

COMMUNITY HOMELESSNESS REPORT SUMMARY

Saint John, New Brunswick

2021-2022

Collaboration between Indigenous and Non-Indigenous Partners

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the Designated Community (DC) Community Entity (CE) and local Indigenous organizations?

Yes

Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?

Throughout the implementation of Coordinated Access and HIFIS in Saint John, the CE has engaged the IH CE, which is responsible for the Indigenous Homelessness Stream for the province of New Brunswick, as well as local Indigenous organizations, whenever possible. In the past year, we had been in conversations with Eastern Circle, an Indigenous-led organization committed to reclaiming Indigenous Sovereignty in Saint John, about informing our work moving forward. Unfortunately, the group has recently been dissolved and we are currently seeking other opportunities for ongoing engagement.

Over the last year, the DC CE began engaging New Brunswick's IH CE, Turning Leaf, to inform the implementation and ongoing management of Coordinated Access and HIFIS. The IH CE has agreed to sit as a member of Saint John's CAB and, in this role, will provide oversight and feedback on all major components of Coordinated Access and HIFIS, including prioritization, matching and referral, and overall governance. Having Turning Leaf as a permanent member of the CAB, rather than simply being consulted, will ensure that collaboration is strengthened moving forward.

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?

Not applicable

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With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?	No
Describe the efforts that were taken to collaborate and specific plans to ensure it occurs during next year's CHR process.	
<p>The CAB and CE have had on-going efforts to sincerely engage Indigenous led organizations on homeless reduction efforts, including community planning, Coordinated Access System implementation and completion of community reporting. The CHR has been reviewed and approved by the CAB, including the IH CE which is responsible for the Indigenous Homelessness Stream for the province of New Brunswick. The CAB has struck a working group to ensure the CAB has representation for Indigenous and other equity seeking groups in our membership. In the future, we plan to collaborate more fully on the completion of the CHR.</p>	

Does your community have a separate IH CAB?	No

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? In particular, please include an update about your community's efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS.

Over the last year, the CE has finalized the implementation of foundational pieces of Coordinated Access in Saint John with a particular focus on the Reaching Home minimum requirements: Coverage, Governance, Access, Assessment, Prioritization, Matching and Referral, and the use of HIFIS. In addition to scoring 7/7 on the Reaching Home Scorecard, Saint John is also a Built for Zero Canada community and has been recognized by BFZ-C as having Basic Quality for Coordinated Access. This means that in addition to meeting the minimum requirements for Reaching Home, Saint John also meets the standard set out by the Canadian Alliance to End Homelessness (CAEH) for basic quality.

After meeting these expected results ahead of schedule, we began the process of evaluating the quality of each system through a series of Quality Assurance Reviews (including a combination of engagement sessions, surveys, and data reviews). These reviews not only provided us with a number of process improvements but also informed our next round of Reaching Home RFPs. We look forward to continuing these Quality Assurance Reviews on a biannual basis, identifying areas for improvement and working with local Built for Zero teams, CA Governance tables, and CABS to increase the effectiveness of these systems.

Outcomes-Based Approach Self-Assessment

Where does data for the List come from?

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

In the future, will data from the community's HMIS (either HIFIS or an existing, equivalent system) be used to get data for the List?

Yes

Optional question: How does data from the List compare to other community-level data sources that are considered reliable? This is an optional follow-up question for communities that have completed the “CHR Community-Level Data Comparisons”.

Our list compares very well to shelter occupancy lists and even to those known to be sleeping rough. On average, only about 15% of those known to be sleeping rough in our community have not yet engaged with our Coordinated Access system and signed a consent form to be added to the list.

Summary Table

The table below provides 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	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Yes	Yes	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?

