

# COMMUNITY HOMELESSNESS REPORT SUMMARY

(Moncton, 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

identifier 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.

There are no known Indigenous led organization's in Moncton working on social justice/homeless reduction efforts. However, the non-designated Indigenous Homelessness Community Entity for New Brunswick sits on the leadership committee of the CAB and has been included in important discussions related to the performance of the Coordinated Access System (CAS) in Moncton.

<p>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?</p>	<p>No</p>
<p>What is the plan to ensure meaningful collaboration occurs during next year's CHR process?</p>	
<p>We will continue to develop a relationship with the non-designated Indigenous Homelessness Community Entity for New Brunswick, based in Fredericton, to build a shared understanding of the work to develop, implement and manage CAS and report at a community level on the CHR. In Moncton, there are no indigenous led organizations working in social justice/homeless reduction efforts, making it difficult to establish a meaningful collaboration during the CHR process.</p>	


## 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
<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.

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 Moncton 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
- Increased access to mental health and addiction services for clients in the community as well as having mental health and addiction services engage in Coordinated Access.

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 cities to ensure that existing and newly hired front line staff have access to the training they require. We also partnered with Social Development to pilot a new Community of Practice for all the emergency shelter operators in Moncton. This group focused both on improving the day-to-day operations of shelters in the community by establishing our first community level service restriction policy, helping to refine the "reasons for service" drop down options in HIFIS, and improving overall trust amongst providers, as well as looking at "systems level" improvements by bringing in partners from Mental Health and Addictions, Corrections, and Health to discuss areas for better coordination.

Because of this work, the province has established multiple new full time Mental Health and Addictions staff positions who now work directly out of shelter and are assigned only to clients experiencing homelessness.

## 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 monthly outcomes and set targets using data from the List (reporting in Section 4 is mandatory for 2023-24 CHR, 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 annual 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 all of 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 Moncton 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 split our attention accordingly between the “data in” team and the “data out” team.

To address the increasing inflows into homelessness, the community has partnered with real estate professionals to help identify opportunities for increased landlord engagement with Coordinated Access. Having more local landlords who are willing to participate in the provincial rent supplement program will provide the community with more options for creating outflow from the list.

### 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 separate, 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...

A written policy/protocol that describes how interaction with the homeless-serving system is documented	Yes
A written policy/protocol that describes how housing history is documented	Yes

#### Chronic homelessness

x	Federal definition
	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
<p><b>Optional question:</b> 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 "<i>Understanding Community-Level Data</i>" worksheet.</p>	
<p>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 almost identical percentages of individuals who identify as Indigenous.</p>	

**Step 4. Track outcomes and progress against targets using data from the List**

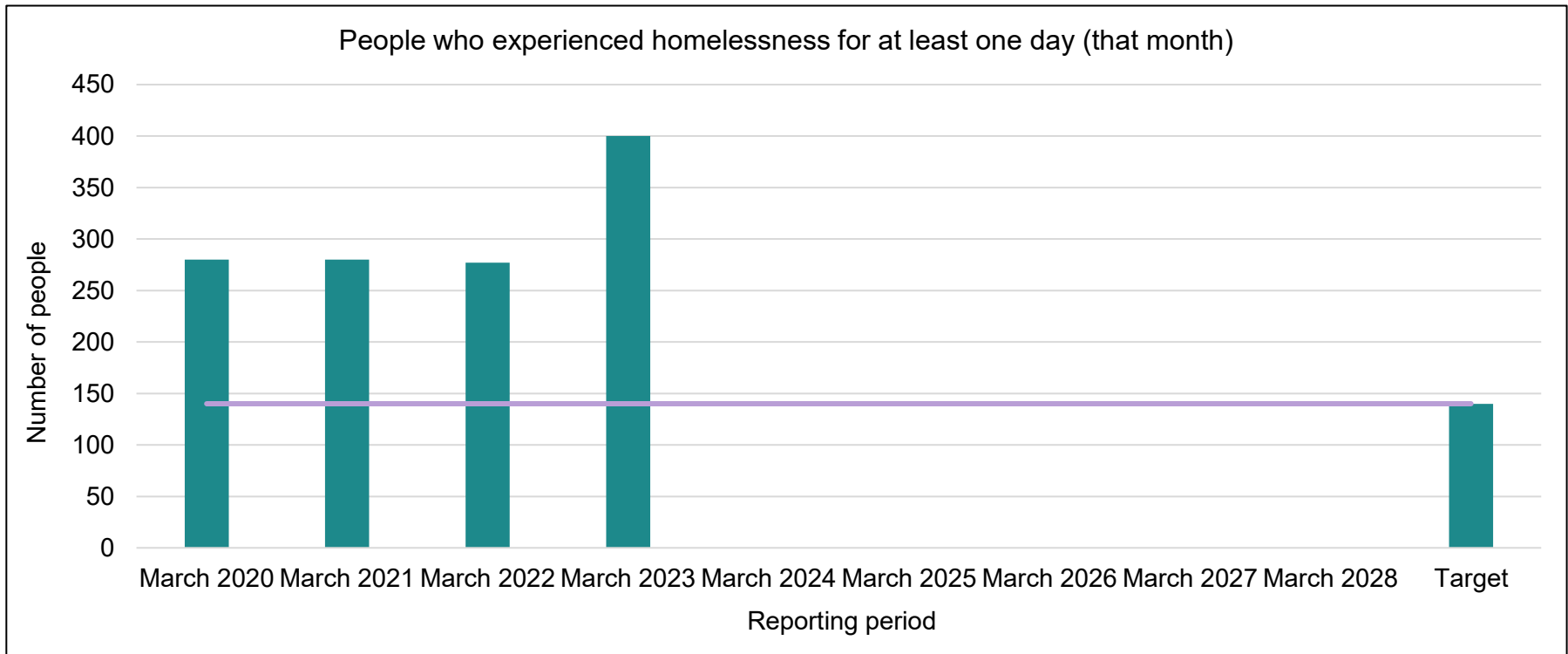
Does the List meet the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

