

## COMMUNITY HOMELESSNESS REPORT SUMMARY

Saint John (NB)

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?

No

Describe how this collaboration will happen over the coming year in more detail.

The CAB is currently reviewing membership in order to ensure that its efforts are being informed by priority populations. The CAB has been at a standstill with respect to indigenous engagement and collaboration as there are no indigenous led organizations in the city. The CAB will continue to work to determine how to best include Indigenous people in Coordinated Access System (CAS)/Homeless Individuals and Families Information System (HIFIS) management.

|  |    |
|--|----|
| 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?   | No |
| What is the plan to ensure meaningful collaboration occurs during next year's CHR process?   |    |
| 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 Saint John, 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. |    |
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## 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?

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 By-Name List (BNL) Coordinators once the project is complete. The main area's the transition team focused on were:

- Front-line staff training- specifically the usage of the Housing Module and Housing History function.
- 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 Community Entity (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.

To improve the quality of our BNL and Coordinated Access system, we established a BNL Management Team that brings together our Systems Planner, BNL Coordinator, and the facilitators of our Governance and Case Conferencing meetings to ensure that all efforts are aligned towards the same outcomes.

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 Saint John 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 others 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.

## 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:<br>Has a List | Step 2:<br>Has a real-time List | Step 3:<br>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's, if not earlier)

| List was in place as of<br>January 1, 2023 (or earlier) | Can generate<br>monthly data | Has set targets | Has an outcomes-based<br>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<br>1, 2022 (or earlier) | Can generate<br>annual data | Has set targets | Has an outcomes-based<br>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?

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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.

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### 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 fully 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

**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

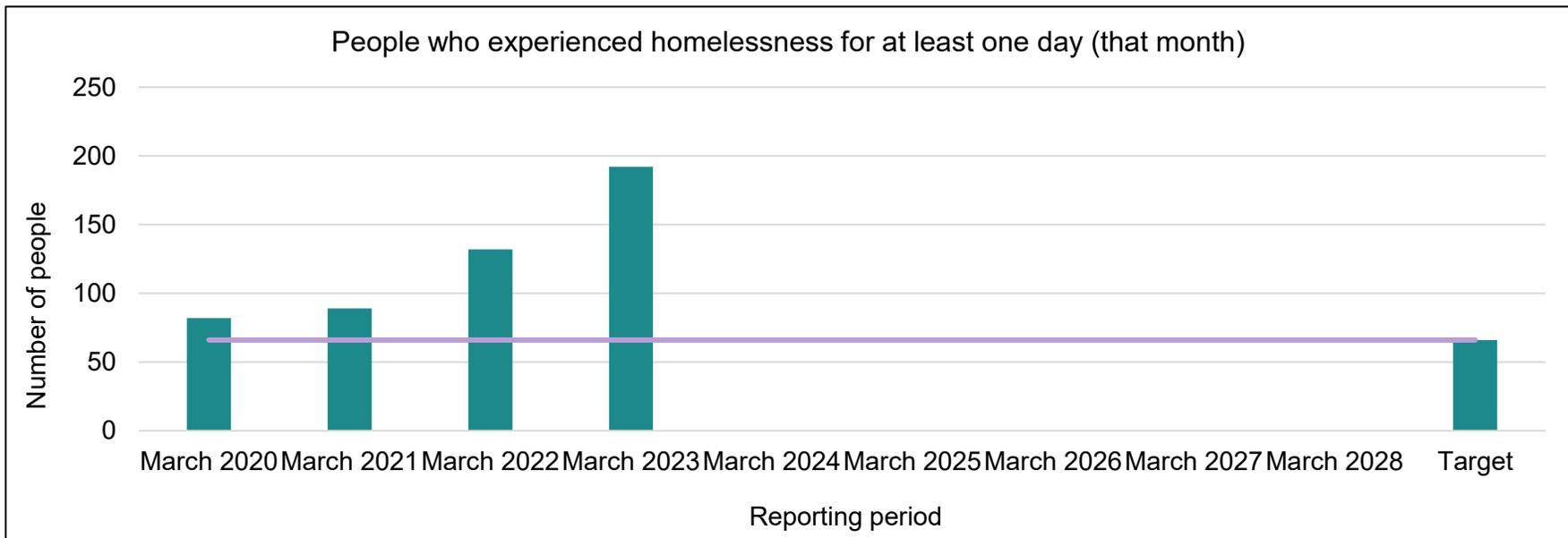
Does the List meet the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

