

COMMUNITY HOMELESSNESS REPORT SUMMARY

Abbotsford

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 DC CE and local Indigenous organizations, including those that sit on your CAB, over the reporting period?

| | |
|----------------------------|---------|
| → Coordinated Access: | Yes |
| → HMIS: | Yes |
| → Outcomes-Based Approach: | Not yet |

Describe this collaboration in more detail.

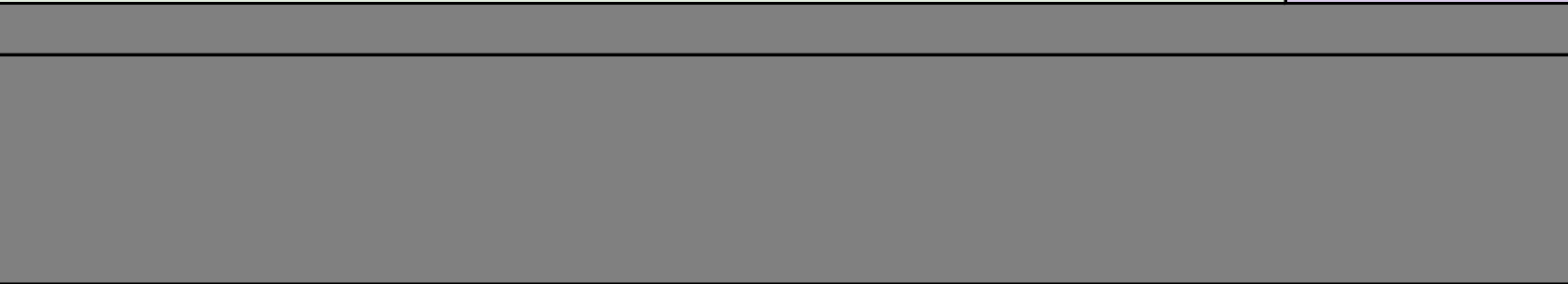
*Note: Neither the CAS nor HIFIS are currently operational; both are still in the development phase. For the Development of the CAS, which includes elements of how we will use HIFIS, the CAS Lead has been meeting with the SUMMA (Sumas, Urban Metis, Matsqui, Abbotsford) Table (FVMA (Fraser Valley Metis Association), FNHA (First Nations Health Authority), FVACFSS (Fraser Valley Aboriginal Child and Family Services Society), PCRS (Pacific Community Resources Society), Indigenous Peer Program, MNBC (Metis Nation British Columbia), Indigenous CIS (Community Integration Services) worker from MSDPR (Ministry of Social Development and Poverty Reduction), Matsqui Abbotsford Impact Society (Indigenous Lead), Sumas First Nation, Indigenous Rapid Access Clinic, & Raven's Moon). This table has been meeting since March 2023 on a bi-weekly basis. All aspects of CAS are discussed with the group and they have shaped every aspect so far. Elements related to HIFIS have included onboarding process, modules to be used, how to use case management modules, what information should be shared or not shared, how to enter Indigenous participants into HIFIS, etc. Additionally, we have a SUMMA Table representative on our 4 person HIFIS Working Group, which has been meeting bi-weekly since October 2023 using, testing, and experimenting with the HIFIS Sandbox, establishing local HIFIS protocols, and providing feedback to BC Housing.

Describe how this collaboration will happen over the coming year in more detail.

Without an operational CAS due mostly to not having an operational HMIS (HIFIS) nor coordinated BC Housing CAA and CAS Vacancy Matching processes, we do not have an Outcomes-Based Approach yet. This means there is nothing operational we can consult with Indigenous partners about. In 2024-2025 once we are able to start working with CAEH (Canadian Alliance to End Homelessness), we will seek to engage in mutual learning opportunities with the SUMMA table and with individual First Nation communities as data begins to identify which nations have members in our community. Furthered consultation with our Indigenous partners will occur specifically around how HIFIS will be used in relationship to an Outcomes Based Approach once we get closer to the launch of the Integrated HIFIS and in its first several months of deployment. There are also plans in place to consult with local First Nations as data is collected in the Integrated HIFIS using reports that provide deidentified demographic data to individual nations and a policy of not sharing data with the public that identifies the First Nation in the data.

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?

No



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 | 7 | 11 | 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 |
|------------------------------------|-------------|---------------------------------|------------------------------|---------------------------|--|
| 67% | 0% | 0% | 0% | 100% | 67% |

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.

The SUMMA Table and CAS Working Group have met regularly for over a year to help develop the governance, policy, and protocol documents, including the priority matrix, priority goals, vacancy matching process (VMP), the role of the HIFIS Lead, etc. The HIFIS Working Group has been meeting bi-weekly since October using, testing, and experimenting with the HIFIS Sandbox, establishing local HIFIS protocols, and providing feedback to BC Housing. The System Map and Coordinate Access Resource Inventory are completed, but will need some updates as a result of the passage of time. We continue meet with BC Housing weekly to work on the development of an Integrated HIFIS, and bi-weekly to work on the rollout. The City of Abbotsford has signed every document it can and provides timely feedback on all documents. The delay continues to be the rollout of HIFIS and the coordination of BC Housing's CAA process with our local Vacancy Matching Process. More documents need to be finalized before HIFIS can roll out and there is more work to be done on customizing aspects of HIFIS. Meetings coming up with BC Housing and INFC should hopefully begin the process of coordinating the CAA and the local VMP. We are currently collecting Lived Experience feedback via 60+ surveys conducting by frontline outreach and shelter workers. We are also planning on putting together a focus group made up of people with Lived Experience to review our CAS documents, and the CAS Lead will be attending other lived experience groups in the community in the coming weeks.

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 |
|---------------------------------------|---------------------------------|-------------------------------------|
| Not yet | Not yet | Not yet |

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 |
|---|---------------------------|-----------------|---|
| 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 (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 |
|---|--------------------------|-----------------|---|
| 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

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

The SUMMA Table and CAS Working Group have met regularly for over a year to help develop the governance, policy, and protocol documents, including the priority matrix, priority goals, vacancy matching process, the role of the HIFIS Lead, etc. The HIFIS Working Group has been meeting bi-weekly since October using, testing, and experimenting with the HIFIS Sandbox, establishing local HIFIS protocols, and providing feedback to BC Housing. The delay continues to be the rollout of HIFIS and the coordination of BC Housing's CAA process with our local Vacancy Matching Process. More documents need to be finalized before HIFIS can roll out and there is more work to be done on customizing aspects of HIFIS. Meetings coming up with BC Housing and INFC should hopefully begin the process of coordinating the CAA and the local VMP.