

COMMUNITY HOMELESSNESS REPORT SUMMARY

Peterborough, ON

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

identifier 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.

Our local Friendship Centre, Nogojiwanong Friendship Centre, has been a key partner in our community's homelessness response for a number of years. In addition to sitting on our Community Advisory Board, Nogojiwanong Friendship Centre is often listed as a partner/collaborator for many of the funded projects throughout our community. Service providers recognize the overrepresentation of Indigenous People within our homeless population, and are making efforts to provide culturally appropriate supports and referrals to Indigenous service providers when possible. The Nogojiwanong Friendship Centre has been a member of the Community Advisory Board for a number of years, including contributing to discussions about Coordinated Access and the HMIS. As our community is beginning to revisit the Coordinated Access model over the coming year, the Nogojiwanong Friendship Centre will be a key partner to consult during those discussions. Additionally, we will seek their guidance on other local Indigenous organizations that should be invited to participate in these discussions as well. Our community will be discussing the overall Coordinated Access model as we work to improve its implementation. Anticipated areas of improvement are related to the fit of the model within our local context, and understanding Indigenous service providers and service users experiences with current practices will be crucial.

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?	Yes
Describe this collaboration in more detail.	
<p>The Nogojiwanong Friendship Centre is represented on our Community Advisory Board (CAB). The CAB is consulted on the completion of the entire Community Homelessness Report, being given the opportunity to provide feedback, additional information, or corrections before signing off on it. The Community Homelessness Report is completed by the Community Entity (United Way Peterborough and District) in collaboration with the City of Peterborough's Social Services. Social Services is the homelessness system manager, which includes operating and managing HIFIS and the By Name Priority List. Social Services draws on data from HIFIS to complete this report. Data within HIFIS is contributed and supported by local homelessness serving agencies, including the Nogojiwanong Friendship Centre. Their efforts in adding individuals to the By Name Priority List and providing updated information to Social Services supports our community's ability to monitor outcomes and effectively deliver services. Moving forward, efforts will be made to strengthen collaboration between Nogojiwanong Friendship Centre and the Coordinated Access System, including continued representation on our Community Advisory Board and involvement in other homelessness community tables.</p>	

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?

Our community has been implementing Coordinated Access since 2019. Having several years of experience with the model has allowed us to reflect on areas for improvement as we move forward, particularly around refining how the model is applied to our community's current context. To assist in our understanding of opportunities for improvement, we invested funding from the Community Capacity and Innovation stream into research being conducted by Trent University's Research for Social Change Lab. Through this project, the researchers interviewed and surveyed a total of 90 service users and service providers (almost equal representation from both groups). The information collected through this project has provided our community with an up-to-date and in-depth set of feedback on how service users and service providers are experiencing the Coordinated Access model. Although the research was conducted during the period covered by this Community Homelessness Report, the dissemination of the findings began late April-early May 2023. Continued engagement with the researchers and findings over the coming months will allow for the community to identify actionable responses. It is expected that the learnings from this research will be integrated into our homelessness system, including current approach to Coordinated Access and its related practices, over the coming months and into next year. As we continue to meet the minimum requirements for Coordinated Access, further changes based on the findings of this research and integration of voices of lived experience will enhance our system.

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 CHR's, 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: 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 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: 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

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?

Peterborough's List has been established and received quality designation from the Canadian Alliance to End Homelessness Build for Zero initiative since 2019. Since then, new agencies have been incorporated into the system, growing the number of entry points so that more agencies can add people to the List. The List data allows our community to identify trends, which are then considered when designing programs/services and making funding decisions. During 2022-23, data from The List was used to provide data confirmation of trends that service providers were observing. For example, when service providers share anecdotes about more of their clients experiencing longer durations of homelessness, The List can be referenced to confirm that the numbers reflect this trend as well. Additionally, through the Community Capacity and Innovation stream of Reaching Home, Trent University's Research for Social Change Lab (RSCL) was able to conduct in-depth research into the current experiences of people who interact with the Coordinated Access System. The research project included interviewing 48 people with experiences of homelessness and 42 people who worked in the homelessness-serving sector. These in-depth interviews allowed the researchers to hear first hand from service providers and users about their experiences of working with or accessing the Coordinated Access system. The researchers then analyzed the data and found recurring key themes related to Coordinated Access: Community Access Points, Standardized Assessment Tools, Prioritization, Matching and Referral. Three other themes also emerged from the data as many research participants shared their experiences related to: Parks and Facilities Bylaw, Harm Reduction, and Staffing. The 90 interviews offered insights into the realities of how the Coordinated Access tools are used in practice, and the implications of these tools on the lives of service users and providers. In addition to the interviews, the researchers surveyed 90 people currently or recently employed in the homelessness-serving sector for feedback on their experiences with the Coordinated Access system, and priorities for the community. Overall, the findings of the RSCL research are a valuable resource for our community as we continue to make improvements moving forward. The full report included detailed findings can be found online at <https://www.socialchangelab.ca/ca-review>.

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:

Peterborough's List is generated using the Unique Identifier List. Also referred to as the By-Name List, the report pulls information about clients and their housing needs to match individuals with vacancies. The List also allows the City to track trends, such as inflows and outflows.

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.

