

**Reaching Home: Canada's Homelessness Strategy**  
**Community Homelessness Report for communities in BC**

**Nanaimo**

**2022-2023**

**\*TEMPLATE FOR COMMUNITIES IN BRITISH COLUMBIA\***

## SECTION 1: COMMUNITY CONTEXT

### Overview

- 1.1 a) Highlight any efforts and/or issues related to the work that your community has done to **prevent and/or reduce homelessness and increase access to safe, adequate housing** over the last year.

Over the past year, more than 1.6 million dollars have been invested in the City of Nanaimo in support of reducing homelessness through Reaching Home Designated Community and Indigenous Homelessness streams. The lack of availability of affordable housing combined with continuing pandemic barriers has shifted the way in which Reaching Home dollars are invested. In 2019, the Nanaimo Community Advisory Board (NCAB) approved a Community Plan including setting the funding priorities for the city of Nanaimo. Shortly after the plan was approved, many realities changed due to the pandemic. Instead of a focus on placing people into sustainable housing, the focus shifted to preventing people from being displaced (housing-loss prevention) and on Basic Needs services which literally focussed on keeping vulnerable people alive during very challenging times. This continued to be the focus for Nanaimo in 2022-2023.

Although there continues to be a lack of sustainable housing placements available, we are proud of the work our community has done to respond to the high level of need. Organizations have assisted clients to remain housed and to access services and supports.

In 2022-2023, the ICA team continued to work with BC Housing on implementing the use of HIFIS. This has involved ongoing work with BC Housing locally on a modified use of the current configuration of HIFIS, as well as working as a member of the collective BC 15 communities to work with BC Housing provincially to expand HIFIS use to all CEs in BC. Additional work includes the development of the Nanaimo ICA website that will provide information on coordinated access as well as research and information on approaches to housing. Progress has been made with Nanaimo service providers on developing an ideal approach to client engagement. This will be used to create a human-centred approach to client engagement that is informed by and built upon the guiding principles of ceremonial practices. The Indigenous Table working group is continuing to meet and the input from this table will help to define our policy and practice. An Initial build of the By-Name List has been created by developing a practical list of acute-risk client recommendations from the ICA Working Group service providers, including SFN Housing.

b) What **impact** did these efforts and/or issues have on your community's outcomes over the last year (as reported in Section 4, if applicable)? Please enter N/A if the impact is not known at this time.

As we emerged out of the COVID pandemic we have been able to connect people to housing supports and services to support people through crisis. We have also strengthened the social sector to work together in times of crisis. We've been able to bring together sector agencies to create solid working relationships that will sustain the implementation of our ICA policy and practice framework. We have moved our partner agencies to a much more systems based approach to the work they do and are building the processes to ensure that ICA outputs have a community wide impact.

The Systems Planning Organization (SPO) has now been established in Nanaimo and is integrating within its structure the functions and development of ICA. We are in ongoing discussions with BC Housing and we hope to have the ability to deploy HIFIS in 2023 as well.

1.2 How has the community's approach to addressing homelessness changed over the last few years? The worksheet called ***"Reflecting on the Changing Response to Homelessness"*** can help with reflecting on how the approach has changed and the impact of these changes at the local level.

This year has seen an increase in demand for services, and an increase in the complexities of people needing support. Clients are increasingly looking for services and supports for addiction, mental health, and basic needs. We have seen more diversity of those accessing services and a wider variety of people. Community organizations are now trying to find permanent solutions for programs started during the pandemic with temporary funds. The need has not gone away with the decreasing of the pandemic crisis, in fact, the pandemic highlighted where there are gaps in service. The requests for support are unprecedented. The cost of living continues to go up, impacting more families and seniors. According to outreach workers and other community partners we are seeing a significant amount of people living in 'hidden homelessness' (precariously housed and or 'couch surfing'). Service agencies are reporting much higher acuity of clients, i.e. higher numbers of individuals with co-morbidities;

There continues to be active stigmatization of those experiencing homelessness by local media and others in the community. We've noted a deeper level of awareness of the causes and realities of homelessness; and at the same time more vigilantism e.g. community members attempting to re-possess items from encampments they believe to be their own; increased spreading out of homeless encampments across the entirety of the city; generally increased level of frustration with governments.

We are also seeing an increase in burn-out among sector professionals: and a heightened sense of helplessness among

health services, police and first responders due to lack of appropriate responses. All agencies are having difficulty finding expert staff due to cost of living in Nanaimo, and staffing EWRs in particular is very difficult due to the short-term nature of the work.

Our local community has had some success with community driven models. Community organizations have expanded services to meet the increased need. Agencies are working together - building programs and partnerships.

### Collaboration between Indigenous and Non-Indigenous Partners

1.3	a) Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding? If yes, your community has an IH Community Entity (CE) and/or Community Advisory Board (CAB).	Yes – DC and IH funding streams co-exist
	b) Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the <b>DC CE</b> and the <b>IH CE and/or IH CAB</b> over the reporting period?	No
	[Redacted]	
	c) Describe how this collaboration will happen over the coming year in more detail. When will the collaboration occur and will it be with the IH CE and/or the IH CAB? What aspects of Coordinated Access and/or the HMIS will be discussed?	

We are working with BC Housing and the BC15 working group to implement HIFIS. Discussions are ongoing, but as we don't have HIFIS yet, it has not been implemented. The Nanaimo Community Advisory Board (NCAB) receives both DC and IH funding. United Way British Columbia (UWBC) is the Community Entity (CE) for both funding streams. Local Indigenous organizations are embedded in the NCAB and in the development of ICA. These stakeholders meet regularly to discuss, share and plan homelessness reduction & client support services and strategies. The CE and NCAB work together regularly including ICA updates, feedback and collaboration. The Indigenous Coordinator of the ICA team and the Indigenous Table working group ensure that there is a strong Indigenous engagement and leadership at all stages of the process.

<p>1.4</p> <p>a) Specific to Coordinated Access and the HMIS, has there been ongoing, meaningful collaboration between the <b>DC or Territorial Homelessness (TH) CE</b> and <b><u>local Indigenous organizations</u></b> over the reporting period? Where it exists in your province, this could include the IH non-DC CE and/or organizations funded by the IH non-DC stream in the broader area. Note that collaboration with the IH CE and/or CAB, where applicable, should only be included in Question 1.3 above.</p>	<p>No</p>
<p>b) Describe how this collaboration will happen over the coming year in more detail. How will Indigenous peoples be engaged in these discussions? When will collaboration occur and which organizations will be involved? What aspects of Coordinated Access and/or the HMIS will be discussed?</p>	
<p>We are working with BC Housing and the BC15 working group to implement HIFIS. Discussions are ongoing, but as we don't have HIFIS yet, it has not been implemented.</p> <p>The ICA team includes an Indigenous Coordinator who is the lead on the project. An Indigenous Table working group has developed a very comprehensive definition of Indigenous homelessness and continues to meet and inform ICA development. In addition to local Indigenous organizations representatives, we also have Indigenous housing providers and service agencies participating including CMHC BC housing and groups beyond Nanaimo. Recently a representative from Snuneymuxw has come on board as well as a Director of the Metis Mid Island Nation. The Indigenous Coordinator and the ICA team are developing a model for our processes and approach to coordinated access. That is, integrating approaches informed by the Indigenous Coordinator's understanding of Indigenous governance. Providing the Indigenous relationship between governance protocol and ceremony and trying to ensure that we're doing things in a way that is not just about serving Indigenous populations, but also about using Indigenous knowledge to inform everything we do. For example, to acknowledge that the intake process and participating in coordinated access is a journey not just for the clients, but for the staff as well and to build in ways of working together that are about reciprocity and learning and acknowledging that it is a journey that we're all on collectively. We have trust that we're heading somewhere and also have the humility to be able to take feedback when needed and to recognize the complexity embedded.</p>	

1.5

a) 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

b) Describe this collaboration in more detail. How were Indigenous peoples engaged in these discussions? When did the collaboration occur and which organizations were involved, such as the IH CE and/or IH CAB? What sections of the CHR were informed by Indigenous input and/or perspectives?



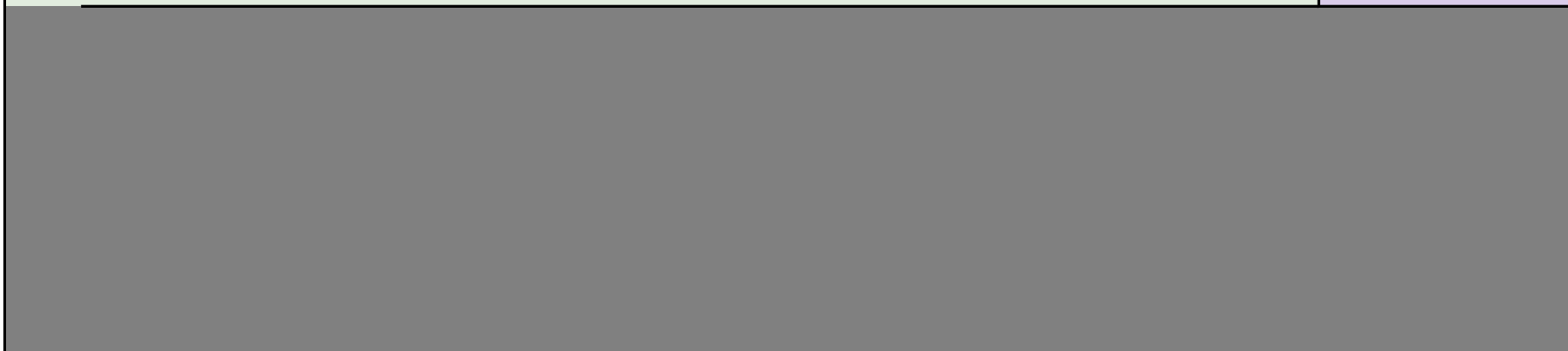
Local Indigenous organizations are embedded in the CAB and in the development of ICA. These stakeholders meet regularly to discuss, share and plan homelessness reduction & client support services and strategies.

Information that was included in the CHR was presented to the CAB (which includes the IH, DC and CE), and a question & answer period followed. The CHR was then presented via email to these stakeholders and finally, the draft CHR was reviewed and approved by the CAB.

1.6

a) Does your community have a separate IH CAB?

No



## Public Access to Results

1.7 As outlined in the Reaching Home Directives, communities are required to make a summary of the CHR publicly available. How will the public have access to this information? For example, which website will be used to publish the results?

The United Way BC website on the Reaching Home page displays the Community Homelessness Report.  
<https://uwbc.ca/program/reaching-home/>

**End of Section 1**

## SECTION 2: COORDINATED ACCESS AND HOMELESSNESS MANAGEMENT INFORMATION SYSTEM (HMIS) SELF-ASSESSMENT

### Governance

2.1	<p>Is there a governance model for the broader Coordinated Access system under Reaching Home <b>and</b> has a Coordinated Access lead organization(s) been identified?</p>	Under development
<p>Provide additional context (optional):</p> <p>The interim Coordinated Access lead for Nanaimo has been the Canadian Mental Health Association Mid-Island (CMHA). The ICA is currently in the process of being integrated into the Nanaimo Systems Planning Organization (SPO), which will be the backbone organization for ICA and launch in the late spring of 2023. Policies are completed and have been reviewed by the ICA working table - they are currently being updated to include the Indigenous practices as laid out in the Nuxalk Adoption Ceremony shared by Charles Nelson with permission for use only by ICA Nanaimo. As of March 2023 the ICA Indigenous Table was awaiting specific feedback from Snuneymuxw, Snaw-naw-as and Stz'uminus First Nations which will inform the guiding framework for policy and practice of ICA. Meetings have been scheduled for late spring to discuss this feedback and continue the work of developing policies and governance models, including structure, roles and decision-making of the working tables and stakeholders. When the policies have been updated a review will be done with the ICA working table and upon their approval, will be put forward for adoption by the Community Partners. The medium and long term plan is to integrate Coordinated Access' and BC Housing's Placement Tables. Policies are currently in development on how resources are used at the ICA placement table. Each stakeholder ultimately is responsible for their own resources and has the final say on how they are used. When BC Housing has completed the expansion of its incidence of HIFIS to all communities in BC we will bring our policies in line with the requirements.</p>		
2.2	<p>Is there an approach in place to support shared decision-making (i.e., between the DC and BC Housing) about the use of HIFIS and has a DC-level HIFIS lead organization(s) been identified? Decision-making may relate to the implementation and maintenance of HIFIS, data collection, etc.</p>	Under development
<p>Provide additional context (optional):</p>		



We have a working assumption that we will be joining BC Housing's instance of HIFIS and are working with the proposal that has been collaboratively developed between BC 15 Communities and BC Housing.

2.3 a) Do all service providers receiving funding through the Designated Communities (DC) stream participate in the broader Coordinated Access system under Reaching Home?	Under development
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Provide additional context (optional):

Recruitment of all Reaching Home funded programs to participate in Coordinated Access is underway. We have approached and included every organization within Nanaimo that provides housing or housing supports and everyone contacted has been excited about this project. We are quite certain each agency is on board with this coordinated effort. We have included all of our primary partners, those who do intakes and provide actual housing in our working table which will transition to a placement table. Training will be required on the intake process as well as on HIFIS when this customer relationship management is rolled out from BC Housing for participating community agencies.

b) Based on your system map, how many service providers (those receiving DC funding and/or other funding) **already participate** in BC Housing's provincial CAA?

7 Providers

c) Based on your system map, how many **additional** service providers and/or programs **will participate** in the broader Coordinated Access system under Reaching Home?

11 Programs

### Homelessness Management Information System (HMIS)

For questions 2.4 to 2.7 below, given trilateral work underway, your community's implementation status is considered "Under development" as of March 31, 2023.