Yes

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

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

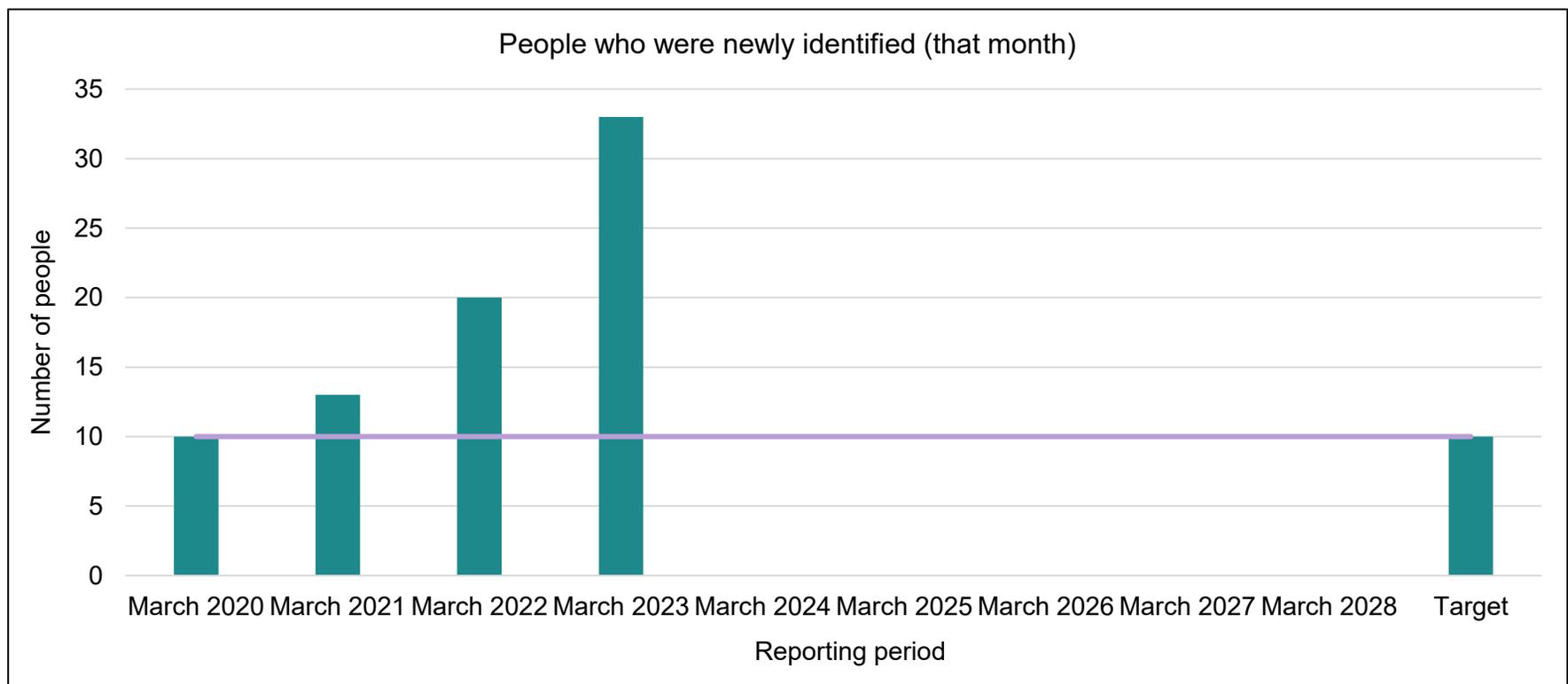
|   | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------|
| People who experienced homelessness for at least one day (that month) | 82         | 89         | 132        | 192        |            |            |            |            |            | 66     |





**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         | 33         |            |            |            |            |            | 10     |



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

Please provide context about your results, as applicable.

