

## COMMUNITY HOMELESSNESS REPORT SUMMARY

Saskatoon

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:	Yes
→ HMIS:	Yes
→ Outcomes-Based Approach:	Yes

Describe this collaboration in more detail.

The implementation of Coordinated Access and HIFIS has been done through Indigenous engagement at each stage. From the beginning of Coordinated Access implementation in spring of 2023, a deliberate effort was made to prioritize Indigenous involvement. This was shown by the creation of a Planning and Governance group, where 80% of the membership was dedicated to Indigenous representation. This measure ensured that Indigenous voices were central to decision-making processes, contributing invaluable insights and perspectives to shape the direction and priorities of Coordinated Access efforts.

Similarly, throughout the implementation of HIFIS across Saskatchewan, Indigenous participating agencies have played a vital role in shaping the system's development and evolution. Including but not limited to the designation of Indigenous identities on HIFIS and the inclusion of relevant questions to the Coordinated Access Intake package.

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, over the reporting period?

Yes

Describe this collaboration in more detail.

Indigenous partners on the CAB were consulted and reviewed the draft and provided comments before the final document was approved. Their ongoing participation in monthly CAB meetings and attendance at the Saskatoon Homelessness Action Plan forum offered additional opportunities for engagement and feedback. Additionally, the Métis Nation of Saskatchewan is the Coordinated Access team lead for the Saskatoon community, and the CE is collaborating with MN-S to ensure support and Coordinated Access services are provided. Indigenous leadership is part of the Coordinated Access and HIFIS governance structures.

## 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
<b>Number of minimum requirements</b>	18	0	0

The table below shows the percentage of minimum requirements completed for each core Coordinated Access component.

<b>Governance and Partnerships</b>	<b>HMIS</b>	<b>Access Points to Service</b>	<b>Triage and Assessment</b>	<b>Resource Inventory</b>	<b>Vacancy Matching and Referral with Prioritization</b>
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.

In the past year, our community has made significant strides in implementing and enhancing our Coordinated Access system and HIFIS (Homeless Individuals and Families Information System) and has met all the minimum requirements set forth by Reaching Home. Here's a breakdown of our efforts:

Our achievements over the past year include the development of comprehensive Planning and Governance structure, the establishment of a Coordinated Access (CA) Teams Lead Group made of participating agencies, and the facilitation of regular Frontline Meetings to ensure effective communication and collaboration among service providers. We have formalized these initiatives through the creation of Terms of Reference for the Planning and Governance Group and the Frontline weekly meeting group, as well as the compilation of an Operations Manual to guide agency protocols.

Furthermore, we have fostered strong partnerships with diverse stakeholders, including non-Reaching Home (RH) agencies, to expand participation in our Coordinated Access system. Through community engagement efforts, we have introduced new processes and procedures to frontline staff and community members, emphasizing the importance of standardized approaches to service delivery.

Despite these accomplishments, challenges persist. We have encountered barriers for the implementation of Coordinated Access and HIFIS, exacerbated by staffing shortages and significant resistance for organizational change. Additionally, funding constraints have posed obstacles to implementing necessary process changes. Addressing these challenges will require concerted efforts to enhance awareness, build capacity, and foster a culture of collaboration and adaptability within our community's homelessness response system.

The barriers we face, notably the lack of housing, underscore the critical need for effective systems like Coordinated Access, even in the absence of readily available housing solutions

## 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	Not yet	Not yet

#### 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
No	Outcome 1: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

#### 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
No	Outcome 1: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

## 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.

In the past year, significant progress has been made in implementing HIFIS (Homeless Individuals and Families Information System) across all Designated Community Funded Reaching Home agencies in Saskatoon. Comprehensive training sessions have been conducted for each agency, emphasizing data collection procedures, consent protocols, and the navigation of HIFIS for information input. Additionally, the Coordinated Access intake process has been instrumental in gathering the necessary person-specific data mandated by Reaching Home requirements.

However, despite these advancements, several barriers have been encountered in the full utilization of HIFIS by agencies. These obstacles are influenced by existing data systems within agencies, entrenched processes where HIFIS integration entails additional workload, among other factors.

Looking ahead to the next year, our focus will be on collaborating closely with agencies to ensure active utilization of HIFIS for recording all Reaching Home-funded projects and entering individuals into the system who are being processed through this framework. By prioritizing this initiative, we aim to foster a culture of consistent and accurate data recording, thereby advancing towards our goal of maintaining high-quality data for informed decision-making and improved service delivery. Through ongoing support and engagement, we are confident in our ability to overcome existing challenges and enhance the effectiveness of HIFIS implementation within our community.

### 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”)?	Within a month
→ Housing history (e.g., changes from “homeless” to “housed”)?	Within a month
→ 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 month

### 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.

Coordinated Access Intake - includes, mandatory demographic data, housing history, financial, initial triage.

## Section 4. Community-Level Outcomes and Targets – Monthly

Your answers in Section 3 indicate that your community currently **does not** have person-specific data that is real-time and comprehensive with enough data and the capacity to generate **monthly** baselines and set targets.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #1 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #2 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #3 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #4 for the reporting period.

### **Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)**

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #5 for the reporting period.



## Section 4. Community-Level Outcomes and Targets – Annual

Your answers in Section 3 indicate that your community currently **does not** have person-specific data that is real-time and comprehensive with enough data and the capacity to generate **annual** baselines and set targets.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #1 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #2 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #3 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #4 for the reporting period.

### **Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)**

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #5 for the reporting period.