2.4	a) How will your community use HIFIS to manage individual-level data and service provider information for Coordinated Access?	Leverage BC Housing's HIFIS
Provide additional context (optional):		
<p>1) We are working with local agencies and BC Housing to establish HIFIS functionalities - We have a working assumption that we will be joining BC Housing's instance of HIFIS and are working with the proposal that has been collaboratively developed between BC 15 Communities and BC Housing. 2) We will work with BC Housing to offer training and encourage agency use of HIFIS - Training will be aimed at upgrading the capacity of agencies to use the expanded capabilities of HIFIS that will be deployed by BC Housing. We are continuing to work with BC Housing on the expansion of access to BC Housing's instance of HIFIS We are meeting as part of the BC wide HIFIS Advisory Team on a bi-weekly basis. The 'Project Charter' has been finalized and will be brought to the CE for approval and sign-off. 3) Implementation of By Name List - We continue to work with the local BC Housing Access Rep to use available HIFIS modules for our By Name list and once the expanded capabilities come online we will use it to manage our By-name List.</p>		
b) Based on your system map, how many service providers already use BC Housing's HIFIS?		
7 Providers		
c) Based on your system map, how many additional service providers and/or programs are you planning to onboard to HIFIS (either BC Housing's or your own)?		
11 Programs		
2.5	Has your community signed a Data Provision Agreement with Infrastructure Canada? This Agreement may be signed by a community <b>directly</b> (for those with a DC HIFIS license) or <b>on behalf</b> of the community by BC Housing.	Not yet
Provide additional context (optional):		
<p>Negotiations continue with BC Housing as a service provider under HIFIS. The ICA team has been pushing for Nanaimo and area to be a test community for a BC Housing HIFIS service agreement. We are continuing to work with BC Housing on the expansion of access to BC Housing's instance of HIFIS We are meeting as part of the BC wide</p>		

	<p>HIFIS Advisory Team on a bi-weekly basis. The 'Project Charter' has been finalized and will be brought to the CE for approval and sign-off in early 2023.</p>	
2.6	<p>Do you have a set of local agreements to manage privacy, data sharing and client consent related to your HMIS that comply with municipal, provincial and federal laws?</p>	<p>Yes – with BC Housing</p>
	<p>Provide additional context (optional):</p> <p>Local agreements to manage privacy, data sharing and client consent in compliance to municipal, provincial and federal laws have been drafted are in the process of being reviewed by community agencies. These agreements will need to be revised as we complete the process of onboarding to the expanded instance of BC Housing's HIFIS. Community Agencies are testing the intake forms that include client consent and data sharing.</p>	
2.7	<p>Have you established safeguards to ensure the data collected is secured from unauthorized access?</p>	<p>Not yet</p>
	<p>Provide additional context (optional):</p> <p>Ongoing - This hinges on the final configuration of HIFIS via BC Housing. This is a very secure system and as soon as we understand its final configuration the protocols and security can be finalized. This is ongoing and under development. Date will be based on when a secure database system is confirmed through BC Housing.</p>	
<p><b>Access Points to Service</b></p>		
2.8	<p>Are access sites available in some form throughout the Designated Communities (DC) geographic area so that the Coordinated Access system serves the entire DC geographic area?</p>	<p>Yes</p>
	<p>Provide additional context (optional):</p> <p>Bring more Reaching Home funded agencies in to Coordinated Access - This is a longer stage process of working with agencies to demonstrate the value proposition of participating in Coordinated Access and the use of HIFIS as the agency's primary CRM. Currently, there are 12 agencies in Nanaimo who are participating on the ICA Working Group, acting as both a referral collective and as a Steering Committee.</p>	

2.9	Are there processes in place to monitor if there is <b>easy</b> and <b>equitable</b> access to the Coordinated Access system and respond to any emerging issues, as appropriate?	Under development
Provide additional context (optional):		
Contingent on finalization of the database solution - As stated above, this will be finalized with database issue being resolved. The HIFIS access would be open to access for any organization within the ICA umbrella in the Nanaimo ICA group. This ensures all clients entered into the database are brought to the central placement table for consideration and prioritization.		
2.10	Are there processes in place that ensure no one is denied access to service due to perceived housing or service barriers?	Yes
Provide additional context (optional):		
<b>Triage and Assessment</b>		
2.11	Is the triage and assessment process documented in one or more policies/protocols, including an intake protocol for entering people into the Coordinated Access system and/or HMIS when they (re)connect with an access point?	Under development
Provide additional context (optional):		
Ongoing, finalized form will be contingent on database issues. The policies are complete in a draft form and will be amended with an Indigenous lens. This will then be finalized with the ICA partners through the Indigenous Table and the Working Table. Procedures will be developed and finalized upon the adoption of the Policies at the central tables as well as the finalization of the form of HIFIS that will be used.		
2.12	Is the same common assessment tool used for all population groups experiencing homelessness (e.g., youth, women fleeing violence, and Indigenous peoples)?	Yes

Provide additional context (optional):

**\*Optional:** Please insert comment here\*

### Coordinated Access Resource Inventory

2.13 Are all housing resources funded through the Designated Communities (DC) stream identified as part of the Coordinated Access Resource Inventory?	Yes
Provide additional context (optional):	
<b>*Optional:</b> Please insert comment here*	
2.14 For each housing resource in the Coordinated Access Resource Inventory, have eligibility requirements been documented?	Under development
Provide additional context (optional):	
Continuation process of the Mapping of housing-related Services/Resources - This is part of the ongoing mapping process. We are working with HelpSeeker and the RH System Mapping tool to complete our review of the services available in Nanaimo.	
2.15 For each type of housing resource in the Coordinated Access Resource Inventory, have prioritization criteria, and the order in which they will be applied, been documented?	Under development
Provide additional context (optional):	
We have completed the System Mapping document and submitted to BC Housing. We are awaiting a response to allow us to meet with BC Housing HIFIS team to assess our training and operational needs. And we've reviewed the data needs of our community with Staff from HPD / INFC.	

## Vacancy Matching and Referral

2.16	<p>Is the vacancy matching and referral process documented in one or more policies/protocols, including how vacancies are filled from the Coordinated Access Resource Inventory according to agreed-upon prioritization and referral protocols?</p>	Yes
<p>Provide additional context (optional):</p>		
<p><b>*Optional:</b> Please insert comment here*</p>		
2.17	<p>Do the vacancy matching and referral policies/protocols specify how individual choice in housing options will be respected (allowing individuals and families to reject a referral without repercussions) <b>and</b> do they include processes specific to dealing with vacancy referral challenges, concerns and/or disagreements (including refusals of referrals)?</p>	Under development
<p>Provide additional context (optional):</p>		
<p>These policies and procedures are under development flowing out of the discussions with service providers. This is already a practice in Nanaimo amongst housing providers (Housing First core principle). There is a policy for this item in our Process Manual, but this component is also contingent on a full functioning HIFIS.</p>		
2.18	<p>Are vacancies from the Coordinated Access Resource Inventory filled using the list of people waiting for housing resources who are offer-ready (i.e., the List filtered to a Priority List)?</p>	Yes
<p>Provide additional context (optional):</p>		
<p><b>*Optional:</b> Please insert comment here*</p>		

## 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:

	Met	Started	Not Yet Started
Total	6	12	0

The table below shows the percentage of minimum requirements completed for each core component:

	Governance	HMIS	Access Points to Service	Triage and Assessment	Coordinated Access Resource Inventory	Vacancy Matching and Referral
Percentage Completed	0%	0%	67%	50%	33%	67%

## Section 2 Summary Comment

2.19 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?

In particular, please include:

- efforts to implement a broader Coordinated Access system under Reaching Home, including building on the existing provincial CAA process that coordinates access to supportive housing funded by BC Housing;
- efforts to plan for HIFIS implementation by leveraging BC Housing's license or requesting a DC-led license;
- participation in any meetings about Coordinated Access or HIFIS with other communities across BC, as well as provincial and/or federal partners; and,
- information about how people with lived experience of homelessness (current or former clients) are being engaged or will be engaged in one or more aspects of Coordinated Access (e.g., are they included in the governance model).

Your Summary Comment is an opportunity to provide additional context about your Section 2 Summary Tables results above.

Over the past year, we have been working with local agencies and BC Housing to establish HIFIS functionalities - We have a working assumption that we will be joining BC Housing's instance of HIFIS and are working with the proposal that has been collaboratively developed between BC 15 Communities and BC Housing. We will work with BC Housing to offer training and encourage agency use of HIFIS - Training will be aimed at upgrading the capacity of agencies to use the expanded capabilities of HIFIS that will be deployed by BC Housing. We are continuing to work with BC Housing on the expansion of access to BC Housing's instance of HIFIS.

**End of Section 2**



## SECTION 3: OUTCOMES-BASED APPROACH SELF-ASSESSMENT

### Step 1. Have a List

#### Part A) Does the community have a List?

There are four minimum characteristics of a List.

3.1	Is the List created by a centralized database (such as an HMIS) or does it exist as a single document (outside of an HMIS)?	Not yet
3.2	Does the List include people who are currently experiencing homelessness?	Not yet
3.3	Do people give their consent to be included on the List?	Not yet
3.4	Do individuals and families appear only once on the List?	Not yet

#### Part B) Please provide additional information about the List

3.5 Where does data for the List come from?

a) Select all that apply:

- HIFIS
- Excel
- Other HMIS
- Other data source(s)
- Not applicable – Do not have a List yet


3.6 Communities need information about people's interaction with the homeless-serving system to be able to calculate inflows into homelessness (re-engagement with the system) and outflows from homelessness (disengagement from the system).

<p>a) Is there a <b>written policy/protocol</b> for the List that describes how interaction with the homeless-serving system is documented, including the number of days of inactivity after which people are identified as “inactive”? The policy/protocol should define what it means to be “active” or “inactive” on the List and explain how to document when someone is included on the List for the first time, as well as any changes in “activity” or “inactivity” over time.</p>	<p>Not yet</p>
<p>b) Can the community <b>get data</b> about when people first interacted with the homeless-serving system and were included on the List? For example, can the community get data for the number of people that were newly identified on the List?</p>	<p>Not yet</p>
<p>c) Can the community <b>get data</b> about people experiencing homelessness that became “active” again on the List (re-engaged with the homeless-serving system) and those that became “inactive” (disengaged with the homeless-serving system)? For example, can the community get data for the number of people that were “reactivated” on the List after a period of inactivity?</p>	<p>Not yet</p>
<p>3.7 Communities need information about where people are staying or living to be able to calculate inflows into homelessness (where people came from) and outflows from homelessness (where people went). This data is called “housing history”.</p>	
<p>a) Is there a <b>written policy/protocol</b> for the List that describes how housing history is documented? The policy/protocol should define what it means to be “homeless”, “housed” or “transitional” on the List and explain how to document when someone transitions “into homelessness” and “from homelessness” over time.</p>	<p>Not yet</p>
<p>b) Can the community <b>get data</b> from the List about people that transitioned “into homelessness” and “from homelessness”? Examples of transitions include a discharge from shelter and move to permanent housing (a transition “from homelessness”) or an eviction from supportive housing to no fixed address (a transition “to homelessness”).</p>	<p>Not yet</p>
<p>3.8 a) Can the community <b>get demographic data</b> from the List? Check all that apply.</p>	
<p><input type="checkbox"/> Indigenous identity (mandatory for Reaching Home)</p>	

- Age
- Household type (e.g., single or family)
- Gender identity
- Veteran status
- Other (please define)
- Not applicable – Do not have a List yet

b) When **chronic homelessness** is calculated using data from the List, is the Reaching Home definition used? The federal definition of chronic homelessness is 180 days of homelessness over the past year and/or 546 days of homelessness in the past three years.

Not applicable – Do not have a List yet


**Section 3 Summary Tables**

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.

<b>Step 1: Has a List</b>	<b>Step 2: Has a real-time List</b>	<b>Step 3: Has a comprehensive List</b>
Not yet	Not yet	Not yet

<b>Step 4: Can report <u>monthly</u> outcomes and set targets using data from the List (reporting in Section 4 is mandatory for 2023-24 CHR's, if not earlier)</b>			
<b>List was in place as of January 1, 2023 (or earlier)</b>	<b>Can generate monthly data</b>	<b>Has set targets</b>	<b>Has an outcomes-based approach in place</b>
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	

<b>Step 4: Can report <u>annual</u> outcomes and set targets using data from the List (reporting in Section 4 is mandatory once annual data can be generated)</b>			
<b>List was in place as of April 1, 2022 (or earlier)</b>	<b>Can generate annual data</b>	<b>Has set targets</b>	<b>Has an outcomes-based approach in place</b>
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	

**Section 3 Summary Comment**

3.30 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? In particular, please include updates about the following:

- updates about efforts to develop a List within the context of BC;
- examples of how data from the List was used over the last year (e.g., for service planning at the individual level or for strategic planning at the community level); and,
- if the community has a plan in place to support them to improve the quality of data being generated from their List.

Your Summary Comment is an opportunity to provide additional context about your Summary Table results.

We have a working assumption that we will be joining BC Housing's instance of HIFIS and are working with the proposal that has been collaboratively developed between BC 15 Communities and BC Housing.

**End of Section 3**

## SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS (MONTHLY)

Your answers in Section 3 indicate that your community currently **does not** have a real-time, comprehensive List with enough data and the capacity to generate **monthly** baselines and set targets.

