# Reaching Home: Canada's Homelessness Strategy

# Community Homelessness Report

# WHITEHORSE

## 2021-2022

## *TEMPLATE FOR COMMUNITIES*

# SECTION 1: COMMUNITY CONTEXT

## Overview

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

The community worked hard this fiscal year with development of new housing projects, providing help to those in need and working creatively over the winter months to get/keep people housed. The Yukon Housing Corporation implemented a Winter Family Housing initiative, with the help of Safe at Home and the NGO community, 16 families were selected from the By-Name List and housed relatively quickly. Units were available so quickly by expediting health and safety repairs. The 20 long-term permanent housing units at the Whitehorse Emergency Shelter became fully occupied with permanent tenants in April 2021. The first Yukon Housing Summit was held on October 5th-6th 2021, it brought together housing suppliers, developers, and service providers in an open exchange about housing complexities unique to the territory.  The conference allowed for rich discussions and solution focused actions and a plan was made to continue conversations and regroup the following summer. Opportunities Yukon continued construction on the Cornerstone Housing Project which planned to provide 45 affordable and supportive apartments. Safe at Home Society purchased the Coast High Country Inn, with renovation efforts it will provide 55 units of permanent, supportive housing for woman, youth, and Indigenous Yukoners.  Tr'ondëk Hwëch'in received funding and began construction of a Men's Shelter and transition facility in Dawson.  Other capital projects took place in this fiscal year to help increase the housing stock and improve existing rental housing in order to address homelessness; many of which were undertaken by First Nations governments. Reaching Home funding supported Champagne Aishihik First Nation, Liard First Nation, and Ross River Dena Council to begin work on their capital projects aimed at providing housing to citizens who are at risk of homelessness.

A housing vacancy rate of 2.1% in April 2021 alongside an affordability crisis, in addition to the reduced temporary housing stock (hotels/motels) after the COVID-19 pandemic led to increased needs in the community. These conditions made the main focus of the community shift to eviction prevention.  Reaching home funding has been used to provide core services, this included housing after hours support services, housing navigator, rental support, utility payment support, landlord and family mediation, cultural supports and a systems navigator. These initiatives have reported many successes in homelessness prevention. In January 2021 Safe at Home Society reached a Quality-By-Name List which has led to improved coordination of services for those who are on the list.

| 1.2 | What impact has COVID-19 had on your community's progress with the **implementation of Coordinated Access and a Homelessness Management Information System (HMIS)** and the **transition to an outcomes-based approach** over the last year? |
|---|---|

During the fiscal year 2021/22, the isolation of our community was no longer enough to protect the Yukon from community transmission. There were several months during this period where service providers were required to close their doors to the public. Many employees worked from home including some of the frontline homelessness serving supports. Meetings among the Coordinated Housing Access Team (CHAT), as well as the Community Advisory Board, were held remotely and the work towards collaboration of resources continued. Having COVID-19 outbreaks at the central emergency shelter in the community demonstrated the severity of communicable disease among a population of clients experiencing homelessness. The resources provided continued to be focused on supporting individual clients and managing existing programs. Whitehorse's coordinated access system continued to be pushed mostly by the Safe at Home Society however near the end of this fiscal period, due to further understanding of funding requirements and an increase in covid-related funding, more commitment to the sharing of resources was demonstrated.

The CHAT continues to see growth. With better communication and feedback loops in place to drive improvement a new draft process around tenanting CA resources has been generated. Community Outreach Services worked with Safe at Home Society to revise the CHAT/BNL intake and consent form to ensure it fits within territorial privacy legislation. This opens the door for further coordination of services between non-profits and Yukon Government in the future. Built for Zero Canada, under the Canadian Alliance to End Homelessness, was able to confirm Quality By-Name List status in January 2022. Getting to this milestone achievement required Safe at Home Society to demonstrate that all Housing Service Providers and most Other Service Providers are either referring or directly adding people to the BNL.

In January 2022 the Whitehorse community and ESDC determined that the Safe at Home Society should be the holder of the single HIFIS licence. A grace period where two licences exist was granted with the intention to move all HIFIS work through the Safe at Home Society by late 2022. Before the end of the fiscal year a Security Threat and Risk Assessment was completed to ensure the same level of security will be given to HIFIS under its new host.

**Collaboration between Indigenous and Non-Indigenous Partners**

| 1.3 | a) 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**? | No |
|---|---|---|

b) Describe how this collaboration will happen over the coming year.

Whitehorse's Coordinated Access Guide has been updated several times to reflect the progress made toward implementing the recommendations provided in Revisioning Coordinated Access: Fostering Indigenous Best Practices Towards a Wholistic Systems Approach to Homelessness. One Reaching Home funded CA Partner, FASSY, has created a position of In-house Elder who is available to support the CHAT in increasing their knowledge. The Coordinated Access Lead begun relationship building with this Elder and will continue to draw on their valuable experience when planning community engaging moving forward. Concerted effort has been made to include the 14 First Nations by providing them with copies of the 2021 PiT Count and its resulting report. Engaging further with the Council of Yukon First Nations to begin relationship building with First Nation governments will continue. In March 2022 the CE encouraged more Indigenous organisations to submit proposals for Reaching Home Funding. The direction of the Community Advisory Board was to prioritise applicants who were Indigenous led or were working in partnership with an Indigenous agency.

Safe at Home Society connected with a local Indigenous Radio Station, CHON FM, to run a profile in service series as a method to further engage Indigenous community members and organisations on the topic of the By-Name List and Coordinated Access. Inspire. Reconciliation. Potential (IRP), an Indigenous consulting firms pecializing in decolonization and Indigenous self-determination efforts, also provided feedback and recommendations to the CAB in this past fiscal year.

Several of the previous year's commitments to action are works in progress:

ACTION: Targeted discussions with First Nations governments and organizations are happening. Safe at Home Society has met on two occasions in the last fiscal year with the Council of Yukon First Nations to discuss ways of further engagement with the Territories 14 First Nations.

ACTION: Balancing the need for genuine collaboration and input with the very real issue of consultation fatigue means the Community Advisory Board needs to consider the coordinated access governance structure and how it can build a model that centers First Nations leadership and voice at the table.

ACTION: Two frontline staff from the Kwanlin Dün First Nation regularly attend Coordinated Housing Access Team meetings.

While continued relationship building with the Kwanlin Dün First Nation and Ta'an Kwäch'än Council are still a priority there is a recognition of the strains caused by capacity issues have complicated this action.

The Safe at Home Society team have ensured their staff have Yukon First Nations 101 training and have encouraged other community partners to ensure their staff do the same. Given that the By-Name List is predominately Indigenous client there is a genuine need to support education on First Nations culture and practices.

These actions will continue to be worked toward and other suggestions, listed below, will also be supported as is possible.
* Lived/living experiencing sounding board
* Evaluate the forms and processes in place and ensure that individuals who access support via the By-Name List have an opportunity to provide feedback in a safe and non-judgemental way without fear or repercussion that services and supports will be impacted.

| 1.4 | a) 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? | No |
| --- | --- | --- |
| | | |
| | b) Describe how this collaboration will happen over the coming year. | |

The Yukon does not have an Indigenous Homelessness CE. The CAB has engaged IRP who have provided recommendations that are being implemented. Going forward these recommendations will guide how Coordinated Access is colloborating with Indigenous organizations and how we can shift the narrative to be more inclusive. Some of the current recommendations to be implemented include renaming the Community Advisory Board and creating a Reconcilliation Statement to guide the group.

| 1.5 | a) 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?** | No |
|---|---|---|
| | | |
| | b) Describe the efforts that were taken to collaborate and specific plans to ensure it occurs during next year's CHR process. | |

The CHR was not completed with direct collaboration between local Indigenous organizations. The Yukon does not have an Indigenous CAB, however all CAB members were asked for their direct input. The CAB is made up of individuals throughout the community that work in the homelessness field. Multiple individuals work with Indigenous organizations or identify as Indigenous. The CE, on behalf of the CAB has contracted IRP to help guide CAB members in decolonizing processes. Moving forward, direct Indigenous input will be a priority for the completion of the CHR. Given that the CE prioritized funding proposals from Indigenous led organisations or those working with Indigenous groups or FNs there is expected to be further collaboration with next years CHR.

| 1.6 | a) Does your community have a separate IH CAB? | No |
|---|---|---|
| | | |

| Public Access to Results |
|---|
| 1.7 As outlined in the Reaching Home Directives, communities are required to make a summary of the CHR publicly available. How will the public have access to this information? For example, which website will be used to publish the results? |

During this fiscal reporting period Safe at Home Society has established their own website, separate from the CE's. The results from the CHR can be published on the website https://safeathomeyukon.ca/ as well as on the CE's website https://yapc.ca/. Results can also be shared via the Yukon Anti-Poverty Coalition's email chain which has a wide-reaching community audience.

**End of Section 1**

## SECTION 2: COORDINATED ACCESS AND HOMELESSNESS MANAGEMENT INFORMATION SYSTEM (HMIS) SELF-ASSESSMENT

### Governance

| | | |
|---|---|---|
| 2.1 | Is there a governance model for Coordinated Access **and** has a Coordinated Access lead organization(s) been identified? | Yes |
| 2.2 | Is there a governance model for your HMIS **and** has an HMIS lead organization(s) been identified? | Yes |
| 2.3 | Do all service providers receiving funding through the Designated Communities or Territorial Homelessness stream participate in Coordinated Access? | Yes |

### Homelessness Management Information System (HMIS)

| | | |
|---|---|---|
| 2.4 | a) Does your community have an HMIS to manage individual-level data and service provider information for Coordinated Access? | Under development |
| | b) How many service providers in the community are currently using this HMIS? | |
| | 2 | |
| | c) In your community, is Homeless Individuals and Families Information System (HIFIS) the HMIS that is being used? | Yes |
| | | |
| | | |
| | | |

| | | |
|---|---|---|
| 2.5 | Has **either** a Data Provision Agreement been signed with Infrastructure Canada (INFC) if your community is currently using HIFIS **or** a Data Sharing Agreement been signed with INFC if your community is currently using an equivalent HMIS? | Yes |
| 2.6 | Do you have a set of local agreements to manage privacy, data sharing and client consent in compliance to municipal, provincial and federal laws? | Under development |
| 2.7 | Have you established safeguards to ensure the data collected is secured from unauthorized access? | Under development |
| **Access Points to Service** | | |
| 2.8 | Are access sites available in some form throughout the Designated Communities (DC) geographic area so that the Coordinated Access system serves the entire DC geographic area? | Yes |
| 2.9 | Are there processes in place to monitor if there is **easy** and **equitable** access to the Coordinated Access system and respond to any emerging issues, as appropriate? | Yes |
| 2.10 | Are there processes in place that ensure no one is denied access to service due to perceived housing or service barriers? | Yes |
| **Triage and Assessment** | | |
| 2.11 | Is the triage and assessment process documented in one or more policies/protocols, including an intake protocol for entering people into the Coordinated Access system and/or HMIS when they (re)connect with an access point? | Yes |
| 2.12 | Is the same common assessment tool used for all population groups experiencing homelessness (e.g., youth, women fleeing violence, and Indigenous peoples)? | Yes |

| Coordinated Access Resource Inventory | |
|---|---|
| 2.13 Are all housing resources funded through the Designated Communities or Territorial Homelessness stream identified as part of the Coordinated Access Resource Inventory? | Yes |
| 2.14 For each housing resource in the Coordinated Access Resource Inventory, have eligibility requirements been documented? | Yes |
| 2.15 For each type of housing resource in the Coordinated Access Resource Inventory, have prioritization criteria, and the order in which they will be applied, been documented? | Yes |
| **Vacancy Matching and Referral** | |
| 2.16 Is the vacancy matching and referral process documented in one or more policies/protocols, including how vacancies are filled from the Coordinated Access Resource Inventory according to agreed-upon prioritization and referral protocols? | Yes |
| 2.17 Do the vacancy matching and referral policies/protocols specify how individual choice in housing options will be respected (allowing individuals and families to reject a referral without repercussions) **and** do they include processes specific to dealing with vacancy referral challenges, concerns and/or disagreements (including refusals of referrals)? | Yes |
| 2.18 Are vacancies from the Coordinated Access Resource Inventory filled using the list of people waiting for housing resources who are offer-ready (i.e., the List filtered to a Priority List)? | Yes |
| **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: | |

|  | Met | Started | Not Yet Started |
|---|---|---|---|
| **Total** | 15 | 3 | 0 |

The table below shows the percentage of minimum requirements completed for each core component:

|  | Governance | HMIS | Access Points to Service | Triage and Assessment | Coordinated Access Resource Inventory | Vacancy Matching and Referral |
|---|---|---|---|---|---|---|
| **Percentage Completed** | 100% | 25% | 100% | 100% | 100% | 100% |

| Section 2 Summary Comment |
|---|

2.19 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.

