

COMMUNITY HOMELESSNESS REPORT SUMMARY

PETERBOROUGH, ON

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.

Our community has been grateful for the ongoing support and involvement of the Nogojiwanong Friendship Centre (NFC). Previously, we have reported on their involvement in our Community Advisory Board, their projects supported by Reaching Home funding, and their work to support and train other organizations in their service provision to Indigenous People. Our collaboration Nogojiwanong Friendship Centre did take place over the reporting period, but we recognize that there are areas for improvement before we want to define our collaboration as meaningful and comprehensive. As part of our systems improvement plans for the coming year, we have identified strategies for deep and meaningful collaboration with Indigenous partners. Firstly, this begins with understanding if our collaboration should extend beyond Nogojiwanong Friendship Centre to other Indigenous service providers and leaders, or if it would be preferred and appropriate to continue working with NFC specifically. Our community will be undergoing a Coordinated Access improvement process over the coming year, and the City of Peterborough as the Systems Manager has made a strong commitment to working with Indigenous partners throughout these processes. As part of these improvement processes, we will be revising HIFIS policies and procedures. We will be engaging with Indigenous partners to ensure that the Coordinated Access System is informed by Indigenous partners and that service providers are trained and supported in providing culturally appropriate services to Indigenous People. The Coordinated Access System improvement process is scheduled to begin in Summer 2024 with the hiring of two data positions in Social Services at the City of Peterborough, as well as the hiring of a consultant to support HIFIS improvements. At this time, Indigenous partners will be engaged to ensure that the improvements reflect Indigenous data sovereignty. In the meantime, this year's Reaching Home funding agreement with NFC was written to identify that the Community Entity and Systems Manager will seek NFC's lead on data and Coordinated Access practices, rather than enforcing standardized practices that were developed without meaningful engagement. Over the coming year the engagements with Indigenous partners will inform future contracting practices when funding Indigenous led organizations.

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?	Yes
<p>Describe this collaboration in more detail.</p> <p>Nogojiwanong Friendship Centre (NFC) has been an active member of our Community Advisory Board for a number of years. NFC has taken a lead role in providing outreach and support services to Indigenous People experiencing homelessness in our community. NFC has been consulted on the entire draft Community Homelessness Report (CHR) and invited to discuss changes separately from the broader Community Advisory Board. Their final review and approval of the CHR has also been sought outside of the Community Advisory Board meeting, with the entire CAB's approval being contingent on NFC's approval of the CHR. In alignment with the systems improvements described in the above section, we have plans over the coming year for meaningful engagement with Indigenous partners. As we improve our engagement and collaboration we will understand Indigenous partners' perspectives on their involvement with the CHR. Without first establishing these relationships and meaningful engagement with Indigenous partners, it was not appropriate for us to seek their early engagement for the CHR during this year's process.</p>	

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 has received quality designation for our Coordinated Access System since its implementation in 2019. Since then, we have continued to meet and exceed the minimum requirements for Coordinated Access as captured in previous Community Homelessness Reports. When reflecting on Coordinated Access over the last year, we have identified areas for improvement and have developed plans to strategically do so. Each of the categories assessed in this section are interdependent with one another, and will be addressed simultaneously as we work through our plans for systems improvements over the coming year. These plans include investing Reaching Home funding into hiring a consultant that will support our Service Manager in revising Coordinated Access/HIFIS policies and practices to onboard and train new organizations in the system. As more service providers actively participate in HIFIS, we will be able to report on the strong completeness of data on available resources, matching processes, and access points. In addition, we are looking to improve assessment processes across service providers. Although our community uses one standardized assessment tool for all populations, the implementation of that assessment may vary across organizations based on their own knowledge and practices. By providing updated training and supports to all service providers, we will be able to ensure that triage and assessment is happening consistently across the system. In addition, each of the core components will receive increased support moving forward as the City of Peterborough has recently hired two data positions to support Social Services. This will allow for more support to the service providers as well as deeper engagement with the data to ensure comprehensiveness. Lastly, governance structures and practices will be improved throughout the entire year as part of the overall improvements being made through hiring a consultant, increasing data capacity, and onboarding and supporting the service providers. Examples of recent changes to governance practices include re-establishing a co-chair model for the Community Advisory Board where the City of Peterborough and United Way Peterborough & District co-chair in their capacities as Systems Manager and Community Entity respectively. This will allow for increased communication, collaboration, and systems planning. In addition, we recently expanded our Community Advisory Board to include representation from all homeless-serving sector service providers. This will allow for more inclusive and broader discussions about community issues while ensuring that the Community Advisory Board is governed by a range of service providers rather than only a selection.

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.

