

COMMUNITY HOMELESSNESS REPORT SUMMARY

Whitehorse, YT

2023-2024

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

This is a summary of the CHR for the 2023-24 reporting cycle. It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:

- meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
- community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
- an Outcomes-Based Approach (tracking community-level outcomes and progress against targets using person-specific data; see Section 3).

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

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

a) Specific to Coordinated Access, the HMIS and the Outcomes-Based Approach, has there been ongoing, meaningful collaboration between the TH CE and local Indigenous organizations, including those that sit on your CAB, over the reporting period?

→ Coordinated Access:

Yes

→ HMIS:

Yes

→ Outcomes-Based Approach:

Yes

Describe this collaboration in more detail.

B

-COORDINATED ACCESS: In our Coordinated Housing Access Team (CHAT) there is representation from 1 First Nation government (Kwanlin Dun), 1 First Nation organisation that represents Indigenous families (the Council of Yukon First Nations), 1 First Nation organisation that represents women (Whitehorse Aboriginal Women's Circle), and 1 organisation that represents Indigenous youth (Skookum Jim's Friendship Centre). Over the duration of the year, these partners have continuously been engaged to provide feedback around Coordinated Access processes and procedures, such as the changes to the intake form, general CA training, and the response to emerging issues in Whitehorse.

-HIFIS: Starting in September 2023-present, HIFIS host agency Safe at Home (SAH) engaged with the Council of Yukon First Nations (CYFN) to collect feedback on HIFIS implementation plan report by Rumsey Consulting. In February 2024, there was a HIFIS Working Group business requirements meeting where the results of the Implementation Plan report were discussed amongst partners, which included CYFN and the Whitehorse Emergency Shelter which is operated by CYFN and Connective. During this meeting, topics around HIFIS implementation, maintenance, and sustainability were discussed, including dialogues around operational needs, data sharing, privacy, and the integration of OCAP principles. These topics were discussed by 6 service providers to inform the approach to HIFIS implementation. CYFN continues to participate in the HIFIS Working Group and will explore the potential for HIFIS over the next year.

a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the local Indigenous organizations, including those that sit on your CAB?	Yes
<div data-bbox="287 277 1959 332">Describe this collaboration in more detail.</div> <div data-bbox="287 332 1959 574"> <p>There remains strong, consistent collaboration between the CE and the Safe at Home Society (SAHS). 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> </div>	

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

Section 2 Summary Tables

The table below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements for Coordinated Access and an HMIS under the 2019-2024 Reaching Home funding cycle.

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

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

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

Section 2 Summary Comment

Highlight efforts and/or issues related to the work your community has done over the last year related to the Reaching Home minimum requirements for Coordinated Access and an HMIS.

-HIFIS IMPLEMENTATION: In Q1 of the year, the HIFIS host agency contracted a privacy expert to conduct trainings and recommendations on privacy and security in preparation for HIFIS implementation. Despite a vacant HIFIS Project Manager role, HIFIS was successfully implemented by the Safe at Home Society during the past year. In September 2023, one staff member from Safe at Home put the first client into HIFIS, and the rest of the frontline team (15 people) were trained to use the system in February 2024. By the end of the year, HIFIS was being used by Safe at Home as the case management system. In March 2024, staff members at the Fetal Alcohol Syndrome Spectrum Yukon (FASSY) were trained to use HIFIS and their system was configured to match their organisational needs. Due to delays around the data sharing agreement, FASSY will go live with the HIFIS system in Q1 of the 24/25 year. Engagement with other RH-funded and non-RH funded organisations to continue into the next year.

-HIFIS COMMUNITY ENGAGEMENT: The broader community of Whitehorse showed increased participation in HIFIS implementation during this year. A consultant was hired in the second half of the year to create an implementation plan around HIFIS. In this report, Rumsey Consulting engaged with several Indigenous and non-Indigenous homelessness service providers and people with lived experience to gain a better understanding of the needs around HIFIS implementation. Report demonstrated shared interest between service providers (both government and non-government) for HIFIS implementation and provided a framework for how implementation can be achieved using a collaborative, cost-effective, and trauma-informed approach. The Implementation Plan by Rumsey Consulting and its related community conversations increased the buy-in and participation from important homelessness service providers in Whitehorse, such as the Emergency Shelter and the Council of Yukon First Nations.

