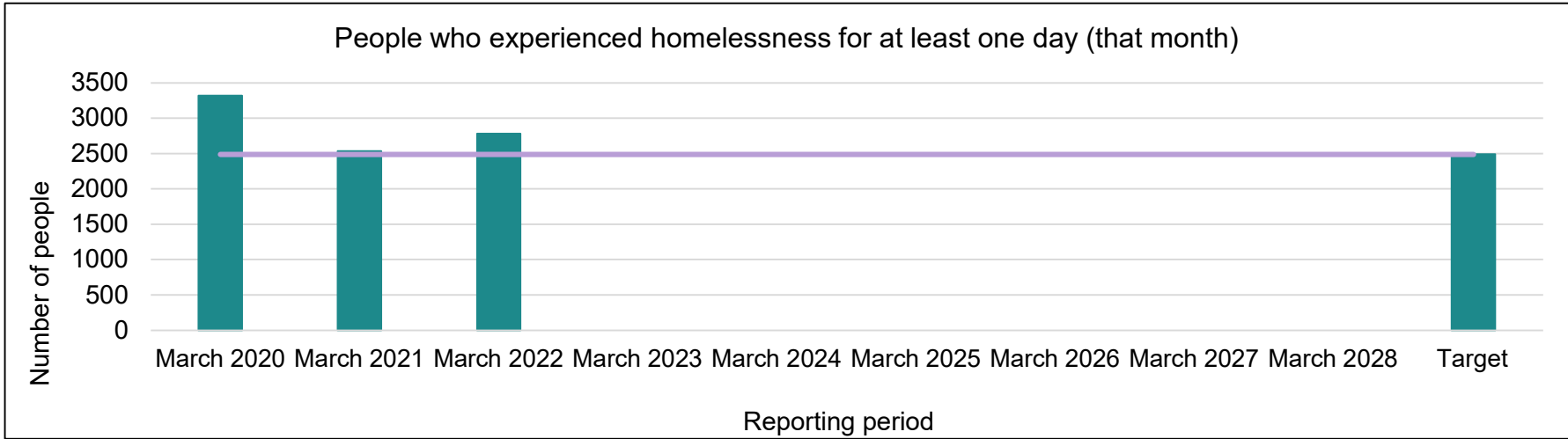
Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

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 is continuing to issue the methodology used for the previous CHR report.