Your Summary Comment is an opportunity to provide additional context about your Section 2 Summary Tables results above.

During 2021/22 a great deal of learning about what Coordinated Access truly entails was shared by the many stakeholders. Information sessions for all parties wishing to submit Reaching Home funding proposals took place during several time slots throughout November 2021. These learning sessions allowed for the Coordinated Access Coordinator at the Safe at Home Society to explain the expectations of the program in greater detail. These sessions were also an opportunity for potentially funded programs to create commitment to achieving the Reaching Home requirements before applying for funding.

The support that Safe at Home Society as the coordinated access lead and partner service providers receive through Built for Zero-Canada has been instrumental to the progress made over the past year. Through BFZ guidance the Coordinated Housing Access Team have been able to further understand the benefit of comprehensive and quality data. Further buy-in from community partners to a decentralized Coordinated Access System and commitment to share Housing Resources have all been demonstrated during this reporting period.

Further movement toward aligning the CHAT policy on privacy with the legislative responsibilities of the departments of the Yukon Government has been made. Conversations are happening and operationally the CA system is seeing continued growth. Commitment from ESDC and the Yukon Government to move toward one HIFIS licence hosted by Safe at Home has allowed the HIFIS lead team to be identified and commitment to completing the HIFIS Master Class has been established. By March 31, 2023, the community should be actively using HIFIS as its HMIS.

**End of Section 2**

## SECTION 3: OUTCOMES-BASED APPROACH SELF-ASSESSMENT

### Step 1. Have a List

**Part A) Does the community have a List?**

There are four minimum characteristics of a List.

| | | |
|---|---|---|
| 3.1 | Is the List contained in a single document or database? | Yes |
| 3.2 | Does the List include people who are currently experiencing homelessness? | Yes |
| 3.3 | Do people give their consent to be included on the List? | Yes |
| 3.4 | Do individuals and families appear only once on the List? | Yes |

**Part B) Please provide additional information about the List**

| | |
|---|---|
| 3.5 | Where does data for the List come from? |

a) Select all that apply:

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

| | | |
|---|---|---|
| | | |
| | c) In the future, will data from the community's HMIS (either HIFIS or an existing, equivalent system) be used to get data for the List? | Yes |
| 3.6 | Communities need information about people's interaction with the homeless-serving system to be able to calculate inflows into homelessness (re-engagement with the system) and outflows from homelessness (disengagement from the system). | |
| | a) Is there a **written policy/protocol** for the List that describes how interaction with the homeless-serving system is documented, including the number of days of inactivity after which people are identified as "inactive"? The policy/protocol should define what it means to be "active" or "inactive" on the List and explain how to document when someone is included on the List for the first time, as well as any changes in "activity" or "inactivity" over time. | Yes |
| | b) Can the community **get data** about when people first interacted with the homeless-serving system and were included on the List? For example, can the community get data for the number of people that were newly identified on the List? | Yes |

| | | |
|---|---|---|
| | c) Can the community **get data** about people experiencing homelessness that became "active" again on the List (re-engaged with the homeless-serving system) and those that became "inactive" (disengaged with the homeless-serving system)? For example, can the community get data for the number of people that were "reactivated" on the List after a period of inactivity? | Yes |
| 3.7 | Communities need information about where people are staying or living to be able to calculate inflows into homelessness (where people came from) and outflows from homelessness (where people went). This data is called "housing history". | |
| | a) Is there a **written policy/protocol** for the List that describes how housing history is documented? The policy/protocol should define what it means to be "homeless", "housed" or "transitional" on the List and explain how to document when someone transitions "into homelessness" and "from homelessness" over time. | Yes |
| | b) Can the community **get data** from the List about people that transitioned "into homelessness" and "from homelessness"? Examples of transitions include a discharge from shelter and move to permanent housing (a transition "from homelessness") or an eviction from supportive housing to no fixed address (a transition "to homelessness"). | Yes |
| 3.8 | a) Can the community **get demographic data** from the List? Check all that apply. If the community does not yet have a List, they do not have to answer this question. | |

☑ Indigenous identity (mandatory for Reaching Home)

☑ Age

☑ Household type (e.g., single or family)

☑ Gender identity

☐ Veteran status

☐ Other (please define):

*Please define other social demographics generated by the List here*

b) When **chronic homelessness** is calculated using data from the List, is the Reaching Home definition used? The federal definition of chronic homelessness is 180 days of homelessness over the past year and/or 546 days of homelessness in the past three years.

Yes

## Step 2. Keep the List up-to-date so that data is real-time

**Part A) Is the List kept up-to-date so that data is real-time?**

To meet the minimum characteristic for a real-time List, it must be updated regularly, monthly at minimum.

| 3.9 | Is the List updated on a regular basis, monthly at minimum? | Yes |
|---|---|---|

**Part B) Please provide additional information about the List**

| 3.10 | To accurately calculate inflows into homelessness and outflows from homelessness, communities need up-to-date information about people's interaction with the homeless-serving system (activity and inactivity). | |
|---|---|---|
| | a) Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List? | Yes |
| | b) **Optional CHR question:** How is your community working toward higher quality data for tracking people's interaction with the system? What strategies are being used to ensure that changes in "active" or "inactive" state are made in a timely way? | |
| | Our Community is working towards higher quality data for tracking people's interaction with the system by recording and reporting to CHAT on how successful clients are at maintaining housing after being on the BNL. We are working towards having a more structured, case-conferencing model for communicating among CHAT members to determine where folks are connecting for service when the BNL is indicating that clients are close to inactive. HIFIS will help address these time gaps but the proposed work around will be to read out soon to be inactive clients at the regularly scheduled CHAT meetings. | |
| 3.11 | To accurately calculate inflows into and outflows from homelessness, communities need up-to-date information about where people are staying or living (i.e., their housing history). | |
| | a) Is housing history updated regularly on the List? | Yes |
| | b) Is there a process in place for keeping chronic homelessness status on the List up-to-date? For example, if someone has been on the List for long enough to meet the threshold of chronic homelessness, is this change in status reflected on the List? | Yes |

c) **Optional CHR question**: How is your community working toward higher quality data about people's transitions "into homelessness" and "from homelessness"? What strategies are being used to address incomplete data, so that everyone has sufficient housing history documented on the List?

Working with community partners to update each organisation better during CHAT meetings is how our community is working towards gaining higher quality data about client's housing history. As the partnerships grow and further staff join CHAT the relationships between clients on the BNL and their lead agency helps to better reflect a client's housing history. The decentralized method of intake allows for clients to be completing their common assessment with someone who already knows them well therefore increasing the likelihood that they will be more open to sharing details about their housing history.

## Step 3. Have a comprehensive List

**Part A) Does the community assess the List as comprehensive?**

A comprehensive List includes all of the individuals and families experiencing homelessness in the community, as much as possible right now.

| 3.12 | a) Which household types does the List include? Select all that apply. | |
|---|---|---|
| | ☑ Single adults | |
| | ☑ Unaccompanied youth | |
| | ☑ Families | |
| | b) Does the List include family members like dependents, or just the head of household? | All family members including dependents |
| 3.13 | Does the List include individuals experiencing homelessness who identify as Indigenous? | Yes |

| 3.14 Does the List include more than just people experiencing chronic homelessness? | Yes – includes more than chronic |
|---|---|
| 3.15 a) Does the List include all of the individuals and families staying in all of the emergency shelters (e.g., emergency shelters, hostels, and hotel/motel stays paid for by a service provider)? | Yes |
| b) Does the List include individuals and families staying in domestic violence shelters? | Yes |
| 3.16 Does the List include all of the individuals and families served through outreach at all locations (hotspots) where people are living unsheltered (i.e., staying in places not meant for human habitation)? | Yes |
| 3.17 Does the List include individuals and families who are experiencing hidden homelessness, to the best of your knowledge? | Yes |
| 3.18 Does the List include individuals and families staying in transitional housing? | Yes |
| 3.19 Does the List include individuals staying in public institutions who do not have a fixed address (e.g., jail or hospital)? | Yes |
| 3.20 The "CHR Community-Level Data Comparisons" worksheet was developed to help communities self-assess the comprehensiveness of their List. CHR question 3.20 is an optional follow-up question for communities that have completed the worksheet. **Optional CHR question:** How does data from the List compare to other community-level data sources that are considered reliable? For example, if data is available for similar time periods, how do the numbers and/or proportions of people staying in shelters or living unsheltered compare across data sources? | |

| | |
|---|---|
| **Optional**: Please insert comment here* | |

| 3.21 | Consider your answers to Questions 3.12 to 3.19 (and 3.20, if applicable). In your opinion, does your List include all of the individuals and families experiencing homelessness in your community, as much as possible right now? | Yes |
|---|---|---|

**Part B) Please provide additional information about the List**

| 3.22 | a) 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 |
|---|---|---|
| | b) In this document, how many providers help to keep the List up-to-date in some way? For example, they may refer people to an access point where they can be added to the List or update the List directly in the HMIS. | |
| | 9 | |
| | c) How many of the providers identified in 3.22(b) above are funded through the Designated Communities or Territorial Homelessness stream? | |
| | 8 | |

**Step 4: Report homelessness-specific outcomes using data from the List**

**Part A) Can the community report on outcomes using the List?**

| | |
|---|---|
| Communities use their List to get outcome data for their CHR.<br><br>For more accurate baselines, a real-time, comprehensive List needs to be in place for long enough to be considered reliable. Once it has been in place for long enough, data can be reported and targets can be set.<br><br>Submitting annual data is mandatory. Before annual data can be reported, a real-time, comprehensive List needs to be in place for at least a year.<br><br>Submitting monthly data for March of each fiscal year is optional. Before monthly data can be reported, a real-time, comprehensive List needs to be in place for at least three months (that is, since January 1st of that fiscal year). | |
| **3.23** Can annual data be reported from the List? | |
| a) Was your real-time, comprehensive List in place on or before April 1, 2021? | Yes |
| b) Was your real-time, comprehensive List in place on or before April 1, 2020? | No |
| | |
| **3.24** Can monthly data be reported from the List? | |
| a) Was your real-time, comprehensive List in place on or before January 1, 2022? | Yes |
| b) Was your real-time, comprehensive List in place on or before January 1, 2021? | Yes |
| c) Was your real-time, comprehensive List in place on or before January 1, 2020? | No |
| **3.25** Is monthly data being reported? If yes, the date range will be March 1 to March 31 for each reporting period, as applicable. | Yes |
| **Part B) Please provide additional information about the List** | |

| 3.26 | Has your List met the benchmark of a "Quality By-Name List" confirmed by the Canadian Alliance to End Homelessness? | Yes |
|---|---|---|

### Section 3 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:<br>Has a List | Step 2:<br>Has a real-time List | Step 3:<br>Has a comprehensive List | Step 4: | |
|---|---|---|---|---|
| | | | Can report annual outcome data (mandatory) | Can report monthly outcome data (optional) |
| Yes | Yes | Yes | Yes | Yes |

### Section 3 Summary Comment

| 3.27 | 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? In particular, please include updates about the following:<br> • efforts to set-up, maintain and/or improve the List over the last year;<br> • plans to set-up, maintain and/or improve the List over the next year; and<br> • examples of how data from the List was used over the last year (e.g., for service planning at the individual level or for strategic planning at the community level).<br><br>Your Summary Comment is an opportunity to provide additional context about your Summary Table results. |
|---|---|

Establishing the By-Name List as the most comprehensive list for clients currently experiencing homelessness has been an up-hill battle in the community. A siloed community environment as well as distrust between various First Nations, non-First Nations governments and non-profits have resulted in a need for relationship building before complete community sharing of data can be possible. In this past fiscal period, a great deal has been done to start repairing trust and opening line of transparency. The list has seen continued improvement under the guidance of Built for Zero Canada and reached Quality in January. Demonstrating that the data is quality has offered further buy-in from all levels of the housing service sector. Both the media and government officials have begun to use the numbers pulled from the BNL to report on the state of homelessness in our community. Safe at Home Society was able to use the comprehensive list to demonstrate a need for permanent supportive housing and was successful in receiving funding to support a project to bring further housing options to the communities most venerable.

