

COMMUNITY HOMELESSNESS REPORT SUMMARY

Regina, Saskatchewan

2023-2024

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 2023-24 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 person-specific data; 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

a) Specific to Coordinated Access, the HMIS and the Outcomes-Based Approach, has there been ongoing, meaningful collaboration between the DC CE and local Indigenous organizations, including those that sit on your CAB, over the reporting period?

→ Coordinated Access:	Yes
→ HMIS:	Yes
→ Outcomes-Based Approach:	Yes

Describe this collaboration in more detail.

Indigenous organizations were part of the CCI Advisory Committee that oversaw and informed the design and implementation of the Coordinated Access system from spring 2020 to 31 Mar 2022. We also created an Indigenous Advisory Group to the CCI in 2021 to speak to specific issues affecting Indigenous individuals and families experiencing homelessness and how the system would need to be designed to properly serve Indigenous peoples who represent nearly 80% of the homeless population in Regina. As of 01 April 2022, all DC and IH funded organizations/programs have participated in Coordinated Access Regina (CAR), and once HIFIS 4 was launched in our community in Sep '22, all funded partners began to utilize the system. We continued in FY23/24 to make full participation in CAR and the use of HIFIS 4 for housing and client case management tracking a condition of funding for all non-Indigenous (6) and Indigenous (7) frontline serving organizations under the Reaching Home program. CAR created a Team Leads group (Program Managers of each of the RH funded programs) who meets monthly to discuss CAR policies and procedures, required updates, and desired changes to the program. Any of our funded partners (Indigenous and non-Indigenous frontline organizations) can request changes to policies and procedures. If the majority of the Team Leads supports the change, it is then brought to the CAR Governance Group for final decision. The CAR Governance Group has non-Indigenous and Indigenous members representing various sectors of the community IAW CAR policies. Indigenous and non-Indigenous frontline organizations not only receive referrals for their housing programs exclusively from CAR's Unique Identifier List (BNL), they also make referrals to CAR for intake, assessment and referral to the most appropriate Reaching Home funded program. The Regina Homelessness Community Advisory Board, comprised of non-Indigenous (4) and Indigenous (5) community members and four standing members, has, over the past two years, utilized CAR data to tailor annual and targeted Calls for Proposals to reduce chronic homelessness and build capacity especially within Indigenous organizations to take on the work of supporting high acuity clients. As a result of this work, we have not only steadily increased the

number of Indigenous partner organizations, but also set the groundwork for one of the Indigenous organizations funded under Reaching Home in FYs 21/22 and 22/23 to deliver Intensive Case Management services to be selected under the PATH (provincial approach to homelessness) initiative to provide housing and client support services to 20 highest acuity clients. Indigenous perspectives are at the fore of the work of the Regina Homelessness Community Advisory Board, the Community Entity and Coordinated Access Regina. Our work is guided by the lived experience of our board and staff members as well as the Elders who sit as ex-officio members both on the CAB and the CAR Governance Group. In June of 2023 we provided a learning opportunity on Trauma Informed Care lead by an Indigenous scholar, and our 2023 Community Engagement Event focused in part on how historical trauma has contributed to the overrepresentation of Indigenous peoples in the homeless population. Our goal has been and continues to be to steadily increase the program's capacity to offer culturally safe housing and client support services through Indigenous programs and environments to reduce the number of Indigenous individuals and families experiencing homelessness, and to empower them to move toward healthy, independent living.

a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the local Indigenous organizations, including those that sit on your CAB, over the reporting period?	Yes
Describe this collaboration in more detail.	
<p>The contents of this CHR and the data provided herein are based on ongoing collaboration and consultations with Indigenous partners. The CE participates in all Coordinated Access Regina monthly Team Leads and Governance Group meetings which are comprised of Indigenous and non-Indigenous partners and members. All aspects of homelessness in our community are discussed during these meetings, and our combined (DC&IH) CAB is briefed and provides input throughout the fiscal year on all aspects of the Reaching Home program in Regina as well as the broader homeless situation in the community and non Reaching Home funded initiatives. The CE annually presents and invites discussion on the Community Homelessness Report during its Reaching Home Regina Community Engagement Event which saw approximately 175 Indigenous and non-Indigenous stakeholders, frontline staff and municipal and provincial government representatives attend. Several CAB and CAR Governance Group members also attended the Metis Nation Saskatchewan 2024 Housing and Homelessness Conference where the Regina CE, Coordinated Access Regina and our HIFIS 4 Lead presented on the design, implementation and operations of the Coordinated Access system in Regina which the CHR is heavily focused on. All sections of the CHR are based on our continued work as an Indigenous organization and informed by our ongoing collaboration with, and the shared knowledge of, our Indigenous and non-Indigenous stakeholders and partners, especially the Reaching Home funded Indigenous frontline organizations in our community.</p>	



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

Section 2 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 under the 2019-2024 Reaching Home funding cycle.

	Completed	Started	Not Yet Started
Number of minimum requirements	18	0	0

The table below shows the percentage of minimum requirements completed for each core Coordinated Access component.