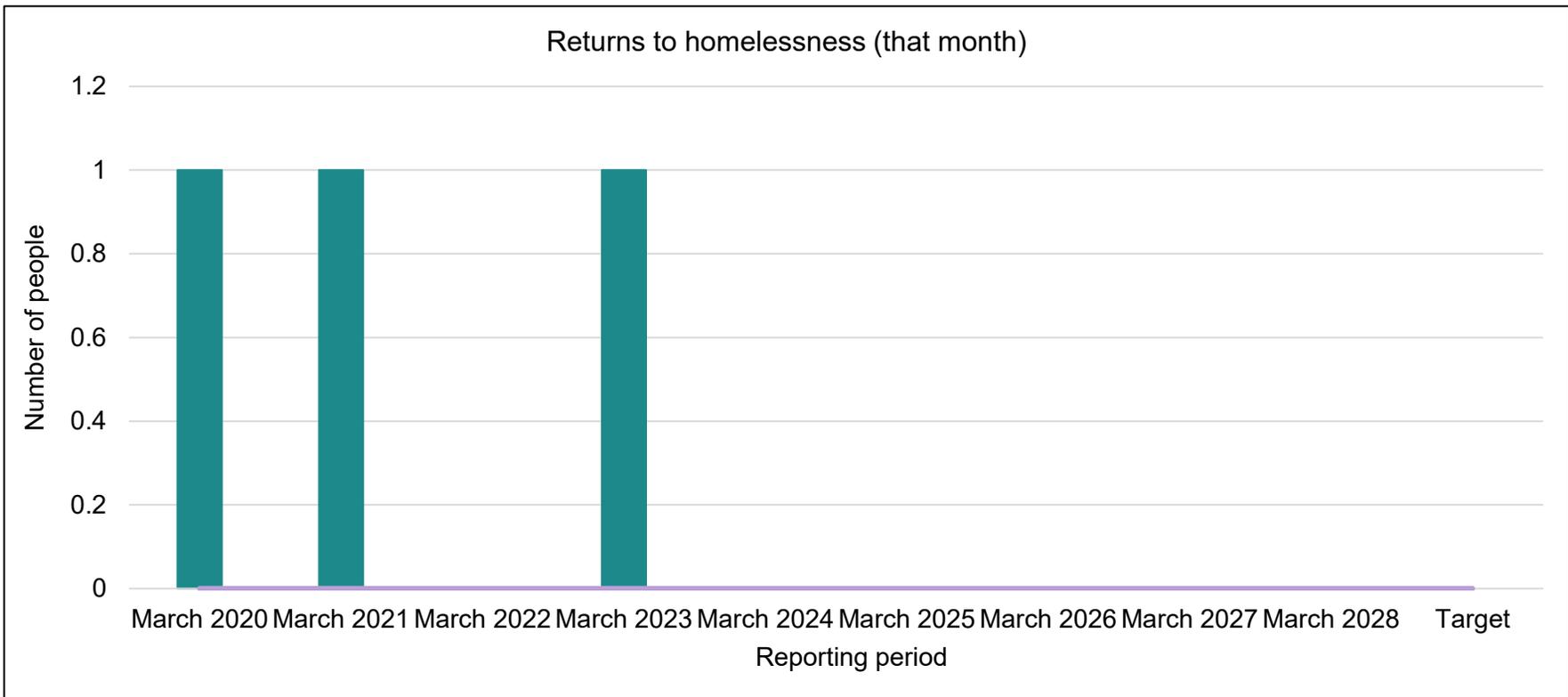
Again, because we had additional low barrier resources in the community, we expected to see this increase compared to the previous March. Our low barrier, winter response shelter saw an average of 39 stays per night in March 2023, and because this temp shelter was using HIFIS from the day they opened their doors, we have more clients being reflected in the system.

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          | 1          | 0          | 1          |            |            |            |            |            | 0      |



