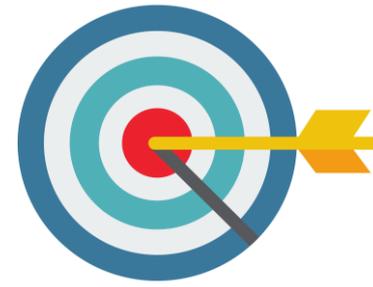# Reaching Home Community Homelessness Report: Training for Community Entities in BC

Homelessness Policy Directorate
August 2022

Canada

Training Outline

1. Provide a question-by-question review of Section 1
   o **See screenshots?** These are from the CHR reporting template in Excel developed for BC communities

2. Share tips and additional resources
   o **See purple?** These are from the "2021-22 Reporting Cycle Overview" developed for BC communities, which can be consulted for more information

Why is the CHR different for Designated Communities in BC?

Why a tailored 2021-22 CHR?

- Communities are working to implement Reaching Home within the context of pre-existing provincial initiatives, such as:
  - Coordinated Access and Assessment (CAA); and,
  - BC Housing's installation of the Homeless Individuals and Families Information System (HIFIS).

- Work is ongoing to identify the processes and technical solutions that will help communities to meet all Reaching Home requirements.

- Recognizing the efforts that communities have put forth on these fronts to date, and the delays they have faced with accessing HIFIS in particular, Infrastructure Canada has modified the CHR for the 2021-22 reporting cycle.

What's different about the CHR in BC?

References to an HMIS in Section 1 - removed

- Question 1.1 only asks about the impact of COVID on Coordinated Access implementation.

- Questions 1.3 and 1.4 only ask about collaboration between Indigenous and non-Indigenous partners in the context of Coordinated Access implementation.

Coordinated Access and HMIS self-assessment in Section 2 – modified

2.1	a) Is there a governance model for Coordinated Access **and** has a Coordinated Access lead organization(s) been identified?	Select one
	b) **Optional**: Please identify if your community has leveraged/will leverage an existing governance model for Coordinated Access and Assessment (CAA) or has developed/will develop a new local governance model for a broader Coordinated Access system under Reaching Home.	
	Please insert comments here	

- Option of providing more context in open comment boxes to expand on efforts to implement Coordinated Access (Q 2.1, Q2.8-2.12, Q2.14-2.17).

Coordinated Access and HMIS self-assessment in Section 2 – modified (Cont.)

2.2	Is there a governance model for your HMIS **and** has an HMIS lead organization(s) been identified?	No answer required
2.3	Do all service providers receiving funding through the Designated Communities stream participate in Coordinated Access?	Select one
	Homelessness Management Information System (HMIS)	
2.4	a) Does your community have an HMIS to manage individual-level data and service provider information for Coordinated Access?	No answer required
	b) How many service providers in the community are currently using this HMIS?	
	No answer required	
	c) In your community, is Homeless Individuals and Families Information System (HIFIS) the HMIS that is being used?	No answer required
	d) Which HMIS is being used?	
	No answer required	
	e) When was it implemented?	
	No answer required	
2.5	Has **either** a Data Provision Agreement been signed with Infrastructure Canada (INFC) if your community is currently using HIFIS **or** a Data Sharing Agreement been signed with INFC if your community is currently using an equivalent HMIS?	No answer required
2.6	Do you have a set of local agreements to manage privacy, data sharing and client consent in compliance to municipal, provincial and federal laws?	No answer required
2.7	Have you established safeguards to ensure the data collected is secured from unauthorized access?	No answer required

- HMIS self-assessment questions have been removed for BC (Q2.2, Q2.4-2.7), with the understanding that HIFIS will be the HMIS used by BC communities, but that options to more fully deploy it across BC are still being worked out.

Coordinated Access and HMIS self-assessment in Section 2 - modified (Cont.)

Section 2 Summary Comment for BC
2.19 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? Your Summary Comment is an opportunity to provide additional context about your Section 2 Summary Tables results above. Communities are encouraged to provide updates about their participation in the BC Trilateral Working Group and/or BC15 network, as well as any efforts to implement Coordinated Access through local efforts and/or by leveraging the provincial CAA process.
Please insert comments here

- Summary Comment (Q2.19) prompts have been adjusted. Communities are encouraged to address the following:

  - their participation in the Trilateral Working Group and/or BC15; and/or

  - efforts to implement Coordinated Access locally and/or by leveraging CAA.

Modified the outcomes-based approach self-assessment in Section 3

Step 1. Have a List	
Part A) Does the community have a List?	
There are four minimum characteristics of a List.	
3.1 Is the List contained in a single document or database?	Not yet
3.2 Does the List include people who are currently experiencing homelessness?	Not yet
3.3 Do people give their consent to be included on the List?	Not yet
3.4 Do individuals and families appear only once on the List?	Not yet

- Answers have been pre-selected to reflect the status of not having a List in Section 3, Step 1 (Part A) as of March 31, 2022.