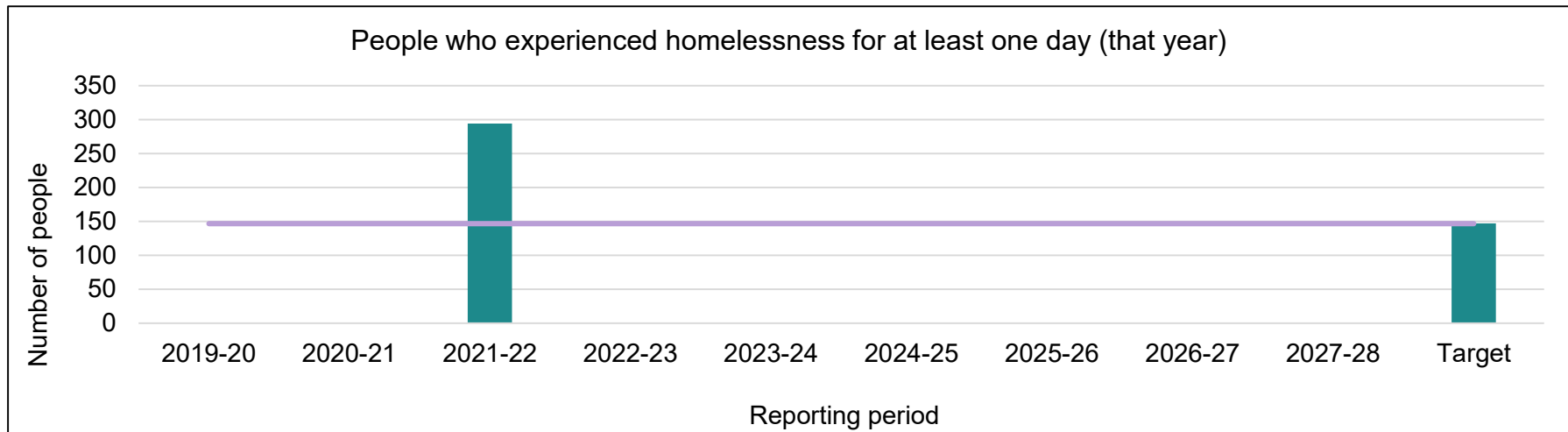
*We have been putting a lot of time and energy in transitioning our Coordinated Access system fully into HIFIS 4 and away from our Excel based By Names Lists. All HIFIS training sessions have been tailored towards this end as well as a great deal of training resources and tools. * In addition to using our existing BNL data to drive improvement projects, inform funding decisions and make overall system improvements, we have also launched a data dashboard on our HDC website. These dashboards have become a valuable tool, not only for ourselves, but also for leadership at the provincial level.

<https://sjhdc.ca/saint-john-dashboard/>

Community-Level Core Outcomes – Annual Data Reporting

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)		0	294	-	-	-	-	-	-	147

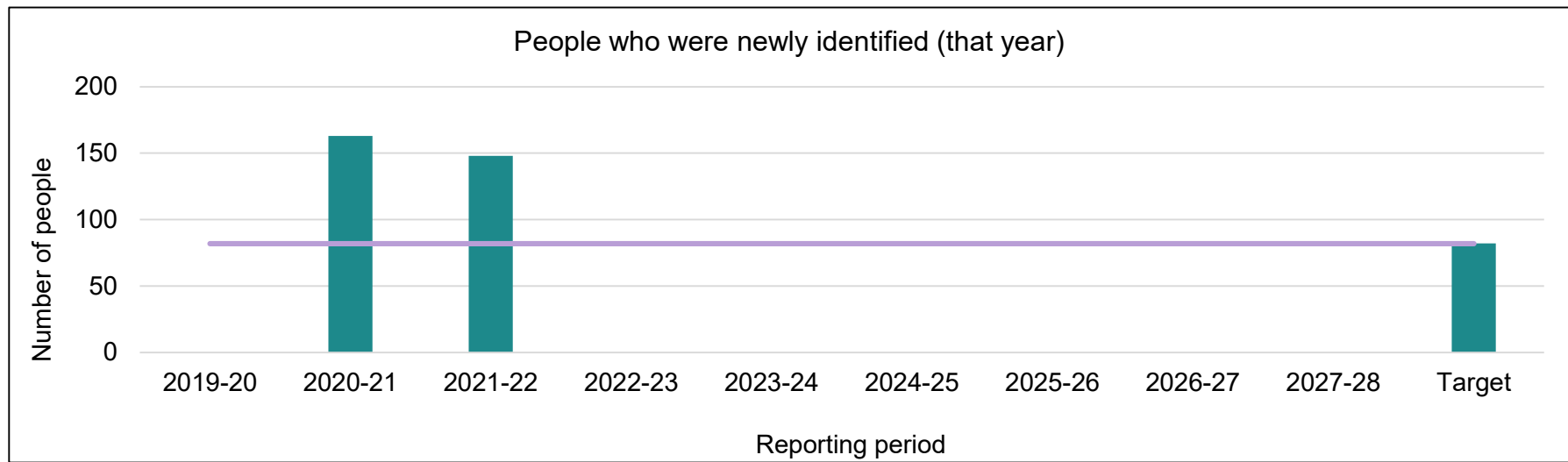


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

After this report came out last year, we adapted our tracking process to be able to measure people who were homeless for at least one day, which allowed us to report this number for the most recent fiscal year. It still isn't possible to go back the 2020-2021 and do the same although we can pull the number for outcomes 2 and 3 as they are inflow/outflow totals and don't rely on knowing the "at least one day" measurement.