-After the implementation plan was completed, Safe at Home hosted a HIFIS Working Group Business Requirement Planning session in February 2024, that included representatives from 6 different homelessness service

-CA HOUSING TEAM: Coordinated Access has had success in maintaining connections with its 12 partner organizations as continued CA/BNL intake points, within our CHAT (Coordinated Housing Access Team) bi-weekly meets and for trainings & community engagement sessions. These partnerships include 2 First Nations organizations and representation from shelters services, housing first programs, women's organizations, a youth organization, outreach services, harm reduction services, the FASD community & queer community.

-HOUSING RESOURCES: Relationship with Yukon Housing Corporation continued to grow during this year and the

corporation continued allocating 20% of their units to CA which led to several people being housed through the BNL.

-CA SYSTEMS IMPROVEMENTS: Over the past year, the By-Name List (BNL) was transferred to a new workbook, which allowed for more reliable data to be recorded and extracted from the BNL. It has also facilitated improved prioritization of clients on the BNL, leading to more accurate housing matches and a more streamlined Coordinated Access process in general. By the end of Q4, Coordinated Access has achieved four months of balanced BNL Data. This means that the inflow and outflow of clients on to and off of the BNL is being accurately recorded, giving the community a reliable, real-time view of the status and dynamics of homelessness in Whitehorse. As the BNL accumulates further months of balanced data, this data will continue to improve as a resource for advocacy and policy decisions around Whitehorse. Additionally, this achievement is important in Safe at Home's efforts to maintain a Quality By-Name List as at least three months of balanced data (<5% margin of error) is a requirement of BFZ for a Quality BNL.

-Through the engagement of CA service providers, a streamlined process was developed to facilitate monthly client updates. This involves sharing a limited version of the BNL with CHAT partners at least once a month to ensure they know who is on the BNL and to highlight those clients who are approaching inactivity and should be prioritized for updates. The update process was also simplified, encouraging the use of a concise update form but also being flexible to allow for informal updates over the phone or email.

-A series of community engagements were held to gather input from CHAT partner organizations on potential changes to Coordinated Access's prioritization criteria. Valuable feedback on how CA could better reflect the needs of the community was heard and is currently being reviewed with the aim to implement a new prioritization scheme in the following quarter.

-Policies and procedures around coordinated access and the by name list (ex. the consent form and BNL intake form) were revised and/or established during the year which decreased the length of the BNL intake assessment. These changes benefit both the clients and frontline workers, as the intake process is clearer and more streamlined.

- Yukon Anti-Poverty Coalition Executive Director and Landlord Liaison Worker, as well as Safe at Home Policy Analyst, Data Lead, Coordinated Access Coordinator, and Regional Coordinated Access Coordinator attended Built for Zero learning session in London, Ontario in March 2024. At this conference, the Whitehorse team committed to reviewing CA and BNL scorecards in the first 6 months of the 24/25 year. This process will include reviewing the BFZ CA and BNL scorecards that outline RH minimum requirements and the necessary steps to take to improve the CA system.

Section 3. Outcomes-Based Approach Self-Assessment

Section 3 Summary Table

The tables below provide a summary of the work your community has done so far to transition to an Outcomes-Based Approach under the 2019-2024 Reaching Home funding cycle.

Step 1: Maintain person-specific data	Step 2: Maintain real-time data	Step 3: Maintain comprehensive data
Yes	Yes	Yes

Step 4: Can report monthly outcomes and set targets using data (reporting monthly data in Section 4 is mandatory for 2023-24 CHRs)

Dataset was in place as of January 1, 2024 (or earlier)	Can generate monthly data	Has set targets	Has an Outcomes-Based Approach in place
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 (reporting annual data in Section 4 is mandatory once annual data can be generated)

Dataset was in place as of April 1, 2023 (or earlier)	Can generate annual data	Has set targets	Has an Outcomes-Based Approach in place
Yes	Outcome 1: No	Outcome 1: No	No
	Outcome 2: Yes	Outcome 2: Yes	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

Summary Comment

Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home.

As mentioned earlier in the report, broader HIFIS implementation in the community will continue into the next fiscal year. This will inevitably improve our ability to incorporate an outcomes-based approach in all aspects of our response to homelessness. While HIFIS is being implemented, CA forms and procedures will be adjusted to allow for an easier transition into HIFIS use. For example, the CA intake form will be changed to include "housing history" so information can easily be recorded when inputting client information into HIFIS.

