COMMUNITY HOMELESSNESS REPORT SUMMARY FOR BC

Kelowna, BC

2021-2022

Collaboration between Indigenous and Non-Indigenous Partners for BC	
Specific to the implementation of Coordinated Access, has there been collaboration between the Designated Community (DC) Community Entity (CE) and local Indigenous organizations?	Yes
Describe how this collaboration was done and how it affected the implementation of Coordinated Access. How will it be strengthened in the future?	

Yes, local Indigenous organizations remain heavily involved in the implementation of Coordinated Access in our community through regular consultation and participation in the Coordinated Access process.

As a member of the Coordinated Access and Assessment Table, the Ki-Low-Na Friendship Society was instrumental in the creation of a separate Indigenous Coordinated Access group and the proportional designation of supportive housing units for Indigenous people.

The Indigenous Coordinated Access group will work in tandem with the Coordinated Access and Assessment Table to continue to hone the Coordinated Access process with an Indigenous perspective.

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

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

The City of Kelowna is an instance of where the Designated Communities Community Entity has funded a sub-project, The Central Okanagan Journey Home Society, to fulfill the Coordinated Access Reaching Home directive/requirement. The Central Okanagan Journey Home Society (COJHS) has been developing meaningful relationships with the Indigenous Homelessness CE, The Ki-Low-Na Friendship Society. The Ki-Low-Na Friendship Society (KFS) asked to join the By Name List pilot and wishes to use HIFIS as a client information system for its organization. In response to KFS concerns, COJHS committed to working with Indigenous partners to maximize Indigenous client consent. COJHS' Data Sharing Project was well recieved by the Indigenous Coordinated Access Committee. Therefore, COJHS is successfully partnering with both KFS and the Indigenous Coordinated Access Committee, with COJHS demonstrating genuine respect and endorsing the need for Indigenous self-governance and Indigenous-led decolonization and indigenization of a variety of community-wide processes. COJHS also successfully communicated to Indigenous partners the benefits of ONE community-wide information system, an approach that will benefit all people experiencing homelessness, including people who are Indigenous.

With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?	No

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

In respect to the Community Homelessness Report (CHR), the document was largely completed by accessing community knowledge through verbal communications with Reaching Home 2021-2022 funded organizations, review of the fiscal years documentation, and stakeholder data.

Part of the lack of collaboration is due to the recent change to the Community Entity Coordinator role, which was made on August 28th, 2022.

Specific plans to ensure collaboration during next fiscal year's CHR includes continuing working relationships with the Indigenous Homelessness (IH) Community Entity and the IH Community Advisory Board (CAB), as well as local Indigenous and non-Indigenous organizations. This process has already begun as the coordinator has conducted several site visit 'meet and greets' during the first month into the role.

For the fiscal year, 2022-2023 CHR, the Community Entity will pursue input/collaboration from stakeholders throughout the completion of the CHR, such as the IH CE Coordinator and CAB, Lived Experience Circle on Homelessness, and local Coordinated Access groups. This will be accomplished by requesting overview, contribution, and sign-off on the 22/23 CHR by the IH CE and CAB; and working in partnership on the document in respect to incorporating Indigenous knowledge and expertise.

Does your community have a separate IH CAB?	Yes
Was the CHR also approved by the IH CAB?	No
Please explain how engagement will happen with the IH CAB during next year's CHR process.	

There is an IH Stream CE Community Advisory Board on Homelessness member who sits on the Designated Communities Community Entity Community Advisory Board on Homelessness and is part of the CHR's approval process.
 The Designated Communities Community Entity will seek to connect with the Indigenous Homelessness Stream Community Entity and IH Community Advisory Board in the coming fiscal year and work collaboratively. As explained in 1.5, the Designated Communities Community Entity will work in partnership with the IH CE and the IH CAB in relation to completing the document and recieving sign-off on the document; with equal opportunity to contribute, discuss, and ammend.

Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment for BC
Summary Tables for BC
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.

	Met	Started	Not Yet Started
Number of minimum requirements	0	11	2

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

Governance for Coordinated Access*	HMIS	Access Points to Service	Triage and Assessment	Coordinated Access Resource Inventory	Vacancy Matching and Referral
0%	Not applicable for the 2021-22 reporting cycle for BC CEs.	0%	0%	0%	0%

*"Governance for Coordinated Access" only includes the minimum requirements identified in questions 2.1 and 2.3. For the 2021-22 reporting cycle, the minimum requirement identified in question 2.2 is not applicable for BC CEs.

