COMMUNITY HOMELESSNESS REPORT SUMMARY
(Fredericton, New Brunswick) **2022-2023**

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 2022-23 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 a Unique

dentifier or By-Name List, referred to as a List; 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	
Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding?	No – only DC funding is available

Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC or Territorial Homelessness (TH) CE and local Indigenous organizations over the reporting period?	Yes

Describe this collaboration in more detail.

Under One Sky and St. Mary's First Nation sit at the CAS table and actively participate in discussions related to the governance and processes of CAS and the practice of attaching clients to resources routinely as do other sitting members of the Homelessness Information Partnership Fredericton (HIPF). Meetings occur bi-weekly and there are routine occasions where the work to improve the performance of CAS has resulted in identifying and changing processes within CAS so that the system can remain responsive and dynamic.

With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?	Yes
Describe this collaboration in more detail.	

The CE engaged the CAB to develop and complete the narrative content of the CHR and reviewed the sections on data to complete and approve the CHR, in meeting in April 2023 and September 2023. The CAB has good representation and participation from local indigenous organizations, including Gignoo housing and Under One Sky. The CE has also been developing a meaningful relationship with the Indigenous CE - Turning Leaf, we anticipate that this relationship will allow for greater integration of completing community planning and reporting and overall efforts in reducing homelessness,

Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment
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.

	Met	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	HMIS	Access Points to Service	Triage and Assessment	Coordinated Access Resource Inventory	Vacancy Matching and Referral
100%	100%	100%	100%	100%	100%

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?
The CE organized and hosted multiple engagement sessions with the service providers in Fredericton with the goal of identifying what is working well, what could be improved upon, and what is currently missing in our Coordinated Access System. The main topics that emerged from these sessions were: •Increased access to consistent and relevant training for all front-line staff •Stronger/more collaborative Case Management/Housing Support Services •A clear need for Prevention and Diversion work To address the training issue, the CE hired a new System's Planner who became responsible for creating and maintaining a training model for the 3 Designated Cities of Fredericton, Moncton and Saint John, to ensure that existing and newly hired front line staff have access to the training they require. This new System's Planner has also established a new "Tri-City" BNL leadership group to talk about ways to leverage the aspects of Coordinated Access that are going well and to identify and address gaps that are being experienced across the 3 communities. One of the deliverables that came from this new group has been to establish regular Coordinated Access and BNL intake trainings in each of the communities so that all new staff have the same understanding as to how they fit into the system. The CE and the BNL Coordinator underwent a detailed review of our BFZ/BNL scorecard that also highlighted areas for improvement moving forward. The scorecard review elicited questions around how certain data points will continue to be captured once we fully transition the work into HIFIS and we are working to solve some of those issues now.

Section 3. Outcomes-Based Approach Self-Assessment
Summary Tables - Minimum Requirement
The tables below provide 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
Yes	Yes	Yes

Step 4: Can report <u>monthly</u> outcomes and set targets using data from the List (reporting in Section 4 is mandatory for 2023-24 CHRs, if not earlier)			
List was in place as of January 1, 2023 (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 <u>annual</u> outcomes and set targets using data from the List (reporting in Section 4 is mandatory once annual data can be generated)			
List was in place as of April 1, 2022 (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
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 continued efforts to transition of all our Coordinated Access/ By Names List work directly into HIFIS and set January 1st, 2024, as our deadline to complete this project. Over this past reporting period we have worked with other communities across the country to learn how they managed the same transition, we created a transition team and established areas of focus for each person on the that team, and we began redesigning job description for BNL Coordinators once the project is complete. The main area's the transition team focused on were:

•Front-line staff training.
•Ensuring all service providers who are currently engaged in Coordinated Access but don't yet directly use HIFIS have a path forward.
•Ensuring client level data is consistent on both data tracking tools.

In our continued efforts to create a culture where data is being utilized in decision making across the province, the CE partnered with Social Development to create a custom data dashboard that highlighted shelter occupancy data. This helped motivate all shelters, including the rapid response/ Out of the Cold Shelters, to consistently maintain their HIFIS data as well as create access to "live" HIFIS data that our provincial leadership could use in decision-making.   Front-line staff are very happy to consistently enter in data when they know it is being used to improve the overall system.

At our 2022 CAB Summit, we introduced an awards ceremony to recognize front-line staff and service providers for going above and beyond in their HIFIS usage. We created a Fredericton HIFIS Rockstar trophy as well as 1 overall HIFIS Champion of the World trophy and they were a great success and helped to increase HIFIS usage throughout the year for other who wanted to win the trophy at the next CAB Summit.

The community used BNL data and our daylong Coordinated Access Improvement sessions to identify the clear need for more prevention and diversion work and established multiple new roles to specifically focus on reducing inflows to the BNL. These positions are still quite new, but we expect to see measurable reductions moving forward.

The CE also created two additional HIFIS Support Specialist positions to help ensure that all the data going into the system from front line agencies is as accurate as possible. One of the positions is a Bilingual Support Specialist and the other is a Community Support Specialist, who has direct experience leading an emergency shelter and firsthand experience on how front-line staff use HIFIS. With these new positions we can spit our attention accordingly between the "data in" team and the "data out" team.

More information about the Unique Identifier List
Step 1. Have a List

Where does data for the List come from?	☑ HIFIS
	☑ Excel
	☐ Other HMIS
	☐ Other data source(s)
	☐ Not applicable – Do not have a List yet

Please describe how the List is created using HIFIS:

Right now our BNL Coordinators are still managing the list in Excel and using client level data in HIFIS to ensure the updates are accurate and timely. We are in the process of transitioning the By Name's List fully into HIFIS and will be creating a seperate, custom report to generate the list once that transition is completed.

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

Step 1. Have a List (cont.)