Additional information - Timely data

Once new information is available about a person, on average, how long does it take for changes to be updated in the database for the following:

→ Interaction with the system (e.g., changes from “active” to “inactive”)?	Within a month
→ Housing history (e.g., changes from “homeless” to “housed”)?	Within a month
→ Data that is relevant and necessary for Coordinated Access (e.g., data used to determine who is eligible and can be prioritized for a vacancy)?	Within a month

Additional information - Data collection and entry processes

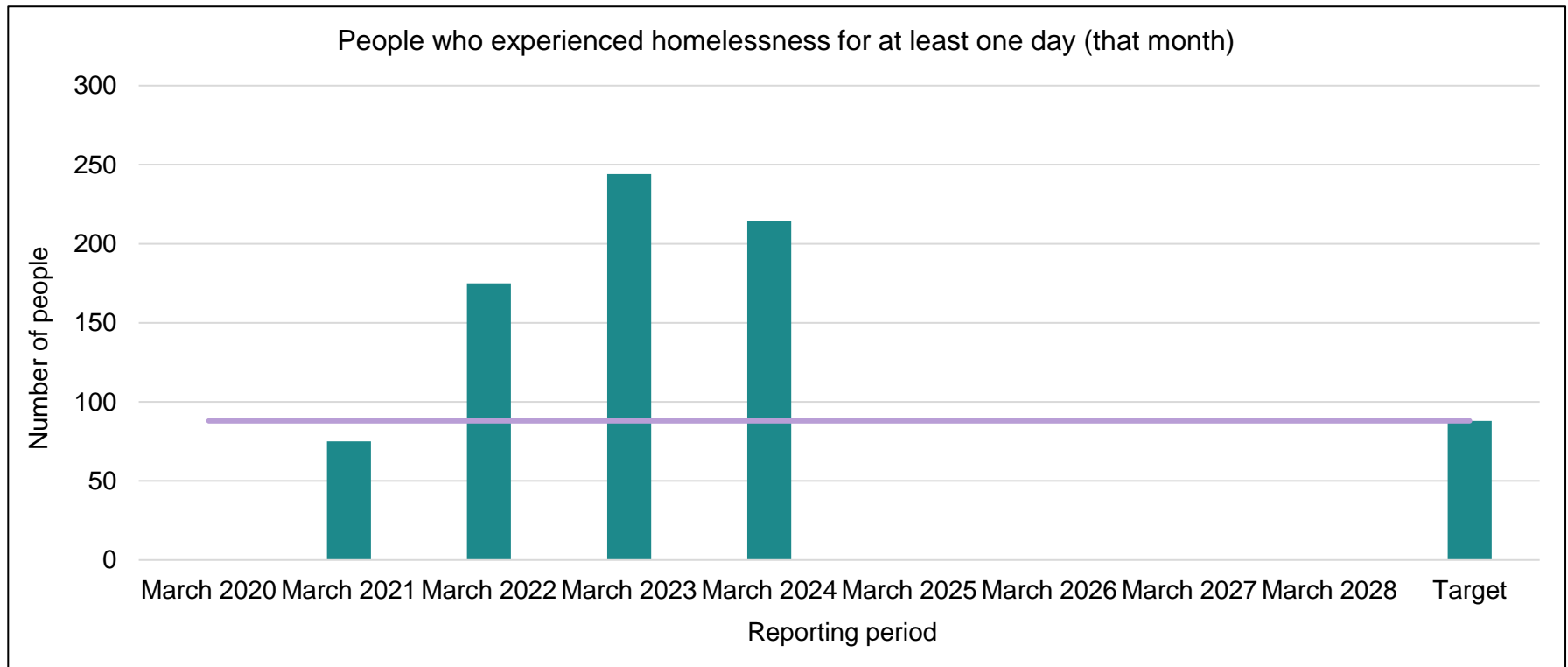
Describe the process(es) used by service providers to collect and enter data about people currently experiencing homelessness into the database.

Service providers continue to send information for the BNL to the Safe at Home Data Lead using the Coordinated Access Intake Package (intake, consent, and assessment) and update form to collect and report on data of people experiencing homelessness.