Community-Level Core Outcomes – Monthly Data Reporting

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	-	-	-	-	-	-	2490

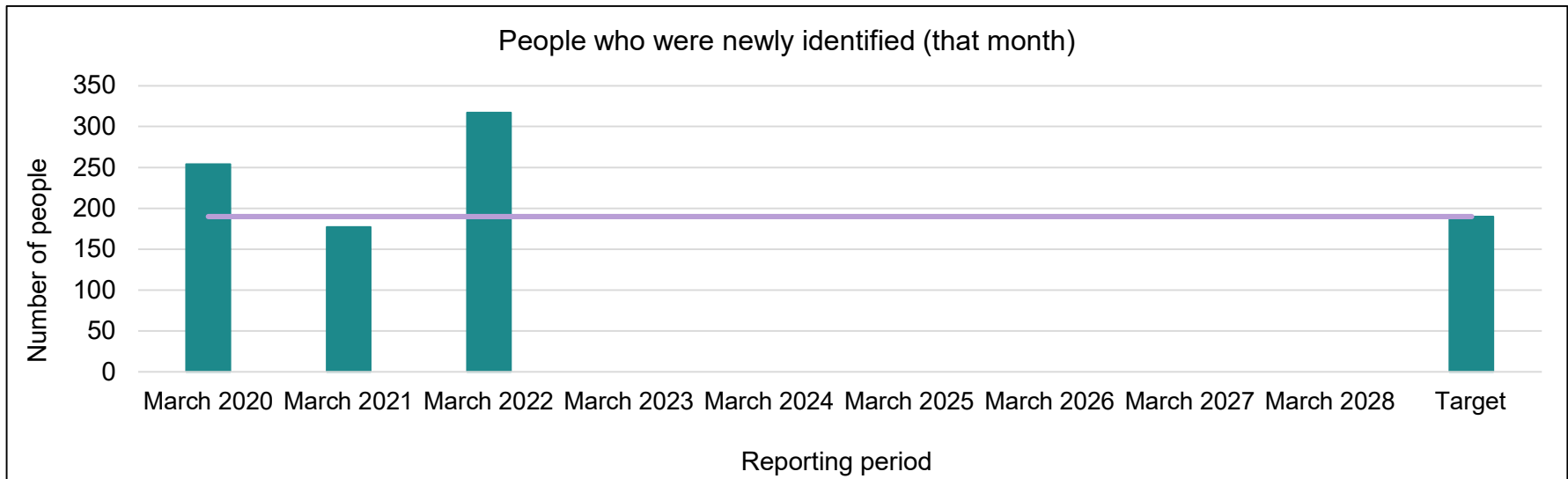


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

This is new data not previously reported to the CHR. This data was obtained using the City's methodology.

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	-	-	-	-	-	-	190

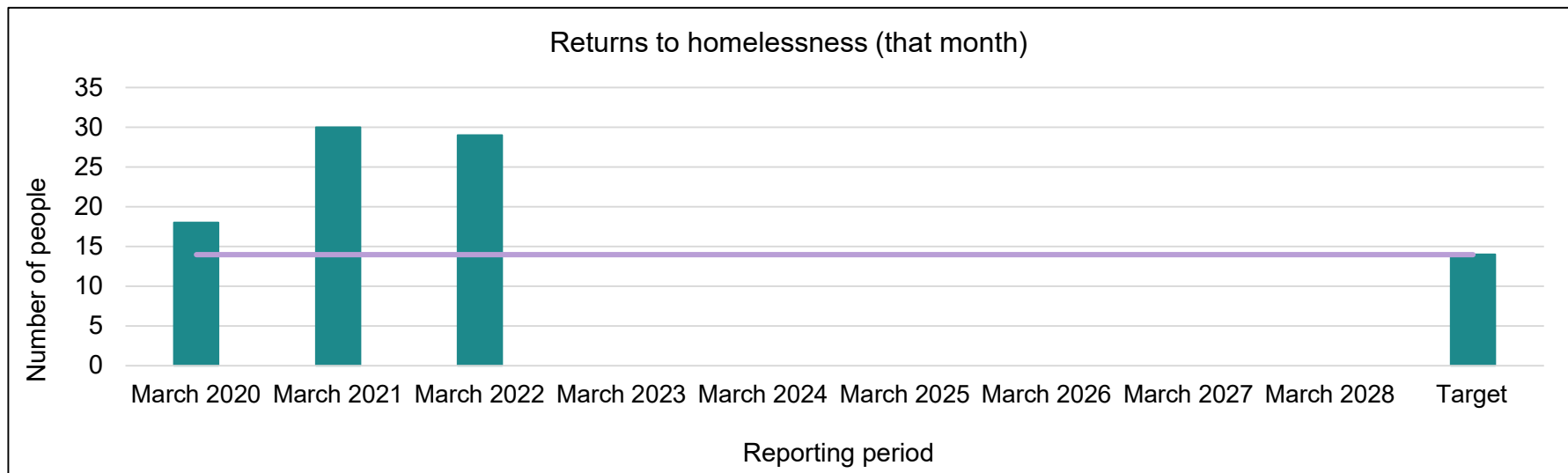


Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?

This is new data not previously reported to the CHR. This data was obtained using the City's methodology.