Over the last year, we continued our work to maintain our Coordinated Access efforts that have received quality designation since 2019. This included having most service providers entering information directly into the HIFIS database as soon as new information became available. In addition, some service providers have grown in their work in the homeless-serving sector, so they increased their data collection efforts by submitting information to the City of Peterborough for entry into HIFIS on their behalf. The City of Peterborough, as our Systems Manager, worked to identify areas for improvement during the past year. As a result of their assessment of the system, we have developed plans for improving data practices over the next year. These plans include using Reaching Home funding to hire a consultant that will support the City of Peterborough in revising the data sharing agreement with service providers so that the service providers who have recently entered the sector can access HIFIS directly and participate in data collection and improvement firsthand. In addition to hiring a consultant, the City of Peterborough is planning on facilitating intensive training for all service providers to ensure that data practices are consistent and high quality. It was identified that staff turnover within agencies throughout the pandemic has resulted in a number of agency staff requiring training, so training all agencies within the sector at once will contribute to data improvement over the coming year. Lastly, the data-improvement plans include working with Nogojiwanong Friendship Centre to understand data sovereignty and culturally appropriate practices that should be integrated throughout our Coordinated Access 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”)?	Data entry happens immediately
→ 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 week

Additional information - Data collection and entry processes

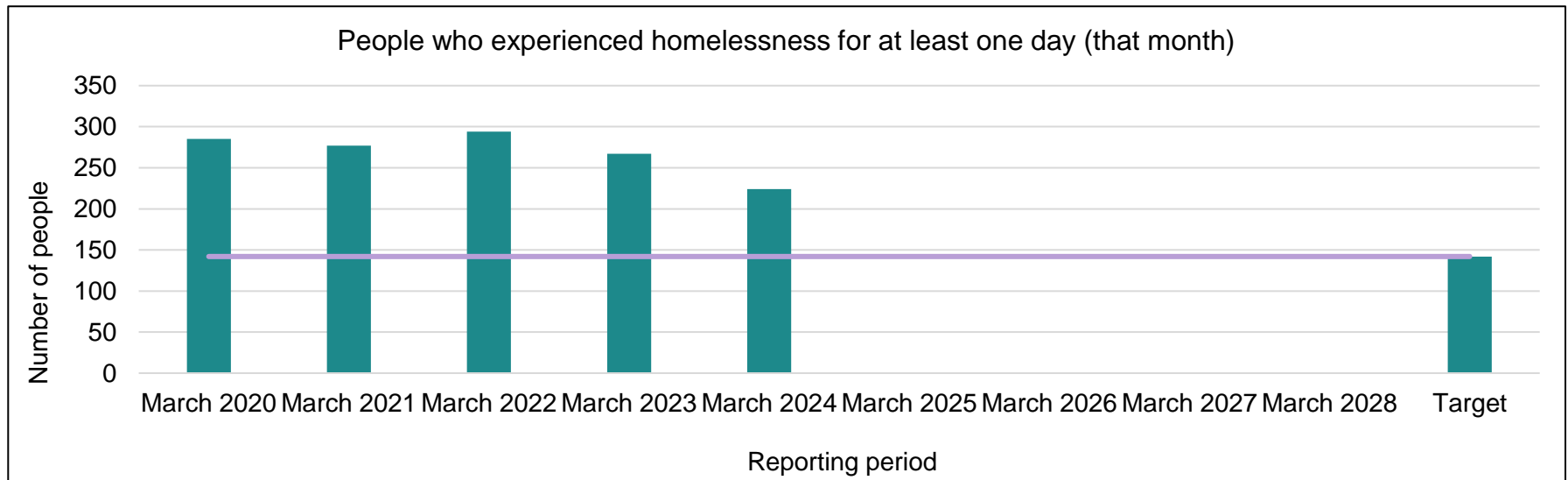
Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database.

During the reporting period, most services providers were collecting information during service interactions and then recording it into the database. Information would be updated during subsequent touch points to ensure data completeness for those individuals that were currently interacting with the system. A portion of service providers were using an alternate method. This alternate method was developed for service providers that entered the homeless-serving sector at some point after the original data sharing agreement was created. These service providers were not listed on the consent form, so were not able to access HIFIS directly. The data collection method for these providers included conducting a common assesment, and then using secure methods to forward the information to the By-Name List Coordinator. This group of service providers would then forward any changes to the individual's data to the By-Name List Coordinator using the same secure methods. The By-Name List Coordinator would enter the data directly into the database on behalf of the agencies that do not have direct access. This year, our community is investing in hiring a consultant to redevelop the data sharing agreement/consent form so that more service providers can access HIFIS directly.