Section 4. Community-Level Outcomes and Targets – Monthly

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

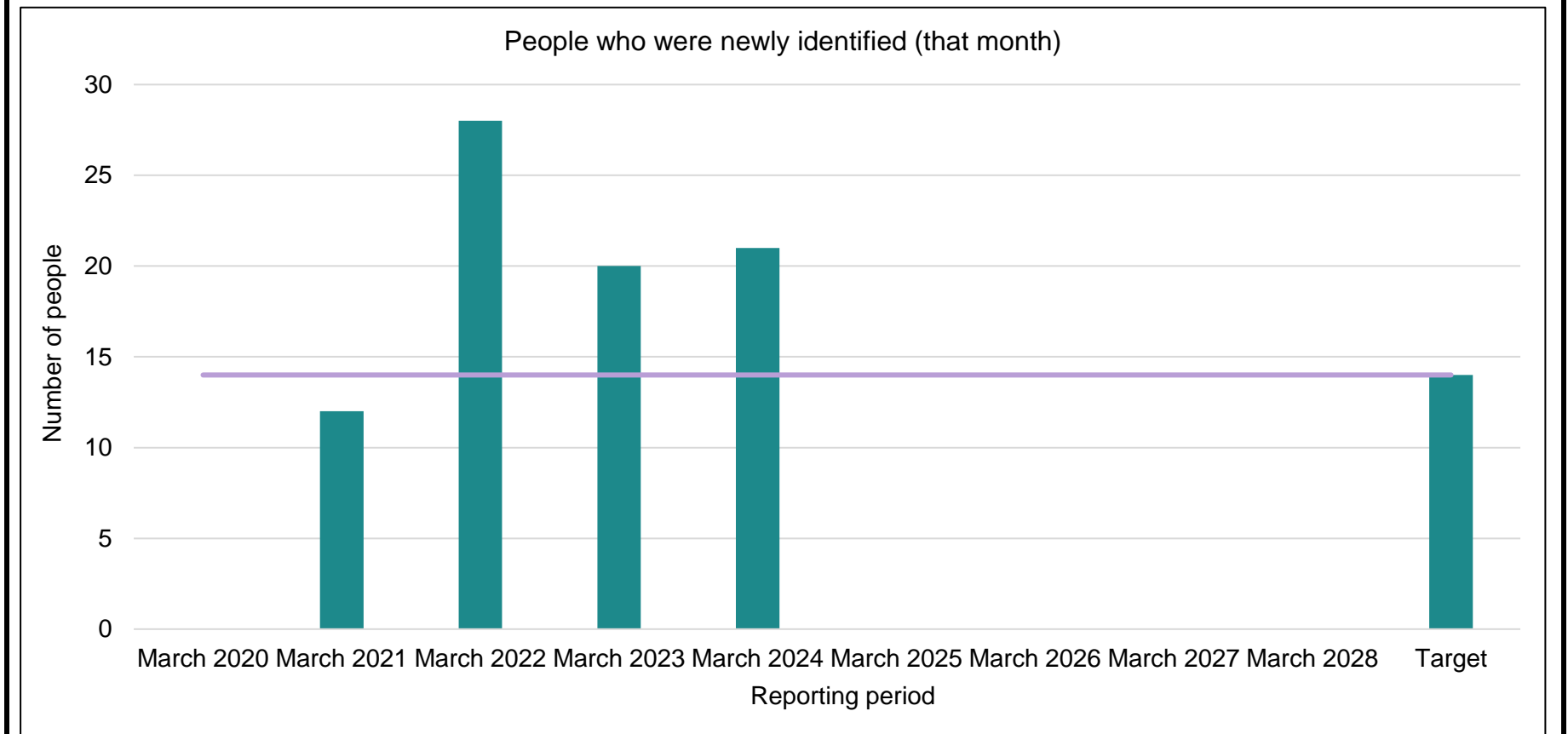
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)		75	175	244	214					88



O#1(M)	What is your baseline year?	March 2022
	Overall homelessness will decrease by 50% between March 2022 and March 2028.	
	How was this Outcome generated?	Other process/tool
	Sum of number of people from BNL in March 2024 who were actively experiencing homelessness for at least one day (people who are actively experiencing homelessness, people who were experiencing homelessness and were housed during the month, and people who were experiencing homelessness and went inactive during the month).	
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Please use the following comment box to provide context on your data.	
Target adjusted to 2022 baseline due to increasing number of people experiencing homelessness in the territory.		

