

Reaching Home: Canada's Homelessness Strategy
Community Homelessness Report

WHITEHORSE

2022-2023

TEMPLATE FOR COMMUNITIES

SECTION 1: COMMUNITY CONTEXT

Overview

- 1.1 a) 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 fiscal year was very challenging for the community as all stakeholders worked relentlessly to ensure that people were adequately housed with an ever increasing homeless list and a slowly moving housing stock. The Yukon Housing Corporation through partnership with the Government of Canada, the city of Whitehorse and others sadded 87 rental units at Boreal Commons in Whistlebend. Boreal Commons consists of three muti-residential rental buildings, each with four bachelor suites, four one-bedroom units and 21 two-bedroom units for a total of 87 rental .The Boreal Commons was supported by Government of Canada, the Government of Yukon, the City of Whitehorse and other partners. The Yukon Housing Corporation also opened 47 units at 401 Jeckell Street in Whitehorse. This new community development features 14 bachelor units, 16 one-bedroom units, 12 two-bedroom units and 5 three-bedroom units for low income and vulnerable families, seniors, and individuals in need of stable affordable housing. Nine of the units will be low barrier and accessible to people on the By-Name List. This is the first residential complex of this size to open in the Territory, and is representative of progress towards addressing the recommendations in the most recent Auditor General's report on housing. The Champagne and Aishihik First Nations supplied 20 rental homes in Whistlebend, consisting of 1, 2, and 3 bedroom units. The pricing of these homes were set below market value. Reaching Home will be providing funding to build a support office for this initiative. The priority list included members who were homeless or at risk of homelessness. The Cornerstone Housing Project was completed with a supply of 45 affordable and supportive apartments. The Safe at Home Society temporarily opened 20 units at the Coast High Country Inn to ease the winter shortage of houses and provide temporary homes for 20 homeless individuals. This initiative was supported by the Government of Yukon and aligns with the agency's goal of providing permamnent supportive housing at the facility. A new contract for management of the Whitehorse Emergency Shelter was signed between the Yukon government and Connective, with help from the Council of Yukon First Nations. Trondek Hwech'in is in the process of completing construction of 6 houses for vulnerable members, and a men's shelter and transitional facility. The men's shelter will be furnished with funding provided through Reaching Home. Reaching Home will also provide staff wages for the first year of operation. A new rapid housing initiative was launched in Watson Lake to construct three triplexes, each triplex will have 2 one-bedroom units and 1 two-bedroom unit. These units will remain affordable for a minimum of 40 years. The government of Yukon hosted a housing summit which brought

- b) What **impact** did these efforts and/or issues have on your community's outcomes over the last year (as reported in Section 4, if applicable)? Please enter N/A if the impact is not known at this time.

The above efforts increased the housing pool by over 200 rooms. This has helped the community significantly in keeping more people housed. However, it had a minimal impact on the BNL and CA system, as they are not affordable to everyone. There is still a lot of work left to be done, so agencies will continue working together to reduce homelessness in the community.

- 1.2 How has the community's approach to addressing homelessness changed over the last few years? The worksheet called ***"Reflecting on the Changing Response to Homelessness"*** can help with reflecting on how the approach has changed and the impact of these changes at the local level.

See worksheet attached,

Collaboration between Indigenous and Non-Indigenous Partners

1.3	a) Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding? If yes, your community has an IH Community Entity (CE) and/or Community Advisory Board (CAB).	No – only DC funding is available



<p>1.4</p> <p>a) Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC or Territorial Homelessness (TH) CE and <u>local Indigenous organizations</u> over the reporting period? Where it exists in your province, this could include the IH non-DC CE and/or organizations funded by the IH non-DC stream in the broader area. Note that collaboration with the IH CE and/or CAB, where applicable, should only be included in Question 1.3 above.</p>	<p>Yes</p>
<p>b) Describe this collaboration in more detail. How were Indigenous peoples engaged in these discussions? When did collaboration occur and which organizations were involved? What aspects of Coordinated Access and/or the HMIS were discussed? How did Indigenous perspectives influence the outcome?</p> <div data-bbox="218 581 1946 735"></div>	
<p>* For Coordinated Access, a CHAT retreat was held in June 2022 in which the Coordinated Access Coordinator dedicated time to relationship building with First Nations partners and Elders in the planning and evaluation of the retreat. Elders were present to offer a morning prayer, as well as share knowledge in discussions, and a traditional meal was served for lunch. In addition, the Coordinator followed up with First Nations partners and Elders to receive feedback on how to increase the cultural safety of future meetings. In addition, several new Indigenous organizations joined CHAT during this reporting period, and they provide ongoing feedback on what approaches and processes need to change to better support Indigenous clients.</p> <p>* SAHS backline staff took OCAP training to improve understanding and the importance of Indigenous data sovereignty in relation to coordinated access and homelessness service provision.</p> <p>* Conversations were held with CYFN data manager regarding HIFIS and the mandatory reporting objectives that are provided to the federal government. It was suggested that HIFIS and its mandatory reporting objectives, identified in the DPA, should be negotiable for communities (specifically self-governing First Nations) looking to decolonise data collection and instill OCAP principles in homelessness service-sector work.</p>	

1.5	a) With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?	Yes
	b) Describe this collaboration in more detail. How were Indigenous peoples engaged in these discussions? When did the collaboration occur and which organizations were involved, such as the IH CE and/or IH CAB? What sections of the CHR were informed by Indigenous input and/or perspectives?	
There was collaboration between the CE and Safe at Home. Al though not in direct collaboration with local Indigenous organziations or governments. The Yukon does not have an Indigenous CE/CAB, however, all Community Advisory Board (CAB) members were asked to provide input and approve the report. The CAB is representative of Indigenous organizations, NGOs, governmental agencies, and individuals with lived experience of homelessness.		

[illegible]

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?
The report will be published on the CE's website at https://yapc.ca/
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 (DC) or Territorial Homelessness (TH) 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?	
	0	
	c) In your community, is the Homeless Individuals and Families Information System (HIFIS) the HMIS that is being used?	Yes

2.5	Has your community signed an Agreement with Infrastructure Canada? This is either a Data Provision Agreement (for communities using HIFIS) or a Data Sharing Agreement (for those using an equivalent HMIS). Of note, Agreements may be signed by a community directly or on behalf of a community (e.g., where the province or another community has authority to do so, as the HMIS host).	Yes
2.6	Do you have a set of local agreements to manage privacy, data sharing and client consent related to your HMIS that comply with municipal, provincial and federal laws?	Under development
2.7	Have you established safeguards to ensure the data collected in your HMIS 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) or Territorial Homelessness (TH) 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 (DC) or Territorial Homelessness (TH) 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;
- Coordinated Access and/or HMIS enhancements covered under a Reaching Home minimum requirement that were identified as "met" in a previous CHR; and,
- information about how people with lived experience of homelessness (current or former clients) are being engaged or will be engaged in one or more aspects of Coordinated Access (e.g., are they included in the governance model).

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

The community of Whitehorse showed increased participation in Coordinated Access through participation of members at the Coordinated Housing Access Team (CHAT) meetings. The amount of CHAT partners increased from 10 in 2021 – 2022 to 14 in 2022 – 2023. In-person BNL intake training was held in January 2023 to onboard new staff from various organizations to CHAT, while also providing a refresher to existing CHAT members who wanted it. Following this in-person session, a BNL intake training video was created. This video can be shared with any new staff who need to complete BNL intake training and allows them to begin completing intakes sooner than having to wait for the next in-person training opportunity (typically only held a couple times per year). Acting upon the recommendations from an external report reviewing Whitehorse's Coordinated Access system, work is underway to develop partnership agreements between all CHAT members and Safe at Home Society. These agreements will clarify responsibilities and expectations for organizations participating in CHAT, with the aim of improving consistency and participation.

* The participation of partner organisations in HIFIS persists as a challenge, mainly due to staffing and capacity issues within the community. The HIFIS Masterclass working group discussed this matter and revised how sessions were facilitated, opting towards one-on-one sessions with the HIFIS Project Manager as opposed to group sessions. The shift has led to more engagement from service providers; however, participation still remains an issue and membership has changed due to staff changes at organisations. For example, the HIFIS Project Manager is the only original member of the Masterclass. 2 organizations continue to use older versions of HIFIS and getting agreements sorted with the federal government, local Data Provision Agreements, and partnership agreements has taken longer than hoped causing delays in the actual launch of HIFIS. It is anticipated launch will occur with 3 organizations in quarter one of 2023.

* Work is also underway through Community, Capacity and Innovation Fund (also through Reaching Home) to explore the development of a Coordinated Access framework in Watson Lake. This framework could be adaptable to other communities across Yukon and make the link between rural Yukon communities and Whitehorse's homelessness/housing support network stronger.

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 created by a centralized database (such as an HMIS) or does it exist as a single document (outside of an HMIS)?	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:

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

d) 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?	Undecided
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).	

<p>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.</p>	<p>Yes</p>
<p>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?</p>	<p>Yes</p>
<p>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?</p>	<p>Yes</p>
<p>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”.</p>	
<p>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.</p>	<p>Yes</p>
<p>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”).</p>	<p>Yes</p>
<p>3.8 a) Can the community get demographic data from the List? Check all that apply.</p> <p><input checked="" type="checkbox"/> Indigenous identity (mandatory for Reaching Home)</p>	

- ☒ Age
- ☒ Household type (e.g., single or family)
- ☒ Gender identity
- ☐ Veteran status
- ☐ Other (please define)
- ☐ Not applicable – Do not have a List yet

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. Have a real-time List	
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 information about people experiencing homelessness on the List updated on a regular basis, monthly at minimum?
	Yes
Part B) Please provide additional information about the List	
3.10	How often is information about people experiencing homelessness updated on the List?
	As soon as new information is available

3.11	<p>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).</p> <table border="1" data-bbox="218 345 1866 464"> <tr> <td data-bbox="218 345 1535 464">a) Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?</td><td data-bbox="1535 345 1866 464">Yes</td></tr> </table> <p>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?</p> <p>* The community BNL will be posted in read-only format for all CHAT partners to access and review their client's information. CHAT partners use of the BNL will be self-reported.</p> <p>* Client updates can now be emailed directly to the BNL Coordinator and email numbers and consistency are being tracked to allow a better understanding of CHAT engagement with SAH.</p> <p>* Client status updates can now be emailed which greatly diminishes the lag of having a CHAT partner visit SAH or phone with an update. Active/inactive status changes (and all other updates) are being made with a 2-day maximum turnaround.</p> <p>* Client check-ins have been increased to a once-a month format in an attempt to mitigate a status change to inactive.</p> <p>* Intake trainings are offered by the Coordinated Access Coordinator at minimum 2x per year for Service Providers to increase consistency by which data is collected through client intake processes.</p>	a) Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes		
a) Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes				
3.12	<p>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).</p> <table border="1" data-bbox="218 1227 1866 1469"> <tr> <td data-bbox="218 1227 1535 1308">a) Is housing history updated regularly on the List?</td><td data-bbox="1535 1227 1866 1308">Yes</td></tr> <tr> <td data-bbox="218 1308 1535 1469">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?</td><td data-bbox="1535 1308 1866 1469">Yes</td></tr> </table>	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
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?