After the most recent Point-in-Time Count was conducted in Peterborough, our analysis included cross-referencing the numbers generated in our HIFIS database. This cross-referencing allowed us to see that both sets of data were showing the same trends, such as increased chronic homelessness. Service providers are also a vital source of information about local homelessness trends, providing their insights and perspectives that help us understand the comprehensiveness of our List. The research that was conducted by the Research for Social Change Lab at Trent University provides a strong qualitative perspective to complement the List, as well as identify areas for improving how people are able to participate with the List.

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?

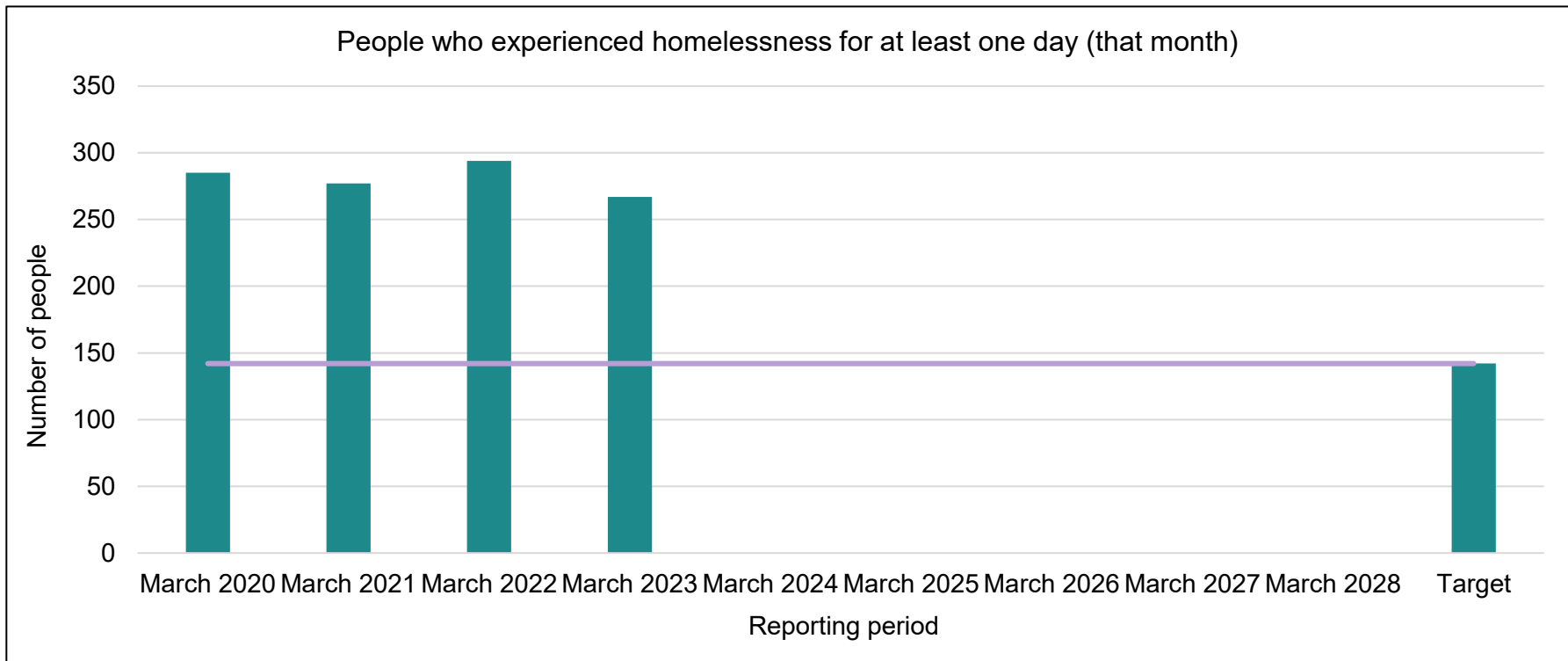
Yes

Section 4. Community-Level Outcomes and Targets – Monthly

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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)	285	277	294	267						142



Context for Outcome #1 (monthly):

Please provide context about your results, as applicable.

Not applicable - no changes have been made to the data from a previous CHR or the target, and all data points have been completed.