Yes

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

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

	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)	280	280	277	400						140



**Context for Outcome #1 (monthly):**

Please provide context about your results, as applicable.

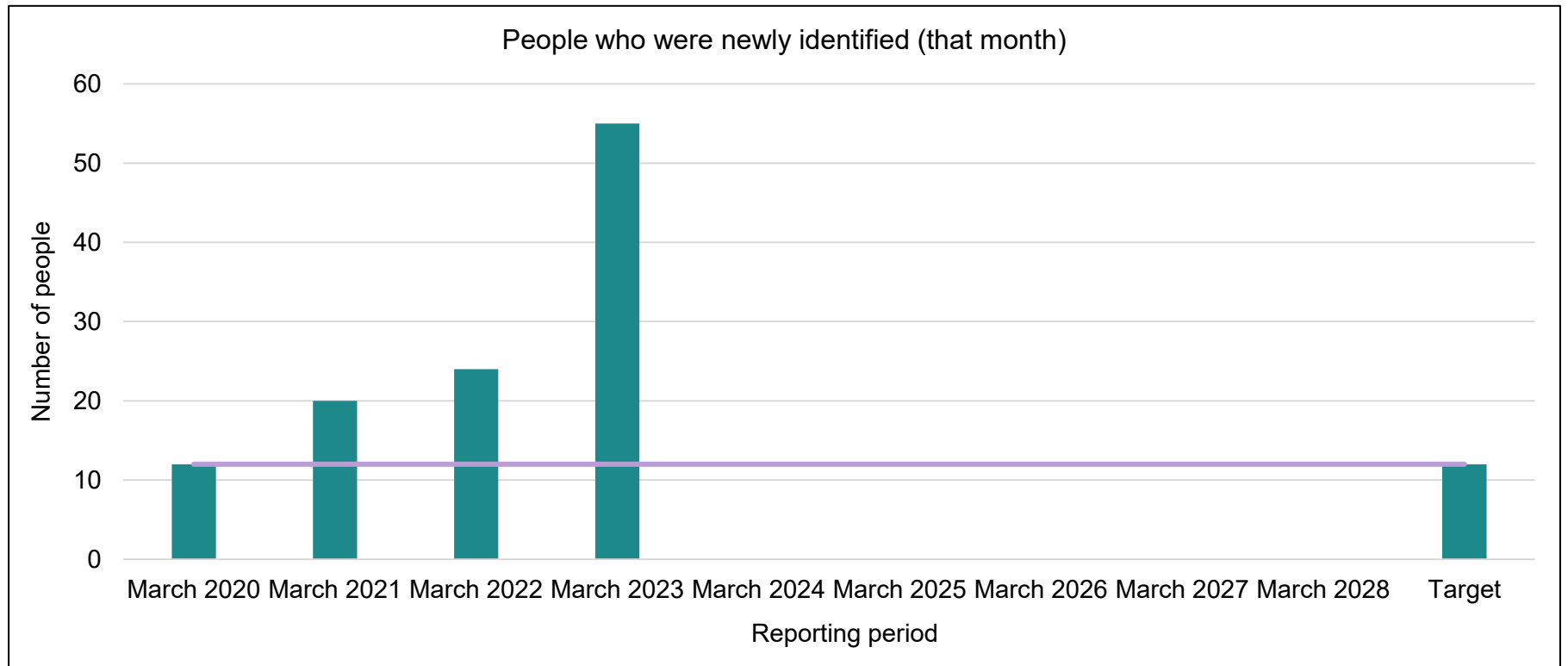
The additional winter response shelters were still in operation in March and were actively using HIFIS every day, so the increase over the previous March is to be expected as last year we did not have these additional community resource.

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)	12	20	24	55						12





**Context for Outcome #2 (monthly):**

Please provide context about your results, as applicable.