**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

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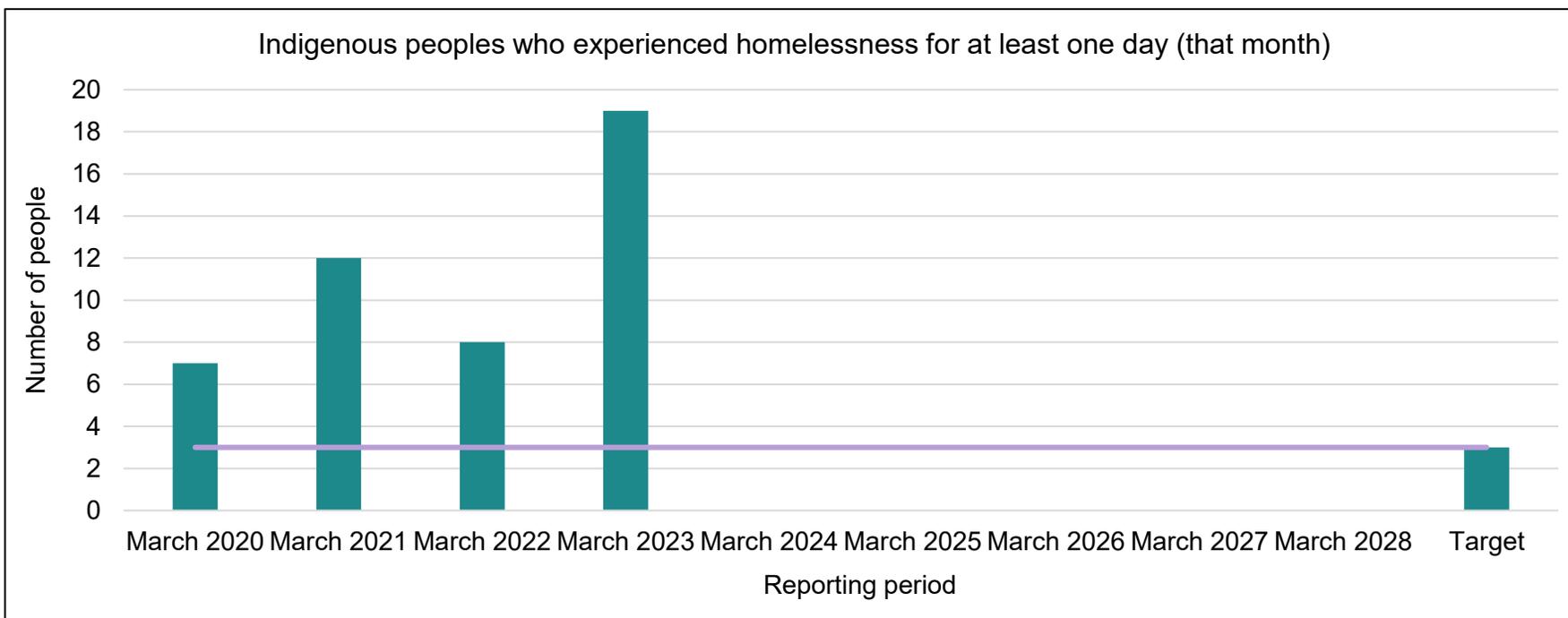
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**Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)**

|   | 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          | 19         |            |            |            |            |            | 3      |



**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

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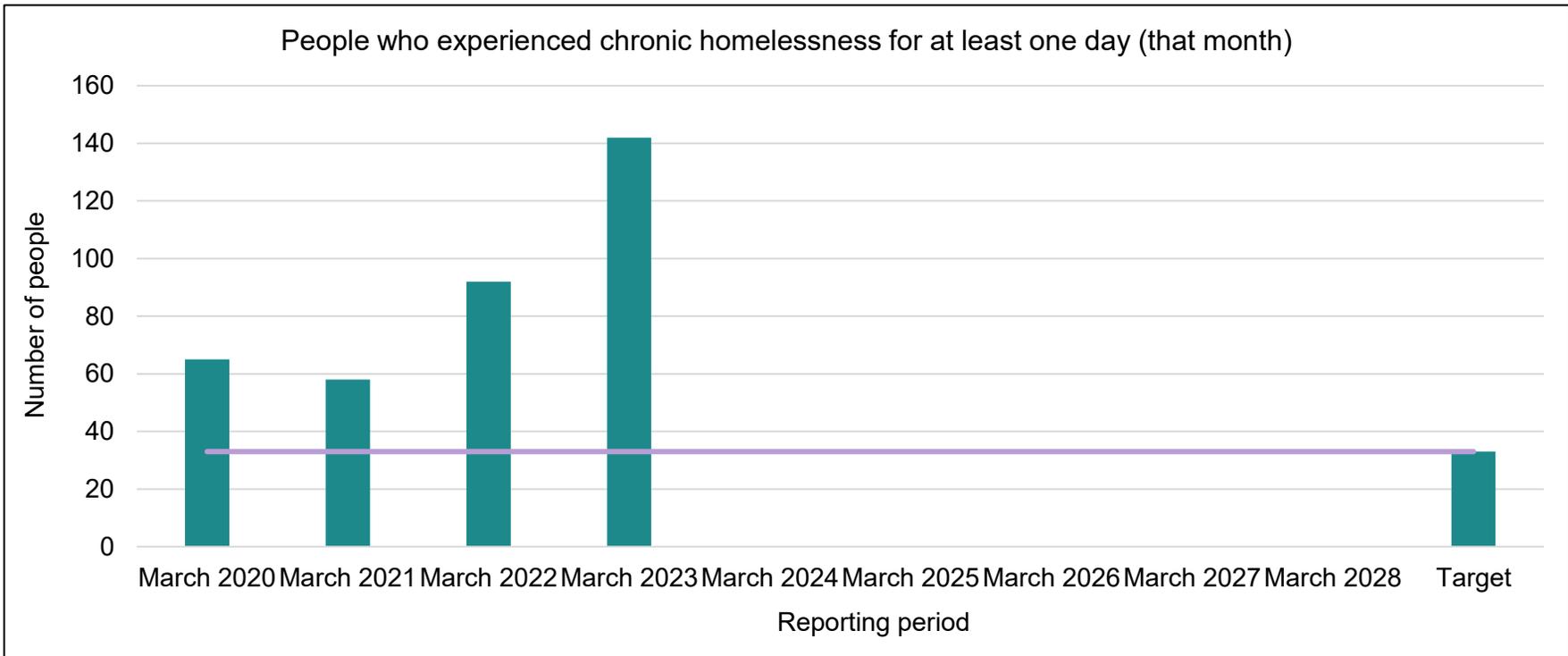
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**Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)**

