

COMMUNITY HOMELESSNESS REPORT SUMMARY

City of Red Deer

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?

Yes – DC and IH funding streams co-exist

Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC CE and the IH CE and/or IH CAB over the reporting period?

Yes

Describe this collaboration in more detail.

City of Red Deer operates as both the Indigenous Homelessness and Designated Communities, Community Entity. Self-determination of Indigenous funding has been an important focus over the years, this was amplified throughout the development of the Community Housing & Homelessness Integrated Plan (CHHIP.) While the City is well positioned to carry out administrative functions as the Community Entity of both funding streams, the Indigenous funding decision-making role is that of the Indigenous community. Red Deer's Community Advisory Board (CAB) and City Administration work closely with the Urban Aboriginal Voices Society (UAVS) - Housing Domain. The Domain provides direction on supports and services needed for Indigenous peoples experiencing, or at-risk of homelessness. UAVS also provides endorsement for Indigenous representatives who sit on the CAB and the recently formed "Indigenous Fund Adjudication Sub-committee."

The implementation of the CAB's Indigenous Fund Adjudication Sub-committee, comprised of 100% Indigenous representation, and the culturally appropriate lens on awarding funding in 2022/23 was years in the making. Urban Aboriginal Voices (UAVS) led a number of initiatives in the community that guided the group towards this new model. The selected Indigenous sub-projects who are awarded funding are directly involved in Red Deer's Coordinated Access system. Sub-projects utilize the community's HMIS and inform decision-making that takes place in regards to these functions from a systems level.

With governance changes to include both a representative from a housing support service in addition to an Indigenous specific housing support service, there are two Coordinated Access leadership representatives at the CAB table. While Red Deer's CAB has the ability to call upon the Coordinated Access Process (CAP) Executive Committee if needed, the experience at the Executive Committee table has been relied upon to make decisions regarding Coordinated Access and HMIS in Red Deer.

City Administration oversees the operations of Coordinated Access and HMIS, the leadership of the CAP Executive Committee provides direct oversight and decision making unless otherwise prescribed by the provincial or federal project funder.

Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the DC or Territorial Homelessness (TH) CE and local Indigenous organizations over the reporting period?	Yes
Describe this collaboration in more detail.	
<p>Red Deer's leadership team that oversees the community's Coordinated Access system, CAP Executive Committee, is comprised of both Indigenous and non-Indigenous service providers. This group convenes quarterly or as needed to review Coordinated Access functions and the HMIS.</p> <p>All housing and homelessness support services within the Coordinated Access system collaborate with one another to ensure services are delivered in a culturally appropriate manner. In addition to offering cultural reconnection and support to clients, Red Deer Native Friendship Society's Indigenous Cultural Support program offers support to non-Indigenous agencies to provide them with information on cultural support services and cultural sensitivity training for staff. As determined through resolution of the HHIC Indigenous Fund Adjudication sub-committee, a second Indigenous Cultural Supports program will be delivered in 2023/24 through Shining Mountains Living Community Services.</p> <p>While Red Deer continues to use the Service Prioritization Decision Assistance Tool (SPDAT), there has been well-established need for a culturally appropriate tool. The development of a local Indigenous wellness assessment tool was funded in early 2022. Shining Mountains Living Community Services, a local Indigenous organization, utilized the existing Metis Cart model and developed a rating scale and outcome assessment to incorporate with the existing SPDAT. This approach ensures ease of use within the current HMIS. As the fiscal year closed the tool was moved into testing and trainings were delivered.</p>	

<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?</p>	<p>Yes</p>
<p>Describe this collaboration in more detail.</p>	
<p>The Community Homelessness Report (CHR) is reflective of work that has taken place over the last year in Red Deer and includes efforts of the local Indigenous, non-Indigenous organizations, the Housing and Homelessness Integration Committee (HHIC) and the Community Entity for both Designated Communities and Indigenous Homelessness. All sections of this report encompass the efforts and commitment of these stakeholders in ending chronic homelessness in Red Deer. Draft copies of the CHR will be provided back to HHIC for approval prior to submission.</p>	
<p>Does your community have a separate IH CAB?</p>	<p>No</p>
<p></p>	
<p></p>	
<p></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	18	0	0

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

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

Summary Comment

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

As Everyone's Home – 5 Year Plan to End Homelessness closed in 2019, the City worked in partnership with community and government partners to develop the new Community Housing & Homelessness Integrated Plan (CHHIP). CHHIP captures key learnings from the last 10 years of research and action, combined with over 2,700 community voices. Through this work, five priority areas were identified: wrap around supports, truth and reconciliation, housing options, early intervention and coordination, communication and leadership. The plan continues to drive efforts to reduce and prevent homelessness in Red Deer.

Government of Alberta has started to explore data governance and a working group to highlight what is needed in a future Homelessness Management Information System (HMIS) for homelessness and shelter service providers.

Red Deer's Coordinated Access table meet weekly to carry out referral matching and continues to implement process improvements. The Coordinated Access membership is inclusive of all housing and homelessness programs funded through the City of Red Deer and has expanded to include other stakeholders allowing for cross system collaboration. Overseeing the Coordinated Access Process (CAP) table is the CAP Executive Committee that meets quarterly or as needed. Consisting of leadership from each member organization and the Reaching Home Community Entity, the committee reviews local challenges and opportunities that propel continuous improvement. At the tail end of 2022, CAP Executive highlighted the importance of frontline engagement and connecting workers across the system. A sub-committee was formed to plan an Engagement Session with the goal of increasing collaboration and sharing of information to improve not only housing outcomes but system morale. Engagement Sessions have been planned for 2023/24.

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?