Governance and Partnerships	HMIS	Access Points to Service	Triage and Assessment	Resource Inventory	Vacancy Matching and Referral with Prioritization
100%	100%	100%	100%	100%	100%

Section 2 Summary Comment

Highlight efforts and/or issues related to the work your community has done over the last year related to the Reaching Home minimum requirements for Coordinated Access and an HMIS.

Coordinated Access:

The Governance Group was expanded to represent the community more broadly including individuals with lived experience of homelessness. Additional policies were created to detail the roles and responsibilities of Designated Access Points. Coordinated Access Regina (CAR) entered into an informal agreement with a pharmacy that is frequented by individuals experiencing homelessness to conduct on site walk-in clinics for intake & assessment interviews. Identified in HIFIS that Domestic Violence (DV) was not being recognized. Added Band affiliation to HIFIS input for clients identifying as Status Indians. Eliminated "side doors," which meant agencies were exclusively working with CAR referrals and able to focus on case management while referrals and walk-ins were received by CAR. Made referral policy changes to minimize lag in services due to "no contact" (agencies accept referrals to maintain caseloads and "plus one" in case a client cannot be located). Monthly Team Leads (supportive housing program managers) meetings were utilized to discuss successes, challenges, and to review and update CAR policies and procedures as needed/requested. Further established Coordinated Access Regina in the community by presenting to multiple external agencies, including various provincial ministries. Partnering with PATH (Provincial Approach to Homelessness) initiative to take referrals from the By-Name List for provincially funded (medium to highest acuity) supportive housing spaces.

HIFIS:

As of March 2023 all Reaching Home funded organizations in Regina were onboarded onto HIFIS and have actively been utilizing the system. In FY23/24 we also added onto HIFIS two service providers (Salvation Army and YWCA Regina) that operate shelters and supportive living spaces not funded under Reaching Home. Work is ongoing to expand HIFIS and Coordinated Access to non-Reaching Home funded agencies in an effort to broaden the system's reach and amplify our capacity to serve. Several HIFIS system challenges have been identified and addressed, including creating client caseloads for each of the Reaching Home funded programs.

We are constantly analyzing and adapting processes to ensure that CAR operations and the HIFIS 4 system are supporting clients appropriately and capturing the complete picture of an individual's interactions with the homeless serving system.

Section 3. Outcomes-Based Approach Self-Assessment

Section 3 Summary Table

The tables below provide a summary of the work your community has done so far to transition to an Outcomes-Based Approach under the 2019-2024 Reaching Home funding cycle.

Step 1: Maintain person-specific data	Step 2: Maintain real-time data	Step 3: Maintain comprehensive data
Yes	Yes	Yes

Step 4: Can report monthly outcomes and set targets using data (reporting monthly data in Section 4 is mandatory for 2023-24 CHRs)

Dataset was in place as of January 1, 2024 (or earlier)	Can generate monthly data	Has set targets	Has an Outcomes-Based Approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Step 4: Can report annual outcomes and set targets using data (reporting annual data in Section 4 is mandatory once annual data can be generated)

Dataset was in place as of April 1, 2023 (or earlier)	Can generate annual data	Has set targets	Has an Outcomes-Based Approach in place
No	Outcome 1: Yes	Outcome 1: Yes	No
	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

Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home.

The HIFIS team will continue to work with Reaching Home funded agencies and other service providers to ensure accurate data is being inputted by staff in a timely manner as detailed in Coordinated Access Regina policies (and Sub-Project Contribution Agreements). HIFIS Lead, CAR and the CE continuously work collaborately on ensuring data accuracy through quarterly data audits (utilizing quarterly RROL snapshots) and through continuous HIFIS system monitoring. These processes allow us to monitor where gaps in data exist and to address data entry/accuracy issues accordingly.

The focus moving forward will be to continue to focus on, and build capacity for, timely and comprehensive HIFIS system utilization, specifically with regards to Housing History.

Additional information - Timely data

Once new information is available about a person, on average, how long does it take for changes to be updated in the database for the following:

→ Interaction with the system (e.g., changes from “active” to “inactive”)?

Other (please define)

→ Housing history (e.g., changes from “homeless” to “housed”)?

Other (please define)

→ 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)?

Other (please define)

Please define how long it takes, on average, for data to be updated:

Two business days is the requirement as per Coordinated Access policies.