The community is continuing its efforts to decentralize the intake process and to provide better updates at CHAT meetings.

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.

3.13 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?	Only heads of households
3.14 Does the List include individuals experiencing homelessness who identify as Indigenous?	Yes
3.15 Does the List include people experiencing homelessness as soon as they are connected with the homeless-serving system?	Yes – people are included on the first day
3.16 Does the List include more than just people experiencing chronic homelessness?	Yes – includes more than chronic
3.17 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
3.18 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
3.19 Does the List include individuals and families who are experiencing hidden homelessness, to the best of your knowledge?	Yes
3.20 Does the List include individuals and families staying in transitional housing?	Yes
3.21 Does the List include individuals staying in public institutions who do not have a fixed address (e.g., jail or hospital)?	Yes

3.22	<p>The “Understanding Community-Level Data” worksheet helps communities self-assess the comprehensiveness of their List. CHR question 3.22 is an optional follow-up question for communities that have completed this worksheet.</p> <p>Optional CHR question: How does data from the List compare to other community-level data sources that are considered accurate or valid? 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?</p> <div data-bbox="210 462 1866 860" style="border: 1px solid black; height: 245px; width: 100%;"></div>	
3.23	<p>Consider your answers to Questions 3.13 to 3.21 (and 3.22, 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?</p>	<p>Yes</p>
<p>Part B) Please provide additional information about the List</p>		
3.24	<p>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?</p>	<p>Yes</p>
<p>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.</p>		
<p>16</p>		

c) How many of the providers identified in 3.24(b) above are funded through the Designated Communities (DC) or Territorial Homelessness (TH) stream?

7

Step 4. Track outcomes and progress against targets using data from the List

Part A) Can the community generate accurate baselines using data from the List?

Communities use data from their List to report on outcomes and set targets in their CHR.

Only communities with a real-time, comprehensive List and the capacity to generate accurate baselines for the five core outcomes will be asked to set targets and submit results in the current reporting cycle.

To generate accurate monthly baselines, a List needs to be in place by January 1st and monthly data is reported for all of March. To generate accurate annual baselines, a List needs to be in place for at least one fiscal year and annual data is reported for April 1st to March 31st.

3.25 Has the List been in place long enough to report **monthly data**?

a) Was your real-time, comprehensive List in place on or before January 1, 2023?

Yes

b) Was your real-time, comprehensive List in place on or before January 1, 2022?

Yes

c) Was your real-time, comprehensive List in place on or before January 1, 2021?

Yes

d) Was your real-time, comprehensive List in place on or before January 1, 2020?

No

3.26 Using the List, can **monthly data** be generated for the core outcomes:

a) **Outcome #1:** People who experienced homelessness for at least one day (that month)

Yes

b) Outcome #2: People who were newly identified (that month)	Yes
c) Outcome #3: Returns to homelessness (that month)	Yes
d) Outcome #4: Indigenous peoples who experienced homelessness for at least one day (that month)	Yes
e) Outcome #5: People who experienced chronic homelessness for at least one day (that month)	Yes
f) Does your community have a target to report in Section 4 for one or more of the following monthly outcomes:	
Outcome #1:	Yes
Outcome #2:	Yes
Outcome #3:	Yes
Outcome #4:	Yes
Outcome #5:	Yes
3.27 Has the List been in place long enough to report annual data ?	
a) Was your real-time, comprehensive List in place on or before April 1, 2022?	Yes
b) Was your real-time, comprehensive List in place on or before April 1, 2021?	Yes
c) Was your real-time, comprehensive List in place on or before April 1, 2020?	No
3.28 Using data from the List, can annual data be generated for the core outcomes:	
a) Outcome #1: People who experienced homelessness for at least one day (that year)	Yes

b) Outcome #2: People who were newly identified (that year)	Yes
c) Outcome #3: Returns to homelessness (that year)	Yes
d) Outcome #4: Indigenous peoples who experienced homelessness for at least one day (that year)	Yes
e) Outcome #5: People who experienced chronic homelessness for at least one day (that year)	Yes
g) Does your community have a target to report in Section 4 for one or more of the following annual outcomes:	
Outcome #1:	Yes
Outcome #2:	Yes
Outcome #3:	Yes

	Outcome #4:	Yes
	Outcome #5:	Yes
Part B) Please provide additional information about the List		
3.29	Has your List met the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?	Yes
Section 3 Summary Tables		
The tables below provide a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.		

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

Step 4: Can report <u>monthly</u> outcomes and set targets using data from the List (reporting in Section 4 is mandatory for 2023-24 CHRs, if not earlier)			
List was in place as of January 1, 2023 (or earlier)	Can generate monthly data	Has set targets	Has an outcomes- based approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Step 4: Can report <u>annual</u> outcomes and set targets using data from the List (reporting in Section 4 is mandatory once annual data can be generated)			
List was in place as of April 1, 2022 (or earlier)	Can generate annual data	Has set targets	Has an outcomes- based approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

Section 3 Summary Comment

3.30

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:

- efforts to set-up, maintain and/or improve the List over the last year;
- plans to set-up, maintain and/or improve the List over the next year;
- 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); and,
- if the community has a plan in place to support them to improve the quality of data being generated from their List.

Your Summary Comment is an opportunity to provide additional context about your Summary Table results.

Upon reflection and more rigorous analysis of the By-Name List SAHS found that it had some issues with maintaining and improving the list. Helpful additions to the process were: reaching out to BNL clients who were approaching Inactive status to ask if they wanted to remain on the list; and in-house tracking for confirming updates with clients and client's housing application documentation. New intake points were established that access two previously underserved demographics. In addition, multiple cyber security improvements were explored and then implemented. This said, a dramatic increase in staff at Safe at Home led to a lack of reliable and consistent updates on client information (data) for the months of November-February. The BNL Coordinator (formerly the Data Lead) was absent due to unforeseen circumstances which left a gap in access to the most up-to-date data.

March 2023 saw the implementation of a new BNL process that allows for all community partners to share client updates and complete intake packages electronically. Updates are now happening in real time and BNL intakes and status changes are happening every second day. The plan moves the Community BNL (in read-only format) onto a shared CHAT server and provides an updated copy every 2 weeks. Community partners are to check their client's information on the posted BNL next to the intake packages, creating oversight of the data entry to dramatically narrow the margin of human error. This ensures accurate data and confirms the needs of clients prior to being matched with available housing. The shared site creates access to the newest forms to ensure that the information collected for the BNL from one client to the next is identical and that all data fields available on the BNL are able to be populated. In addition, Intake Packages have become uniform with the acceptance of only a full VI-SPDAT and a full BNL Information Form. The BNL Information Form is undergoing updates that will both simplify the client's experience and collect the most useful -and most reportable- data to express the current homeless situation in Whitehorse. Clients are encouraged to align themselves with one agency that best suits their specific needs, so that only one community partner needs to be responsible for monthly updates to the BNL Coordinator. (Previously, CHAT allowed for up to 3 months to update. Our community target is now a once-a-month check-in.)

Data from the BNL was used to facilitate HIFIS discussions, HAP-IC, multiple news stories, reporting for YG and funding applications. Next fiscal, the BNL will be available for each Community Partner to access and filter their own data to use

End of Section 3

SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS (MONTHLY)																																
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	244						122																						
<p>People who experienced homelessness for at least one day (that month)</p> <table border="1"> <caption>Monthly Homelessness Data</caption> <thead> <tr> <th>Reporting period</th> <th>Number of people</th> </tr> </thead> <tbody> <tr><td>March 2020</td><td>0</td></tr> <tr><td>March 2021</td><td>75</td></tr> <tr><td>March 2022</td><td>175</td></tr> <tr><td>March 2023</td><td>244</td></tr> <tr><td>March 2024</td><td>0</td></tr> <tr><td>March 2025</td><td>0</td></tr> <tr><td>March 2026</td><td>0</td></tr> <tr><td>March 2027</td><td>0</td></tr> <tr><td>March 2028</td><td>0</td></tr> <tr><td>Target</td><td>122</td></tr> </tbody> </table>											Reporting period	Number of people	March 2020	0	March 2021	75	March 2022	175	March 2023	244	March 2024	0	March 2025	0	March 2026	0	March 2027	0	March 2028	0	Target	122
Reporting period	Number of people																															
March 2020	0																															
March 2021	75																															
March 2022	175																															
March 2023	244																															
March 2024	0																															
March 2025	0																															
March 2026	0																															
March 2027	0																															
March 2028	0																															
Target	122																															
Context for Outcome #1 (monthly): a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why. <div> <div>There is a marked increase in our 50% reduction target for 2028. The amended number takes into account SAH's public education pieces on the degree to which individuals are experiencing hidden homelessness, the surge of residents moving from rural communities to Whitehorse and the final settling of post-COVID living arrangements. Lastly, seasonal evictions of monthly tenants from hotels/motels in the spring persist as a part of our housing context in Yukon.</div> <div></div> </div> <div> <div>c) Was the federal standard for calculating this outcome used (see Annex A)?</div> <div>No</div> </div> <div> <div>d) How was this outcome calculated?</div> <div>Outcome was calculated at 50% of the current year, with current year (2023) as baseline. Original baseline did not include the hidden homeless population of Yukon.</div> </div>																																

SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS (ANNUAL)																																
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	227						124																						
<p>People who experienced homelessness for at least one day (that year)</p> <table border="1"> <caption>Annual Homelessness Data</caption> <thead> <tr> <th>Reporting period</th> <th>Number of people</th> </tr> </thead> <tbody> <tr><td>2019-20</td><td>0</td></tr> <tr><td>2020-21</td><td>0</td></tr> <tr><td>2021-22</td><td>248</td></tr> <tr><td>2022-23</td><td>227</td></tr> <tr><td>2023-24</td><td>0</td></tr> <tr><td>2024-25</td><td>0</td></tr> <tr><td>2025-26</td><td>0</td></tr> <tr><td>2026-27</td><td>0</td></tr> <tr><td>2027-28</td><td>0</td></tr> <tr><td>Target</td><td>124</td></tr> </tbody> </table>											Reporting period	Number of people	2019-20	0	2020-21	0	2021-22	248	2022-23	227	2023-24	0	2024-25	0	2025-26	0	2026-27	0	2027-28	0	Target	124
Reporting period	Number of people																															
2019-20	0																															
2020-21	0																															
2021-22	248																															
2022-23	227																															
2023-24	0																															
2024-25	0																															
2025-26	0																															
2026-27	0																															
2027-28	0																															
Target	124																															
Context for Outcome #1 (annual): a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why. <div> <div></div> <div></div> </div> <div> <div>c) Was the federal standard for calculating this outcome used (see Annex A)?</div> <div>Select one</div> </div> <div> <div>d) How was this outcome calculated?</div> <div>Average of 12 months of data-input calculations. Target unchanged.</div> </div>																																

