

COMMUNITY HOMELESSNESS REPORT SUMMARY

Winnipeg, Manitoba

2021-2022

Collaboration between Indigenous and Non-Indigenous Partners

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the Designated Community (DC) Community Entity (CE) and local Indigenous organizations?

Yes

Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?

End Homelessness Winnipeg is an Indigenous organization and the Reaching Home Community Entity for both the Designated and Indigenous Stream of funding. Both Coordinated Access and HIFIS are being implemented by End Homelessness Winnipeg.

The implementation of Coordinated Access was done using a co-creation model. Co-creation is a collective initiative that involves stakeholders in every aspect of the implementation through to evaluation. Multiple community engagement sessions were conducted and proponents from both funding streams attended. During the engagement sessions, there were opportunities to work in small groups. Participants could provide feedback on how Coordinated Access should be implemented - including the vision and outcomes. COVID-19 restrictions required meetings to be changed from being held in-person to being held virtually via Zoom.

Elder Belinda Vandebroek gifted Winnipeg's Coordinated Access System the name Naatamooskakowin in March 2022. It is a Cree word meaning "a place to come to for help, shelter, or resources."

Every Reaching Home funded Indigenous organization was reached out to in-person to discuss the transition to Coordinated

Access. Agencies had the opportunity to ask questions and they wanted information regarding confidentiality, data and expectations. There was significant concern about people being retraumatized when they need to repeat their personal story. This is one of the reasons why agencies have become a part of the shared cluster in HIFIS, so a person does not need to repeat their story. Organizations also emphasized the importance of relationship and how people need time to feel safe enough to tell their story. Instead of referring to "intake" the focus is on sharing and hearing the person's journey.

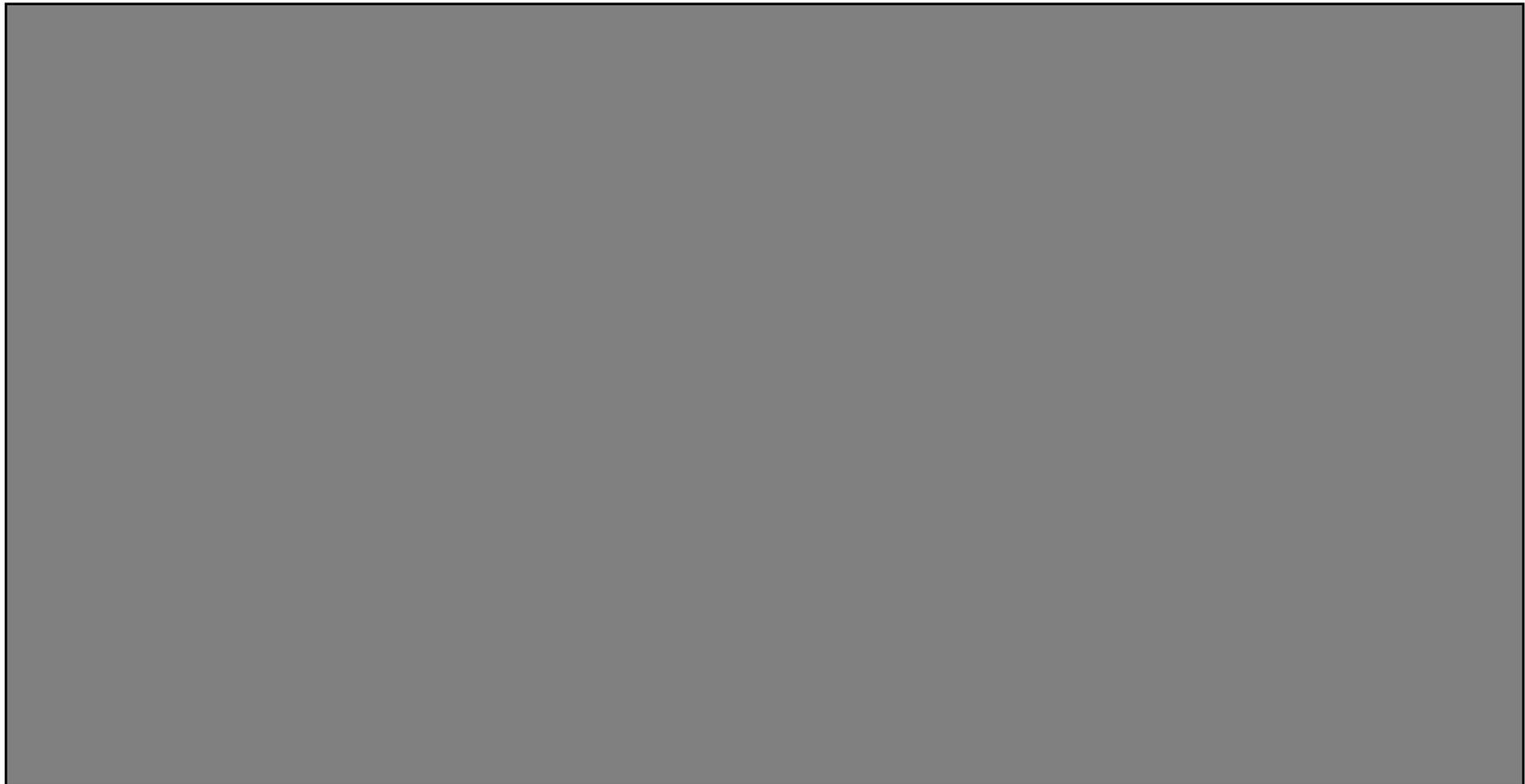
Winnipeg CAB Chair represents End Homelessness Winnipeg at the National level serving as the Secretary-Treasurer of the National Indigenous Homelessness Council (NIHC). One of the NIHC's responsibility is to provide guidance and oversight of the PATHS Project. Our Coordinated Access Leadership is part of the National Indigenous PATHS working group that is creating an Indigenous process for people to share their story and get connected with services that meet their needs. It is intended that the Indigenous model will be used at all access points. The CE is also a participant of the National Indigenous Homelessness Forums.