Section 4. Community-Level Outcomes and Targets – Monthly

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

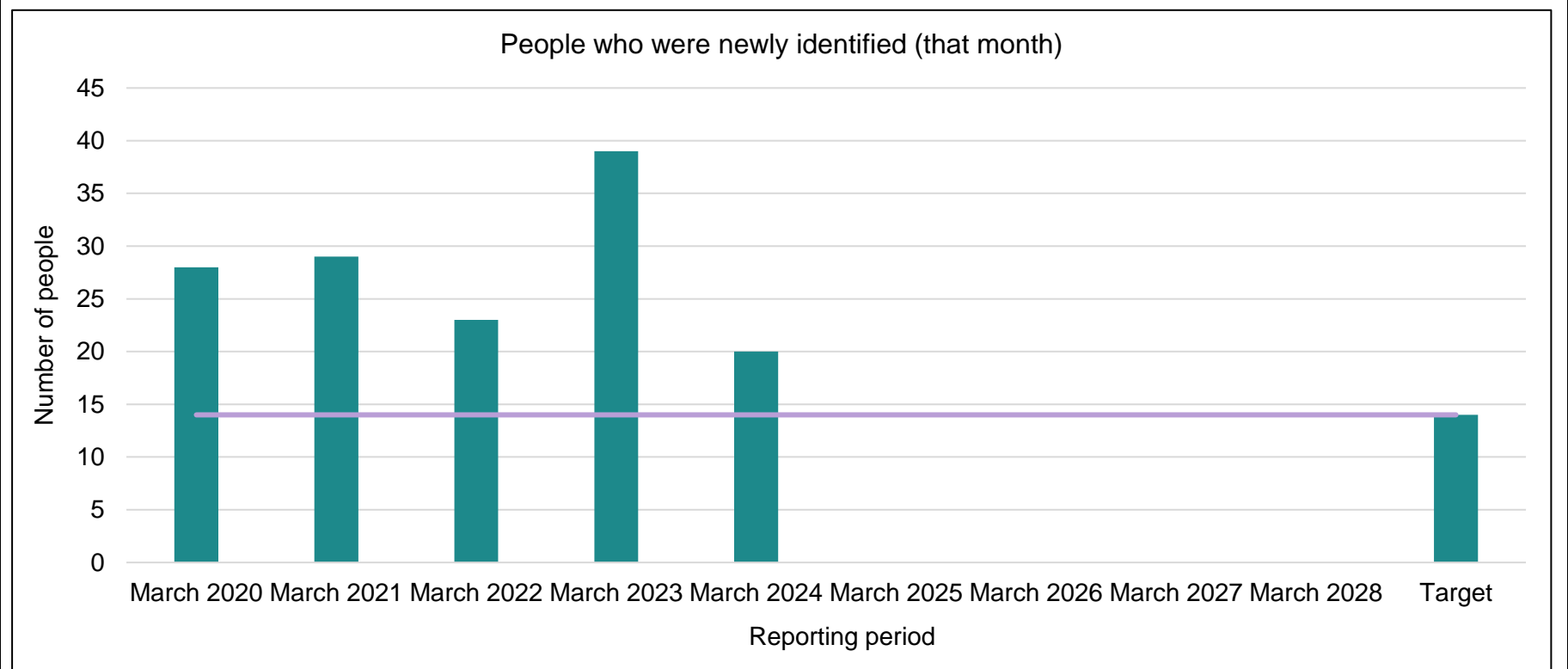
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)	285	277	294	267	224					142



O#1(M)	What is your baseline year?	March 2020
<div>Overall homelessness will decrease by 50% between March 2020 and March 2028.</div>		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes 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

Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

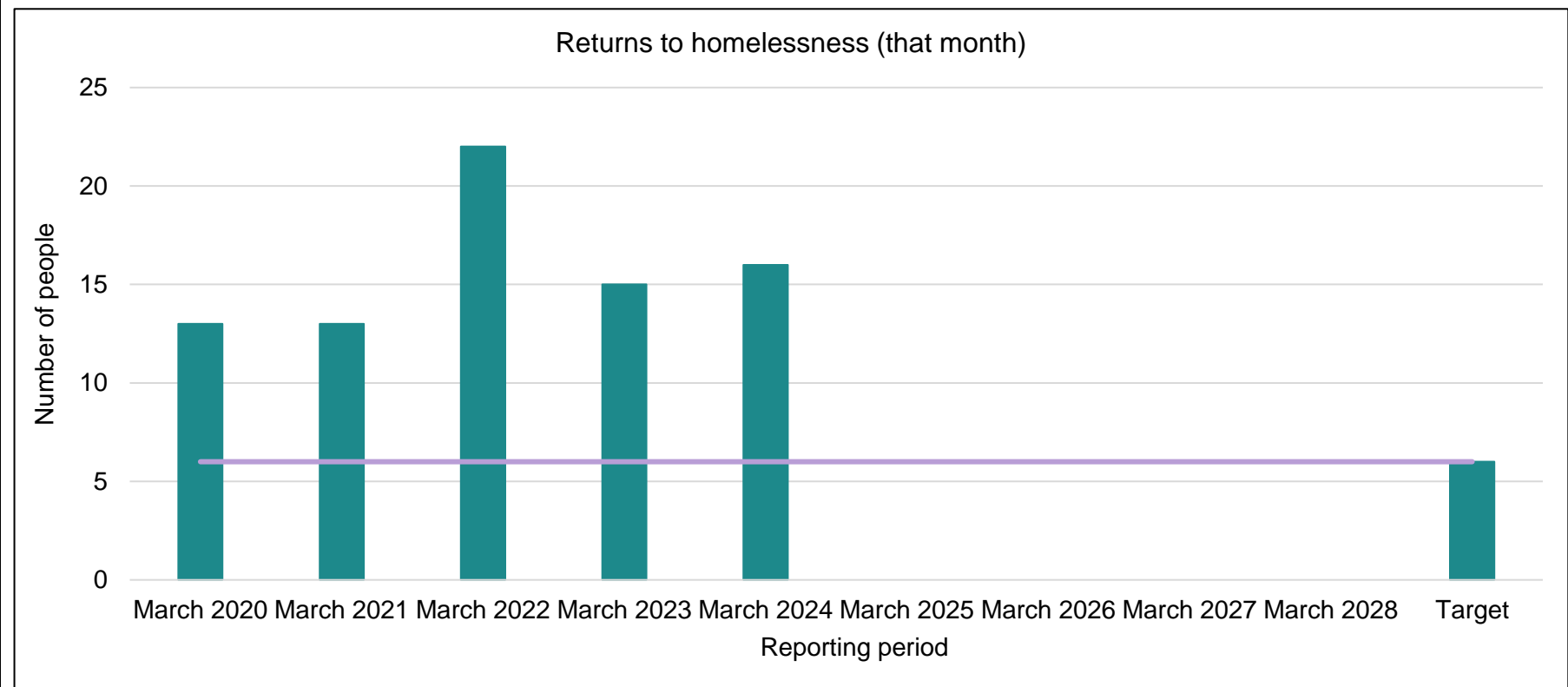
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)	28	29	23	39	20					14



