

Reaching Home: Canada's Homelessness Strategy
Community Homelessness Report

Brandon, MB

2024-2025

TEMPLATE FOR COMMUNITIES

SECTION 1: COMMUNITY CONTEXT

Overview

CHR 1

Highlight any efforts and/or issues related to the work that your community has done to **prevent and/or reduce homelessness** and **improve access to safe, appropriate housing** over the last year.

Your response could include information about:

- Homelessness prevention and shelter diversion efforts;
- Housing move-ins;
- New investments in housing-related resources;
- Gaps in services;
- Collaboration with other sectors;
- Efforts to address homelessness for specific groups (e.g., youth); and/or,
- Efforts to meet Reaching Home minimum requirements (including a brief explanation if a minimum requirement was assessed as “Completed” in a previous CHR, but is now “Under development” or “Not yet started”).

- In Brandon, the Brandon Neighbourhood Renewal Corporation (BNRC) is the Community Entity (CE) with the responsibility of administering Reaching Home funds in the city. The BNRC leads the HIFIS/Coordinated Access sub-project under the Brandon funding stream. The BNRC also holds the responsibility for the Indigenous and Rural and Remote streams outside Brandon, excluding Winnipeg and Thompson. The Indigenous stream does fund some Brandon-based projects that provide important services to Indigenous people who are unhoused, as well as many Indigenous people who are unhoused and from elsewhere in the province.

- The Brandon funding stream supports two successful Housing First programs, one of which is specifically for youth and led by Youth for Christ Westman and the other led by the Manitoba Métis Federation. The Bridgeway Housing Program, led by the Pregnancy Support Centre, is specifically for vulnerable and at-risk pregnant women. Bridgeway has four apartments and takes a long-term approach to stabilizing these mothers, and where the mothers need more

intensive supports, Bridgeway follows through with locating such services. Finally, the YWCA continues its work (for which we pay two staff members) by offering structured support and safe pathways to housing.

- Since 2019, HIFIS/Coordinated Access has onboarded 15 different Brandon agencies to the HIFIS database system; 13 agencies are actively using the database. All HIFIS Partner Agencies contribute data to the Coordinated Access System and are welcome to have a representative attend weekly Coordinated Access Working Group meetings. HIFIS and Coordinated Access policies have been in development with the Partner Agency Advisory Committee over the past year in an effort to formalize protocols and meet Reaching Home requirements. Based solely on Coordinated Access numbers, 216 of 911 people have been housed in 2024-2025. (This number does not include individuals housed by the Housing Resource Worker at 7th Street Health Accesss Centre to landlords outside of the Coordinated Access network or individuals housed by Ask Auntie as that data was not entered into HIFIS, or individuals housed into Community Health and Housing Association Westman Region Inc. (CHHA) apartments as only CHHA emergency units are entered into the HIFIS database.

- The Community Advisory Board (CAB) has, in the past few months, embarked on a trajectory of revitalization.

Meeting now monthly rather than quarterly, members are reviewing its Terms of Reference, Terms of Office and other documents, as well as its relationships within the community. In September, CAB will be engaged in strategic planning. Once strategic planning is completed, an ongoing and thorough review of baseline, targets and outcomes will take place.

- BNRC staff have identified and shared with CAB a list of gaps in services in the community. As well, the group is aware of the message the HIFIS data is providing – the return to homelessness numbers are too high. Our Call for Proposals in late fall will target these specific areas for improvement, among others.

- Brandon has redoubled efforts to meet existing and new requirements. Where the CAB and CE are specifically focused is to ensure the further development of relationships with Indigenous people. To wit, we will soon put out a Call for Participation to increase Indigenous membership, as well as representation from people with lived experience, including families with family members with lived experience. The CAB and CE also hopes to establish relationships in the private rental sector.

- In the past year, thanks to BNRC's Action Research on Chronic Homelessness (ARCH) team and provincial funding, the Manitoba Métis Federation's Brandon Housing First program now also operates two transitional safe houses (Chelsea's House and Franny's Place) prioritizing Indigenous women, two-spirit, and gender-diverse people at risk of harm. The Brandon Friendship Centre, with funding from Justice Canada, also opened the yet-to-be-named Youth Safe Lodge.

- The 24-bed transitional housing project led by the John Howard Society, which received Brandon stream funding for pre-development, is nearing completion.

CHR 2

How has the community's approach to addressing homelessness changed with the implementation of Reaching Home?

Communities are strongly encouraged to use the ***"Reflecting on the Changing Response to Homelessness"*** worksheet to help them reflect on how the approach has changed and the impact of these changes at the local level.

- While several CAB members indicate that they are new to their roles in the community, others have been involved in the work of preventing and reducing homelessness for some years and they state the implementation of Reaching Home has led to positive changes in the community.

- The HIFIS data available to the community is robust, and can assist in the support of individuals, and community response to trends and issues. One CAB member notes: Unfortunately, each agency had their own intake form so every time someone went to a new organization they had to redo the intake form based on that organization's questions. Another notes: Assessment is (now) typically done at 7th Street Health Access Centre, which is the triage point. Information is then presented at the Coordinated Access Working Group, which ensures clients do not have to tell multiple agencies their stories. Once clients are matched, there is already collateral information, and the focus is on recovery and reintegration.
- Currently, each housing provider has their own waitlist, however there is continuous conversation about having one waitlist for Coordinated Access for better efficiency and effectiveness. Admin burdens have lessened as a result. The By-Name List is reviewed regularly to identify high VI scores, length of homelessness, risk, and risk factors to assist with decision making.
- The work currently being done to overhaul the CAB and how the organizations and groups represented work together will further efforts to create an integrated and inclusive governance model. Thanks to Reaching Home funding and its processes that allow improvements and overhauls to occur in real time, the community continues to

build on its work from year to year. Honed targets on preventing and reducing homelessness will be further rooted in the reality of our data and (hopefully) achievable in the coming year and following years. Once the CAB has completed its strategic planning, as well as client triage and housing prioritization, the HIFIS lead will present pertinent updates at CAB's monthly meetings. This will help in understanding the homelessness stories the data and trends tell us.

- With strategic planning scheduled for September, CAB should be set up to move forward with improved structures to help the community work together more effectively. Data is not everyone's cup of tea, but folks are learning its importance, how to contribute to it, and how to use it as a tool. Some have noted that there has been a reduction in the administrative burden for service providers using HIFIS. Others have noted that is not the case, which might be attributed, simply, to the learning curve.

- CAB has been focused on allocating funding, but is now fully embracing its role as the forum for community decision-makers. The Manitoba Métis Federation and the Brandon Friendship Centre work to represent the Indigenous population on CAB, but CAB will be seeking to increase Indigenous/lived experience representation. This need is noted by several CAB members. Landlords also need to be a part of CAB.

- An ideal future state is one where housing is, in fact, treated as a human right and the Brandon community relates housing to the Truth and Reconciliation Commission's (TRC's) Calls to Action. Increasingly, HIFIS and Coordinated Access are being seen as the excellent tools they are – that they provide a less fragmented and confusing entry to support services and housing. More work needs to be done to address concerns about privacy and confidentiality so that more folks consent to be included. Including public and private landlords in the Reaching Home process at various critical stages has the potential to streamline the unhoused-to-housed pathway. Finally, outcomes of decisions need to be shared with the community – work around homelessness is done in silence. Communication generally needs to improve. The CAB has so far not met enough to determine a right approach. As one member stated, CAB needs to step up and much more needs to be done.

Collaboration between Indigenous and non-Indigenous partners

CHR 3

Please select your community from the drop-down menu:

Brandon (MB)

Your community: Has only DC funding available.

CHR 4

a) Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of:

<ul style="list-style-type: none"> Implementing, maintaining and/or improving the Coordinated Access system? 	Yes
<ul style="list-style-type: none"> Implementing, maintaining and/or improving, as well as using the HMIS? 	Yes
<ul style="list-style-type: none"> Strengthening the Outcomes-Based Approach? 	Under development

As a reminder, meaningful collaboration with local Indigenous partners is expected for your community.

b) In your response to **CHR 4(a)** you noted that collaboration has occurred with Indigenous partners related to **at least one** of the following: Coordinated Access, the HMIS and/or the Outcomes-Based Approach. As a follow up to this, please indicate **if any** of the following activities took place:

<ul style="list-style-type: none"> Indigenous partners have roles and responsibilities related to governance for the Coordinated Access system and/or the HMIS throughout the lifecycle of these systems (implementation, maintenance and improvement). <table border="1" data-bbox="892 1079 2009 1185"> <tr> <td>→ Coordinated Access:</td> <td>Yes</td> </tr> <tr> <td>→ HMIS:</td> <td>Yes</td> </tr> </table> 	→ Coordinated Access:	Yes	→ HMIS:	Yes
→ Coordinated Access:	Yes			
→ HMIS:	Yes			
<ul style="list-style-type: none"> Indigenous partners participate in Coordinated Access, use the HMIS and/or participate in the Outcomes-Based Approach. <table border="1" data-bbox="892 1307 2009 1414"> <tr> <td>→ Coordinated Access:</td> <td>Yes</td> </tr> <tr> <td>→ HMIS:</td> <td>Yes</td> </tr> </table> 	→ Coordinated Access:	Yes	→ HMIS:	Yes
→ Coordinated Access:	Yes			
→ HMIS:	Yes			

→ Outcomes-Based Approach:

Yes

Note: As applicable, these activities should be described in further detail in CHR 4(c). This list is not meant to be exhaustive. Other relevant activities not listed above should be described in CHR 4(c).

c) In your response to **CHR 4(a)** you noted that collaboration has **occurred** with Indigenous partners. As a follow up to this, please describe the collaboration that took place in more detail **as it relates to Coordinated Access, the HMIS and/or the Outcomes-Based Approach**.