Additional information - Data collection and entry processes

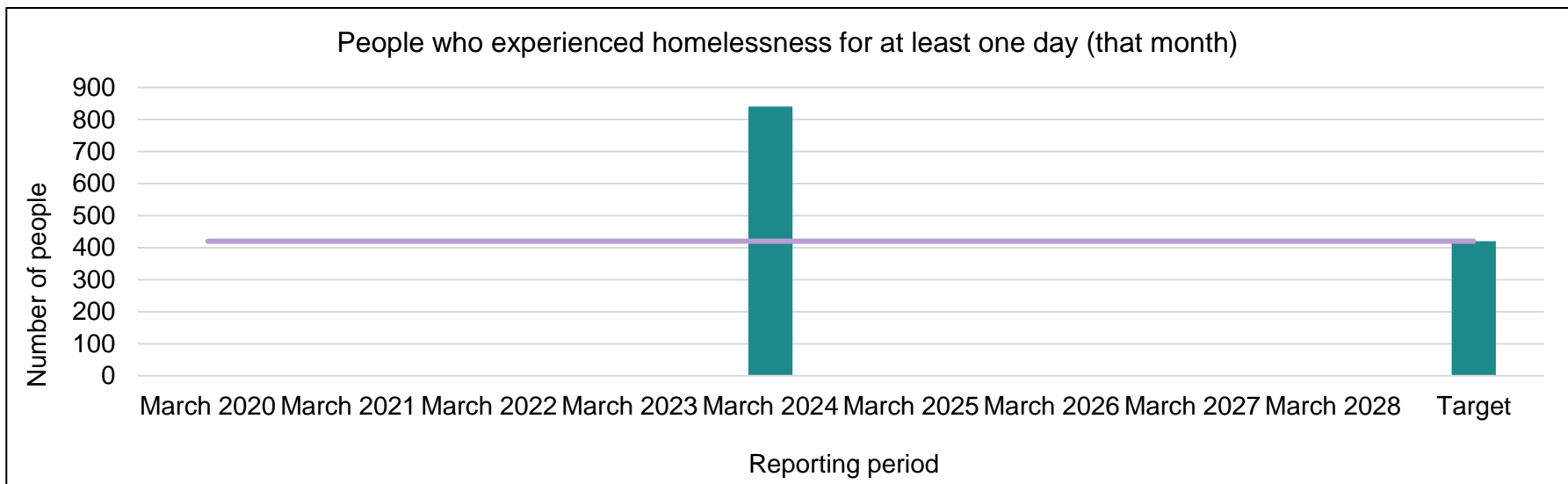
Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database.

The primary process used to collect initial person specific data is through the Coordinated Access Intake and Assessment forms (Triage and SPDAT). This documentation is completed in person with the client and then entered by the individual who completed the assesment onto HIFIS. Follow up data collection and entries are completed by program staff within each agency at time of interaction with the client.

Section 4. Community-Level Outcomes and Targets – Monthly

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

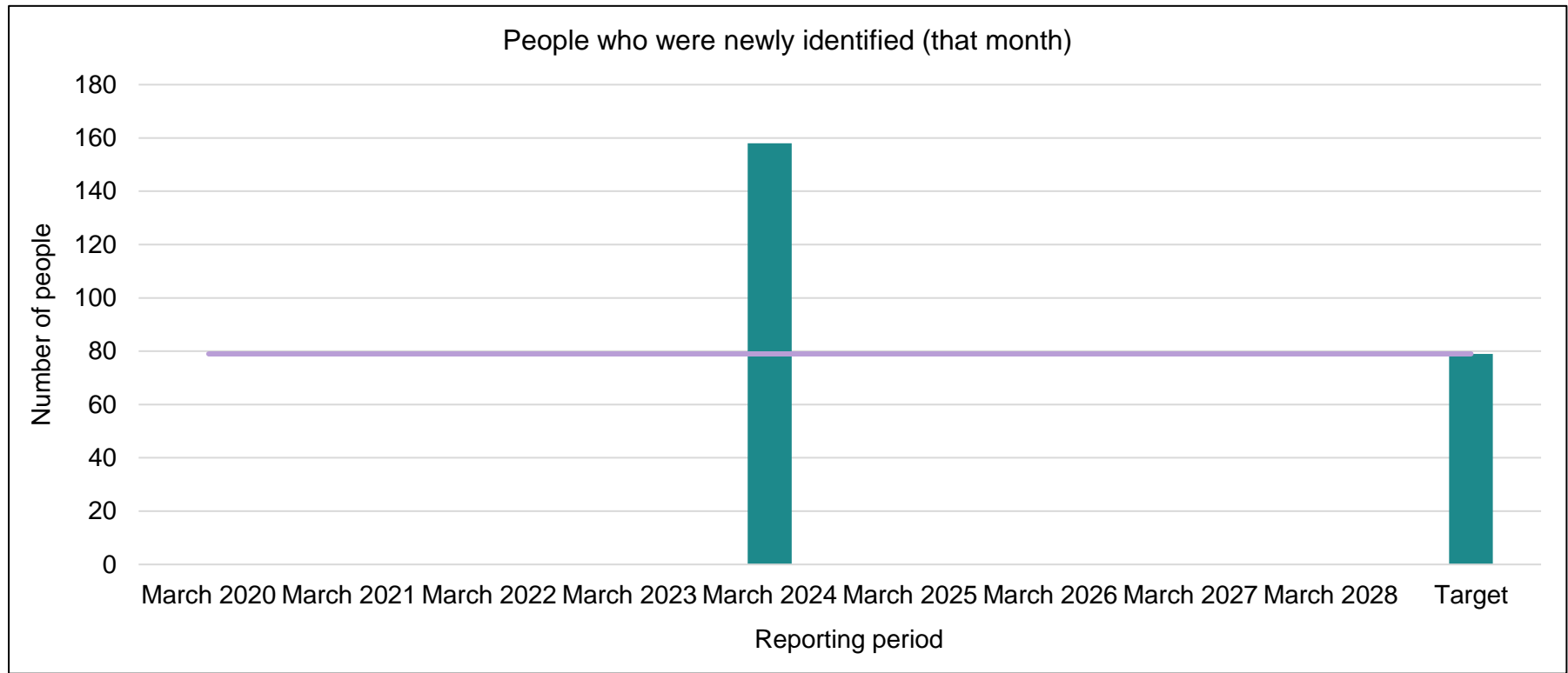
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)					840					420



