COMMUNITY HOMELESSNESS REPORT SUMMARY

Winnipeg

2022-2023

The Community Homelessness Report (CHR) is an annual Reaching Home reporting deliverable that supports communities to prevent and reduce homelessness using a more coordinated, systems-based and data-driven response. The CHR was designed to support local discussions and decision making, using all of the information about homelessness currently available at the community level. Communities are encouraged to use their CHR data to develop clear plans of action that help them to reach their homelessness reduction targets and to leverage the collective efforts of service providers working across the community, regardless of how they are funded.

This is a summary of the CHR for the 2022-23 reporting cycle. It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:
 • meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
 • community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
 • an outcomes-based approach (tracking community-level outcomes and progress against targets using a Unique

dentifier or By-Name List, referred to as a List; see Section 3).
If the community was able to report on outcomes and targets, this CHR Summary also includes results for each of the five core outcomes of Reaching Home (see Section 4).

Section 1. Community Context – Collaboration between Indigenous and Non-Indigenous Partners	
Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding?	Yes – DC and IH funding streams co-exist
Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC CE and the IH CE and/or IH CAB over the reporting period?	No
Describe how this collaboration will happen over the coming year in more detail.	
End Homelessness Winnipeg (EHW) is an Indigenous organization that serves as the Reaching Home Community Entity for both the Designated and Indigenous Stream of funding. The organization recognizes the importance of Indigenous representation and leadership within their operations. To ensure meaningful engagement and decision-making, EHW has set a target of having 75% of individuals on their board of directors, Community Advisory Board (CAB) members, and employees to be Indigenous. End Homelessness Winnipeg implements both Coordinated Access and the Homelessness Information and Management System (HIFIS) for the region. There is only one CAB in Winnipeg, so this question is not applicable.	
Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC or Territorial Homelessness (TH) CE and local Indigenous organizations over the reporting period?	Yes
Describe this collaboration in more detail.	
Coordinated Access was implemented by End Homelessness Winnipeg using a co-creation model that engaged stakeholders at every stage, from implementation to evaluation. The process involved conducting numerous community engagement sessions and ensuring the participation of proponents from both funding streams. In May 2022, a community engagement session was held to provide the community with an update on the implementation of Coordinated Access. In addition, a well attended outdoor naming celabration was held in June 2022. The elder that provided the name of Naatamooskakowin spoke at the event. At the behest of the numerous individuals who participated in our community engagement sessions, we have established a Coordinated Access Council as part of our implementation efforts. The Council consists of 13 voting members, with 75% representing Indigenous organizations or being of Indigenous background. We convene every five weeks to hold discussions related to Coordinated Access and HIFIS. To ensure transparency and collaboration, we have developed a comprehensive	

document that outlines our dedication to co-creation in all aspects of our Coordinated Access endeavors. Notably, the Council includes the board chair of the Winnipeg Reaching Home Community Advisory Board (CAB), fostering close ties between the two entities.

During the initial phase of Coordinated Access implementation, meaningful discussions were held with Indigenous organizations operating in the sector. These conversations revealed a shared concern about preventing the retraumatization of individuals when they have to recount their personal stories. Resulting in the recognition that there is value in the use of shared information within the Homelessness Information and Management System (HIFIS). In addition, there was a desire for a more compassionate and less clinical approach. Rather than using the term "intake," the emphasis shifted towards creating a space for individuals to share their stories and be heard.

At the national level, the Chair of the Winnipeg Reaching Home Community Advisory Board (CAB) continues to represent End Homelessness Winnipeg. They hold the position of Secretary-Treasurer on the National Indigenous Homelessness Council (NIHC). The NIHC plays a crucial role in providing guidance and oversight for the PATHS Project, on the development of an Indigenous process that aims to enable individuals to share their stories and connect with services that meet their specific needs. Our Coordinated Access Leadership is a part of the team developing this process. The intention is for this Indigenous model to be implemented at all access points in Winnipeg.