For the List, does the community have…

			Chronic homelessness	
A written policy/protocol that describes how interaction with the homeless-serving system is documented	Yes		x	Federal definition
A written policy/protocol that describes how housing history is documented	Yes			Local definition

From the List, can the community get data for…

Newly identified on the List	Yes
Activity and inactivity	Yes
Housing history	Yes

From the List, can the community get demographic data for…

Age	Yes	Indigenous identity	Yes
Household type	Yes	Veteran status	Yes
Gender identity	Yes		

Step 2. Have a real-time List

How often is information about people experiencing homelessness updated on the List?	As soon as new information is available
Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes
Is housing history updated regularly on the List?	Yes
Is there a process in place for keeping chronic homelessness status on the List up-to-date?	Yes

Step 3. Have a comprehensive List	
Does the community have a document that identifies and describes all of the service providers that help people experiencing homelessness with their housing challenges?	Yes
Optional question: How does data from the List compare to other community-level data sources that are considered accurate or valid? This is an optional follow-up question for communities that have completed the "*Understanding Community-Level Data*" worksheet.	
	It has taken some time, but we are now seeing our 3 data sets (HIFIS, Excel BNL's, and PIT Counts) all starting to tell the same story. For example, our average age in all 3 data sets right now is 41, the gender breakdown of those actively experiencing homelessness is very similar (slightly lower on the PIT Count's as we have far more beds available to men in the communities and that accounts for the bulk of the survey respondents) and we are seeing 18% of our overall population of actively homeless identifying as Indigenous.

| Step 4. Track outcomes and progress against targets using data from the List	
Does the List meet the benchmark of a "Quality By-Name List" confirmed by the Canadian Alliance to End Homelessness?	Yes

Section 4. Community-Level Outcomes and Targets – Monthly

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.

	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)		124	159	140						62

People who experienced homelessness for at least one day (that month)
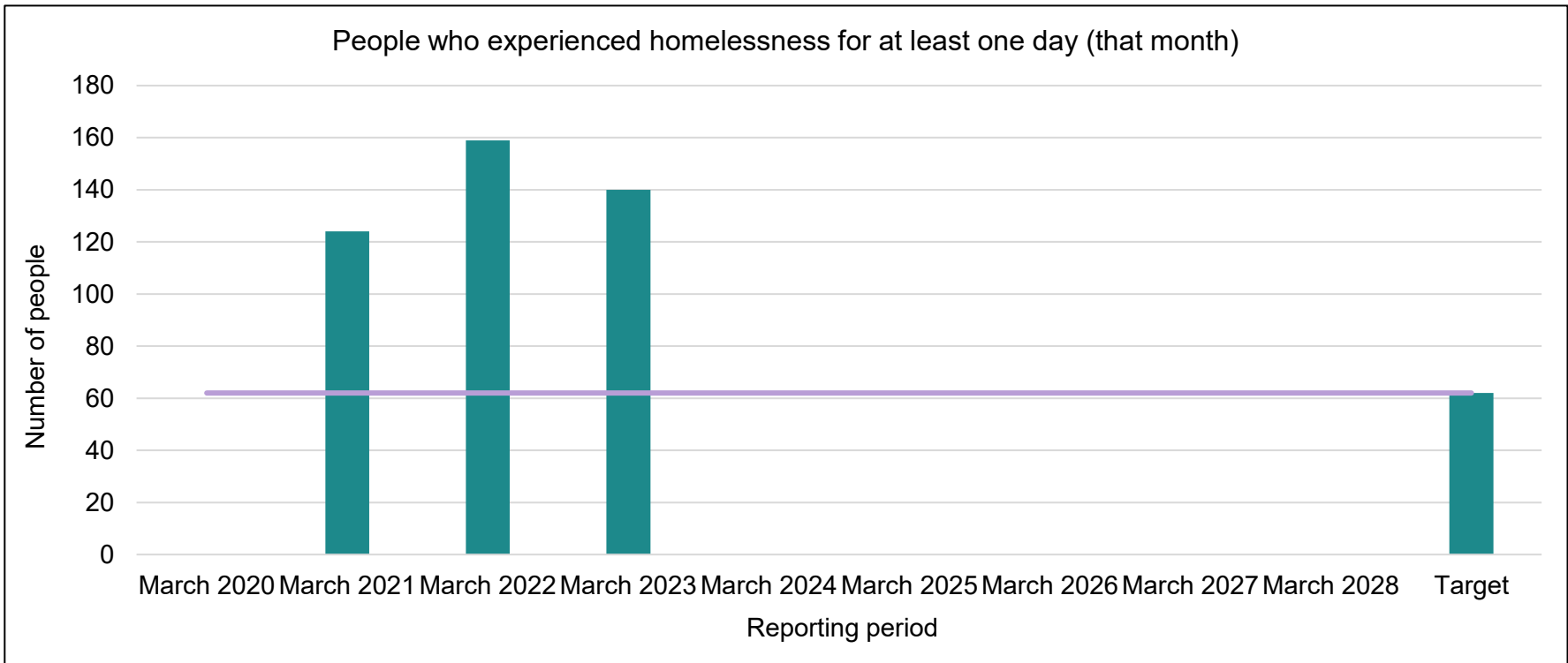
Context for Outcome #1 (monthly):