Your response could include information such as when collaboration occurred, who it was with, what aspects of Coordinated Access, the HMIS and/or the Outcomes-Based Approach were discussed, and how Indigenous perspectives influenced the outcome.

- Indigenous partners have been involved as part of the governance model since the inception of the weekly Coordinated Access Working Group at the CE boardroom, though at least one organization has noted that it does not have the capacity/staff to be involved. The community has an effective HIFIS in place. Indigenous partners at the table are: Ask Auntie, Brandon Friendship Centre, Manitoba Métis Federation Brandon Housing First, and Gakina Abinoojiiyag Programs (GAP).
- The Brandon Friendship Centre representative on CAB states that clients are not treated differently based on race. Indigenous leadership in Brandon, who have long lived in the city, have stated that, generally, while racism does persist, Indigenous inclusion in discussion, development and delivery is increasing, while improving the experience of clients.

d) In your response to **CHR 4(a)** you noted that collaboration **did not occur** with Indigenous partners. As a follow up to this, please describe why collaboration **as it relates to Coordinated Access, the HMIS and/or the Outcomes-Based Approach** did not take place in more detail. Also please describe what the plan is to ensure meaningful collaboration occurs over the coming year.

Related to the coming year, your response could include information such as how Indigenous peoples will be engaged in these discussions, who will be engaged, and when it will occur.

In order to reassess the Outcomes-Based approach, the CAB first need to complete its strategic planning and prioritization protocol. As indicated elsewhere, CAB has Indigenous-organization representation and will soon have new Indigenous/lived experience members. Their participation will lead to more meaningful collaboration, and an improved ability to address targets and outcomes.

CHR 5

a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the local Indigenous partners, including those that sit on your CAB?

No

As a reminder, meaningful collaboration on the CHR with local Indigenous partners is expected for your community.

d) In your response to **CHR 5(a)** you noted that collaboration **did not occur** with Indigenous partners. As a follow up to this, please describe why collaboration **on the completion of this CHR** did not take place in more detail and what the plan is to ensure meaningful collaboration occurs during next year's CHR process.

Related to next year's CHR process, your response could include information such as how Indigenous peoples will be engaged in these discussions, who will be engaged, and when it will occur.

Previously, the CAB was convened four or five times a year or as needed to allocate funds and sign off on documents. CAB membership did include two Indigenous organizations funded with Reaching Home funds.

- As part of a CAB reset initiated in March 2025, further Indigenous partners in the community are being identified during our work on the CHR. While the Brandon Friendship Centre and the Manitoba Métis Federation do sit on CAB, for previous iterations of the CHR these members, as with CAB as a whole, were not fully involved in the development of this document, throughout the year or in the final days leading up to sign-off.

- Recent discussions have led to the understanding that a more fulsome engagement with more Indigenous, Indigenous-led and Indigenous-serving organization must be carried out through-out the year. Initial meetings with Brandon Bear Clan, Ask Auntie, GAP, and Brandon Urban Aboriginal Peoples' Council are planned for the fall of 2025. Meanwhile, Youth for Christ Westman, which is both a CAB member and a sub-project funding recipient running Youth Housing First, notes that it has an active Indigenous board member and serves a high number of Indigenous youth.

- Information from the Point-in-Time (PiT) Count, with surveys, held in October of last year, along with information provided by the ARCH team, will also help identify gaps in order to hone CAB's decision making related to funding of sub-projects, specifically related to the fact that Indigenous people remain gravely overrepresented. This applies to fiscal year 2026-2027 and onward.

- Further, the CE is working closely with the Indigenous funding stream and the Indigenous Advisory Board (IAB) to see the Manitoba Métis Federation be funded by that stream. CAB and IAB - with closer cooperation - hope this will be a way to maximize funding dollars, placing almost \$500,000 more to fill those Brandon gaps, largely affecting Indigenous people. As per the PiT Count and survey, many Indigenous people from all over Manitoba come to Brandon and are unhoused. Of 92 survey respondents, 62 are Indigenous – or 67 per cent. An additional 26 Indigenous surveyed unhoused people used the safe and warm shelter and services during the 24 hours of the PiT Count. Thirty-three reservations all over Manitoba were identified as home communities by respondents.

As noted, the CAB will be seeking to more meaningfully represent Indigenous people and people with lived experience by adding several seats at the CAB table.

End of Section 1

SECTION 2: COORDINATED ACCESS SELF-ASSESSMENT

Note: It is expected that communities will continuously work to improve their Coordinated Access system over time. If your community is working to improve a specific Coordinated Access requirement that had been self-assessed as met in a previous CHR, you should still select “Yes” from the drop-down menu for this CHR.

Governance and Partnerships

Note: For communities that receive both Designated Communities (DC) and Indigenous Homelessness (IH) funding, this section is specific to the **DC Community Advisory Board (CAB)**.

CA 1	<p>Communities must maintain an integrated, community-based governance structure that supports a transparent, accountable and responsive Coordinated Access system, with use of an HMIS. The CAB must be represented in this structure in some way.</p>	
	<p>a) Is an integrated, community-based governance structure in place that supports a transparent, accountable and responsive Coordinated Access system and use of the local HMIS?</p>	Yes
	<p>b) Have Terms of Reference for the integrated, community-based governance structure been documented and, if requested, can they be made publicly available?</p>	Under development
CA 2	<p>Does the integrated governance structure that supports Coordinated Access and use of HMIS include representation from the following:</p> <ul style="list-style-type: none"> ● Federal Homelessness Roles: <ul style="list-style-type: none"> → Community Entity: 	Yes – as a CAB member with ex-officio status and a member of the overall governance structure
	<ul style="list-style-type: none"> → Community Advisory Board: 	Yes

<ul style="list-style-type: none"> → Housing, Infrastructure and Communities Canada (HICC): 	<p>Yes – as a CAB member with ex-officio status</p>
<ul style="list-style-type: none"> → Organization that fulfills the role of Coordinated Access Lead: 	<p>Yes</p>
<ul style="list-style-type: none"> → Organization that fulfills the role of HMIS Lead: 	<p>Yes</p>
<ul style="list-style-type: none"> • Homelessness roles from other orders of government: 	
<ul style="list-style-type: none"> → Provincial or territorial government: 	<p>Yes – as a CAB member and a member of the overall governance structure</p>
<ul style="list-style-type: none"> → Local designation(s) relative to managing provincial or territorial homelessness funding, as applicable (e.g., Service Manager in Ontario): 	<p>Not applicable</p>
<ul style="list-style-type: none"> → Municipal government: 	<p>Yes – as a CAB member and a member of the overall governance structure</p>
<ul style="list-style-type: none"> → Local designation(s) relative to managing municipal homelessness funding, as applicable: 	<p>Not applicable</p>
<ul style="list-style-type: none"> • Local groups with a mandate to prevent and/or reduce homelessness, as applicable: 	<p>Yes</p>
<ul style="list-style-type: none"> • Local Indigenous partners: 	<p>Yes – as a CAB member and a member of the overall governance structure</p>

<ul style="list-style-type: none"> Population groups the Coordinated Access system intends to serve (e.g., providers serving youth experiencing homelessness): 	Yes – as a CAB member and a member of the overall governance structure
<ul style="list-style-type: none"> Types of service providers that help prevent homelessness and those that help people transition from homelessness to safe, appropriate housing in the community: 	Yes – as a CAB member and a member of the overall governance structure
<ul style="list-style-type: none"> People with lived experience of homelessness: 	Not yet
<p>CA 3</p> <p>Is there a document that identifies how various homeless-serving sector roles and groups are integrated and aligned in support of the community’s overall goals to prevent and reduce homelessness and, if requested, can this documentation be made publicly available? At minimum, the following roles and groups must be included:</p> <ul style="list-style-type: none"> Community Entity; Community Advisory Board; Coordinated Access Lead and HMIS Lead; Provincial or territorial and municipal designations relative to managing homelessness funding, as applicable; Local groups with a mandate to prevent and/or reduce homelessness, as applicable; and, Local Indigenous partners. 	Under development
<p>CA 4</p> <p>a) Has a Coordinated Access Lead organization been identified?</p>	Yes
<p>b) Has an HMIS Lead organization been identified?</p>	Yes
<p>c) Do the Coordinated Access Lead and HMIS Lead collaborate to:</p> <ul style="list-style-type: none"> Improve service coordination and data management; and, Increase the quality and use of data to prevent and reduce homelessness? 	Yes

<p>d) Have Coordinated Access Lead and HMIS Lead roles and responsibilities been documented and, if requested, can this documentation be made publicly available?</p>	<p>Under development</p>
<p>CA 5</p> <p>Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of implementing, maintaining and/or improving the Coordinated Access system?</p> <p>Note: The response to this question is auto-populated from CHR 4(a).</p>	<p>Yes</p>
<p>CA 6</p> <p>a) Consider the CAB expectations outlined below. Is the CAB currently fulfilling expectations related to its role with addressing homelessness in the community?</p> <p>Background: The Reaching Home Directives outline expectations specific to the CAB and its role with addressing homelessness in the community. These expectations are summarized below under four roles.</p> <p>Community-Based Leadership: To support its role, collectively, the CAB:</p> <ul style="list-style-type: none"> • Is representative of the community; • Has a comprehensive understanding of the local homelessness priorities in the community; and, • Has in-depth knowledge of the key sectors and systems that affect local priorities. <p>Planning:</p> <ul style="list-style-type: none"> • In partnership with the Community Entity, the CAB gathers all available information related to local homelessness needs in order to set direction and priorities, understand what is working and what is not, and develop a coordinated approach to meet local priorities. • The CAB helps to guide investment planning, including developing the Reaching Home Community Plan and providing official approval, as well as assessing and recommending projects for Reaching Home funding to the Community Entity. 	<p>Under development</p>

Implementation and Reporting:

- The CAB engages in meaningful collaboration with key partners, including other orders of government, Indigenous partners, as well as entities that coordinate provincial or territorial homelessness initiatives at the local level, where applicable.