All Indigenous organizations funded through the Reaching Home program are actively participating in the implementation of HIFIS, each at different stages of the process. The HIFIS team collaborates with these organizations to support them during the onboarding process. They also have the opportunity to attend meetings dedicated to discussing HIFIS-related matters. Given that approximately 75% of homeless individuals in Winnipeg are Indigenous, there is a strong emphasis on supporting agencies as they transition to a data sharing model. In line with this, a workshop titled "Data from an Indigenous Lens" is being planned to provide guidance and insights to sector staff.

Natamooskakowin is delivering training sessions for sector staff and leadership. These training sessions were developed in collaboration with an Elder and individuals with lived experience, ensuring their cultural appropriateness and relevance. The following training was offered to community agencies, Indigenous Homelessness Houslessness and Reconciliation, Eviction Prevention and Hoarding, Intergenerational Trauma, How to Support Your Frontline Staff (Manager focused), Case Management, Working in Good Relationship with the 2SLGBTQIA+ Community and Working in the Newcomer Community, and Housing First Training from an Indigenous Perspective.

Direct service staff play a vital role in evaluating the effectiveness of the training and providing feedback on further training needs and preferred delivery methods. This feedback allows for continuous improvement and ensures that future training aligns with their specific requirements and preferences. Feedback from service providers has been very positive.

With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?	No

What is the plan to ensure meaningful collaboration occurs during next year's CHR process?

End Homelessness Winnipeg adopts a distinctive approach by utilizing the collective impact model to actively engage with the community on matters concerning homelessness prevention, housing services, housing supply, and evaluation and measurement. In addition to their backbone organization responsibilities, End Homelessness Winnipeg is specifically tasked with the implementation of Coordinated Access and the Homelessness Information and Management System (HIFIS).

The managers at End Homelessness Winnipeg maintain regular engagement with both Indigenous and non-Indigenous organizations within the sector. This includes the Manager of Prevention, Manager of Housing Supply, Manager of HIFIS, Manager of Communications & Community Relations, Senior Director of Housing Services, and the Coordinated Access team. Their collective input contributed to the content of this report, ensuring a comprehensive representation of the organization's activities.

End Homelessness Winnipeg takes an active role in community collaborations by participating in approximately 45 community committees and working groups. These engagements involve both Indigenous and non-Indigenous led organizations. The insights and contributions gathered from these collaborative efforts have greatly influenced the content and development of this report. Below are a few of the teams that EHW works with or facilitates.

Housing First Sector Leadership
Kíkinanaw Óma Strategy to Support Unsheltered Winnipegers
Housing Supply Action Committee
National Indigenous Coordinated Access Assessment Process Development Committee
Street Census Steering Committee
Emergency Response Committee
Shelters Working Group
Hoarding Task Force: with the City of Winnipeg, First Responders.
Tenant Advocates Committee: with Residential Tenancy Branch

Future community collaboration for the development of this report is possible depending on the narrative questions.

Does your community have a separate IH CAB?	No

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

Summary Tables

The table below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements for Coordinated Access and an HMIS.

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

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

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

Summary Comment

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements?

When setting up the Coordinated Access system in Winnipeg, we planned to evaluate its effectiveness after one year. To ensure a thorough 360 evaluation, we collaborated with a research team and consulted experts with lived experience (LE). We also engaged with a research team to develop a model that analyze the priorities that were to be evaluated and create the

questions on the survey that was developed in collaboration with staff and the Evaluation Committee.

In addition to the 360 yearly evaluation, we conduct regular meetings with direct service providers and Team Leads to address any concerns and work together to find solutions. Another improvement initiative was that an Intake and Outreach Worker was added to the Coordinated Access team. This role connects with the Access Points and works with people in the community waiting for services. Keeping in contact with people in the community helps them reduce the time between sharing their story and a warm handoff to a service provider.

We have increased the number of Access Point service providers from six to eleven. This includes two Indigenous organizations as well as organizations that support women and youth.

To oversee the use and implementation of the Homelessness Individuals and Families Information System (HIFIS), we have established a HIFIS SHARED SERVICES (HSS) Leadership group that convenes quarterly. In case our direct service providers encounter any issues with HIFIS, we have access to a dedicated member of the HIFIS team who can assist in resolving the problems. There are 11 service providers on this group and four are Indigenous organizations. Two additional Indigenous organizations will likely join the group.