Was the HIFIS “Community Homelessness Report” used to generate data for this outcome?	Yes
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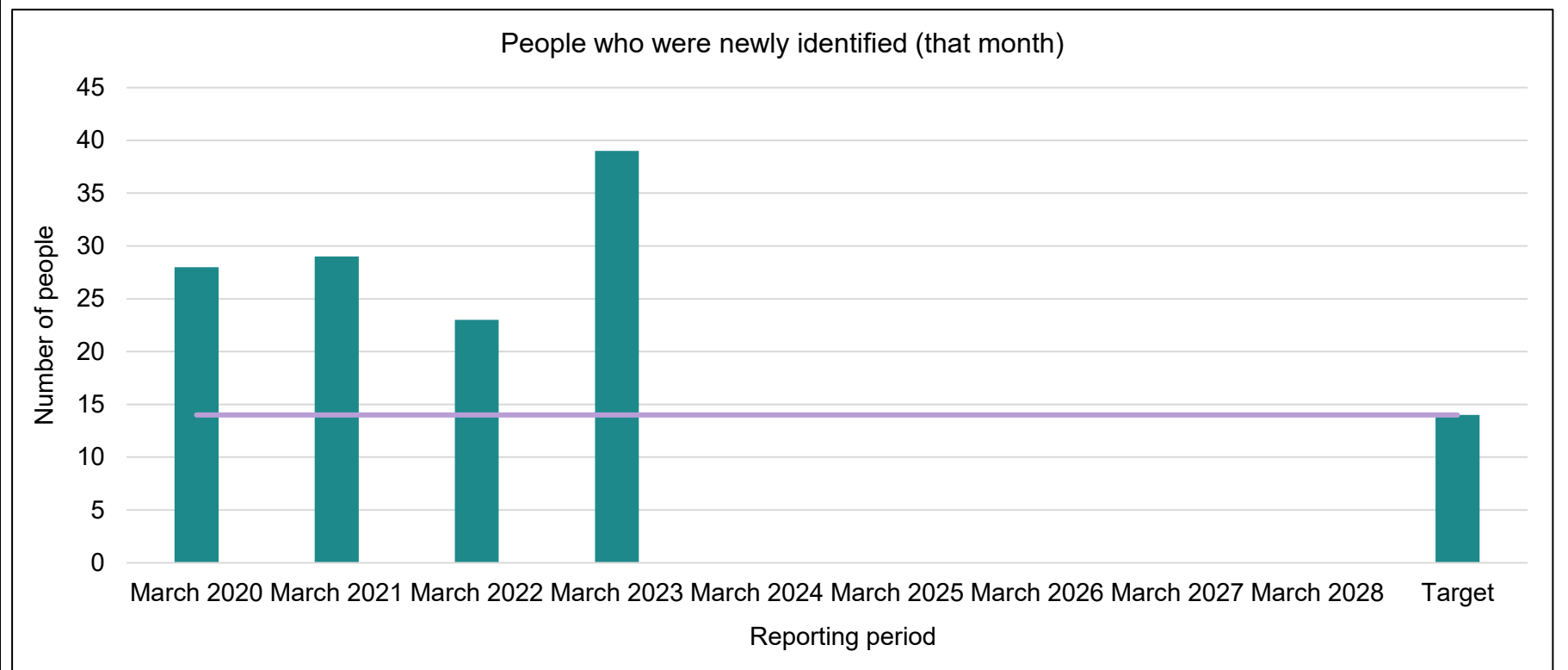
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Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

	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)	28	29	23	39						14



Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.

Not applicable - no changes have been made to the data from a previous CHR or the target, and all data points have been completed.

Was the HIFIS “Community Homelessness Report” used to generate data for this outcome?	Yes
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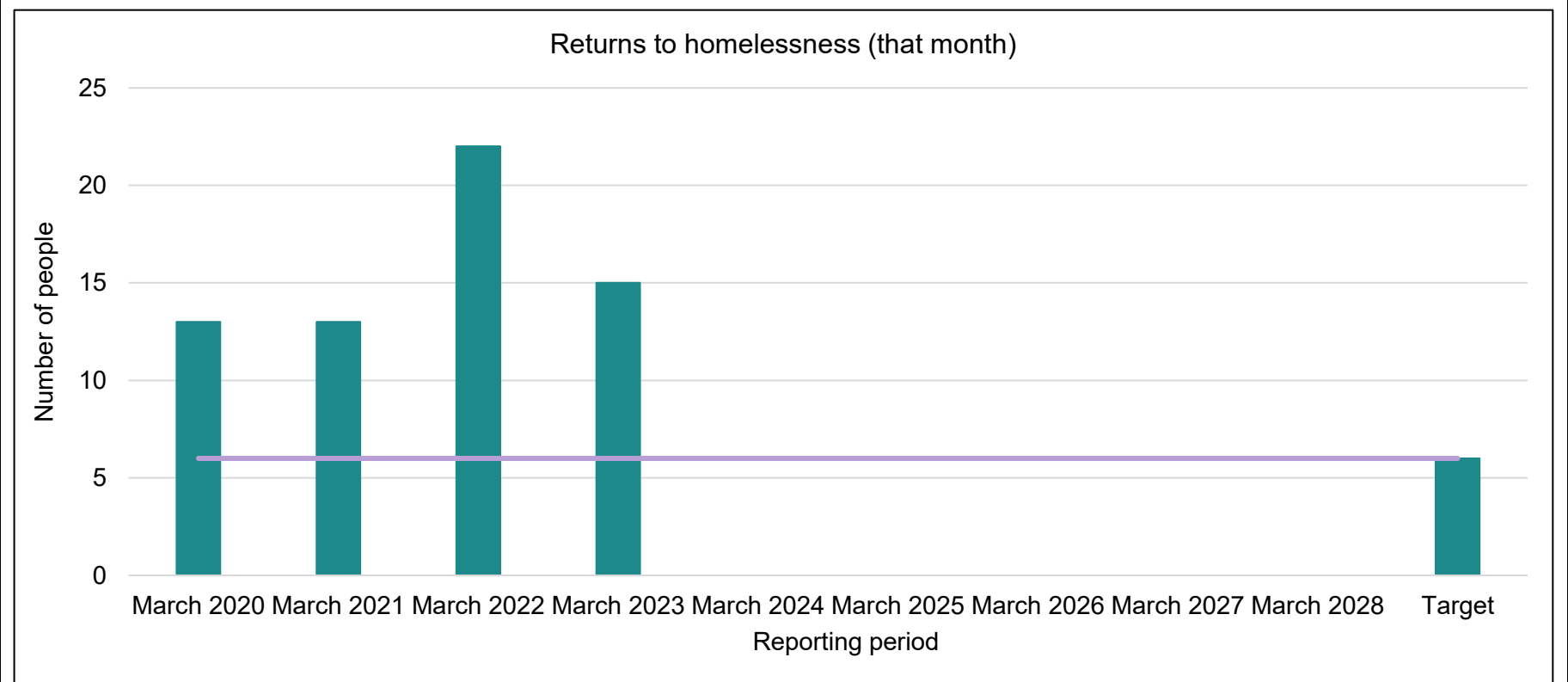
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Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)	13	13	22	15						6



Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

Not applicable - no changes have been made to the data from a previous CHR or the target, and all data points have been completed.

Was the HIFIS <i>“Community Homelessness Report”</i> used to generate data for this outcome?	Yes
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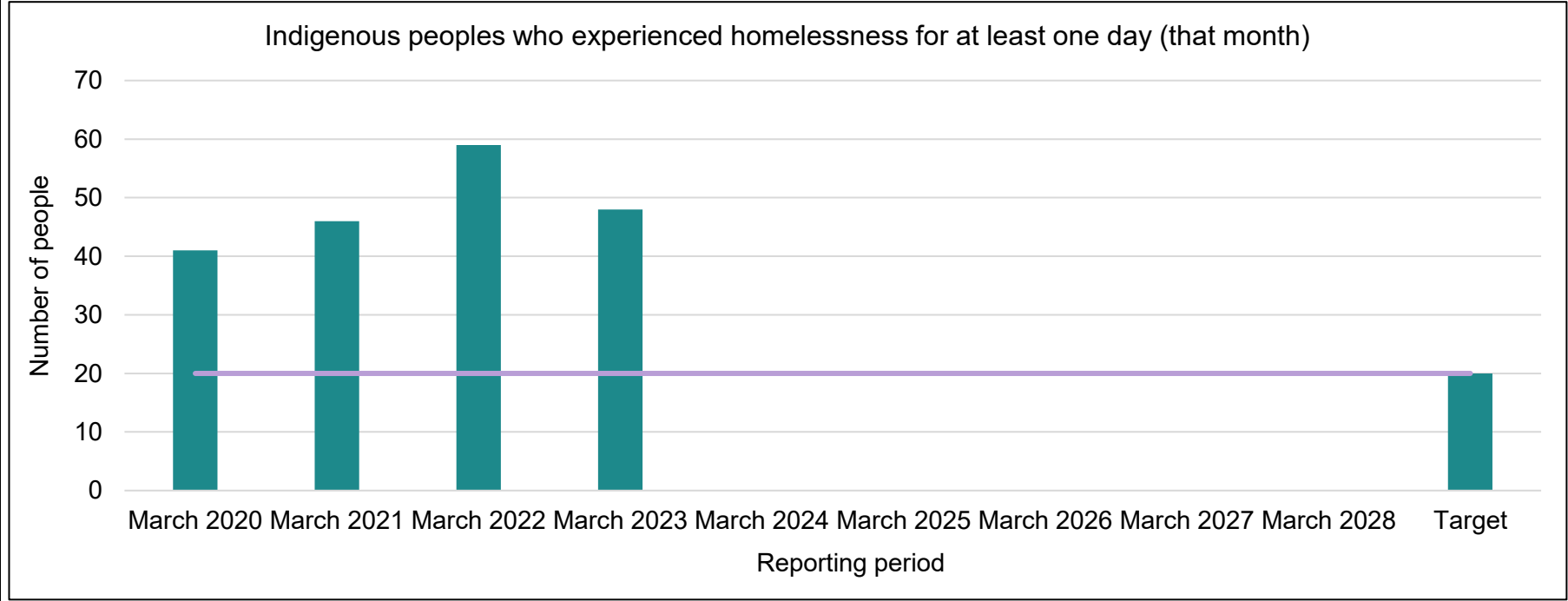
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Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

	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)	41	46	59	48						20



Context for Outcome #4 (monthly):

Please provide context about your results, as applicable.

Not applicable - no changes have been made to the data from a previous CHR or the target, and all data points have been completed.