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

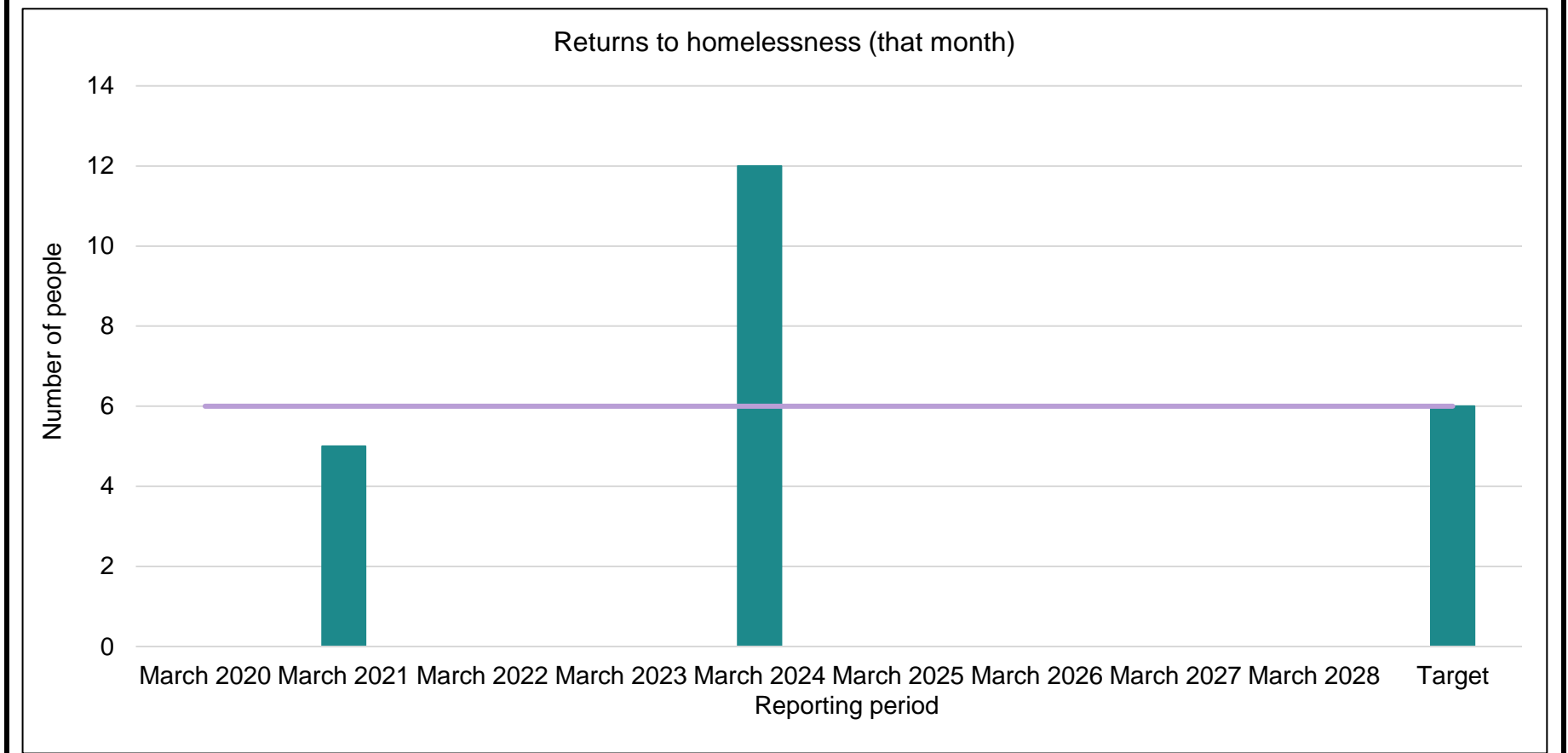
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)		12	28	20	21					14



O#2(M)	What is your baseline year?	March 2022
	<div> New inflows to homelessness will decrease by 50% between March 2022 and March 2028. </div>	
	How was this Outcome generated?	Other process/tool
	Count of newly identified individuals on BNL in March 2024.	
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Please use the following comment box to provide context on your data.	
Target adjusted to 2022 baseline due to increases in Yukon population.		