O#2(M)	What is your baseline year?	March 2020
<div data-bbox="285 251 1801 332"> <p>New inflows to homelessness will decrease by 50% between March 2020 and March 2028.</p> </div>		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes 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

Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)

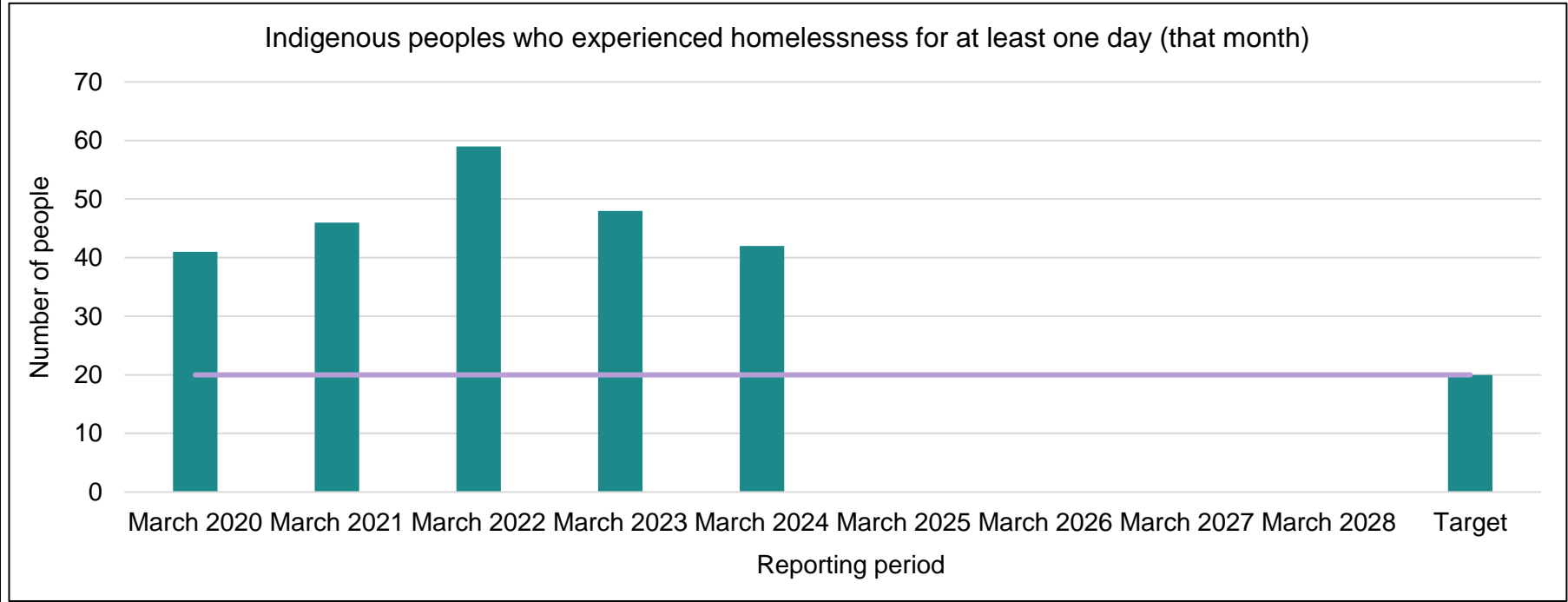
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)	13	13	22	15	16					6



O#3(M)	What is your baseline year?	March 2020
<div data-bbox="285 251 1801 332"> Returns to homelessness will decrease by 54% between March 2020 and March 2028. </div>		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes 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