### Community-Level Core Outcomes – Monthly Data Reporting

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

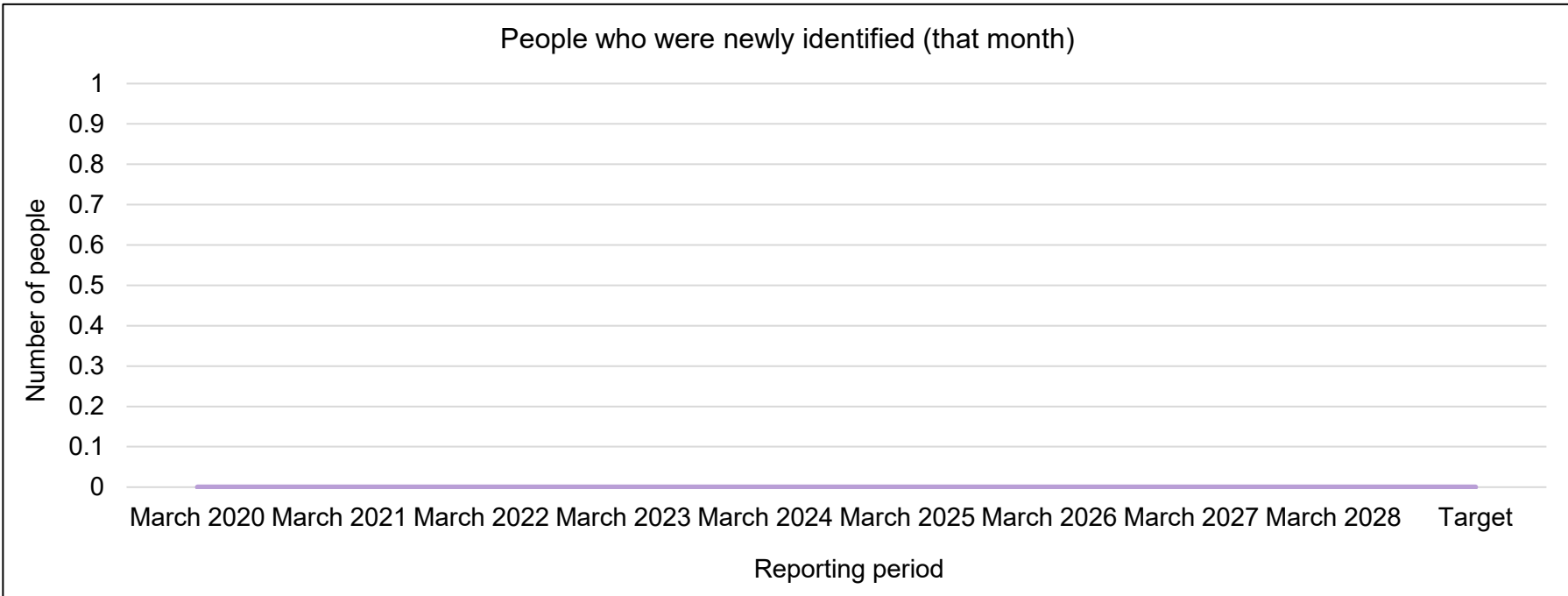
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)										





**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)										



**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)										



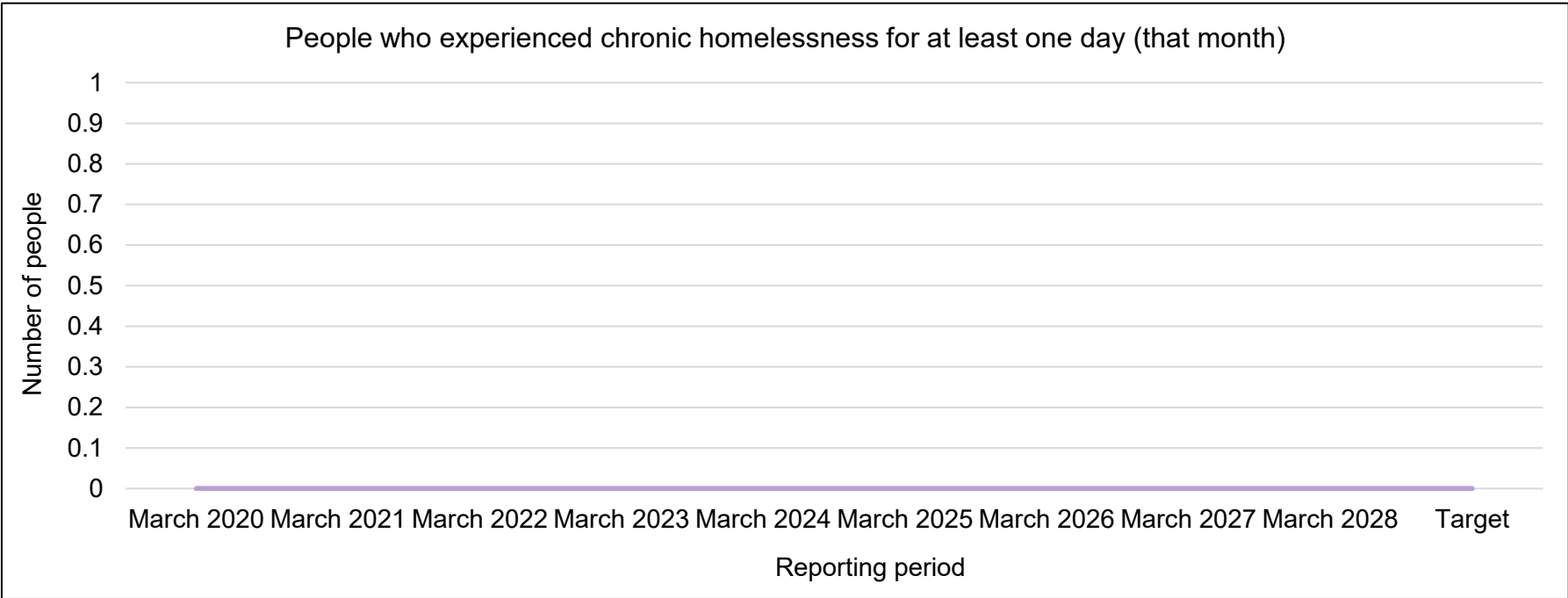
**Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)**

	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)										



**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)										



**End of Section 4**

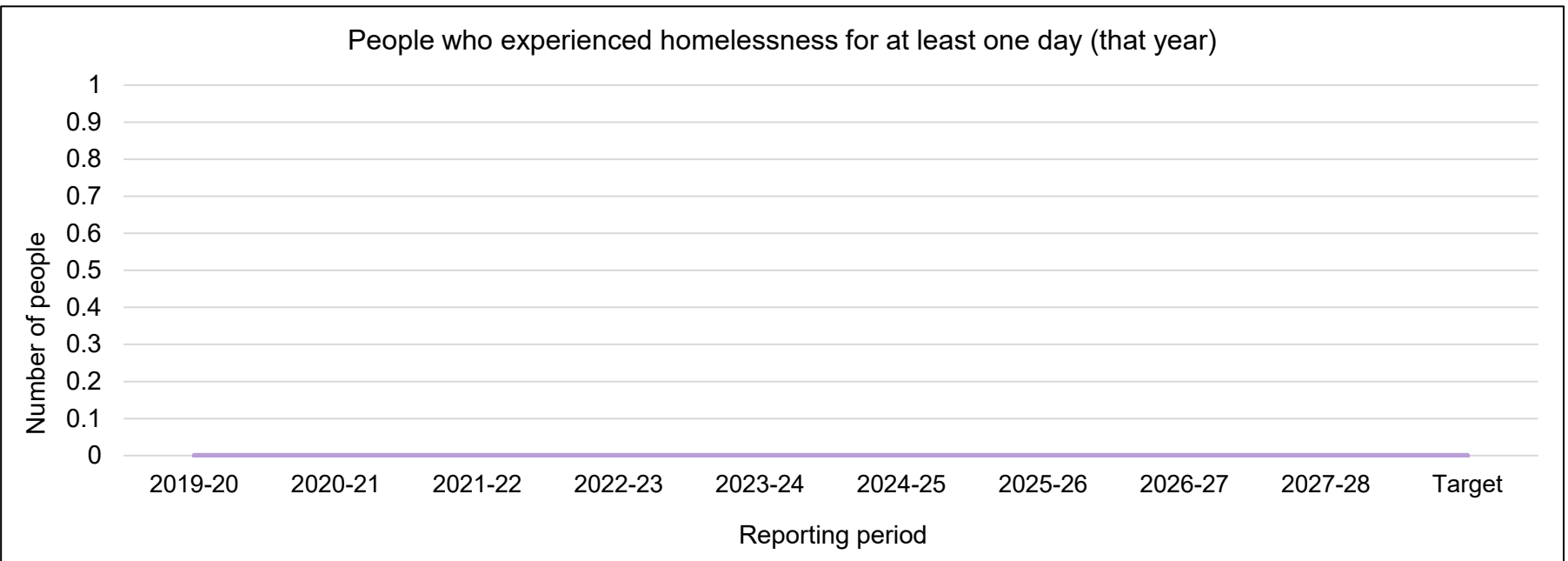
## SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS (ANNUAL)

Your answers in Section 3 indicate that your community currently **does not** have a real-time, comprehensive List with enough data and the capacity to generate **annual** baselines and set targets.

### Community-Level Core Outcomes – Annual Data Reporting

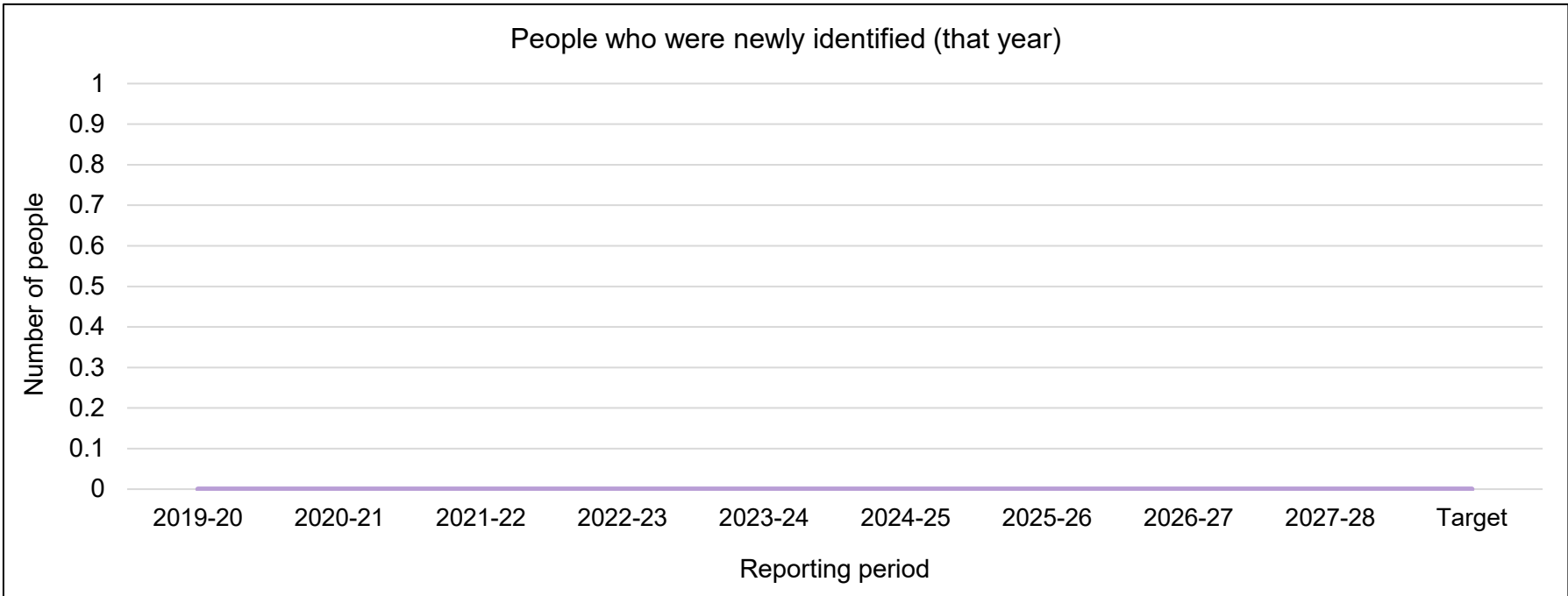
#### Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)

	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)										



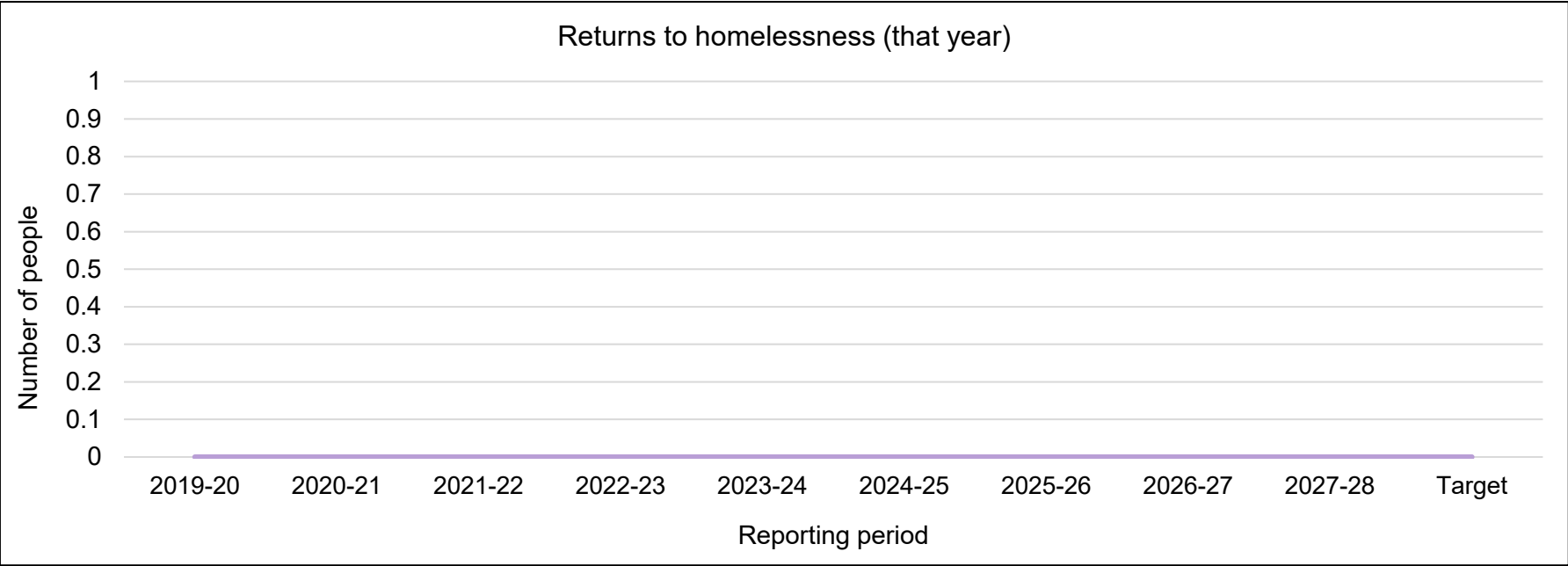
**Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)**

	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)										