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

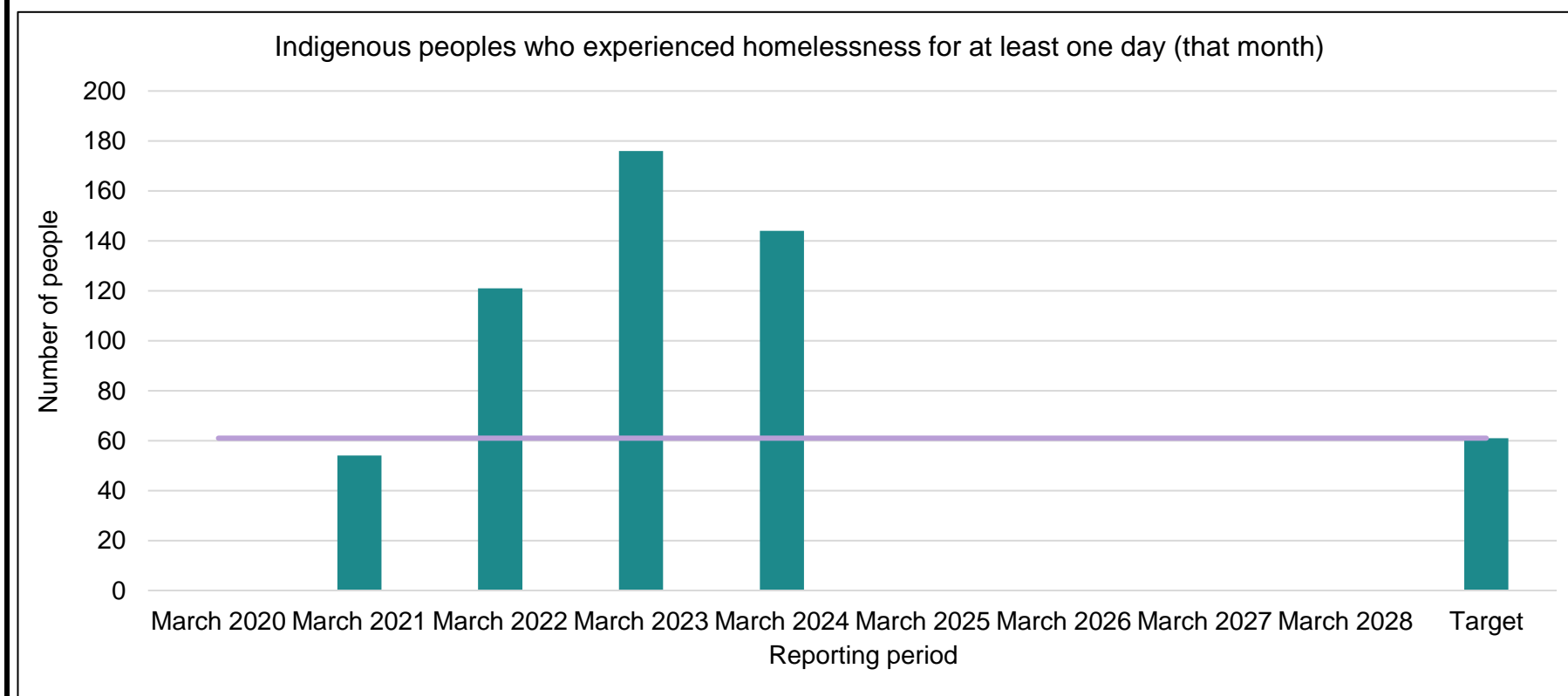
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)		5	0	0	12					6