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	20						6																						
<div>People who were newly identified (that month)</div> <table><thead><tr><th>Reporting period</th><th>Number of people</th></tr></thead><tbody><tr><td>March 2020</td><td>0</td></tr><tr><td>March 2021</td><td>12</td></tr><tr><td>March 2022</td><td>28</td></tr><tr><td>March 2023</td><td>20</td></tr><tr><td>March 2024</td><td>0</td></tr><tr><td>March 2025</td><td>0</td></tr><tr><td>March 2026</td><td>0</td></tr><tr><td>March 2027</td><td>0</td></tr><tr><td>March 2028</td><td>0</td></tr><tr><td>Target</td><td>6</td></tr></tbody></table>											Reporting period	Number of people	March 2020	0	March 2021	12	March 2022	28	March 2023	20	March 2024	0	March 2025	0	March 2026	0	March 2027	0	March 2028	0	Target	6
Reporting period	Number of people																															
March 2020	0																															
March 2021	12																															
March 2022	28																															
March 2023	20																															
March 2024	0																															
March 2025	0																															
March 2026	0																															
March 2027	0																															
March 2028	0																															
Target	6																															
Context for Outcome #2 (monthly):																																
a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.																																
c) Was the federal standard for calculating this outcome used (see Annex A)?										No																						
d) How was this outcome calculated?																																
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.																																
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target																						

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	204						110																						
<div>People who were newly identified (that year)</div> <table><thead><tr><th>Reporting period</th><th>Number of people</th></tr></thead><tbody><tr><td>2019-20</td><td>0</td></tr><tr><td>2020-21</td><td>0</td></tr><tr><td>2021-22</td><td>220</td></tr><tr><td>2022-23</td><td>204</td></tr><tr><td>2023-24</td><td>0</td></tr><tr><td>2024-25</td><td>0</td></tr><tr><td>2025-26</td><td>0</td></tr><tr><td>2026-27</td><td>0</td></tr><tr><td>2027-28</td><td>0</td></tr><tr><td>Target</td><td>110</td></tr></tbody></table>											Reporting period	Number of people	2019-20	0	2020-21	0	2021-22	220	2022-23	204	2023-24	0	2024-25	0	2025-26	0	2026-27	0	2027-28	0	Target	110
Reporting period	Number of people																															
2019-20	0																															
2020-21	0																															
2021-22	220																															
2022-23	204																															
2023-24	0																															
2024-25	0																															
2025-26	0																															
2026-27	0																															
2027-28	0																															
Target	110																															
Context for Outcome #2 (annual):																																
a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.																																
c) Was the federal standard for calculating this outcome used (see Annex A)?										No																						
d) How was this outcome calculated?																																
Addition of 12 months of data-input calculations. Target unchanged.																																
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.																																
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target																						

Returns to homelessness (that month)		5	0	0						3
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Context for Outcome #3 (monthly):

a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

c) Was the federal standard for calculating this outcome used (see Annex A)? No

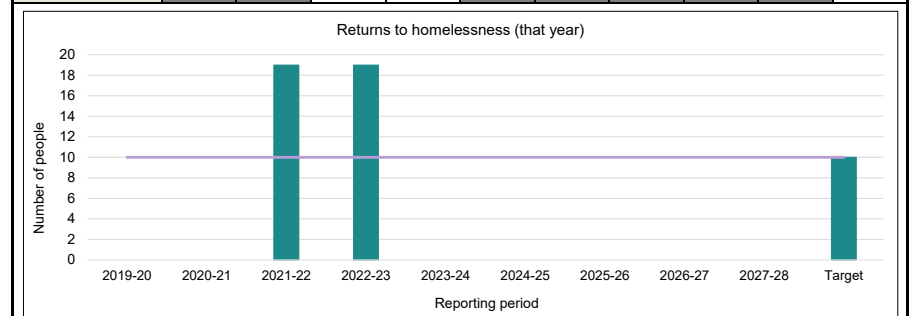
d) How was this outcome calculated?

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.

	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)		54	121	176						27

Returns to homelessness (that year)			19	19						10
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Context for Outcome #3 (annual):

a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

c) Was the federal standard for calculating this outcome used (see Annex A)? No

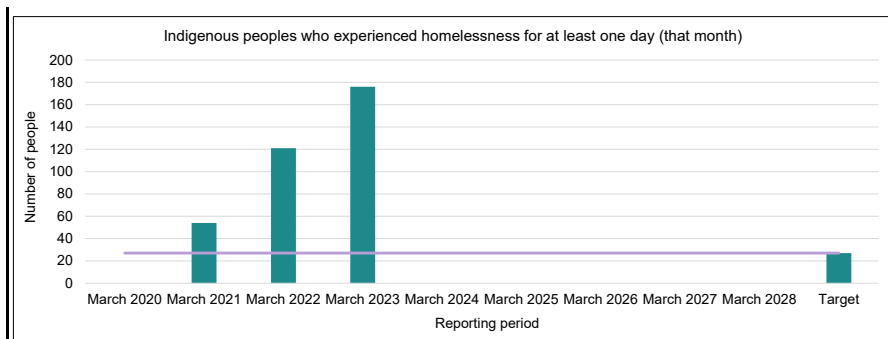
d) How was this outcome calculated?

Addition of 12 months of data-input calculations. Target unchanged.

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.

	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)			121	193						84



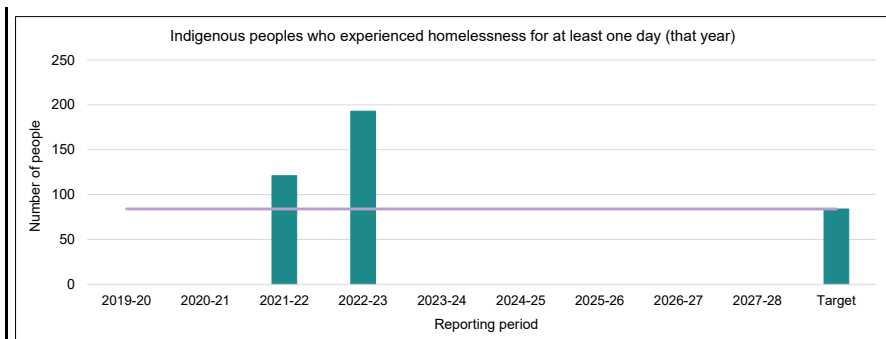
Context for Outcome #4 (monthly):

a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

c) Was the federal standard for calculating this outcome used (see Annex A)?

No

d) How was this outcome calculated?



Context for Outcome #4 (annual):

a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

c) Was the federal standard for calculating this outcome used (see Annex A)?

No

d) How was this outcome calculated?

Selected highest number from of 12 months of data-input calculations. Target unchanged.

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).

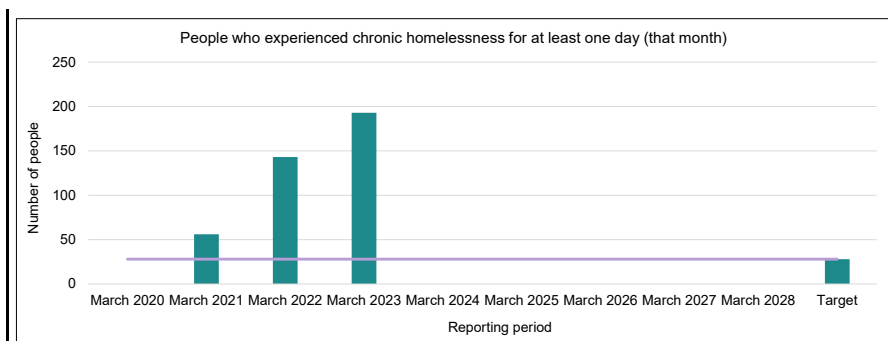
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced chronic homelessness for at least one day (that month)		56	143	193						28

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 a minimum of 50% of your baseline (your baseline being the first set of data your community reported for Outcome #5).

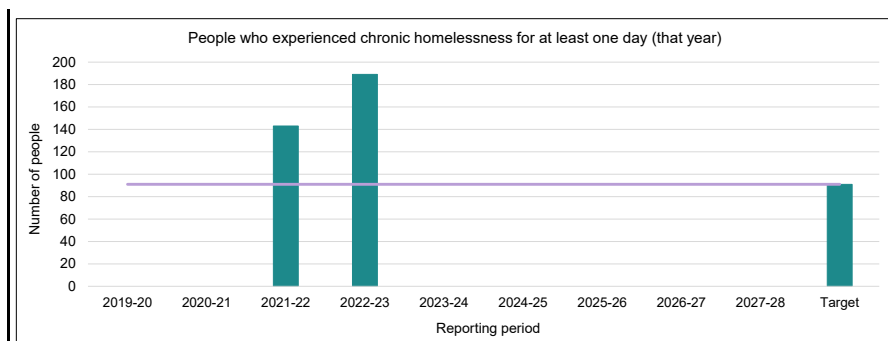
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced chronic homelessness for at least one day (that year)			143	189						91



Context for Outcome #5 (monthly):

a) Is your target at least 50 percent less than your baseline?	Yes
b) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.	
d) Was the federal standard for calculating this outcome used (see Annex A)?	
No	
e) How was this outcome calculated?	

End of Section 4



Context for Outcome #5 (annual):

a) Is your target at least 50 percent less than your baseline?	Yes
b) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.	
d) Was the federal standard for calculating this outcome used (see Annex A)?	
No	
e) How was this outcome calculated?	
Selected highest number from of 12 months of data-input calculations. Target unchanged.	