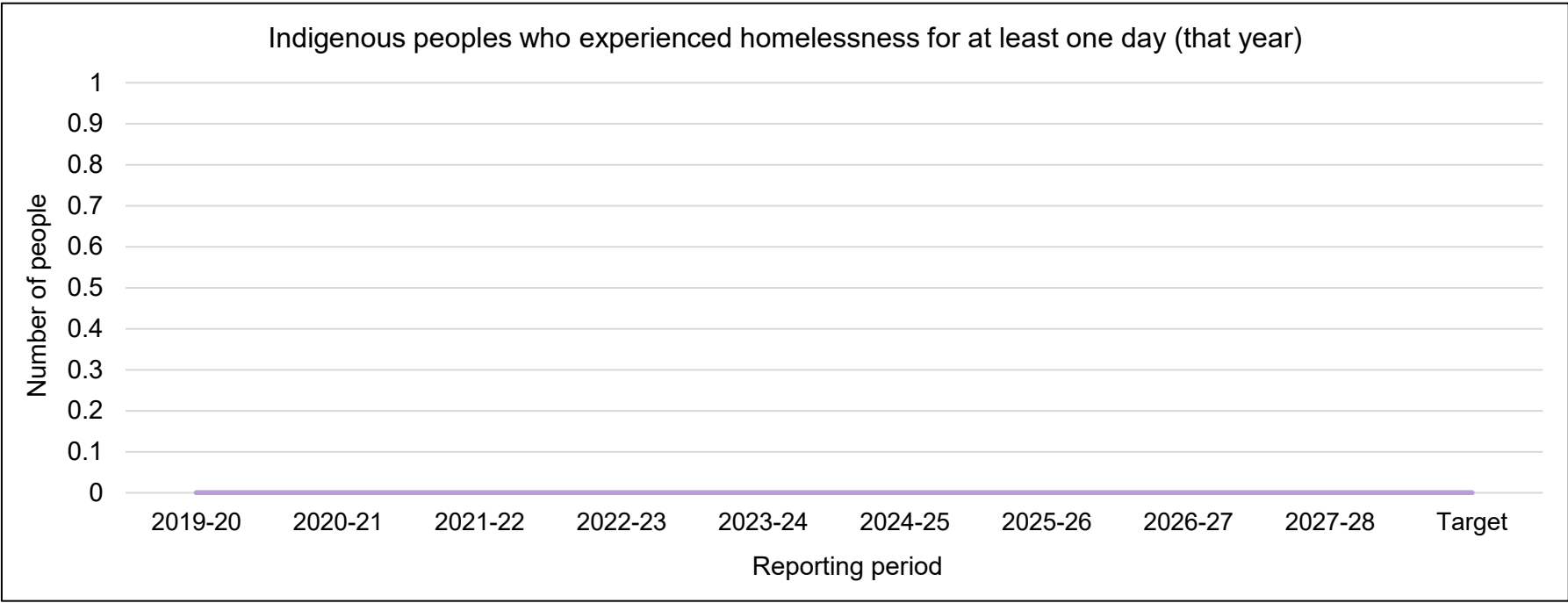
**Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)**

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)										



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

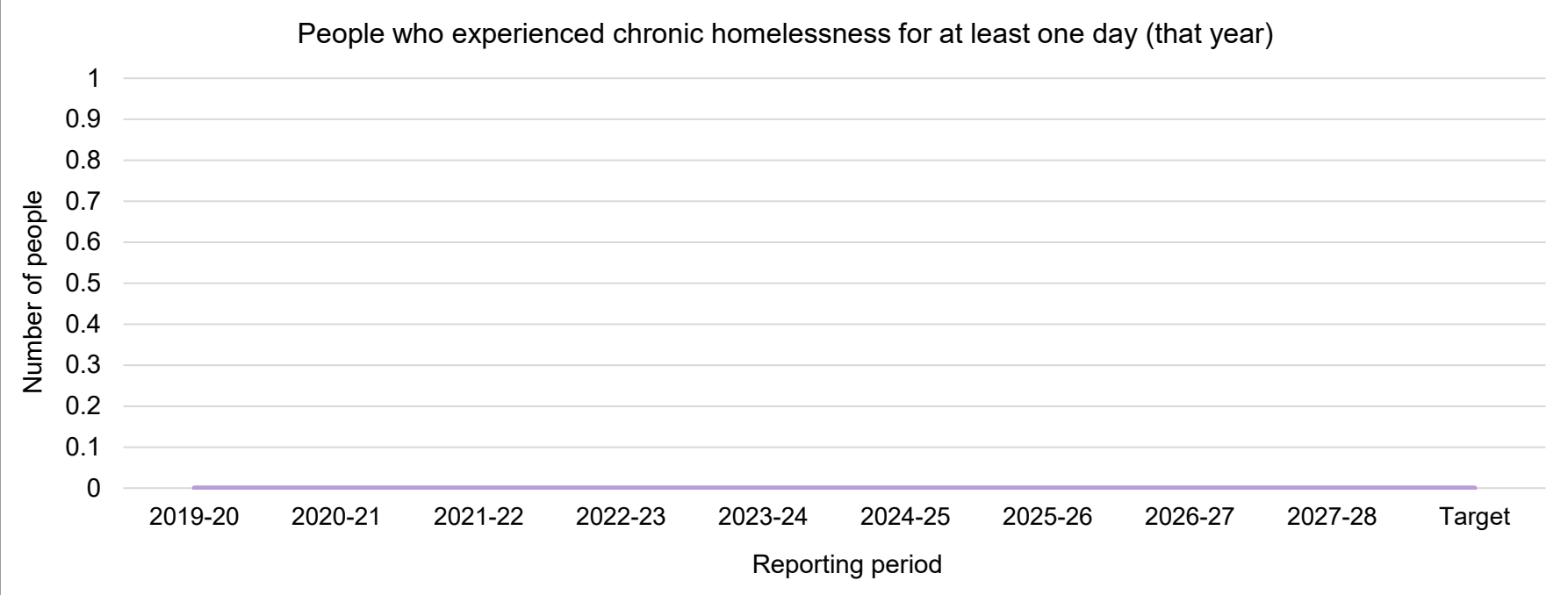
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)										





**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)										



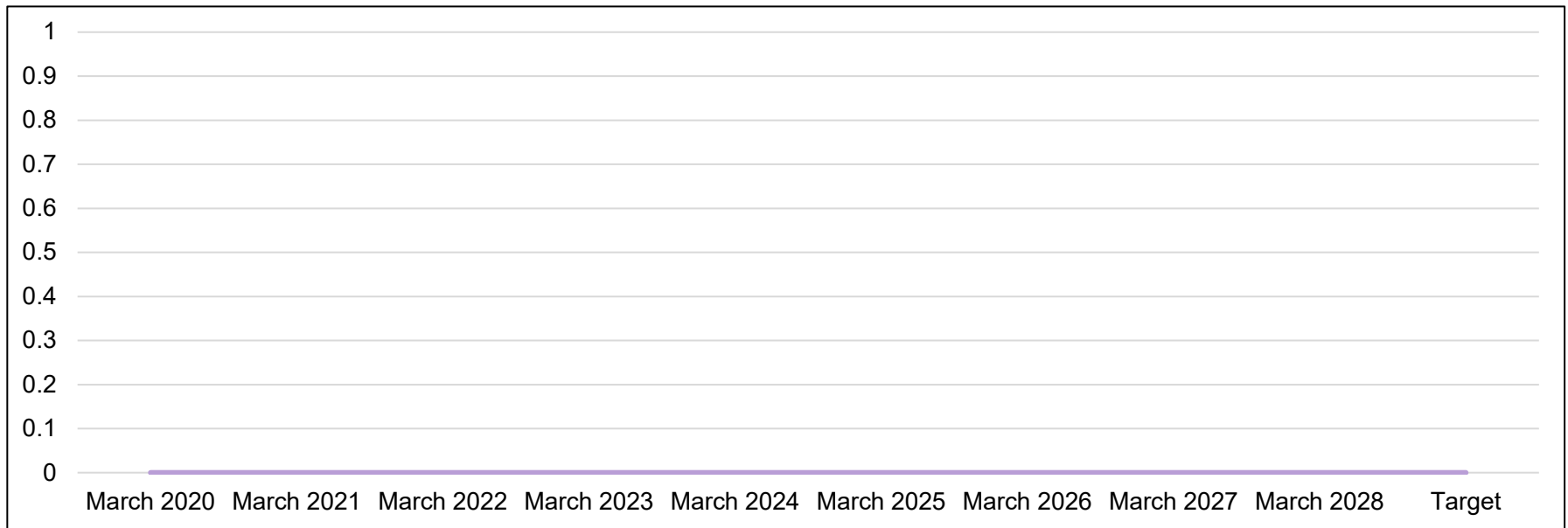
**End of Section 4**

## OPTIONAL COMMUNITY-LEVEL OUTCOMES (MONTHLY)

Your answers in Section 3 indicate that your community currently **does not** have a real-time, comprehensive List with enough data and the capacity to generate **monthly** baselines and set targets.

### Optional Community-Level Outcomes – Monthly Data Reporting

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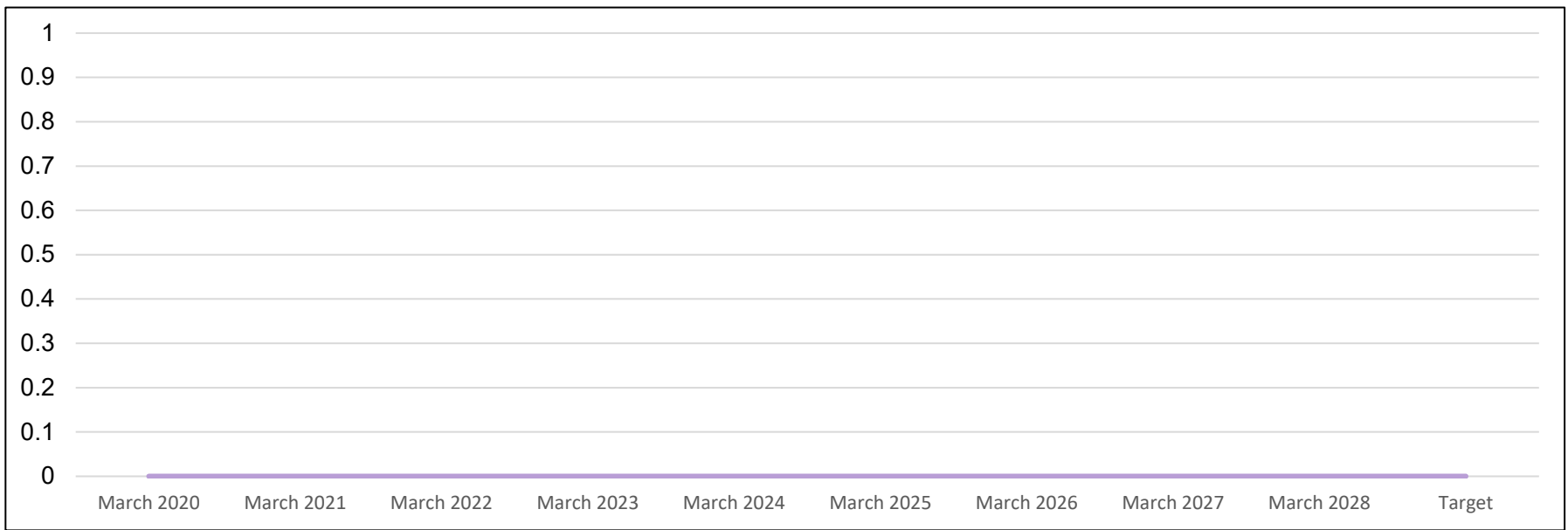


	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target



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

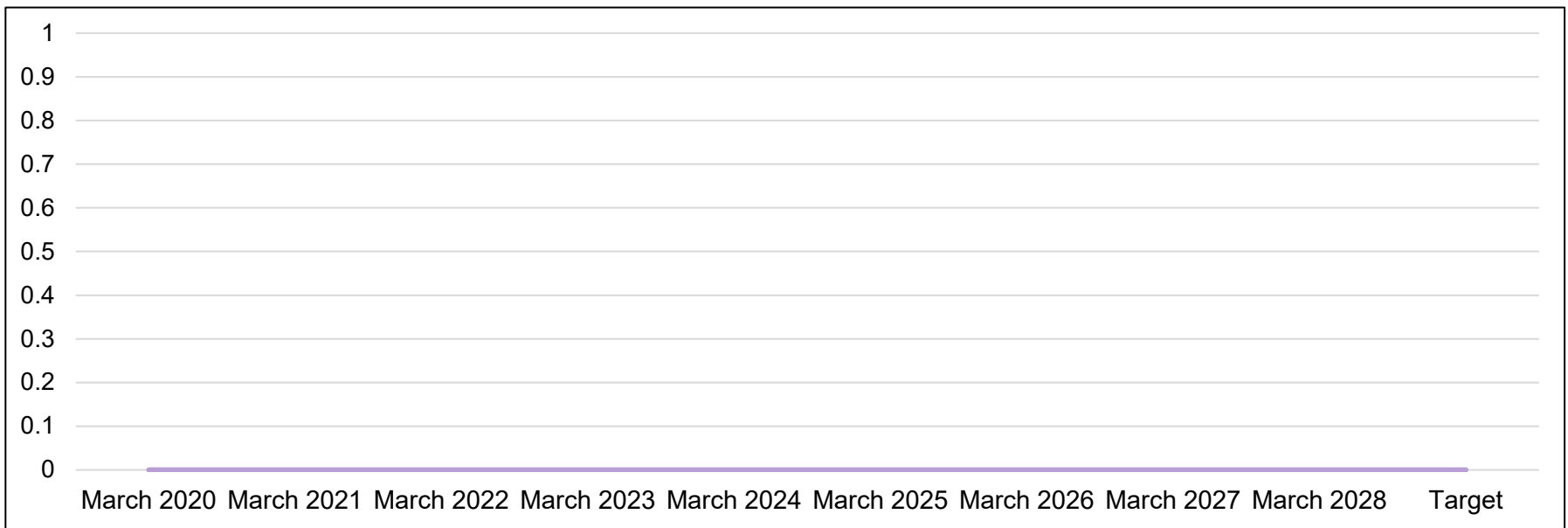


	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target

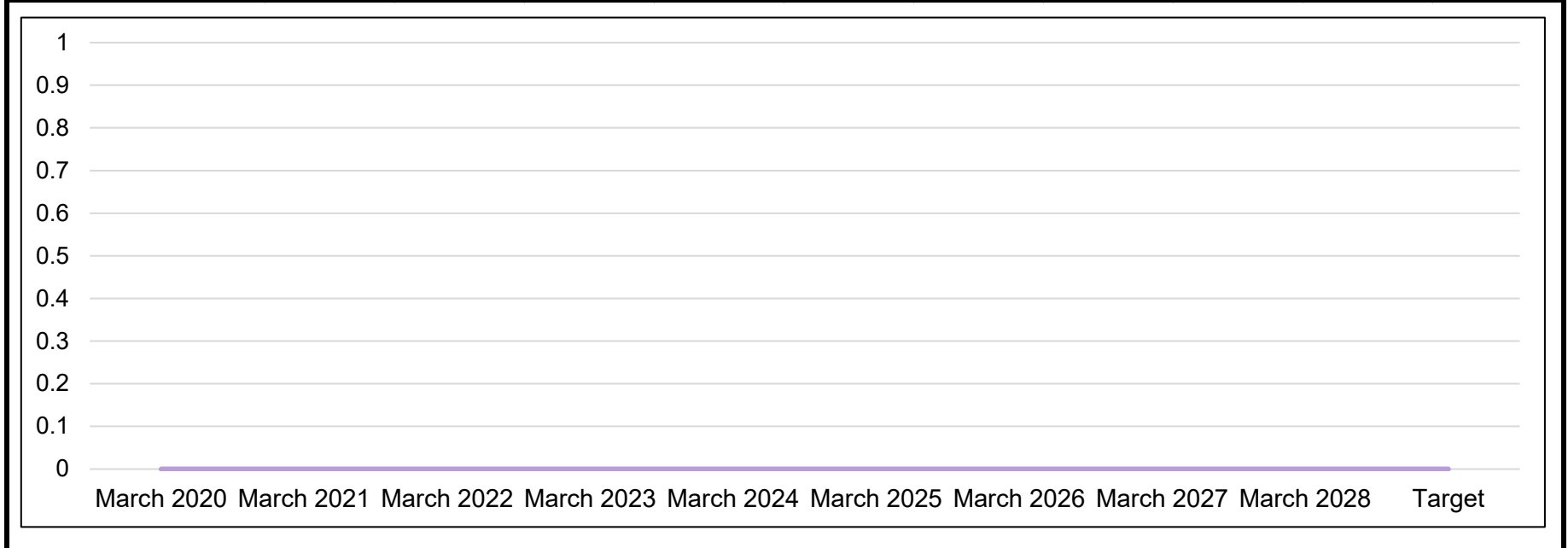


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	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target