- The CAB coordinates efforts to address homelessness at the community level by supporting the Community Entity to implement, maintain, and improve the Coordinated Access system, actively use the local HMIS, as well as prevent and reduce homelessness using an Outcomes-Based Approach.
- The CAB approves the Reaching Home Community Homelessness Report.

Alignment of Investments:

- CAB members from various orders of government support alignment in investments (e.g., they share information on existing policies and programs, as well as updates on funding opportunities and funded projects).
- CAB members provide guidance to ensure federal investments complement existing policies and programs.

b) In what ways is the CAB not yet fulfilling expectations?

At this time, the CAB is experiencing challenges in all four role categories. This spring, BNRC conducted a thorough review of the CAB Terms of Reference, lead roles and responsibilities of the HIFIS lead and Coordinated Access lead, Coordinated Access' triage and assessment processes, and policies regarding vacancy matching and referrals. This review indicated that these items were not sufficiently documented, nor did they meet Reaching Home Directives. Therefore, the answers in the self-assessment were changed from the previous CHR's answer of "Yes" to "under development", because that is a more accurate reflection of Brandon's situation. The CAB is scheduled to undergo a rigorous strategic planning process in September. We are in discussion with Built for Zero to get some targeted help in this area. The above expectations of CAB's role will make up our four pillars.

CA 7

Are the following CAB documents being maintained **and** are they available upon request?

<ul style="list-style-type: none"> • Terms of Reference. 	Yes
<ul style="list-style-type: none"> • Engagement strategy that explains how the CAB intends to: <ul style="list-style-type: none"> → Achieve broad and inclusive representation; Coordinate partnerships with the necessary sectors and → systems to meet its priorities (e.g., beyond the homeless-serving sector); and, → Integrate local efforts with those of the province or territory. 	Under development
<ul style="list-style-type: none"> • Procedures for addressing real and/or perceived conflicts of interest (e.g., members recuse themselves when they have ties to proposed projects), including the membership of elected municipal officials. 	Yes
<ul style="list-style-type: none"> • Procedures for assessing and recommending project proposals for federal funding under Reaching Home (e.g., supporting a fair, equitable, and transparent assessment process as set out by the Community Entity). 	Yes
<ul style="list-style-type: none"> • Exclusive and shared responsibilities between the CAB and Community Entity. 	Yes
<ul style="list-style-type: none"> • Membership terms and conditions, including: <ul style="list-style-type: none"> → Recruitment processes; → Length of tenure; → Attendance requirements; → Delegated tasks; and, Having at least two seats available for the alternate Community → Entity and CAB/Regional Advisory Board (RAB) member, where applicable. 	Yes

CA 8	a) Do all service providers receiving funding under the Designated Communities (DC) or Territorial Homelessness (TH) stream participate in the Coordinated Access system?	Yes
	b) Has participation in the Coordinated Access system been encouraged from providers that serve people experiencing or at-risk of homelessness, and do not receive Reaching Home funding? They may or may not have agreed to participate at this time.	Yes
	c) Has participation been encouraged from providers that could fill vacancies through the Coordinated Access system (e.g., they have housing units, subsidies and/or supports that could be accessed by people experiencing homelessness), and do not receive Reaching Home funding? They may or may not have agreed to participate at this time.	Yes
Systems Map and Resource Inventory		
CA 9	a) A systems map identifies and describes the service providers that participate in the Coordinated Access system. Does the community have a current systems map and , if requested, can it be made publicly available?	Yes
	b) Does the systems map include the following elements:	
	→ Name of the organization and/or service provider:	Yes
	→ Type of service provider (e.g., emergency shelter, supportive housing):	Yes
	→ Funding source(s):	Yes
→ Eligibility for service (e.g., youth):	Yes	

	→ Capacity to serve (e.g., number of units):	Yes
	→ Role in the Coordinated Access system (e.g., access point):	Yes
	→ Role with maintaining quality data used for a Unique Identifier List (e.g., keep data up-to-date for housing history):	Yes
	→ If the service provider currently uses the HMIS:	Yes
c) Over the last year, was the systems map used to guide efforts to improve:		
	→ The Coordinated Access system (e.g., identify opportunities to increase participation):	Not yet
	→ Use of the HMIS (e.g., identify opportunities to onboard new service providers):	Yes
	→ Data quality (e.g., increase data comprehensiveness):	Not yet
CA 10	a) Are all housing and related resources funded under the DC or TH stream included in the Resource Inventory? This means that they fill vacancies using the Unique Identifier List, following the vacancy matching and referral process.	Not yet started
	b) For each housing and related resource in the Resource Inventory, have eligibility criteria been documented?	Not yet started
	c) For each housing and related resource in the Resource Inventory, have prioritization criteria, and the order in which they are applied, been documented and , if requested, can this documentation be made available? At minimum, depth of need (i.e., acuity) must be included as a factor in prioritization.	Not yet started

Service Navigation and Case Conferencing

CA 11	a) Are there processes in place to ensure that people are being supported to move through the Coordinated Access process? This is often referred to as service navigation or case conferencing.	Under development
	b) Have these processes been documented and , if requested, can this documentation be made available?	Under development
	c) Do the processes include expectations for the following:	
	<ul style="list-style-type: none"> → Helping people to identify and overcome barriers to accessing appropriate services and/or housing and related resources. 	Yes
	<ul style="list-style-type: none"> → Keeping people's information up-to-date in the HMIS (e.g., interaction with the system, housing history, as well as data used to inform eligibility and prioritization for housing and related resources). 	Yes
Access Points to Service		
CA 12	a) Are access points available in some form throughout the geographic area covered by the DC or TH funded region, so that people experiencing or at-risk of homelessness can be served regardless of where they are in the community?	Yes
	b) Have access points been documented and is this information publicly available?	Yes
CA 13	a) Are there processes in place to monitor if there is easy, equitable and low-barrier access to the Coordinated Access system and to respond to any issues that emerge, as appropriate?	Yes
	b) Have these processes been documented and , if requested, can this documentation be made available?	Yes

Initial Triage and more In-Depth Assessment

CA 14

a) Is the triage and assessment process documented in one or more policies/protocols?

Under development

b) Does the **documented** triage and assessment process address the following and, if requested, can the documentation be made available:

→ **Consents:** Ensuring that people have a clear understanding of the Coordinated Access system, as well as how their personal information will be shared and stored. Includes addressing situations where people may benefit from services, but are not able or willing to give their consent.

Yes

→ **Intakes:** Documenting that people have connected or reconnected with the Coordinated Access system and have been entered into the HMIS, including obtaining or reconfirming consents, creating or updating client records, and entering transactions in the HMIS.

Under development

→ **Initial triage:** Ensuring safety and meeting basic needs (e.g., food and shelter), and guiding people through the process of stopping an eviction (homelessness prevention) or finding somewhere to stay that is safe and appropriate besides shelter (shelter diversion).

Under development

→ **More in-depth assessment:** Gathering information to gain a deeper understanding of people's housing-related strengths, depth of need, and preferences, including through the use of a common assessment tool(s) to inform prioritization for vacancies in the Resource Inventory.

Under development

<p>→ Community referrals: Gathering information to understand what services people are eligible for and identifying where they can go to get their basic needs met, get help with a housing plan and/or connect with other related resources.</p>	<p>Under development</p>
<p>→ Housing plans: Documenting people’s progress with finding and securing housing (with appropriate subsidies and/or supports, as applicable).</p>	<p>Under development</p>
<p>→ Using a person-centered approach: Tailoring use of common tools to meet the needs and preferences of different people or population groups (e.g., youth), while also maintaining consistency in process across the Coordinated Access system.</p>	<p>Yes</p>
<p>CA 15 a) Is a common, unified triage and assessment process being applied across all population groups in the community and, if requested, can this documentation be made available?</p>	<p>Under development</p>
<p>b) If more than one triage and/or assessment tool is being used, is there a protocol in place that describes:</p>	
<p>→ When each tool should be used (e.g., tools used only for youth verses those that can be used with more than one population group).</p>	<p>Under development</p>
<p>→ When a person/family could be asked to complete more than one tool (e.g., if an individual becomes part of a family or a youth becomes an adult).</p>	<p>Under development</p>

<p>→ How the matching process will be managed in situations where more than one person/family is eligible for the same vacancy and, because data to inform prioritization was collected using different tools, results are not the same (e.g., one tool gives a higher score for depth of need than the other).</p>	<p>Under development</p>
<p>Vacancy Matching and Referral with Prioritization</p>	
<p>CA 16 a) Is the vacancy matching and referral process documented in one or more policies/protocols?</p>	<p>Under development</p>
<p>b) Does your documented vacancy matching and referral process address the following:</p>	
<p>→ Roles and responsibilities: Describing who is responsible for each step of the process, including data management.</p>	<p>Under development</p>
<p>→ Prioritization: Identifying how prioritization criteria is used to determine an individual or family’s relative priority on the Priority List (a subset of the broader Unique Identifier List) when vacancies become available (i.e., how the Priority List is filtered and/or sorted).</p>	<p>Under development</p>
<p>→ Referrals: What information to cover when referring an individual or family that has been matched and how their choice will be respected, including allowing individuals and families to reject a referral without repercussions.</p>	<p>Under development</p>
<p>→ Offers: What information to cover when a provider is offering a vacancy to an individual or family that has been matched and tips for making informed decisions about the offer.</p>	<p>Under development</p>

	<p>→ Challenges: How concerns and/or disagreements about prioritization and referrals will be managed, including criteria by which a referral could be rejected by a provider following a match.</p>	Under development
	<p>→ Resource Inventory management: Steps to track real-time capacity, transitions in/out of units, occupancy/caseloads, progress with referrals/offers, and housing outcomes.</p>	Under development
CA 17	Are vacancies from the Resource Inventory filled using a Priority List, following the vacancy matching and referral process?	Under development

Section 2 Summary Tables

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **Coordinated Access and CAB Directives**.