O#1(M) What is your baseline year?	March 2024
Overall homelessness will decrease by 50% between March 2024 and March 2028.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
Was “N/A” was used for one or more data points?	No, N/A was not used for one or more data point
Please use the following comment box to provide context on your data.	
This data identifies all individuals who interacted with the system who experienced homelessness and were active in the HIFIS database in the month of March 2024 in Regina.	

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

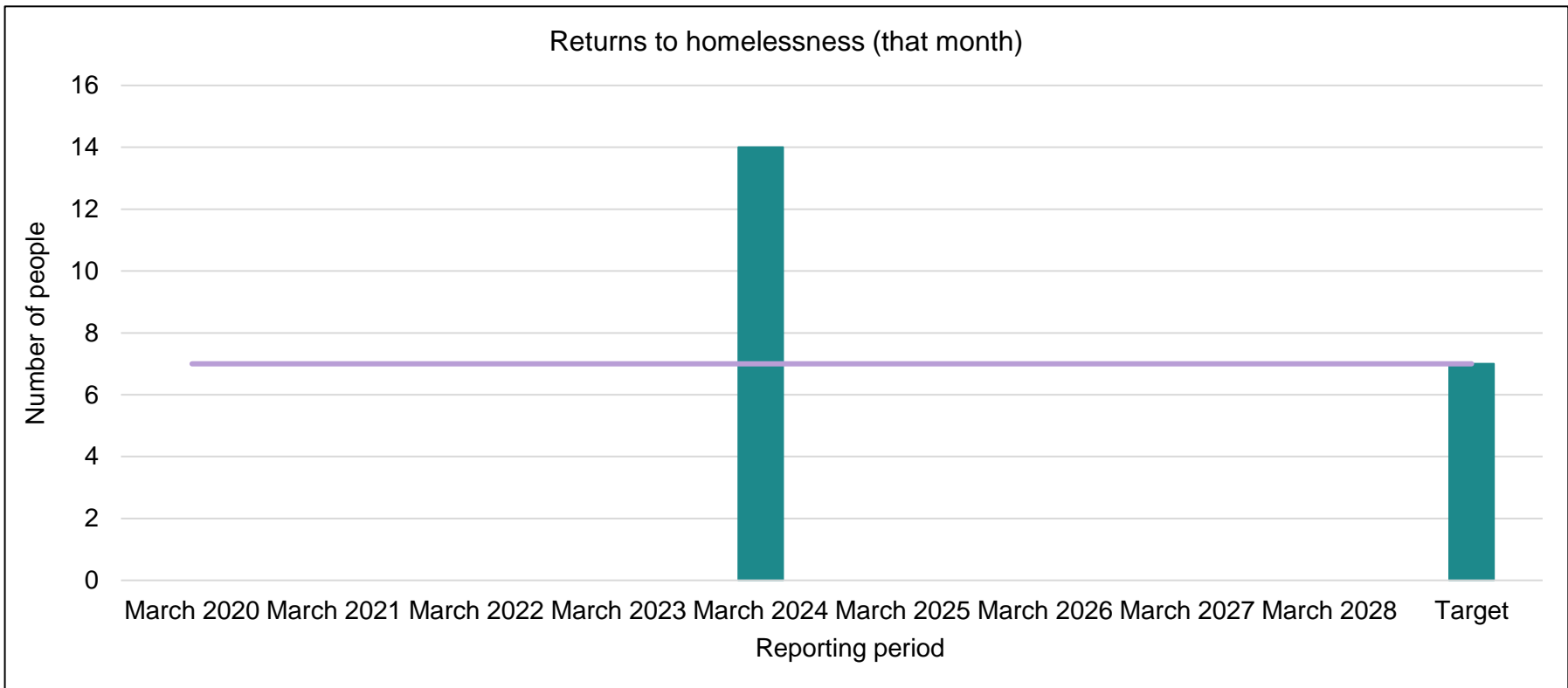
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)					158					79



O#2(M) What is your baseline year?	March 2024
New inflows to homelessness will decrease by 50% between March 2024 and March 2028.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
Was “N/A” was used for one or more data points?	No, N/A was not used for one or more data point
Please use the following comment box to provide context on your data.	
These are clients that have been newly entered into HIFIS and have had an instance of homelessness in the month of March 2024.	