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



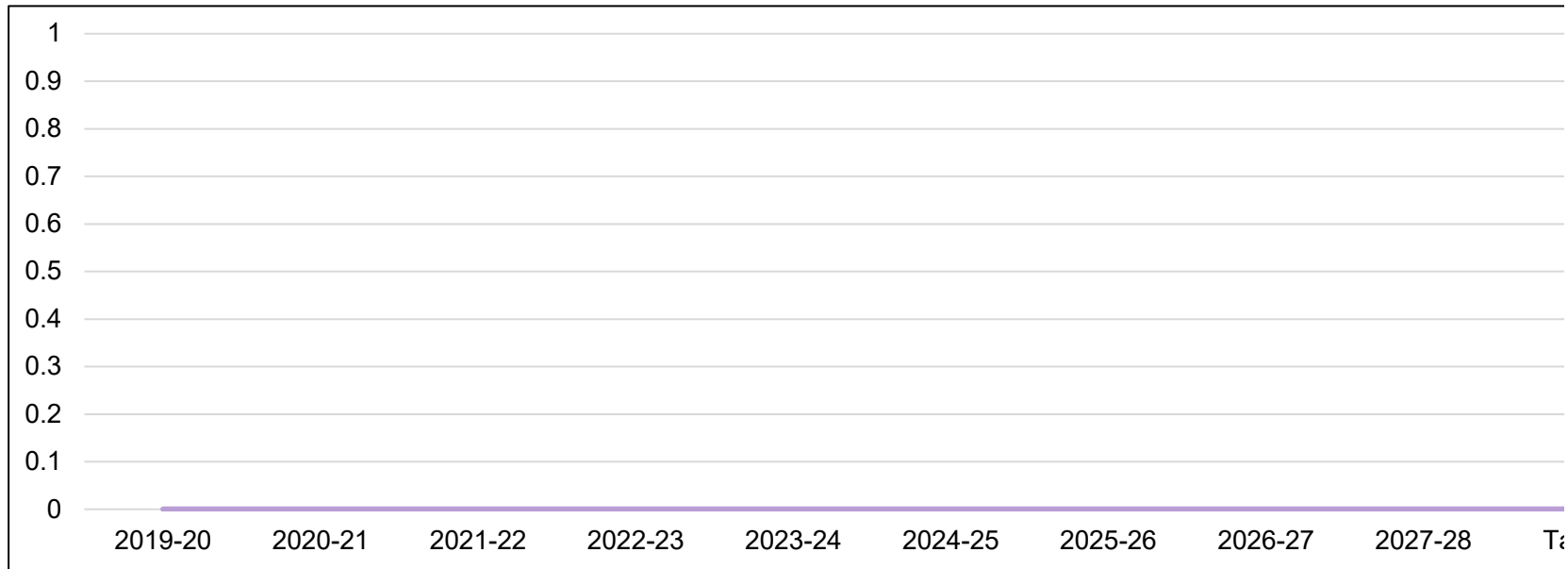
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## OPTIONAL COMMUNITY-LEVEL OUTCOMES (ANNUAL)

Your answers in Section 3 indicate that your community currently **does not** have a real-time, comprehensive List with data and the capacity to generate **annual** baselines and set targets.

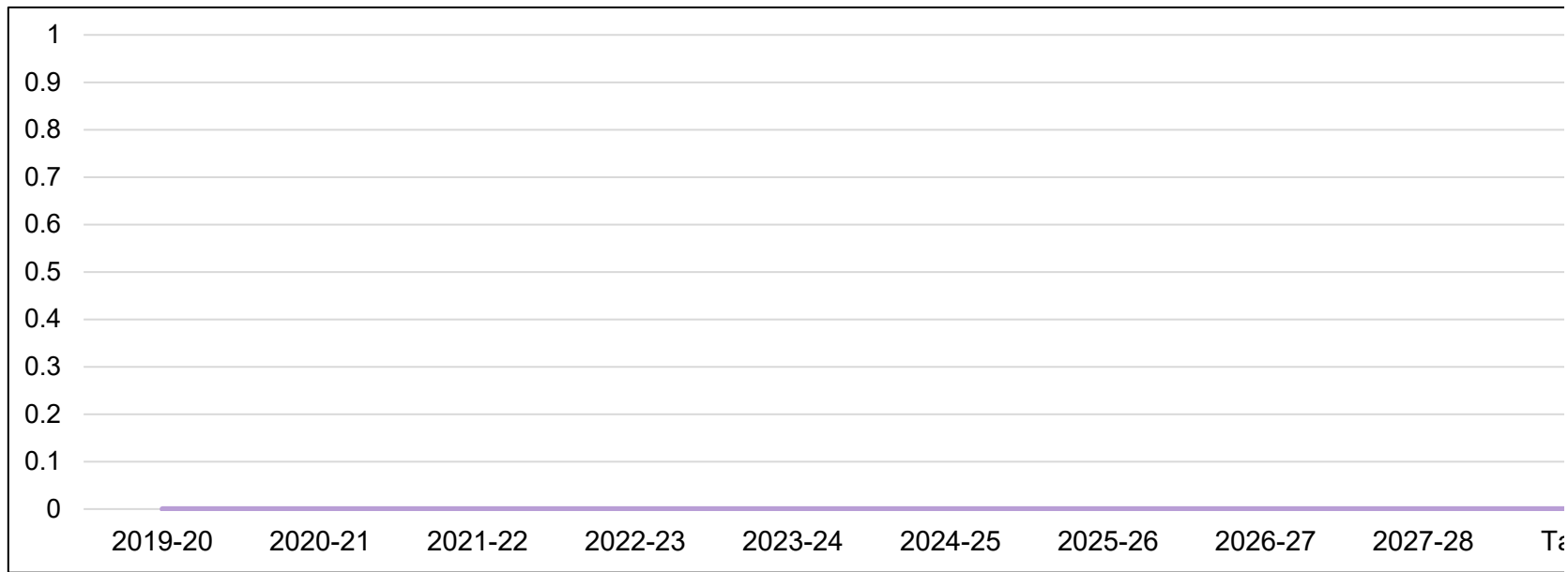
### Optional Community-Level Outcomes – Annual Data Reporting

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
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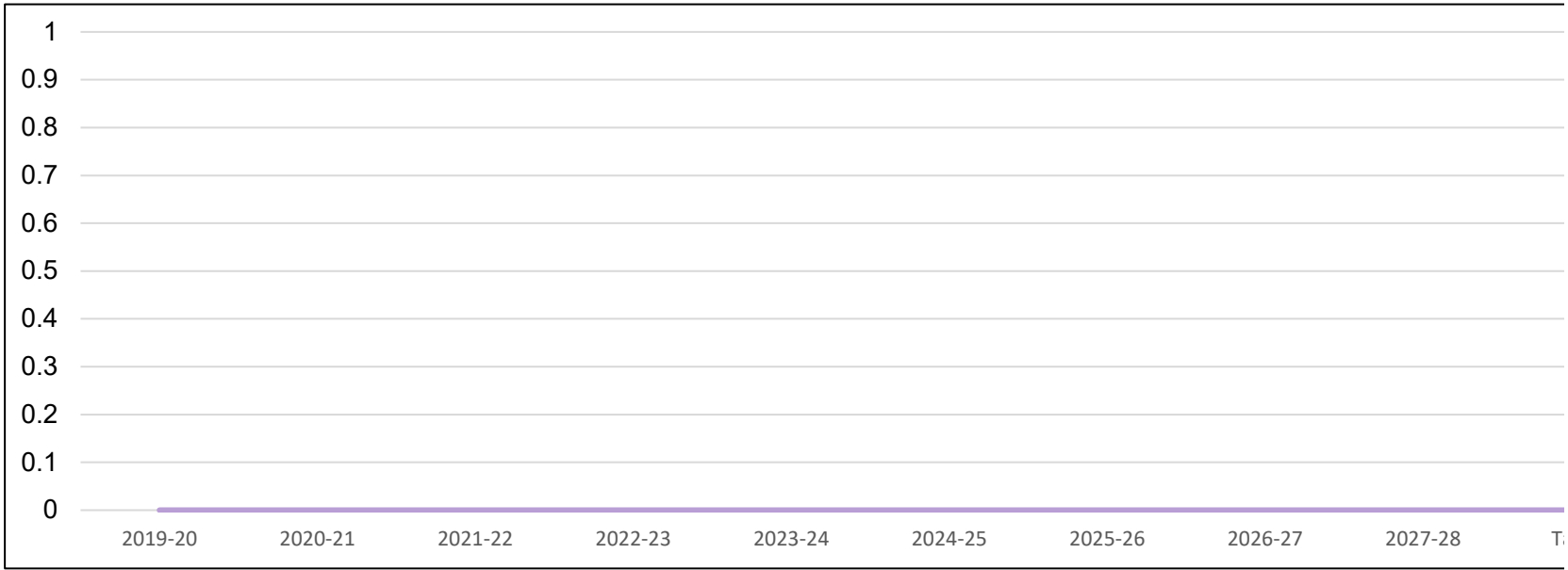


	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28

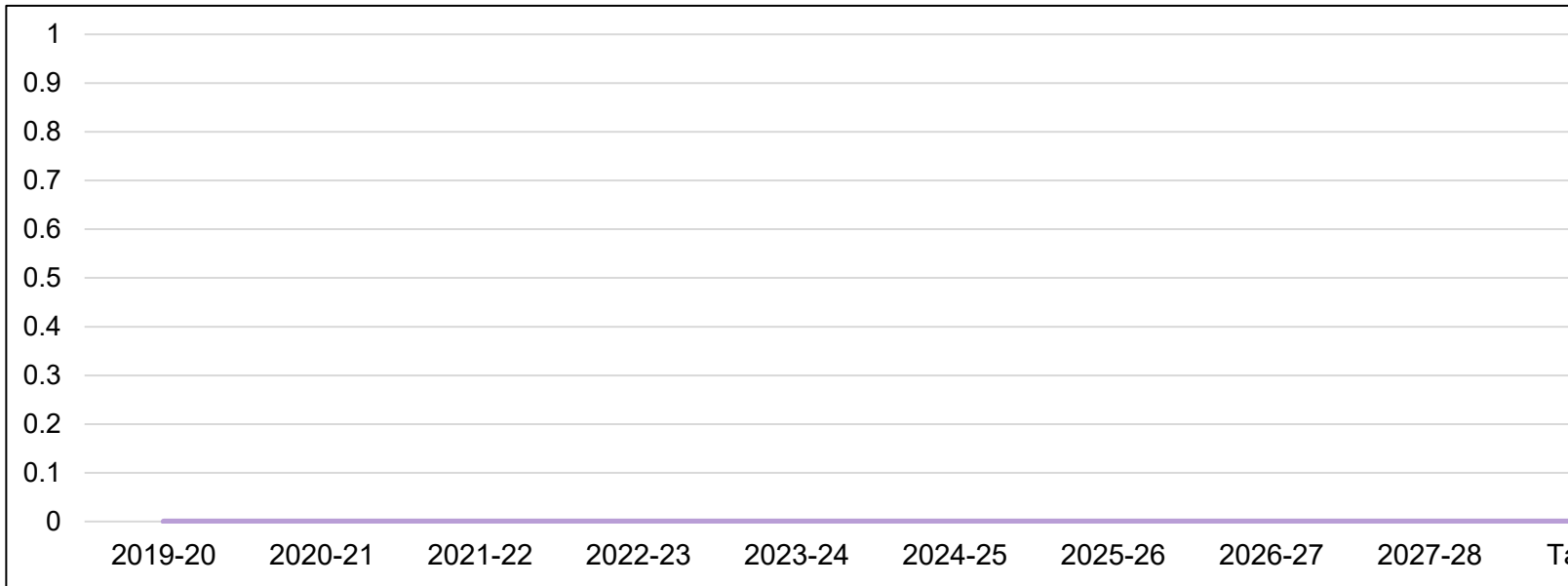


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	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28