Transitioning to an outcomes-based approach under Reaching Home involves various efforts. Some of the considerations for our community are outlined below:

Ø Efforts to set-up, maintain and/or improve the list over the last year-

- In collaboration with homeless service providers, shelters, and outreach teams, our community established and regularly refines the standardized protocols for Coordinated Entry and Coordinated Access Process to match individuals and families to Housing First supports and to collect all information related to the process. This collaboration helped improve the comprehensiveness and accuracy of the by-name list (BNL).
- To streamline the process of developing a by-name list that also allows for a real-time update, our community adopted data analytic tools (e.g., Statistical Package for Social Science software program). Also, the Social Wellness and Integration Supports team connected with other communities and organizations in the province, including the Homeward Trust Edmonton, in this effort to establish a real-time and comprehensive by-name list. This has resulted in the creation of a now operational real time BNL.
- Through the Canadian Alliance to End Homelessness's initiative, our community works together with Built for Zero Canada (BFZ-C) in designing and implementing proactive improvement efforts to engage with service providers, street outreach teams, housing agencies, government and non-government organizations, housing management bodies, to fulfill the community's needs in regards to housing and homelessness efficiently and on time. This collaboration also regularly reviews the data collection practices and procedures to identify gaps, challenges, and areas of improvement.
- Our community prioritized continuing data updates to ensure the by-name list reflects the homeless population's current needs.

Ø Plans to set-up, maintain and/or improve the list over the next year:

- Our community strives to improve our Homelessness Management Information System (HMIS) to integrate data from all housing data sources to create a more comprehensive list of housing history. Right now the clients of shelter diversion are not reflected in BNL and plan to integrate diversion program uptake data. Through the Canadian Alliance to End Homelessness's initiative, our community works together with Built for Zero Canada (BFZ-C) in designing and implementing improvement strategies and using our BNL to validate trends and changes. Through that process and sharing information at providers meetings and our oversight committee meetings, we can better identify gaps, challenges, and areas of improvement. By combining all the data sources, our community will develop a more comprehensive understanding of the community's needs, clients' housing histories, and service utilization.

- The research and data analytics teams will utilize different data visualization methods to identify trends and patterns related to the data. In addition, the team will explore data storytelling method that involves both visualization and simplified narratives for complex data. This approach will help inform resource allocation and provide a deeper insight into success and challenges regarding individuals' transitions into and from homelessness to support evidence-based decision-making.
- We are currently trialing new chronicity questions on our assessment forms within ETO to establish chronicity in the population accessing services.

Ø Examples of how data from the list was used over the last year:

-Data from the list was presented to Housing and Homelessness Integration Committee, service providers, council, and other stakeholders to address the service gaps and the needs of people experiencing homelessness. The data helped prioritize resources and provide guidance on developing targeted policies and initiatives.

Ø Plans to improve the quality of data being generated from the list:

- Our community is re-implementing periodic monitoring and assessment of the data collection process and data quality with the agencies providing the data through ETO. We have also added four questions that will allow us to understand chronicity, which has not been readily accessible.
- Our community maintains an ongoing communication and feedback approach with service providers and stakeholders from different levels, allowing for continuous data quality improvement and addressing challenges in the data collection process.

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

	Federal definition
x	Local definition

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

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

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

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

Step 2. Have a real-time List

How often is information about people experiencing homelessness updated on the List?	Monthly
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?	Not yet

Step 3. Have a comprehensive List

Does the community have a document that identifies and describes all of the service providers that help people experiencing homelessness with their housing challenges?

Yes

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

Data from the by-name list can be compared to the community's most recent Point in Time (PiT) homeless count, coordinated and conducted in September 2022, since both sources are available for the same period.

Ø How does the list compare to PiT count data?

-Similarities and differences between data sources:

The PiT count is a snapshot of individuals experiencing homelessness on a given night. "A By-Name list is a real-time list of all known individuals experiencing homelessness in a community"- Built For Zero Canada. Although both data sources cover similar populations, including sheltered and unsheltered, both data sources differ in data collection approach and the level of complexity of the data collected. PiT count data provides a high-level overview of the homeless population in a single night. In contrast, the By-name list captures comprehensive information about individuals experiencing homelessness, including their demographic characteristics, length of homelessness, housing history, and service utilization. In addition, the By-Name list relies on an ongoing data collection effort around the year, and the PiT count involves a count conducted on a designated night.

Ø How does the data from the list compare against PiT Count data?

The Point in Time count reported a total of 334 individuals, comprising those counted in emergency or transitional facilities (n=199), unsheltered individuals and those counted in encampments (n=99), and the population provisionally housed in the public system (n=36). Our By-Name list data reported 157 active homeless people for September 2022, which is lower than the total homeless population reported in the Point in Time count for the same period. In addition, regarding Chronic, Indigenous, and veteran homelessness, the PiT count reported higher numbers than the By-name list. This inconsistency is due to the difference in methodology. A PiT count gathers substantial non-identifying data upon the first contact with people experiencing homelessness in various settings, including streets, encampments, other unsheltered locations, emergency shelters, transitional housing, and public institutions. Conversely, a quality by-name list incorporates real-time identifying information continuously as

individuals enter and exit the homelessness response system. It is important to note that our by-name list does not include people experiencing homelessness in all emergency shelters, public institutions, and all outreach locations where people are living unsheltered, as it relies on information collected and stored in a specific HMIS. However, despite these methodological differences, both the PiT count and the by-name list indicated a similar trend, showing an increase in the number of active and chronic homeless in September 2022 compared to data reported in the PiT count and by-name list in previous months and years.