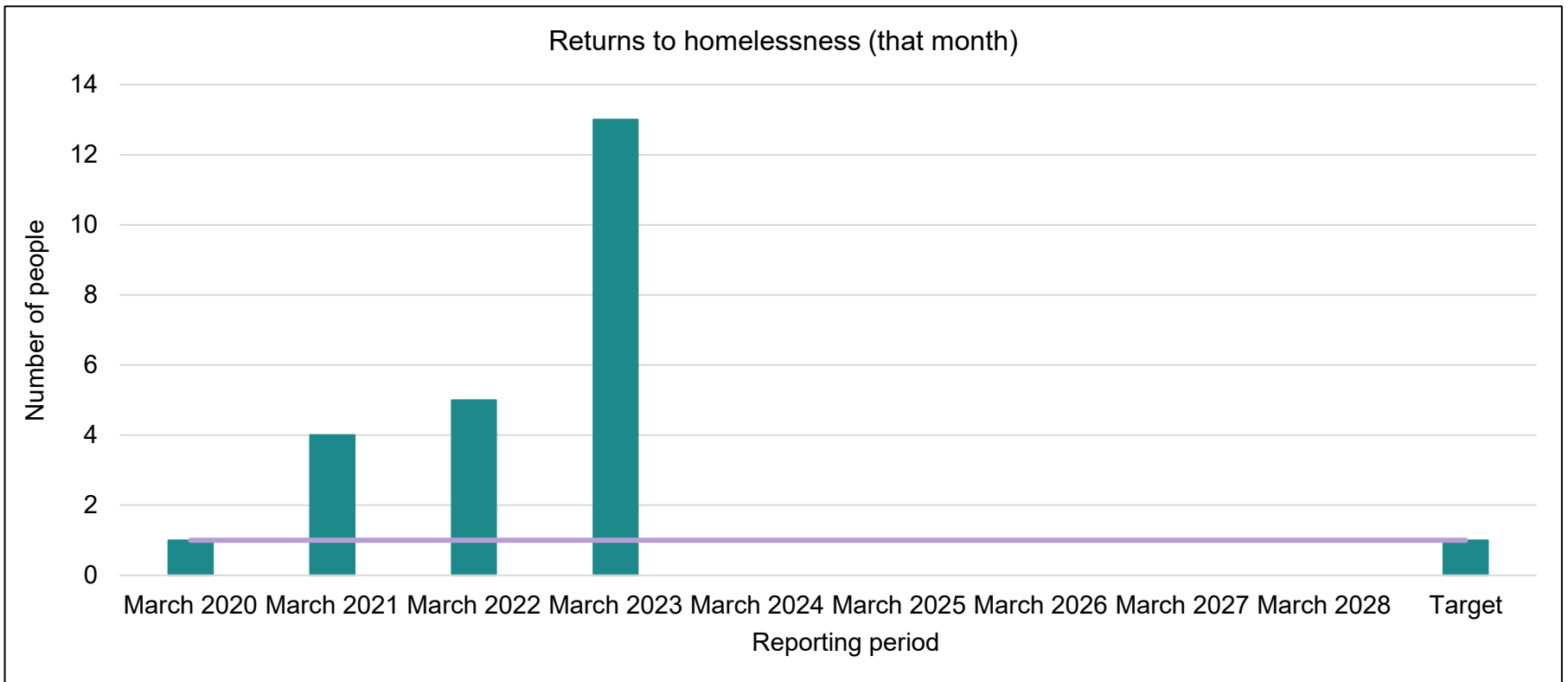
Again, because we had additional low barrier resources in the community, we expected to see this increase compared to the previous March. We more than doubled the number of beds that were available from the previous year.

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)	1	4	5	13						1



**Context for Outcome #3 (monthly):**

Please provide context about your results, as applicable.