|   | 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         | 142        |            |            |            |            |            | 33     |



**Context for Outcome #5 (monthly):**

Please provide context about your results, as applicable.

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 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 show up as newly identified in HIFIS.

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

No

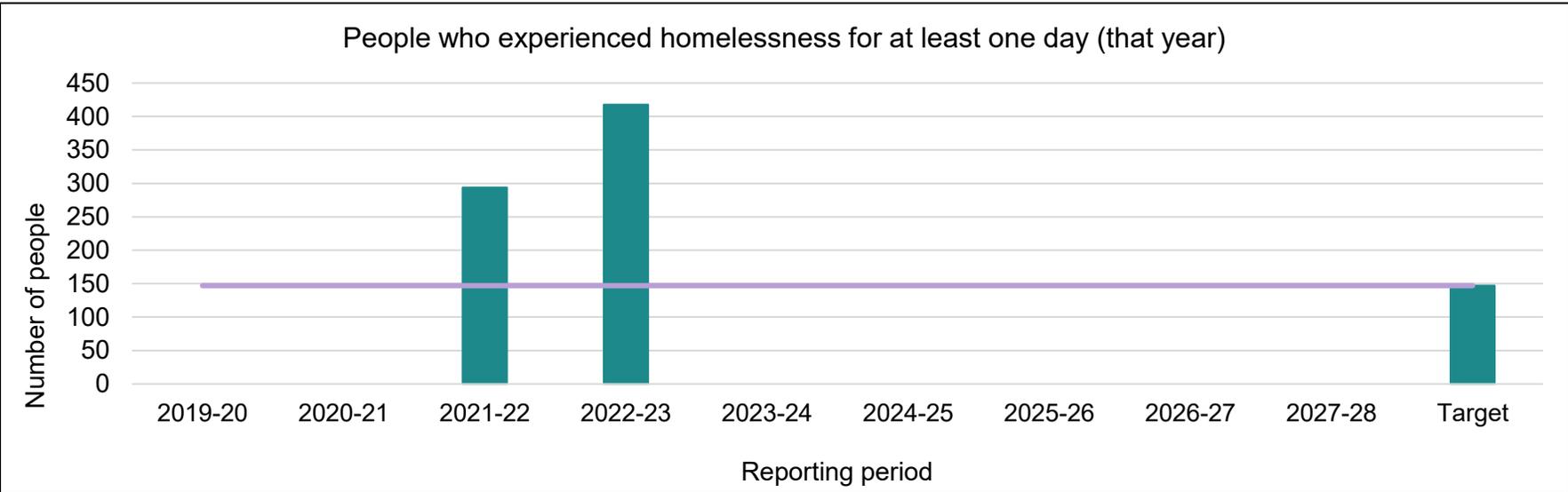
Was the federal standard for calculating this outcome used (see Annex A)?