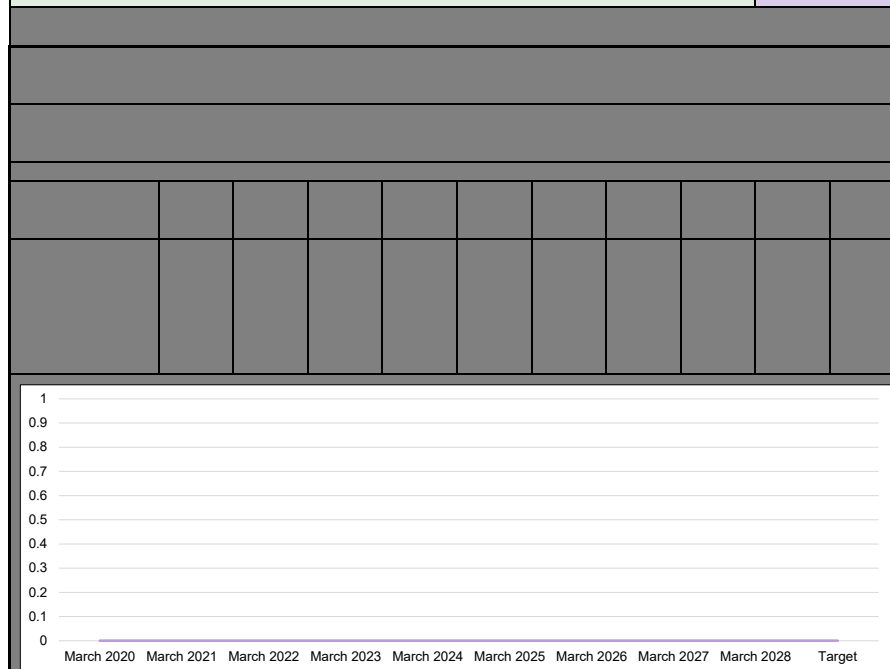
End of Section 4

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?

No

Note: Reporting on additional community-level outcomes is optional.

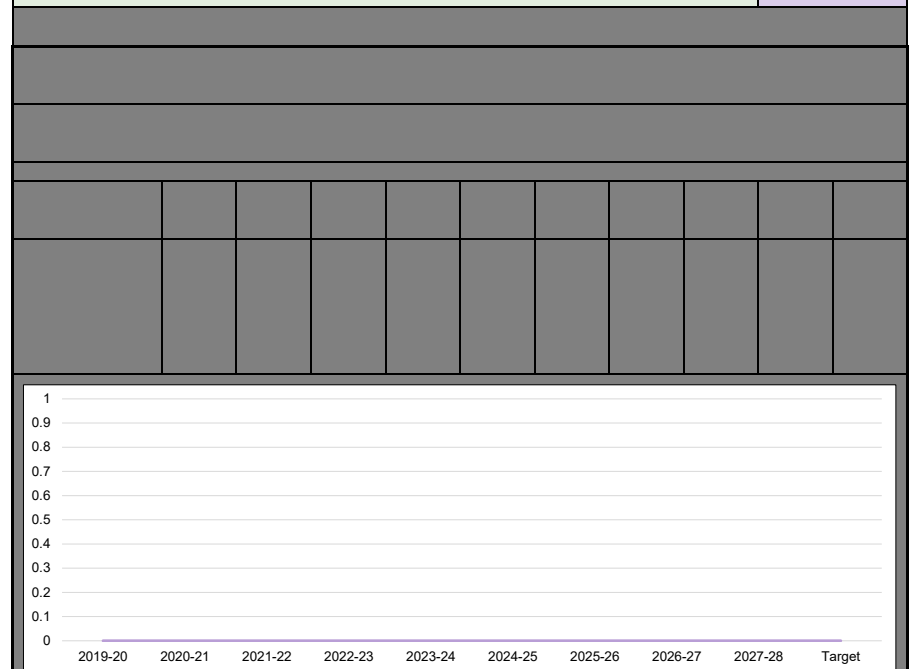


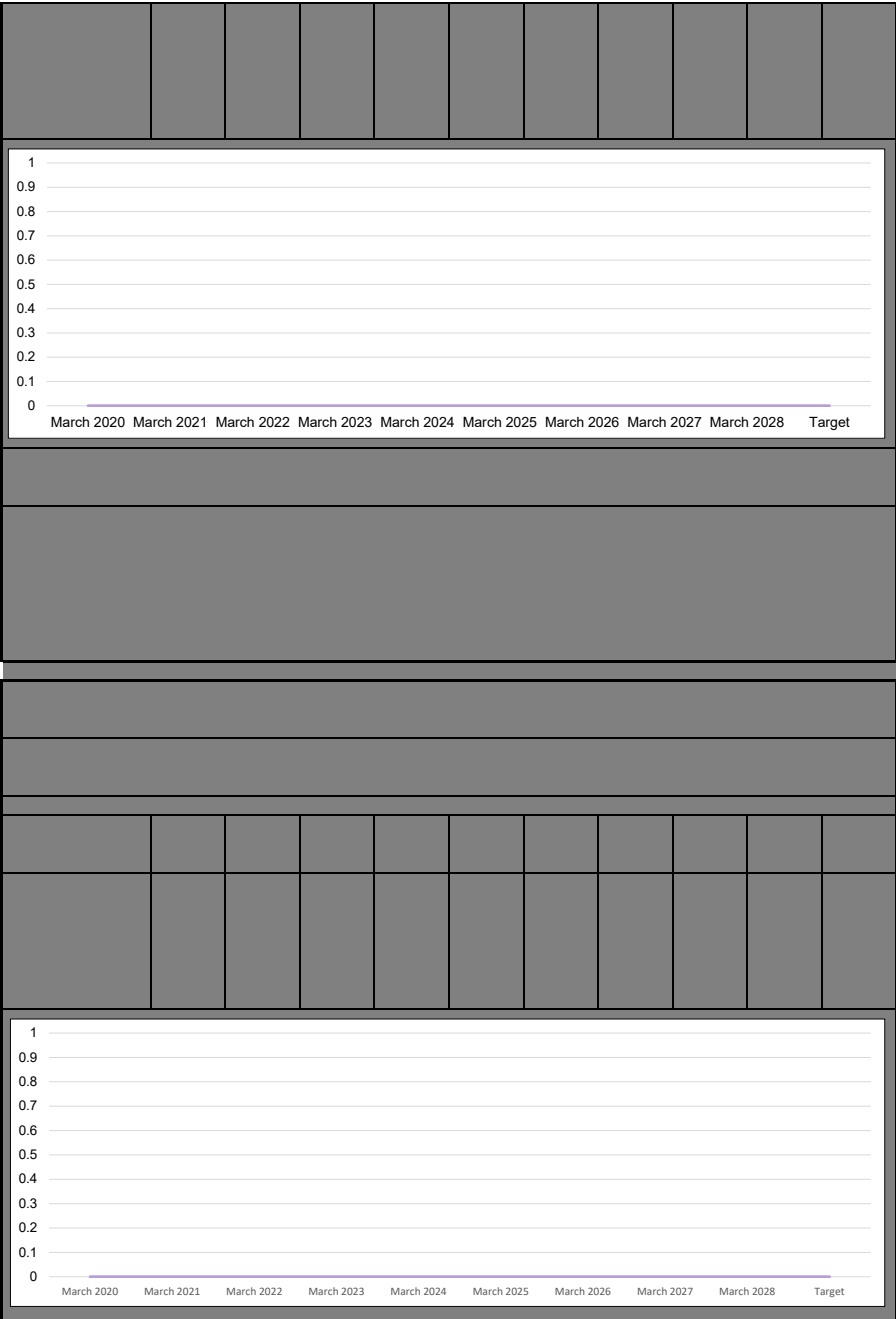
OPTIONAL COMMUNITY-LEVEL OUTCOMES (ANNUAL)

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?

No

Note: Reporting on additional community-level outcomes is optional.





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

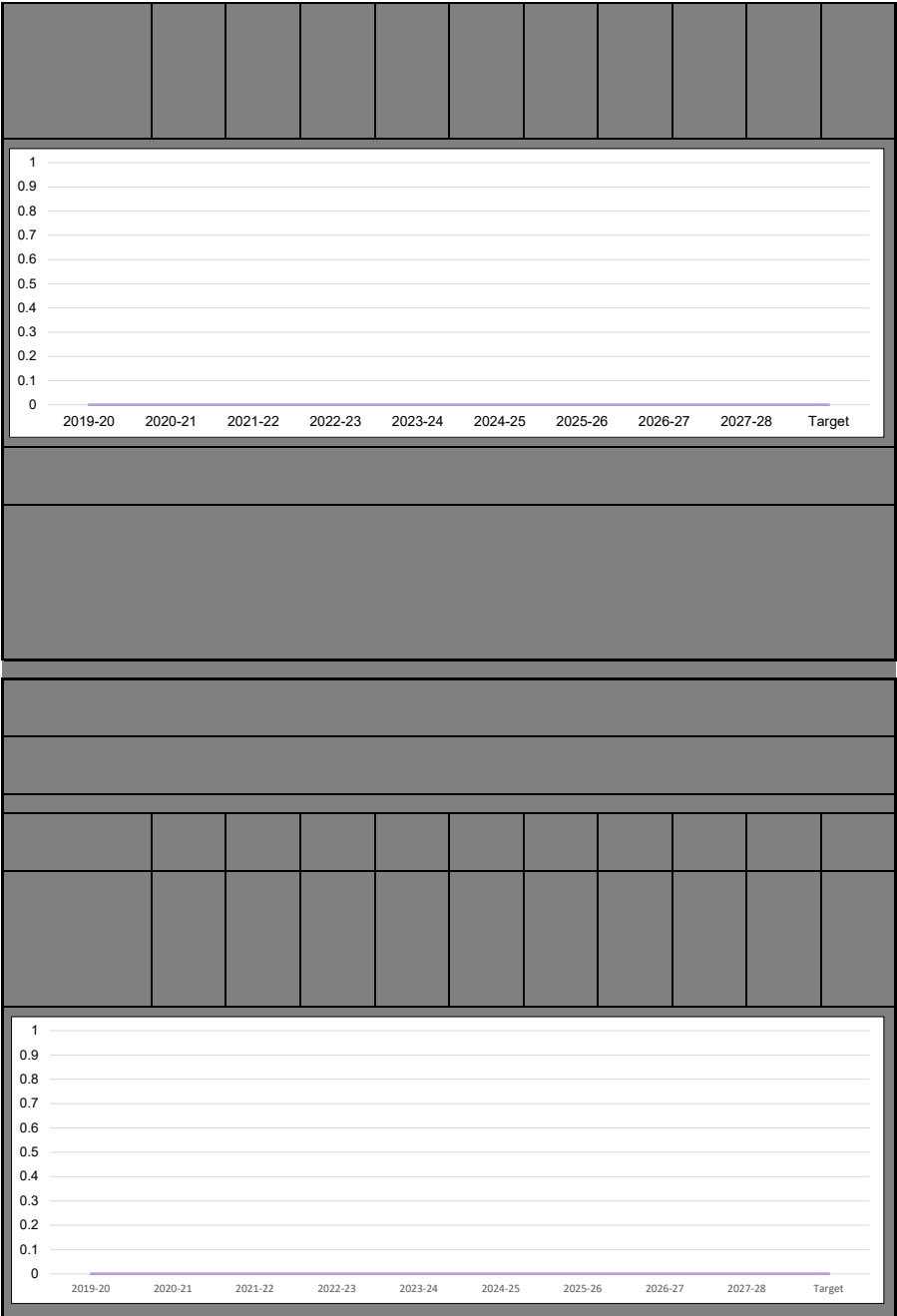
March 2025

March 2026

March 2027

March 2028

Target



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

COMMUNITY HOMELESSNESS REPORT SUMMARY

WHITEHORSE

2022-2023

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

This is a summary of the CHR for the 2022-23 reporting cycle. It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:

- meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
- community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
- an outcomes-based approach (tracking community-level outcomes and progress against targets using a Unique

identifier or By-Name List, referred to as a List; see Section 3).