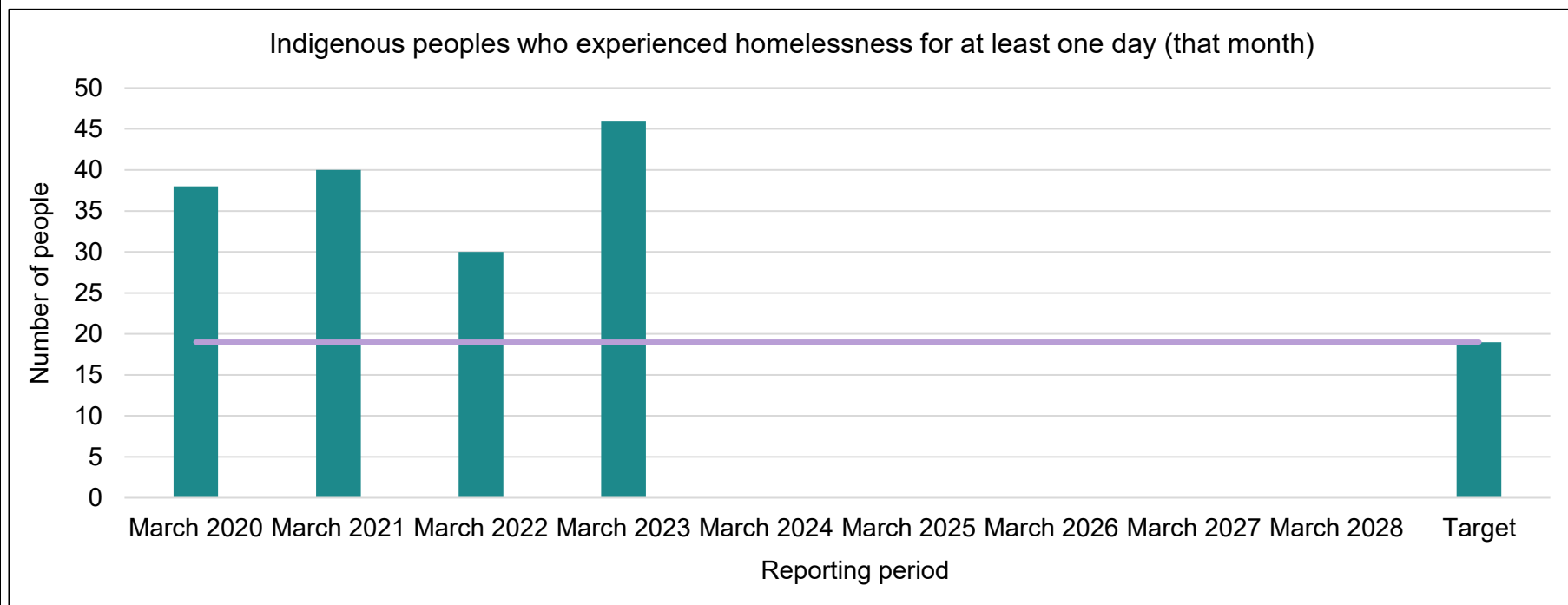
\*Please insert comment here\*

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)	38	40	30	46						19



**Context for Outcome #4 (monthly):**

Please provide context about your results, as applicable.

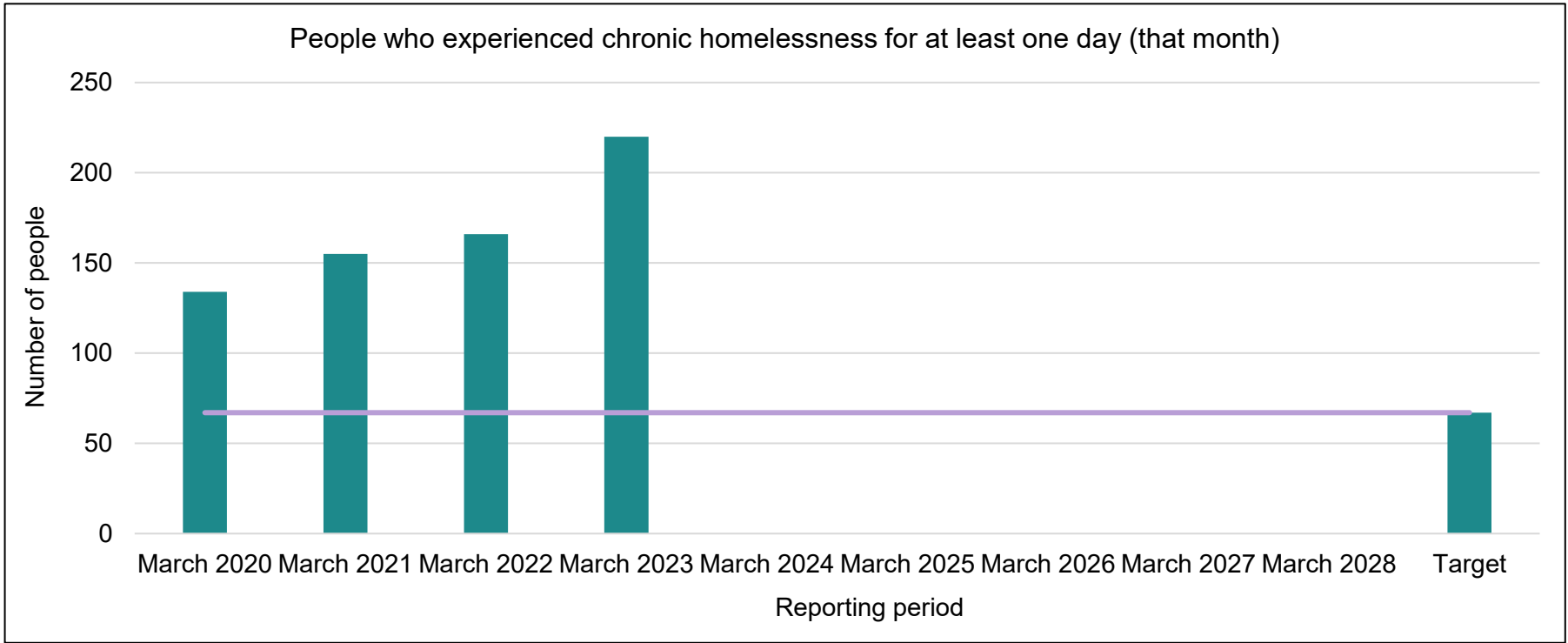
The increase in available shelter beds as well as a strategic decision to have new agencies operate those winter response shelters has led to an increase across all data points.