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

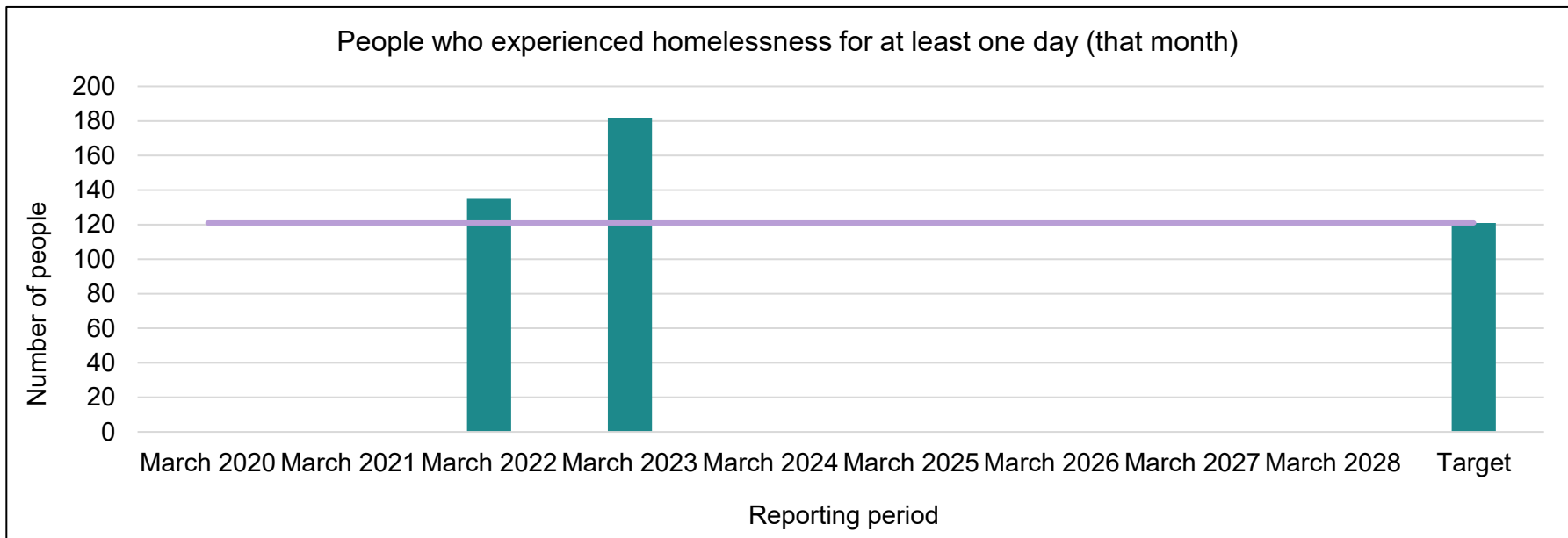
Does the List meet the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

Yes

Section 4. Community-Level Outcomes and Targets – Monthly

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

	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)			135	182						121



Context for Outcome #1 (monthly):

Please provide context about your results, as applicable.

Given the lack of adequate, affordable housing options, permanent supportive housing options, and lack of resources to address the complex needs of people experiencing homelessness, our community experienced an increase in the number of people experiencing homelessness in March 2023 compared to March 2022.

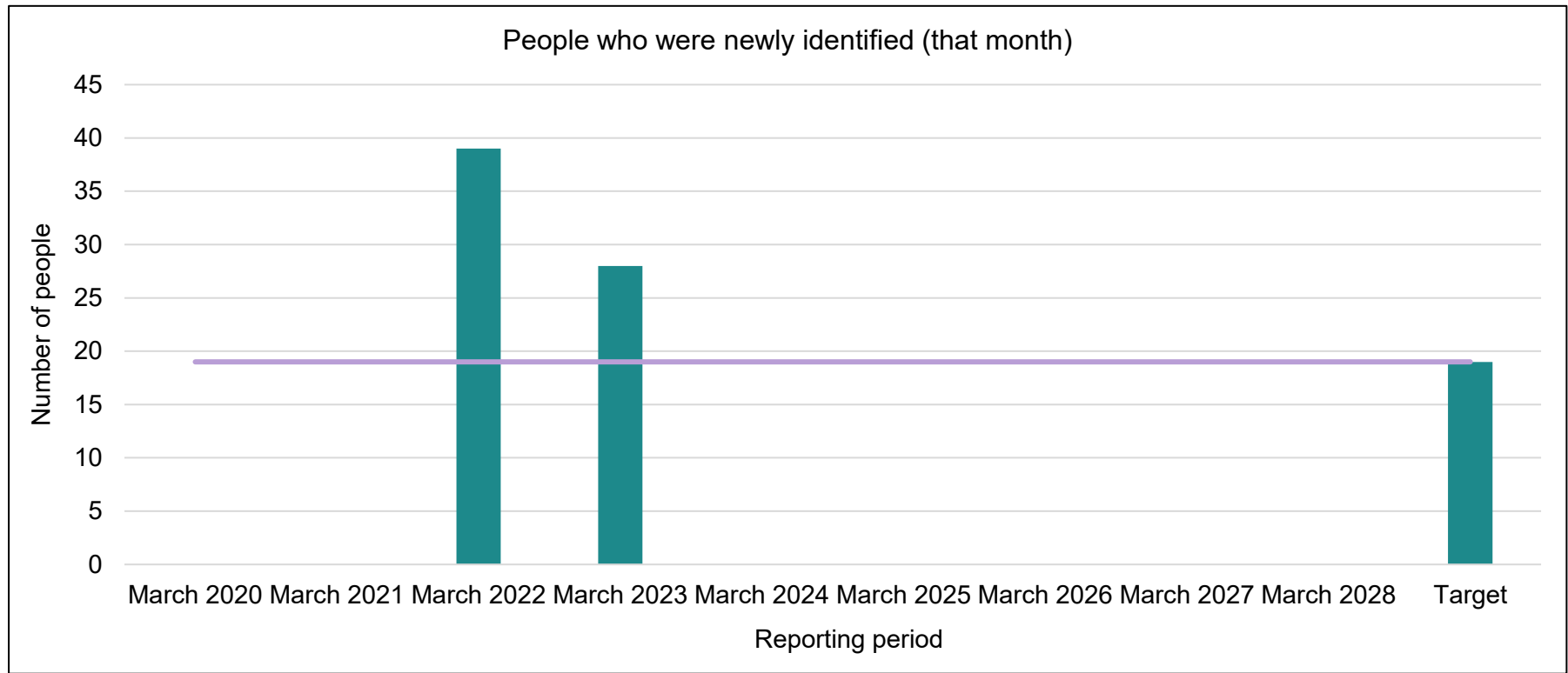
The target is set 10% below the baseline, where the baseline is 135. No data were reported, and no target was set in the previous CHR.

