

**Reaching Home: Canada's Homelessness Strategy**  
**Community Homelessness Report**

**Yellowknife**

**2024-2025**

**\*TEMPLATE FOR COMMUNITIES\***

## SECTION 1: COMMUNITY CONTEXT

### Overview

CHR 1 Highlight any efforts and/or issues related to the work that your community has done to **prevent and/or reduce homelessness** and **improve access to safe, appropriate housing** over the last year.

Your response could include information about:

- Homelessness prevention and shelter diversion efforts;
- Housing move-ins;
- New investments in housing-related resources;
- Gaps in services;
- Collaboration with other sectors;
- Efforts to address homelessness for specific groups (e.g., youth); and/or,
- Efforts to meet Reaching Home minimum requirements (including a brief explanation if a minimum requirement was assessed as “Completed” in a previous CHR, but is now “Under development” or “Not yet started”).

Over the past year, the City of Yellowknife has continued to fund and support existing programs aimed at preventing and reducing homelessness, including Prevention and Shelter Diversion and Housing First. These programs serve a diverse population, including youth, seniors, adults, and families, and are coordinated among a small but dedicated network of service providers. A significant advancement this year has been the implementation of a more formalized structure through Coordinated Access and the Coordinated Access Working Group, which has helped move our community toward an outcomes-based approach. Funding this year has also been directed specifically toward Indigenous Case Management, ensuring culturally appropriate supports are available for Indigenous clients navigating the housing system. Strong communication with all levels of government has been present and critical in maintaining program stability and securing ongoing support for NGOs. While service providers have shown increased cohesion and collaboration, a major challenge remains the limited availability of residential units. Many of our funded programs depend on the private rental market, which is constrained across Yellowknife, and there are growing concerns about unit damage and staff safety. These challenges highlight the urgent need for increased housing stock, improved tenant support, and stronger wraparound services to ensure sustainable housing solutions for the community.

CHR 2 How has the community’s approach to addressing homelessness changed with the implementation of Reaching Home?

Communities are strongly encouraged to use the **“Reflecting on the Changing Response to Homelessness”** worksheet to help them reflect on how the approach has changed and the impact of these changes at the local level.

With the implementation of Reaching Home, our community’s approach to addressing homelessness has become significantly more coordinated, data-driven, and client-centered. By adopting HIFIS as our sole HMIS, we are now better equipped to collect, analyze, and act on real-time data, allowing for more informed decision-making and efficient service delivery. This shift has enabled us to work collaboratively with the major NGOs in the city through the Coordinated Access system, ensuring individuals experiencing homelessness are quickly identified and connected to the most appropriate supports and housing options. Coordinated Access has also fostered stronger relationships among service providers, creating open spaces for dialogue, collaboration, and shared learning, which are all essential when addressing homelessness. These strengthened partnerships have not only improved service coordination but have also built a greater sense of trust and shared purpose across the sector, ultimately enhancing the support available to those experiencing homelessness. The goal result is a more streamlined, responsive, and accountable system that prioritizes long-term solutions and minimizes the time individuals spend without stable housing.

**Collaboration between Indigenous and non-Indigenous partners**

CHR 3	Please select your community from the drop-down menu:	Yellowknife (NT)
<p><b>Your community: Has only TH funding available.</b></p>		