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)	134	155	166	220						67



**Context for Outcome #5 (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?

No

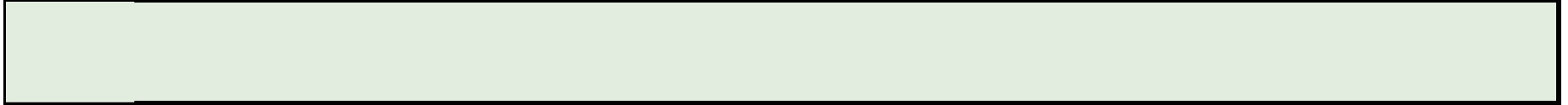
Was the federal standard for calculating this outcome used (see Annex A)?

Select one

How was this outcome calculated?

For this data point 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). Because our largest winter response shelter was new to HIFIS and was focused mostly on the admissions module and not the housing history module, we know there were individuals who accessed the shelter who had already been experiencing chronic homelessness but were not accurately counted as such.

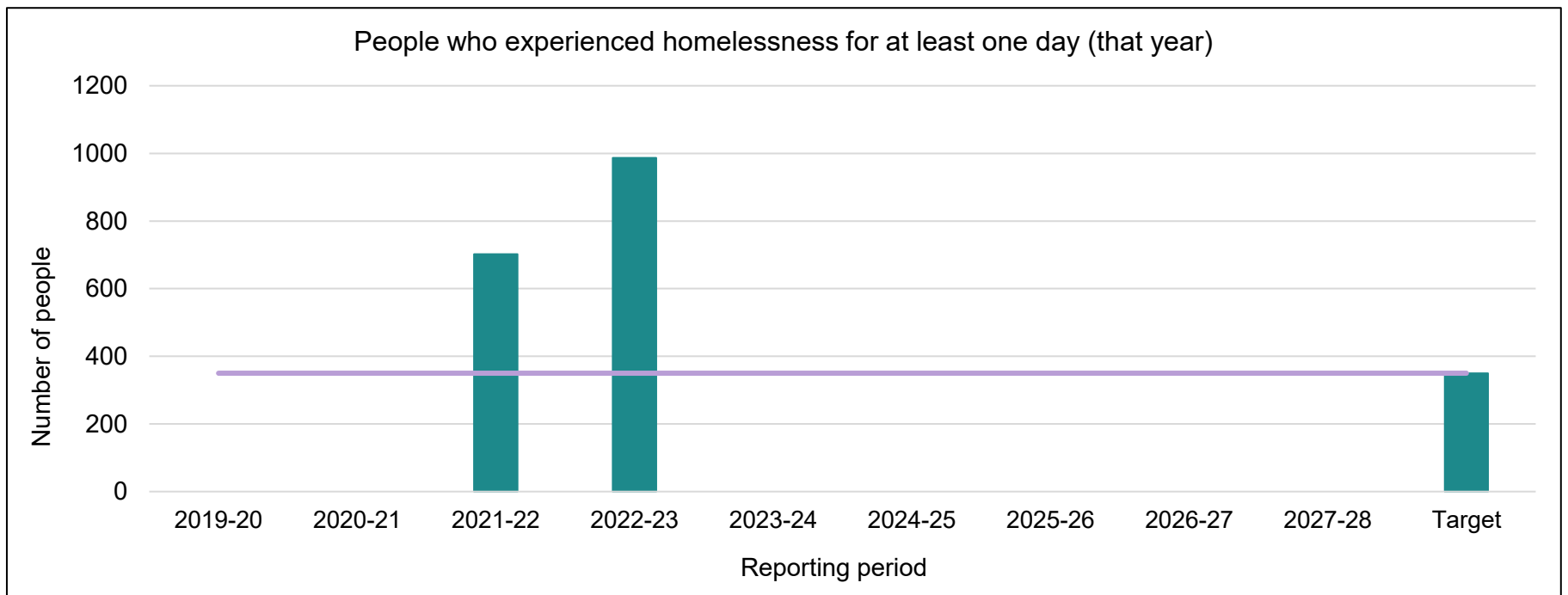
## Section 4. Community-Level Outcomes and Targets – Annual





**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	702	987						350



**Context for Outcome #1 (annual):**

Please provide context about your results, as applicable.