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	-	-	-	-	-	-	14

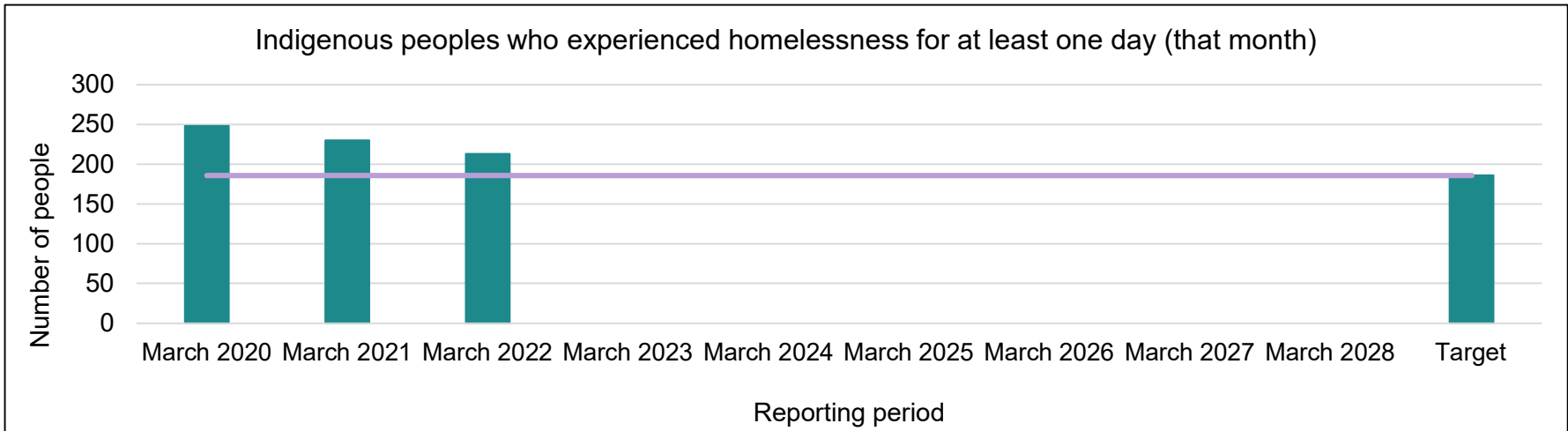


Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

This is new data not previously reported to the CHR. This data was obtained using the City's methodology.

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	-	-	-	-	-	-	186

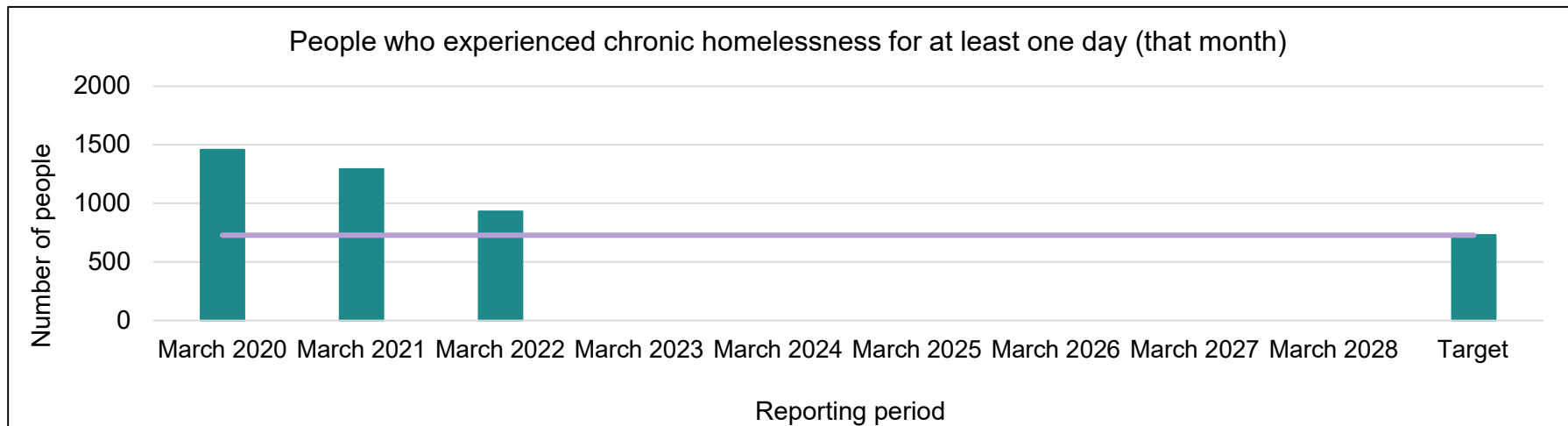


Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

This is new data not previously reported to the CHR. This data was obtained using the City's methodology.

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	-	-	-	-	-	-	729



Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

This is new data not previously reported to the CHR. This data was obtained using the City's methodology.