Yes

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

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

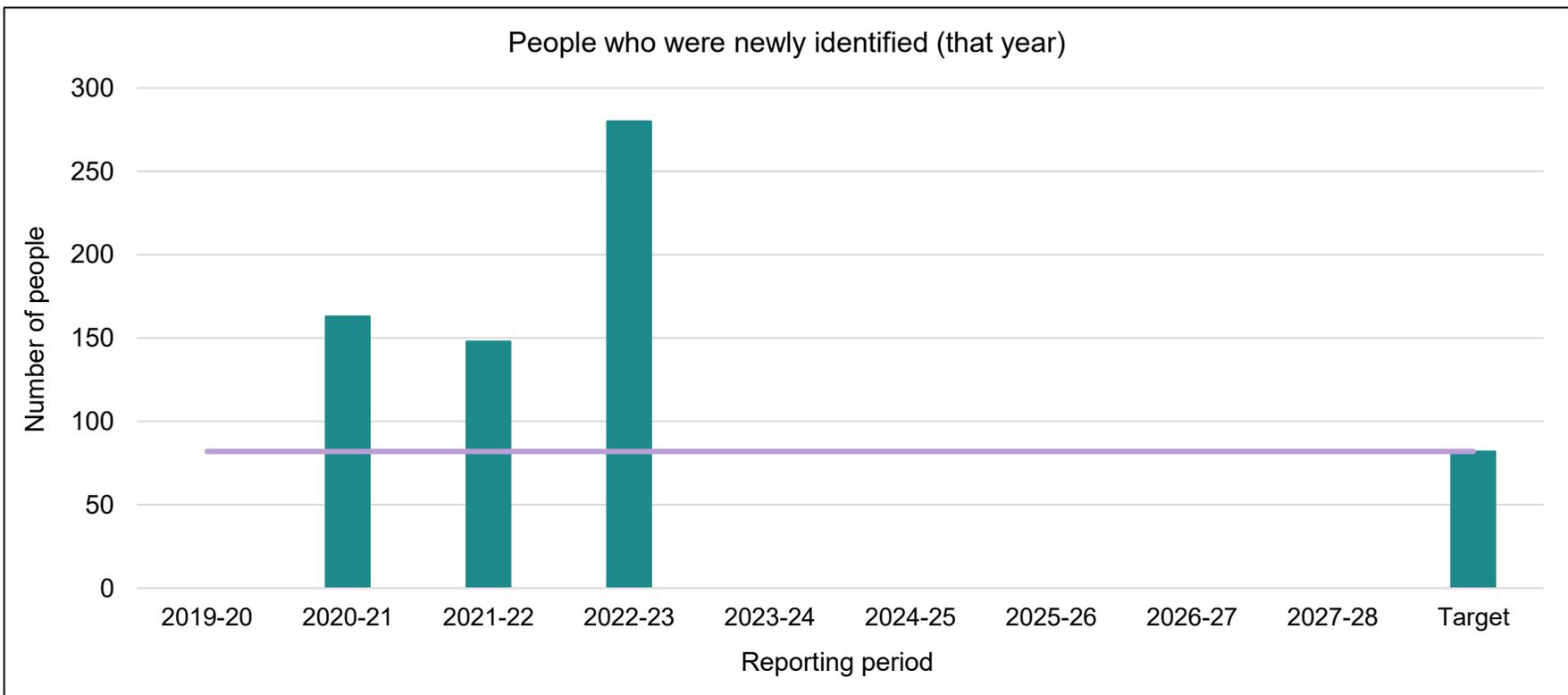
|  | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| People who experienced homelessness for at least one day (that year) | N/A     | N/A     | 294     | 418     |         |         |         |         |         | 147    |





**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) | N/A     | 163     | 148     | 280     |         |         |         |         |         | 82     |



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

Please provide context about your results, as applicable.