If the community was able to report on outcomes and targets, this CHR Summary also includes results for each of the five core outcomes of Reaching Home (see Section 4).

Section 1. Community Context – Collaboration between Indigenous and Non-Indigenous Partners

Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding?

No – only DC funding is available

Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC or Territorial Homelessness (TH) CE and local Indigenous organizations over the reporting period?	Yes
<p>Describe this collaboration in more detail.</p> <p>* For Coordinated Access, a CHAT retreat was held in June 2022 in which the Coordinated Access Coordinator dedicated time to relationship building with First Nations partners and Elders in the planning and evaluation of the retreat. Elders were present to offer a morning prayer, as well as share knowledge in discussions, and a traditional meal was served for lunch. In addition, the Coordinator followed up with First Nations partners and Elders to receive feedback on how to increase the cultural safety of future meetings. In addition, several new Indigenous organizations joined CHAT during this reporting period, and they provide ongoing feedback on what approaches and processes need to change to better support Indigenous clients.</p> <p>* SAHS backline staff took OCAP training to improve understanding and the importance of Indigenous data sovereignty in relation to coordinated access and homelessness service provision.</p> <p>* Conversations were held with CYFN data manager regarding HIFIS and the mandatory reporting objectives that are provided to the federal government. It was suggested that HIFIS and its mandatory reporting objectives, identified in the DPA, should be negotiable for communities (specifically self-governing First Nations) looking to decolonise data collection and instill OCAP principles in homelessness service-sector work.</p>	

With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?	Yes
Describe this collaboration in more detail.	
<p>There was collaboration between the CE and Safe at Home. Al though not in direct collaboration with local Indigenous organziations or governments. The Yukon does not have an Indigenous CE/CAB, however, all Community Advisory Board (CAB) members were asked to provide input and approve the report. The CAB is representative of Indigenous organizations, NGOs, governmental agencies, and individuals with lived experience of homelessness.</p>	

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

Summary Tables

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

	Met	Started	Not Yet Started
Number of minimum requirements	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?

The community of Whitehorse showed increased participation in Coordinated Access through participation of members at the Coordinated Housing Access Team (CHAT) meetings. The amount of CHAT partners increased from 10 in 2021 – 2022 to 14 in 2022 – 2023. In-person BNL intake training was held in January 2023 to onboard new staff from various organizations to CHAT, while also providing a refresher to existing CHAT members who wanted it. Following this in-person session, a BNL intake training video was created. This video can be shared with any new staff who need to complete BNL intake training and allows them to begin completing intakes sooner than having to wait for the next in-person training opportunity (typically only held a couple times per year). Acting upon the recommendations from an external report reviewing Whitehorse's Coordinated Access system, work is underway to develop partnership agreements between all CHAT members and Safe at Home Society. These agreements will clarify responsibilities and expectations for organizations participating in CHAT, with the aim of improving consistency and participation.

* The participation of partner organisations in HIFIS persists as a challenge, mainly due to staffing and capacity issues within the community. The HIFIS Masterclass working group discussed this matter and revised how sessions were facilitated, opting towards one-on-one sessions with the HIFIS Project Manager as opposed to group sessions. The shift has led to more engagement from service providers; however, participation still remains an issue and membership has changed due to staff changes at organisations. For example, the HIFIS Project Manager is the only original member of the Masterclass. 2 organizations continue to use older versions of HIFIS and getting agreements sorted with the federal government, local Data Provision Agreements, and partnership agreements has taken longer than hoped causing delays in the actual launch of HIFIS. It is anticipated launch will occur with 3 organizations in quarter one of 2023.

* Work is also underway through Community, Capacity and Innovation Fund (also through Reaching Home) to explore the development of a Coordinated Access framework in Watson Lake. This framework could be adaptable to other communities across Yukon and make the link between rural Yukon communities and Whitehorse's homelessness/housing support network stronger.

Section 3. Outcomes-Based Approach Self-Assessment

Summary Tables - Minimum Requirement

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

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

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

List was in place as of January 1, 2023 (or earlier)	Can generate monthly data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

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

List was in place as of April 1, 2022 (or earlier)	Can generate annual data	Has set targets	Has an outcomes-based approach in place
Yes	Outcome 1: Yes	Outcome 1: Yes	Yes
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: Yes	Outcome 3: Yes	
	Outcome 4: Yes	Outcome 4: Yes	
	Outcome 5: Yes	Outcome 5: Yes	

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?

Upon reflection and more rigorous analysis of the By-Name List SAHS found that it had some issues with maintaining and improving the list. Helpful additions to the process were: reaching out to BNL clients who were approaching Inactive status to ask if they wanted to remain on the list; and in-house tracking for confirming updates with clients and client's housing application documentation. New intake points were established that access two previously underserved demographics. In addition, multiple cyber security improvements were explored and then implemented. This said, a dramatic increase in staff at Safe at Home led to a lack of reliable and consistent updates on client information (data) for the months of November-February. The BNL Coordinator (formerly the Data Lead) was absent due to unforeseen circumstances which left a gap in access to the most up to date data. March 2023 saw the implementation of a new BNL process that allows for all community partners to share client updates and complete intake packages electronically. Updates are now happening in real time and BNL intakes and status changes are happening every second day. The plan moves the Community BNL (in read-only format) onto a shared CHAT server and provides an updated copy every 2 weeks. Community partners are to check their client's information on the posted BNL next to the intake packages, creating oversight of the data entry to dramatically narrow the margin of human error. This ensures accurate data and confirms the needs of clients prior to being matched with available housing. The shared site creates access to the newest forms to ensure that the information collected for the BNL from one client to the next is identical and that all data fields available on the BNL are able to be populated. In addition, Intake Packages have become uniform with the acceptance of only a full VI-SPDAT and a full BNL Information Form. The BNL Information Form is undergoing updates that will both simplify the client's experience and collect the most useful -and most reportable- data to express the current homeless situation in Whitehorse. Clients are encouraged to align themselves with one agency that best suits their specific needs, so that only one community partner needs to be responsible for monthly updates to the BNL Coordinator. (Previously, CHAT allowed for up to 3 months to update. Our community target is now a once-a-month check-in.)

Data from the BNL was used to facilitate HIFIS discussions, HAP-IC, multiple news stories, reporting for YG and funding applications. Next fiscal, the BNL will be available for each Community Partner to access and filter their own data to use for all reporting and inform decision making.

More information about the Unique Identifier List

Step 1. Have a List

Where does data for the List come from?

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

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?

Undecided

Step 1. Have a List (cont.)

For the List, does the community have...

A written policy/protocol that describes how interaction with the homeless-serving system is documented	Yes
A written policy/protocol that describes how housing history is documented	Yes

Chronic homelessness

x	Federal definition
	Local definition

From the List, can the community get data for...

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

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

Age	Yes	Indigenous identity	Yes
Household type	Yes	Veteran status	No
Gender identity	Yes		

Step 2. Have a real-time List

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

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

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

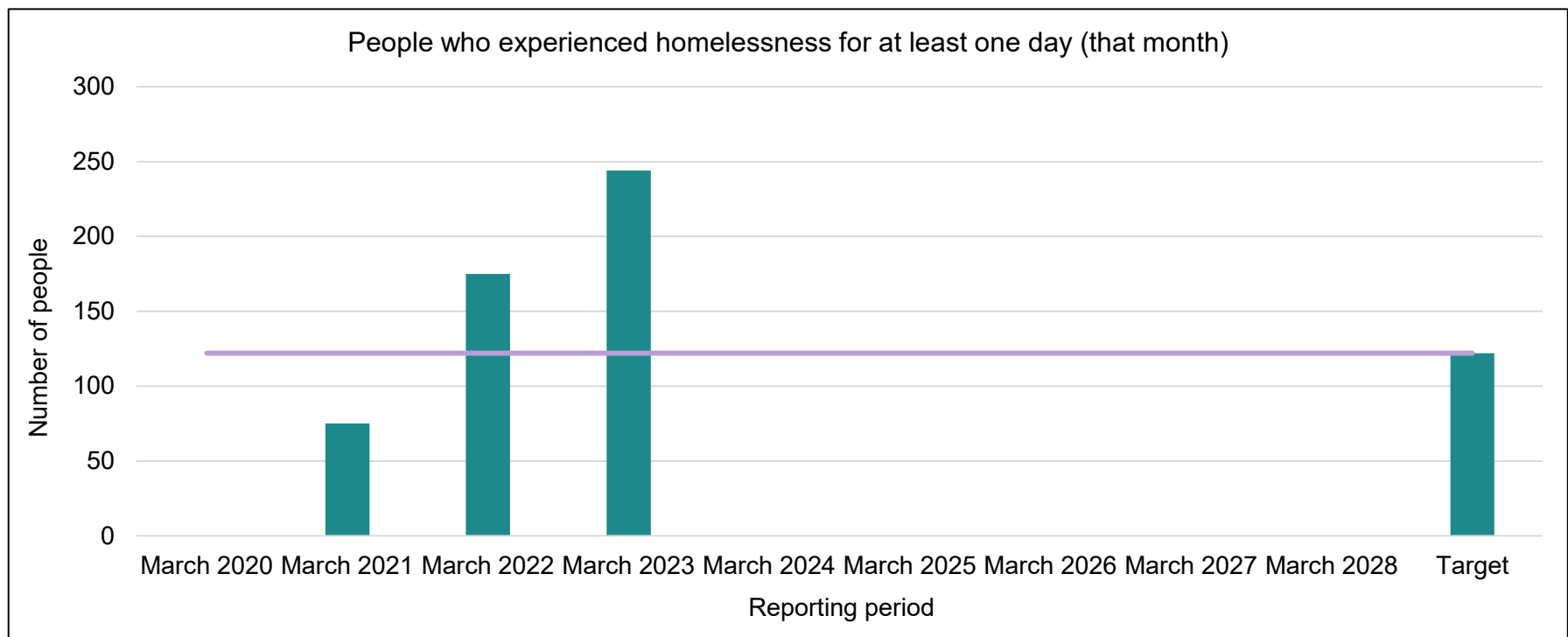
Section 4. Community-Level Outcomes and Targets – Monthly

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

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

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)		75	175	244						122



Context for Outcome #1 (monthly):

Please provide context about your results, as applicable.