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

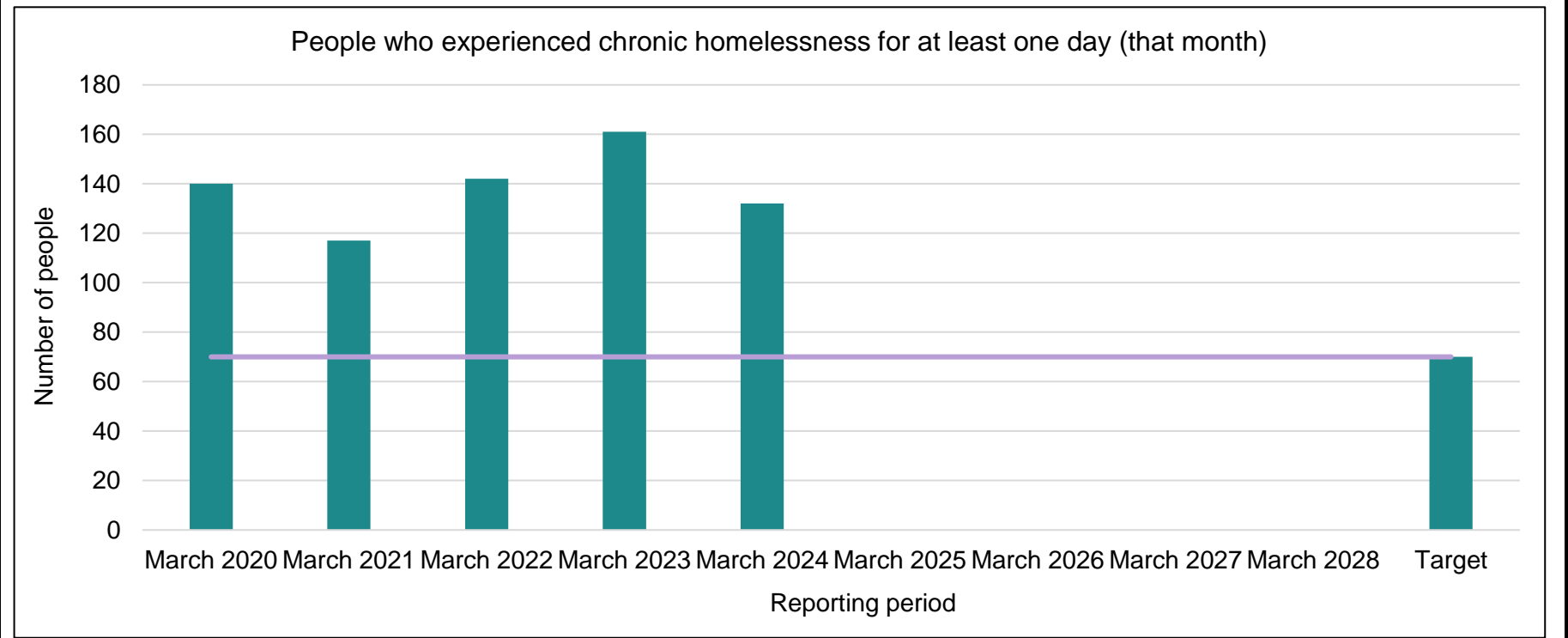
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)	41	46	59	48	42					20



O#4(M)	What is your baseline year?	March 2020
<div data-bbox="285 250 1801 334"> Indigenous homelessness will decrease by 51% between March 2020 and March 2028. </div>		
	How was this Outcome generated?	HIFIS Reaching Home Community Outcomes 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
	Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	No

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	132					70

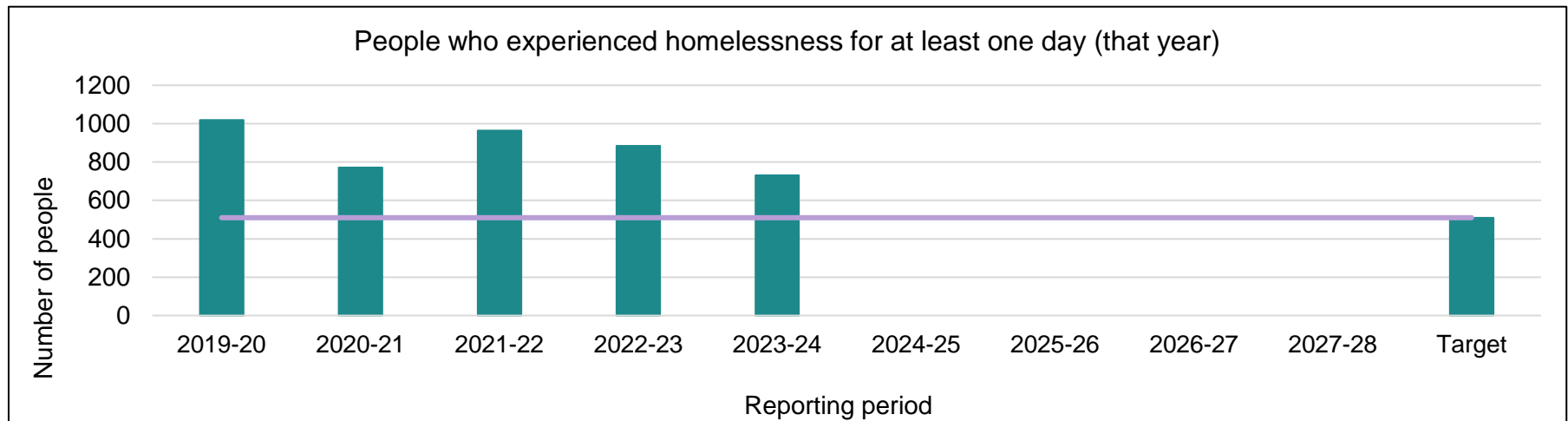


O#5(M)	What is your baseline year?	March 2020
<div data-bbox="285 251 1801 334"> Chronic homelessness will decrease by 50% between March 2020 and March 2028. </div>		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from March 2020 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