Was the HIFIS “Community Homelessness Report” used to generate data for this outcome?	Yes
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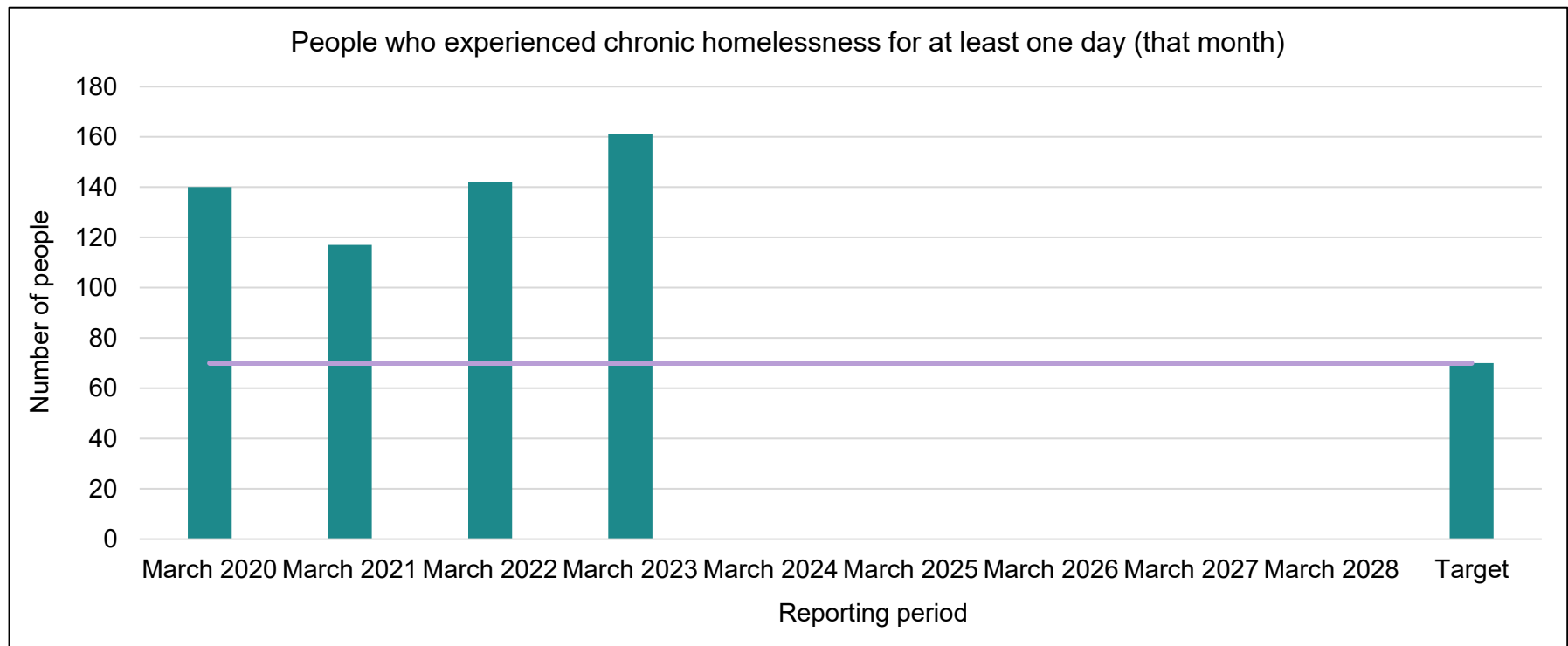
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Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

	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)	140	117	142	161						70



Context for Outcome #5 (monthly):

Please provide context about your results, as applicable.

Not applicable - no changes have been made to the data from a previous CHR or the target, and all data points have been completed.

Was the HIFIS “Community Homelessness Report” used to generate data for this outcome?	Yes
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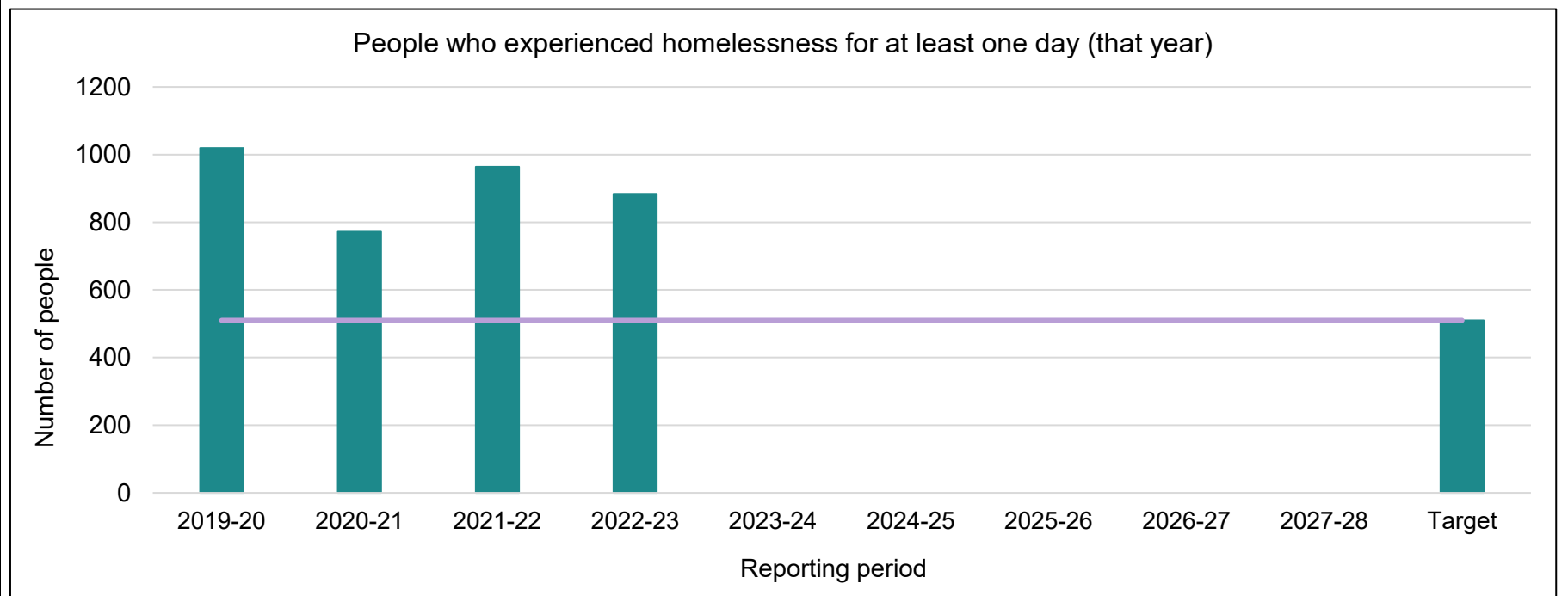
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Section 4. Community-Level Outcomes and Targets – Annual