The community looks to End homelessness Winnipeg to provide local data on homelessness. HIFIS data is now being used to provide information on the End Homelessness Winnipeg website dashboard. As more service providers use HIFIS the data will become more inclusive of our community.

An improved HIFIS Infrastructure change was put into place. As a result, HIFIS speed has significantly improved; enhanced security measures; the server can hold a larger amount of data and the HIFIS team can better monitor server performance and connectivity. There will also be a cost savings for organization who join HIFIS moving forward.

HIFIS SHARED SERVICES has a process and form in place for information requests. The purpose for requesting the information needs to be provided and there are agreed conditions for sharing information.

Many people experiencing homelessness move throughout different communities in the province. Collaboration has started on connecting HIFIS through Manitoba. This will provide a better understanding of people's movement through the province and result in one inclusive profile for each person.

Finally, the Coordinated Access Council continues to guide this work and includes members who are Indigenous and those that have lived experience, ensuring their invaluable perspectives are incorporated into the decision-making process.

Section 3. Outcomes-Based Approach Self-Assessment

Summary Tables - Minimum Requirement

The tables below provide a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List
Yes	Yes	Yes

Step 4: Can report monthly outcomes and set targets using data from the List
(reporting in Section 4 is mandatory for 2023-24 CHRs, if not earlier)

List was in place as of January 1, 2023 (or earlier)	Can generate monthly data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: No	No
	Outcome 2: Yes	Outcome 2: No	
	Outcome 3: Yes	Outcome 3: No	
	Outcome 4: Yes	Outcome 4: No	
	Outcome 5: Yes	Outcome 5: No	

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

List was in place as of April 1, 2022 (or earlier)	Can generate annual data	Has set targets	Has an outcomes-based approach in place
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
Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to transition to an outcomes-based approach under Reaching Home?
A consultant was used to support the work of creating the By Name List. When the List was tested, inconsistencies were found. Further work was done to correct formulas and create the reporting templates needed. Maintaining consistant input to HIFIS has been challenging for agencies and this impacts the List. Ongoing HFIS training is available to support this work. Housing activites are not always fully recorded, so this process is emphasized during training. In June 2023, a community meeting will be held with agencies that use HIFIS. The community will be asked to provide their hopes and fears regarding data collection. In the fall of 2023 a Data Tracking Committee will be formed with representation from 13 organizations. This committee will be lead by the HIFIS trainer. They will work together to address the hopes and fears identified at the community meeting. The Leadership committees for both HIFIS and Naatamooskakowin will continue to meet monthy. Partner agencies participate on both committees.

More information about the Unique Identifier List	
Step 1. Have a List	
Where does data for the List come from?	☑ HIFIS ☐ Excel ☐ Other HMIS ☐ Other data source(s) ☐ Not applicable – Do not have a List yet

Please describe how the List is created using HIFIS:

Custom Report

Step 1. Have a List (cont.)

For the List, does the community have…

			Chronic homelessness	
A written policy/protocol that describes how interaction with the homeless-serving system is documented	Not yet		x	Federal definition
A written policy/protocol that describes how housing history is documented	Not yet			Local definition

From the List, can the community get data for…

Newly identified on the List	Yes
Activity and inactivity	Yes
Housing history	Yes

From the List, can the community get demographic data for…

Age	Yes	Indigenous identity	Yes
Household type	Yes	Veteran status	Yes
Gender identity	Yes		

Step 2. Have a real-time List

How often is information about people experiencing homelessness updated on the List?	As soon as new information is available
Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes
Is housing history updated regularly on the List?	Yes
Is there a process in place for keeping chronic homelessness status on the List up-to-date?	Yes

Step 3. Have a comprehensive List	
Does the community have a document that identifies and describes all of the service providers that help people experiencing homelessness with their housing challenges?	Yes
Optional question: How does data from the List compare to other community-level data sources that are considered accurate or valid? This is an optional follow-up question for communities that have completed the "*Understanding Community-Level Data*" worksheet.	
Community did not complete this optional question.	