Summary Comment for BC
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?
COJHS has helped create BC Housing's Coordinated Access and Assessment Working Group, with a mandate to develop written policies for BC Housing's Coordinated Access and Assessment (CAA) Table, including a policy on the process connecting this Table with the Youth Coordinated Access Table (Y-CAT). The policies produced by this Working Group provide a locally tailored blueprint upon which COJHS can build a more comprehensive and integrated coordinated access process. COJHS convenes a Built for Zero-Canada local team, with a mandate to align the housing and homeless-serving system with Reaching Home's Coordinated Access and By-Name list requirements. This inter-disciplinary team of 'best practice' local champions, supported by Built for Zero coaching and networking opportunities from across Canada, strengthens COJHS' expert knowledge and expands COJHS' spheres of influence. We have also developed strong relationships with colleagues across Canada who are invested in this work in their respective communities to share learnings, pitfalls and opportunities. This enhances the capacity for COJHS to maximize engagement opportunities with local stakeholders and partners. COHJS led a gathering of communities across BC including representatives from Chilliwack, Abbotsford, Nanaimo, Victoria, Kamloops, and Kelowna to submit a document advocating for the need for HIFIS to expand to be a community-wide homeless management information system. There is a draft project charter that has just been released by BC Housing that reflects many of the key principles we highlighted in our advocacy document. COJHS developed a Roadmap of change management activities, with time-saving opportunities grounded in data science tools.

Outcomes-Based Approach Self-Assessment for BC	
Where does data for the List come from?	☐ Excel ☐ HIFIS ☐ Other HMIS ☐ Other data source(s) ☑ Not applicable – Do not have a List yet

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

No answer required for BC CEs.

Summary Table for BC

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

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Not yet	Not yet	Not yet	Not yet	Not yet

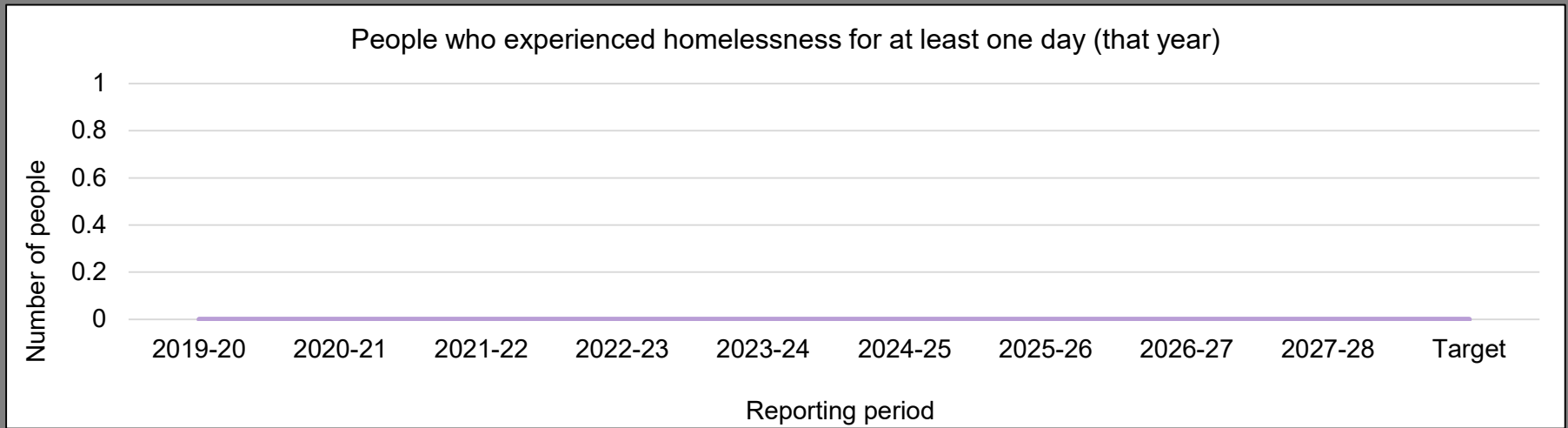| Summary Comment for BC |
|---|
| Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to transition to an outcomes-based approach under Reaching Home? |
| COJHS' community consultations reinforced the need to develop an Excel-based By-Name list to facilitate a smoother evolution towards HIFIS implementation.
COJHS prioritized the development of change management activities to implement an Excel-based By-Name list of all individuals experiencing homelessness, as a first and necessary step to transition the housing and homeless-serving sector towards using one Homelessness Management Information System. Work begun by consulting with communities across British Columbia and Canada, to identify the best means of achieving an integrated client information system, and facilitating improved collaboration and decision-making, to address homelessness in Kelowna.
COJHS met with the privacy consultants to underscore the importance of including two key components in the BNL privacy documents: a) bundled consent b) The ability to add data elements to the BNL, as required. COJHS also plans to launch the BNL pilot with 6 agencies in July, 2022. The COJHS also received feedback on its Data Sharing Project deck from LECoH, the City of Kelowna, Built for Zero, and the Central Okanagan Foundation. COJHS has developed its knowledge and understanding of HIFIS and is completing a HIFIS Implementation Charter as a reference for stakeholder alignment. HIFIS learnings were also drawn from connections made with ACRE consulting. |