Further Indigenous engagement regarding the implementation of Coordinated Access included presentations about Coordinated Access to the Winnipeg Indigenous Executive Circle, a group comprised of Executive Directors of Indigenous organizations whose interests are to support the urban Indigenous population in the City of Winnipeg. In addition, small focus group meetings took place on specific topics such as the evaluation of Naatamooskakowin.

The Coordinated Access Council which guides the implementation meets every 5 weeks and is composed of 75% of Indigenous representation including three people with lived experience. The HIFIS implementation is included in the scope of this council.

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?

Not applicable



With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?	Yes
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Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.

End Homelessness Winnipeg is an Indigenous organization and aims for 75% of people on the board of directors, employees and CAB members to be Indigenous. End Homelessness Winnipeg is a unique organization that uses a collective impact model to engage with the community regarding the prevention of homelessness, housing services, housing supply and evaluation and measurement. End Homelessness Winnipeg is also facilitating the implementation of Coordinated Access and HIFIS.

The End Homelessness Winnipeg managers engage with other Indigenous organizations in the sector on a regular basis. The Manager of Housing Supply has been directly involved in supporting two Indigenous led capital projects creating new housing opportunities. The Manager of Housing Supply provided content for question 1.1. As well, the Director of Housing Supports contributed to questions related to Coordinated Access and HIFIS in sections 1, 2 & 3.

Leaders from End Homelessness Winnipeg, including the Community Entity, participate on approximately 45 community committees and working groups, that include participation of Indigenous and non-Indigenous led organizations. Much of the content for this report was developed from the collaborations below:

- Astum Api Niikinaahk Advisory Committee- oversight of the new 22 tiny home village
- Kíkinanaw Óma Strategy to Support Unsheltered Winnipeggers
- Housing Supply Action Committee
- National Indigenous Coordinated Access Assessment Process Development Committee
- Street Census Steering Committee
- Emergency Response Committee
- Shelters Working Group

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

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? In particular, please include an update about your community's efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS.

1. A Community of Practice group was implemented to ensure frontline stakeholders using HIFIS have a place to share concerns and discuss possible solutions.
2. A Service Provider and Access Point monthly meeting has been established, to discuss experiences related to supporting people through the Coordinated Access System. This is also an opportunity for people to discuss challenges and work collectively on problem solving and solutions.
3. Further community stakeholder engagement sessions will be planned to share what has taken place in Naatamooskakowin; what is working well and what we need to modify.
4. A process to engage with stakeholders and lived experts on the evaluation of Naatamooskakowin has been developed.
5. A barrier for connecting people to housing has been the need to develop new relationships with landlords. Engagement with landlords is occurring to learn what they want from the services doing housing placement, before they will agree to house people in their units.
6. The Access Point Training was developed. The goal is to have multiple people from each agency trained, so people will always have access to someone to support them through the sharing process.
7. A new HIFIS Service Level Agreement was created and agencies have been signing the new agreement.
8. Reaching Home proponents have been prioritized for HIFIS implementation. We recognize in order to have a robust By Name List, all organizations working with people experiencing homelessness need to participate. The domestic violence shelters are advancing their HIFIS implementation and a prioritization process has been established for other agencies.

9. The HIFIS Governance Committee has evolved and the work of that committee has been encompassed into the work of the Coordinated Access Leadership Council. Combining these two initiatives will improve coordination moving forward.