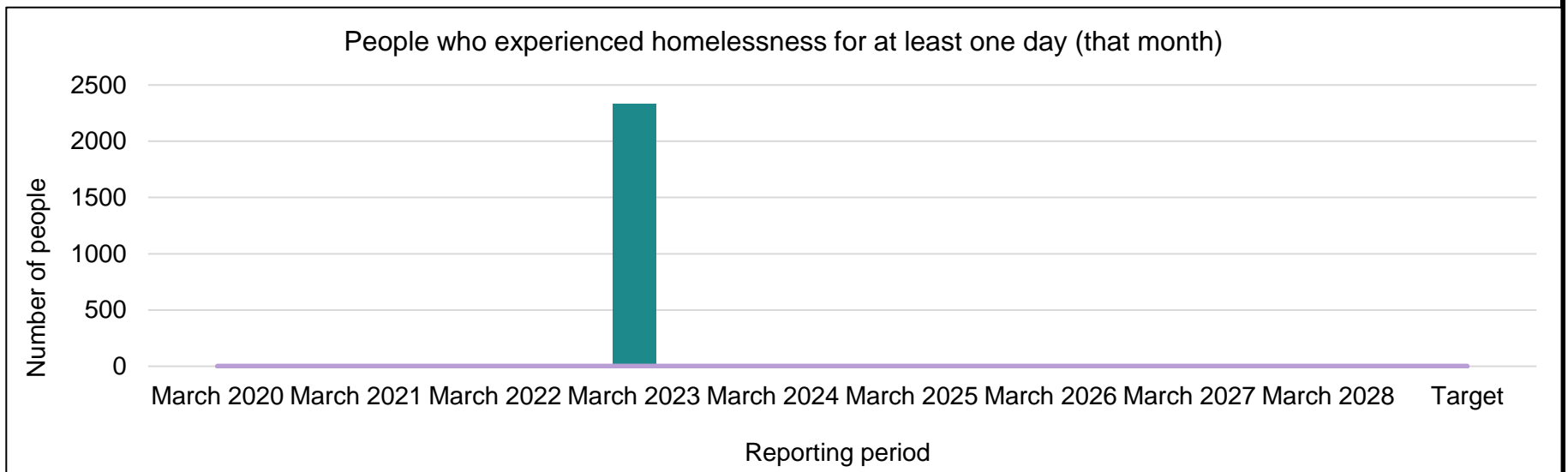| Step 4. Track outcomes and progress against targets using data from the List	
Does the List meet the benchmark of a "Quality By-Name List" confirmed by the Canadian Alliance to End Homelessness?	Yes

Section 4. Community-Level Outcomes and Targets – Monthly

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

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.

	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)				2332						

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

Context for Outcome #1 (monthly):

Please provide context about your results, as applicable.

We have not created a target as this is the first year we have data. The data is currently under review and consists of information obtained from the shared stream of HIFIS.