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

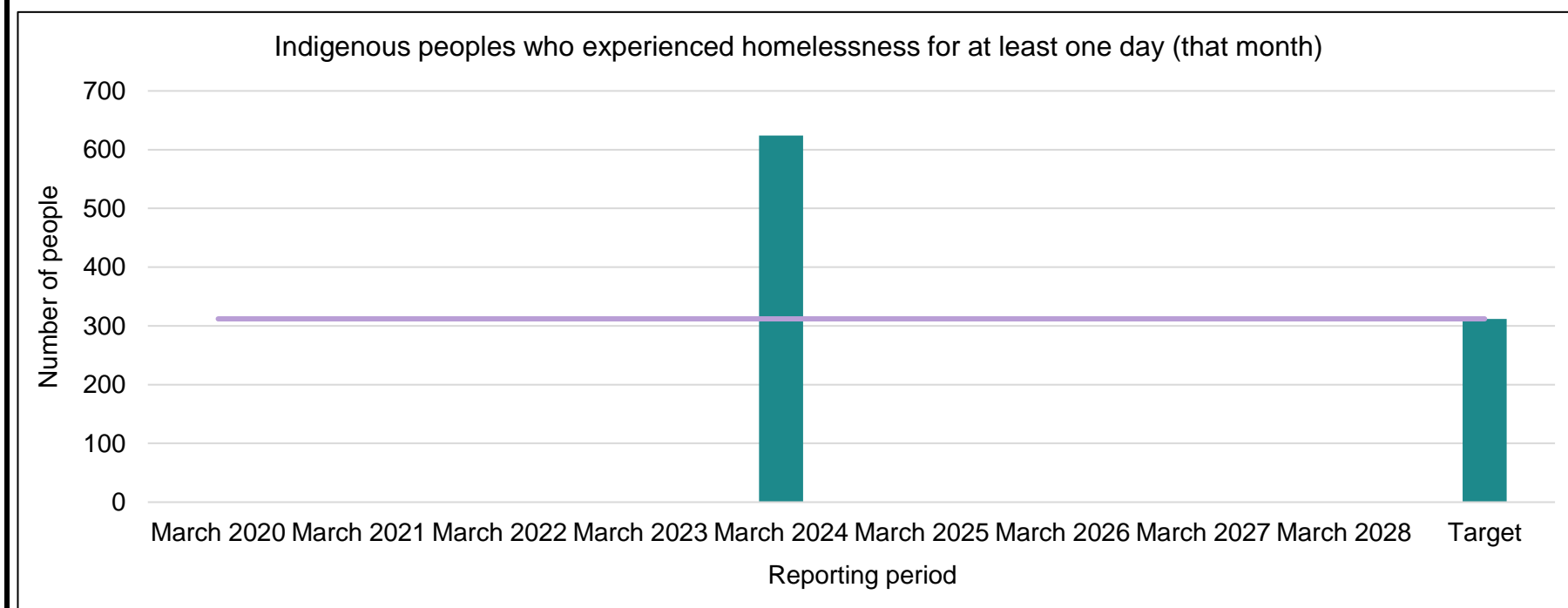
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)					14					7



O#3(M) What is your baseline year?	March 2024
Returns to homelessness will decrease by 50% between March 2024 and March 2028.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
Was “N/A” was used for one or more data points?	No, N/A was not used for one or more data point
Please use the following comment box to provide context on your data.	
This data identifies individuals who were previously housed, and have had two instances of homelesses, one of which occurred in the month of March 2024.	

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

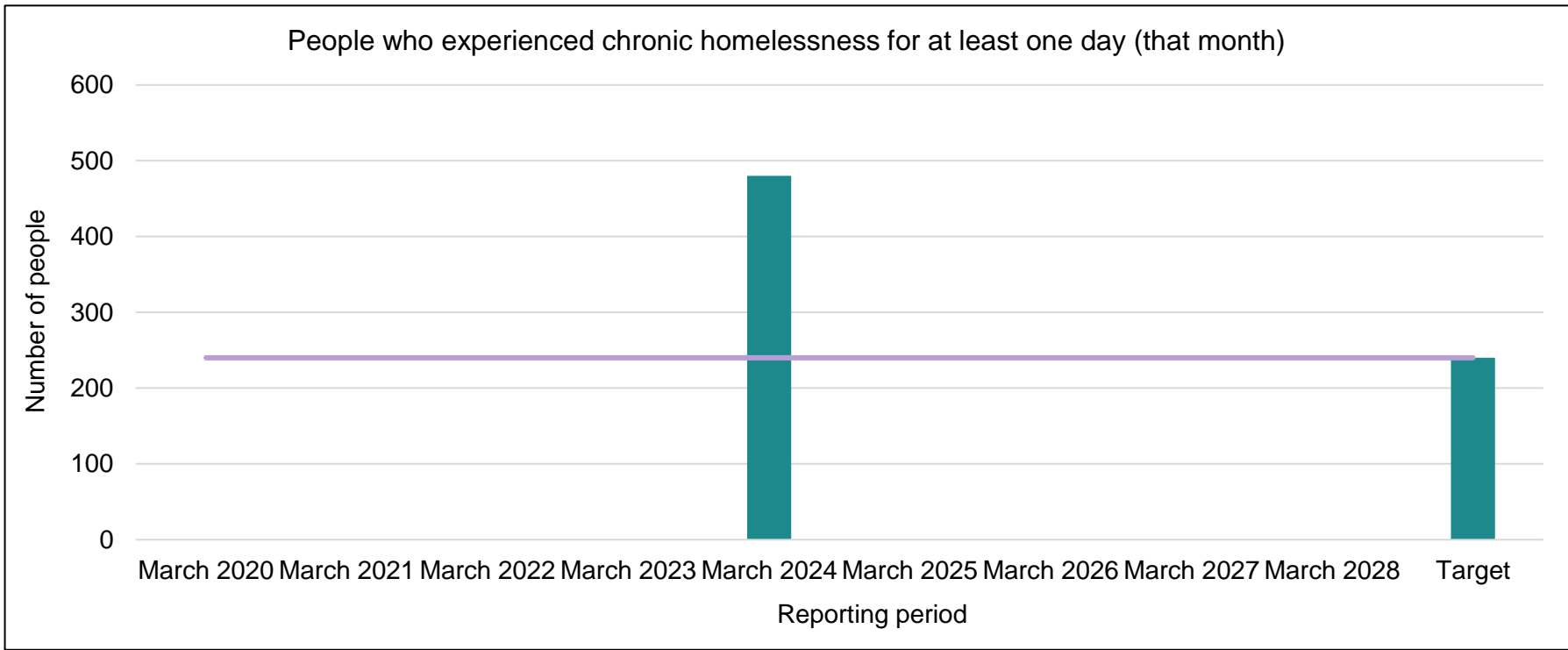
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)					624					312