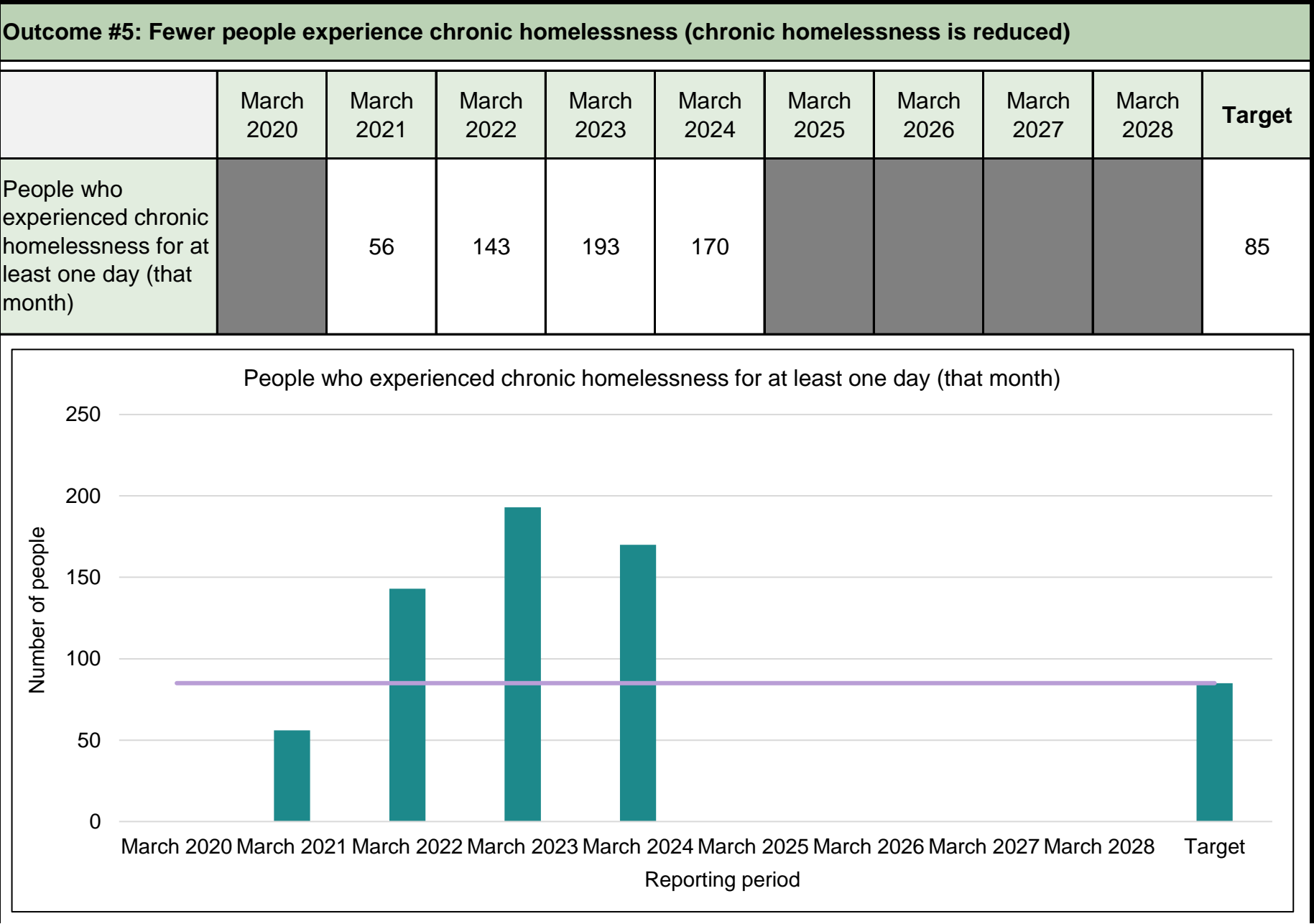
O#3(M)	What is your baseline year?	March 2024
	Returns to homelessness will decrease by 50% between March 2024 and March 2028.	
	How was this Outcome generated?	Other process/tool
	Sum of people on the BNL who returned from inactive and returned from housing in March 2024.	
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Please use the following comment box to provide context on your data.	
Target has changed to reflect March 2024 baseline due to increases in population in the Yukon.		

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	144					61



O#4(M)	What is your baseline year?	March 2022
<div>Indigenous homelessness will decrease by 50% between March 2022 and March 2028.</div>		
How was this Outcome generated?		Other process/tool
Sum of number of Indigenous people from BNL in March 2024 who were actively experiencing homelessness for at least one day (people who are actively experiencing homelessness, people who were experiencing homelessness and were housed during the month, and people who were experiencing homelessness and went inactive during the month).		
Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?		No, none of the data has changed
Has the target you set changed from your previous CHR?		Yes, the target has changed
Was "N/A" was used for one or more data points?		No, N/A was not used for one or more data point
Were Indigenous partners engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results?		No
Please use the following comment box to provide context on your data.		
Target changed to March 2022 baseline due to increases in Indigenous people experiencing homelessness. Through the process of completing our 2024 - 2028 Community Action Plan required by Reaching Home, we will be reviewing baseline data, targets, and outcomes with Indigenous partners. This will be done with First Nations organizations who are CAB members and with the goal of engaging First Nations governments who are not currently CAB members.		