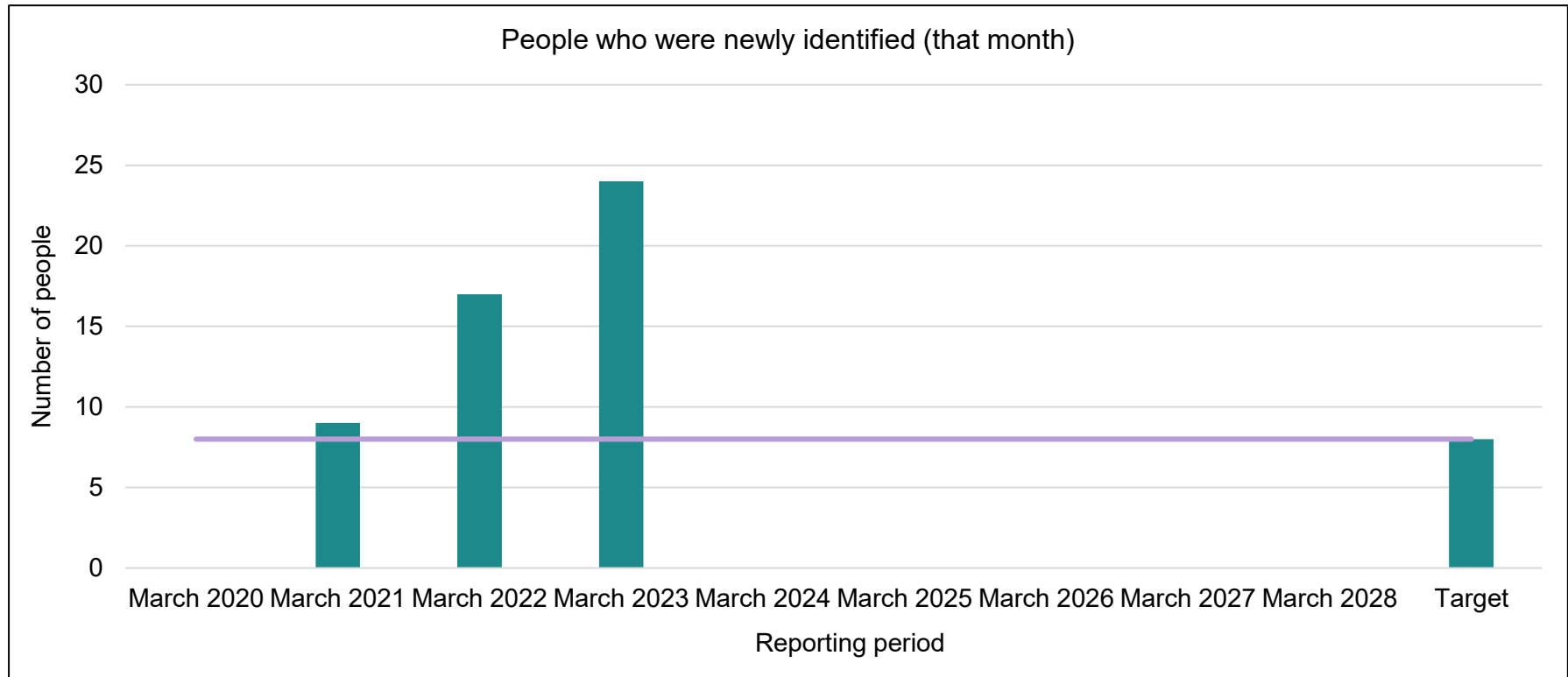Please provide context about your results, as applicable.

While Fredericton established 2 smaller winter response shelters (who used HIFIS for all their nightly admissions), they are connected to the existing shelter providers, so we didn't see the same influx of new individuals accessing them as we did in other communities across NB.

Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes

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)		9	17	24						8

People who were newly identified (that month)

Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.

Because we had the 2 addtiional winter response shelters using HIFIS this year for all their admission records, we expected to see an increase compared to March of the 2022.

Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes

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)		2	7	7						2

Returns to homelessness (that month)
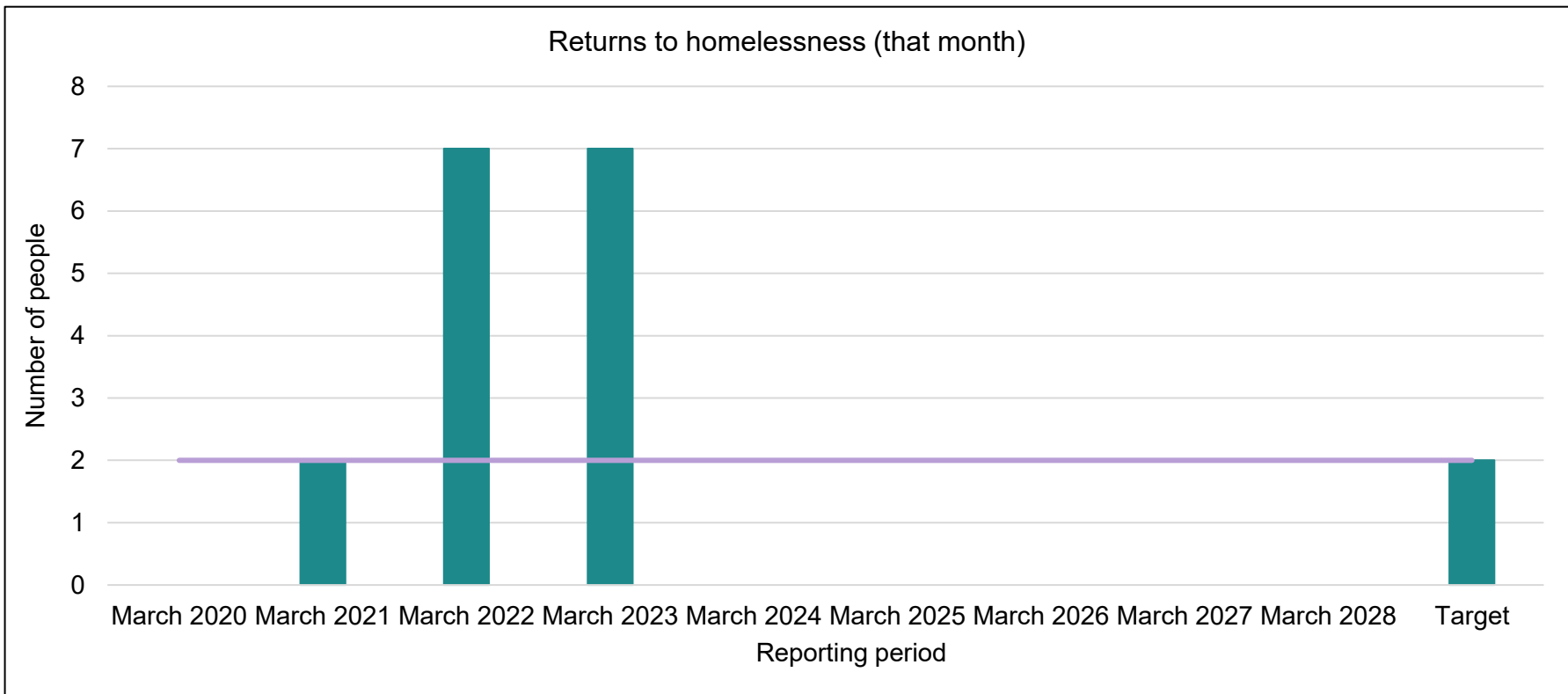
Context for Outcome #3 (monthly):
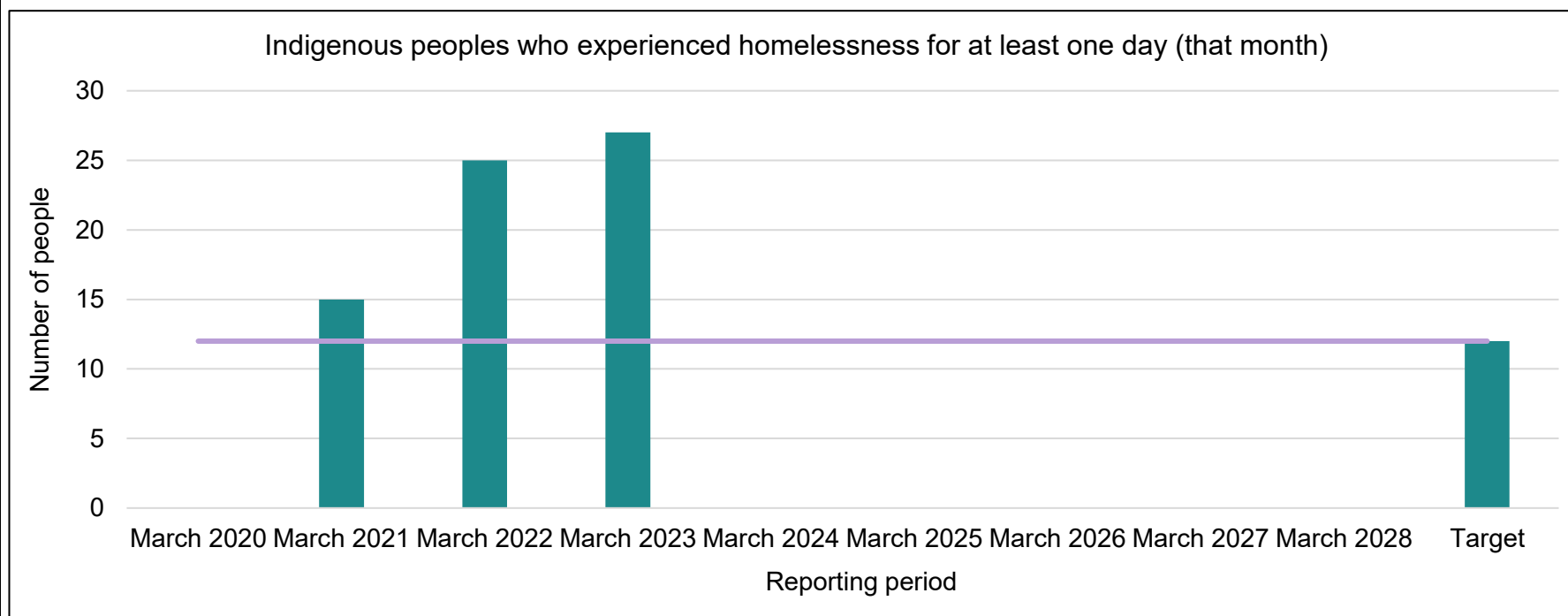
Please provide context about your results, as applicable.

Please insert comment here

Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes

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)		15	25	27						12

Indigenous peoples who experienced homelessness for at least one day (that month)

Context for Outcome #4 (monthly):

Please provide context about your results, as applicable.