**End of Section 3**
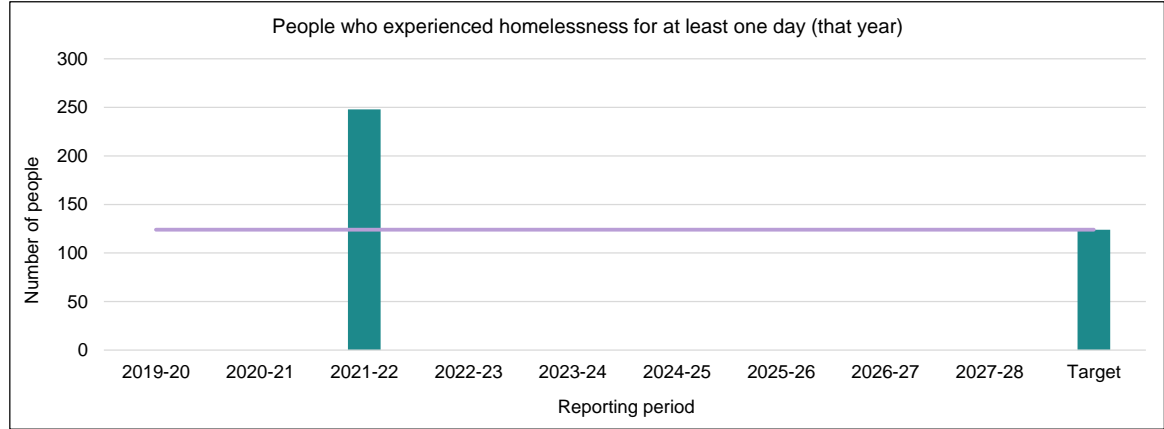
## SECTION 4: COMMUNITY-LEVEL OUTCOMES (ANNUAL)

Your answers in Section 3 indicate that your community currently has a real-time, comprehensive List with enough data to generate **annual** baselines and set targets.

**Community-Level Core Outcomes – Annual Data Reporting**

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

Given your answers in Section 3, you can report annual result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

| | 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) | | | 248 | | | | | | | 124 |



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

Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*
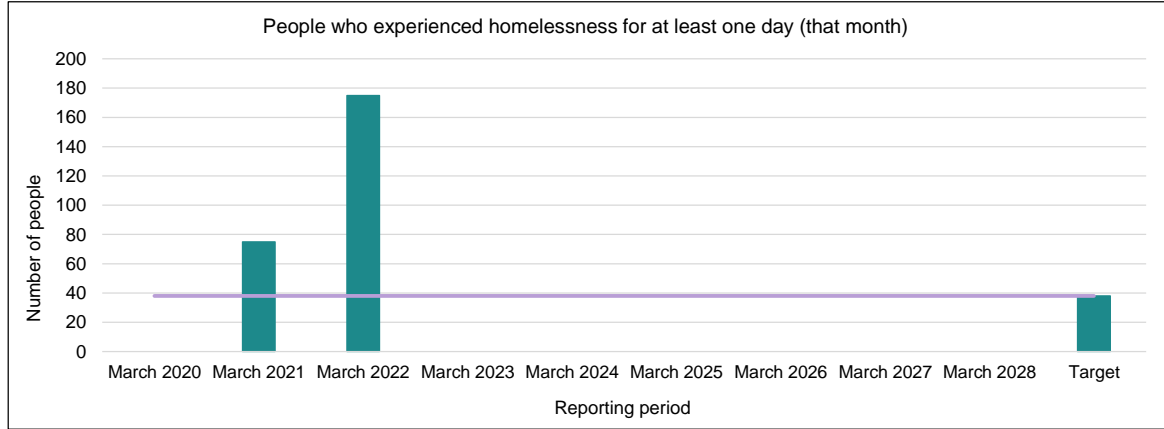
## SECTION 4: COMMUNITY-LEVEL OUTCOMES (MONTHLY)

Your answers in Section 3 indicate that your community currently has a real-time, comprehensive List with enough data to generate **monthly** baselines and set targets.

**Community-Level Core Outcomes – Monthly Data Reporting**

**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 List. Add a target for 2027-28 in the far right box.

| | 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) | | 75 | 175 | | | | | | | 38 |



People who experienced homelessness for at least one day (that month)
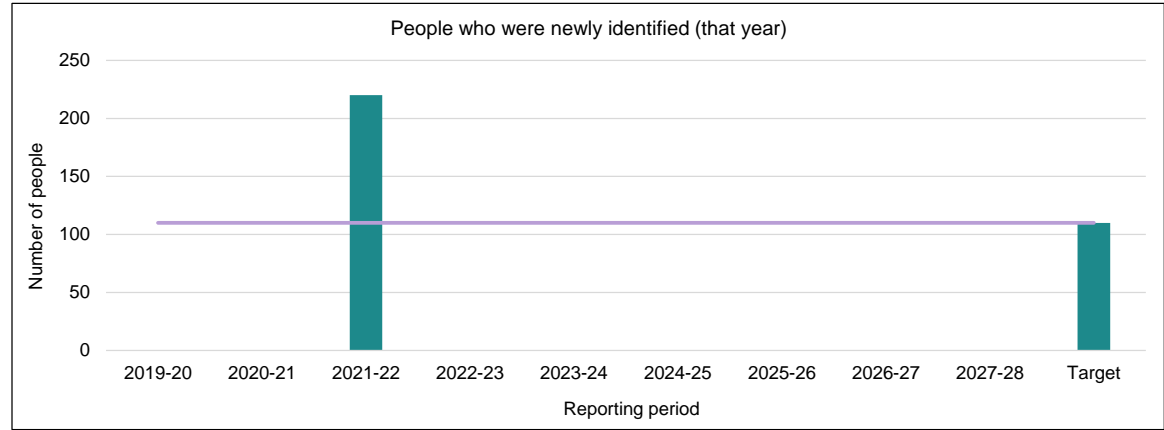
Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*

## Left Column

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

Given your answers in Section 3, you can report annual result(s) for Outcome #2 using your List. Add a target for 2027-28 in the far right box.

| | 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) | | | 220 | | | | | | | 110 |



People who were newly identified (that year)

Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?
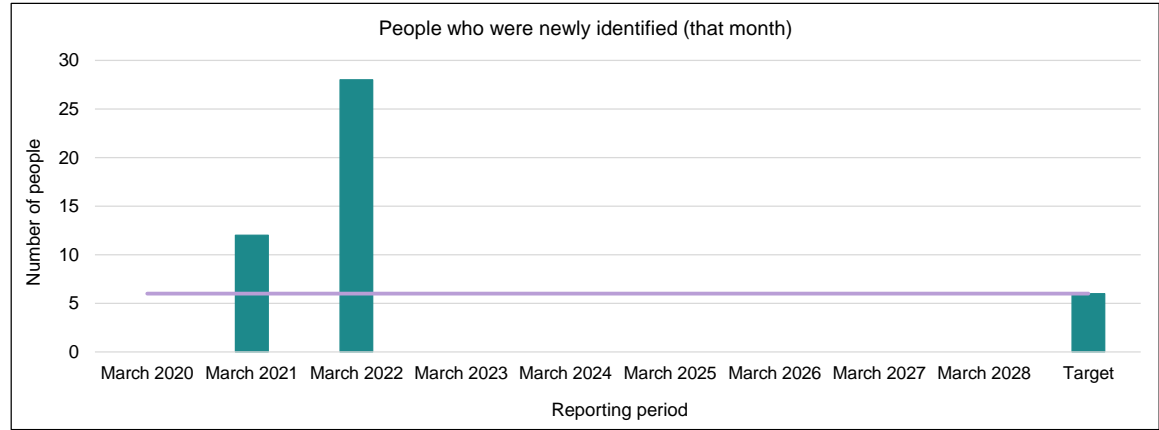
*Please insert comment here*

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

Given your answers in Section 3, you can report annual result(s) for Outcome #3 using your List. Add a target for 2027-28 in the far right box.

## Right Column

**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 List. Add a target for 2027-28 in the far right box.

| | 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) | | 12 | 28 | | | | | | | 6 |

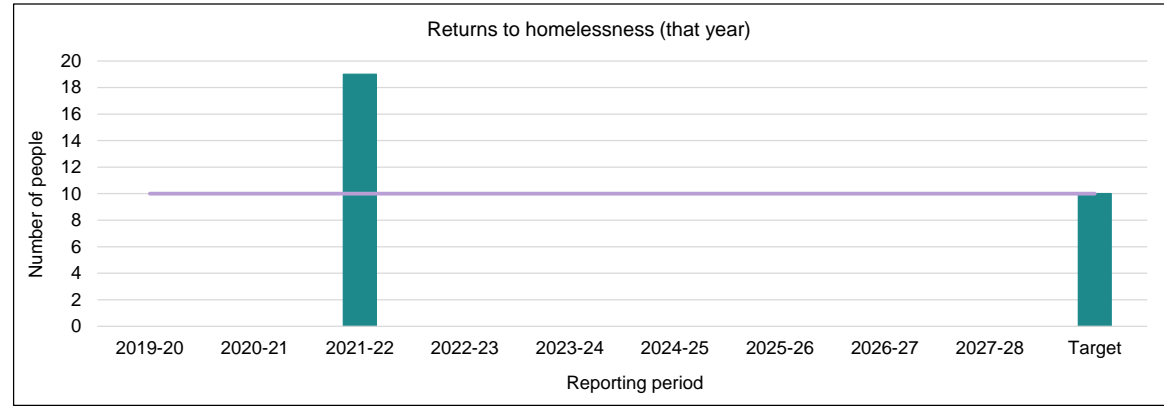

People who were newly identified (that month)

Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*

**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 List. Add a target for 2027-28 in the far right box.

| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| Returns to homelessness (that year) | | | 19 | | | | | | | 10 |



**Returns to homelessness (that year)** — bar chart, Number of people vs Reporting period

| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| Returns to homelessness (that month) | | 5 | 0 | | | | | | | 3 |



**Returns to homelessness (that month)** — bar chart, Number of people vs Reporting period

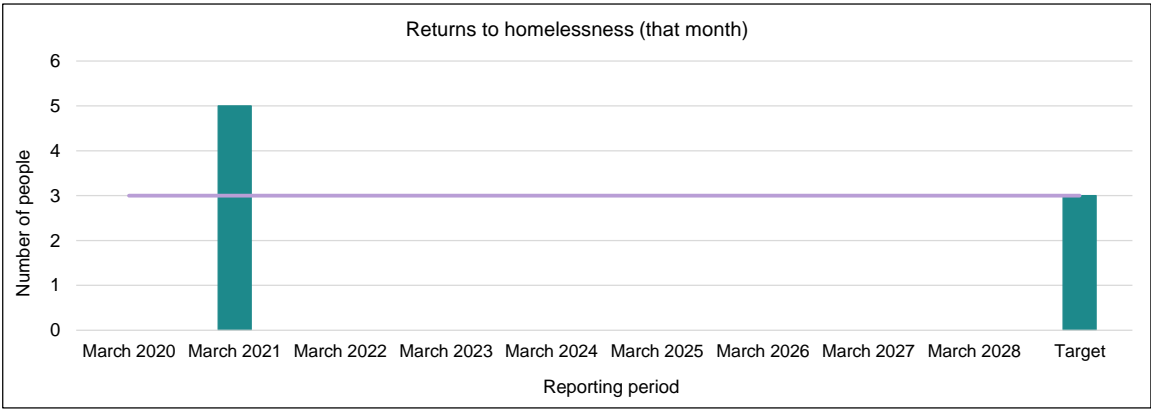| Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why? |
|---|
| *Please insert comment here* |