Community-Level Core Outcomes – Annual Data Reporting

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level outcomes for the reporting period.
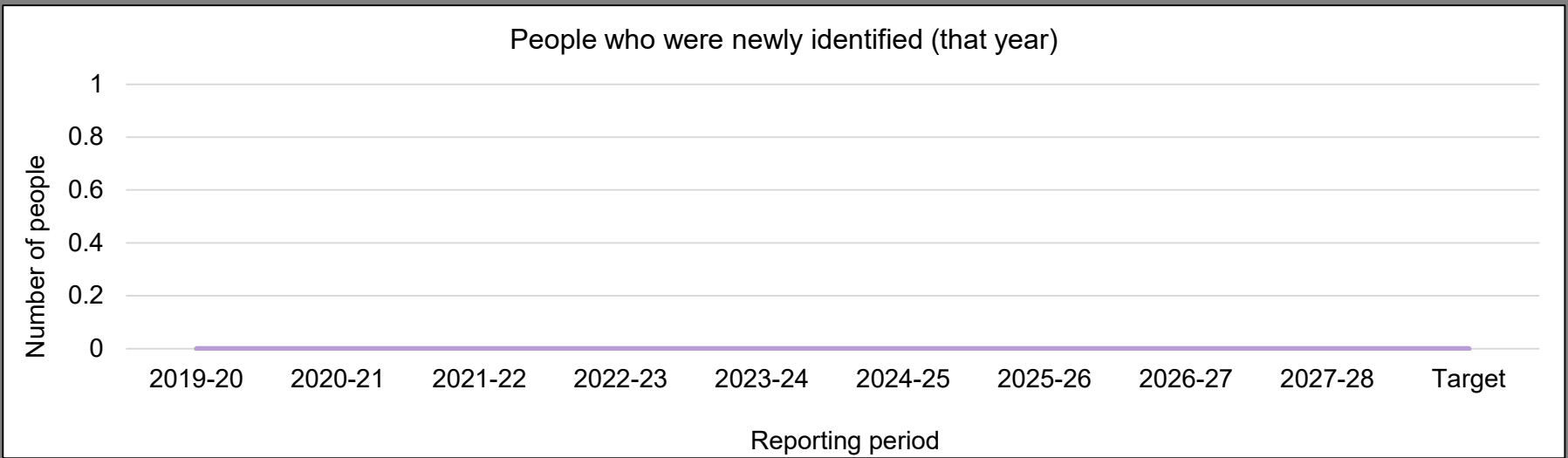
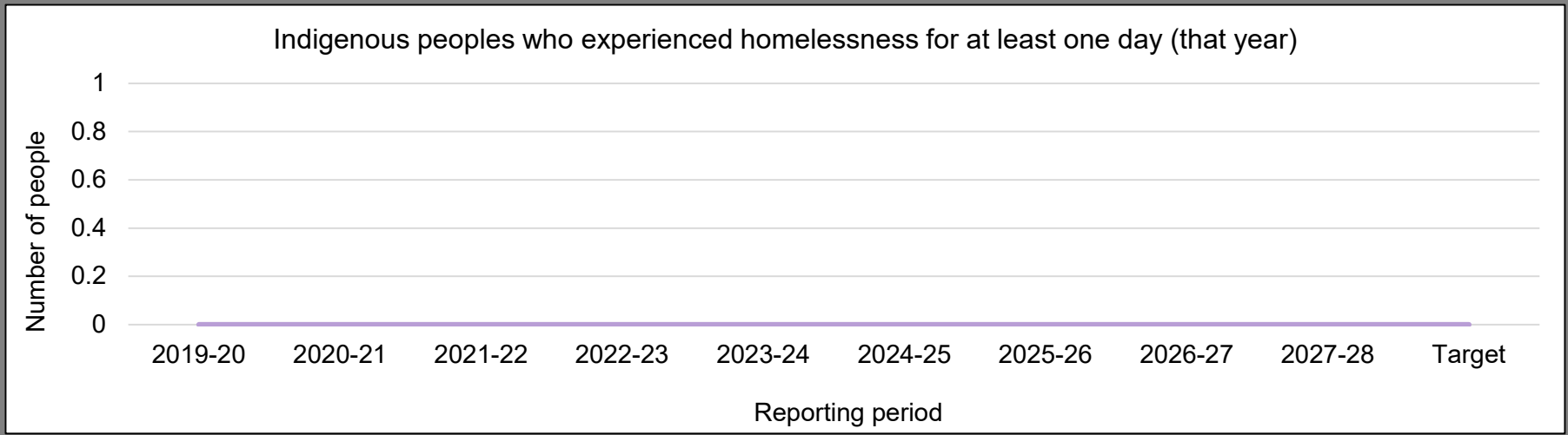## People who experienced homelessness for at least one day (that year)