CHR 4	<p>a) Has there been meaningful collaboration between the TH CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of:</p>							
	<ul style="list-style-type: none"> <li>Implementing, maintaining and/or improving the <b>Coordinated Access system</b>?</li> </ul>	Yes						
	<ul style="list-style-type: none"> <li>Implementing, maintaining and/or improving, as well as using the <b>HMIS</b>?</li> </ul>	Yes						
	<ul style="list-style-type: none"> <li>Strengthening the <b>Outcomes-Based Approach</b>?</li> </ul>	Under development						
<p>As a reminder, meaningful collaboration with local Indigenous partners is expected for your community.</p>								
<p>b) In your response to <b>CHR 4(a)</b> you noted that collaboration has occurred with Indigenous partners related to <b>at least one</b> of the following: Coordinated Access, the HMIS and/or the Outcomes-Based Approach. As a follow up to this, please indicate <b>if any</b> of the following activities took place:</p>								
	<ul style="list-style-type: none"> <li>Indigenous partners have roles and responsibilities related to governance for the Coordinated Access system and/or the HMIS throughout the lifecycle of these systems (implementation, maintenance and improvement).                             <table border="0" style="margin-left: 40px;"> <tr> <td>→ Coordinated Access:</td> <td align="center">Yes</td> </tr> <tr> <td>→ HMIS:</td> <td align="center">No</td> </tr> </table> </li> </ul>	→ Coordinated Access:	Yes	→ HMIS:	No			
→ Coordinated Access:	Yes							
→ HMIS:	No							
	<ul style="list-style-type: none"> <li>Indigenous partners participate in Coordinated Access, use the HMIS and/or participate in the Outcomes-Based Approach.                             <table border="0" style="margin-left: 40px;"> <tr> <td>→ Coordinated Access:</td> <td align="center">Yes</td> </tr> <tr> <td>→ HMIS:</td> <td align="center">Yes</td> </tr> <tr> <td>→ Outcomes-Based Approach:</td> <td align="center">Yes</td> </tr> </table> </li> </ul>	→ Coordinated Access:	Yes	→ HMIS:	Yes	→ Outcomes-Based Approach:	Yes	
→ Coordinated Access:	Yes							
→ HMIS:	Yes							
→ Outcomes-Based Approach:	Yes							
<p><b>Note:</b> As applicable, these activities should be described in further detail in CHR 4(c). This list is not meant to be exhaustive. Other relevant activities not listed above should be described in CHR 4(c).</p>								

**Reminder!**

See the CHR Reference Guide (pg.10) on the [CHR Reporting Tools e-course](#) for the definition of meaningful collaboration used in the CHR.

c) In your response to **CHR 4(a)** you noted that collaboration has **occurred** with Indigenous partners. As a follow up to this, please describe the collaboration that took place in more detail **as it relates to Coordinated Access, the HMIS and/or the Outcomes-Based Approach**.

Your response could include information such as when collaboration occurred, who it was with, what aspects of Coordinated Access, the HMIS and/or the Outcomes-Based Approach were discussed, and how Indigenous perspectives influenced the outcome.

There has been meaningful collaboration between the Community Entity and local Indigenous partners, particularly with the Arctic Indigenous Wellness Foundation (AIWF). AIWF will be an integral part of our Coordinated Access system as they have been invited to join the Coordinated Access Working Group and serve as an official Access Point, ensuring that Indigenous individuals experiencing homelessness can connect with culturally appropriate supports and working towards an active By Names List along with plans of developing appropriate prioritization for indigenous program participants. They are on HIFIS, which allows for real-time data sharing and integration into the broader homelessness response system, and we plan to continue to encourage them to use it and provide the necessary training. Additionally, the director of the AIWF is a member of the Community Advisory Board, contributing valuable perspectives to decision-making and strategy development. This collaboration ensures that Indigenous voices are represented in key planning and implementation processes, aligning with the Outcomes-Based Approach by focusing on equitable and measurable results for Indigenous communities.

d) In your response to **CHR 4(a)** you noted that collaboration **did not occur** with Indigenous partners. As a follow up to this, please describe why collaboration **as it relates to Coordinated Access, the HMIS and/or the Outcomes-Based Approach** did not take place in more detail. Also please describe what the plan is to ensure meaningful collaboration occurs over the coming year.

Related to the coming year, your response could include information such as how Indigenous peoples will be engaged in these discussions, who will be engaged, and when it will occur.

Collaboration with Indigenous partners around HIFIS governance has not yet occurred due to the absence of a formal governance structure for managing the system within our community. Without this structure in place, there has been limited opportunity to meaningfully engage Indigenous partners in decisions related to HIFIS implementation and data governance. Recognizing this gap, our plan for the coming year includes the development of a clear and inclusive governance structure that will guide the use and oversight of HIFIS. As part of this process, we are committed to engaging Indigenous partners, specifically the Arctic Indigenous Wellness Foundation, to ensure their voices are included in shaping how HIFIS is used to support Indigenous clients. This will include dedicated spaces for dialogue, a HIFIS Working Group, culturally informed decision-making processes, and ongoing collaboration to ensure data practices are respectful, transparent, and aligned with community priorities.

CHR 5

a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the local Indigenous partners, including those that sit on your CAB?

