

COMMUNITY HOMELESSNESS REPORT SUMMARY

Kelowna

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.

The Indigenous Homelessness Community Entity (IH CE) and Designated Communities Community Entity's (DC CE) collaboration includes our respective Community Entity Coordinators participating on each other's Indigenous Homelessness Community Advisory Board (CAB) and the Designated Communities Community Advisory Board on Homelessness (CAB-H). The IH CE has been invited onto the CE Planners Bi-weekly zoom meetings with BC Housing to discuss the Homeless Individuals and Families Information System (HIFIS) 4 Deployment Project and its ongoing developments. The IH stream has also participated alongside the DC CE's tri-lateral meeting(s) with Infrastructure Canada and BC Housing. Aspects of Coordinated Access and the HMIS (Homeless Management Information System; HIFIS) which were discussed included the reasons that HIFIS should be hosted and managed locally, and the necessity for the First Nations data Principles of Ownership, Control, Access, and Possession (OCAP) to be honoured throughout HIFIS implementation and sustainability planning. The IH CE also collaborated on the Table 3 request, as a result of the first Tri-Lateral meeting and was given full access to contribute comments and questions regarding the implementation of HIFIS. Central Okanagan Journey Home Society, the sub-project holder for implementing HIFIS and Coordinated Access has engaged with Indigenous partners and the IH CE since the inception of their work to develop localized data-sharing through a community instance of HIFIS. Indigenous engagement and leadership is at the forefront of the priorities in this work, and Indigenous data needs have been embedded in the planned rollout for a local HIFIS system. The Central Okanagan Journey Home Society has worked with local and national Indigenous colleagues to ensure the PATHS assessment tool is incorporated into HIFIS and they continue to meet to ensure that the system and the privacy and governance principles of this work are true to Indigenous needs, knowledge, and requirements.

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>Please see responses in 1.3 as in Kelowna, Ki-Low-Na Friendship Centre is the primary Indigenous focused and led homelessness serving organization and also acts as the Indigenous Homelessness Community Entity. The Coordinated Access Lead, Central Okanagan Journey Home Society, attended the Built for Zero conference in Toronto with representatives from the IH Community Entity. The IH CE has, through working with the Coordinated Access Lead, successfully transitioned from using paper records to using a digital system. The workflow automatically sends data on individuals consenting to be on the By-Name List to Central Okanagan Journey Home Society (COHJS). Ki-Low-Na Friendship Society wrote a letter describing our work together and supporting Central Okanagan Journey Home's request for a HIFIS instance. The letter of support was attached to the submission. Ki-Low-Na Friendship Society has expressed their desire to pilot HIFIS with COJHS, ensuring Ownership, Control, Access, and Possession (OCAP) principles and local Indigenous perspectives lead HIFIS implementation. The Indigenous Coordinated Access Design Group created an ICA Design Group Final Report in March 2022 and will continue to inform and review processes and priorities.</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>The Designated Communities Community Entity created an anonymous digital form which was distributed to the local Indigenous organization, Ki-Low-Na Friendship Society, and non-Indigenous organizations (both RH funded and non-RH funded). The questionnaire revised questions 1.1 to 1.2 in order to accurately reflect the voices in the community for these important qualitative questions. The IH CAB was informed of the upcoming CHR and the opportunity to collaborate. The IH CAB Chair and IH CE Coordinator were provided the opportunity to contribute to the final draft of the CHR before distribution to the IH CAB and DC CAB-H for sign off. The chair of the local Lived Experience Circle on Homelessness was also provided the questionnaire.</p>	
Does your community have a separate IH CAB?	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 achieve the Reaching Home minimum requirements?

Efforts to implement a broader Coordinated Access system include the Coordinated Access Lead's application for a HIFIS instance and bi-weekly meetings with the CE Planners and BC Housing. Several members of the BC 17 Planners group created a 'HIFIS Key Principles' document that was shared with BC Housing. BC Housing referenced the document and included many of its principles in the Draft BC Housing HIFIS Project Charter, including the right for communities to choose to host their own instance, albeit reflected in the "drawbacks" section. CE Planners submitted a marked up copy of the Version 2 Project Charter to BC Housing (February 16th 2023) with input from both the CE Planners and CE's. This was not an endorsement of the Project Charter but an effort to move forward collectively. The Coordinated Access Lead has had ongoing meetings with BC Housing on the development of a bridging tool which was halted by BC Housing in February 2023; In the Project Charter it is referenced to be discussed at a subsequent phase of the HIFIS Deployment project. In an effort to move forward with developing a broader Coordinated Access system, we have had the opportunity to have a tri-lateral meeting with BC Housing, Kelowna Partners, and Infrastructure Canada. We successfully submitted a table of questions for Kelowna partners that centred around data requirements. An Intake protocol is to be developed with Lived Experience and Indigenous partners, informed by a live HIFIS instance. This fiscal year, COJHS collaborated with the Lived Experience Circle on Homelessness (LECOH) to develop a survey of people experiencing homelessness. The survey features trauma-informed survey questions focusing on Health, Housing Needs and Preferences, Employment, Diversion and Rapid Resolution. Participants on this survey will have the opportunity to join the By-Name List. The survey will be completed at the end of May. In terms of issues related to the roll out of HIFIS and meeting our community/federal targets, we have thoroughly expressed our concern with awaiting a local HIFIS instance due to BCH's HIFIS deployment project. A summary of our community concerns was sent to INFC and BCH.

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	Not yet	Not yet

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
No	Outcome 1: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

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
No	Outcome 1: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

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?

Per Central Okanagan Journey Home Society's Q4 report, 90% of agencies are submitting reliable data for the By-Name List – While certain agencies have the capacity to share By-Name list information through legacy systems, the majority will require a community HIFIS instance to effectively share data. The Survey being conducted in collaboration with the Lived Experience Circle, as mentioned in the section 2 summary gives participants the option of joining the community By-Name list (though it is not a requirement of joining the survey). With the survey results, Kelowna will have quality data to analyze and base our community decision-making on while we work to implement real-time data systems in the sector (By-Name list and HIFIS). The survey began in February and COHJS aim to complete by the end of May. All of the coordination tables (Outreach, Shelter, Coordinated Access) are using the By-Name List.

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?

Yes

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	Not yet

Chronic homelessness

x	Federal definition
	Local definition

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

Newly identified on the List	Not yet
Activity and inactivity	Not yet
Housing history	Not yet

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?

Other (please define)

If other, how often is information updated?	
Agencies who are currently reporting data are updating no longer than every two weeks. Once we have our system fully integrated, we will be able to update as new people/information is provided live on HIFIS.	
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?	Not yet
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?	Under development
<p>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.</p>	
Community did not complete this optional question.	

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

Section 4. Community-Level Outcomes and Targets – Monthly

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.

Section 4. Community-Level Outcomes and Targets – Annual

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.