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)		163	148	-	-	-	-	-	-	82

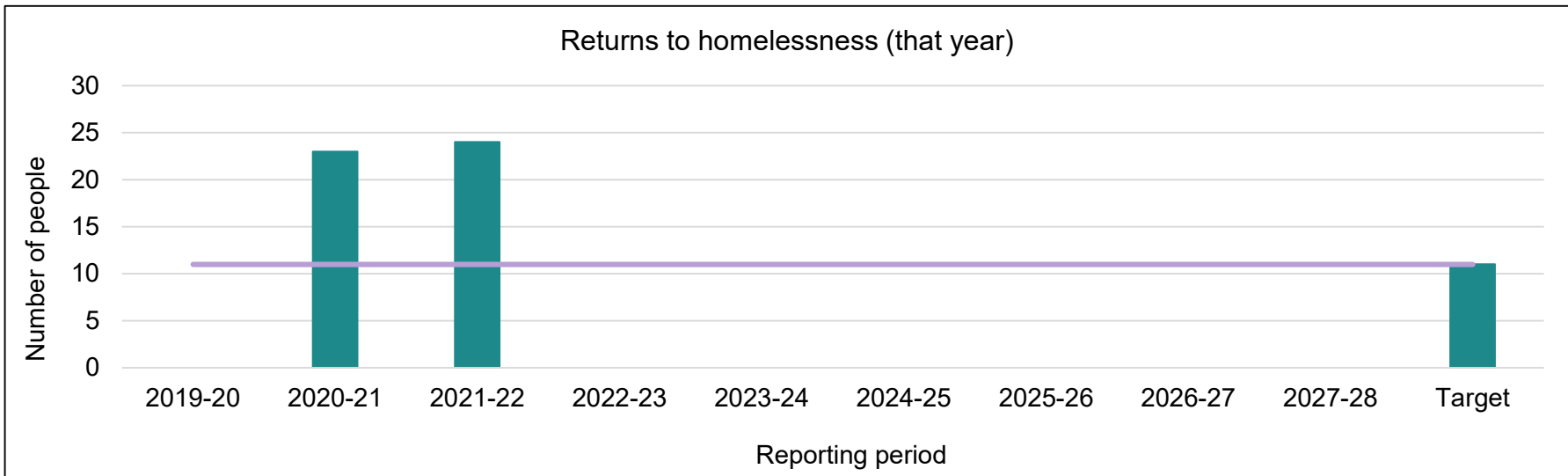


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

We were able to go back and pull data for outcomes 2 and 3 because they only measure total inflow/outflow and we track that at the end of each month.