Number of people

Reporting period									
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)

Number of people (y-axis): 0, 0.2, 0.4, 0.6, 0.8, 1

Reporting period (x-axis): 2019-20, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25, 2025-26, 2026-27, 2027-28, Target

Returns to homelessness (that year)

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

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

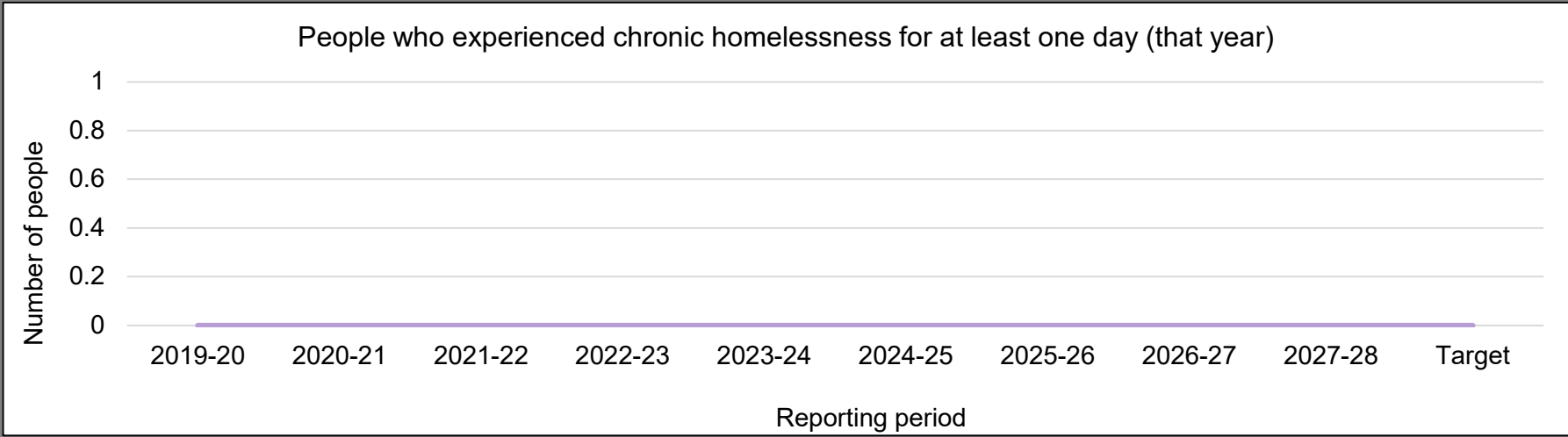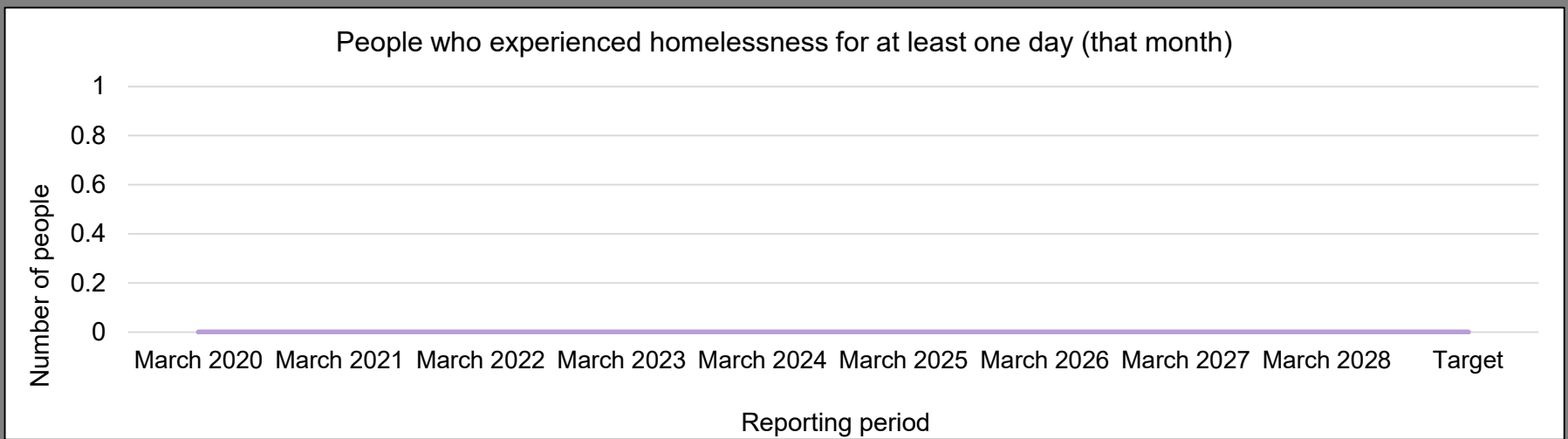| Number of people	Reporting period

