

## COMMUNITY HOMELESSNESS REPORT SUMMARY

(CHILLIWACK)

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:

Not yet

→ HMIS:

Yes

→ Outcomes-Based Approach:

Not yet

Describe this collaboration in more detail.

The RH program has enabled the community to establish ongoing partnerships with Indigenous organizations through funding and Community Advisory Board (CAB) membership. Representatives from Stó:lō Service Agency, Wilma's Transition Society, Tzeachten First Nation, and Skowkale First Nation serve on the CAB. In the past year, we have funded specific Indigenous-focused services, including Indigenous outreach programs with PCRS and Cyrus Centre, an Indigenous Housing Support Facilitator through PCRS, and the Mémiyelhtel Youth program implemented by Stó:lō Service Agency. Furthermore, the CE has provided training opportunities to service agencies working with individuals experiencing homelessness to ensure culturally competent service delivery. These trainings included Indigenous Homelessness through A Way Home Canada and Historical Impacts and Doing Our Work in a Good Way.

Despite these efforts, the CE is still seeking non-Designated Communities Indigenous Homelessness (DCIH) funding for local Indigenous partners to manage independently, given the presence of several local First Nations.

Regarding the Homelessness Management Information System (HMIS), Indigenous organizations and individuals participated in HIFIS training and testing. These organizations are also part of the HIFIS Governance Committee, which has been ongoing since 2023. Overall, the City remains focused on building stronger relationships and trust with local Indigenous partners in the community.

	<p>Describe how this collaboration will happen over the coming year in more detail.</p> <p>As CA implementation progresses, the City plans to continue meeting with stakeholders from Indigenous agencies directly and through the CAB. Collaboration with Indigenous partners has been ongoing, but due to the BC context, it was limited to participation on CAB since 2020. Since 2023, the CE has invited a local Elder to participate on CAB, and Indigenous agencies such as Wilma's Transition Society and PCRS Indigenous Peer Program staff have been involved in the implementation of HIFIS. In 2024-2025, engagement with Indigenous partners regarding Coordinated Access and the Outcomes-Based approach will coincide with HIFIS implementation, since BCH is closer to enabling CE's access to the integrated cluster.</p>
<p>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?</p>	<p>Yes</p>
	<p>Describe this collaboration in more detail.</p> <p>As it is a requirement on the CE to complete this report it was prepared by CE staff. The CAB had the opportunity to review and approve the CHR, which includes representation from local Indigenous organizations such as Wilma's Transition Society, Tzeachten First Nation, and an Elder from Skowkale First Nation.</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	1	13	4

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
33%	0%	0%	0%	0%	0%

## 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.

Efforts related to the work Chilliwack has done over the last year related to Reaching Home minimum requirements for Coordinated Access (CA) and HMIS include:

### Lead Organization:

The City of Chilliwack has been identified as the lead organization for Coordinated Access under Reaching Home. Due to the BC context, HIFIS or CA is not yet implemented but progress is ongoing. In the interim, the CE created a Coordinated Access table to ensure requirements of RH were being fulfilled as best as possible. This table is referred to as Shop Talk.

### Shop Talk Purpose and Goals:

The purpose of the Shop Talk group is to collaborate, discuss, and provide mutual support to offer a more strategic response to the needs of individuals experiencing or at risk of homelessness. The goals include building a network and strong relationships among workers to create a safe space for open discussions on concerns, trends, and service gaps. The group also aims to share client needs across organizations and provide support through information sharing, direct assistance, and access to resources such as funds, services, and staff time. All discussions during meetings are held in confidence and are solely intended to assist individuals at risk of or experiencing homelessness in accessing services and overcoming barriers.

### Shop Talk Membership:

- Ann Davis Transition Society (ADTS)
- BC Housing (BCH)
- Cheam First Nation
- Chilliwack Youth Health Centre Society (CYHC)
- City of Chilliwack
- Cyrus Centre
- Fraser Health – Integrated Homelessness Action Response Team (IHART)
- Fraser Health – Fraser East Rapid Access to Addiction Care (RAAC)– Indigenous Substance Use Outreach Team

- Fraser Health – Intensive Case Management (ICM)
- Ministry of Social Development and Poverty Reduction (MSDPR) – Community Integration Specialist (CIS)
- Pacific Community Resources Society (PCRS)
- PEARL Life Renewal Society
- Rain City Housing
- Ruth and Naomi's Mission (RAN)
- Salvation Army (SA)
- Sardis Doorway
- Stó:lō Service
- Wilma's Transition Society

#### Local Groups:

Chilliwack has several local groups dedicated to addressing homelessness, including the Housing First Task Team (HFTT), Chilliwack Interagency Response Table (CIRT), and CAA Table through BCH.

#### Participation and Resources:

All 11 service providers that received funding through the RH have agreed to participate in Coordinated Access. The system map and resource inventory outlines the participation of various providers and the types of services offered.

#### Coordinated Access Implementation:

Implementation of Coordinated Access in Chilliwack involves access points, triage and assessment processes, and filling vacancies using a Priority List. HIFIS implementation is in progress to support the BC Context.

#### Training and Collaboration:

CE has completed the ACRES Consulting Master Class training, gaining a deep understanding of HIFIS and its role in supporting Coordinated Access. The CA Lead has also undergone Ownership, Control, Access and Possession OCAP training to ensure that future steps uphold Indigenous data sovereignty principles. Agencies are already collaborating through a Shop Talk group.

### 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
Not yet	Not yet	Not yet

#### 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
No	Outcome 1: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

#### 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: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

### 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.

Our community is fully committed to creating an integrated and well-functioning Coordinated Access and Assessment (CAA) system within the context of BC. We are fully engaged in ongoing discussions with BC Housing regarding the expansion of its HIFIS license and our list will be derived from the HMIS. We are working with BCH and service providers to test the BCH HIFIS sandbox, finalize shared administration and privacy documents, participating in training, including BCH HIFIS training and ACRES Consulting Master Class to ensure that we are prepared well in advance of implementation. These efforts are being made to ensure components of the Outcomes-Based Approach are met when HIFIS is fully implemented at a local level. It is important to note that Chilliwack was unable to collect, maintain and/or improve person-specific data given the BC context. However, substantial efforts will be made over the next year will be made to implelment HIFIS and to begin the process of collecting person-specific data in the HMIS system.

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

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 **monthly** 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 monthly community-level data for Outcome #1 for the reporting period.

### **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 monthly 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 monthly 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 monthly community-level data for Outcome #4 for the reporting period.

### **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 monthly community-level data for Outcome #5 for the reporting period.

## 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.

### **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.

### **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.