	Completed	Started	Not Yet Started
Total	4	12	1

Coordinated Access	Completed (score)	Completed (%)
Governance and partnerships (out of 8 points)	2	25%
System map and Resource Inventory (out of 2 points)	0	0%
Service navigation and case conferencing (out of 1 point)	0	0%
Access points (out of 2 points)	2	100%
Initial triage and more in-depth assessment (out of 2 points)	0	0%
Vacancy matching and referral with prioritization (out of 2 points)	0	0%
All (out of 17 points)	4	24%

End of Section 2

SECTION 3: HOMELESSNESS MANAGEMENT INFORMATION SYSTEM AND OUTCOMES-BASED APPROACH SELF-ASSESSMENT

Context

CHR 7	a) In your community, is the Homeless Individuals and Families Information System (HIFIS) the Homelessness Management Information System (HMIS) that is being used?	Yes
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Note: Throughout Section 3 and Section 4 of this CHR, questions that ask about the “HMIS” or the “dataset” refer to the HMIS identified in question CHR 7.

Homelessness Management Information System (HMIS)

HIFIS 1	Is an HMIS being actively used to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and for the Outcomes-Based Approach? This includes using the HMIS to generate data for the Unique Identifier List and outcome reporting.	Yes
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HIFIS 2	a) Are all Reaching Home-funded service providers actively using the same HMIS to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and for the Outcomes-Based Approach?	Yes
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	b) Over the last year, were other non-Reaching Home-funded providers that serve people experiencing or at-risk of homelessness encouraged to actively use the HMIS? They may or may not have agreed to do so at this time.	Yes
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HIFIS 3	<p>a) Has the Community Entity signed the latest Data Provision Agreement (find the latest version here, which includes the Racial Identity field in the annex) with Housing, Infrastructure and Communities Canada (HICC)? This may have been done in a previous year.</p>	Yes
	<p>b) Are local agreements in place to manage privacy, data sharing and client consent related to the HMIS? These agreements must comply with municipal, provincial/territorial and federal laws and include:</p> <ul style="list-style-type: none"> • A Community Data Sharing Agreement; and, • A Client Consent Form. 	Yes
	<p>c) Are processes in place that ensure there are no unnecessary barriers preventing Indigenous partners from accessing the HMIS data and/or reports they need to help the people they serve?</p>	Yes
HIFIS 4	<p>Has the Community Entity updated HIFIS to the latest version that was most recently confirmed as mandatory by HICC?</p>	Yes
HIFIS 5	<p>Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of implementing, maintaining and/or improving, as well as the use of the HMIS?</p> <p>Note: The response to this question is auto-populated from CHR 4(a).</p>	Yes
Data Uniqueness		
OBA 1	<p>a) Does the dataset include people currently experiencing homelessness that have interacted with the homeless-serving system?</p>	Yes

b) Do people appear only once in the dataset?	Yes
c) Do people give their consent to be included in the dataset?	Yes
<p>OBA 2</p> <p>Is there a written policy/protocol (“Inactivity Policy”) that describes how interaction with the homeless-serving system is documented? The policy/protocol must:</p> <ul style="list-style-type: none"> • Define what it means to be “active” or “inactive”; • Define what keeps someone “active” (e.g., data entry into specific fields in HIFIS); • Specify the level of effort required by service providers to find people before they are made/confirmed as “inactive”; • Explain how to document a person’s first time as “active”, as well as changes in “activity” or “inactivity” over time; and, • Explain how to check for data quality (e.g., run a report that shows the clients that are about to become inactive and work with outreach workers to update their files and keep them active, as needed). 	Yes
<p>OBA 3</p> <p>Is there a written policy/protocol that describes how housing history is documented (e.g., as part of a broader data entry guide for the HMIS)? The policy/protocol must:</p> <ul style="list-style-type: none"> • Define what it means to be “homeless” or “housed” (e.g., define a housing continuum that shows which housing types align with a status of “homeless” versus “housed”); • Explain how to enter housing history consistently; and, • Explain how to check for data quality (e.g., run a report that shows the percentage of clients that have complete housing history, so that “unknown” fields can be updated). 	Yes
Data Consistency	
<p>OBA 4</p> <p>To support Coordinated Access, is the HMIS used to generate data for a Unique Identifier List?</p>	Yes

OBA 5	Is the HMIS used to <u>collect data</u> for setting baselines, setting reduction targets and tracking progress for the following community-level outcomes:		
		→ Overall homelessness:	Yes
		→ Newly identified as experiencing homelessness:	Yes
		→ Returns to homelessness:	Yes
		→ Indigenous homelessness:	Yes
		→ Chronic homelessness:	Yes

Data Timeliness

OBA 6	Is the dataset updated <u>as soon as</u> new information is available about a person for:		
		→ Interaction with the system (e.g., changes from “active” to “inactive”).	Yes
		→ Housing history (e.g., changes from “homeless” to “housed”).	Yes
		→ 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).	Yes
OBA 7	Is data readily available and accessible, so that it can be used for Coordinated Access, the Outcomes-Based Approach and to drive the prevention and reduction of homelessness more broadly?	Yes	

Data Completeness

OBA 8	Are processes in place to ensure that all relevant and necessary data for filling vacancies is complete? For example, is data used to determine if someone is eligible and can be prioritized for a vacancy complete for each person in the dataset?	Under development
OBA 9	Are processes in place to ensure that data for every person in the dataset is as complete as possible for:	
	→ Interaction with the system:	Yes
	→ Housing history (including data about where people were staying immediately before becoming homeless and, once they've exited, where they went):	Under development
	→ Indigenous identity:	Yes
Data Comprehensiveness		
OBA 10	Does the dataset include all household types (e.g., singles and families experiencing homelessness)?	Yes
OBA 11	Does the dataset include people experiencing sheltered homelessness (e.g., staying in emergency shelters)?	Yes
OBA 12	Does the dataset include people experiencing unsheltered homelessness (e.g., people living in encampments)?	Yes
CHR 9	The following questions aim to help consider other factors that may impact data comprehensiveness. They do not directly assess progress with the minimum requirements.	
	a) Does the dataset include the following household types, as much as possible right now:	
	→ Single adults:	Yes

→ Unaccompanied youth:	Not yet
→ Families	Yes – All family members including dependents
b) Does the dataset include people staying in the following types of shelter:	
→ Permanent emergency shelter:	Yes
→ Seasonal or temporary emergency shelter:	Yes
→ Hotels/motel stays paid for by a service provider:	Yes
→ Domestic violence shelters:	Not applicable
c) Does the dataset include the following groups of people who have interacted with the system:	
→ People that identify as Indigenous:	Yes
→ People as soon as they interact with the system:	No – there is a waiting period before people are added
→ People experiencing hidden homelessness:	Yes
→ People staying in transitional housing:	Yes
→ People staying in public institutions who do not have a fixed address (e.g., jail or hospital):	Yes

OBA 13	<p>Under Reaching Home, at minimum, a comprehensive dataset includes all household types (OBA 10), people experiencing sheltered homelessness (OBA 11) and people experiencing unsheltered homelessness (OBA 12), as applicable.</p> <p>Consider your answers to questions OBA 10, OBA 11, OBA 12 and CHR 9. Does the dataset include everyone currently experiencing homelessness that has interacted with the homeless-serving system, as much as possible right now?</p>	Yes
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Data Use

OBA 14	<p>Note: For the purpose of this CHR, the dataset can only be used for monthly reporting if there is at least one full month of data available, and for annual reporting if there is at least one full fiscal year of data available.</p> <hr/> <p>a) <u>Can the dataset be used to set</u> monthly and annual baselines and reduction targets for the following community-level outcomes:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">→ Overall homelessness:</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td style="text-align: center;">→ Newly identified as experiencing homelessness:</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td style="text-align: center;">→ Returns to homelessness:</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td style="text-align: center;">→ Indigenous homelessness:</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td style="text-align: center;">→ Chronic homelessness:</td> <td style="text-align: center;">Yes</td> </tr> </table> <hr/> <p>b) <u>Is the dataset being used to set</u> monthly and annual baselines and reduction targets for the following community-level outcomes:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">→ Overall homelessness:</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td style="text-align: center;">→ Newly identified as experiencing homelessness:</td> <td style="text-align: center;">Yes</td> </tr> </table>	→ Overall homelessness:	Yes	→ Newly identified as experiencing homelessness:	Yes	→ Returns to homelessness:	Yes	→ Indigenous homelessness:	Yes	→ Chronic homelessness:	Yes	→ Overall homelessness:	Yes	→ Newly identified as experiencing homelessness:	Yes
→ Overall homelessness:	Yes														
→ Newly identified as experiencing homelessness:	Yes														
→ Returns to homelessness:	Yes														
→ Indigenous homelessness:	Yes														
→ Chronic homelessness:	Yes														
→ Overall homelessness:	Yes														
→ Newly identified as experiencing homelessness:	Yes														