O#4(M) What is your baseline year?	March 2024
Indigenous homelessness will decrease by 50% between March 2024 and March 2028.	
How was this Outcome generated?	HIFIS Reaching Home Community Outcomes report
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	Not applicable – Data had not been reported for this Outcome in the previous CHR
Has the target you set changed from your previous CHR?	Not applicable – A target was not set for this Outcome in the previous CHR
Was “N/A” was used for one or more data points?	No, N/A was not used for one or more data point
Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?	Yes
Please use the following comment box to provide context on your data.	
This data represents individuals who have identified as Indigenous in HIFIS and had an instance of homelessness in the month of March 2024. Coordinated Access Regina (CAR) is comprised of all Indigenous staff and provides data through HIFIS and By Name List.	

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)					480					240



O#5(M)

What is your baseline year?

March 2024

Chronic homelessness will decrease by 50% between March 2024 and March 2028.

How was this Outcome generated?

HIFIS Reaching Home
Community Outcomes report

Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?

Not applicable – Data had not been reported for this Outcome in the previous CHR

Has the target you set changed from your previous CHR?

Not applicable – A target was not set for this Outcome in the previous CHR

Was “N/A” was used for one or more data points?

No, N/A was not used for one or more data point

Please use the following comment box to provide context on your data.

This data identifies individuals who had a housing status of chronically homeless during the month of March 2024.

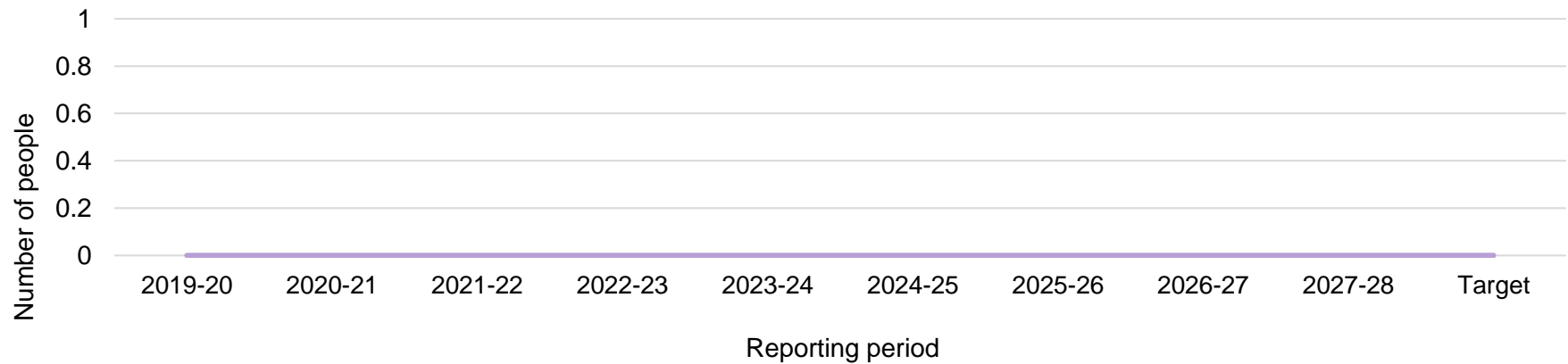
Section 4. Community-Level Outcomes and Targets – Annual

Your answers in Section 3 indicate that your community currently **does not** have person-specific data that is real-time and comprehensive with enough data and the capacity to generate **annual** baselines and set targets.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #1 for the reporting period.