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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)	1019	772	964	884						510



Context for Outcome #1 (annual):

Please provide context about your results, as applicable.

Not applicable - no changes have been made to the data from a previous CHR or the target, and all data points have been completed.

Was the HIFIS “Community Homelessness Report” used to generate data for this outcome?	Yes
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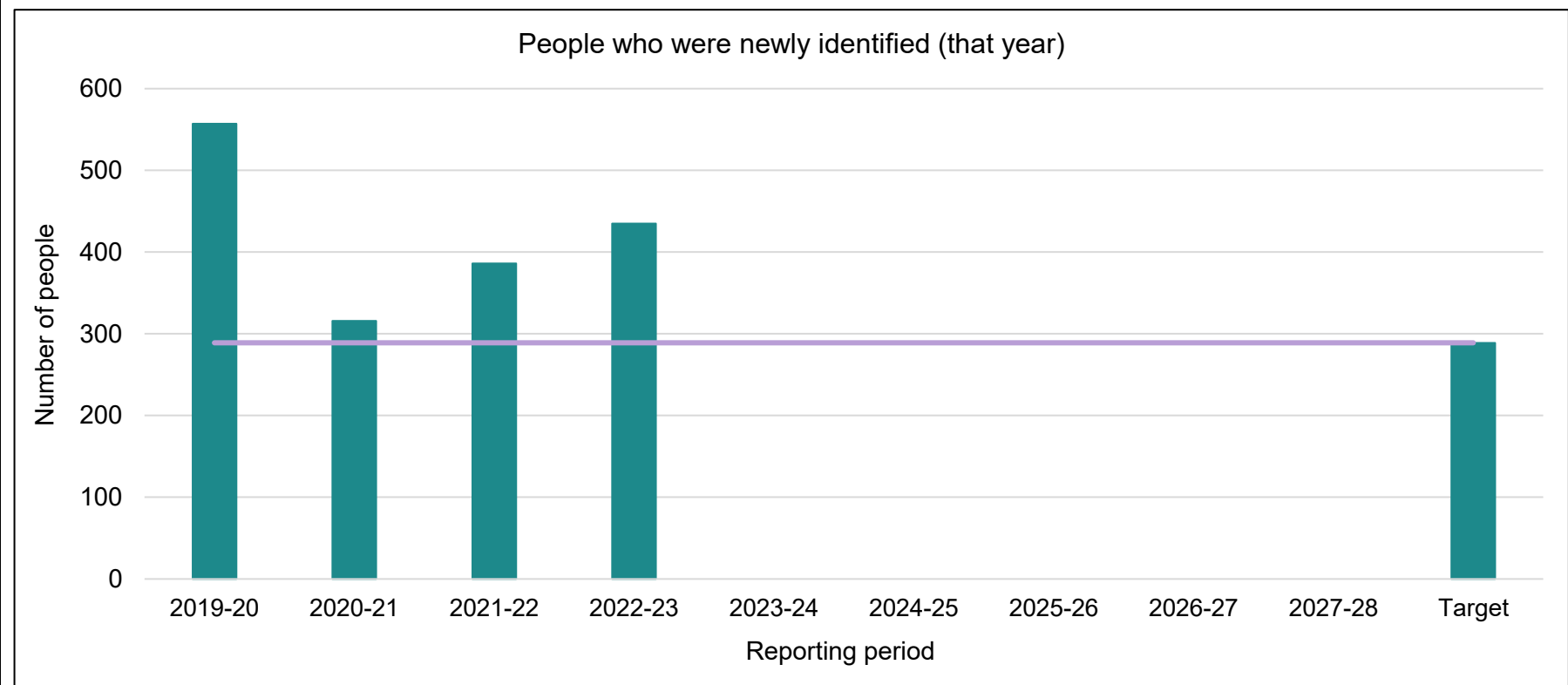
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Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

	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)	557	316	386	435						289



Context for Outcome #2 (annual):

Please provide context about your results, as applicable.

Not applicable - no changes have been made to the data from a previous CHR or the target, and all data points have been completed.