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)		23	24	-	-	-	-	-	-	11

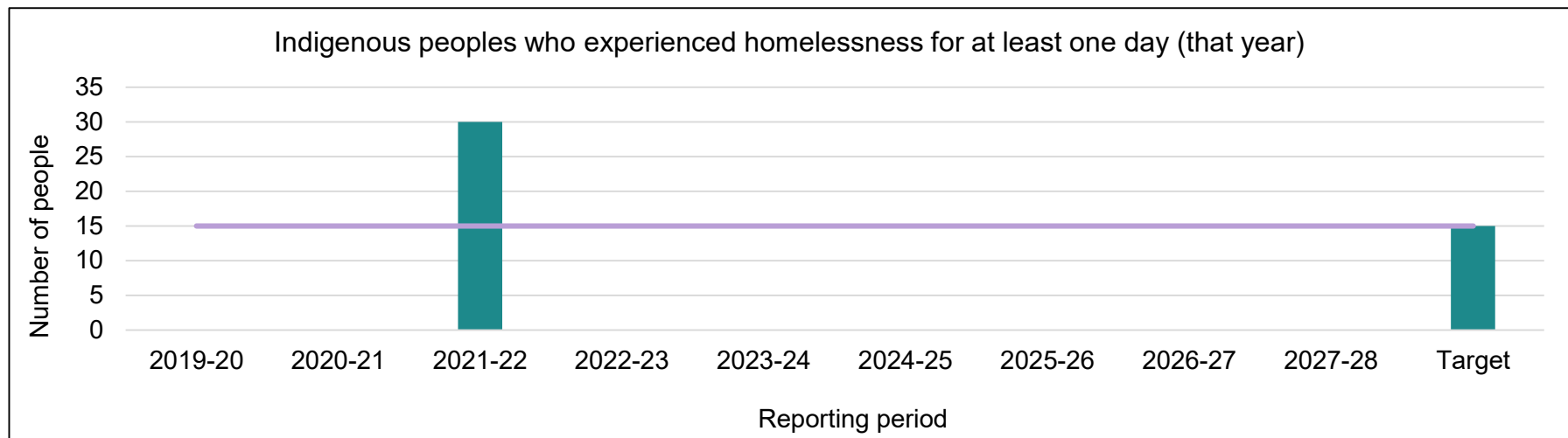


Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

We were able to go back and pull data for outcomes 2 and 3 because they only measure total inflow/outflow and we track that at the end of each month.

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)		0	30	-	-	-	-	-	-	15

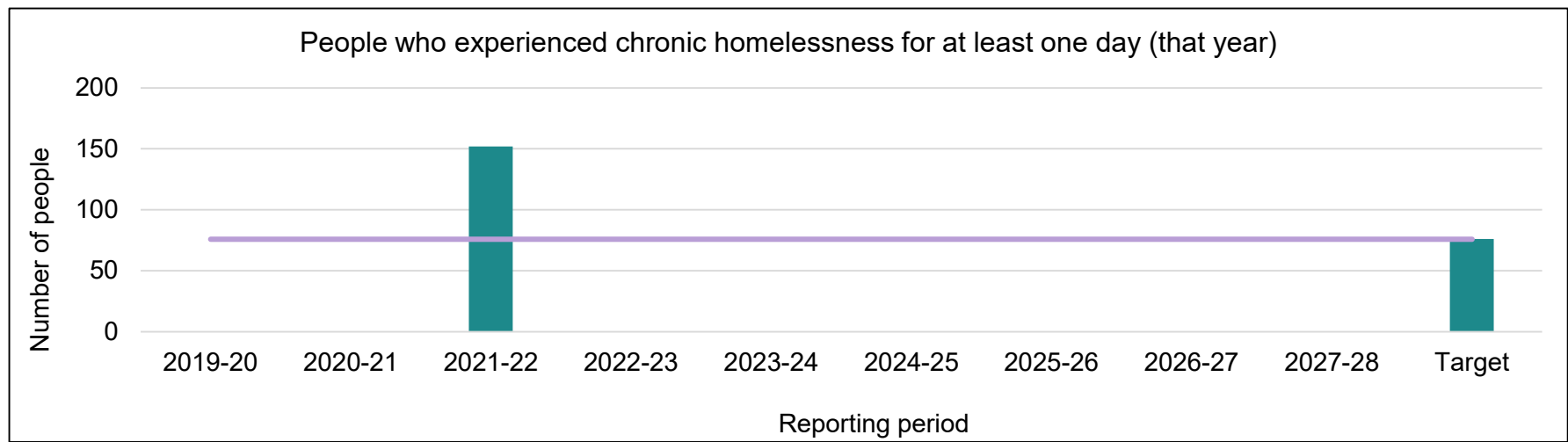


Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

We were not able to calculate this number last year so have based our projected target from this years number.