There is a marked increase in our 50% reduction target for 2028. The amended number takes into account SAH's public education pieces on the degree to which individuals are experiencing hidden homelessness, the surge of residents moving from rural communities to Whitehorse and the final settling of post-COVID living arrangements. Lastly, seasonal evictions of monthly tenants from hotels/motels in the spring persist as a part of our housing context in Yukon.

Was the federal standard for calculating this outcome used (see Annex A)?

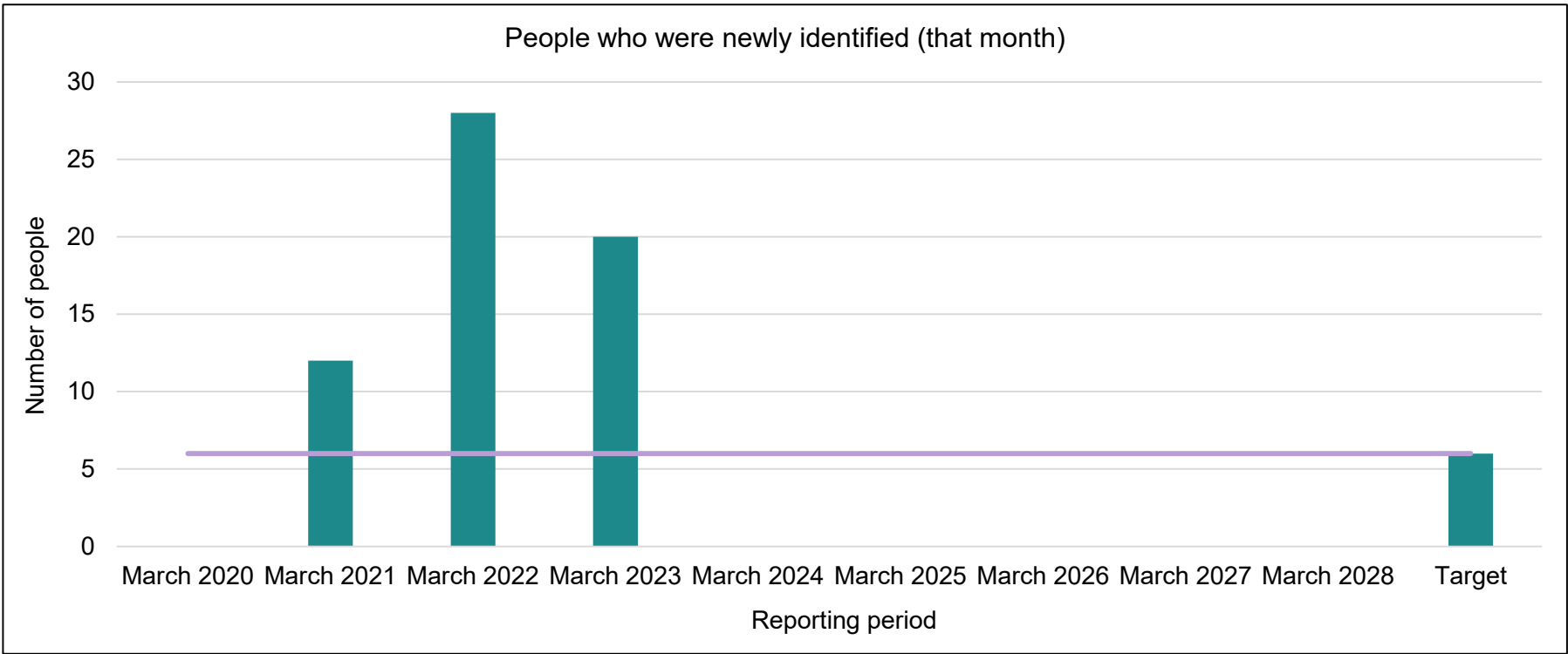
No

How was this outcome calculated?

Outcome was calculated at 50% of the current year, with current year (2023) as baseline. Original baseline did not include the hidden homeless population of Yukon.

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)		12	28	20						6



Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.

0

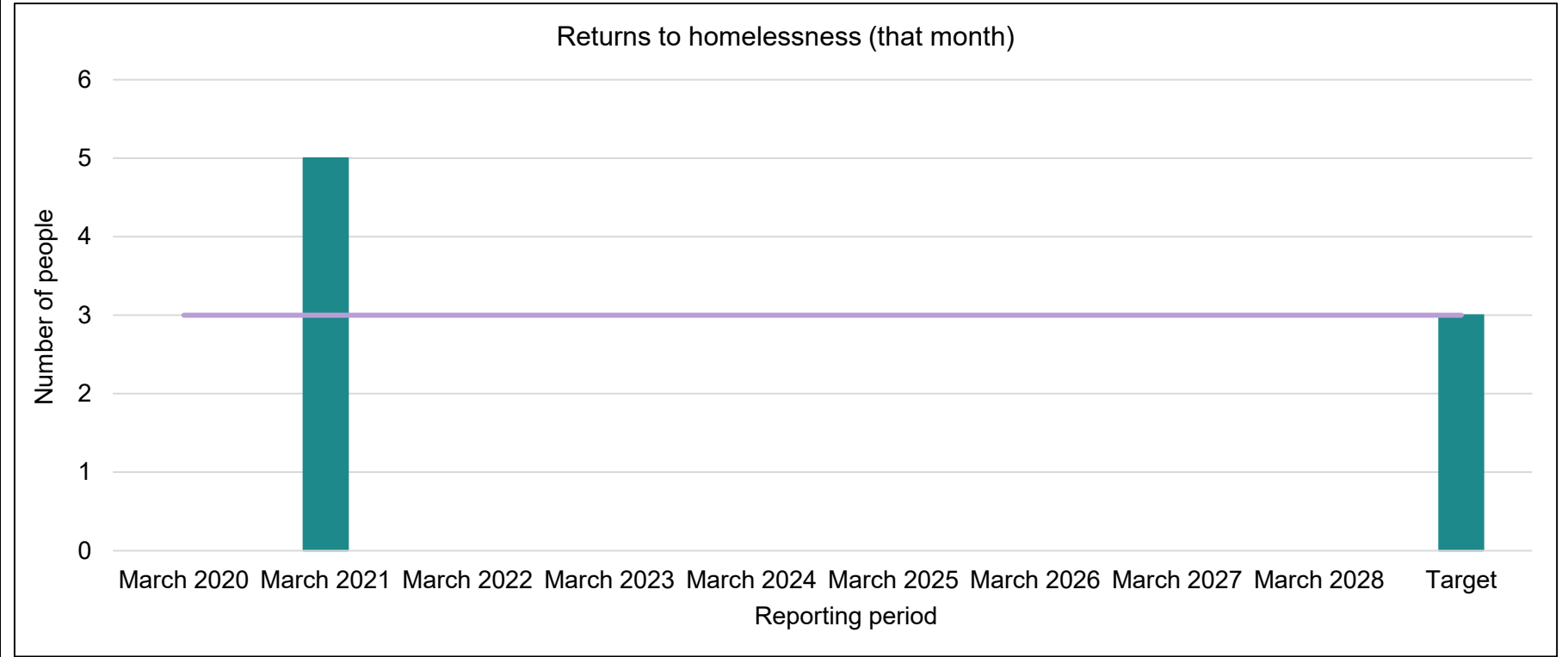
Was the federal standard for calculating this outcome used (see Annex A)?	No
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How was this outcome calculated?

0

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)		5	0	0						3



Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

0

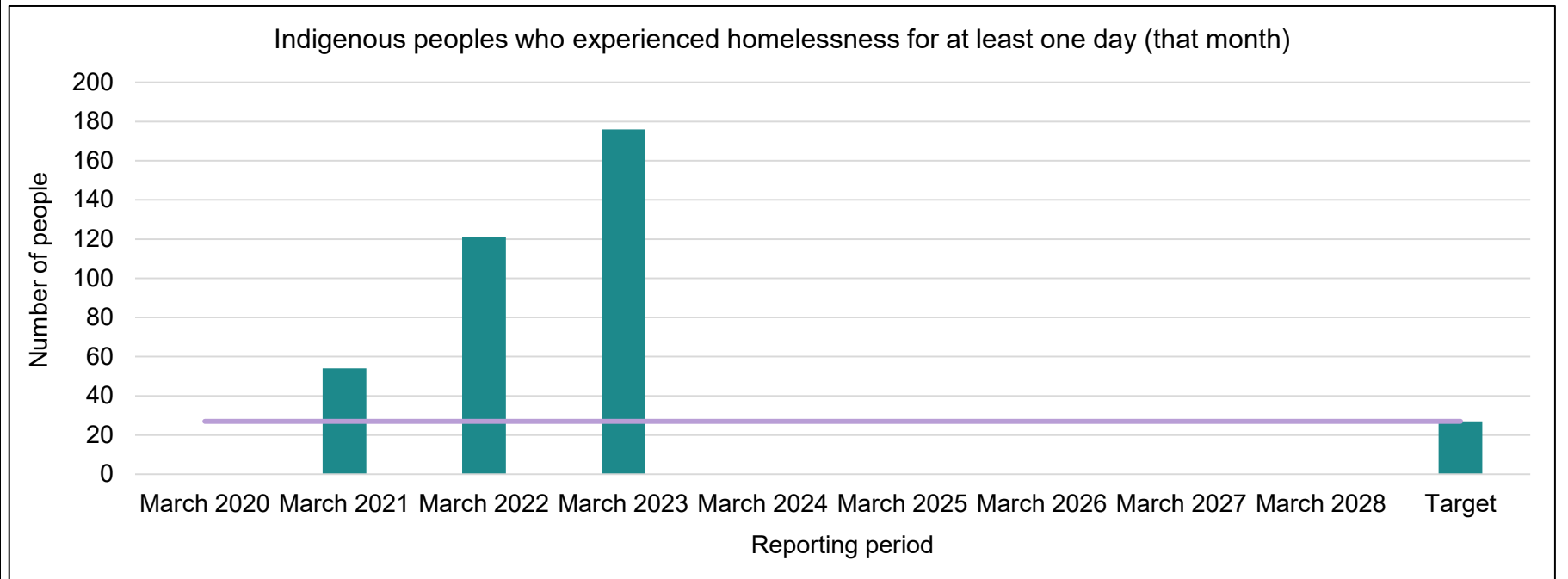
Was the federal standard for calculating this outcome used (see Annex A)?	No
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How was this outcome calculated?

