

COMMUNITY HOMELESSNESS REPORT SUMMARY

NANAIMO

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.

The Nanaimo Community Advisory Board (NCAB) receives both DC and IH funding. Local Indigenous organizations (Tillicum Lelum and K'umut Lelum) and representatives of Snuneymuxw First Nations and Metis Mid-Island Nation are embedded in the NCAB and in the development of ICA. These partners 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. Indigenous partners are imbedded in the development of HIFIS and attend regular working group meetings. Indigenous partners are currently working with HIFIS in “the sandbox” in preparation for HIFIS implementaiton with BC Housing. RH Funds have been deployed to enable the creation and support of an Indigenous Housing Outreach Team led by Snuneymuxw First Nation. The ICA team is making considerable inroads in supporting and connecting unhoused Snuneymuxw and Urban Indigenous individuals and families with systems and supports.

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.	
A Draft CHR was presented to the NCAB in early May 2024 (which includes the IH, DC and CE), and a question & answer period followed at the May CAB meeting. Feedback was incorporated into the final report and circulated to the CAB via email. The final CHR was reviewed and approved by the NCAB.	

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	6	12	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
33%	0%	67%	50%	33%	33%

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.

Over the past year, we have continued to work with BC Housing, HPD and local agencies on the expansion of access to BC Housing's instance of HIFIS. We work as a member of the collective BC 15 communities to expand HIFIS to all CEs in BC.

Governance:

In early 2023, the Nanaimo SPO (Systems Planning Organization) began operating and work began to define the relationship of ICA with the SPO and the infrastructure and staffing of the ICA systems. The SPO formally begun the process of integrating the development and management of ICA into its structure as of April 1, 2023. A Data Coordinator was hired in late fall of 2023. 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.

Indigenous partnership: In early 2023, the ICA Indigenous Table sought feedback from Snuneymuxw, Snaw-naw-as and Stz'uminus First Nations on the guiding framework for ICA policy and practice. Dialogue with Snuneymuxw and other Indigenous partners about the scope and scale of the ICA project, and the hiring of an ICA Indigenous Coordinator has been ongoing throughout the year.

ICA staff have been participating in bi-weekly HIFIS Expansion Project Meetings with BC Housing and INFC to review HIFIS configuration and user deployment issues and framework, as well as weekly meetings of the Data Stewardship Committee to support HIFIS implementation. BC Housing and RH HPD staff have held several meetings with RH funded agencies to discuss issues of data security, HIFIS functionalities and policy framework.

Local agreements to manage privacy, data sharing and client consent have been drafted and reviewed by community agencies. We are awaiting final versions of HIFIS Consent, Data Sharing and Privacy Impact Assessment documents from BC Housing to onboard the expanded instance of BC Housing's HIFIS. The Project Charter for the Project (Phase 1 – RH Designated Communities) was approved by BC Housing in February 2024. This document was approved by Nanaimo CAB in November 2023. Data from the 2023 Pit Count was received and is supporting the By-Name list development. We plan to use HIFIS to

manage the By-name list, once the expanded capabilities come online.

In January 2024, ICA staff completed HIFIS Site Administrator Training and met with participating partner agencies in preparation for the Sandbox Exercise which began in early February 2024 with a select group of agencies to test and assess local user and configuration issues. Sandbox testing continued through the Spring of 2024 with additional Partner Agencies being trained on HIFIS.

In March 2024, The ICA Working Group met to begin revision to our Process Manual in light of our eventual deployment of HIFIS. We also reviewed the HIFIS Expansion Project documents and renewed discussions of our governance structure.

Next Steps

Moving forward into 2024-2025, negotiations will continue with BC Housing as the service provider under HIFIS for data sharing and stewardship agreements. A key feature of this work will be to establish a province wide Service Agreement between BC Housing and the BC15 communities to support onboarding and ongoing use of HIFIS.

In April 2024, ICA/SPO staff completed the HIFIS Community Administrator training and continue to work in the Sandbox Environment with partner agencies to test and understand the functions of this level of control.

We are assessing how ICA will work most effectively with BC Housing Coordinated Access and Assessment (CAA) as it pertains to the HEART and HEARTH Program which has recently introduced new resources and new BC Housing staff to Nanaimo, and overlaps our mandate.

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.

In 2023-2024 we have continued to work with HPD and BC Housing on creating and implementing HIFIS. This has involved ongoing work with BC Housing locally on a modified use of the current configuration of HIFIS. We work as a member of the collective BC 15 communities to expand HIFIS to all CEs in BC.