O#5(M)	What is your baseline year?	March 2024
	Chronic homelessness will decrease by 50% between March 2024 and March 2028.	
	How was this Outcome generated?	Other process/tool
	Number of people experiencing chronic homelessness for at least one day in March 2024 (includes active chronic number, number of people who were chronic and housed, number of people who were chronic and went inactive)	
	Has the data you reported for this Outcome from March 2020 to March 2023 changed from your previous CHR?	No, none of the data has changed
	Has the target you set changed from your previous CHR?	Yes, the target has changed
	Was "N/A" was used for one or more data points?	No, N/A was not used for one or more data point
	Please use the following comment box to provide context on your data.	
	Target changed to March 2024 baseline to reflect goal of 50% reduction in chronic homelessness.	
	f) What definition of "chronic homelessness" does your community use to calculate this Outcome?	
People who have been experiencing homelessness for 6 months in the last 12 months or 18 months in the last 36 months.		

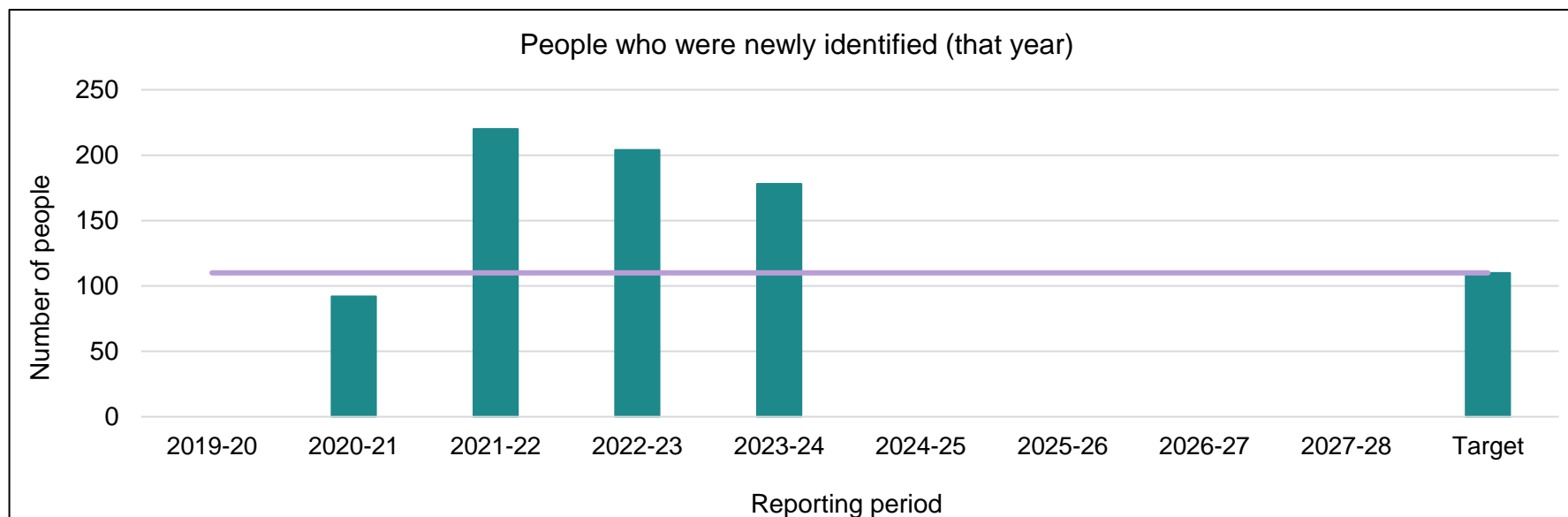
Section 4. Community-Level Outcomes and Targets – Annual

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

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

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

	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)		92	220	204	178					110



O#2(A)	What is your baseline year?	2021-22
<div data-bbox="289 253 1797 334"> <p>New inflows to homelessness will decrease by 50% between 2021-22 and 2027-28.</p> </div>		
How was this Outcome generated?		Other process/tool
Sum of all people who were newly identified from April 2023 to March 2024.		
Has the data you reported for this Outcome from 2019-20 to 2022-23 changed from your previous CHR?		No, none of the data has changed
Has the target you set changed from your previous CHR?		No, the target has not changed
Was “N/A” was used for one or more data points?		No, N/A was not used for one or more data point

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #3 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #4 for the reporting period.

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #5 for the reporting period.