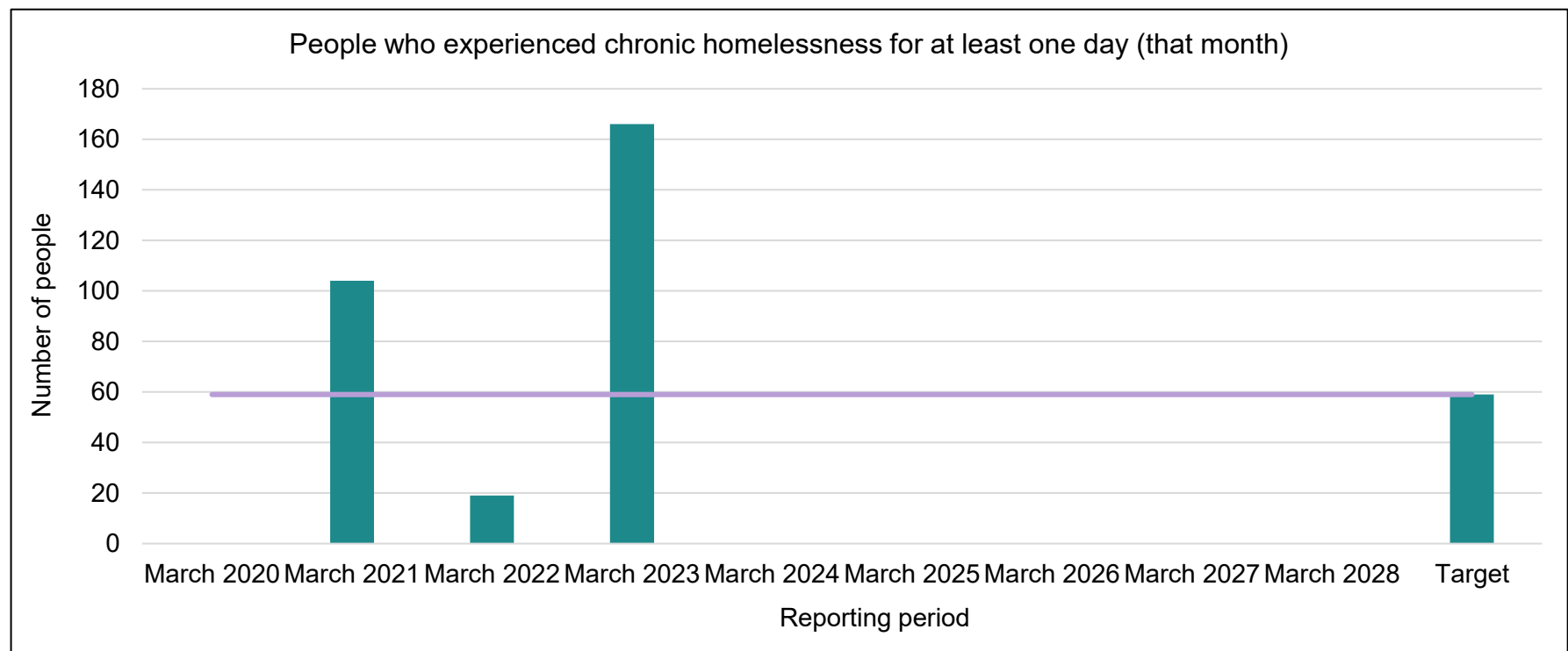*Please insert comment here*

Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes

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)		104	19	166						59

People who experienced chronic homelessness for at least one day (that month)

Context for Outcome #5 (monthly):

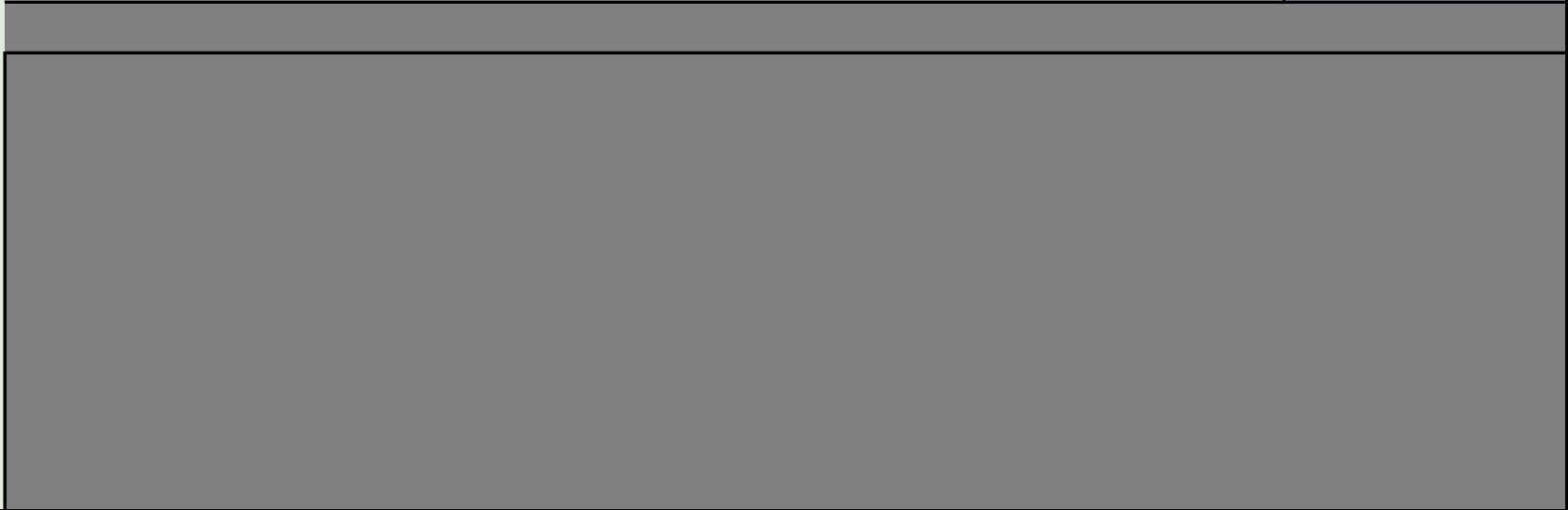Please provide context about your results, as applicable.

For this question we have elected to use information from our existing Excel By Names List as it is still our best measurement of chronic homelessness in the community (until we fully complete the migration into HIFIS). We continue to work with all front line HIFIS users to better utilize the area's of HIFIS that drive the definitions of chronicity, but until we can ensure that is done consistently, we will continue to use our existing BNL's for this data point.

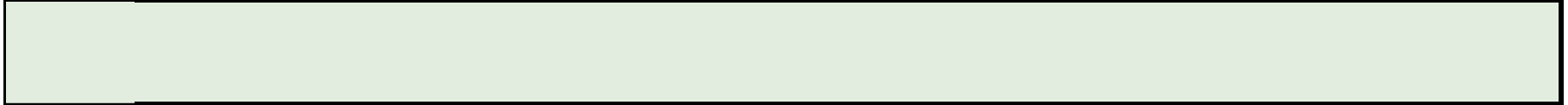|	
Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	No
Was the federal standard for calculating this outcome used (see Annex A)?	Yes