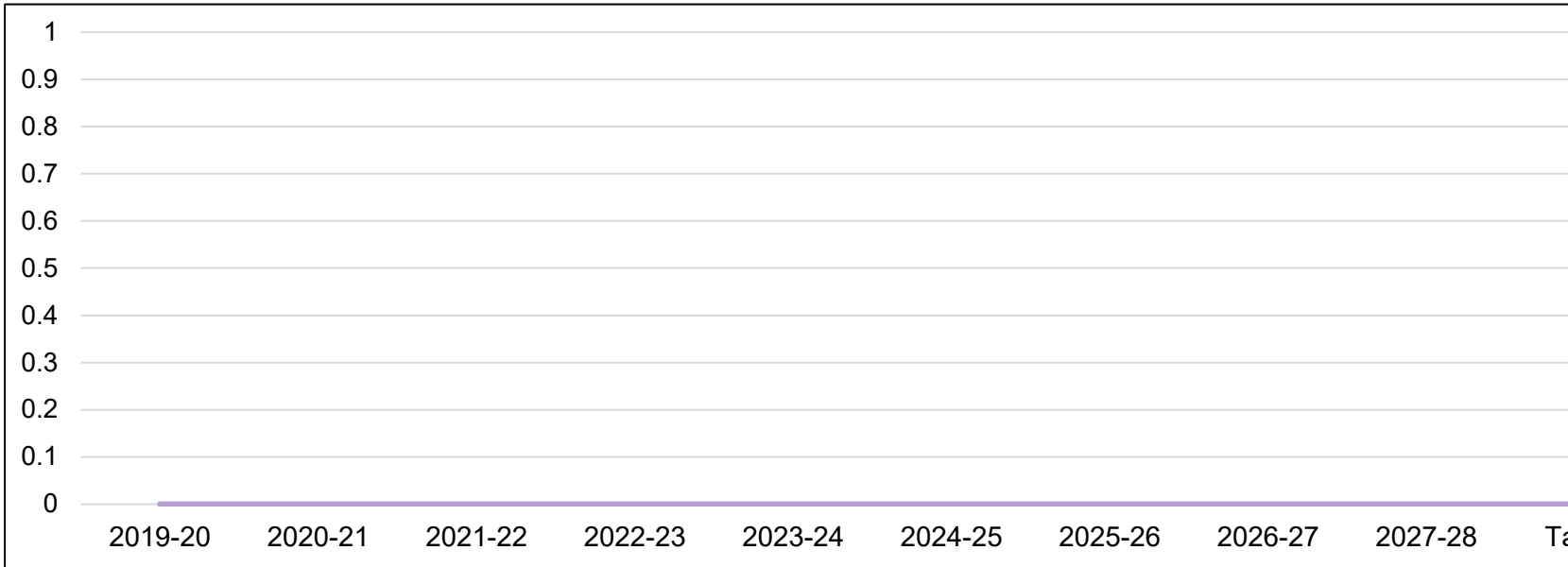


	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28



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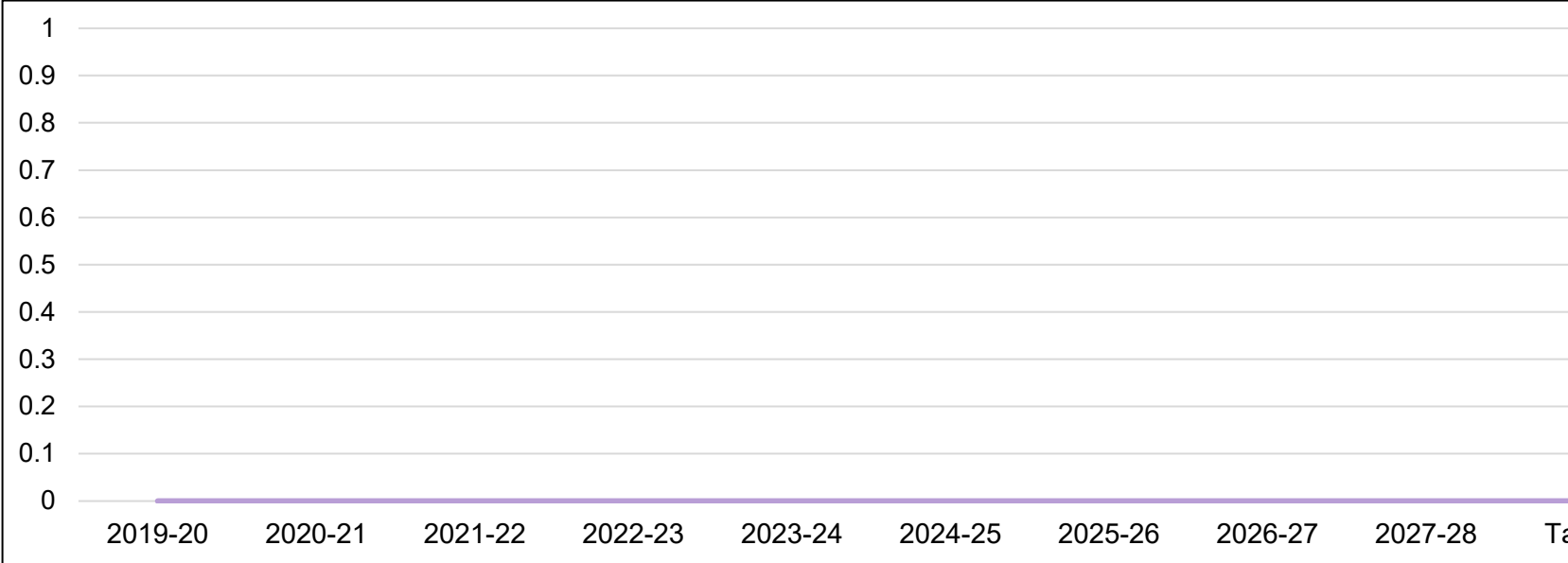
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28



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|

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28



## COMMUNITY HOMELESSNESS REPORT SUMMARY

Nanaimo

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).

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?	No
Describe how this collaboration will happen over the coming year in more detail.	
<p>We are working with BC Housing and the BC15 working group to implement HIFIS. Discussions are ongoing, but as we don't have HIFIS yet, it has not been implemented. The Nanaimo Community Advisory Board (NCAB) receives both DC and IH funding. United Way British Columbia (UWBC) is the Community Entity (CE) for both funding streams. Local Indigenous organizations are embedded in the NCAB and in the development of ICA. These stakeholders meet regularly to discuss, share and plan homelessness reduction &amp; client support services and strategies. The CE and NCAB work together regularly including ICA updates, feedback and collaboration. The Indigenous Coordinator of the ICA team and the Indigenous Table working group ensure that there is a strong Indigenous engagement and leadership at all stages of the process.</p>	

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?	No
Describe how this collaboration will happen over the coming year in more detail.	
<p>We are working with BC Housing and the BC15 working group to implement HIFIS. Discussions are ongoing, but as we don't have HIFIS yet, it has not been implemented.</p> <p>The ICA team includes an Indigenous Coordinator who is the lead on the project. An Indigenous Table working group has developed a very comprehensive definition of Indigenous homelessness and continues to meet and inform ICA development. In addition to local Indigenous organizations representatives, we also have Indigenous housing providers and service agencies participating including CMHC BC housing and groups beyond Nanaimo. Recently a representative from Snuneymuxw has come on board as well as a Director of the Metis Mid Island Nation. The Indigenous Coordinator and the ICA team are developing a model for our processes and approach to coordinated access. That is, integrating approaches informed by the Indigenous Coordinator's understanding of Indigenous governance. Providing the Indigenous relationship between governance protocol and ceremony and trying to ensure that we're doing things in a way that is not just about serving Indigenous populations, but also about using Indigenous knowledge to inform everything we do. For example, to acknowledge that the intake process and participating in coordinated access is a journey not just for the clients, but for the staff as well and to build in ways of working together that are about reciprocity and learning and acknowledging that it is a journey that we're all on collectively. We have trust that we're heading somewhere and also have the humility to be able to take feedback when needed and to recognize the complexity embedded.</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.

Local Indigenous organizations are embedded in the CAB and in the development of ICA. These stakeholders meet regularly to discuss, share and plan homelessness reduction & client support services and strategies.

Information that was included in the CHR was presented to the CAB (which includes the IH, DC and CE), and a question & answer period followed. The CHR was then presented via email to these stakeholders and finally, the draft CHR was reviewed and approved by the CAB.

Does your community have a separate IH CAB?	No

**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.

	<b>Met</b>	<b>Started</b>	<b>Not Yet Started</b>
<b>Number of minimum requirements</b>	6	12	0

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

<b>Governance</b>	<b>HMIS</b>	<b>Access Points to Service</b>	<b>Triage and Assessment</b>	<b>Coordinated Access Resource Inventory</b>	<b>Vacancy Matching and Referral</b>
0%	0%	67%	50%	33%	67%

### 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?

Over the past year, we have been working with local agencies and BC Housing to establish HIFIS functionalities - We have a working assumption that we will be joining BC Housing's instance of HIFIS and are working with the proposal that has been collaboratively developed between BC 15 Communities and BC Housing. We will work with BC Housing to offer training and encourage agency use of HIFIS - Training will be aimed at upgrading the capacity of agencies to use the expanded capabilities of HIFIS that will be deployed by BC Housing. We are continuing to work with BC Housing on the expansion of access to BC Housing's instance of HIFIS.

### 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
Not yet	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?

We have a working assumption that we will be joining BC Housing's instance of HIFIS and are working with the proposal that has been collaboratively developed between BC 15 Communities and BC Housing.

**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

**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	Not yet
A written policy/protocol that describes how housing history is documented	Not yet

**Chronic homelessness**

	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	No	Indigenous identity	No
Household type	No	Veteran status	No
Gender identity	No		

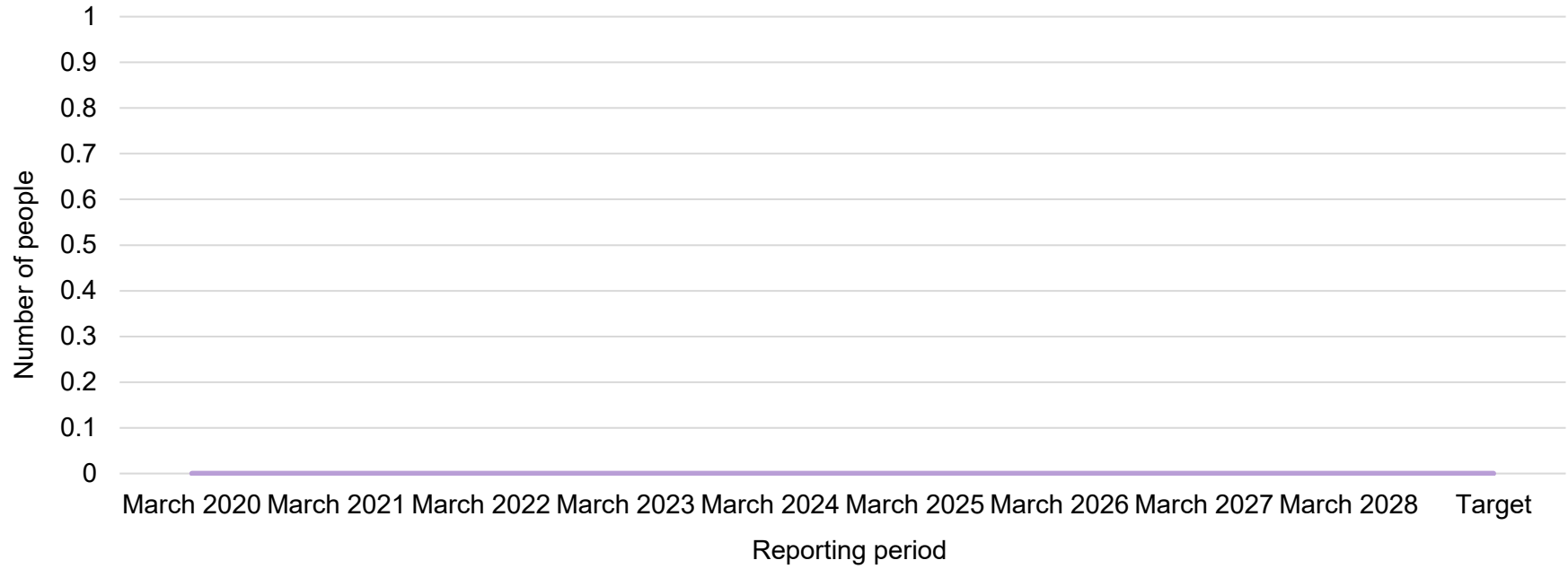
**Step 2. Have a real-time List**

**Step 3. Have a comprehensive List**





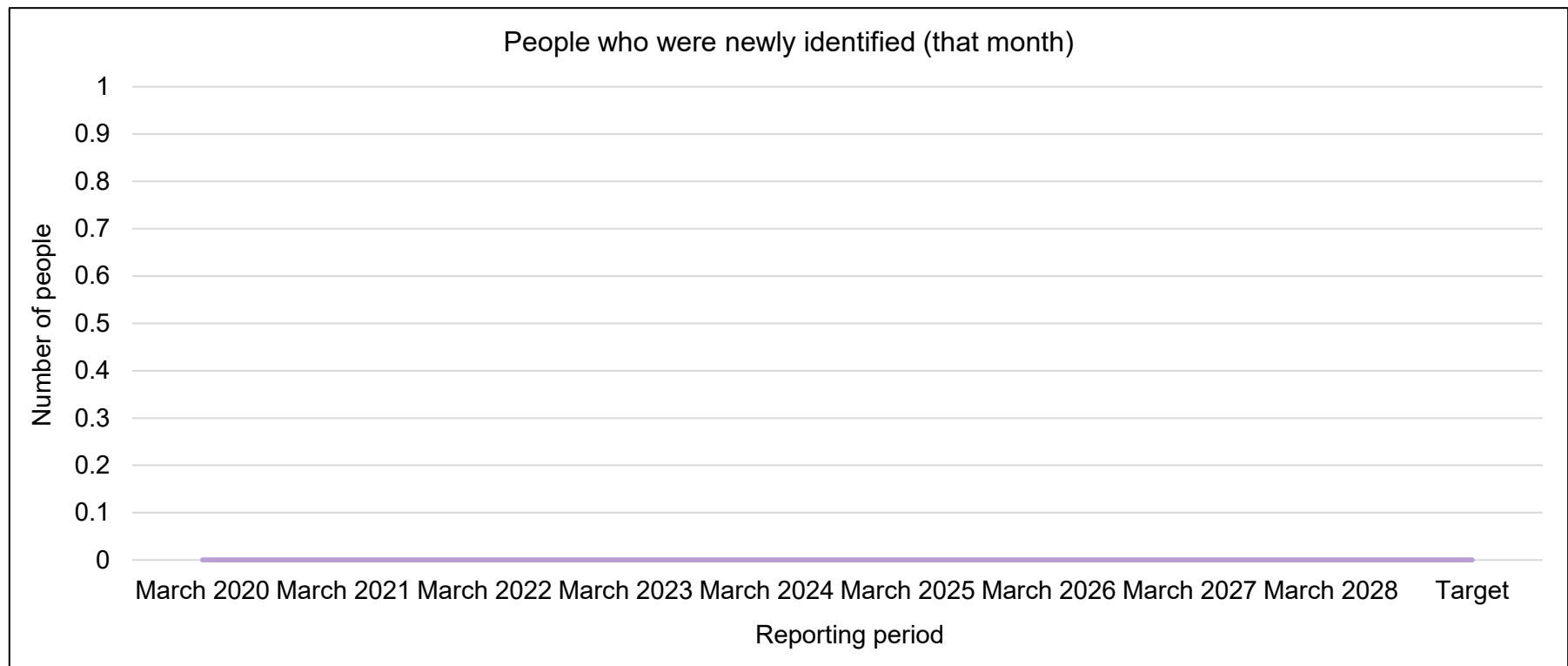
### People who experienced homelessness for at least one day (that month)



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

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #2 for the reporting period.