	→ Returns to homelessness:	Yes
	→ Indigenous homelessness:	Yes
	→ Chronic homelessness:	Yes
OBA 15	Is data used to <u>inform action</u> related to preventing and reducing homelessness?	Yes
	<p>b) How is data being used to inform action? Please provide specific examples. Your response should include:</p> <ul style="list-style-type: none"> • Examples of how data is used to develop and/or update clear plans of action for reaching your reduction targets; and/or, • Examples of how data is used to inform action in policy-making, program planning, performance management, investment strategies and/or service delivery. 	
	<p>Data is used to inform decisions related to Coordinated Access, as well as in the development of outcomes and targets. In March 2025, the data was largely responsible for a renewal at the CAB level, setting off a chain of actions. Plans were made, with the support of the CE, to revisit knowledge of roles and responsibilities, to set fresh and realistic targets to reduce/end (chronic) homelessness in Brandon, to engage a broader scope of community representatives to work at the CAB table, to engage a professional for strategic planning that can lead to better actions and results in the community, to reassess reduction targets and have them reflect the reality of our environment and funding. A whole-team approach has been initiated to ensure a thoughtful and result-oriented plan to turning the tide on rising numbers of unhoused individuals in the community. As well, in the past Reaching Home investments into sub-projects were locked in for a number of years. The CAB found that this approach has led to less adaptability from year-to-year, hampering the ability to fully assess sub-projects and make investment decisions based on lessons learned and year-to-year results. Consequently the Call for Proposals will go out for each fiscal year. Additionally, the relationship between CAB and the HIFIS/Coordinated Access team is being strengthened, with that team being included fully into CAB discussions for better-informed decisions and actions. Data will inform strategic planning in September.</p>	
CHR 10	The following questions aim to determine how you will report data in Section 4 of your CHR.	

a) What is the earliest you can report <u>monthly</u> data in Section 4 of your CHR, inclusively?	March 2020
b) What is the earliest you can report <u>annual</u> data in Section 4 of your CHR, inclusively?	2019-20
<p>c) What methodology will you use to set baselines, set reduction targets and track progress on core Reaching Home outcomes in this CHR?</p> <p>Reminder: To meet <u>Outcomes-Based Approach Minimum Requirement 8</u>, you must use the federal methodology to set baselines, set reduction targets and track progress for the five core Reaching Home outcomes. For HIFIS users, this means using the “Community Outcomes” report in HIFIS. For non-HIFIS users, this means using a report equivalent to the “Community Outcomes” report in HIFIS.</p>	HIFIS: "Community Outcomes" report
Partnerships	
<p>OBA 16</p> <p>Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of strengthening the Outcomes-Based Approach?</p> <p>Note: The response to this question is auto-populated from CHR 4(a).</p>	Under development
Data quality improvement	
<p>OBA 17</p> <p>a) Are efforts being made to improve data quality?</p>	Yes

b) How was data quality improved? Please provide specific examples. Your response could reference one or more dimensions of data quality:

- Data uniqueness
- Data consistency
- Data timeliness
- Data completeness
- Data comprehensiveness

Significant effort was made in the past year to improve data quality in Brandon including the development of HIFIS training resources, regularly scheduled system-wide training sessions, and a new HIFIS and Coordinated Access Policy and Procedures manual. To ensure data uniqueness is maintained in the HIFIS system, consent protocols were formalized into policy, and monthly audits of the HIFIS system are conducted to identify and merge duplicate entries. A new policy addressing data timeliness was approved by the community to ensure HIFIS data is entered into the database within five days of client interaction. A new intake document was developed to ensure necessary data is being captured for data completeness. Data consistency and completeness were also addressed in the new audit schedule developed by the HIFIS Coordinator. Audits for duplicate clients, inactive HIFIS users, incomplete housing history entries, missing HIFIS consent documents, and clients approaching inactivity are conducted monthly. HIFIS Partner Agency case management and housing placement audits are conducted quarterly.

Reporting on other Community-Level Outcomes

CHR
11

a) Beyond the five mandatory core outcomes under Reaching Home, do you wish to include any additional monthly community-level outcomes for this CHR?

Reminder: Reporting on additional community-level outcomes is optional.

No

b) Beyond the five mandatory core outcomes under Reaching Home, do you wish to include any additional annual community-level outcomes for this CHR?

Reminder: Reporting on additional community-level outcomes is optional.

No

Section 3 Summary Tables

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **HIFIS Directive**.

	Completed	Started	Not Yet Started
Total	5	0	0

Homelessness Management Information System	Completed (score)	Completed (%)
Homelessness Management Information System (out of 5 points)	5	100%

All (out of 5 points)	5	100%
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The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **Outcomes-Based Approach Directive**.

	Completed	Started	Not Yet Started
Total	14	3	0

Outcomes-Based Approach	Completed (score)	Completed (%)
Data uniqueness (out of 3 points)	3	100%
Data consistency (out of 2 points)	2	100%
Data timeliness (out of 2 points)	2	100%

Data completeness (out of 2 points)	0	0%
Data comprehensiveness (out of 4 points)	4	100%
Data use (out of 2 points)	2	100%
Partnerships (out of 1 point)	0	0%
Data quality improvement (out of 1 point)	1	100%
All (out of 17 points)	14	82%

End of Section 3

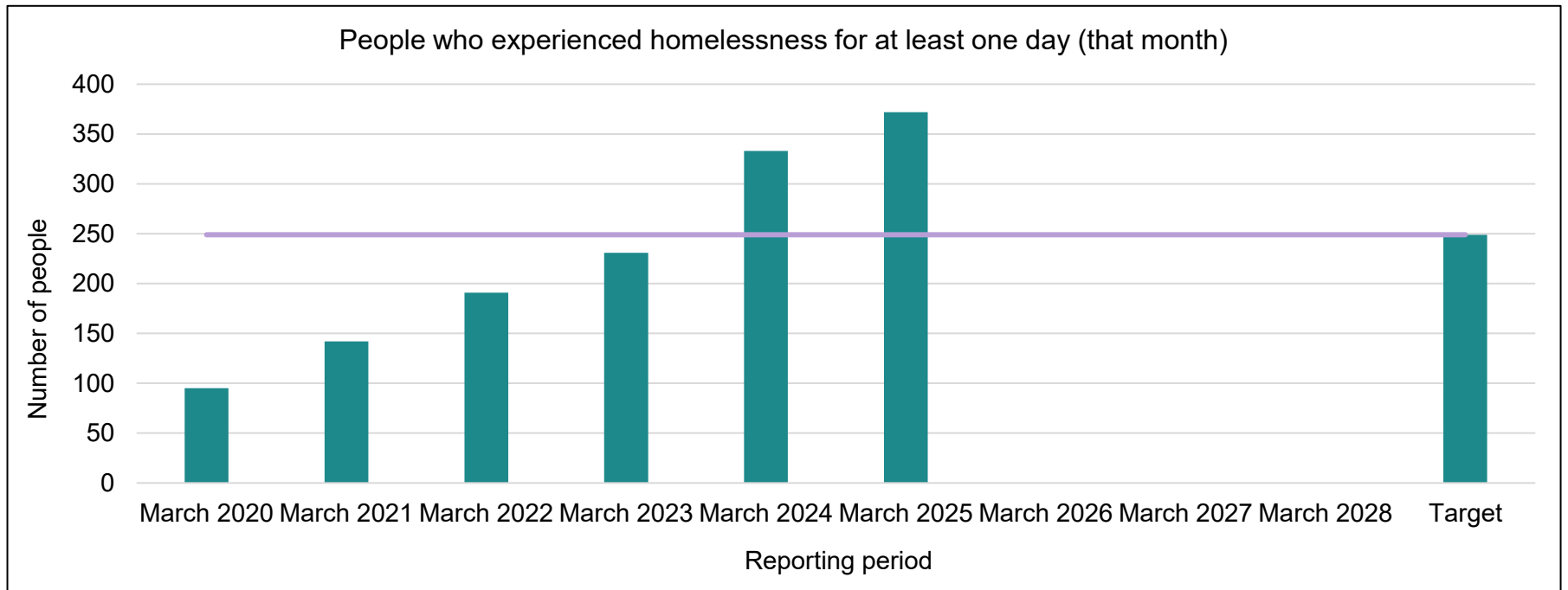
SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS

Using person-specific data to set baselines, set reduction targets and track progress – Monthly data

O1(M) Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)

Given your answers in Section 3, you can report monthly result(s) for Outcome #1 using your person-specific data.

	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)	95	142	191	231	333	372				249



O1(M)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2020

Overall homelessness will increase by 162% between March 2020 and March 2028.