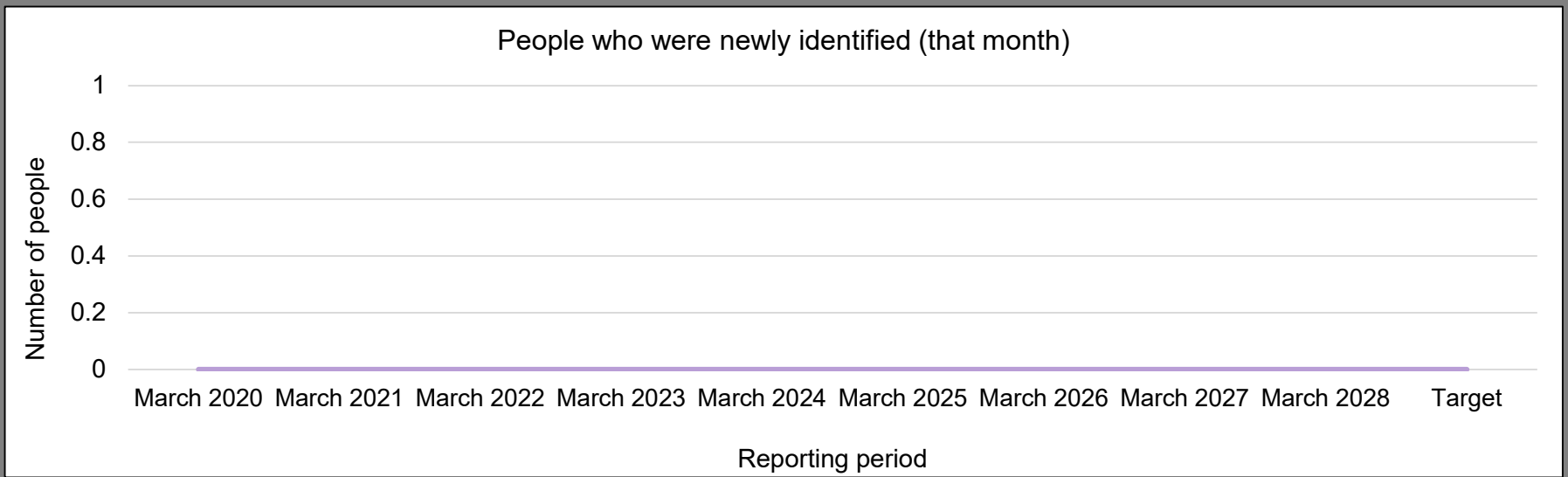## Community-Level Core Outcomes – Monthly Data Reporting

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

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

Number of people

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

Reporting period

People who were newly identified (that month)

Returns to homelessness (that month)

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

Number of people

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

Reporting period

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

Number of people (y-axis): 0, 0.2, 0.4, 0.6, 0.8, 1

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