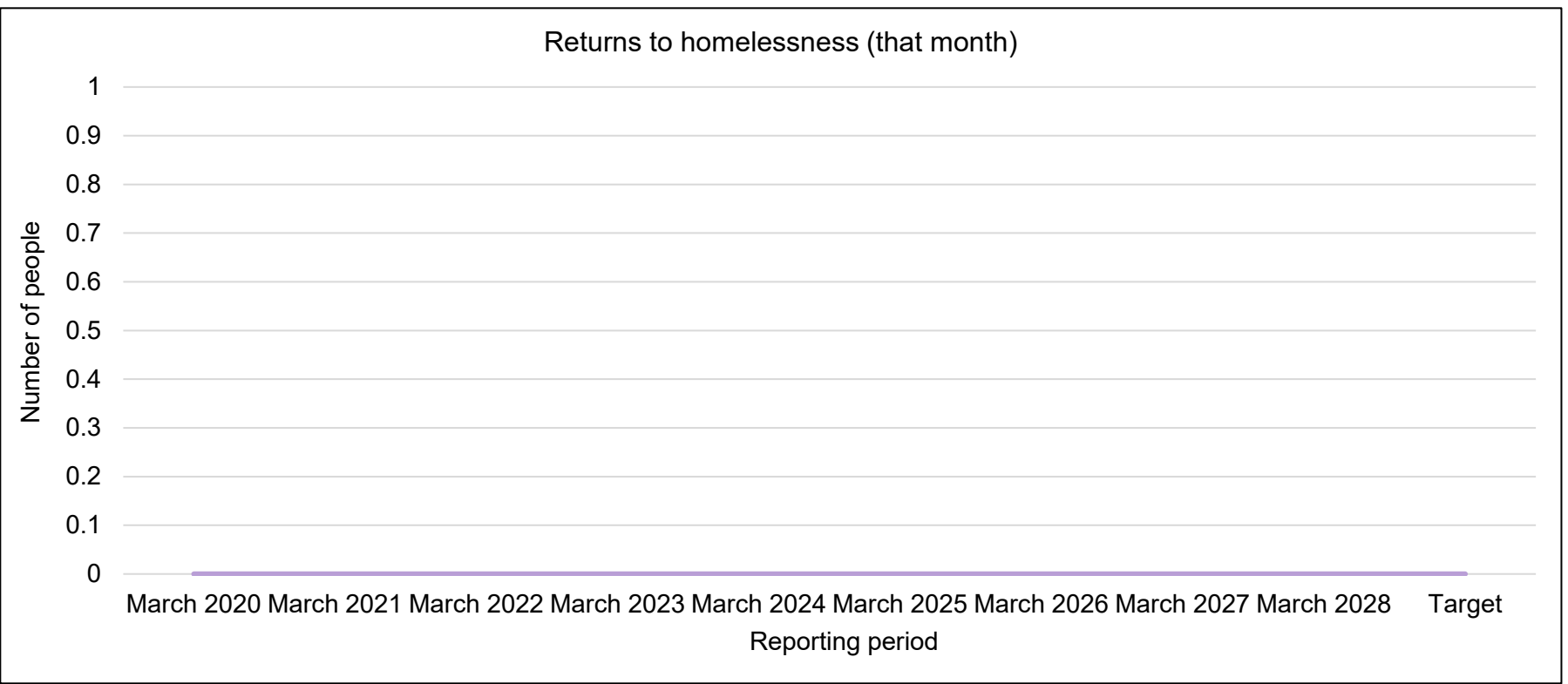
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)										



**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 monthly community-level data for Outcome #3 for the reporting period.

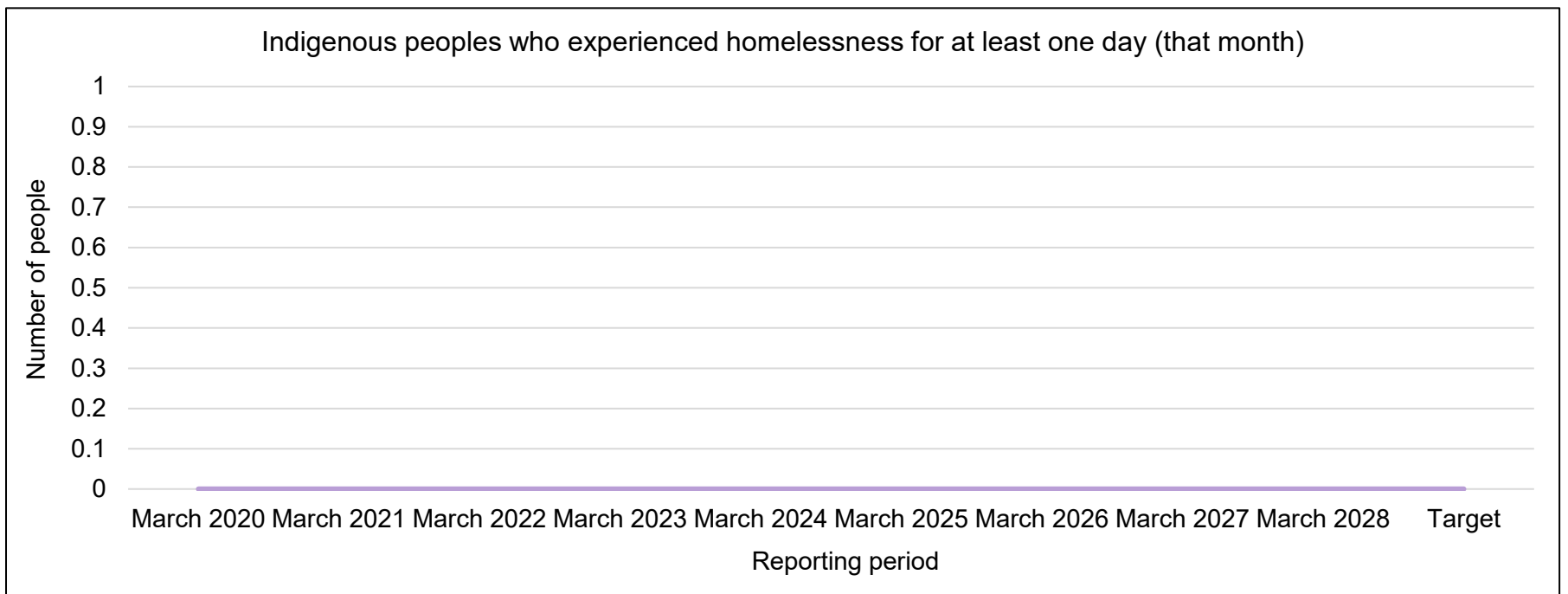
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)										



**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 monthly community-level data for Outcome #4 for the reporting period.

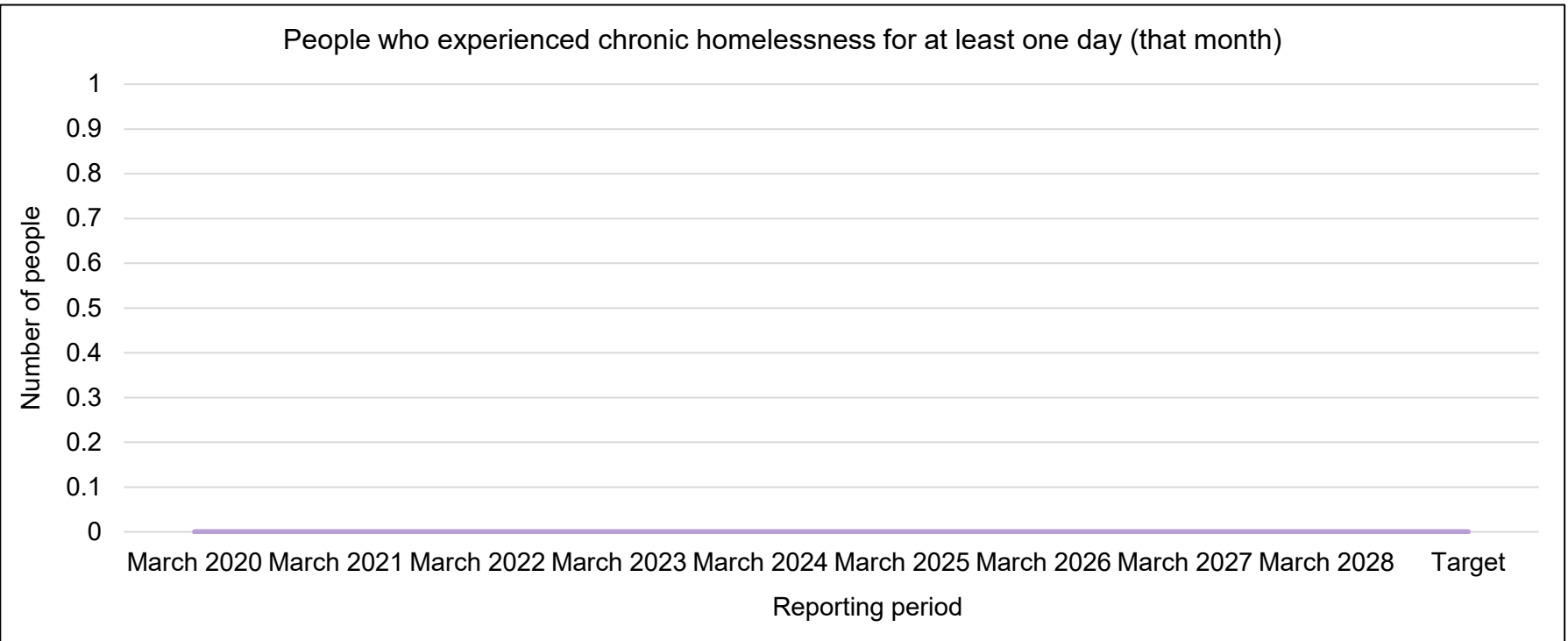
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)										



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

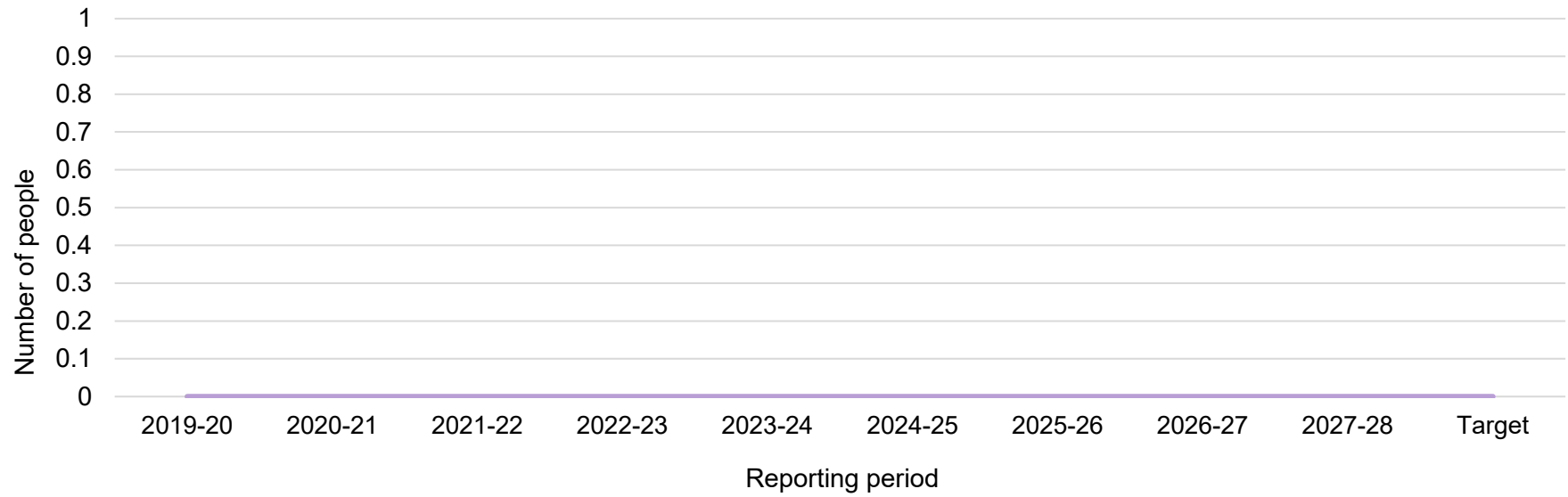
Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #5 for the reporting period.