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

Yes

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

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)			39	28						19



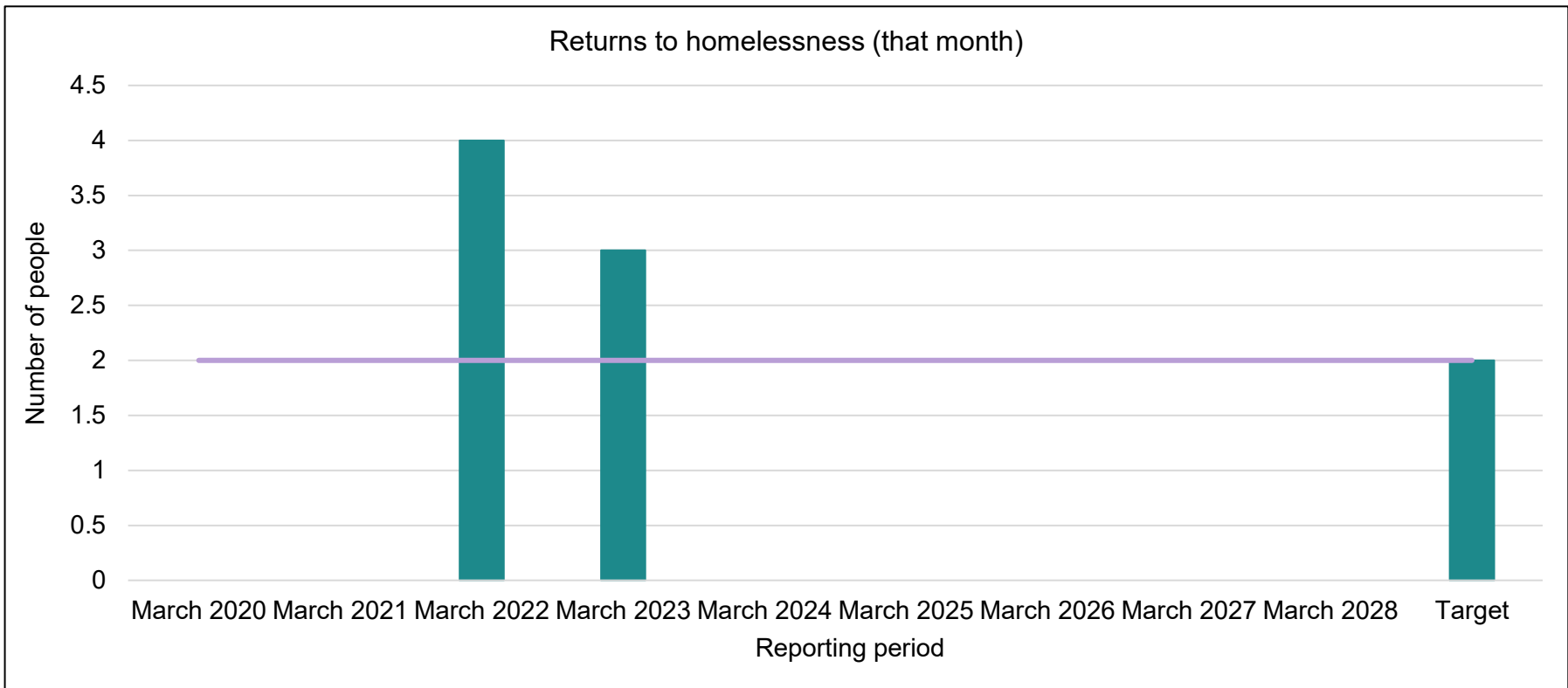
Context for Outcome #2 (monthly):

Please provide context about your results, as applicable.

The target is set at least 50% below the baseline, where the baseline is 59. No data were reported, and no target was set in the previous CHR.

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)			4	3						2



Context for Outcome #3 (monthly):

Please provide context about your results, as applicable.