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)		N/A	400	417						200

People who experienced homelessness for at least one day (that year)
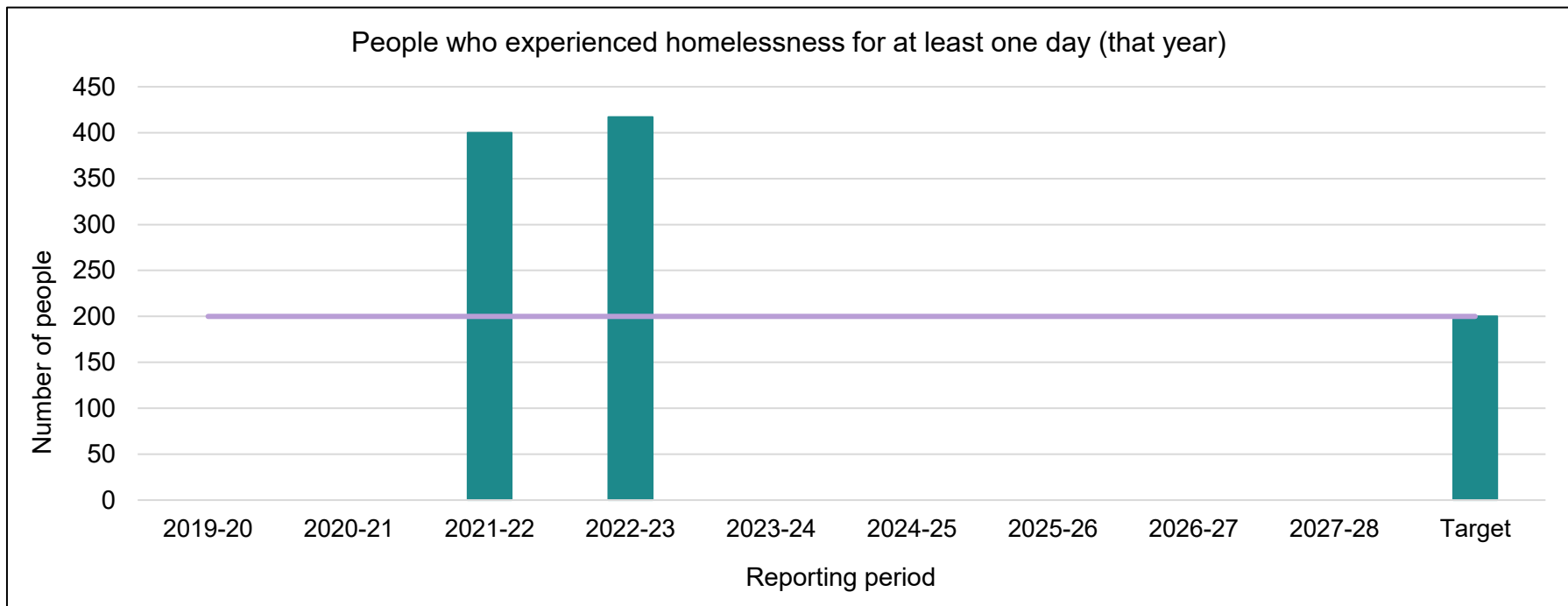
Context for Outcome #1 (annual):

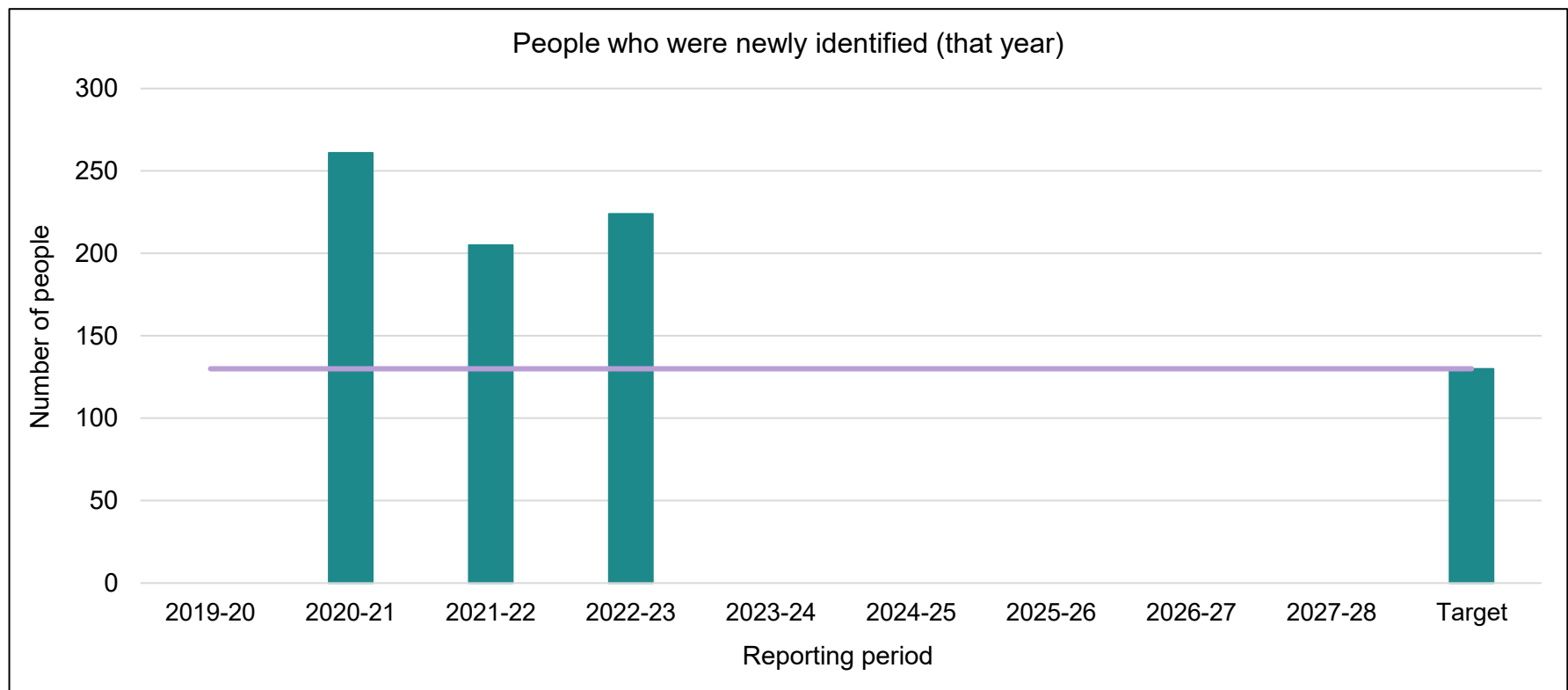Please provide context about your results, as applicable.