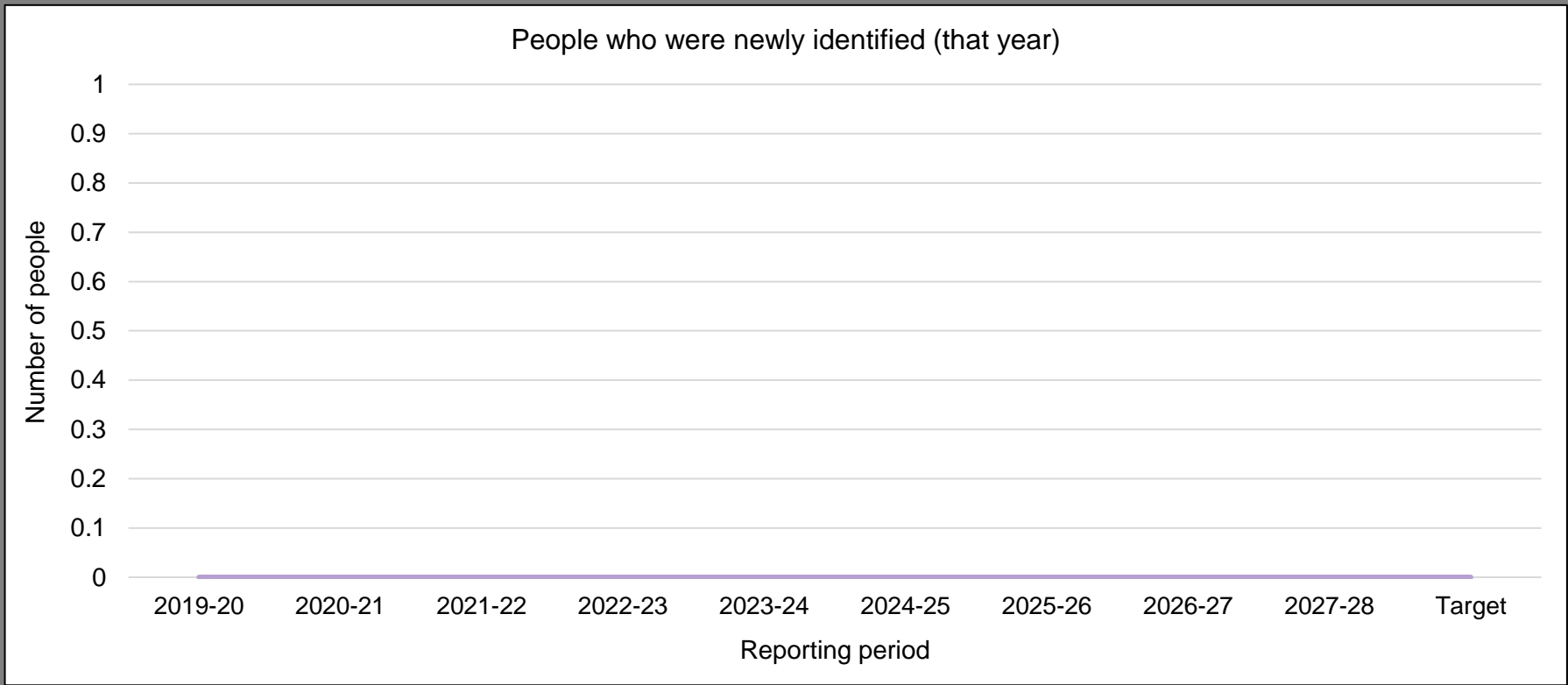
People who experienced homelessness for at least one day (that year)