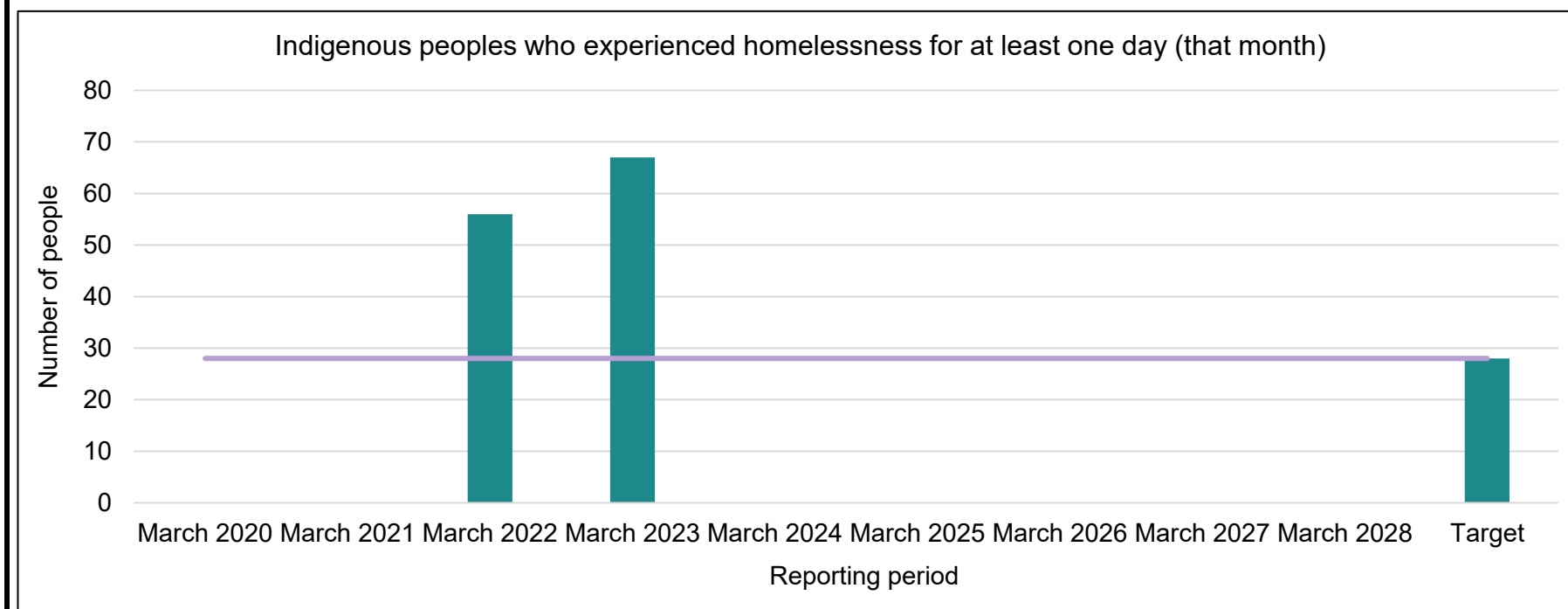
The target is set at least 50% below the baseline, where the baseline is 2. No data were reported, and no target was set in the previous CHR.

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

Yes

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

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)			56	67						28



Context for Outcome #4 (monthly):

Please provide context about your results, as applicable.

Due to a lack of housing units overall and a wide range of barrier-free housing options, the number of homeless among the indigenous population in our community remains high.

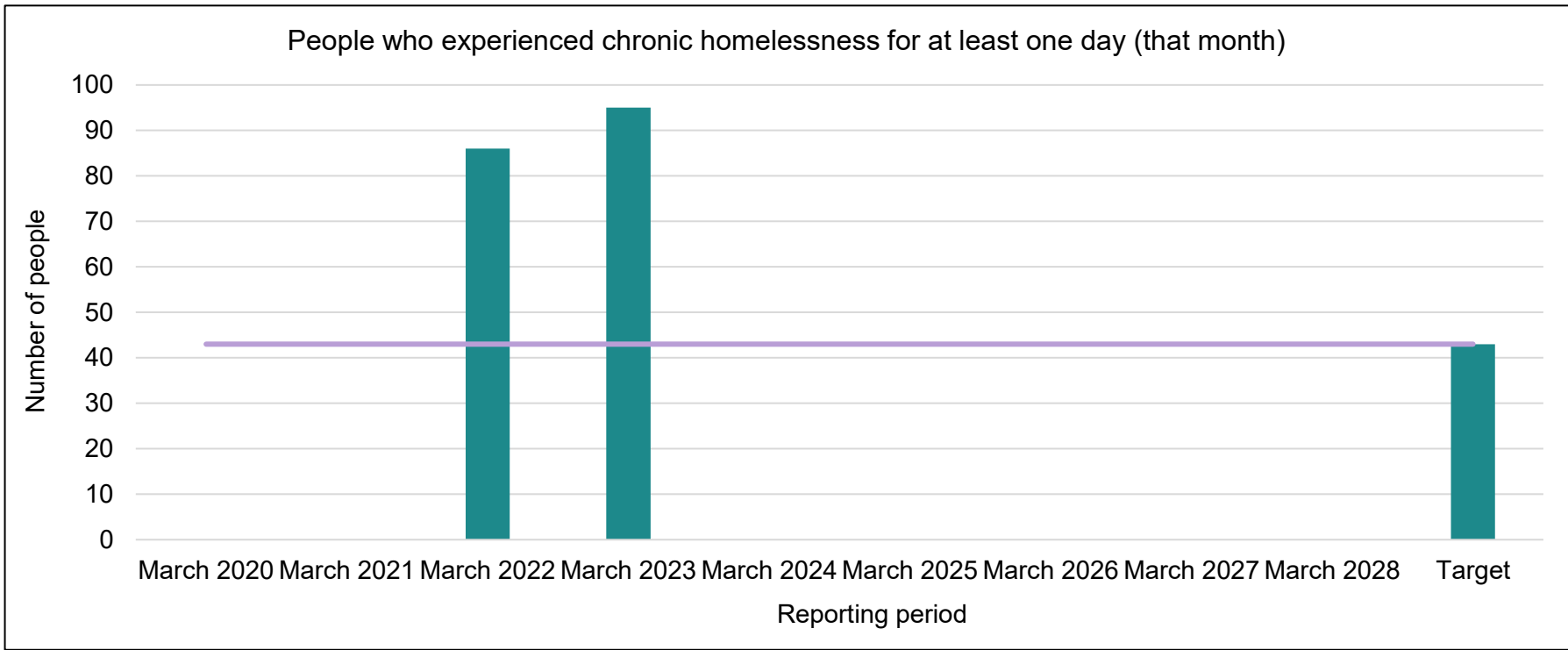
The target is set at least 50% below the baseline, where the baseline is 56. No data were reported, and no target was set in the previous CHR.

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

Yes

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

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced chronic homelessness for at least one day (that month)			86	95						43



Context for Outcome #5 (monthly):

Please provide context about your results, as applicable.

Due to the lack of affordable and accessible housing options, Red Deer experienced a rise in the population experiencing chronic homelessness in March 2023 compared to March 2022.

The target is set 50% below the baseline, where the baseline is 86. No data were reported, and no target was set in the previous CHR.