Yes

As a reminder, meaningful collaboration on the CHR with local Indigenous partners is expected for your community.

b) In your response to **CHR 5(a)** you noted that collaboration occurred with Indigenous partners. As a follow up to this, please indicate which of the following activities took place:

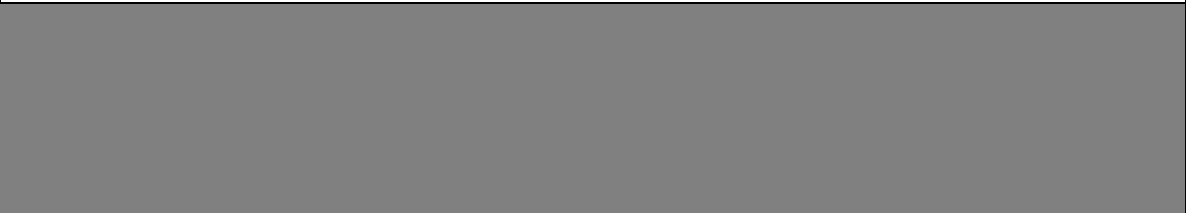
<ul style="list-style-type: none"> <li>● Engagement with Indigenous partners took place in the early stages of CHR development, to determine how collaboration should be undertaken for the CHR.</li> </ul>	No
<ul style="list-style-type: none"> <li>● Collaboration with Indigenous partners took place when developing and finalizing the CHR.</li> </ul>	No
<ul style="list-style-type: none"> <li>● Indigenous partners reviewed and approved the final CHR.</li> </ul>	Yes

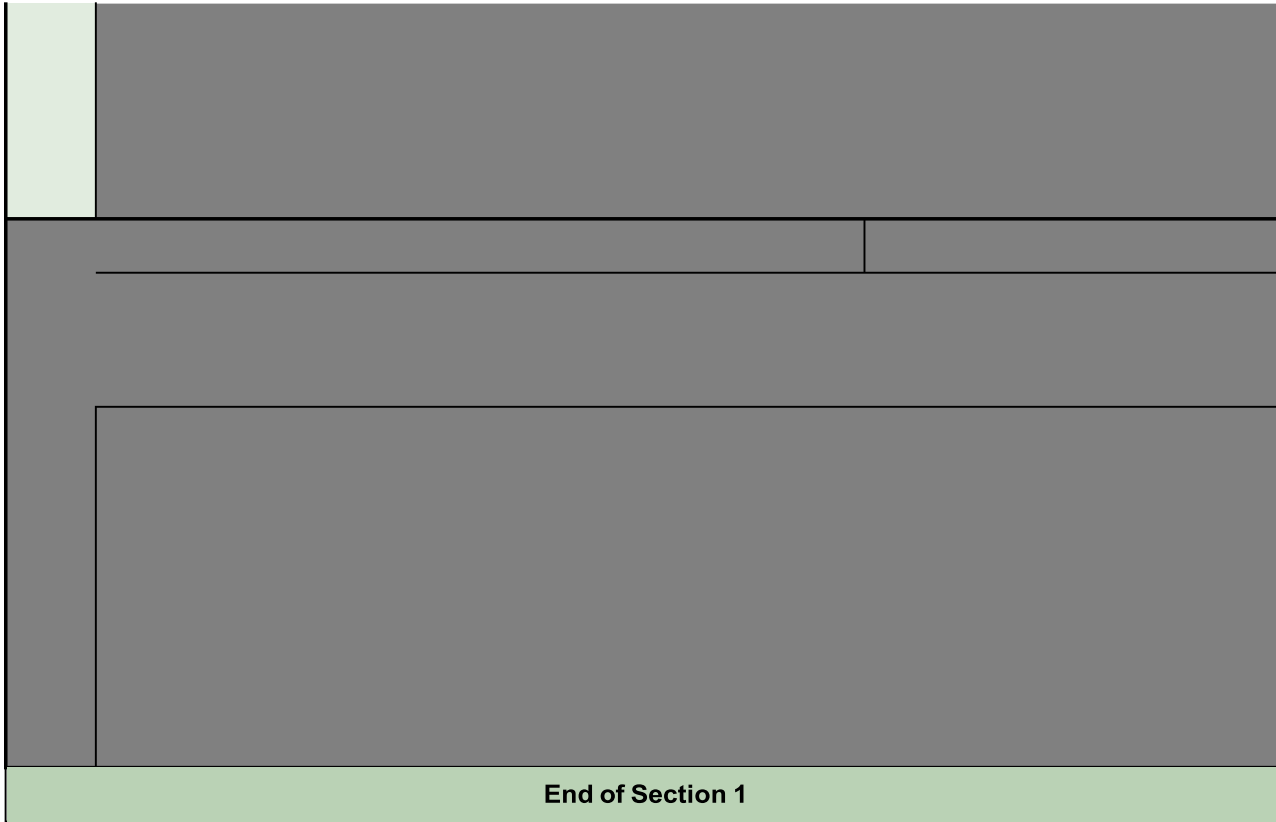
**Note:** As applicable, these activities should be described in further detail in CHR 5(c). This list is not meant to be exhaustive. Other relevant activities not listed here can be described in CHR 5(c).