Important context for this year's number is that we worked very hard to ensure that all winter response shelters were actively using HIFIS from the day they opened their doors.

Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes

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)		261	205	224						130

People who were newly identified (that year)

Context for Outcome #2 (annual):

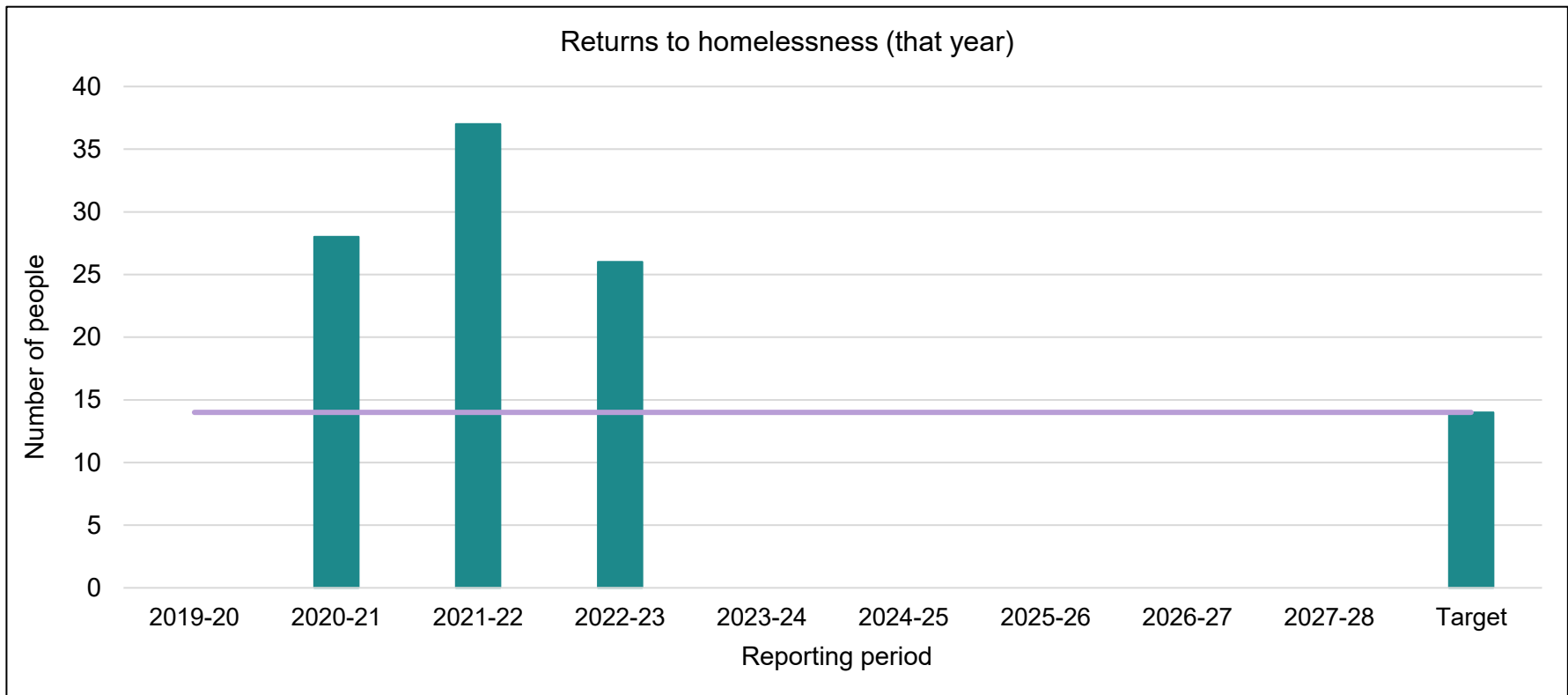Please provide context about your results, as applicable.

Because the community established a low barrier winter response shelter we saw more clients who have traditionally been more "hidden" engage with services that were using HIFIS.

Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes

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)		28	37	26						14

Returns to homelessness (that year)

Context for Outcome #3 (annual):