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

No

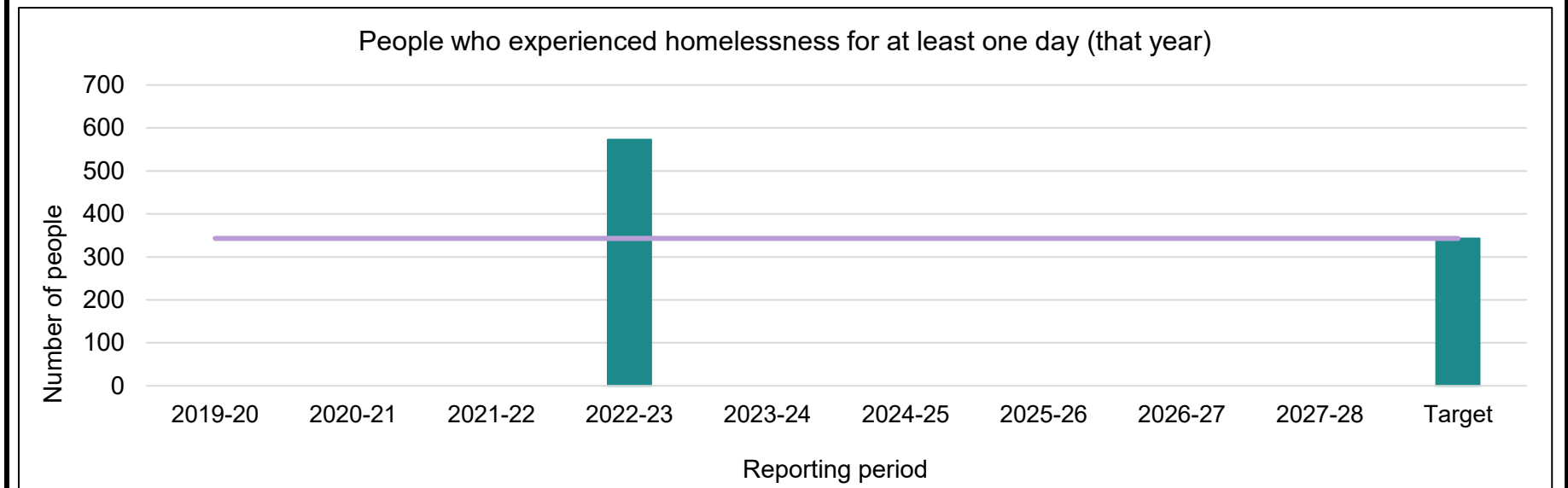
How was this outcome calculated?

Red Deer's By Name List/Coordinated Access utilizes the Province of Alberta definition - "Those who either have been continuously homeless for a year or more, or have had at least four episodes of homelessness in the past three years. In order to be considered chronically homeless, a person must have been sleeping in a place not meant for human habitation (i.e. living on the streets) and/or in an emergency homeless shelter."

Section 4. Community-Level Outcomes and Targets – Annual

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)				573						343



Context for Outcome #1 (annual):

Please provide context about your results, as applicable.

No real-time and comprehensive list was available in 2021. Hence, the first annual data on people experiencing homelessness is reported for 2022-2023.

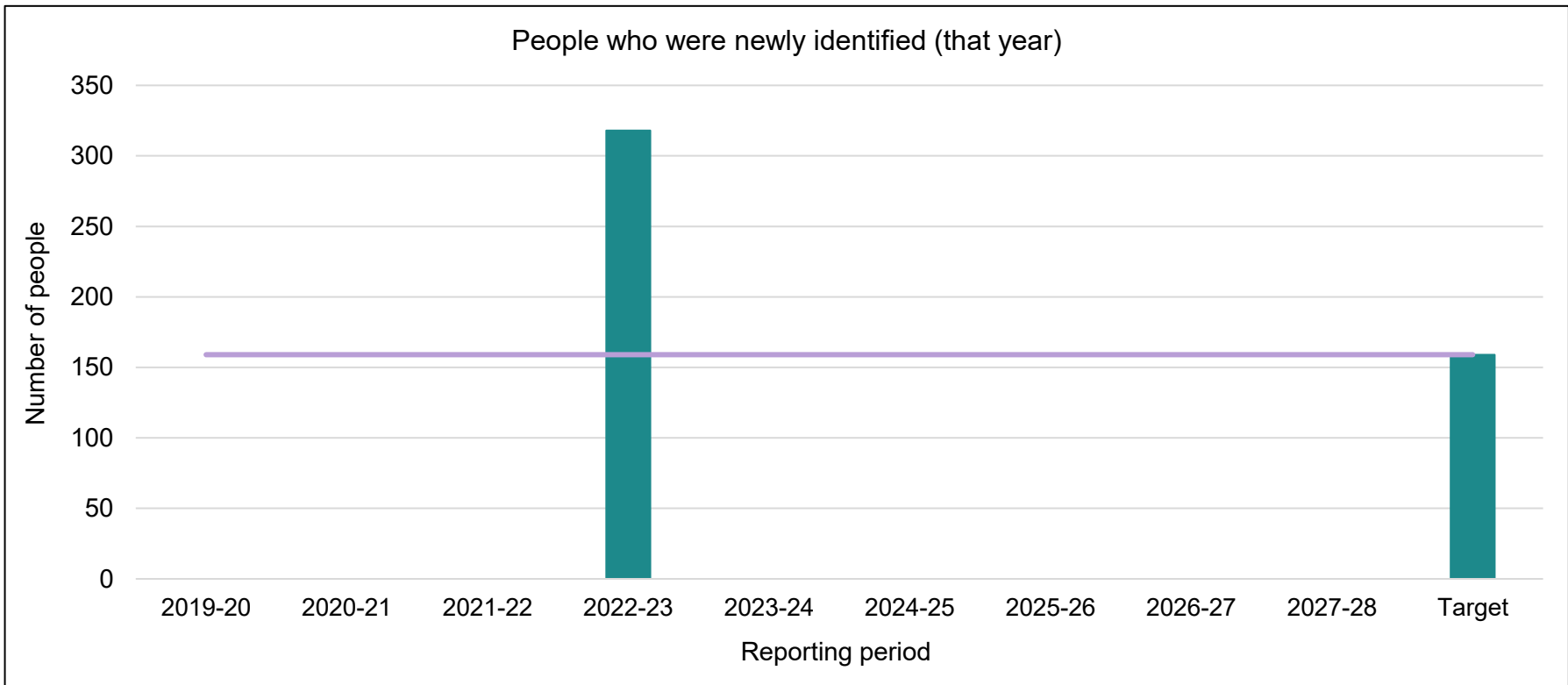
No data were reported, and no target was set in the previous CHR.