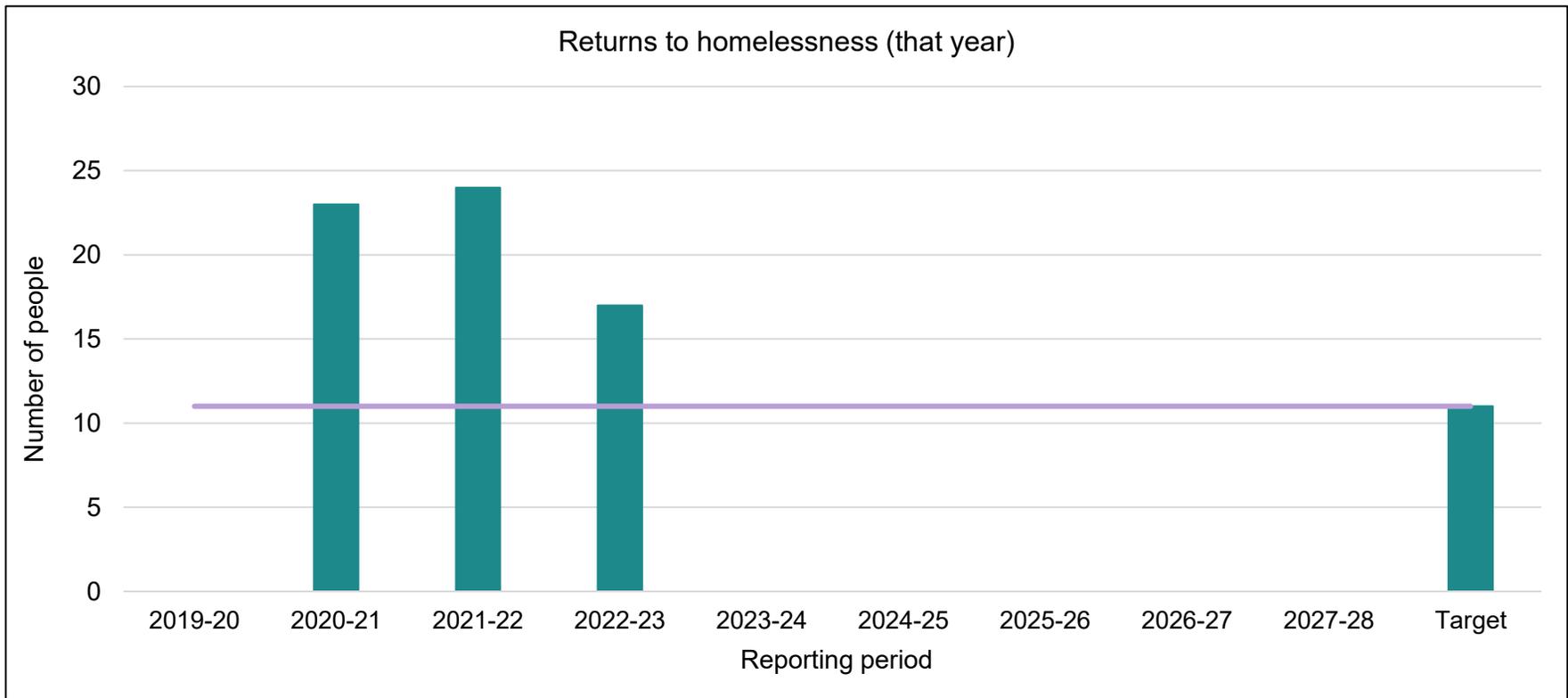
Because the community established a low barrier winter response shelter we saw more clients who have traditionally been more "hidden" engage with services that were using HIFIS.

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)**

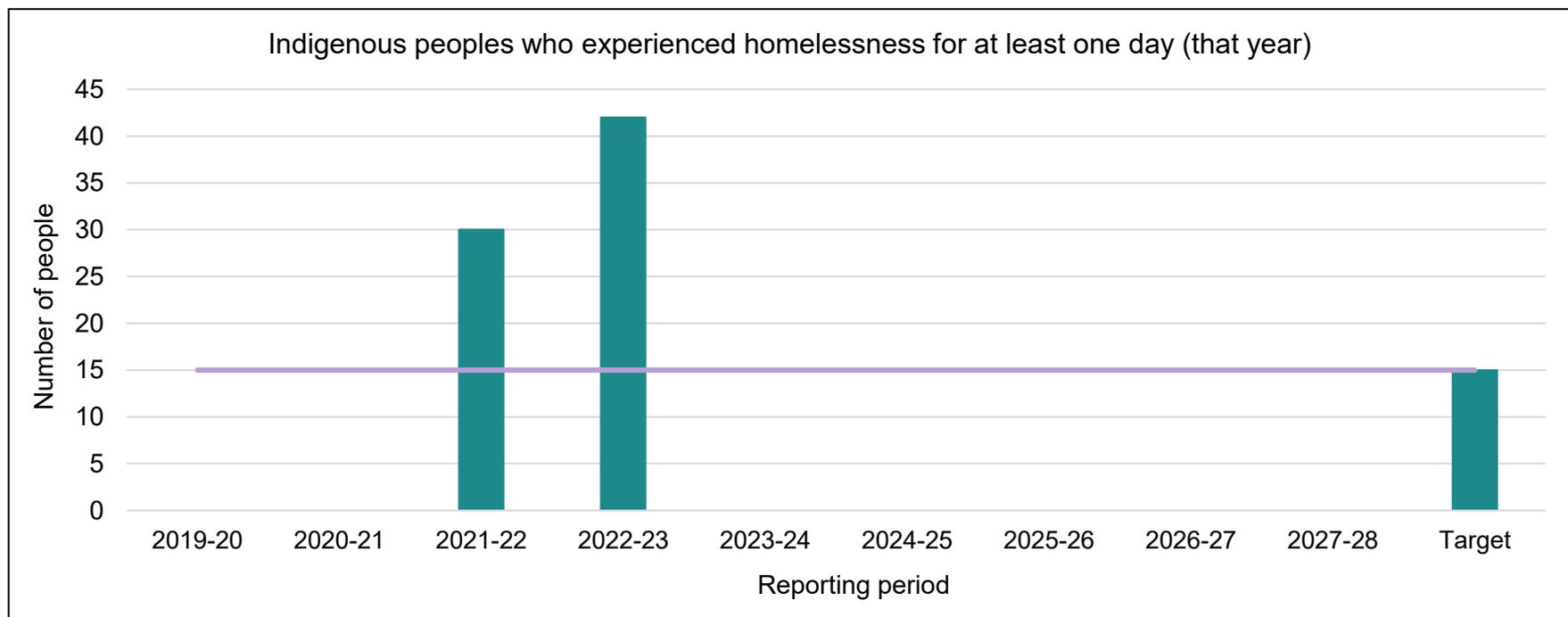
|                                     | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|-------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| Returns to homelessness (that year) | N/A     | 23      | 24      | 17      |         |         |         |         |         | 11     |