c) In your response to **CHR 5(a)** you noted that collaboration **occurred** with Indigenous partners. As a follow up to this, please describe the collaboration that took place in more detail **related to the completion of this CHR**.

Your response could include information such as how Indigenous peoples were engaged in these discussions, when collaboration occurred, who it was with, and what sections of the CHR were informed by Indigenous input and/or perspectives.

The completion of this Community Homelessness Report involved meaningful collaboration with the Arctic Indigenous Wellness Foundation, who played a role in the review and approval process. As an Indigenous partner and member of the Community Advisory Board, AIWF was given the opportunity to review the final draft of the CHR prior to submission. Their feedback was considered to ensure the report accurately reflects the experiences and priorities of Indigenous community members. This collaborative approach helped to strengthen the report's inclusivity and cultural relevance, and reflects our commitment to transparency, mutual respect, and Indigenous engagement in all aspects of our homelessness response.





**End of Section 1**

## SECTION 2: COORDINATED ACCESS SELF-ASSESSMENT

**Note:** It is expected that communities will continuously work to improve their Coordinated Access system over time. If your community is working to improve a specific Coordinated Access requirement that had been self-assessed as met in a previous CHR, you should still select "Yes" from the drop-down menu for this CHR.

### Governance and Partnerships

**Note:** For communities that receive both Designated Communities (DC) and Indigenous Homelessness (IH) funding, this section is specific to the **DC Community Advisory Board (CAB)**.

CA 1	<p>Communities must maintain an integrated, community-based governance structure that supports a transparent, accountable and responsive Coordinated Access system, with use of an HMIS. The CAB must be represented in this structure in some way.</p>											
	a) Is an integrated, community-based governance structure in place that supports a transparent, accountable and responsive Coordinated Access system and use of the local HMIS?	Yes										
	b) Have Terms of Reference for the integrated, community-based governance structure been documented and, if requested, can they be made publicly available?	Yes										
CA 2	<p>Does the integrated governance structure that supports Coordinated Access and use of HMIS include representation from the following:</p> <ul style="list-style-type: none"> <li>• Federal Homelessness Roles:                             <ul style="list-style-type: none"> <li>→ Community Entity:                                     <table border="1" style="width: 100%; margin-top: 5px;"> <tr> <td style="width: 60%;"></td> <td style="text-align: center;">Yes – as a CAB member with ex-officio status and a member of the overall governance structure</td> </tr> </table> </li> <li>→ Community Advisory Board:                                     <table border="1" style="width: 100%; margin-top: 5px;"> <tr> <td style="width: 60%;"></td> <td style="text-align: center;">Yes</td> </tr> </table> </li> <li>→ Housing, Infrastructure and Communities Canada (HICC):                                     <table border="1" style="width: 100%; margin-top: 5px;"> <tr> <td style="width: 60%;"></td> <td style="text-align: center;">Yes – as a CAB member with ex-officio status</td> </tr> </table> </li> <li>→ Organization that fulfills the role of Coordinated Access Lead:                                     <table border="1" style="width: 100%; margin-top: 5px;"> <tr> <td style="width: 60%;"></td> <td style="text-align: center;">Yes</td> </tr> </table> </li> <li>→ Organization that fulfills the role of HMIS Lead:                                     <table border="1" style="width: 100%; margin-top: 5px;"> <tr> <td style="width: 60%;"></td> <td style="text-align: center;">Yes</td> </tr> </table> </li> </ul> </li> <li>• Homelessness roles from other orders of government:</li> </ul>		Yes – as a CAB member with ex-officio status and a member of the overall governance structure		Yes		Yes – as a CAB member with ex-officio status		Yes		Yes	
	Yes – as a CAB member with ex-officio status and a member of the overall governance structure											
	Yes											
	Yes – as a CAB member with ex-officio status											
	Yes											
	Yes											

