# 2023-24 Community Homelessness Report (CHR): Checklist for Community Entities

This tool provides a checklist of key activities at each stage of the annual Community Homelessness Report (CHR) process, as well as tips for using the CHR more broadly over the course of the year.

For more information, refer to the tools on the [Homelessness Learning Hub CHR e-course](https://homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools/), including the 2023-24 CHR Reference Guide.

The document is organized as follows:

1. [**Using CHR results throughout the year**](#_Using_the_CHR)
2. [**Preparing for the completion of your CHR**](#_Activities_to_prepare)
3. [**Completing your CHR**](#_Activities_when_completing)
4. [**Submitting your CHR**](#_Activities_before_submitting)
5. [**Post-CHR submission**](#_Activities_after_the)

## Using CHR results throughout the year

The CHR organizes information about homelessness currently available at the community level. You can use your CHR results to:

* Highlight where your community should focus its efforts to reduce homelessness in the coming years and identify areas where specific, targeted supports may be needed. This includes developing clear plans of action for reaching your community’s homelessness reduction targets and leveraging the collective efforts of service providers working across the community, over and beyond Reaching Home funded service providers.
  + Use data from your person-specific dataset to get insight on how your Coordinated Access system is working and where adjustments may be needed to support improvements. Your data can be used to share successes and determine where more focus or a change in course is needed.
  + Develop targeted strategies that help drive reductions in homelessness.
* Focus on taking action to achieve Reaching Home minimum requirements (as outlined in the [Reaching Home Directives](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html)).
* Support and inform discussions and decision making related to local priorities, challenges and opportunities, including at the Community Entity level, as well as with the Community Advisory Board (CAB), Indigenous partners and the broader community.
  + For more information about how to support meaningful collaboration between Indigenous and non-Indigenous partners, please see p.10-12 of the [CHR Reference Guide](https://homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools/).

## Activities to prepare for completing your CHR

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|  | Determine **who** will be responsible for drafting the CHR answers. Some guiding questions include:   * Who is best positioned to answer each question in the CHR on behalf of the community? * Will one person lead the CHR process? Will the work be divided based on areas of expertise across the community? * How will the Coordinated Access Lead be involved? * How will the HIFIS Lead be involved? | |
|  | **Review** the CHR questions, resources and training on the [Homelessness Learning Hub CHR e-course](https://homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools/). | |
|  | **Gather** the information you already have. This could include: | |
| * Previous CHRs (2019-21, 2021-22, 2022-23); * Canadian Alliance to End Homelessness (CAEH) Coordinated Access and By-Name List Scorecards; * Reaching Home Community Plan 2019-24; | * Policies and protocols related to Coordinated Access and/or the person-specific dataset; * System maps; and, * HIFIS reports. |
|  | Determine **how** your community will meet the requirement to **collaborate with local Indigenous partners** in the development of your CHR, which includes the Indigenous Homelessness (IH) CE and IH CAB (where relevant) and/or local Indigenous organizations. For more information, see pages 10-12 of the [CHR Reference Guide](https://homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools/). | |
|  | Determine **when** you will be presenting the draft CHR to your CAB. Ensure there is **adequate time** to incorporate any changes **before the submission deadline of May 30, 2024**. For more information, see pages 7-8 of the [CHR Reference Guide](https://homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools/). | |

## Activities to complete your CHR

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|  | Consult resources on the [Homelessness Learning Hub CHR e-course](https://homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools/). |
|  | Reach out to your Engagement and Program Officer (EPO) with any questions. |
|  | Collaborate with local Indigenous partners in the development of your CHR. Give several opportunities for partners to review and provide feedback on your draft CHR, and work to meaningfully incorporate feedback that is received.  For more information, see pages 10-12 of the [CHR Reference Guide](https://homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools/). |
|  | Provide regular progress updates to your CAB. |
|  | Determine where the CHR Summary will be published. You will be asked to document this information in question 1.7 of your CHR. For more information, see pages 9 of the [CHR Reference Guide](https://homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools/). |
|  | Complete all CHR Sections, including the following tabs of the CHR template:   * Cover; * 1. Section 1; * 2. Section 2; * 3. Section 3; * 4a. Section 4; * 4b. Optional outcomes; * 4c.Optional month-over-month; and, * 6. Signature(s).   More specifically:   * Complete all sub-questions in order (i.e., start with (a), then (b) and so on). * Complete questions in Section 1 – Collaboration between Indigenous and Non-Indigenous Partners in order (i.e., start with 1.3, then 1.4 and so on). * Complete questions in Section 3 in order (i.e., start with 3.1, then 3.2 and so on). * Complete Section 3 before you complete Section 4.   Note that the “5. Summary” tab auto-populates with the answers that have already been entered in the template. No extra data entry is required. |
|  | If you need more time to complete your CHR, submit a CHR submission deadline extension request to your EPO before the standard submission date of May 30, 2024. Your request should include a **rationale** **for the request** and a **new proposed submission date**. Requests received after May 30, 2024 will not be considered. CHRs submitted after May 30, 2024 without an approved extension request will be considered late. |

## Activities to submit your CHR

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|  | Verify the following information for all questions that are not shaded out. This list is part of Infrastructure Canada’s review for **completeness, clarity and alignment** of your CHR.  Are qualitative answers **complete** and **clear**?  Has an answer been selected for each question with a drop-down menu?  Has each comment box been filled out? Has the question been answered?  Have all acronyms been spelled out at least once?  Has something been entered in all of the data fields in Section 4? This includes reporting data in each open cell and setting a target. No cells should be left blank.  Avoid using the first person in open comment boxes. For example, instead of "I" use "the community". |
|  | Present your final CHR to your CAB. Incorporate any feedback received. |
|  | Seek CAB approval.   * Complete the CAB sign-off sheet (i.e., tab “6. Sign-Off” in the CHR template) and have your CAB chair/co-chairs sign it. * Where applicable, complete the IH CAB sheet and have the IH CAB chair/co-chairs sign it. This is the clearest way to demonstrate the collaboration that has occurred on your CHR.   For more information, see pages 7-8 of the [CHR Reference Guide](https://homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools/). |
|  | If you have additional attachments you would like to submit alongside your CHR, please ensure you send them to your EPO in Microsoft Word or Excel. |

## Activities after CHR is submitted

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|  | If outstanding items are identified by Infrastructure Canada, make any adjustments. For more information, see pages 7-8 of the [CHR Reference Guide](https://homelessnesslearninghub.ca/library/resources/reaching-home-community-homelessness-report-reporting-tools/). |
|  | If changes to the CHR were made during follow-ups, Infrastructure Canada will ask you to seek CAB re-approval before the CHR can be finalized.   * This only has to be done once all of the outstanding items have been addressed. * After all outstanding items have been addressed, have the CAB conduct a final review of the CHR and seek re-approval from the CAB chair/co-chairs (and the IH CAB chair/co-chairs, where applicable). This re-approval can be sought via email concurrence and must be forwarded to your EPO. |
|  | Once your CHR is finalized, you will receive a copy of your CHR Summary as a PDF to publicly release. Make your CHR Summary available as identified in Question 1.7 of your CHR. |
|  | If your CHR Summary is published in a different place than was identified in question 1.7, let your EPO know where it has been publicly released. |
|  | If your community has a separate IH CE, share the link to your public CHR Summary with the IH CE so that they can, in turn, share the information with their IH stream service delivery partners. |