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

Yes

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)				318						159



Context for Outcome #2 (annual):

Please provide context about your results, as applicable.

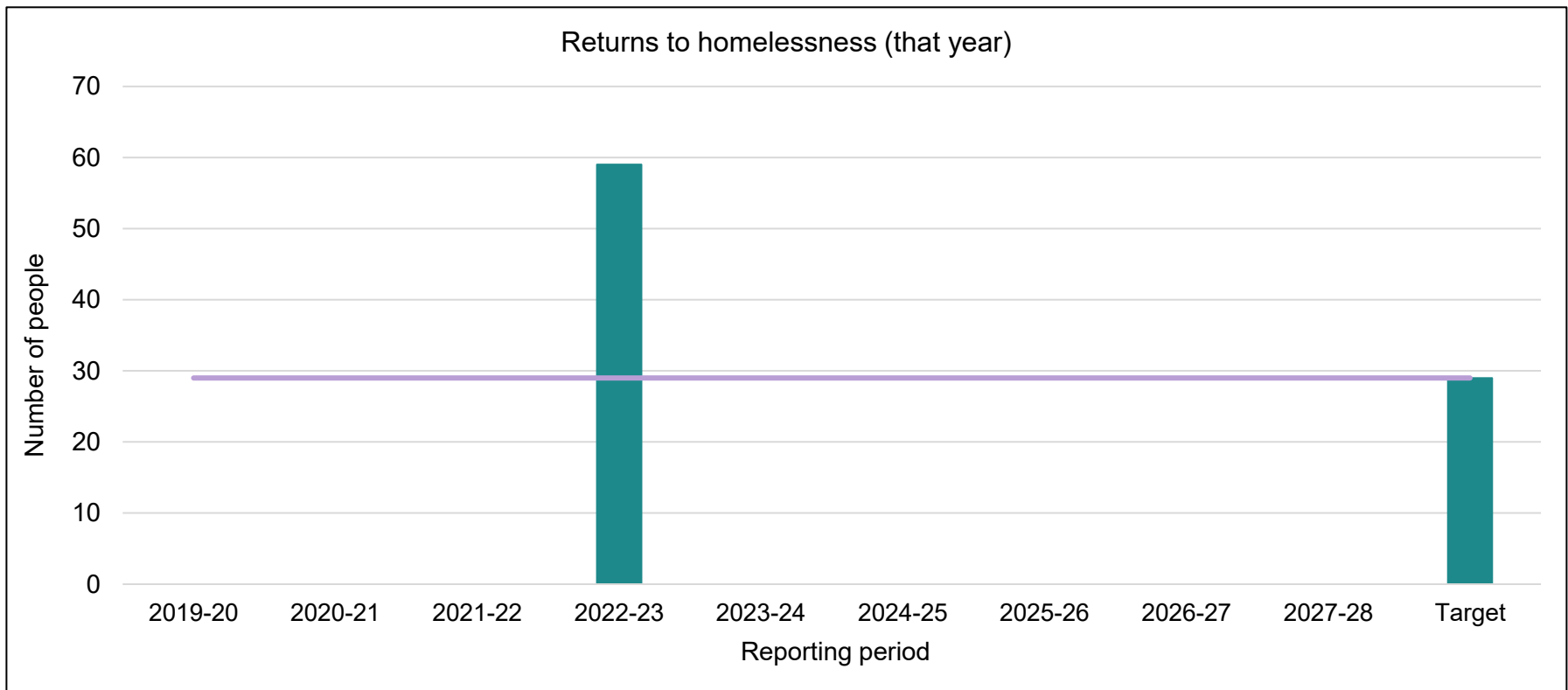
The target is set at least 50% below the baseline, where the baseline is 59. No data were reported, and no target was set in the previous CHR.

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

Yes

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)				59						29



Context for Outcome #3 (annual):

Please provide context about your results, as applicable.