As outlined in the Reaching Home Directives, the target must be a reduction from the baseline. Please revise the target to represent a reduction from the chosen baseline.

b) Please use the comment box below to:

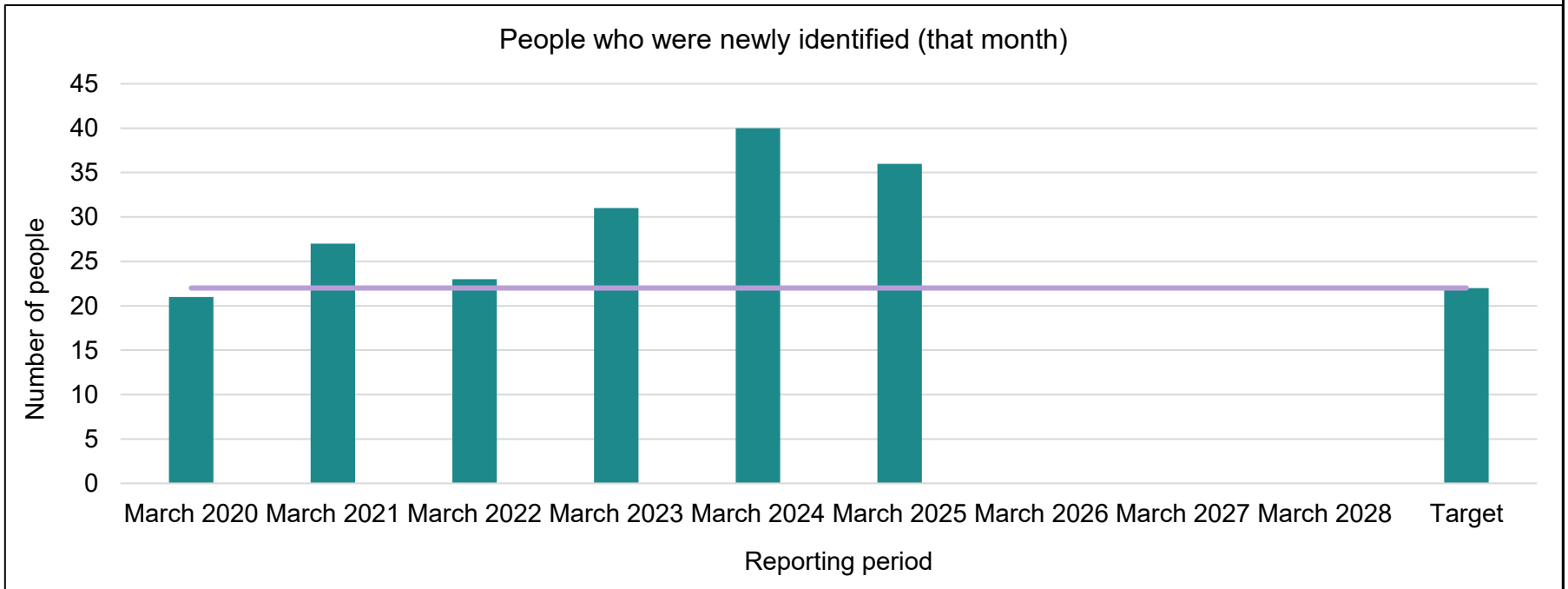
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

The target and baseline has not changed from last year's CHR. The target does not meet the Reaching Home directives as it does not represent a reduction from the chosen baseline year. The Community Advisory Board selected the stated targets based on what they deemed to be reasonable for the community to work towards and potentially achieve. A meeting to discuss targets with HICC's data team is in the process of being scheduled.”

O2(M) Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

Given your answers in Section 3, you can report monthly result(s) for Outcome #2 using your person-specific data.

	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)	21	27	23	31	40	36				22



O2(M)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2020

New inflows to homelessness will increase by 5% between March 2020 and March 2028.

As outlined in the Reaching Home Directives, the target must be a reduction from the baseline. Please revise the target to represent a reduction from the chosen baseline.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

The target and baseline has not changed from last year's CHR. The target does not meet the Reaching Home directives as it does not represent a reduction from the chosen baseline year. The Community Advisory Board selected the stated targets based on what they deemed to be reasonable for the community to work towards and potentially achieve. A meeting to discuss targets with HICC's data team is in the process of being scheduled.”

O3(M) Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)

Given your answers in Section 3, you can report monthly result(s) for Outcome #3 using your person-specific data.

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)	11	19	18	36	67	172				20



O3(M)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2020

Returns to homelessness will increase by 82% between March 2020 and March 2028.

As outlined in the Reaching Home Directives, the target must be a reduction from the baseline. Please revise the target to represent a reduction from the chosen baseline.

b) Please use the comment box below to:

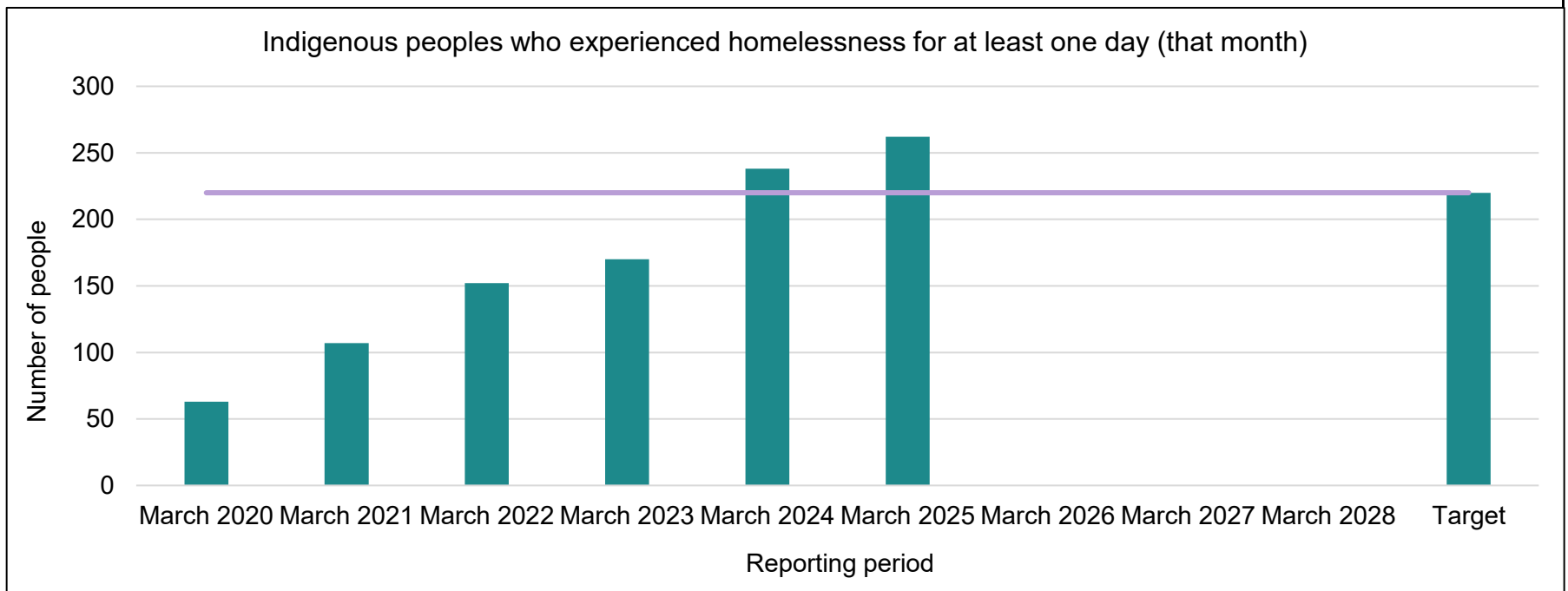
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

Data for March 2025 has increased dramatically from the previous year due to the use of the new Community Outcomes Report (COR) released in 2025. This new report includes the dataset of individuals returning to homelessness from a previous inactive state. The previous Reaching Home Community Outcomes Report did not include that dataset. A meeting to discuss targets with HICC’s data team is in the process of being scheduled.”

O4(M) Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

Given your answers in Section 3, you can report monthly result(s) for Outcome #4 using your person-specific data.

	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)	63	107	152	170	238	262				220



O4(M)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2020

Indigenous homelessness will increase by 249% between March 2020 and March 2028.

As outlined in the Reaching Home Directives, the target must be a reduction from the baseline. Please revise the target to represent a reduction from the chosen baseline.

b) Please use the comment box below to:

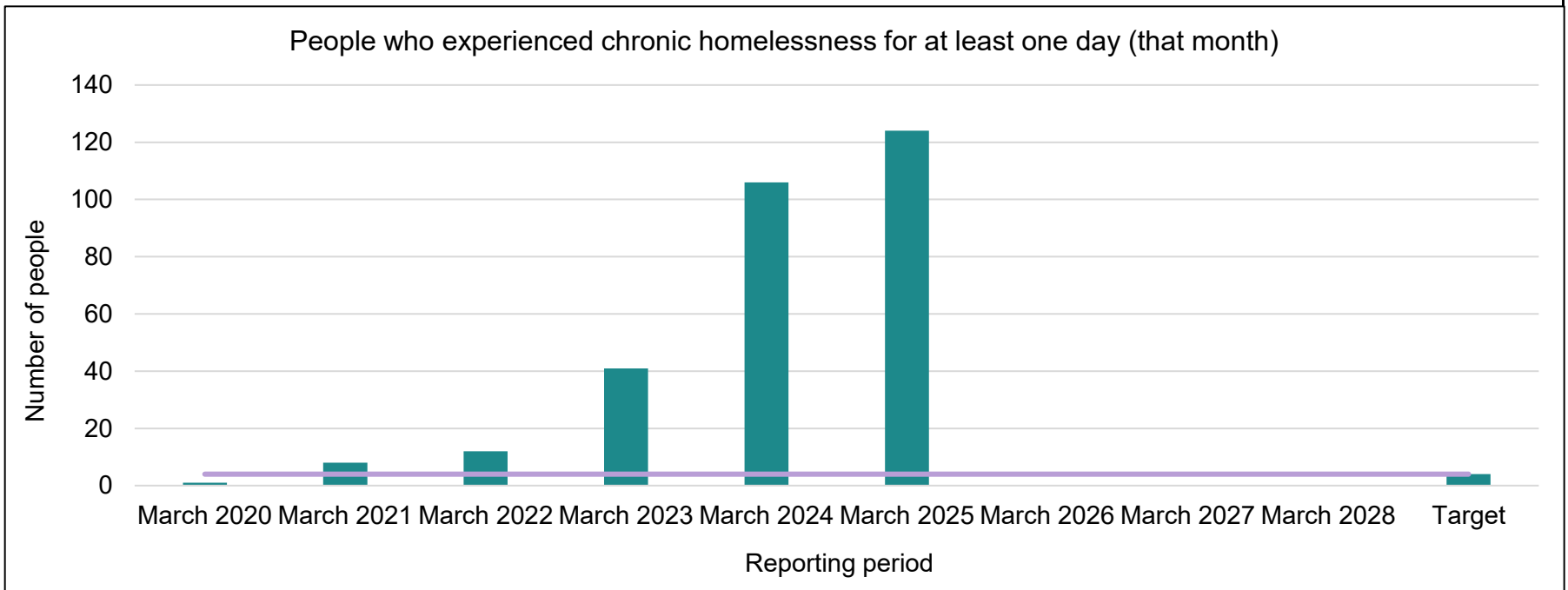
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- As applicable, explain how Indigenous partners were engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results.
- Optionally, provide any additional context on your data.