10. People living in encampments have access to any of the six Access Points in Winnipeg. Appointments are not needed, so people can be seen when they arrive at the site. Outreach services build relationships with people living in encampments and can assist with connecting to an Access Point.

Outcomes-Based Approach Self-Assessment

Where does data for the List come from?

- Excel
- HIFIS
- Other HMIS
- Other data source(s)
- Not applicable – Do not have a List yet

Optional question: How does data from the List compare to other community-level data sources that are considered reliable? This is an optional follow-up question for communities that have completed the “CHR Community-Level Data Comparisons”.

Community did not complete this optional question.

Summary Table

The table below provides 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	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Not yet	Not yet	Not yet	Not yet	Not yet

Summary Comment

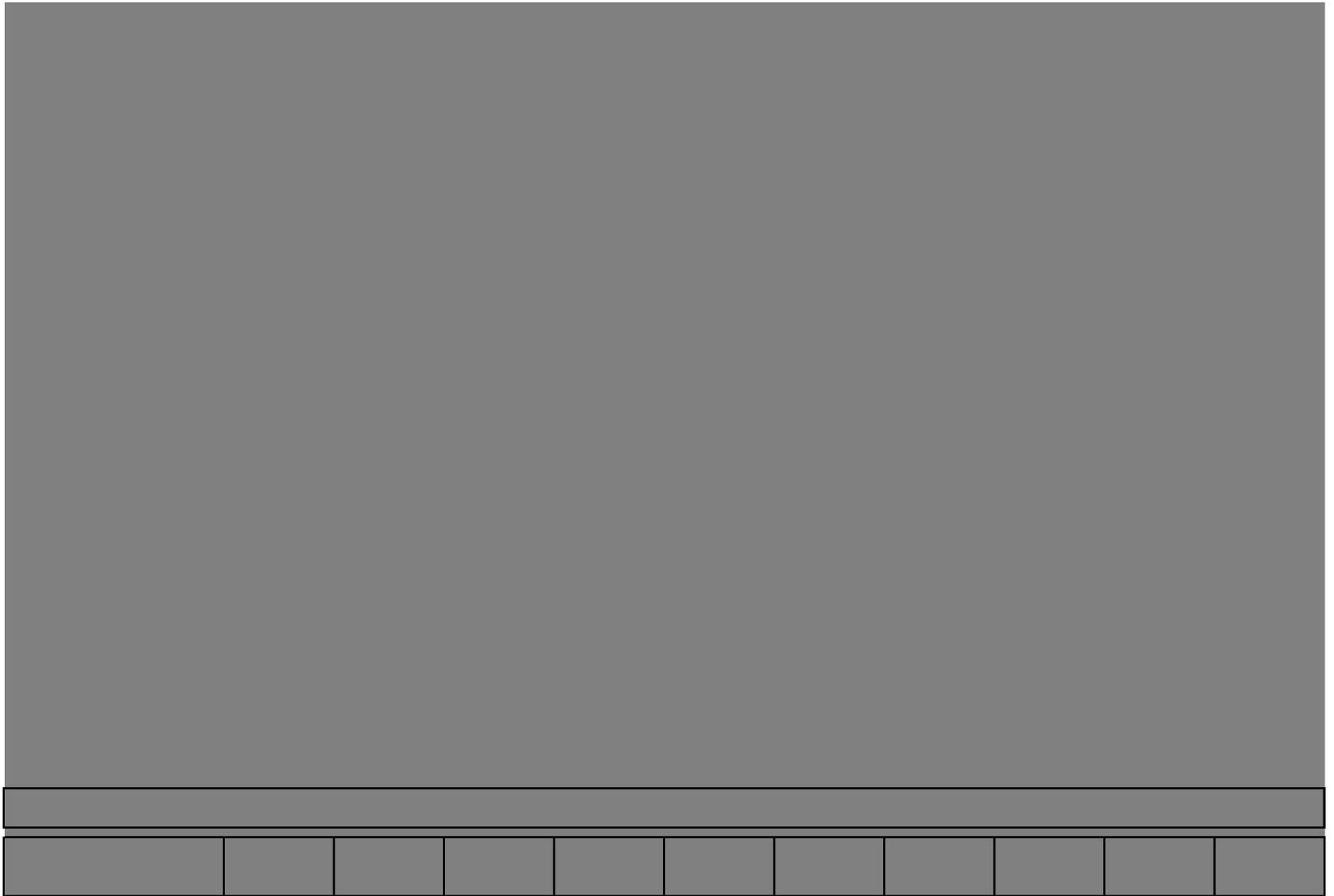
Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to transition to an outcomes-based approach under Reaching Home?