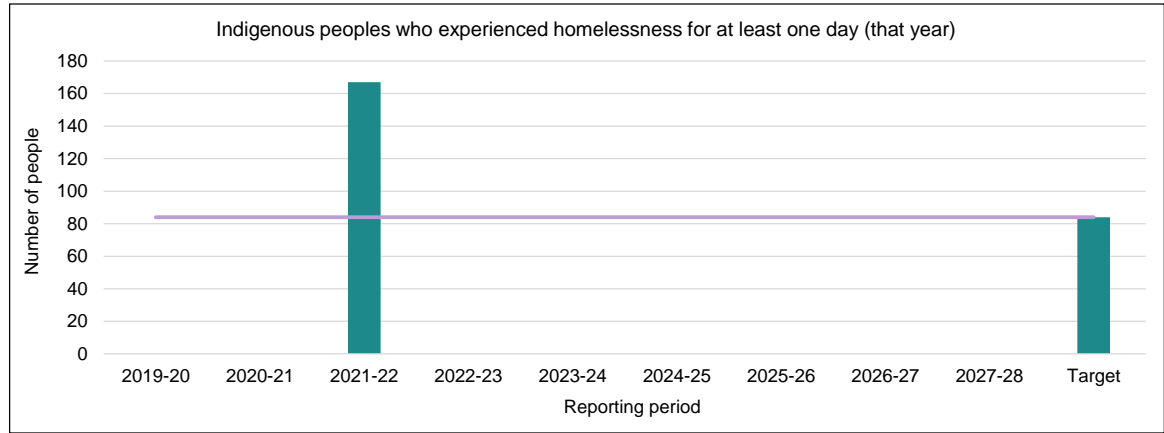| Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why? |
|---|
| *Please insert comment here* |

**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 List. Add a target for 2027-28 in the far right box.

**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 List. Add a target for 2027-28 in the far right box.

| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | |

| | 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 year) | | | 167 | | | | | | | | 84 |
|---|---|---|---|---|---|---|---|---|---|---|---|



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

| Indigenous peoples who experienced homelessness for at least one day (that month) | | 54 | 121 | | | | | | | | 27 |
|---|---|---|---|---|---|---|---|---|---|---|---|



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

---

Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?
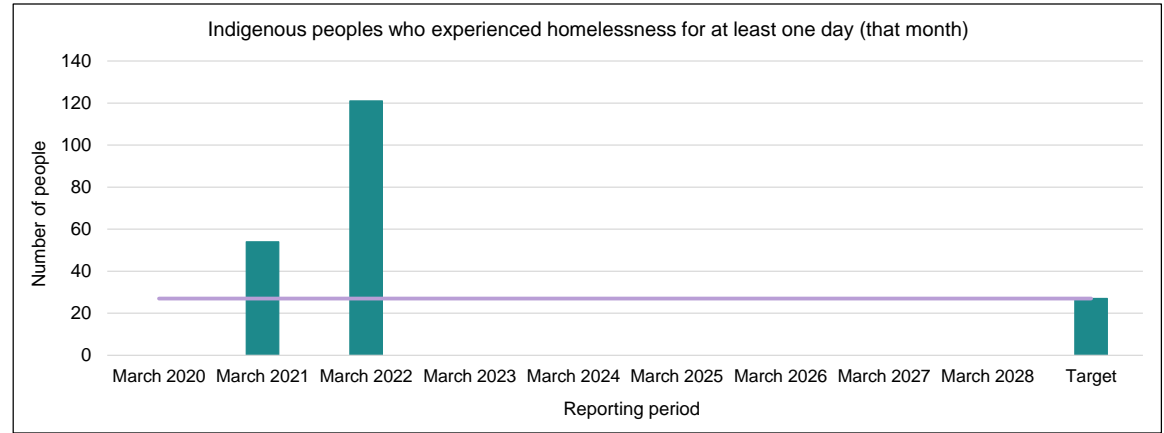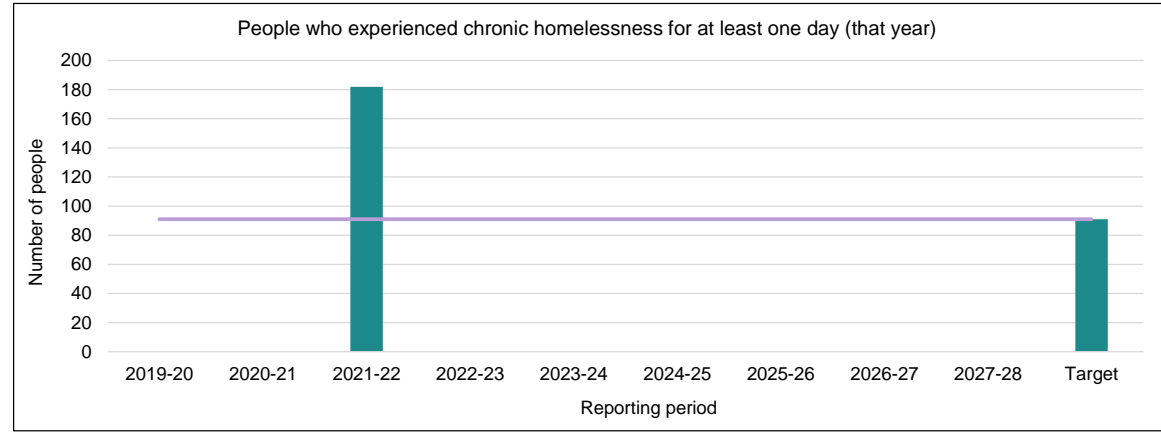
*Please insert comment here*

---

**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 List. Add a target for 2027-28 in the far right box.

**Note:** Your target must be, at minimum, 50% of your baseline (your baseline being the first set of data your community reported for Outcome #5).

**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 List. Add a target for 2027-28 in the far right box.

Note: Your target must be, at minimum, 50% of your baseline (your baseline being the first set of data your community reported for Outcome #5).

---

| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|

| | 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 year) | | | 182 | | | | | | | 91 |
|---|---|---|---|---|---|---|---|---|---|---|

| People who experienced chronic homelessness for at least one day (that month) | | 56 | 143 | | | | | | | 28 |
|---|---|---|---|---|---|---|---|---|---|---|

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

Number of people (y-axis: 0 to 200)

Reporting period (x-axis): 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 month)**

Number of people (y-axis: 0 to 160)

Reporting period (x-axis): March 2020, March 2021, March 2022, March 2023, March 2024, March 2025, March 2026, March 2027, March 2028, Target

| Is your **target** at least 50 percent less than your baseline? | Yes |
|---|---|

| Is your **target** at least 50 percent less than your baseline? | Yes |
|---|---|

Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*

Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*

| **End of Section 4** |
|---|

| **End of Section 4** |
|---|

## OPTIONAL COMMUNITY-LEVEL OUTCOMES (ANNUAL)

Your answers in Section 3 indicate that your community currently has a real-time, comprehensive List with enough data to generate **annual** baselines and set targets.

| Are you including any additional community-level outcomes for this CHR? Note: Reporting on additional community-level outcomes is optional. | Select one |
|---|---|

### Optional Community-Level Outcomes – Annual Data Reporting

| Additional Outcome: | [add the expected additional outcome here] |
|---|---|

Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| [add a description of what your data represents] | | | | | | | | | | |

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?

## OPTIONAL COMMUNITY-LEVEL OUTCOMES (MONTHLY)

Your answers in Section 3 indicate that your community currently has a real-time, comprehensive List with enough data to generate **monthly** baselines and set targets.

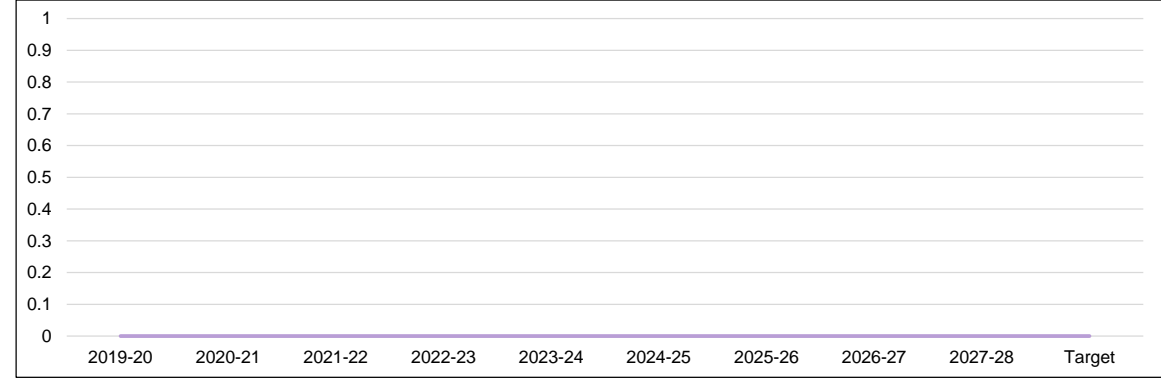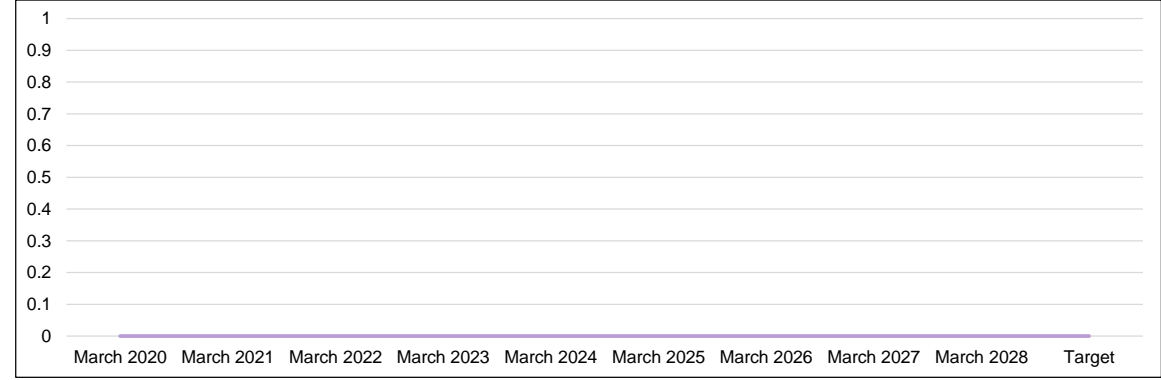| Are you including any additional community-level outcomes for this CHR? Note: Reporting on additional community-level outcomes is optional. | Select one |
|---|---|

### Optional Community-Level Outcomes – Monthly Data Reporting

| Additional Outcome: | [add the expected additional outcome here] |
|---|---|

Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| [add a description of what your data represents] | | | | | | | | | | |

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*

| | |
|---|---|
| **Additional Outcome:** | **[add the expected additional outcome here]** |

Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| [add a description of what your data represents] | | | | | | | | | | |



Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?
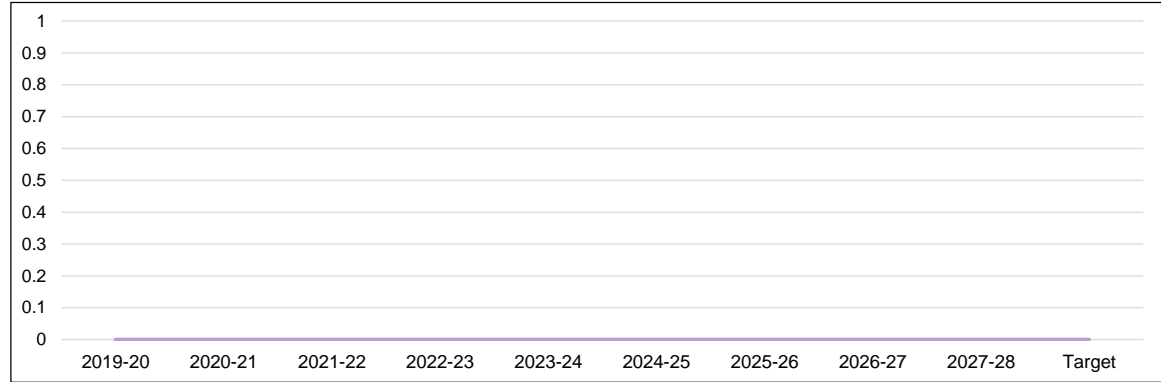
---

*Please insert comment here*

| | |
|---|---|
| **Additional Outcome:** | **[add the expected additional outcome here]** |

Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| [add a description of what your data represents] | | | | | | | | | | |



Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?
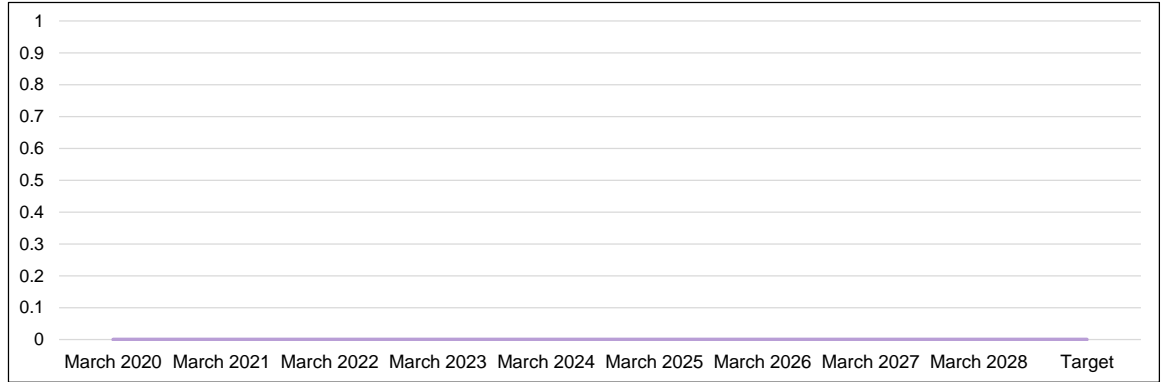
| *Please insert comment here* | *Please insert comment here* |
| --- | --- |

| **Additional Outcome:** | **[add the expected additional outcome here]** | **Additional Outcome:** | **[add the expected additional outcome here]** |
| --- | --- | --- | --- |

Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | **Target** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [add a description of what your data represents] | | | | | | | | | | |

| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | **Target** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [add a description of what your data represents] | | | | | | | | | | |





Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?
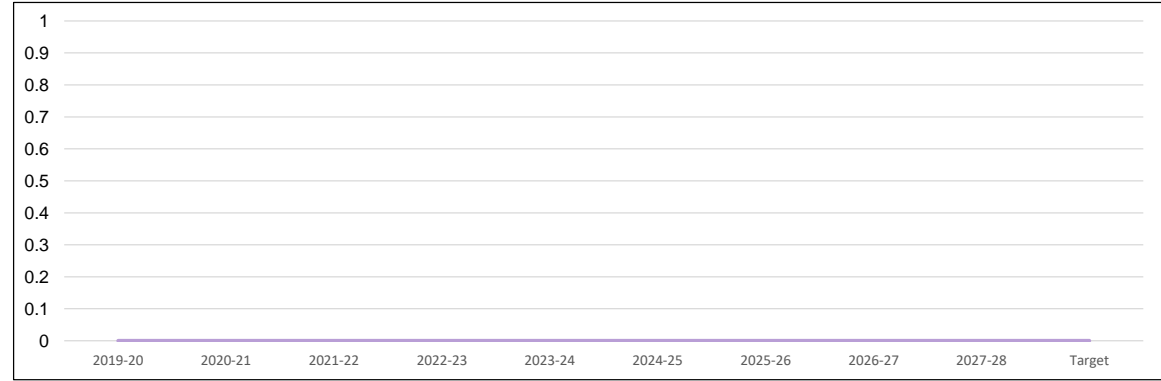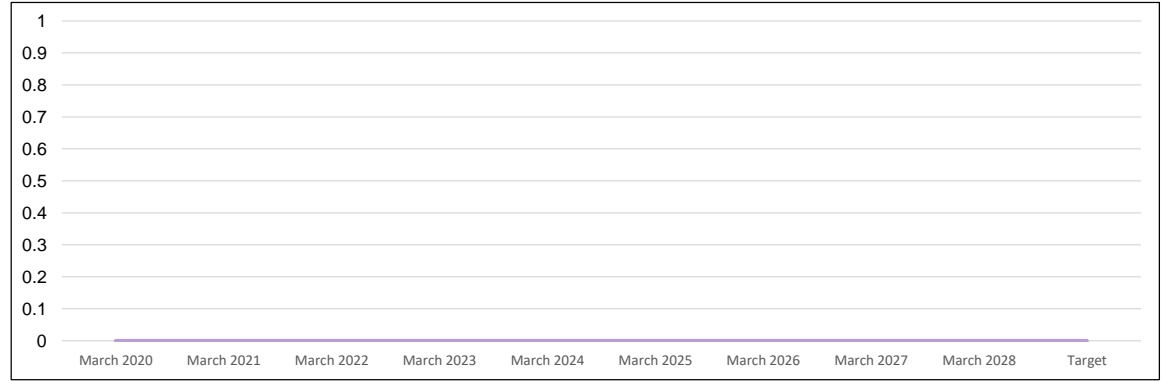
Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*

| Additional Outcome: | **[add the expected additional outcome here]** |

Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| [add a description of what your data represents] | | | | | | | | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | | | | | | | | | | |
| 0.9 | | | | | | | | | | |
| 0.8 | | | | | | | | | | |
| 0.7 | | | | | | | | | | |
| 0.6 | | | | | | | | | | |
| 0.5 | | | | | | | | | | |
| 0.4 | | | | | | | | | | |
| 0.3 | | | | | | | | | | |
| 0.2 | | | | | | | | | | |
| 0.1 | | | | | | | | | | |
| 0 | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?
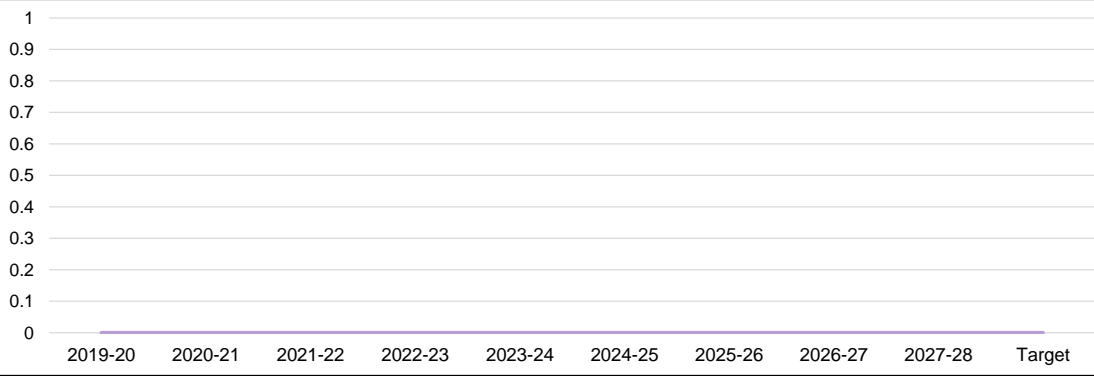
---

*Please insert comment here*

| Additional Outcome: | **[add the expected additional outcome here]** |

Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| [add a description of what your data represents] | | | | | | | | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | | | | | | | | | | |
| 0.9 | | | | | | | | | | |
| 0.8 | | | | | | | | | | |
| 0.7 | | | | | | | | | | |
| 0.6 | | | | | | | | | | |
| 0.5 | | | | | | | | | | |
| 0.4 | | | | | | | | | | |
| 0.3 | | | | | | | | | | |
| 0.2 | | | | | | | | | | |
| 0.1 | | | | | | | | | | |
| 0 | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?
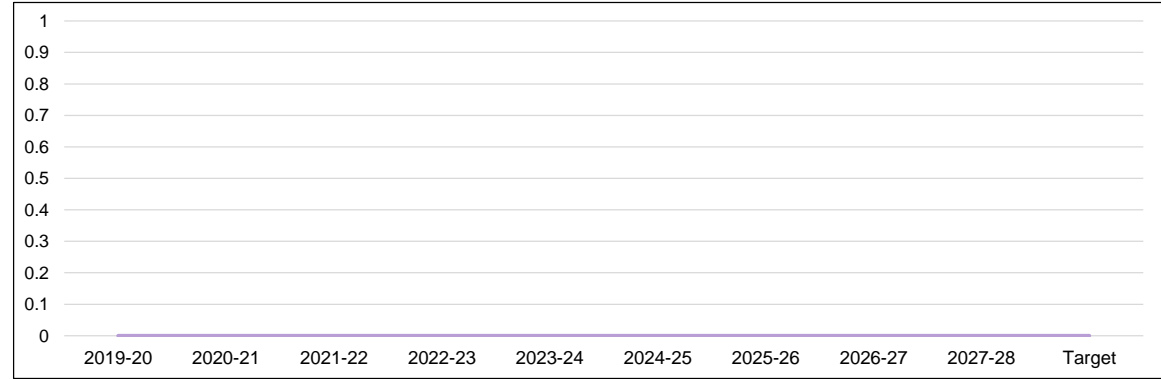
<table>
<tr><td colspan="2">*Please insert comment here*</td></tr>
</table>

| Additional Outcome: | [add the expected additional outcome here] |
|---|---|

Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |
|---|---|---|---|---|---|---|---|---|---|---|
| [add a description of what your data represents] | | | | | | | | | | |



Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?
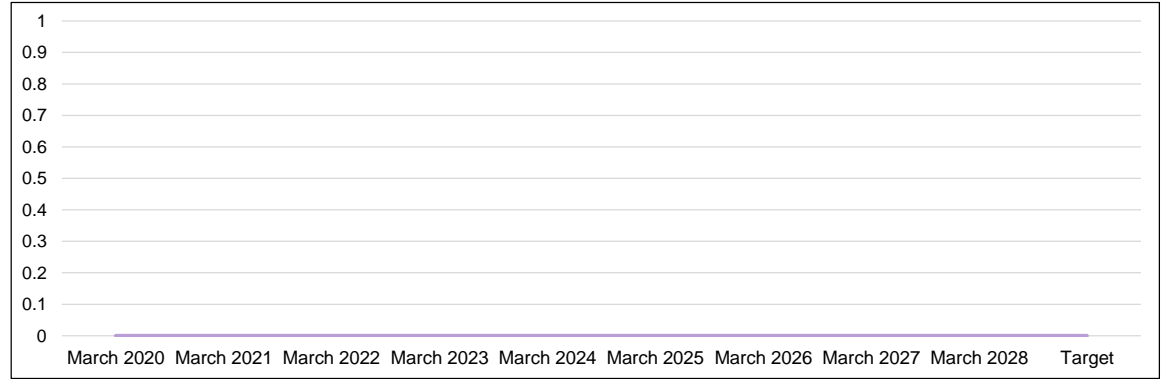
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<table>
<tr><td colspan="2">*Please insert comment here*</td></tr>
</table>

| Additional Outcome: | [add the expected additional outcome here] |
|---|---|

Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | Target |
|---|---|---|---|---|---|---|---|---|---|---|
| [add a description of what your data represents] | | | | | | | | | | |



Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?
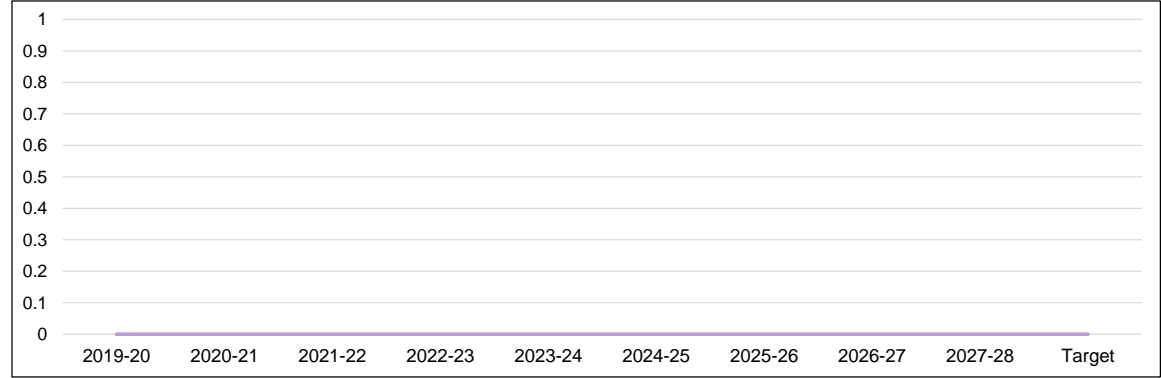
*Please insert comment here*

| **Additional Outcome:** | **[add the expected additional outcome here]** |
|---|---|

Given your answers in Section 3, you can report annual result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| [add a description of what your data represents] | | | | | | | | | | |



| 1 |
|---|
| 0.9 |
| 0.8 |
| 0.7 |
| 0.6 |
| 0.5 |
| 0.4 |
| 0.3 |
| 0.2 |
| 0.1 |
| 0 |