The target and baseline has not changed from last year's CHR. The target does not meet the Reaching Home directives as it does not represent a reduction from the chosen baseline year. The Community Advisory Board selected the stated targets based on what they deemed to be reasonable for the community to work towards and potentially achieve. A meeting to discuss targets with HICC's data team is in the process of being scheduled.”

O5(M) Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

*Given your answers in Section 3, you can report monthly result(s) for Outcome #5 using your person-specific data.
Note: As applicable, your target must be, at minimum, a 50% reduction from your baseline.*

	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)	1	8	12	41	106	124				4



O5(M)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2021

Chronic homelessness will decrease by 50% between March 2021 and March 2028.

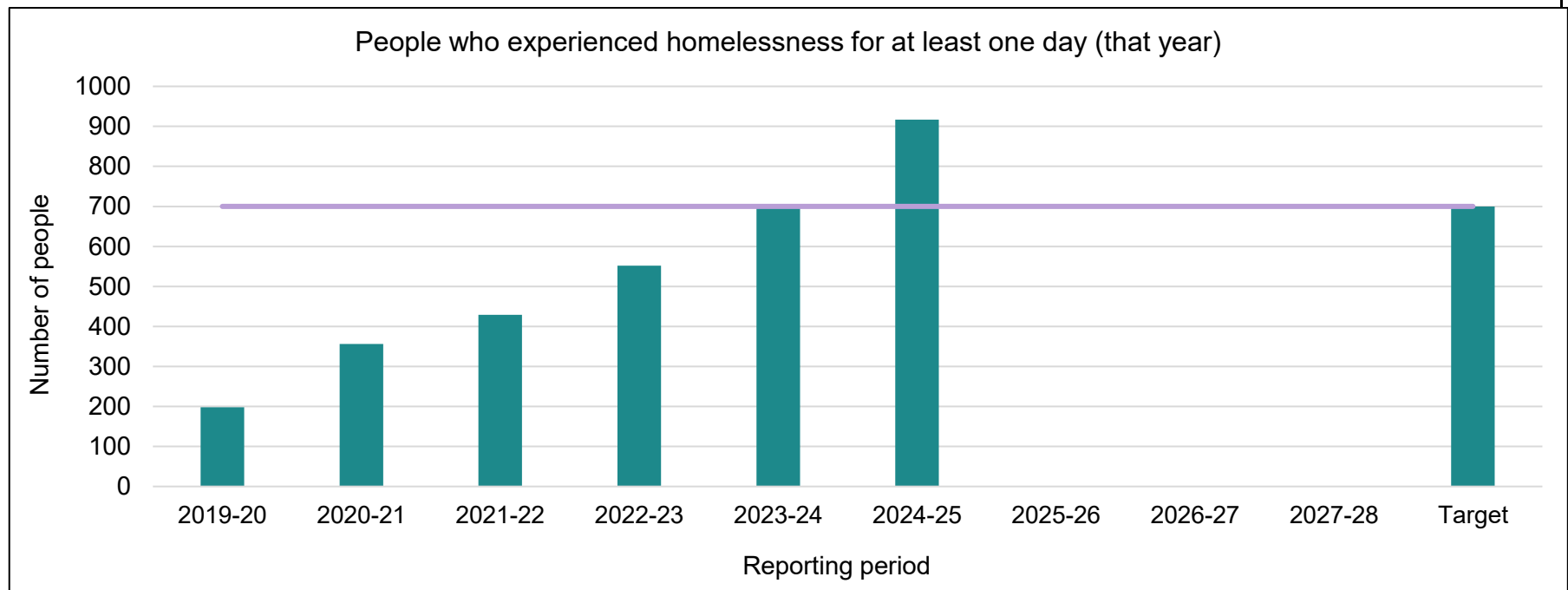
b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

The target and baseline has not changed from last year's CHR.

Using person-specific data to set baselines, set reduction targets and track progress – Annual data

O1(A) Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)										
<i>Given your answers in Section 3, you can report annual result(s) for Outcome #1 using your person-specific data.</i>										
	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)	198	356	429	552	706	917				700



O1(A)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2020-21

Overall homelessness will increase by 97% between 2020-21 and 2027-28.

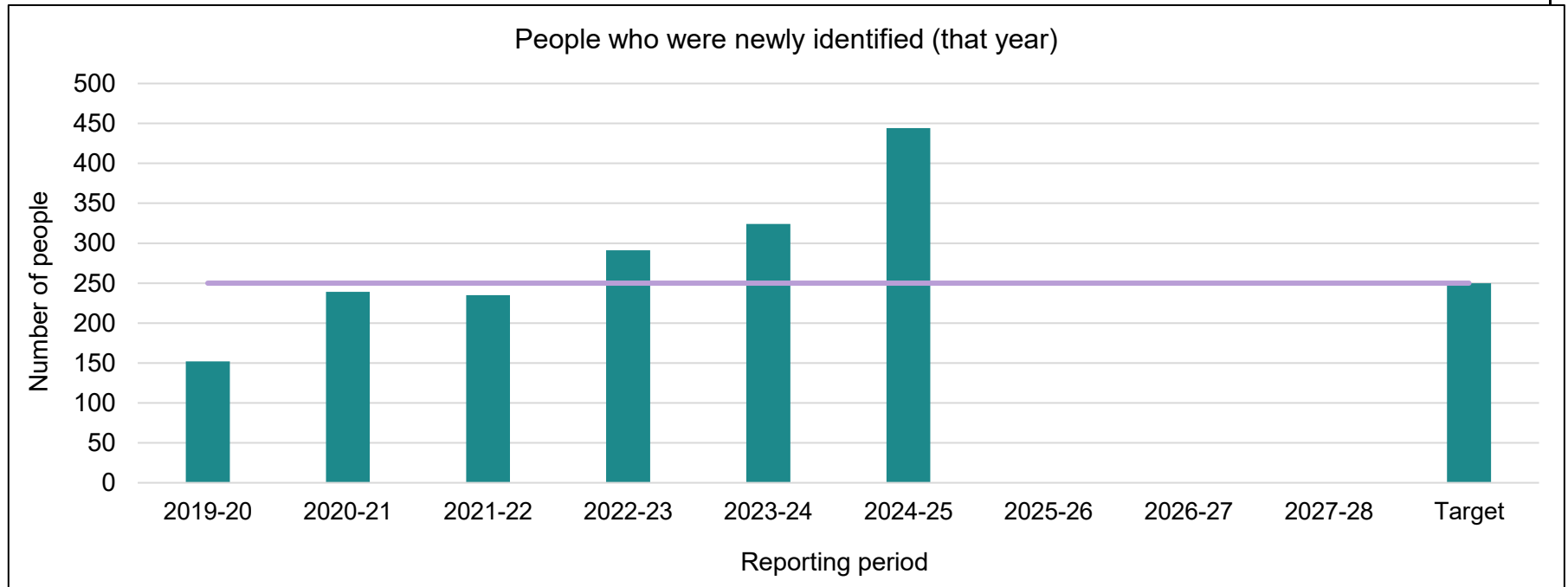
As outlined in the Reaching Home Directives, the target must be a reduction from the baseline. Please revise the target to represent a reduction from the chosen baseline.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

The target and baseline has not changed from last year's CHR. The target does not meet the Reaching Home directives as it does not represent a reduction from the chosen baseline year. The Community Advisory Board selected the stated targets based on what they deemed to be reasonable for the community to work towards and potentially achieve. A meeting to discuss targets with HICC's data team is in the process of being scheduled.”

O2(A) Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)										
<i>Given your answers in Section 3, you can report annual result(s) for Outcome #2 using your person-specific data.</i>										
	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)	152	239	235	291	324	444				250



O2(A)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2020-21

New inflows to homelessness will increase by 5% between 2020-21 and 2027-28.