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

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

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)				240						

People who were newly identified (that month)
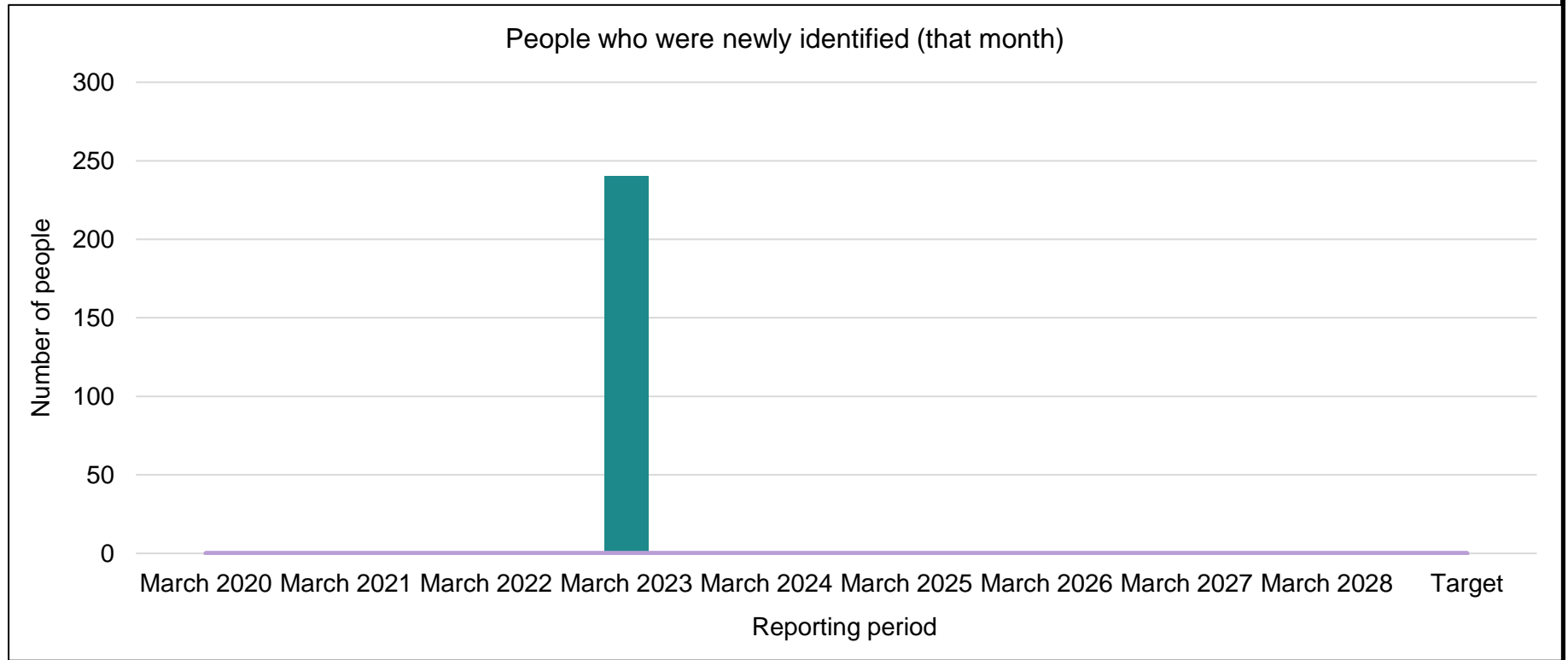
Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.

This is the first year with data.

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

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

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)				45						

Returns to homelessness (that month)

Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

This is the first year with data.

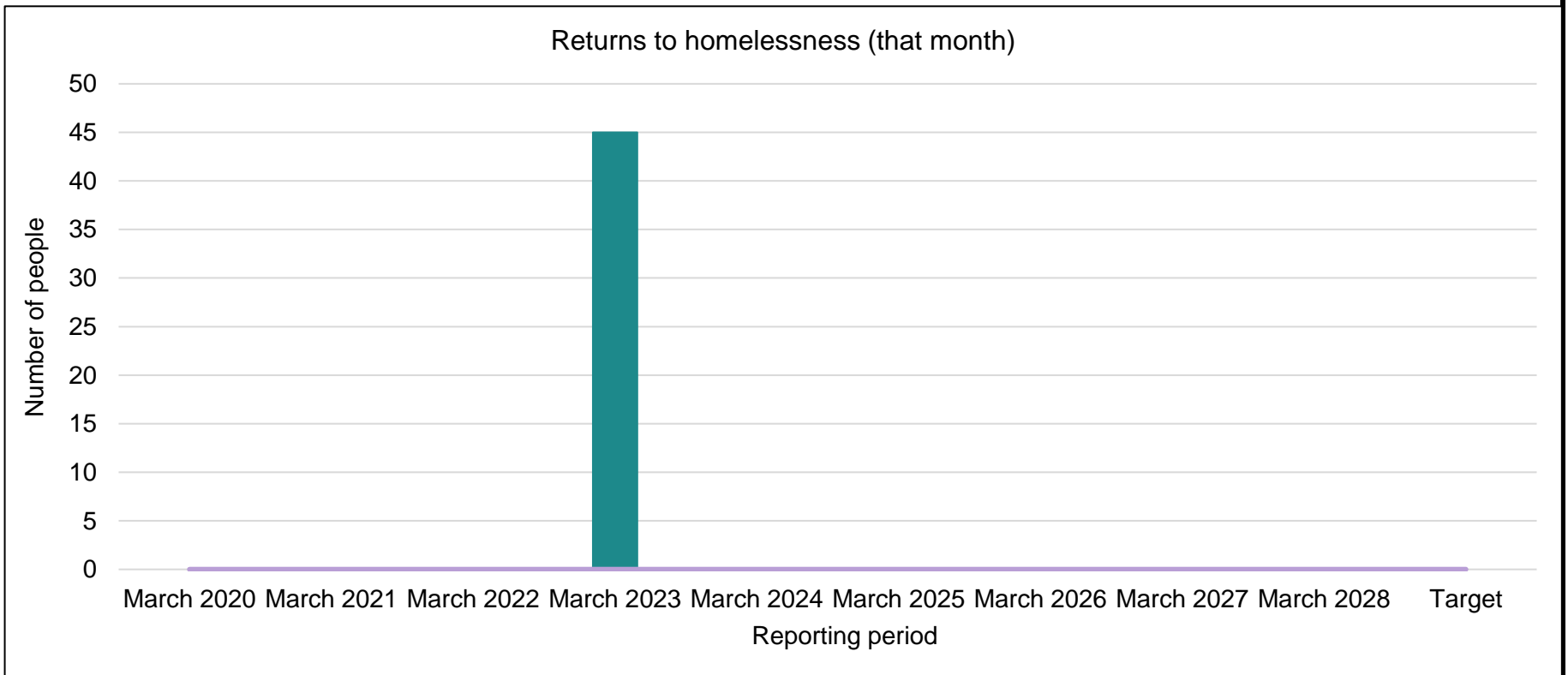| Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes