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)		0	152	-	-	-	-	-	-	76



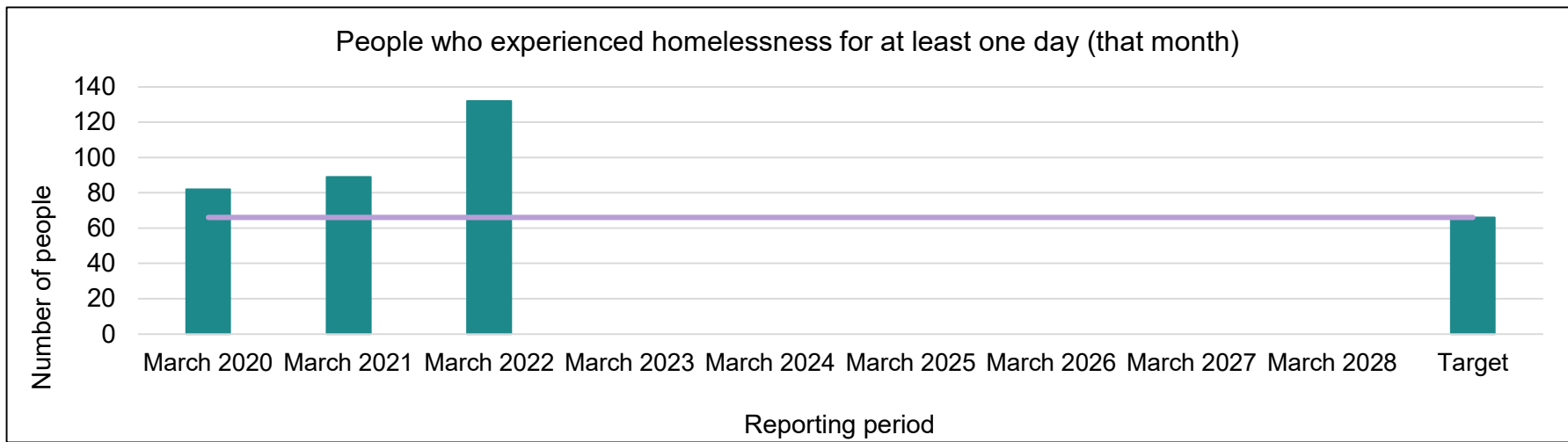
Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

After this report came out last year, we adapted our tracking process to be able to measure people who were homeless for at least one day, which allowed us to report this number for the most recent fiscal year. It still isn't possible to go back the 2020-2021 and do the same although we can pull the number for outcomes 2 and 3 as they are inflow/outflow totals and don't rely on knowing the "at least one day" measurement.

Community-Level Core Outcomes – Monthly Data Reporting

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)	82	89	132	-	-	-	-	-	-	66

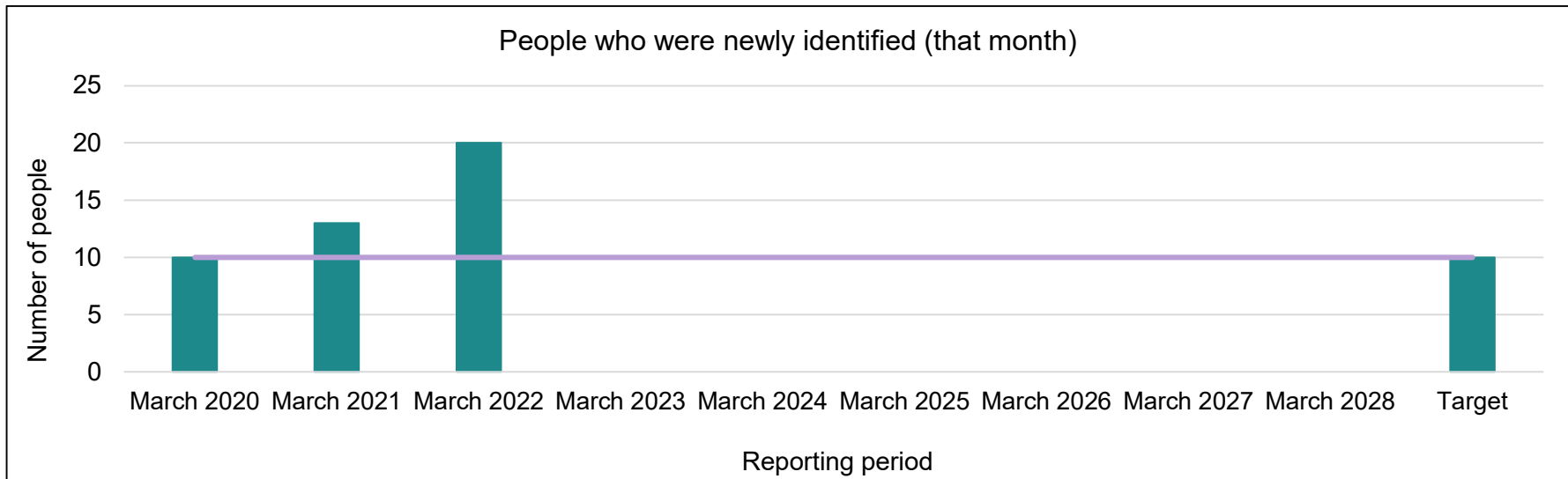


Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

Because we track our inflow/outflow data at the end of each month, we were able to go back to 2020 and provide this monthly number. This monthly breakdown wasn't included last year so we couldn't add it in during the last report. We've based our target off this years data because we have more confidence in the data than what we had back in March of 2020.