0

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)		54	121	176						27



Context for Outcome #4 (monthly):

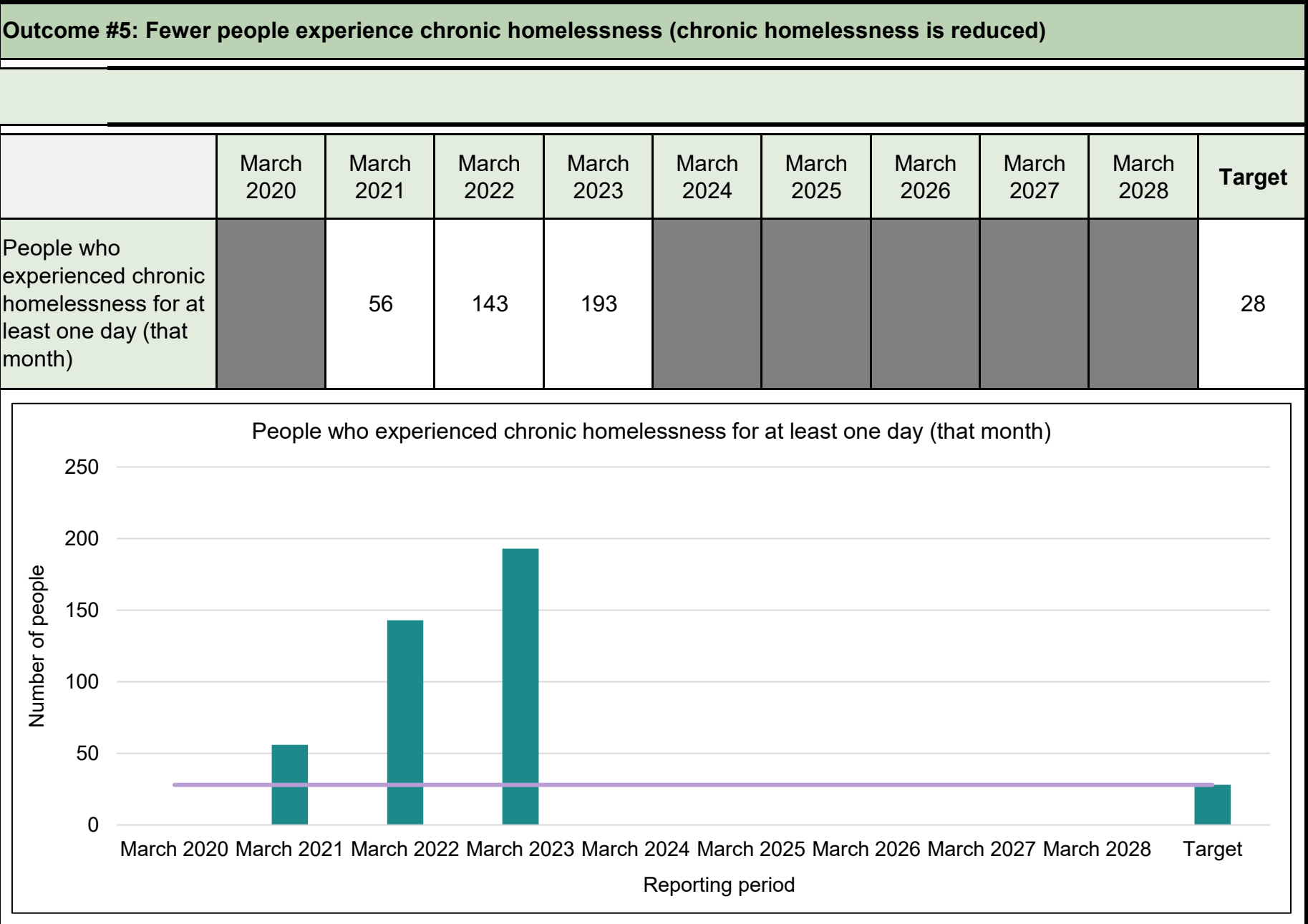
Please provide context about your results, as applicable.

0

Was the federal standard for calculating this outcome used (see Annex A)?	No
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How was this outcome calculated?

0



Context for Outcome #5 (monthly):

Please provide context about your results, as applicable.

0

Was the federal standard for calculating this outcome used (see Annex A)?	No
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How was this outcome calculated?

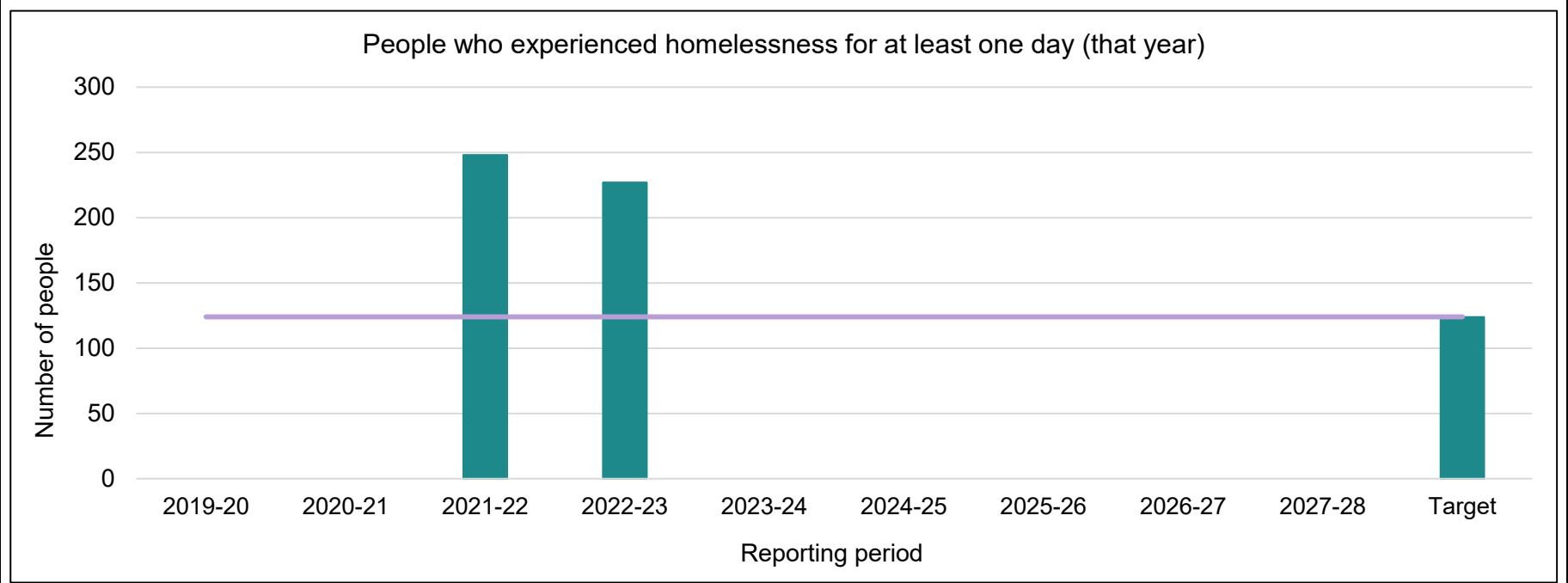
0

Section 4. Community-Level Outcomes and Targets – Annual

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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	227						124



Context for Outcome #1 (annual):

Please provide context about your results, as applicable.

0

Was the federal standard for calculating this outcome used (see Annex A)?

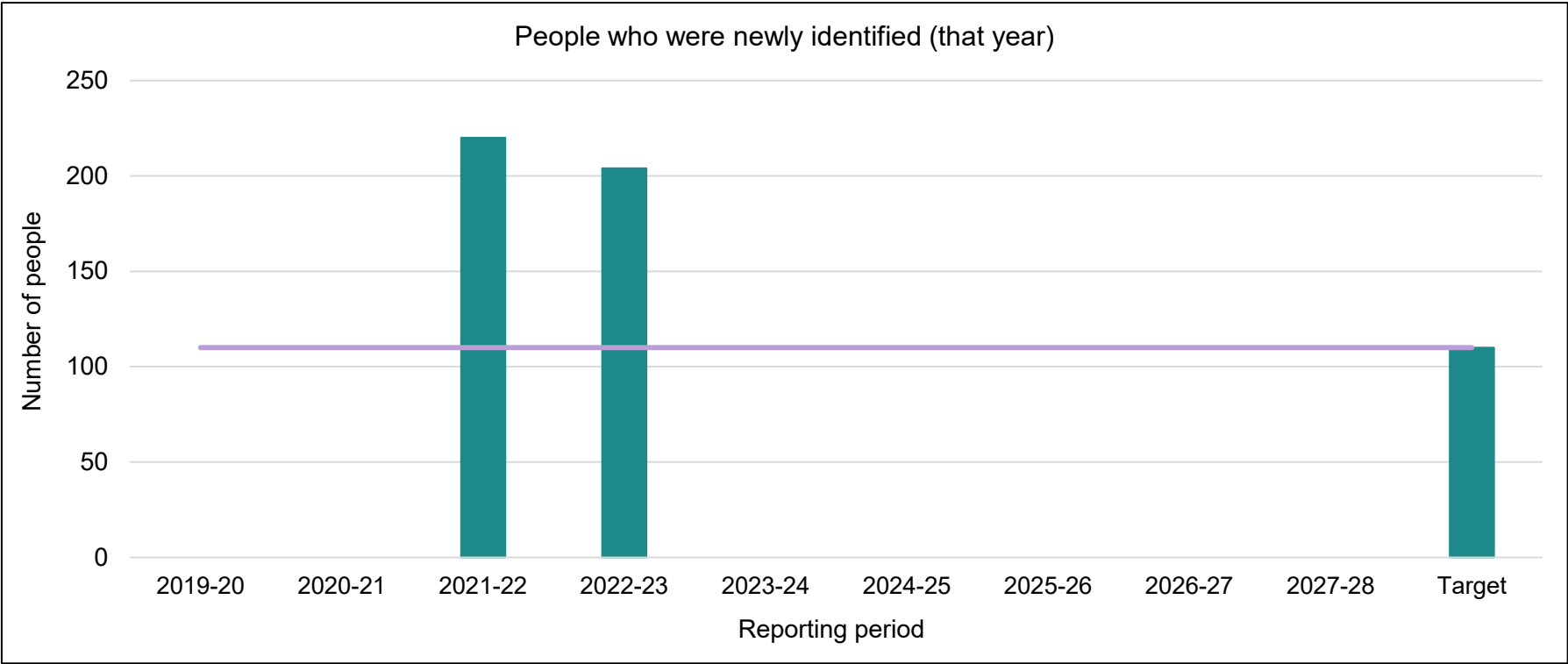
Select one

How was this outcome calculated?

Average of 12 months of data-input calculations. Target unchanged.

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	204						110



Context for Outcome #2 (annual):

Please provide context about your results, as applicable.

0

Was the federal standard for calculating this outcome used (see Annex A)?