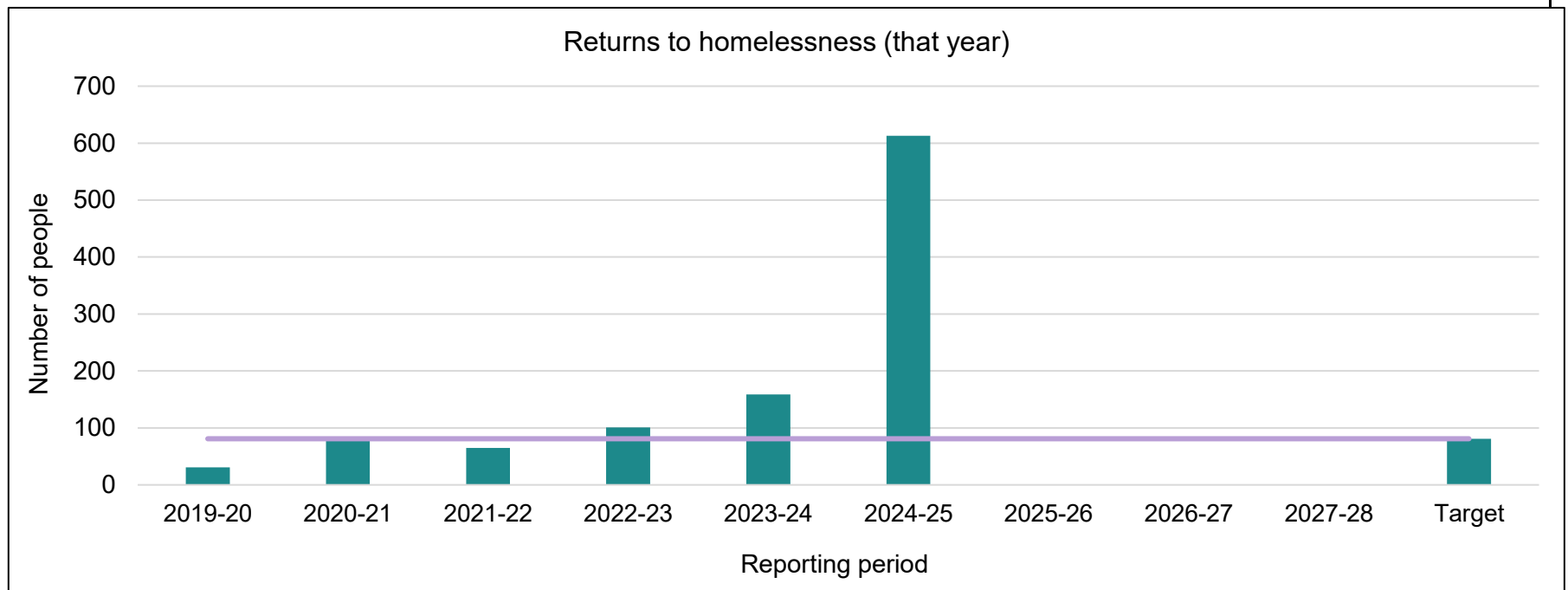
As outlined in the Reaching Home Directives, the target must be a reduction from the baseline. Please revise the target to represent a reduction from the chosen baseline.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

The target and baseline has not changed from last year's CHR. The target does not meet the Reaching Home directives as it does not represent a reduction from the chosen baseline year. The Community Advisory Board selected the stated targets based on what they deemed to be reasonable for the community to work towards and potentially achieve. A meeting to discuss targets with HICC's data team is in the process of being scheduled.”

O3(A) Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)										
<i>Given your answers in Section 3, you can report annual result(s) for Outcome #3 using your person-specific data.</i>										
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)	31	84	65	101	159	613				81



O3(A)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2020-21

Returns to homelessness will decrease by 4% between 2020-21 and 2027-28.

b) Please use the comment box below to:

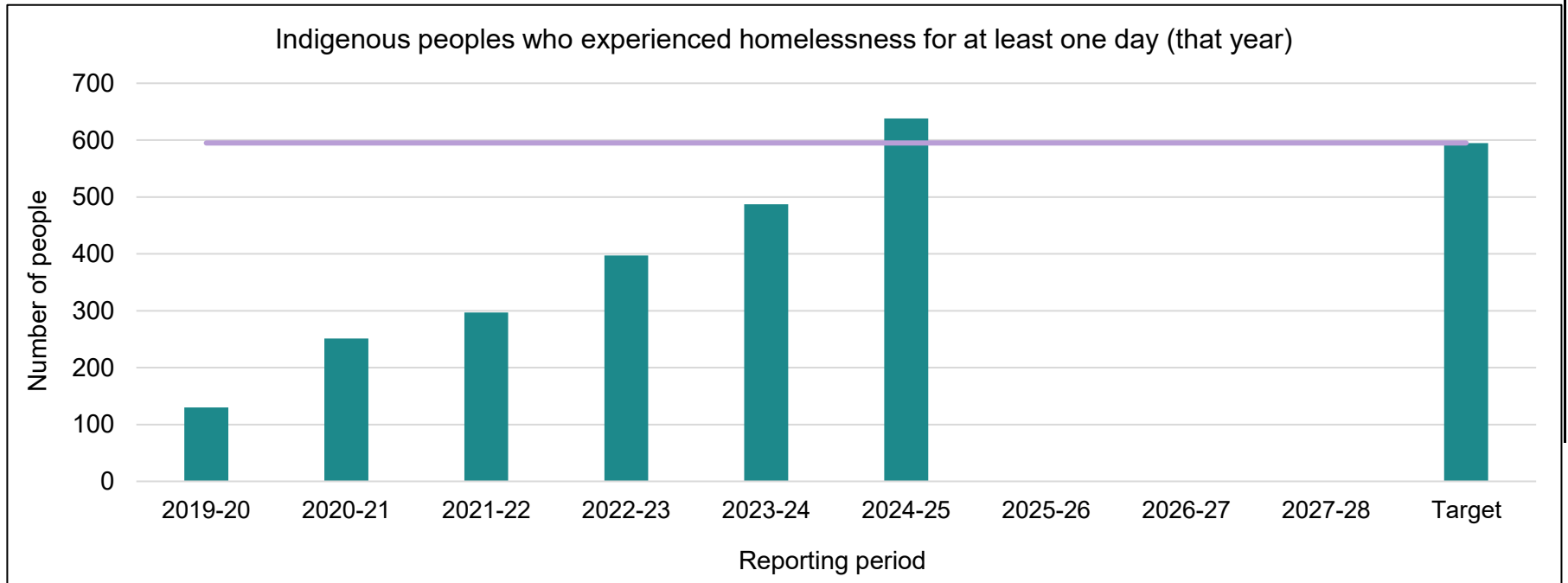
- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

Data for reporting period 2024-25 has increased dramatically from the previous year due to the use of the new Community Outcomes Report (COR) released in 2025. This new report includes the dataset of individuals returning to homelessness from a previous inactive state. The previous Reaching Home Community Outcomes Report did not include that dataset. A meeting to discuss targets with HICC’s data team is in the process of being scheduled.”

O4(A) Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

Given your answers in Section 3, you can report annual result(s) for Outcome #4 using your person-specific data.

	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)	130	251	297	397	487	638				595



O4(A)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2020-21

Indigenous homelessness will increase by 137% between 2020-21 and 2027-28.

As outlined in the Reaching Home Directives, the target must be a reduction from the baseline. Please revise the target to represent a reduction from the chosen baseline.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- As applicable, explain how Indigenous partners were engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results.
- Optionally, provide any additional context on your data.

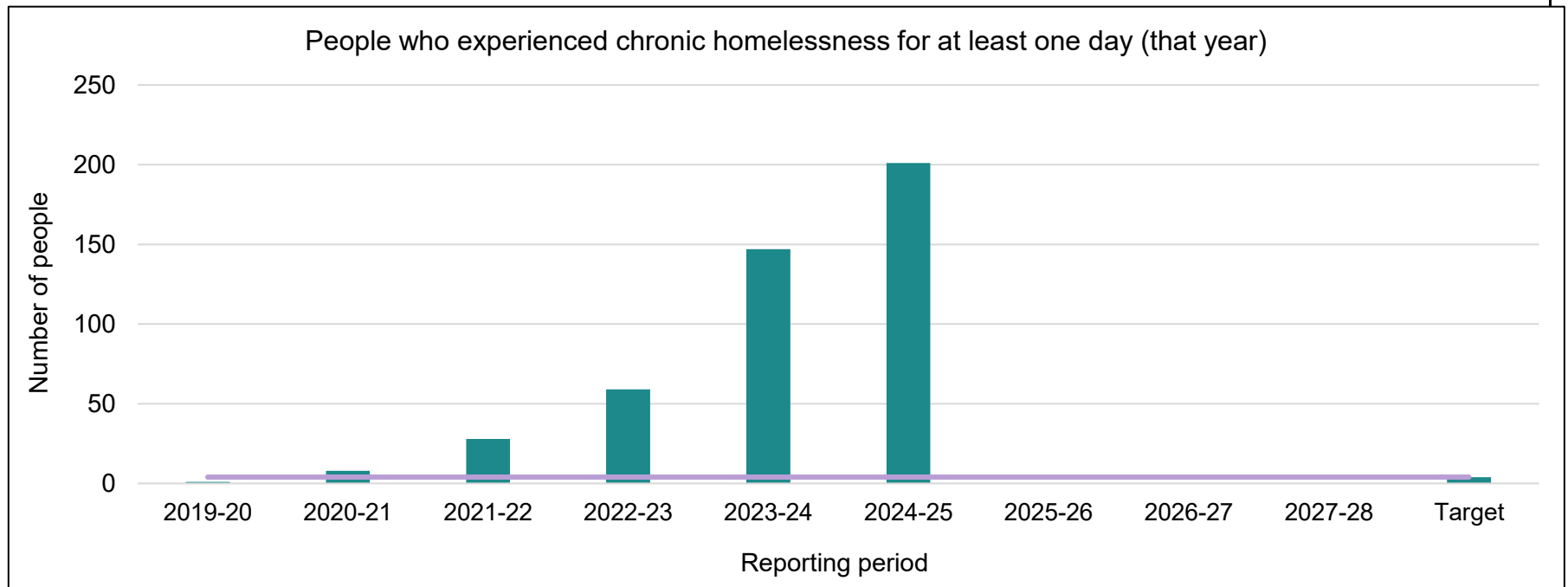
The target and baseline has not changed from last year's CHR. The target does not meet the Reaching Home directives as it does not represent a reduction from the chosen baseline year. The Community Advisory Board selected the stated targets based on what they deemed to be reasonable for the community to work towards and potentially achieve. A meeting to discuss targets with HICC's data team is in the process of being scheduled."

O5(A)

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

Given your answers in Section 3, you can report annual result(s) for Outcome #5 using your person-specific data.
 Note: As applicable, your target must be, at minimum, a 50% reduction from your baseline.

	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)	1	8	28	59	147	201				4



O5(A)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2020-21

Chronic homelessness will decrease by 50% between 2020-21 and 2027-28.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2023-24), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

The target and baseline has not changed from last year's CHR.

End of Section 4a