2019-20   2020-21   2021-22   2022-23   2023-24   2024-25   2025-26   2026-27   2027-28   Target

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?
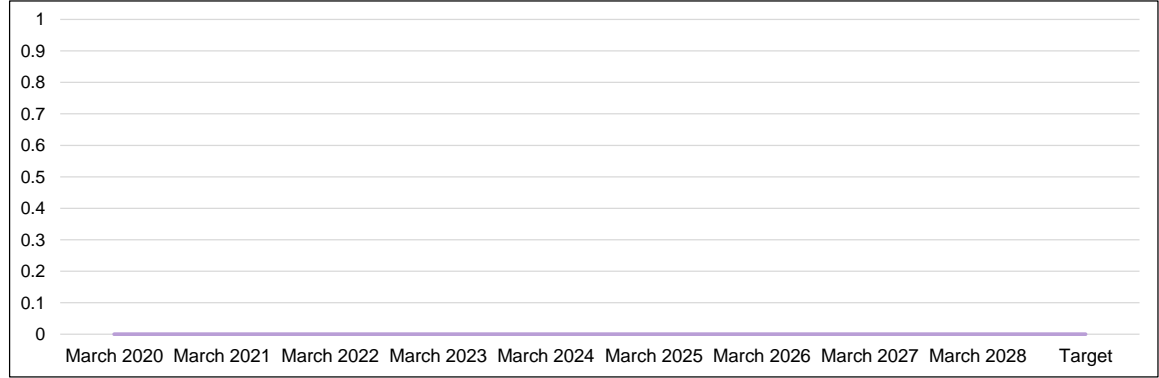
---

| **Additional Outcome:** | **[add the expected additional outcome here]** |
|---|---|

Given your answers in Section 3, you can report monthly result(s) for additional community-level outcomes using your List. Add a target for 2027-28 in the far right box.

| | March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|
| [add a description of what your data represents] | | | | | | | | | | |

| 1 |
|---|
| 0.9 |
| 0.8 |
| 0.7 |
| 0.6 |
| 0.5 |
| 0.4 |
| 0.3 |
| 0.2 |
| 0.1 |
| 0 |

March 2020  March 2021  March 2022  March 2023  March 2024  March 2025  March 2026  March 2027  March 2028  Target

Have you changed any data as submitted in a previous CHR for this additional outcome? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*

*Please insert comment here*

# COMMUNITY HOMELESSNESS REPORT SUMMARY

## WHITEHORSE

## 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? | No |
| Describe how this collaboration will happen over the coming year. | |

Whitehorse's Coordinated Access Guide has been updated several times to reflect the progress made toward implementing the recommendations provided in Revisioning Coordinated Access: Fostering Indigenous Best Practices Towards a Wholistic Systems Approach to Homelessness. One Reaching Home funded CA Partner, FASSY, has created a position of In-house Elder who is available to support the CHAT in increasing their knowledge. The Coordinated Access Lead begun relationship building with this Elder and will continue to draw on their valuable experience when planning community engaging moving forward. Concerted effort has been made to include the 14 First Nations by providing them with copies of the 2021 PiT Count and its resulting report. Engaging further with the Council of Yukon First Nations to begin relationship building with First Nation governments will continue. In March 2022 the CE encouraged more Indigenous organisations to submit proposals for Reaching Home Funding. The direction of the Community Advisory Board was to prioritise applicants who were Indigenous led or were working in partnership with an Indigenous agency.

Safe at Home Society connected with a local Indigenous Radio Station, CHON FM, to run a profile in service series as a method to further engage Indigenous community members and organisations on the topic of the By-Name List and Coordinated Access. Inspire. Reconciliation. Potential (IRP), an Indigenous consulting firms pecializing in decolonization and Indigenous self-determination efforts, also provided feedback and recommendations to the CAB in this past fiscal year.

Several of the previous year's commitments to action are works in progress:

ACTION: Targeted discussions with First Nations governments and organizations are happening. Safe at Home Society has met on two occasions in the last fiscal year with the Council of Yukon First Nations to discuss ways of further engagement with the Territories 14 First Nations.

ACTION: Balancing the need for genuine collaboration and input with the very real issue of consultation fatigue means the Community Advisory Board needs to consider the coordinated access governance structure and how it can build a model that centers First Nations leadership and voice at the table.

ACTION: Two frontline staff from the Kwanlin Dün First Nation regularly attend Coordinated Housing Access Team meetings. While continued relationship building with the Kwanlin Dün First Nation and Ta'an Kwäch'än Council are still a priority there is a recognition of the strains caused by capacity issues have complicated this action.

The Safe at Home Society team have ensured their staff have Yukon First Nations 101 training and have encouraged other community partners to ensure their staff do the same. Given that the By-Name List is predominately Indigenous client there is a genuine need to support education on First Nations culture and practices.

These actions will continue to be worked toward and other suggestions, listed below, will also be supported as is possible.

* Lived/living experiencing sounding board
* Evaluate the forms and processes in place and ensure that individuals who access support via the By-Name List have an opportunity to provide feedback in a safe and non-judgemental way without fear or repercussion that services and supports will be impacted.

| | |
|---|---|
| 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? | No |
| Describe how this collaboration will happen over the coming year. | |

The Yukon does not have an Indigenous Homelessness CE. The CAB has engaged IRP who have provided recommendations that are being implemented. Going forward these recommendations will guide how Coordinated Access is colloborating with Indigenous organizations and how we can shift the narrative to be more inclusive. Some of the current recommendations to be implemented include renaming the Community Advisory Board and creating a Reconcilliation Statement to guide the group.

| 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? | No |
| --- | --- |

Describe the efforts that were taken to collaborate and specific plans to ensure it occurs during next year's CHR process.

The CHR was not completed with direct collaboration between local Indigenous organizations. The Yukon does not have an Indigenous CAB, however all CAB members were asked for their direct input. The CAB is made up of individuals throughout the community that work in the homelessness field. Multiple individuals work with Indigenous organizations or identify as Indigenous. The CE, on behalf of the CAB has contracted IRP to help guide CAB members in decolonizing processes. Moving forward, direct Indigenous input will be a priority for the completion of the CHR. Given that the CE prioritized funding proposals from Indigenous led organisations or those working with Indigenous groups or FNs there is expected to be further collaboration with next years CHR.

| 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** | 15 | 3 | 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% | 25% | 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. |
| During 2021/22 a great deal of learning about what Coordinated Access truly entails was shared by the many stakeholders. Information sessions for all parties wishing to submit Reaching Home funding proposals took place during several time slots throughout November 2021. These learning sessions allowed for the Coordinated Access Coordinator at the Safe at Home Society to explain the expectations of the program in greater detail. These sessions were also an opportunity for potentially funded programs to create commitment to achieving the Reaching Home requirements before applying for funding. The support that Safe at Home Society as the coordinated access lead and partner service providers receive through Built for Zero-Canada has been instrumental to the progress made over the past year. Through BFZ guidance the Coordinated Housing Access Team have been able to further understand the benefit of comprehensive and quality data. Further buy-in from community partners to a decentralized Coordinated Access System and commitment to share Housing Resources have all been demonstrated during this reporting period. Further movement toward aligning the CHAT policy on privacy with the legislative responsibilities of the departments of the Yukon Government has been made. Conversations are happening and operationally the CA system is seeing continued growth. Commitment from ESDC and the Yukon Government to move toward one HIFIS licence hosted by Safe at Home has allowed the HIFIS lead team to be identified and commitment to completing the HIFIS Master Class has been established. By March 31, 2023, the community should be actively using HIFIS as its HMIS. |

| Outcomes-Based Approach Self-Assessment | |
|---|---|
| Where does data for the List come from? | ☑ Excel<br><br>☐ HIFIS<br><br>☐ Other HMIS<br><br>☐ Other data source(s)<br><br>☐ Not applicable – Do not have a List yet |
| | |
| In the future, will data from the community's HMIS (either HIFIS or an existing, equivalent system) be used to get data for the List? | Yes |

**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.

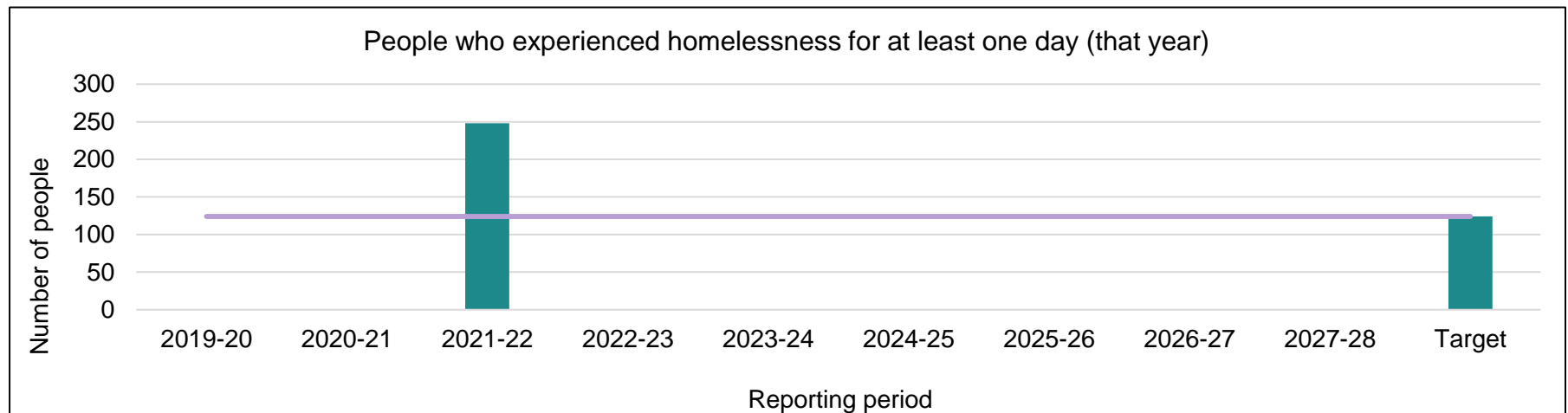| Step 1:<br>Has a List | Step 2:<br>Has a real-time List | Step 3:<br>Has a comprehensive List | Step 4: | |
| --- | --- | --- | --- | --- |
| | | | Can report annual outcome data (mandatory) | Can report monthly outcome data (optional) |
| Yes | Yes | Yes | Yes | Yes |

| 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? |
| Establishing the By-Name List as the most comprehensive list for clients currently experiencing homelessness has been an up-hill battle in the community. A siloed community environment as well as distrust between various First Nations, non-First Nations governments and non-profits have resulted in a need for relationship building before complete community sharing of data can be possible. In this past fiscal period, a great deal has been done to start repairing trust and opening line of transparency. The list has seen continued improvement under the guidance of Built for Zero Canada and reached Quality in January. Demonstrating that the data is quality has offered further buy-in from all levels of the housing service sector. Both the media and government officials have begun to use the numbers pulled from the BNL to report on the state of homelessness in our community. Safe at Home Society was able to use the comprehensive list to demonstrate a need for permanent supportive housing and was successful in receiving funding to support a project to bring further housing options to the communities most venerable. |
| **Community-Level Core Outcomes – Annual Data Reporting** |

| Outcome #1: Fewer people experience homelessness (homelessness is reduced overall) | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | 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) | | | 248 | - | - | - | - | - | - | 124 |
|---|---|---|---|---|---|---|---|---|---|---|