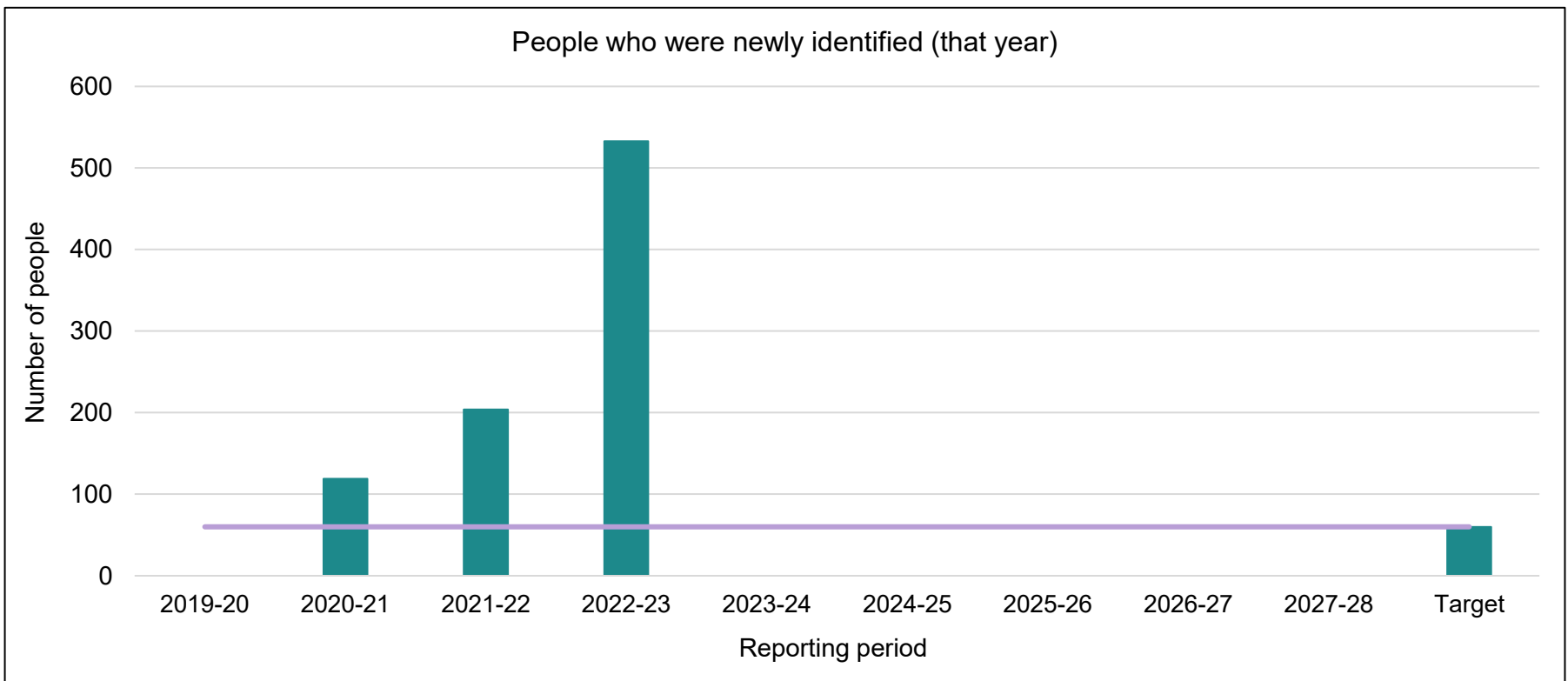
Important context for this year's number is that we worked very hard to ensure that all winter response shelters were actively using HIFIS from the day they opened their doors and that engagement has inevitably led to an increase in those being represented in this answer. In Moncton we rapidly set up 2 additional, low barrier shelters to ensure there was enough capacity in the community. Because of this work, the community doubled its shelter bed capacity and we saw an average occupancy rate throughout the winter of 80% , with a total capacity of 299 beds across 4 unique shelter operators.

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)		119	204	533						60



**Context for Outcome #2 (annual):**

Please provide context about your results, as applicable.