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

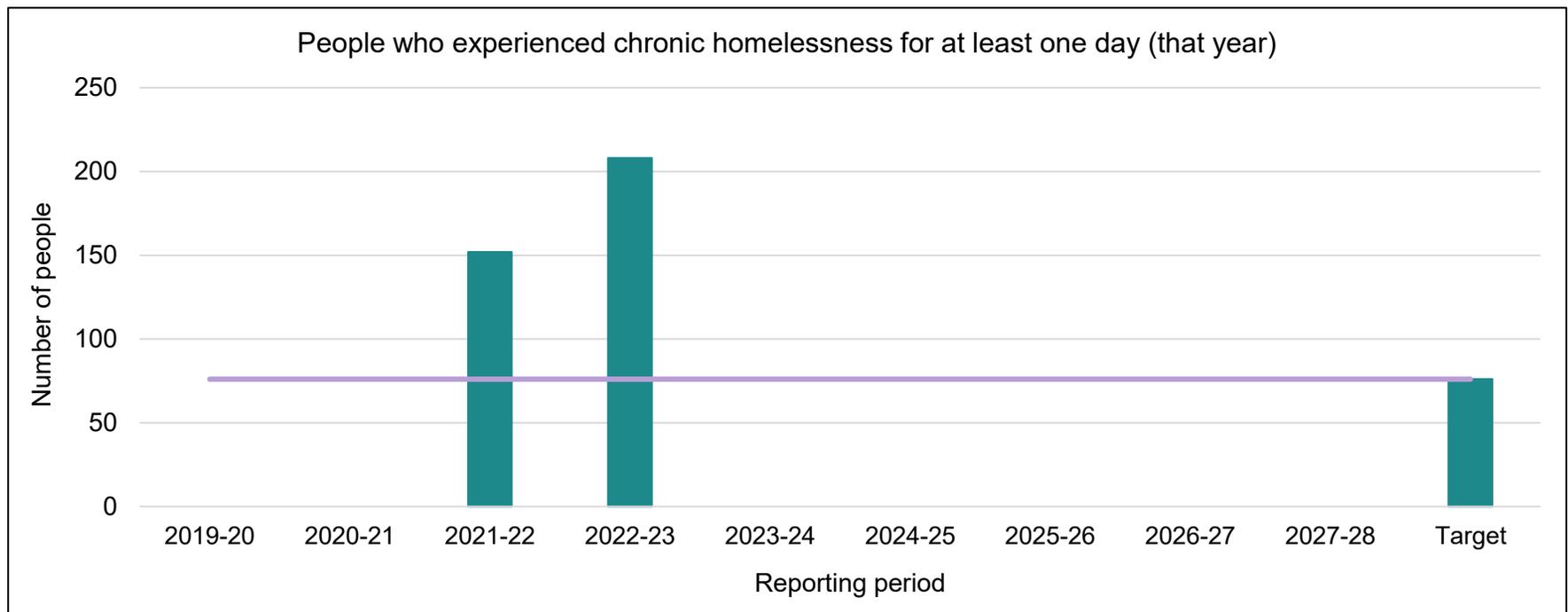
|  | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| Indigenous peoples who experienced homelessness for at least one day (that year) | N/A     | N/A     | 30      | 42      |         |         |         |         |         | 15     |





**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     | N/A     | 152     | 208     |         |         |         |         |         | 76     |



Please provide context about your results, as applicable.

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 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 show up as newly identified in HIFIS.

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