Coordinated Access was not implemented in 2021-2022, so there is no data in section 4a. The first year we will have a list will be 2022-2023.

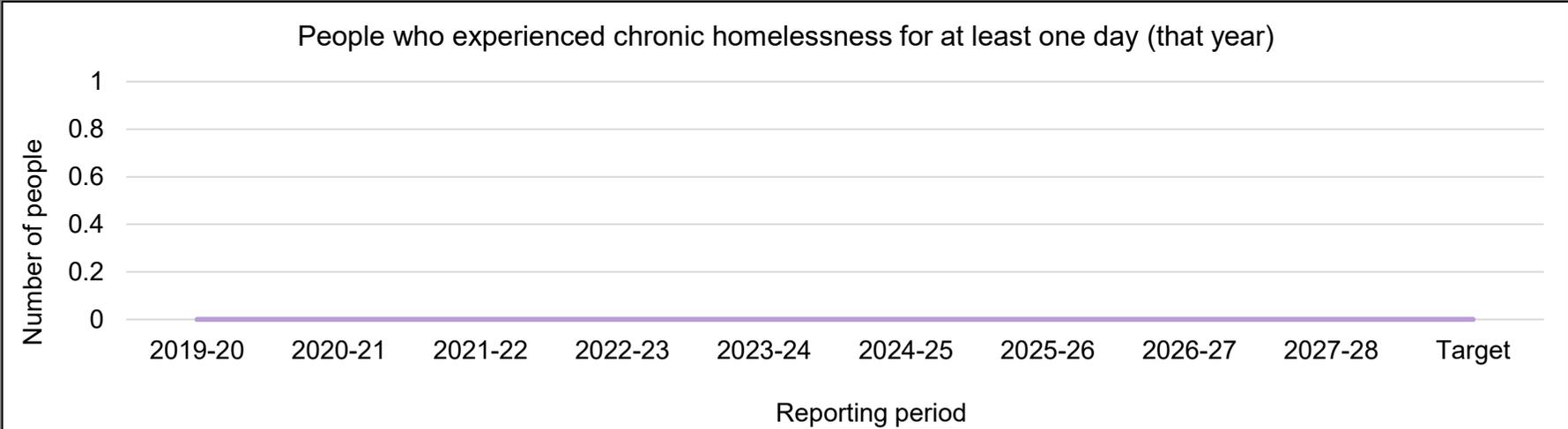
1. We are in the process of conducting data cleaning in HIFIS - and developing the criteria for deciding when to remove duplicate names. Staff will review the names and make recommendations of what entries to remove because of duplication.
2. We regularly remind HIFIS users on the importance of entering accurate names/birth dates of people to avoid duplication.
3. We are working with emergency shelters on standards and best practices of data entry regarding entering housing history of people accessing their services.

Community-Level Core Outcomes – Annual Data Reporting

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.



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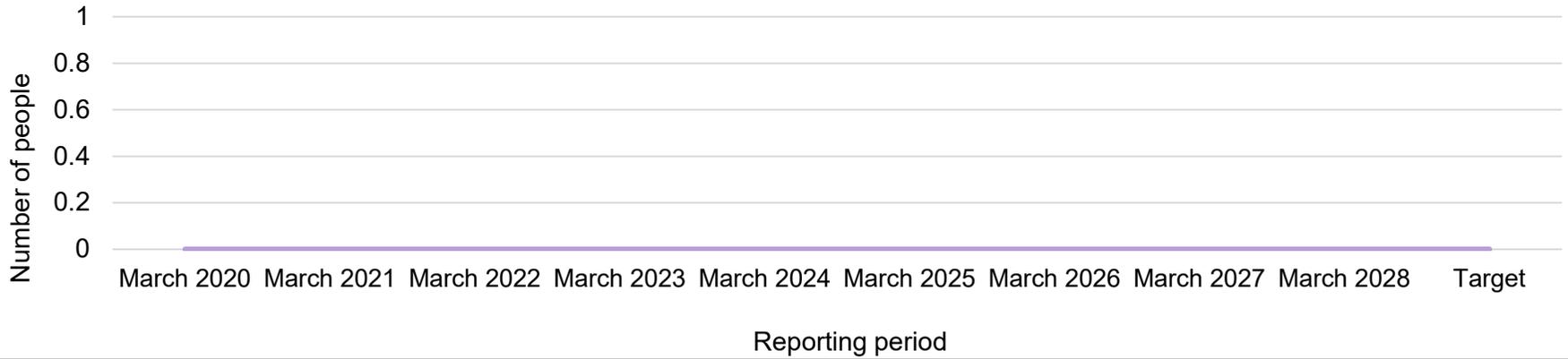
Community-Level Core Outcomes – Monthly Data Reporting

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

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



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