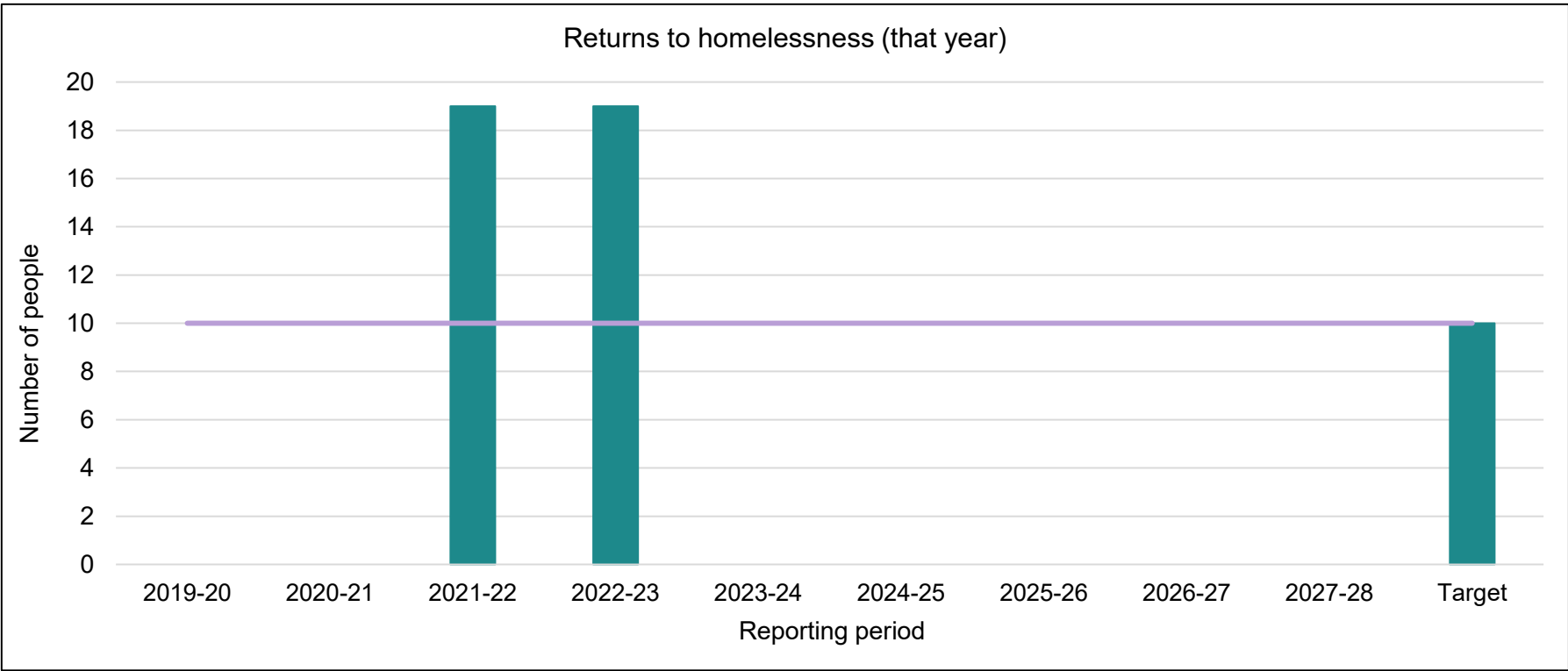
No

How was this outcome calculated?

Addition of 12 months of data-input calculations. Target unchanged.

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	19						10



Context for Outcome #3 (annual):

Please provide context about your results, as applicable.

0

Was the federal standard for calculating this outcome used (see Annex A)?

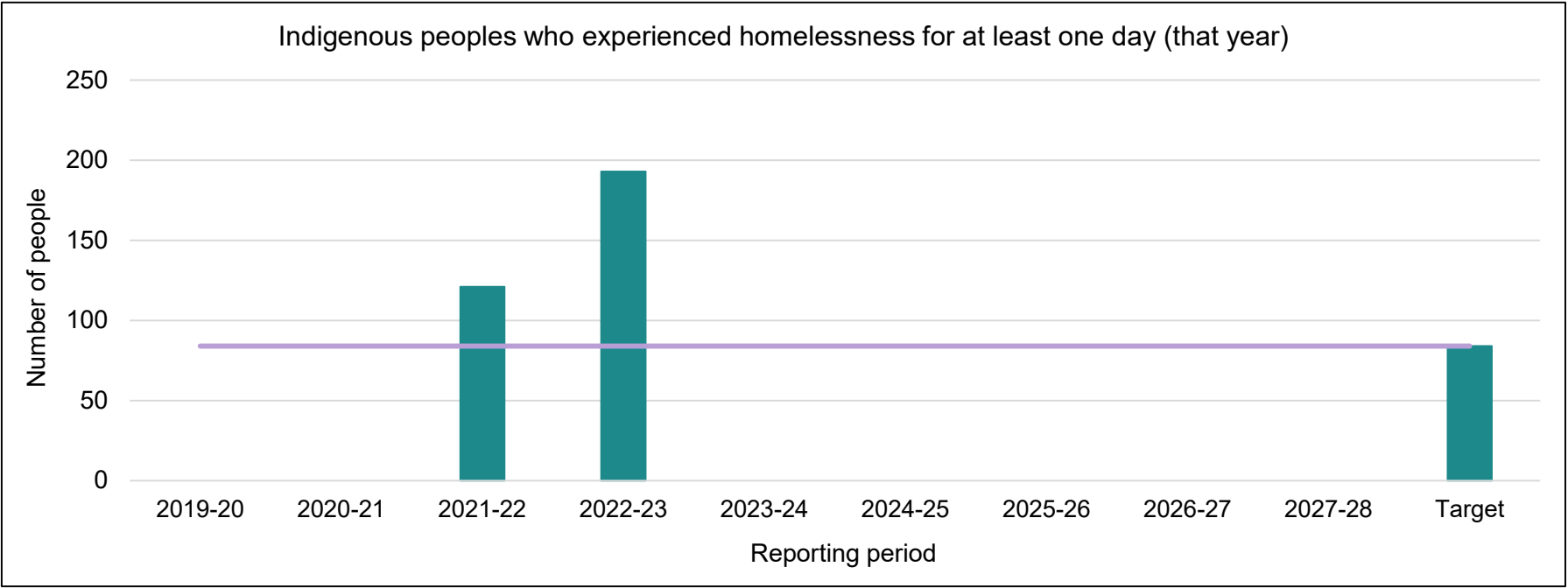
No

How was this outcome calculated?

Addition of 12 months of data-input calculations. Target unchanged.

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)			121	193						84



Context for Outcome #4 (annual):

Please provide context about your results, as applicable.

0

Was the federal standard for calculating this outcome used (see Annex A)?

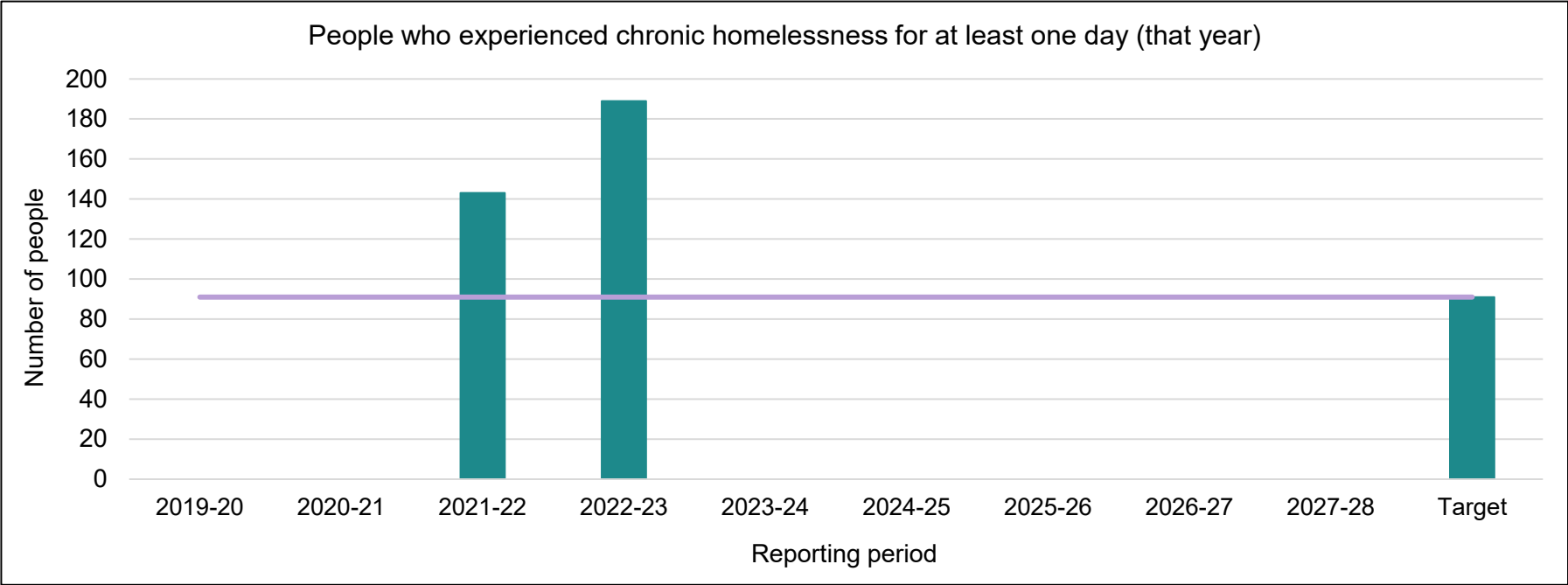
No

How was this outcome calculated?

Selected highest number from of 12 months of data-input calculations. Target unchanged.

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)			143	189						91



Please provide context about your results, as applicable.

0

Was the federal standard for calculating this outcome used (see Annex A)?

No

How was this outcome calculated?

Selected highest number from of 12 months of data-input calculations. Target unchanged.

Designated Community – Community Advisory Board

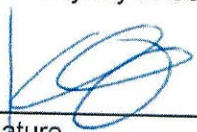
Note: You may list more than one name or organization for each sector. ESDC will not sell, distribute, trade or transfer your information to other government departments, businesses, institutions, organizations or individuals outside ESDC for any other purposes, unless required by law.

Sector	Community Advisory Board Member(s)
Infrastructure Canada (Ex-Officio Member)	Roxane Kelly
Provincial/Territorial government	
Local/Municipal government	Mathieu Marois - City of Whitehorse
Indigenous peoples and organizations	Natalie Taylor (WAWC), Terry Rufiange-Holway
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, Health and Social Services
Individuals with lived experience of homelessness	Bill Bruton, Lived Experience and member of Ta'an Kwach'an Council / Maury Fraser - Lived Experience
Organizations serving individuals experiencing or at risk of homelessness	Kate Mechan, Safe at Home Society
Private sector	
Landlord associations and/or the housing sector	
Other	Neena MacKinon, FASSY

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

MAY 23/23
Date

William Bruton
Name


Signature

MAY 23, 23
Date

Name

Signature

Date