Was the HIFIS <i>“Community Homelessness Report”</i> used to generate data for this outcome?	Yes
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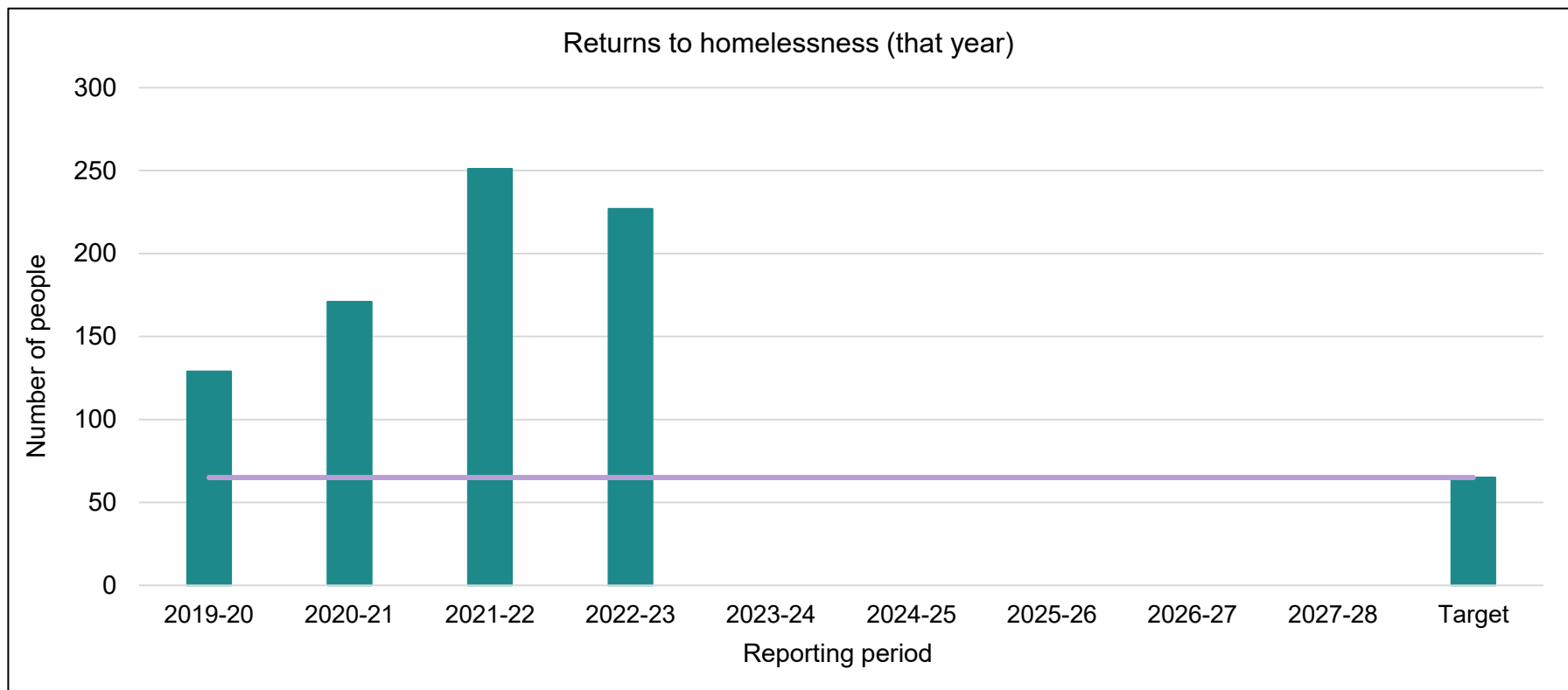
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Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)	129	171	251	227						65



Context for Outcome #3 (annual):

Please provide context about your results, as applicable.

Not applicable - no changes have been made to the data from a previous CHR or the target, and all data points have been completed.

Was the HIFIS <i>“Community Homelessness Report”</i> used to generate data for this outcome?	Yes
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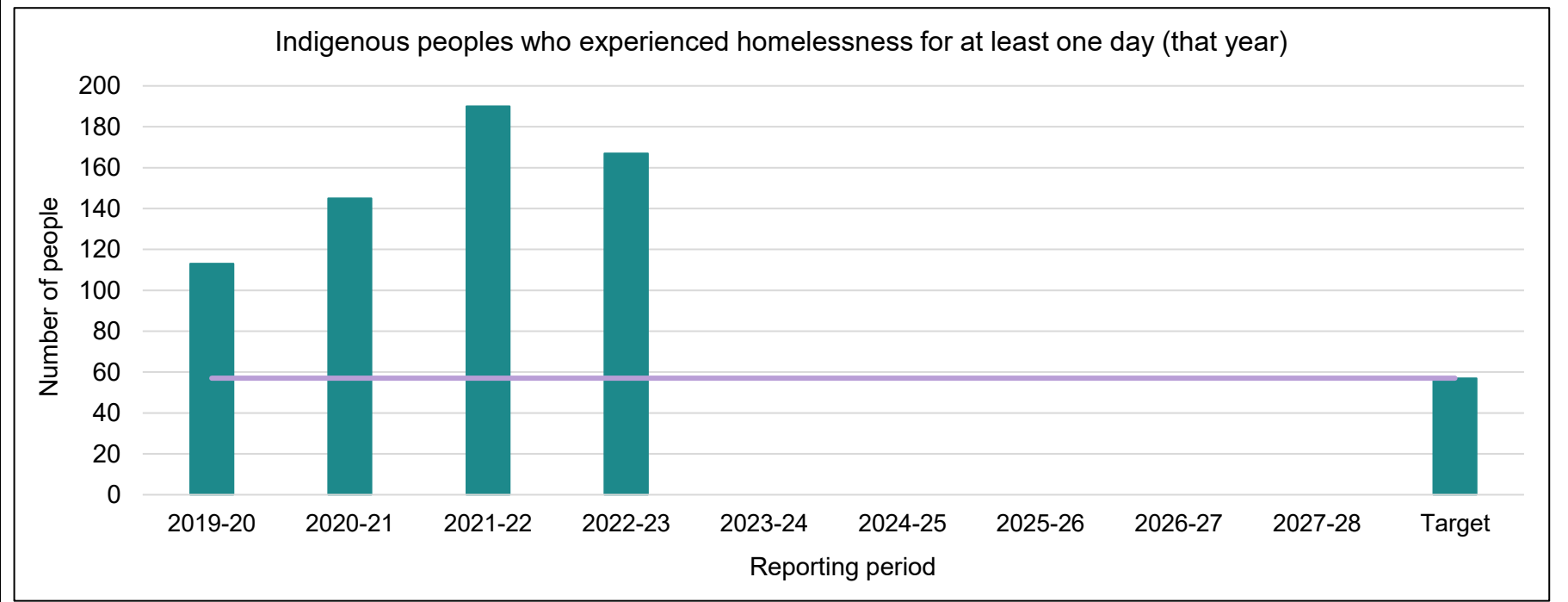
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Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