Section 4. Community-Level Outcomes and Targets – Annual

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

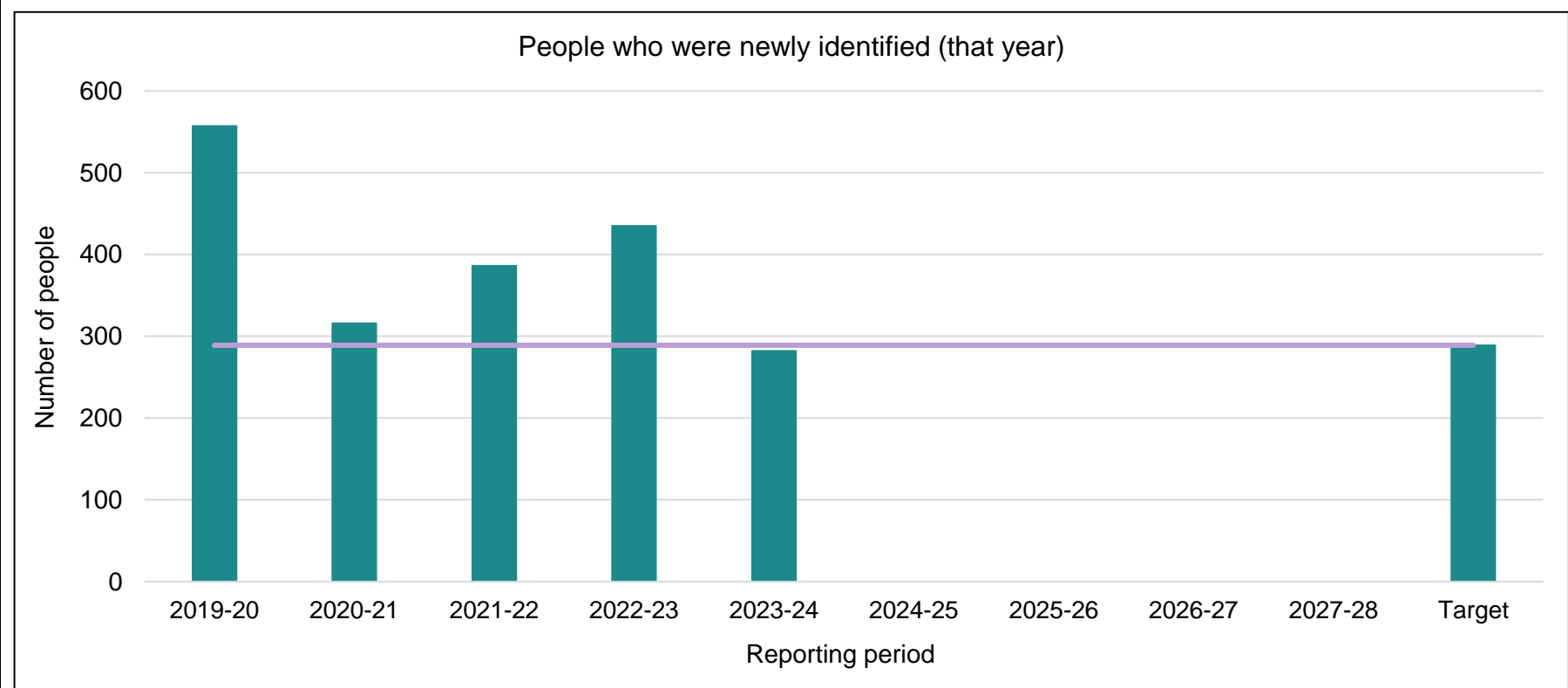
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced homelessness for at least one day (that year)	1019	772	964	884	731					510



O#1(A)	What is your baseline year?	2019-20
<div>Overall homelessness will decrease by 50% between 2019-20 and 2027-28.</div>		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes 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

Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

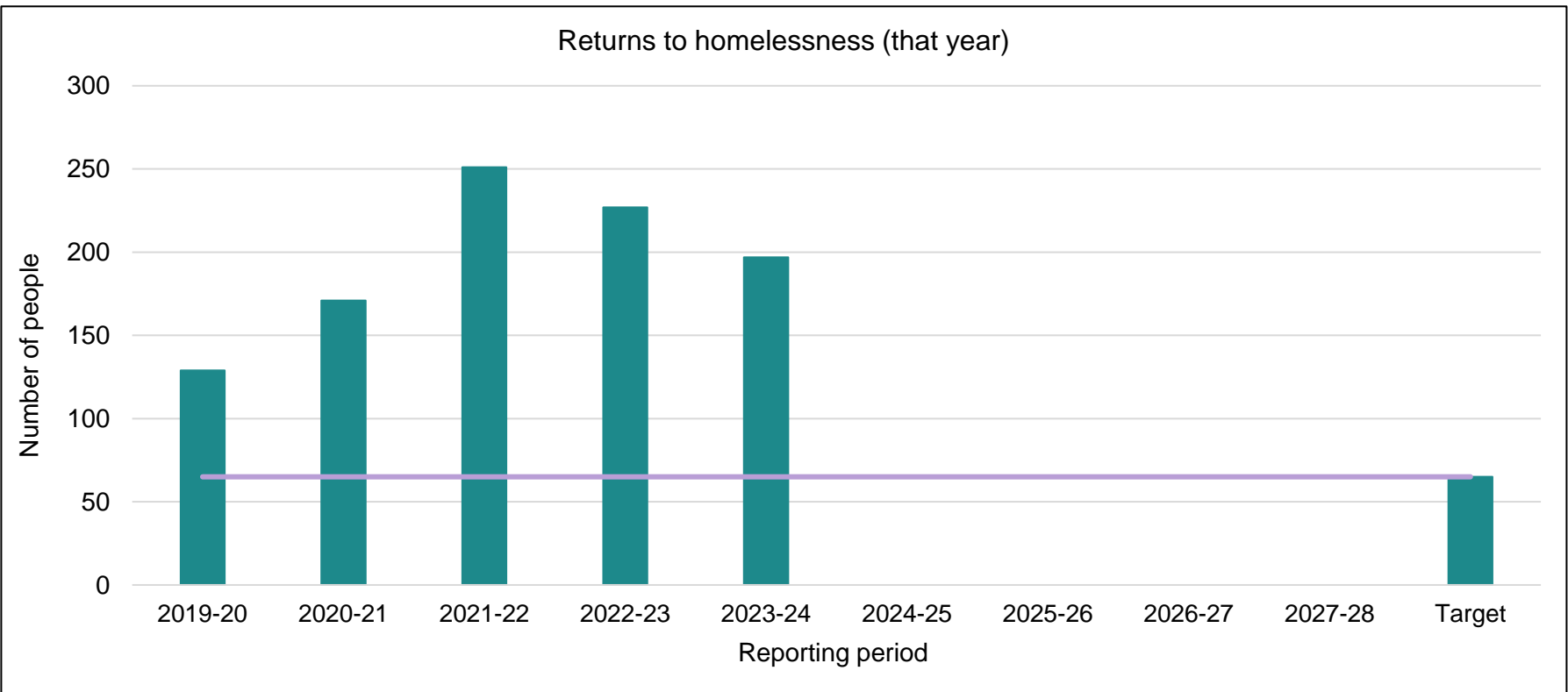
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)	557	316	386	435	282					289



O#2(A)	What is your baseline year?	2019-20
<div> New inflows to homelessness will decrease by 48% between 2019-20 and 2027-28. </div>		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes 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

Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)

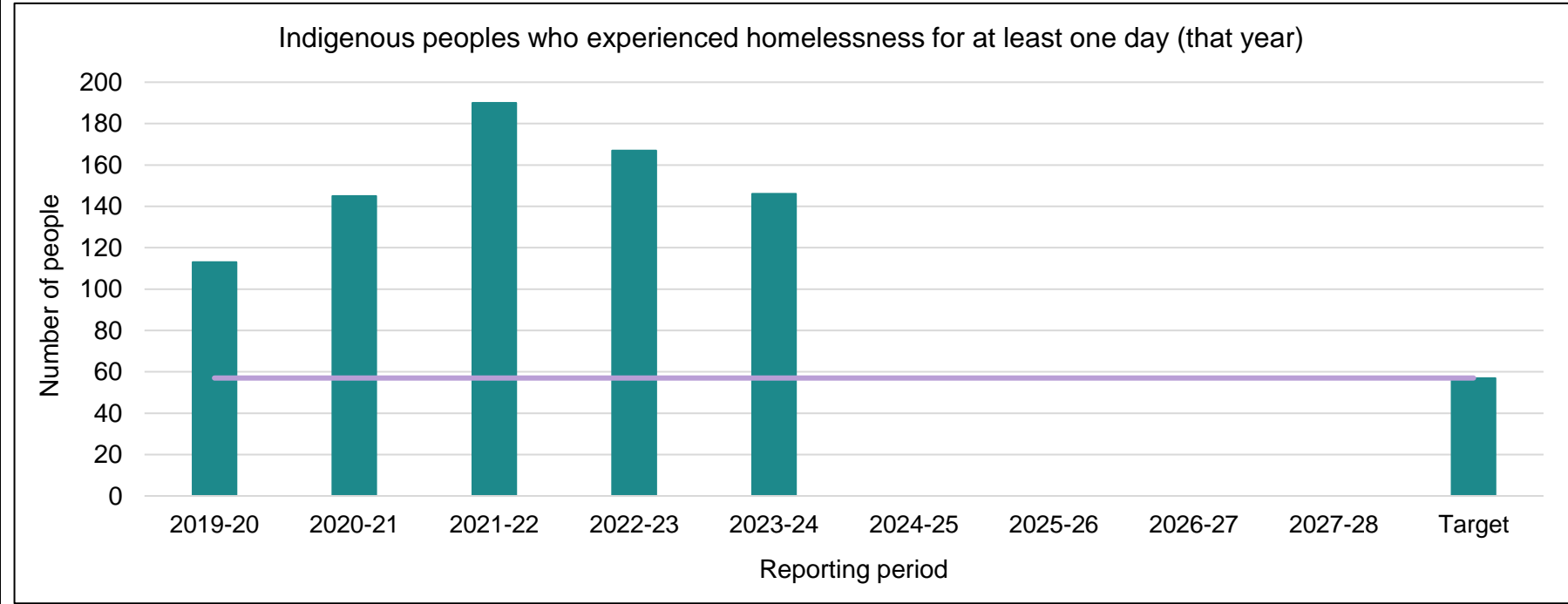
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)	129	171	251	227	197					65