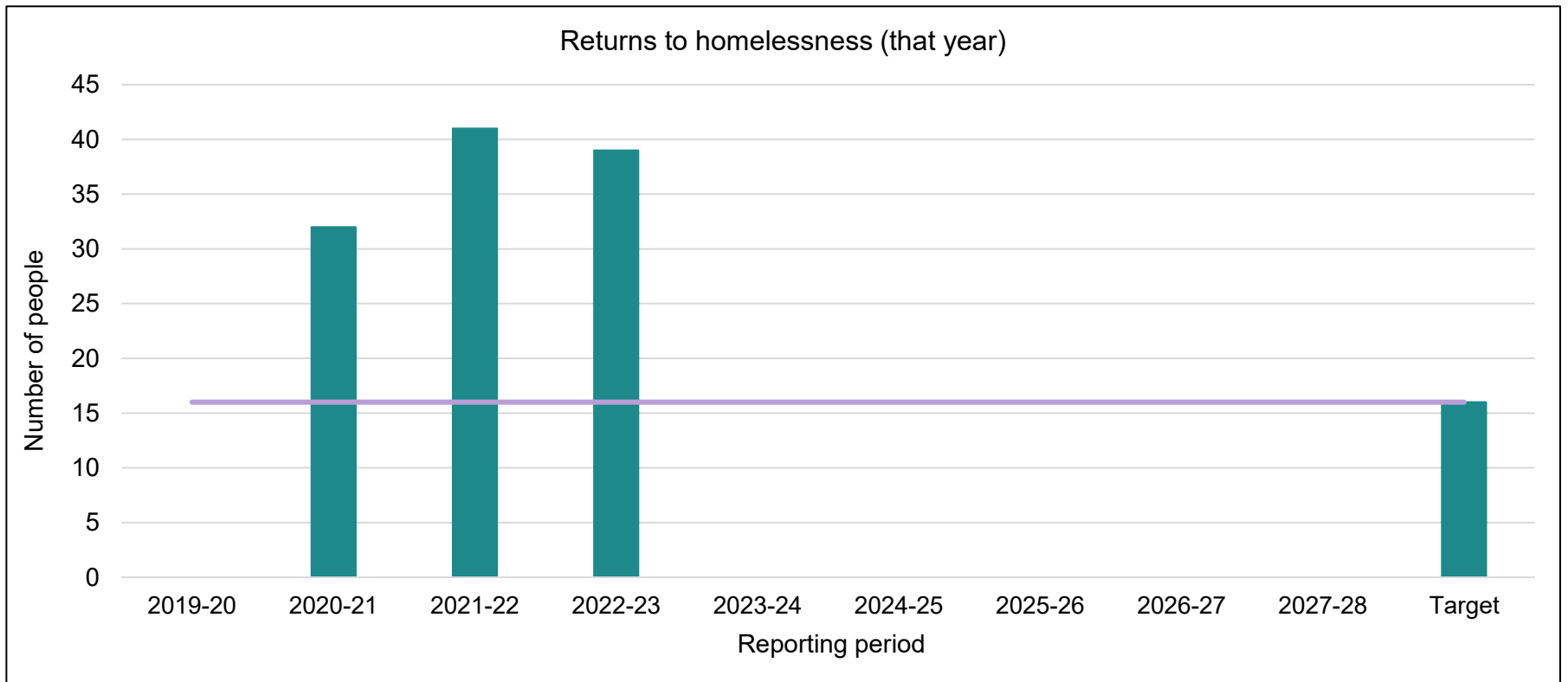
Because the community established multiple low barrier winter response shelters, we saw more clients who have traditionally been more "hidden" engage with services that were using HIFIS. We saw 295 unique clients access these winter response shelters alone, so these were numbers we were expecting.  
The only bright spot to this increase, is more clients have begun to access services and the province is moving with far more urgency to address the growing issue in the community.

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)		32	41	39						16



**Context for Outcome #3 (annual):**

Please provide context about your results, as applicable.

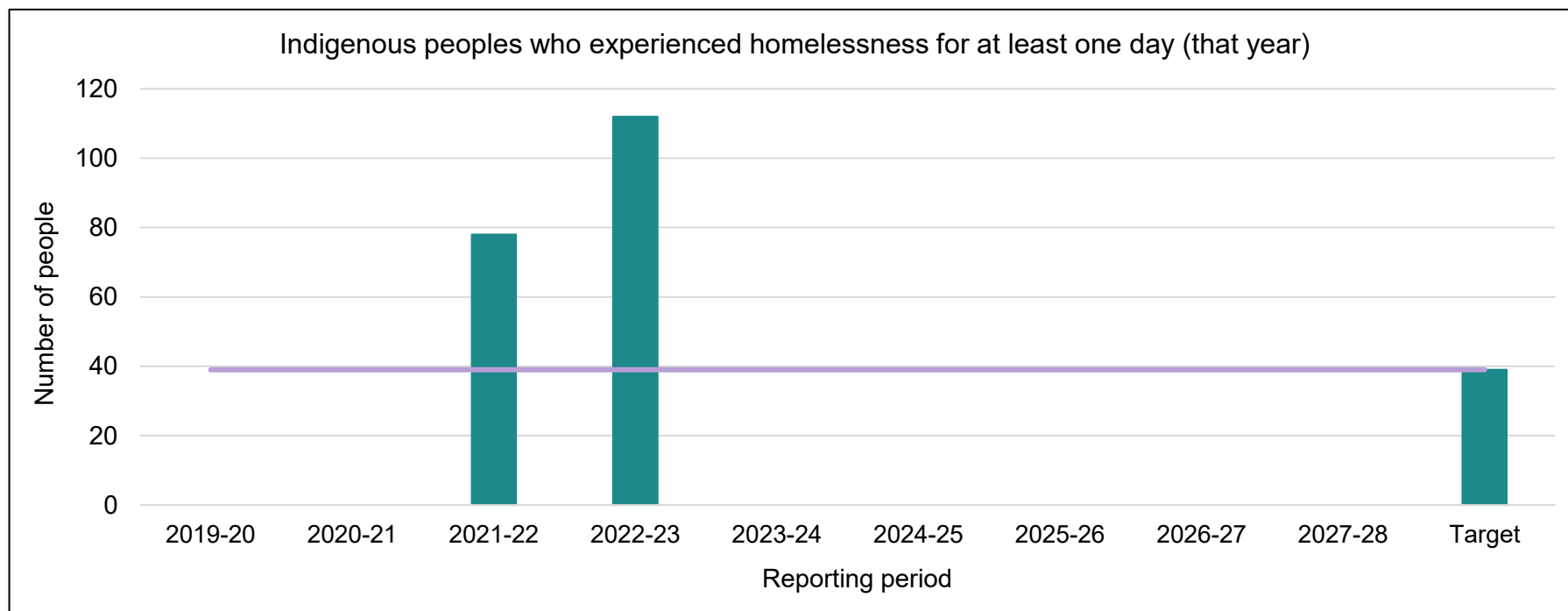
No change in the data, but the community has been doing a much better job and ensuring clients are being placed in appropriate housing models with the appropriate supports, and we have started to establish robust prevention programs, we've started to see an overall reduction of returns to homelessness.