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

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)				1232						

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

Context for Outcome #4 (monthly):

Please provide context about your results, as applicable.

This is the first year with data.

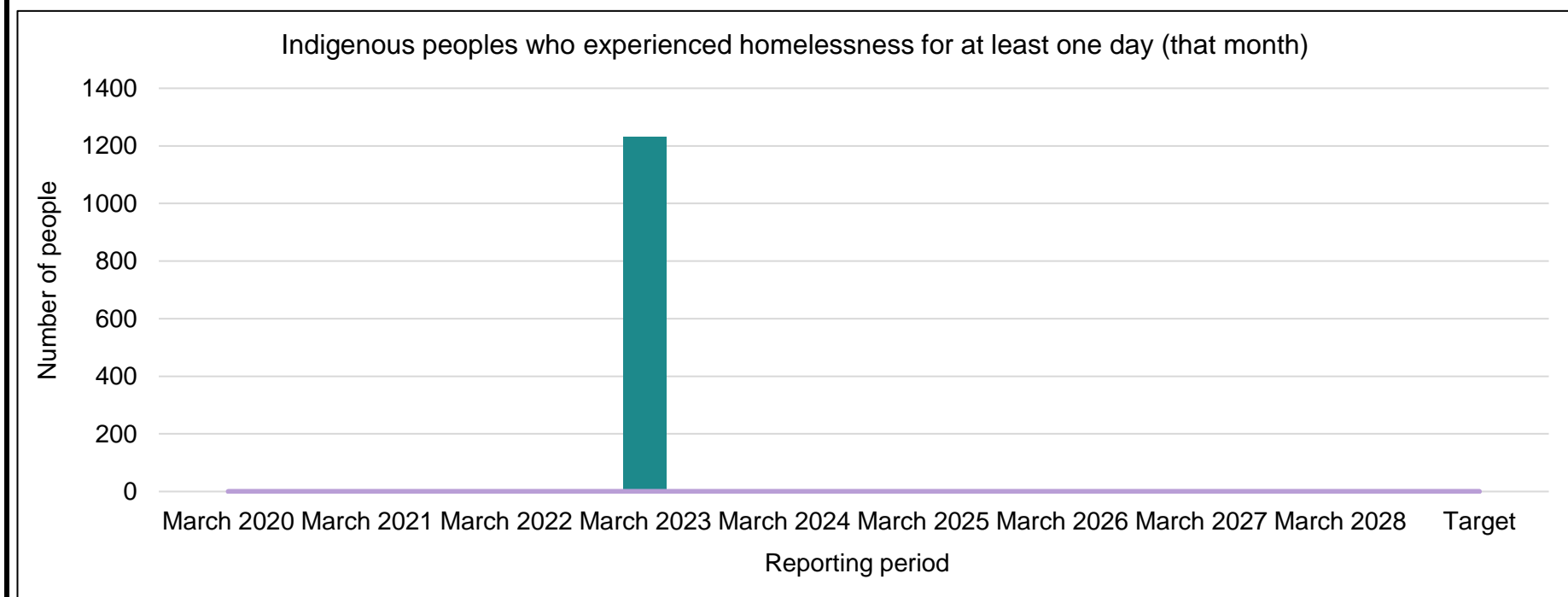| Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes