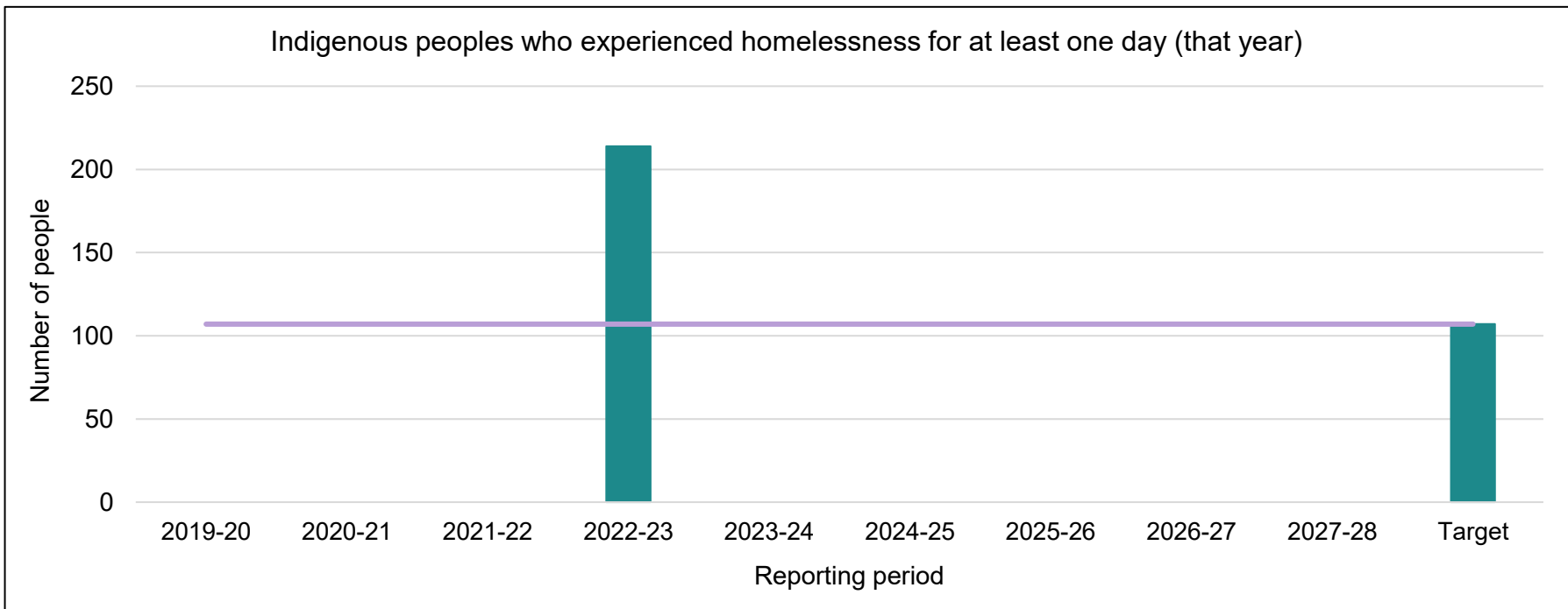
The target is set at least 50% below the baseline, where the baseline is 2. No data were reported, and no target was set in the previous CHR.

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

Yes

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)				214						107



Context for Outcome #4 (annual):

Please provide context about your results, as applicable.

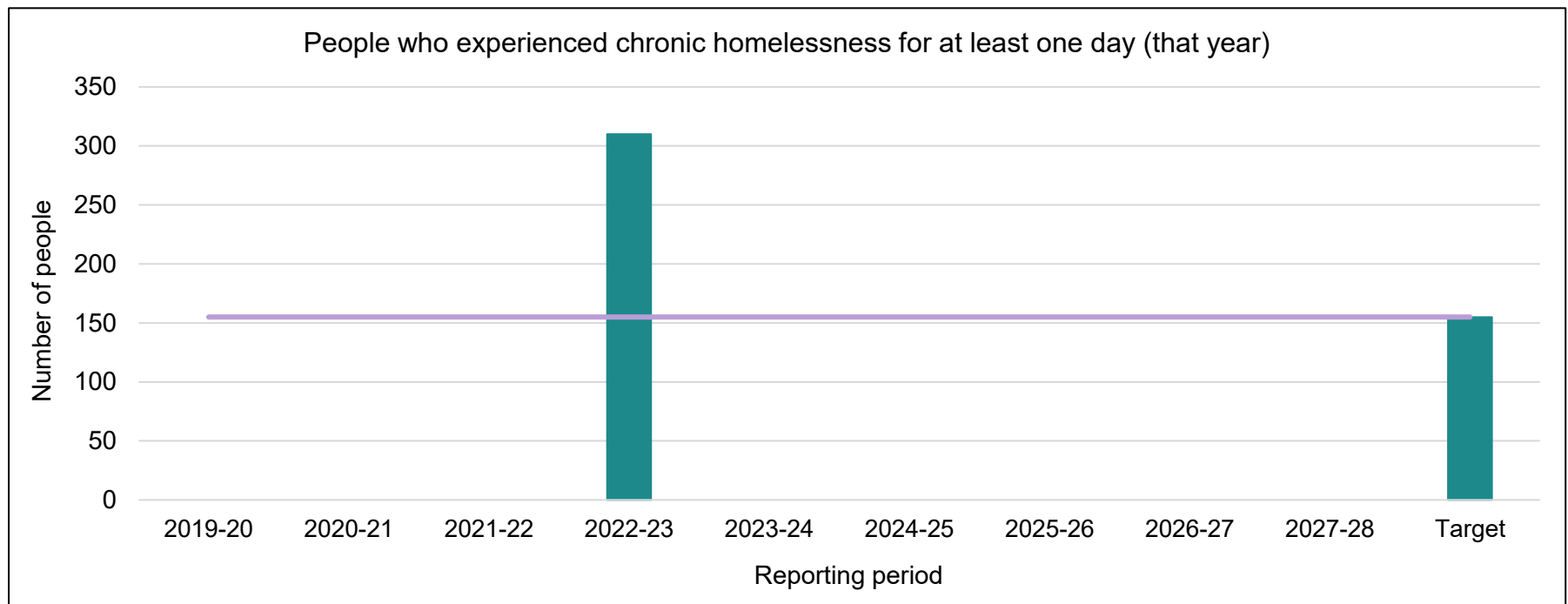
The target is set at 50% below the baseline, where the baseline is 214. No data were reported, and no target was set in the previous CHR.

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

Yes

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)				310						155



Please provide context about your results, as applicable.

The target is 50% below the baseline, where the baseline is 310. No data were reported, and no target was set in the previous CHR.

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

No

How was this outcome calculated?

Red Deer's By Name List/Coordinated Access utilizes the Province of Alberta definition - "Those who either have been continuously homeless for a year or more, or have had at least four episodes of homelessness in the past three years. In order to be considered chronically homeless, a person must have been sleeping in a place not meant for human habitation (i.e. living on the streets) and/or in an emergency homeless shelter."