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	78	112						39



**Context for Outcome #4 (annual):**

Please provide context about your results, as applicable.

The increase in available shelter beds as well as a strategic decision to have new agencies operate those winter response shelters has led to an increase across all data points.

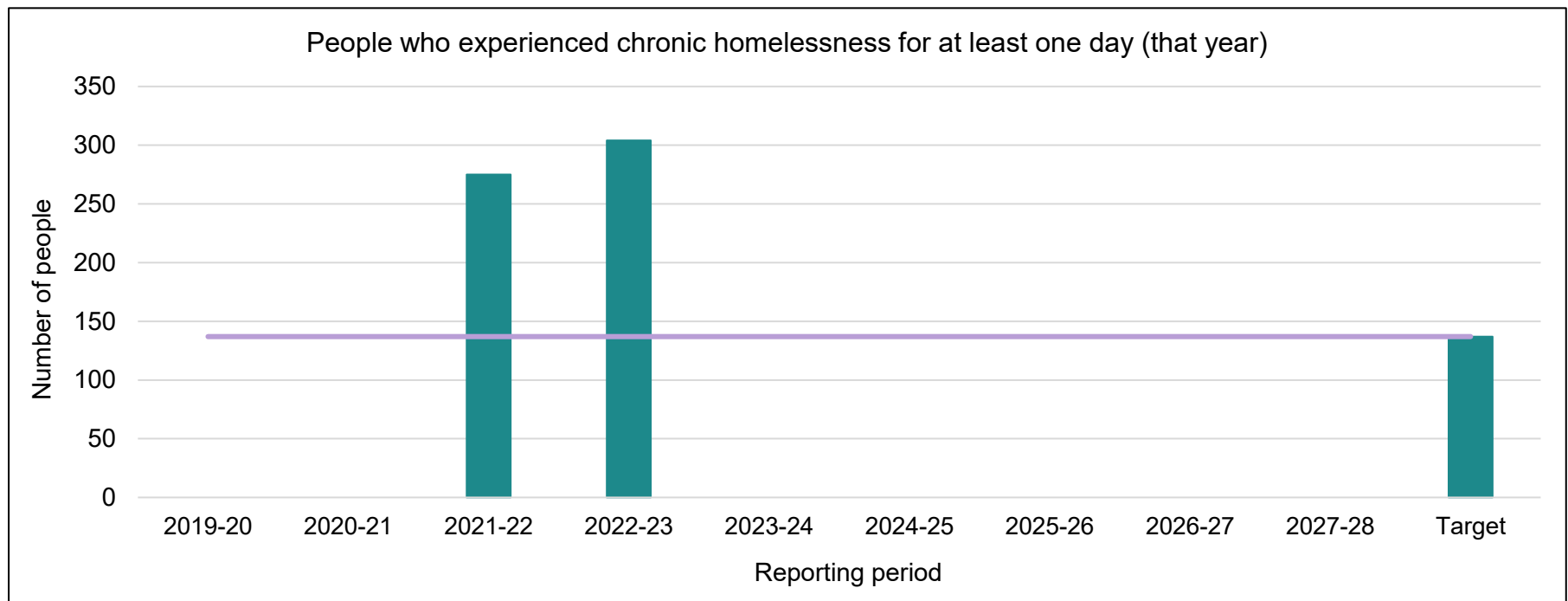
Was the HIFIS "***Community Homelessness Report***" used to generate data for this outcome?

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	275	304						137



Please provide context about your results, as applicable.

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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)?

Select one

How was this outcome calculated?

For this data point 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). Because our largest winter response shelter was new to HIFIS and was focused mostly on the admissions module and not the housing history module, we know there were individuals who accessed the shelter who had already been experiencing chronic homelessness but were not accurately counted as such.