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

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced chronic homelessness for at least one day (that month)				537						

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

Context for Outcome #5 (monthly):

Please provide context about your results, as applicable.

This data point is being reviewed by the HIFIS team. The number may need to be updated after the review.

No previous data for comparison.

Was the HIFIS *"Community Homelessness Report"* used to generate data for this outcome?	Yes
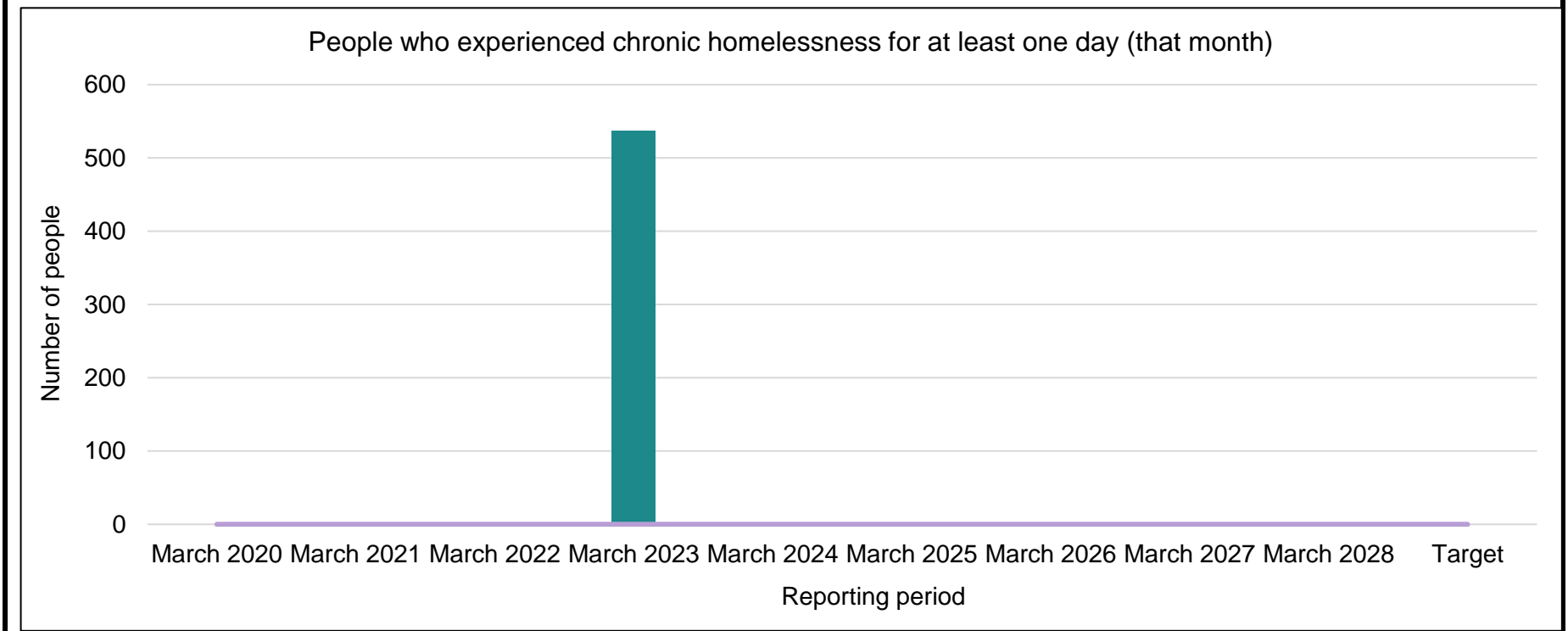
Section 4. Community-Level Outcomes and Targets – Annual

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