O#3(A)	What is your baseline year?	2019-20
<div> Returns to homelessness will decrease by 50% between 2019-20 and 2027-28. </div>		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes 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

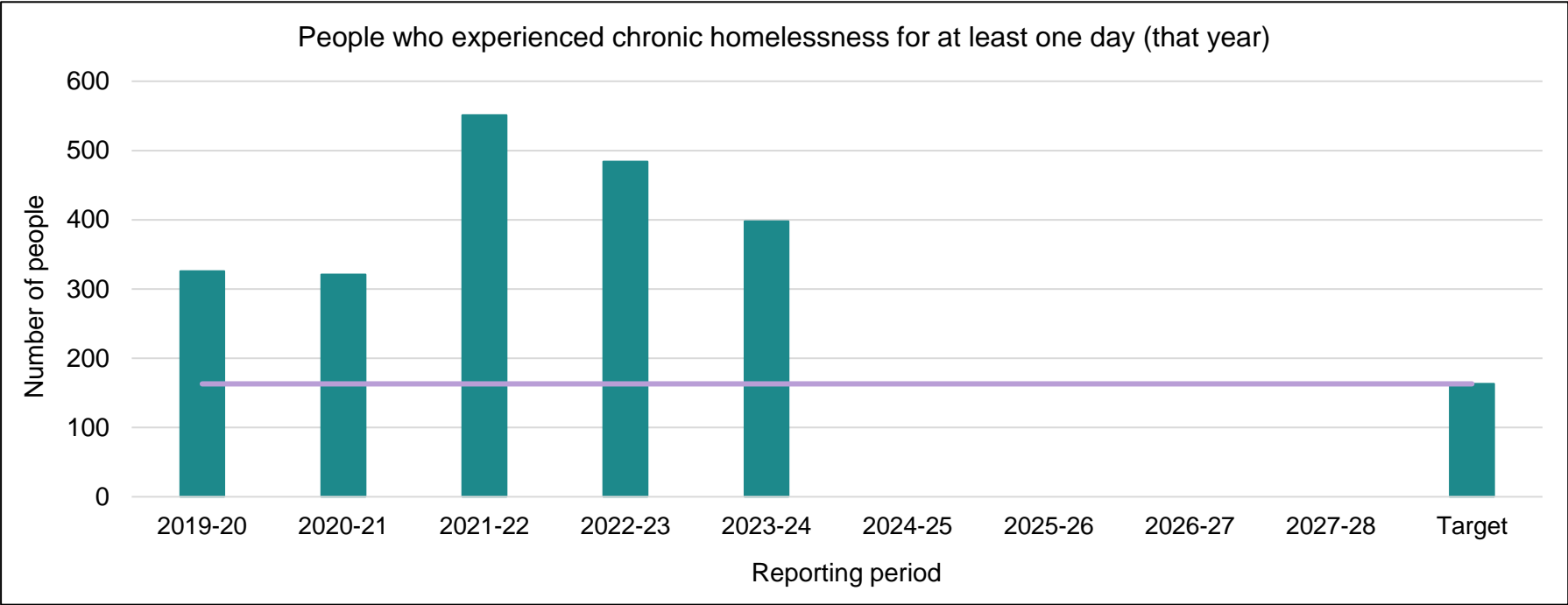
Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

	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	146					57



O#4(A)	What is your baseline year?	2019-20
<div style="border: 1px solid black; padding: 5px; text-align: center;"> Indigenous homelessness will decrease by 50% between 2019-20 and 2027-28. </div>		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes 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?		No

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	398					163



O#5(A)	What is your baseline year?	2019-20
<div> Chronic homelessness will decrease by 50% between 2019-20 and 2027-28. </div>		
How was this Outcome generated?		HIFIS Reaching Home Community Outcomes 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