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)	10	13	20	-	-	-	-	-	-	10

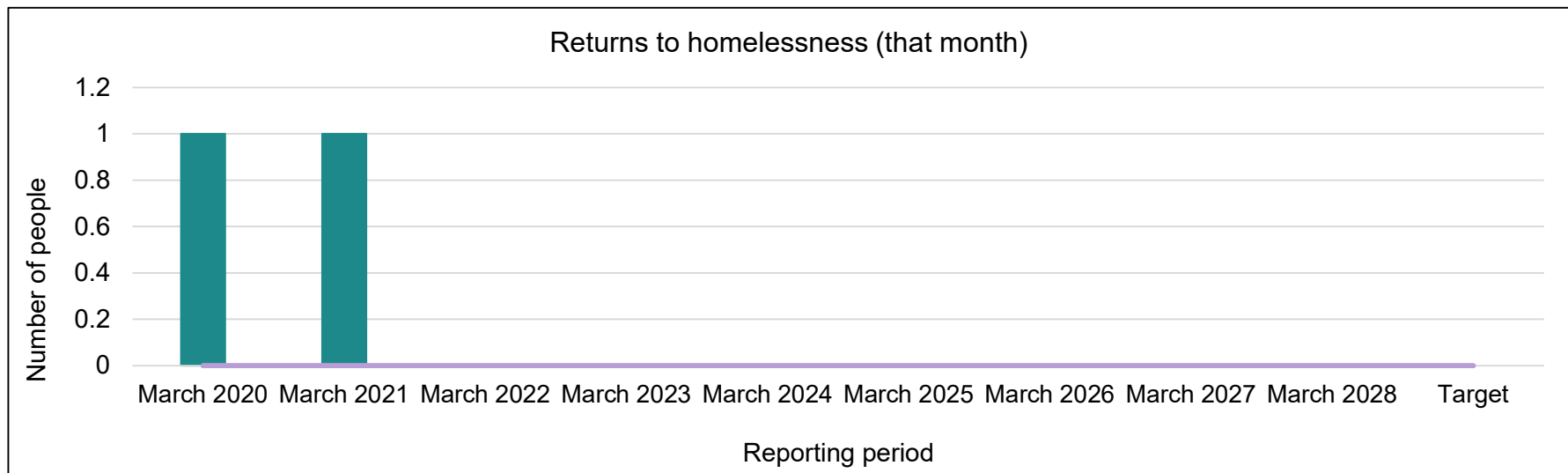


Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?

Because we track our inflow/outflow data at the end of each month, we were able to go back to 2020 as well and provide this monthly number. This monthly breakdown wasn't included last year so we couldn't add it in during the last report. We've based our target off of March 2022 data as it is more reliable than what we had in 2020. Covid has a huge impact on new intakes in March 2020 so we can't base anything off that particular month.