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

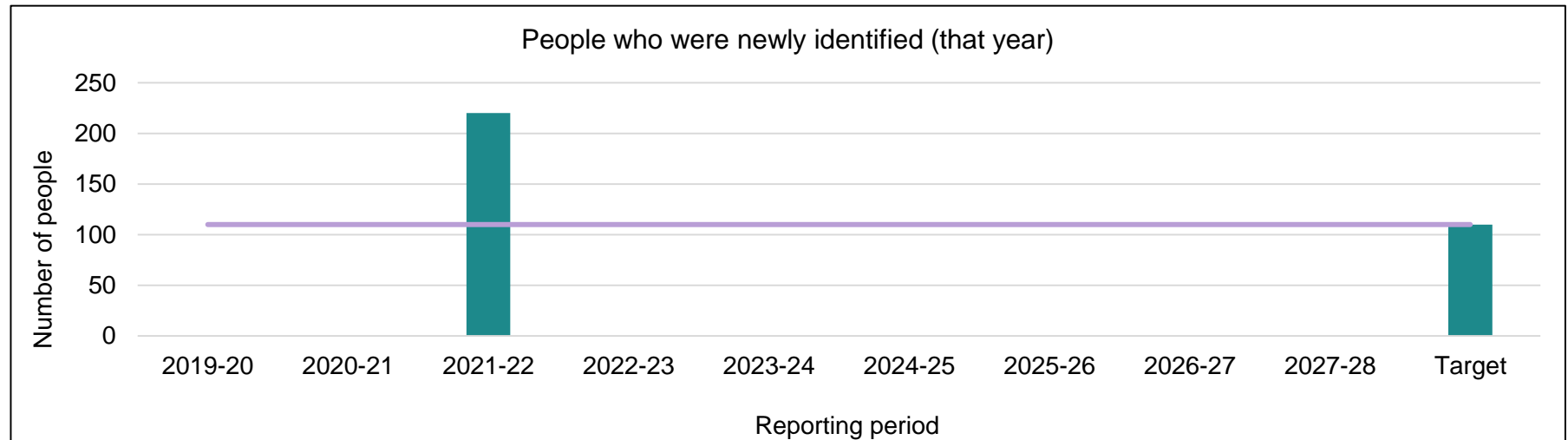| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | Target |

Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*

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

| | 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) | | | 220 | - | - | - | - | - | - | - | 110 |
|---|---|---|---|---|---|---|---|---|---|---|---|



People who were newly identified (that year)

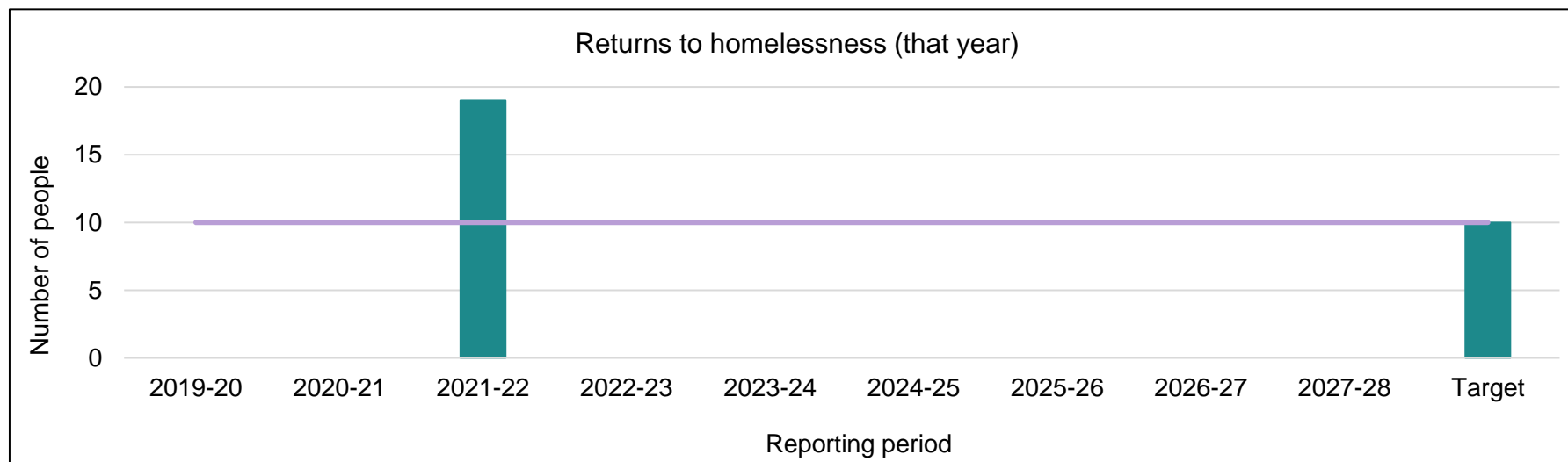| Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why? |
|---|
| *Please insert comment here* |

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

| | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | **Target** |
|---|---|---|---|---|---|---|---|---|---|---|---|

| Returns to homelessness (that year) | | | 19 | - | - | - | - | - | - | 10 |
|---|---|---|---|---|---|---|---|---|---|---|



Returns to homelessness (that year)

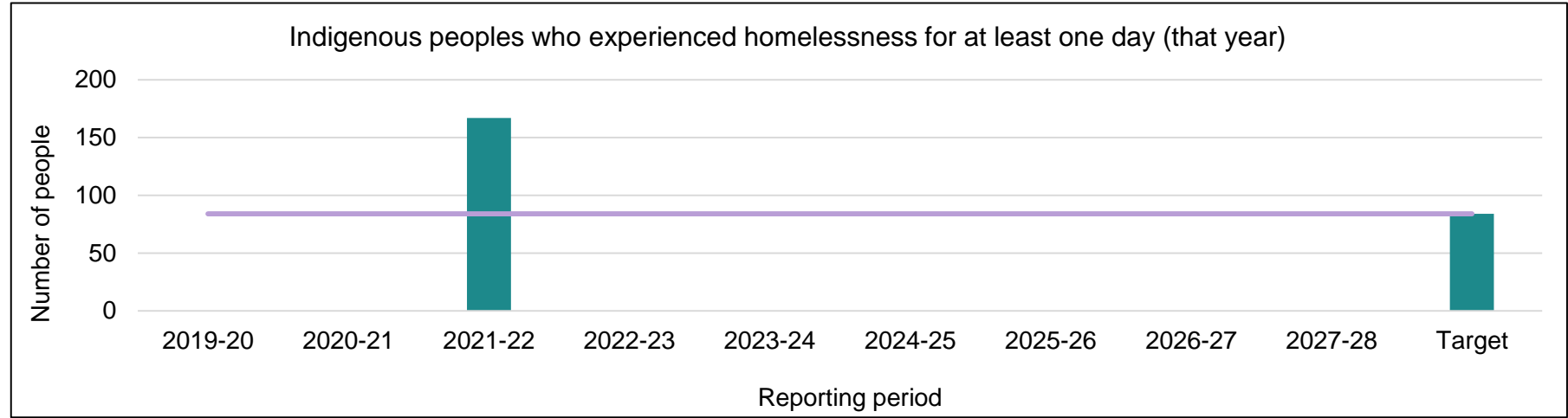| Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why? |
|---|
| *Please insert comment here* |

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

| | 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) | | | 167 | - | - | - | - | - | - | - | 84 |
|---|---|---|---|---|---|---|---|---|---|---|---|



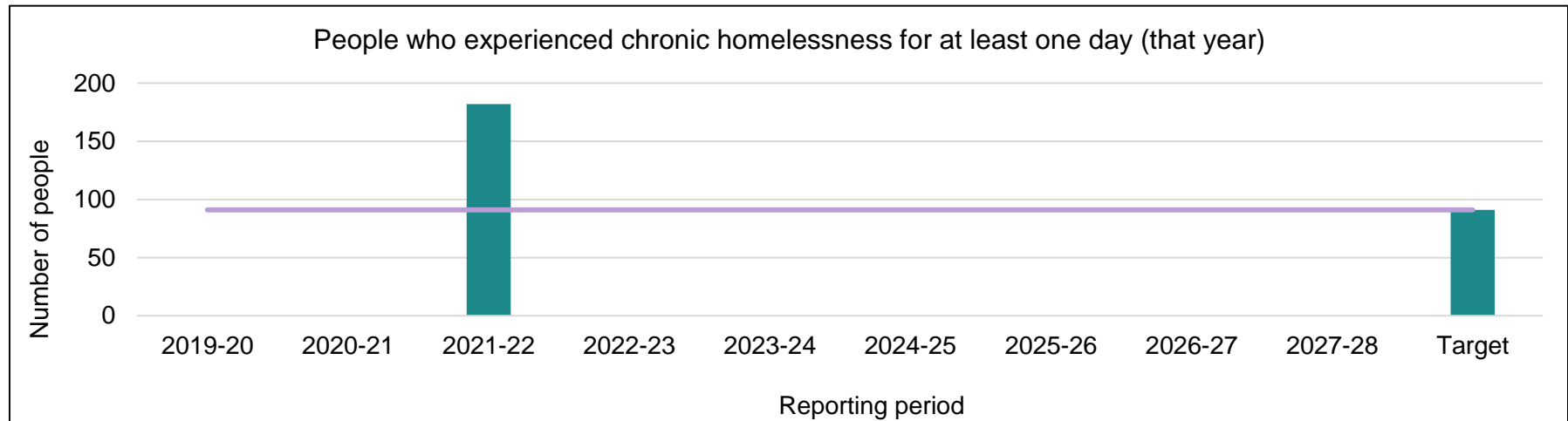Indigenous peoples who experienced homelessness for at least one day (that year)

| Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why? |
|---|
| *Please insert comment here* |

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

| | 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) | | | 182 | - | - | - | - | - | - | 91 |
|---|---|---|---|---|---|---|---|---|---|---|

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



Number of people (y-axis): 0, 50, 100, 150, 200

Reporting period (x-axis): 2019-20, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25, 2025-26, 2026-27, 2027-28, Target
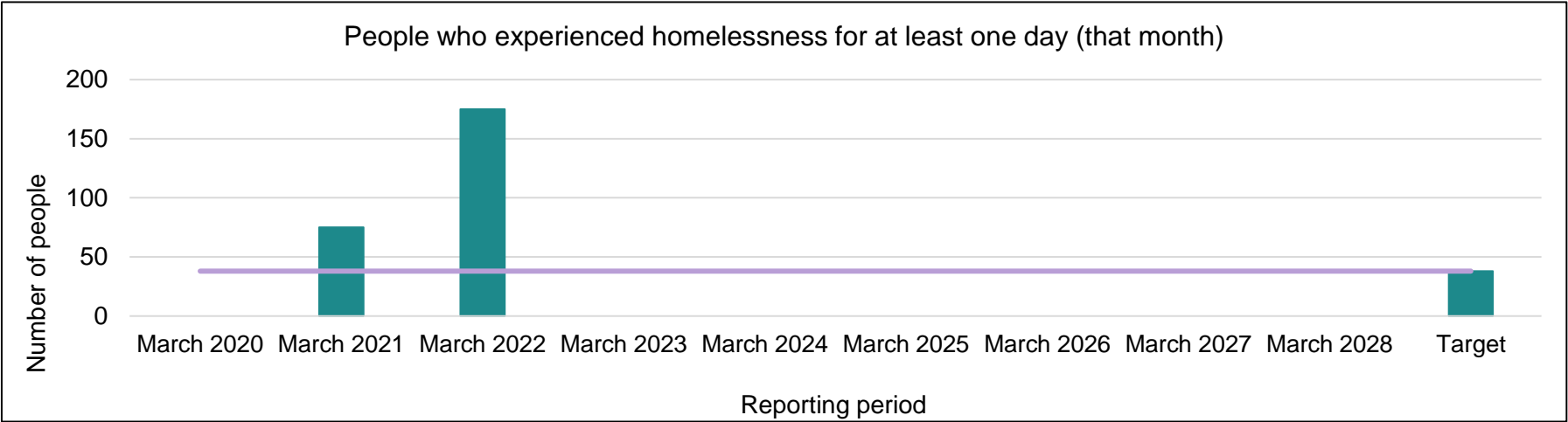
Have you changed any data as submitted in a previous CHR for Outcome #5? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*

**Community-Level Core Outcomes – Monthly Data Reporting**

| 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) | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|