	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)										





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

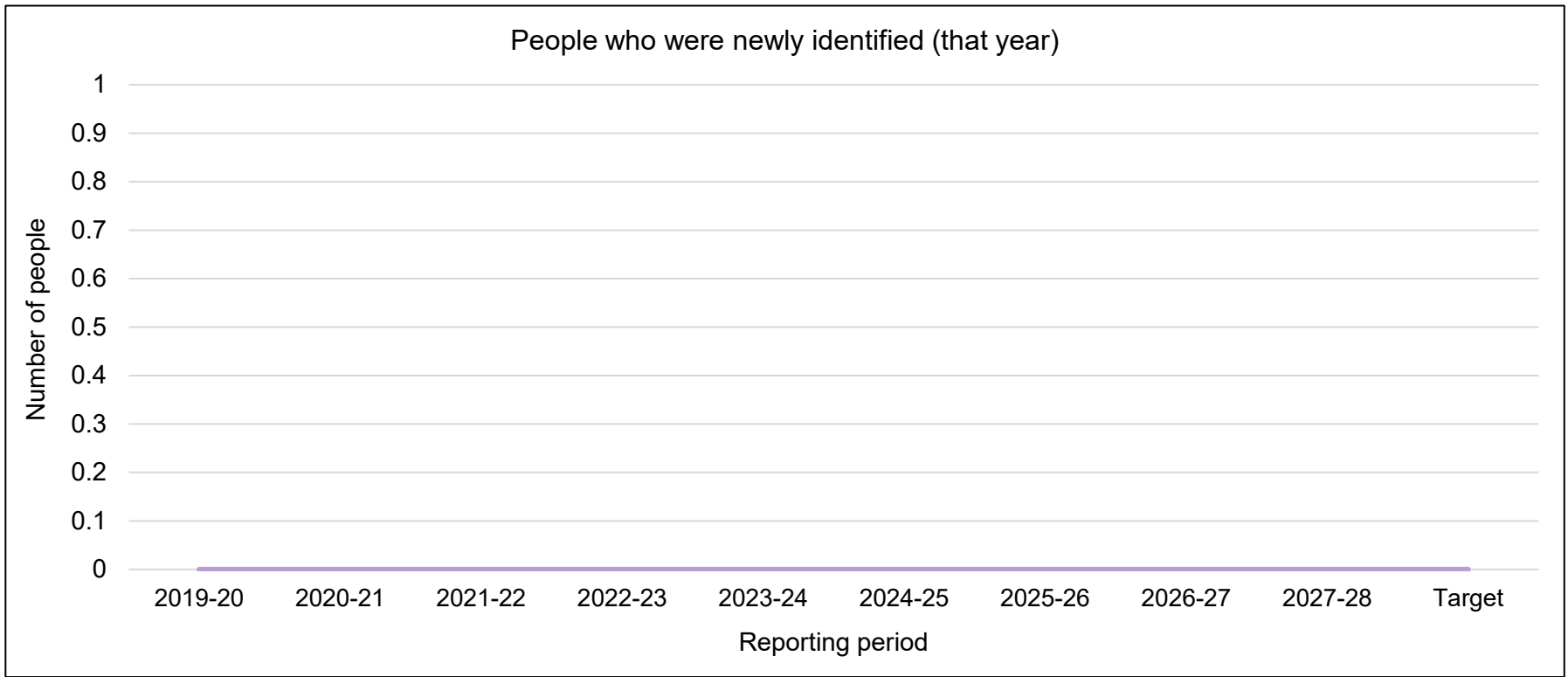




**Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)**

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #2 for the reporting period.

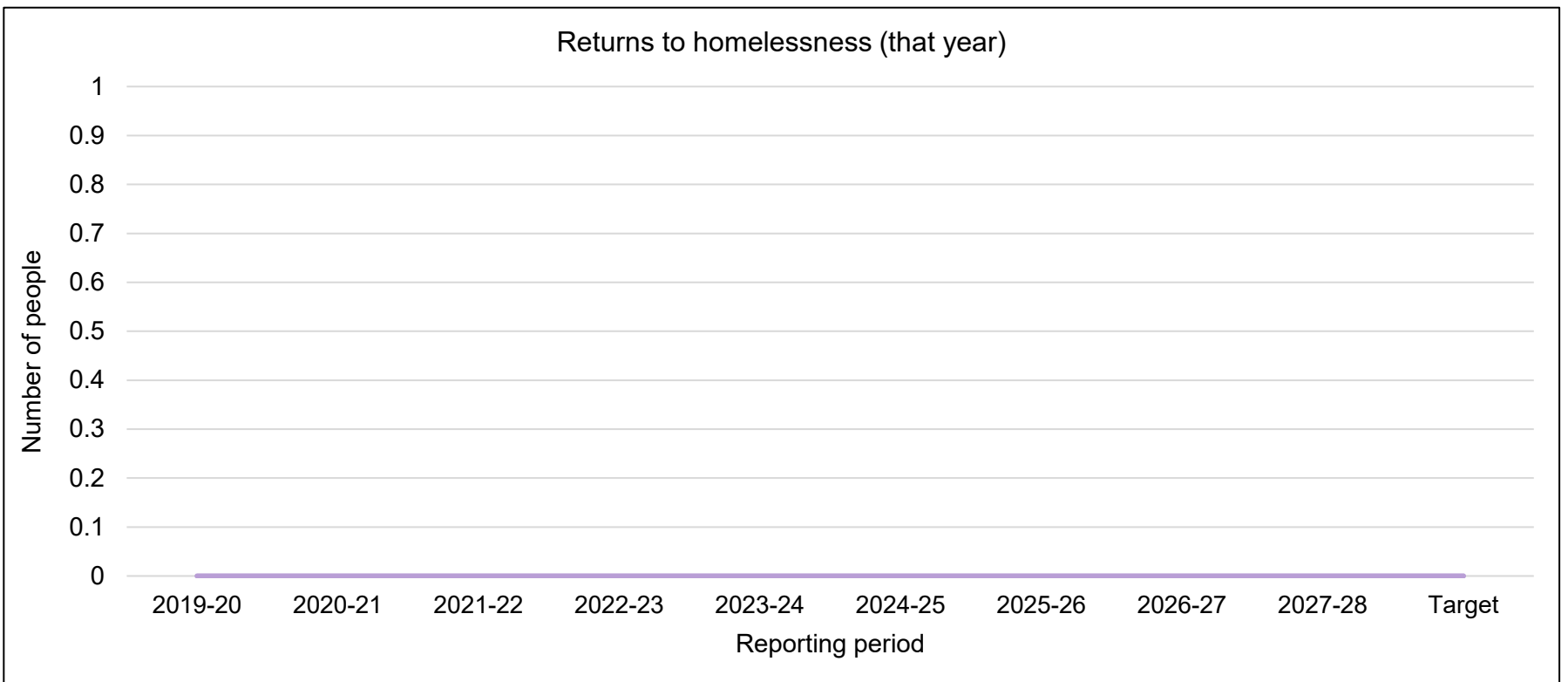
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)										



**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 monthly community-level data for Outcome #2 for the reporting period.

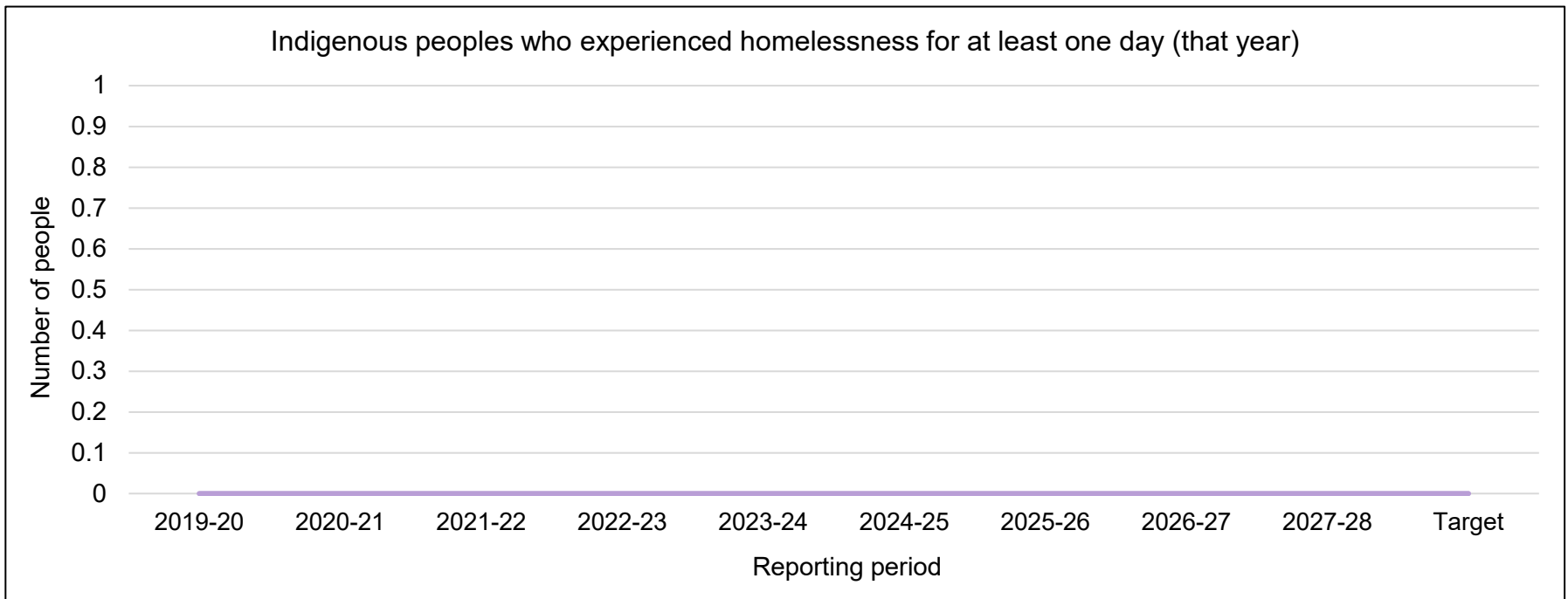
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)										



**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 monthly community-level data for Outcome #4 for the reporting period.

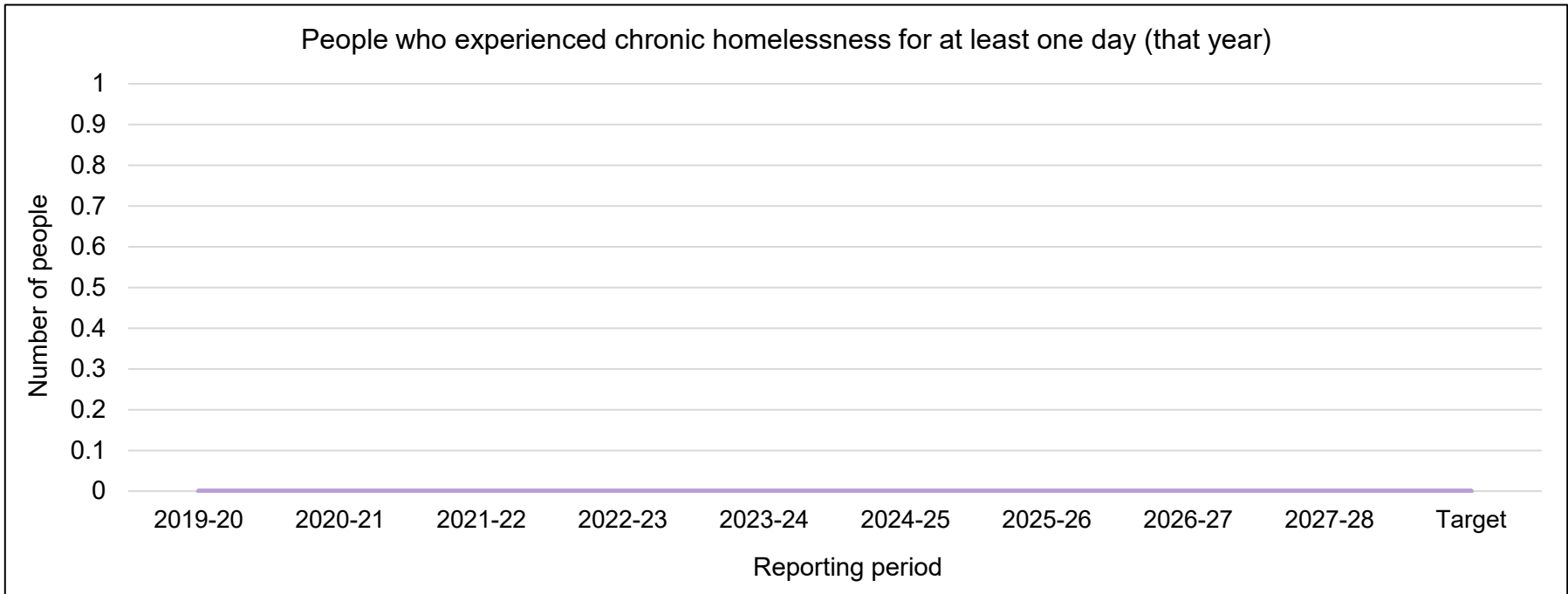
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)										



**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 monthly community-level data for Outcome #5 for the reporting period.

	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)										



## Nanaimo Designated & Indigenous – Community Advisory Board

Note: You may list more than one name or organization for each sector. ESDC will not sell, distribute, trade or transfer your information to other government departments, businesses, institutions, organizations or individuals outside ESDC for any other purposes, unless required by law.

Sector	Community Advisory Board Member(s)
Infrastructure Canada (Ex-Officio Member)	Grace Kerr
Provincial/Territorial government	Nadia Boukhouali (Ministry of Social Development and Poverty Reduction)
Local/Municipal government	Christy Wood (City of Nanaimo)
Indigenous peoples and organizations	Marina White,(Snuneymuxw First Nation), Troy Brooks (Kw'umut Lelum), Inga Nielsen-Cooper (Tillicum Lelum), Guy Beaulieu (Mid-Island Metis Nation)
Veterans Affairs Canada or veterans serving organizations	
Organizations serving women/families fleeing violence	
Youth and/or youth serving organizations (including Child Welfare Agencies)	Keith Wilson (Nanaimo Youth Services Association)
Organizations serving seniors	Deborah Hollins (Nanaimo Family Life Association)
Newcomer serving organizations	
Health organizations, including hospitals and other public institutions, and organizations focused on mental health and addictions	Amanda Lemon (Island Health), Taryn O'Flanagan (Vancouver Island Mental Health Society), Jason Harrison (Canadian Mental Health- MIB)
Individuals with lived experience of homelessness	
Organizations serving individuals experiencing or at risk of homelessness	Violet Hayes (Island Crisis Care Centre), Paul Manly (Unitarian Shelter), John Horn (Connective Support Society Nanaimo (CSSN)), Gord Fuller (Nanaimo 7-10 club)
Private sector	
Landlord associations and/or the housing sector	Joel Rozeman (BC Housing)
Other	Gord Cote (Nanaimo and Area Resource Services for Families), Yonas Jongkind/ Ipswa (The Men's Centre)

### Community Advisory Board Chairs or Co-Chairs (if applicable):

I affirm that the above members of the Community Advisory Board have reviewed the attached Community Homelessness Report and that the majority of Community Advisory Board members approve of its content.

\_\_\_\_\_  
Julie Rushton

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Deborah Hollins

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Signature

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Date

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Guy Beaulieu

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Signature

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Date