- That said, **communities can change their answers** in the Excel template to report that they had a List as of March 31, 2022. If this is the case, additional questions will need to be completed.

Part B) Please provide additional information about the List

3.5 Where does data for the List come from?

a) Select all that apply:

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

3.6 Communities need information about people's interaction with the homeless-serving system to be able to calculate inflows into homelessness (re-engagement with the system) and outflows from homelessness (disengagement from the system).

a) Is there a **written policy/protocol** for the List that describes how interaction with the homeless-serving system is documented, including the number of days of inactivity after which people are identified as "inactive"? The policy/protocol should define what it means "active" or "inactive" on the List and explain how to document when someone is included on the List for the first time, as well as any changes in "activity" or "inactivity" over time. — **Not yet**

b) Can the community **get data** about when people first interacted with the homeless-serving system and were included on the List? For example, can the community get data number of people that were newly identified on the List? — **Not yet**

c) Can the community **get data** about people experiencing homelessness that became "active" again on the List (re-engaged with the homeless-serving system) and those that b "inactive" (disengaged with the homeless-serving system)? For example, can the community get data for the number of people that were "reactivated" on the List after a period of inactivity? — **Not yet**

3.7 Communities need information about where people are staying or living to be able to calculate inflows into homelessness (where people came from) and outflows from homelessness (where people went). This data is called "housing history".

a) Is there a **written policy/protocol** for the List that describes how housing history is documented? The policy/protocol should define what it means to be "homeless", "housed" or "transitional" on the List and explain how to document when someone transitions "i homelessness" and "from homelessness" over time. — **Not yet**

b) Can the community **get data** from the List about people that transitioned "into homelessness" and "from homelessness"? Examples of transitions include a discharge from shelter and move to permanent housing (a transition "from homelessness") or an e supportive housing to no fixed address (a transition "to homelessness"). — **Not yet**

3.8 a) Can the community **get demographic data** from the List? Check all that apply. If the community does not yet have a List, they do not have to answer this question.

- ☐ Indigenous identity (mandatory for Reaching Home)
- ☐ Age
- ☐ Household type (e.g., single or family)
- ☐ Gender identity
- ☐ Veteran status
- ☐ Other (please define):

  Please define other social demographics generated by the List here

b) When **chronic homelessness** is calculated using data from the List, is the Reaching Home definition used? The federal definition of chronic homelessness is 180 days over the past year and/or 546 days of homelessness in the past three years. — **Not applicable – Do not have a List yet**

- Questions about a List in Section 3, Step 1, Part B have been pre-selected as either "Not yet" or "Not applicable – Do not have a List yet".

Modified the outcomes-based approach self-assessment in Section 3 (cont.)

| Section 3 Summary Comment for BC |
|---|
| 3.27   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? In particular, please include updates about the following:
• efforts to set-up, maintain and/or improve the List over the last year;
• plans to set-up, maintain and/or improve the List over the next year; and
• examples of how data from the List was used over the last year (e.g., for service planning at the individual level or for strategic planning at the community level).

Your Summary Comment is an opportunity to provide additional context about your Summary Table results. Communities are encouraged to provide updates about their participation in the BC Trilateral Working Group and/or BC15 network, as well as any efforts to implement a List within the context of BC. |
| *Please insert comments here* |

- Summary Comment (Q2.19) prompts have been adjusted. Communities are prompted to highlight their participation in the Trilateral Working Group and/or BC15 network. They are also encouraged to share efforts to implement a List within the unique context of BC.

Which questions need to be completed?

Which questions need to be completed?

CHR Section	Must select an answer and/or complete an open comment box (22 questions)	Answers are pre-selected, but can be changed (8 questions)	Do not complete these questions (23 questions + 5 outcomes)
Section 1	Questions 1.1 to 1.7 (7 questions)	None	None
Section 2	Questions 2.1, 2.3 and 2.8 to 2.19 (14 questions)	None	Questions 2.2 and 2.4 to 2.7 (5 questions)
Section 3	Question 3.27	Questions 3.1 to 3.8 (8 questions)	Questions 3.9 to 3.26 (18 questions)
Section 4	None	None	5 core outcomes

Training Wrap-Up
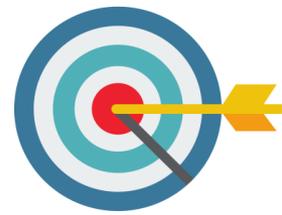
Review Learning Goals

The purpose of this webinar was to provide more in-depth training on the CHR for communities in BC:

- We provided some context on the modified approach;

- We walked through the changes to the CHR template; and,

- We provided additional guidance, including links to resources in the Annex.

Thank you!

Annex

CHR Reporting Tools

- Key tools are:

    o Template in Excel

    o Reference Guide

    o CHR webcasts

- Where you can find them:

    o Homelessness Learning Hub e-course at www.homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools

    o Ask your Service Canada representative