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

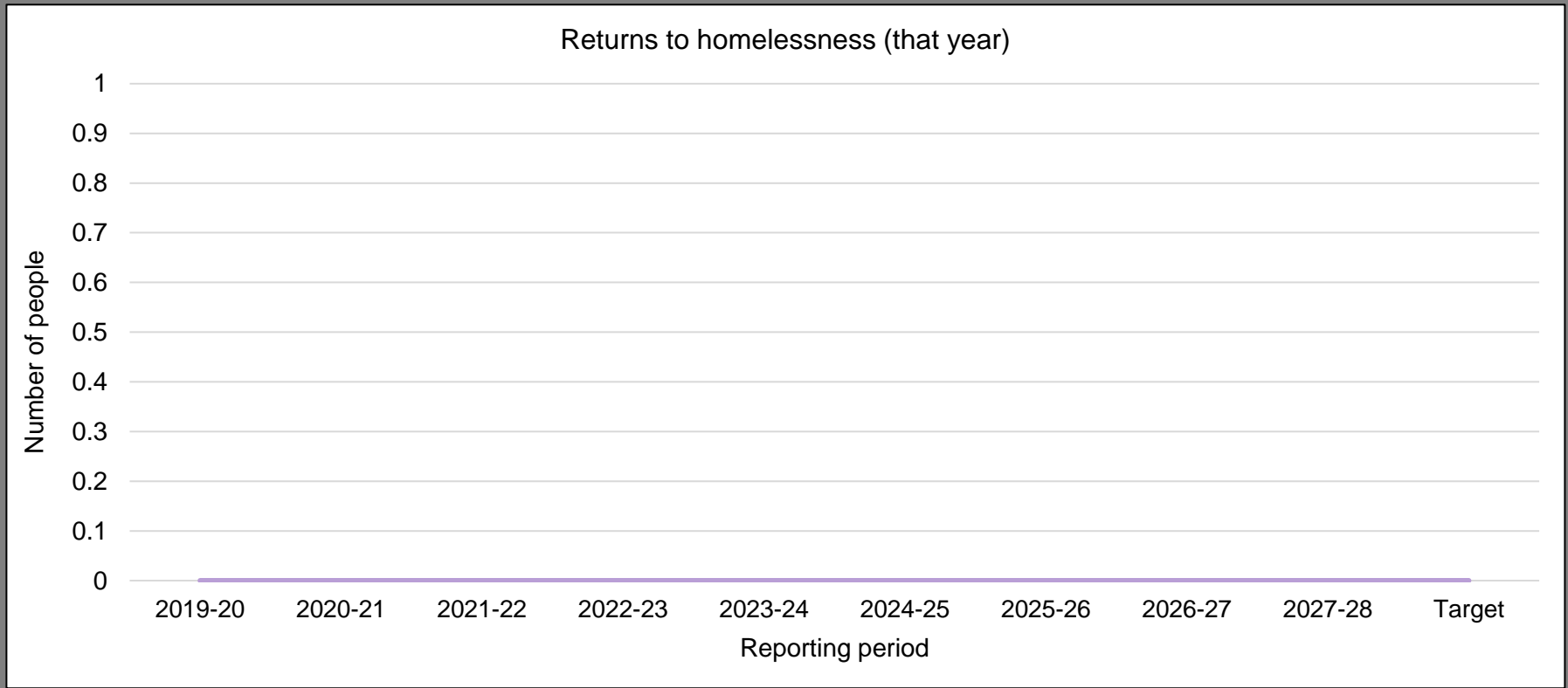
Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #2 for the reporting period.





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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #3 for the reporting period.

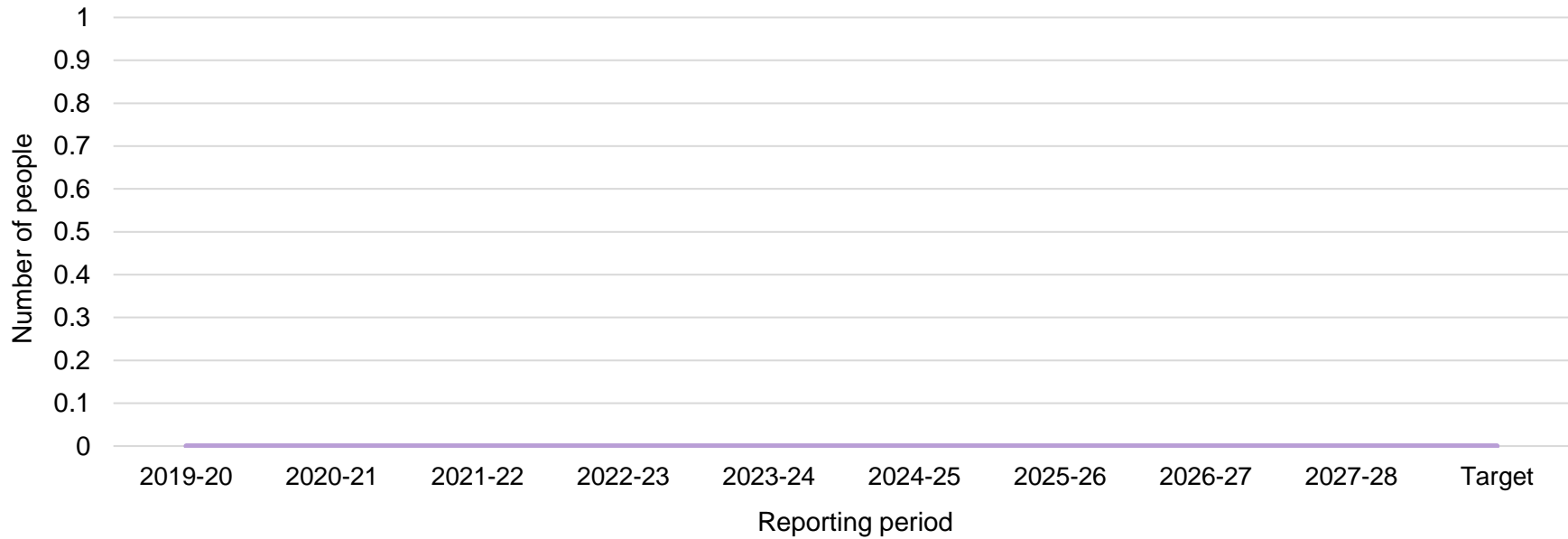




Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #4 for the reporting period.

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





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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #5 for the reporting period.

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