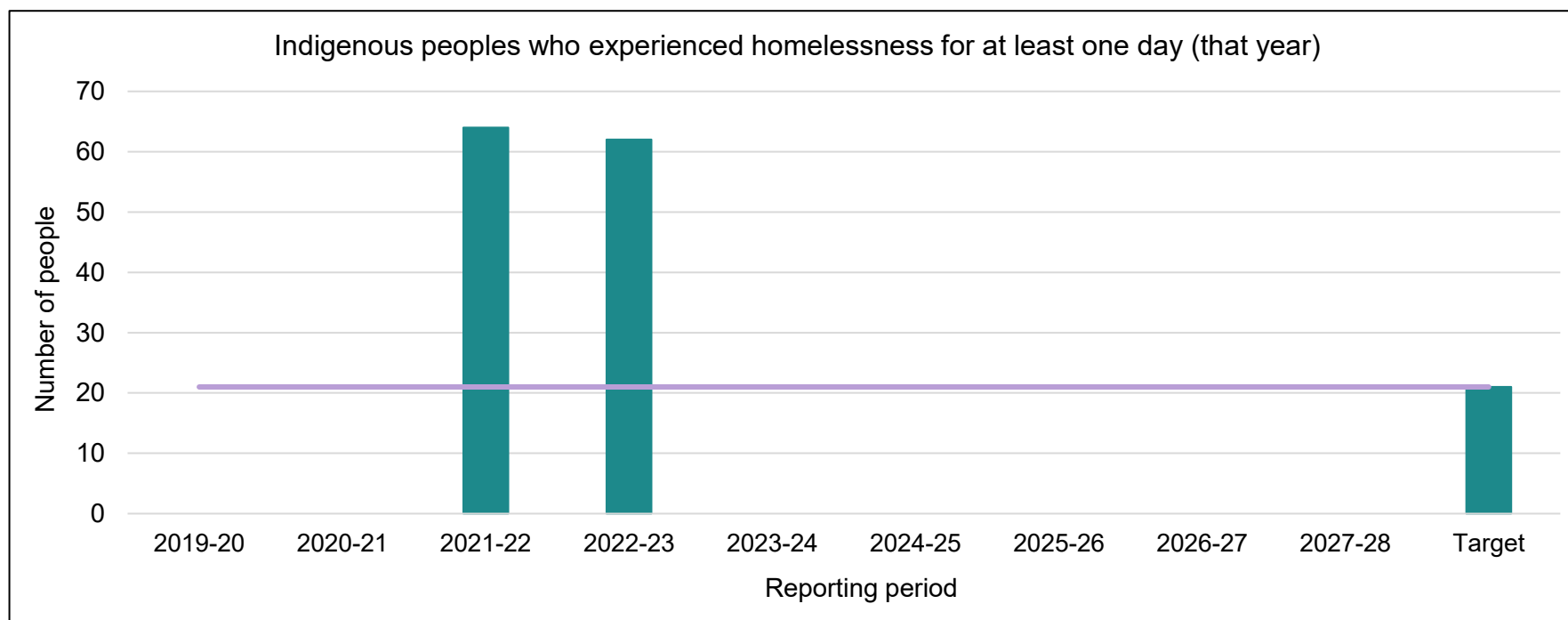Please provide context about your results, as applicable.

No change in the data, but the community has been doing a much better job and ensuring clients are being placed in appropriate housing models with the appropriate supports, and we have started to establish robust prevention programs, we've started to see an overall reduction of returns to homelessness.

Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes

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)		N/A	64	62						21

Indigenous peoples who experienced homelessness for at least one day (that year)

Context for Outcome #4 (annual):

Please provide context about your results, as applicable.

We worked with front line agencies to ensure the Indigeneity question is being asked with consistency for all new clients and we have also partnered with First Nations leaders to help refine our definitions of homelessness for Indigenous peoples.
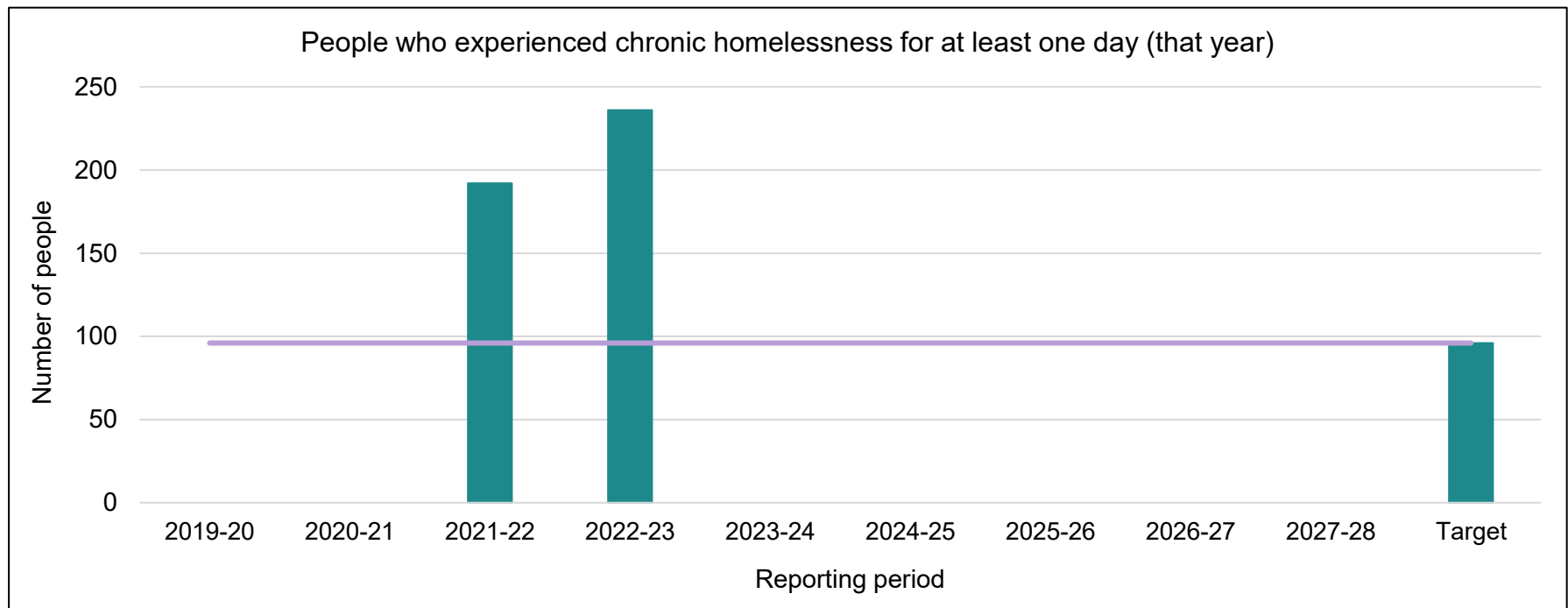
Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes

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)		N/A	192	236						96

People who experienced chronic homelessness for at least one day (that year)

Please provide context about your results, as applicable.	
For this question we have elected to use information from our existing Excel By Names List as it is still our best measurement of chronic homelessness in the community (until we fully complete the migration into HIFIS). We continue to work with all front line HIFIS users to better utilize the area's of HIFIS that drive the definitions of chronicity, but until we can ensure that is done consistently, we will continue to use our existing BNL's for this data point.	
Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	No
Was the federal standard for calculating this outcome used (see Annex A)?	Yes