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)	1	1	0	-	-	-	-	-	-	0

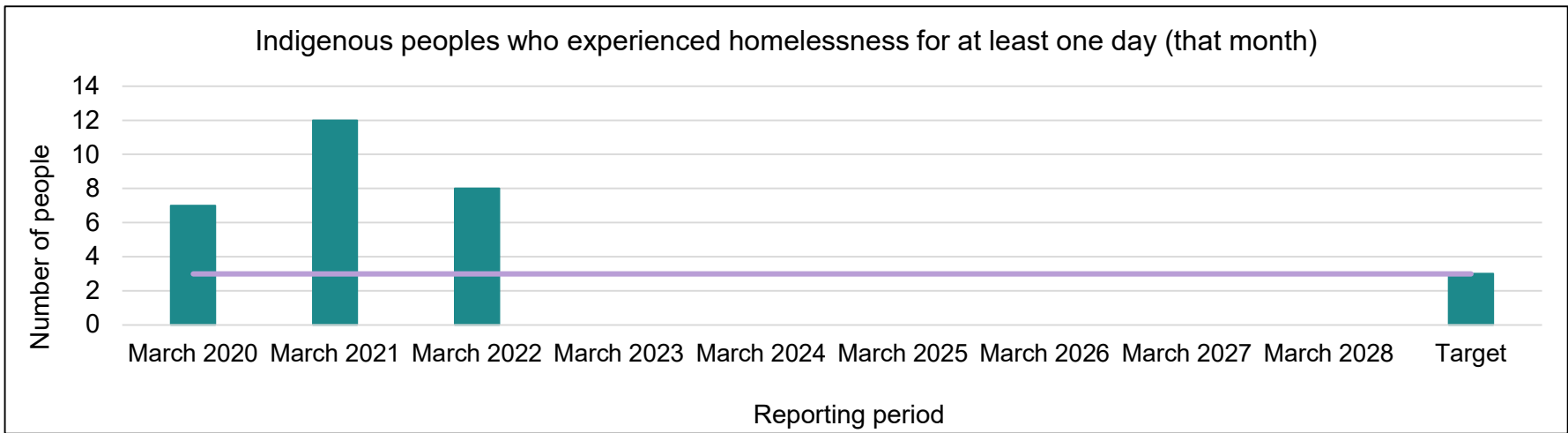


Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why?

Because we track our inflow/outflow data at the end of each month, we were able to go back to 2020 as well and provide this monthly number. This monthly breakdown wasn't included last year so we couldn't add it in during the last report.

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)	7	12	8	-	-	-	-	-	-	3

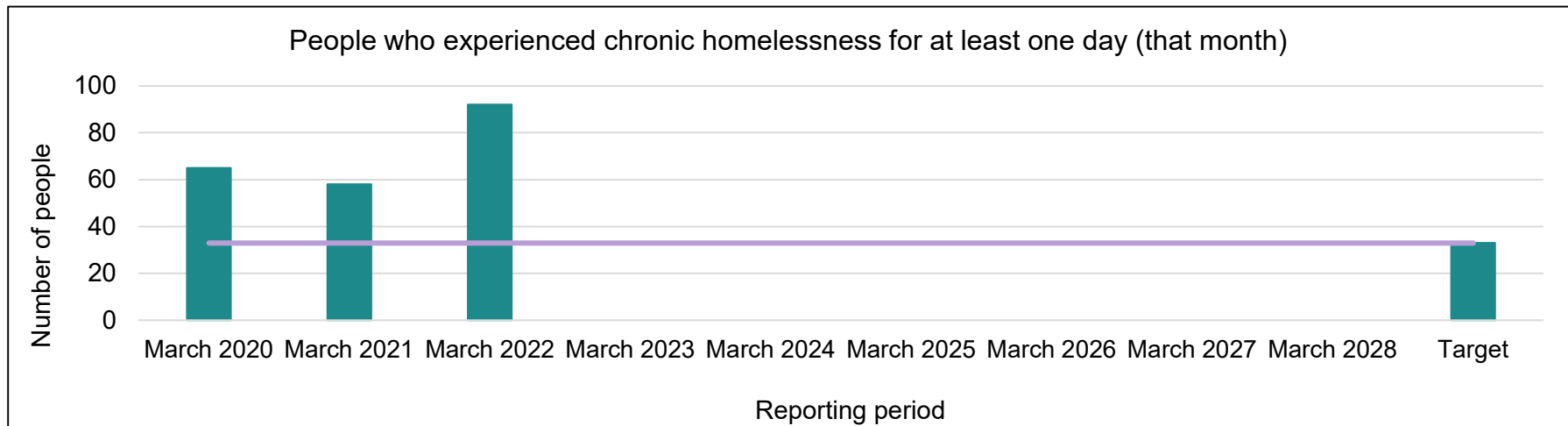


Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

Because we track our inflow/outflow data at the end of each month, we were able to go back to 2020 and provide this monthly number. This monthly breakdown wasn't included last year so we couldn't add it in during the last report.

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)	65	58	92	-	-	-	-	-	-	33



Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

Because we track our chronic data at the end of each month, we were able to provide this monthly number for each previous time period. This monthly breakdown wasn't included last year so we couldn't add it in during the last report.