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



Chart: Number of people vs Reporting period (March 2020 – March 2028, Target). Bars shown for March 2021 (~75) and March 2022 (~175), and Target (~38). Purple target line at ~38.
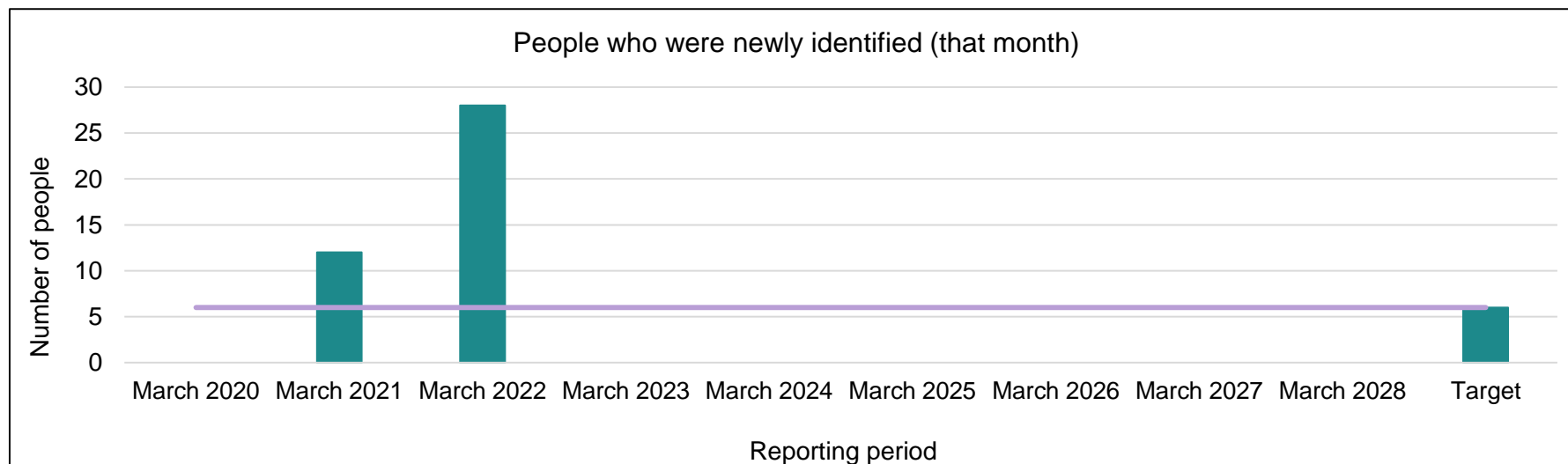
| Have you changed any data as submitted in a previous CHR for Outcome #1? If yes, in the comment below please describe what was changed and why? |
|---|
| *Please insert comment here* |

**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) | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|

**People who were newly identified (that month)**

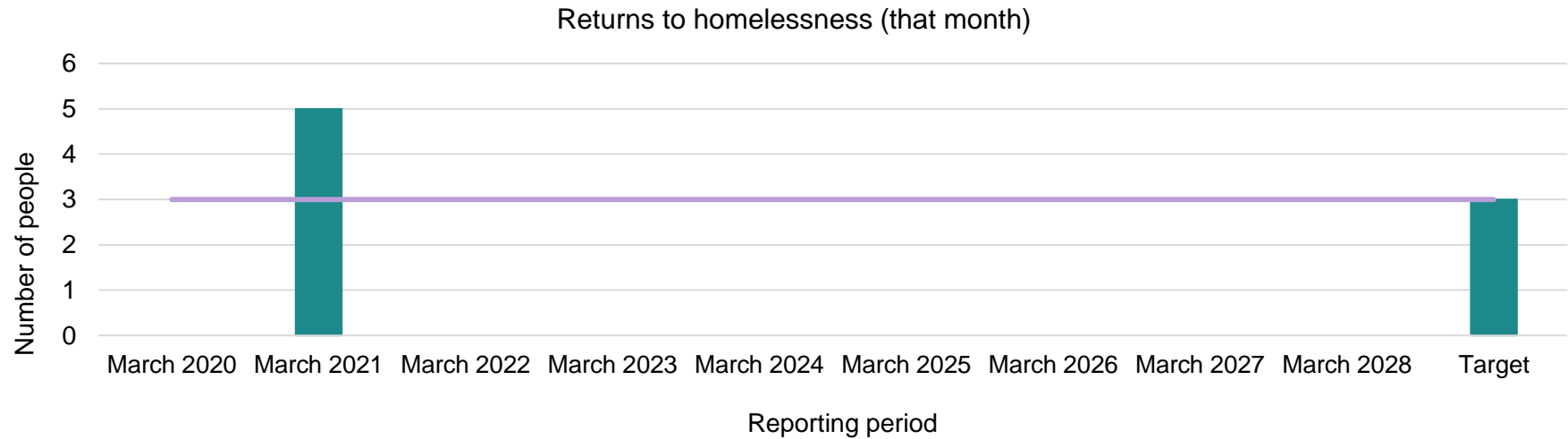| Have you changed any data as submitted in a previous CHR for Outcome #2? If yes, in the comment below please describe what was changed and why? |
|---|
| *Please insert comment here* |

| **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** |

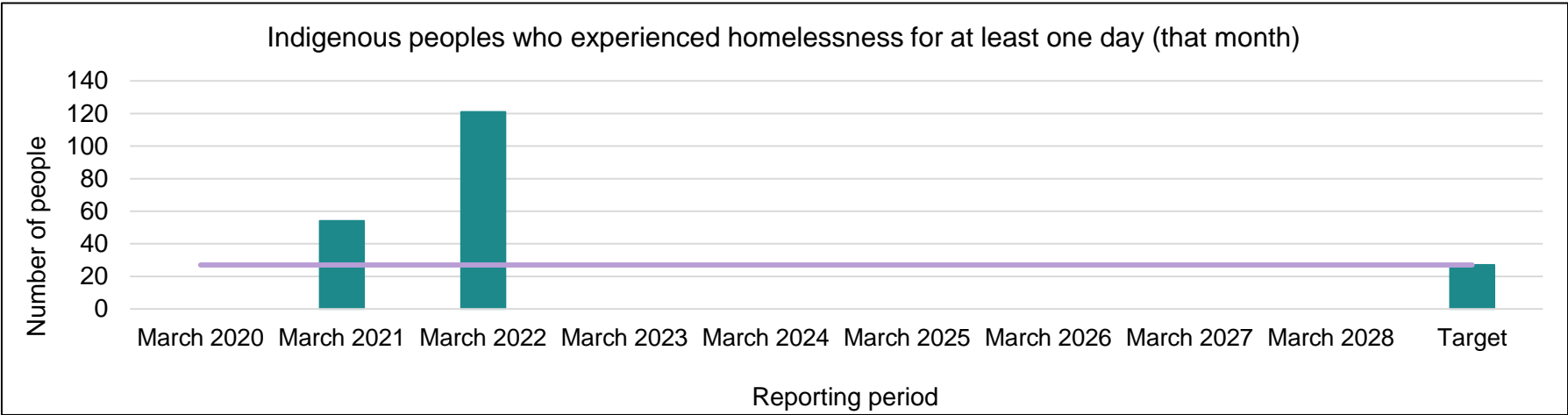| Returns to homelessness (that month) | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|

## Returns to homelessness (that month)



| Have you changed any data as submitted in a previous CHR for Outcome #3? If yes, in the comment below please describe what was changed and why? |
|---|
| *Please insert comment here* |

| **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) | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|



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

Number of people (y-axis: 0 to 140)

Reporting period (x-axis: March 2020, March 2021, March 2022, March 2023, March 2024, March 2025, March 2026, March 2027, March 2028, Target)
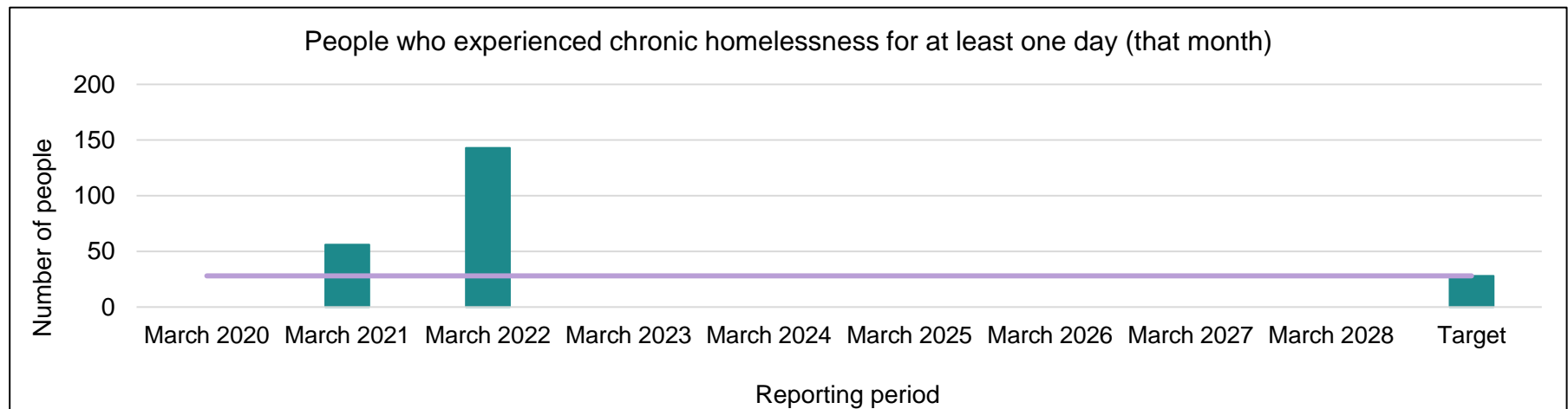
Have you changed any data as submitted in a previous CHR for Outcome #4? If yes, in the comment below please describe what was changed and why?

*Please insert comment here*

**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) | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |

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

*Please insert comment here*

# Designated Community – Community Advisory Board

Note: You may list more than one name or organization for each sector. ESDC will not sell, distribute, trade or transfer your information to other government departments, businesses, institutions, organizations or individuals outside ESDC for any other purposes, unless required by law.

| Sector | Community Advisory Board Member(s) |
|---|---|
| Service Canada (Ex-Officio Member) | Roxane Kelly |
| Provincial/Territorial government | Christina Laing,D.Justice,Mary Cameron,YHC |
| Local/Municipal government | Mike Gau (City of Whitehorse) |
| Indigenous peoples and organizations | Terry R-Holway,CAFN, Natalie Taylor,WAWC |
| Veterans Affairs Canada or veterans serving organizations | |
| Organizations serving women/families fleeing violence | Sofia Ashley (VFWC) |
| Youth and/or youth serving organizations (including Child Welfare Agencies) | |
| Organizations serving seniors | |
| Newcomer serving organizations | |
| Health organizations, including hospitals and other public institutions, and organizations focused on mental health and addictions | Kaila de Boer,Social Supports for Social Services |
| Individuals with lived experience of homelessness | Bill Bruton, Lived Experience & member of Ta'an Kwäch'än Council |
| Organizations serving individuals experiencing or at risk of homelessness | Kate Mechan,Safe at Home Society,Wenda Bradley, FASSY |
| Private sector | |
| Landlord associations and/or the housing sector | |
| Other | Gigi McKee, Connective, Queer Yukon, Sadie Segriff |

**Community Advisory Board Chairs or Co-Chairs (if applicable):**

I affirm that the above members of the Community Advisory Board have reviewed the attached Community Homelessness Report and that the majority of Community Advisory Board members approve of its content.

_____     _____     _____
Name                        Signature                   Date


_____     _____     _____
Name                        Signature                   Date

| Name | Signature | Date |

## Indigenous Homelessness – Community Advisory Board

Note: You may list more than one name or organization for each sector. ESDC will not sell, distribute, trade or transfer your information to other government departments, businesses, institutions, organizations or individuals outside ESDC for any other purposes, unless required by law.

| Sector | Community Advisory Board Member(s) |
|---|---|
| Service Canada (Ex-Officio Member) | |
| Provincial/Territorial government | |
| Local/Municipal government | |
| Indigenous peoples and organizations | |
| Veterans Affairs Canada or veterans serving organizations | |
| Organizations serving women/families fleeing violence | |
| Youth and/or youth serving organizations (including Child Welfare Agencies) | |
| Organizations serving seniors | |
| Newcomer serving organizations | |
| Health organizations, including hospitals and other public institutions, and organizations focused on mental health and addictions | |
| Individuals with lived experience of homelessness | |
| Organizations serving individuals experiencing or at risk of homelessness | |
| Private sector | |
| Landlord associations and/or the housing sector | |
| Other | |

**Community Advisory Board Chairs or Co-Chairs (if applicable):**

I affirm that the above members of the Community Advisory Board have reviewed the attached Community Homelessness Report and that the majority of Community Advisory Board members approve of its content.

| Name | Signature | Date |

| Name | Signature | Date |

| Name | Signature | Date |

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| Indigenous peoples and organizations | Terry R-Holway,CAFN, Natalie Taylor,WAWC |
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## Community Advisory Board Chairs or Co-Chairs (if applicable):

I affirm that the above members of the Community Advisory Board have reviewed the attached Community Homelessness Report and that the majority of Community Advisory Board members approve of its content.

KATE MECHAN
Name

Signature

Oct 18/2022
Date

Name

Signature

Date