

COMMUNITY HOMELESSNESS REPORT SUMMARY

COWICHAN DESIGNATED

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:	Yes

Describe this collaboration in more detail.

Our community receives both DC and IH funding and the Cowichan Community Advisory Board (CCAB), which is named the Cowichan Tze Tza Watul Community Advisory Board, includes both Indigenous and non-Indigenous community partners.

Local Indigenous organizations and representatives from the Nations in the region are included in all aspects of our community processes. The Advisory Board meets regularly to discuss, share, and plan homelessness reduction & client support services and strategies. The CE and CCAB work together regularly including ICA updates, feedback and collaboration.

In 2023-2024, significant collaboration has occurred between the Coordinated Access Lead Agency (Cowichan Housing Association), Cowichan Tribes, and other Indigenous community partners on an ongoing basis. An Indigenous advisory group has been established to guide a culturally-supported approach to developing ICA in our region. Indigenous engagement has been prioritized to ensure the ICA project supports meaningful reconciliation in action, creates a guiding framework that ensures cultural safety for the people it will serve, and reflects the teachings and practices of our local Hul'q'umi'num' speaking First Nations. We are moving at the pace of our community to ensure the process is respectful and inclusive.

Discussions are ongoing with BC Housing to implement HIFIS. Indigenous engagement pertaining to HIFIS roll-out needs to be addressed provincially and federally to ensure Indigenous data sovereignty and an inclusive process are met.

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, over the reporting period?	Yes
Describe this collaboration in more detail.	
Indigenous partners are included into all aspects of Reaching Home processes, including in the development of ICA, HIFIS and the CHR. A draft of the CHR was presented to the CCAB in early May 2024, and a question & answer period followed at the May CCAB meeting. Feedback was incorporated into the final report and circulated back to the CCAB via email. The final CHR was reviewed and approved by the CCAB in May 2024.	

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	2	7	9

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
33%	0%	0%	0%	33%	0%

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.

In 2023-2024, implementation of ICA was under development. The ICA Lead Agency participated in significant engagement with Indigenous leaders to develop an Indigenous advisory group and to co-create a governance model with the CA Planning Committee, named the Integrated Community Development Group (ICD Group). The ICD Group was formed following several community engagement sessions. They will determine our community's vacancy, matching & referral process, access points to service, evaluation process, and contribute to the creation of an operations manual (ie. SOP) that will document policies and protocols for each step. The ICD Group will ensure no one is denied service and will monitor equitable access. Reflections from our Indigenous engagement, ICD Group, Peer (PWLLE) engagement sessions, and Service Provider feedback will be incorporated into the operations manual that details procedures for individual choice in housing options.

The ICD Group is a group of partners who are invested in ICA and have been onboarded into the sandbox since December 2023. They are acting as the first iteration of the our community's ICA governance group. The ICD group engagement continues to be positive, inclusive, productive, and essential to our ICA development.

The ICA Lead Agency has presented to the CCAB multiple times over the course of the year, and they have been engaging with all service providers who receive RH funding and have included them in the ICD Group, community mapping, resource inventory, and implementation strategy throughout the year.

The ICA Lead Agency developed a comprehensive Resource Directory and System Map which was submitted in September 2023, with the assumption that it is a living document that will reflect organizations who are actively engaged with the ICA system. The Directory will ensure prioritization criteria has been documented for each type of housing resource. The ICA Lead Agency will ensure vacancies from the CA Resource Directory are filled using a priority list. Then they will validate information with service providers to ensure all eligibility requirements have been documented for each housing resource.

The process of creating a Standard Operating Procedures (SOP) document that details ICA and the community-identified procedures is under development. They will be ongoing, living documents. The validation process is being fine-tuned based on feedback received.

The ICA Lead Agency continued to participate in meetings about Coordinated Access and HIFIS implementation with

Infrastructure Canada, BC Housing, and the BC CE Planners Group. The ICA Lead Agency hired a HIFIS Coordinator to lead the development and implementation of HIFIS. The BC CE Planners Group is in conversation with BC Housing to determine the use of HIFIS for the roll-out of Coordinated Access. It is hoped that HIFIS will be used, using a regional approach across Vancouver Island.

The collaboration with Indigenous Partners is on-going. Indigenous engagement is a priority and viewed as an act of reconciliation - as such we are moving at the pace of the community to ensure the process is respectful and inclusive. The ICA Lead Agency met several times over the year with Cowichan Tribes (CT) leadership to build relationships and share information about the project. By the end of the year, the ICA Lead Agency was meeting bi-weekly with CT to co-create an engagement strategy to reach out and engage the other nations in our region. They also worked with CT on a By-Name List (BNL) Blitz project in December 2023 to get a better sense of numbers to strengthen local engagement efforts.

Next Steps:

Continue to work with BC Housing to identify how community developed ICA will compliment and work harmoniously with BC Housing CAA, and to leverage current data to provide community with a relative snapshot of a By-Name List. This will directly impact who ultimately owns, operates, and is held accountable to the "List"

Wider community consultation on ICA is set for Fall 2024. Future engagement sessions are in development with RH funded service providers and others. Consultations will review prioritization, eligibility, and vacancy, matching and referral processes. These will be determined by organizational mandates, community input, and identification of system gaps/capacity. In the spirit of reconciliation, these conversations will begin once we have finalized our Guiding Framework rooted in Hul'q'u'minum speaking cultures and the local Nations have been given the opportunity to meaningfully contribute to the planning of this engagement strategy.

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 ICA lead continued to participate in meetings about Coordinated Access and HIFIS implementation with Infrastructure Canada, BC Housing and the BC CE Planners group. The ICA lead hired a HIFIS coordinator to lead the development and implementation of HIFIS. Discussion are ongoing with BC Housing for the implementaiton of HIFIS.

Section 4. Community-Level Outcomes and Targets – Monthly

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

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

Based on the information provided in the Community Homelessness Report, the community does not have to report monthly community-level data for Outcome #1 for the reporting period.

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.

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.

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.

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.

Section 4. Community-Level Outcomes and Targets – Annual

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

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

Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level data for Outcome #1 for the reporting period.

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

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

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

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