	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)	113	145	190	167						57



Context for Outcome #4 (annual):

Please provide context about your results, as applicable.

Not applicable - no changes have been made to the data from a previous CHR or the target, and all data points have been completed.

Was the HIFIS “Community Homelessness Report” used to generate data for this outcome?	Yes
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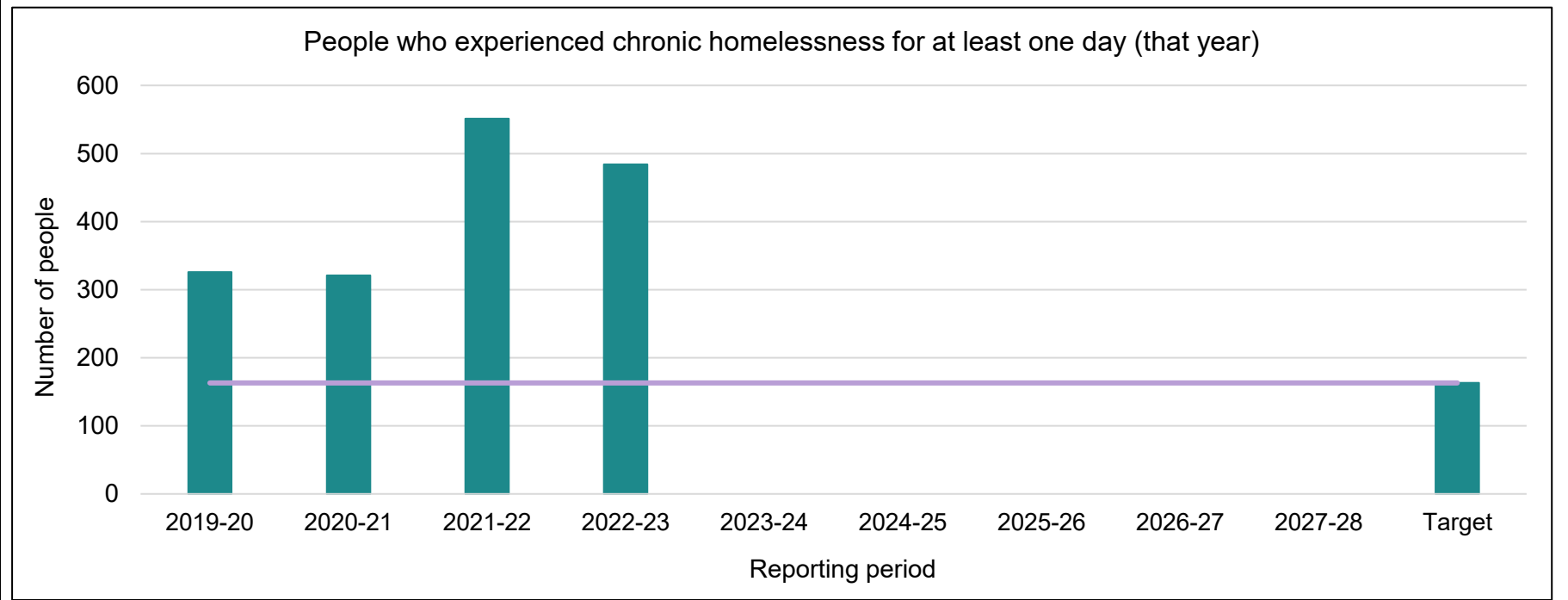
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Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

	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)	326	321	551	484						163



Please provide context about your results, as applicable.

Not applicable - no changes have been made to the data from a previous CHR or the target, and all data points have been completed.

Was the HIFIS “**Community Homelessness Report**” used to generate data for this outcome?

Yes