RH MR

CA MR 3

→ Provincial or territorial government:	Yes – as a CAB member and a member of the overall governance structure
----- Local designation(s) relative to managing provincial or territorial homelessness funding, as applicable (e.g., Service Manager in Ontario):	Yes
→ Municipal government:	Yes – as a CAB member and a member of the overall governance structure
----- → Local designation(s) relative to managing municipal homelessness funding, as applicable:	Yes
• Local groups with a mandate to prevent and/or reduce homelessness, as applicable:	Yes
• Local Indigenous partners:	Yes – as a CAB member and a member of the overall governance structure
• Population groups the Coordinated Access system intends to serve (e.g., providers serving youth experiencing homelessness):	Yes – as a CAB member and a member of the overall governance structure
• Types of service providers that help prevent homelessness and those that help people transition from homelessness to safe, appropriate housing in the community:	Yes – as a CAB member and a member of the overall governance structure
• People with lived experience of homelessness:	Yes

[CA MR 5](#)

CA 3	<p>Is there a document that identifies how various homeless-serving sector roles and groups are integrated and aligned in support of the community's overall goals to prevent and reduce homelessness and, if requested, can this documentation be made publicly available? At minimum, the following roles and groups must be included:</p> <ul style="list-style-type: none"> <li>• Community Entity;</li> <li>• Community Advisory Board;</li> <li>• Coordinated Access Lead and HMIS Lead;</li> <li>• Provincial or territorial and municipal designations relative to managing homelessness funding, as applicable;</li> <li>• Local groups with a mandate to prevent and/or reduce homelessness, as applicable; and,</li> <li>• Local Indigenous partners.</li> </ul>	Yes	<a href="#">CA MR 5</a>
CA 4	a) Has a Coordinated Access Lead organization been identified?	Yes	
	b) Has an HMIS Lead organization been identified?	Yes	
	c) Do the Coordinated Access Lead and HMIS Lead collaborate to: <ul style="list-style-type: none"> <li>• Improve service coordination and data management; and,</li> <li>• Increase the quality and use of data to prevent and reduce homelessness?</li> </ul>	Yes	<a href="#">CA MR 4</a>
	d) Have Coordinated Access Lead and HMIS Lead roles and responsibilities been documented and, if requested, can this documentation be made publicly available?	Yes	
CA 5	a) Has there been meaningful collaboration between the TH CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of implementing, maintaining and/or improving the Coordinated Access system?  Note: The response to this question is auto-populated from CHR 4(a).	Yes	<a href="#">CA MR 2</a>
CA 6	a) Consider the CAB expectations outlined below. Is the CAB currently fulfilling expectations related to its role with addressing homelessness in the community?  <b>Background:</b> The Reaching Home Directives outline expectations specific to the CAB and its role with addressing homelessness in the community. These expectations are summarized below under four roles.  <b>Community-Based Leadership:</b> To support its role, collectively, the CAB: <ul style="list-style-type: none"> <li>• Is representative of the community;</li> </ul>	Yes	

- Has a comprehensive understanding of the local homelessness priorities in the community; and,
- Has in-depth knowledge of the key sectors and systems that affect local priorities.

**Planning:**

In partnership with the Community Entity, the CAB gathers all available information related to local homelessness needs in order to set direction and priorities, understand what is working and what is not, and develop a coordinated approach to meet local priorities.

- The CAB helps to guide investment planning, including developing the Reaching Home Community Plan and providing official approval, as well as assessing and recommending projects for Reaching Home funding to the Community Entity.

**Implementation and Reporting:**

The CAB engages in meaningful collaboration with key partners, including other orders of government, Indigenous partners, as well as entities that coordinate provincial or territorial homelessness initiatives at the local level, where applicable.

- The CAB coordinates efforts to address homelessness at the community level by supporting the Community Entity to implement, maintain, and improve the Coordinated Access system, actively use the local HMIS, as well as prevent and reduce homelessness using an Outcomes-Based Approach.
- The CAB approves the Reaching Home Community Homelessness Report.

**Alignment of Investments:**

- CAB members from various orders of government support alignment in investments (e.g., they share information on existing policies and programs, as well as updates on funding opportunities and funded projects).
- CAB members provide guidance to ensure federal investments complement existing policies and programs.



[CAB/RAB Directive](#)

CA 7 Are the following CAB documents being maintained **and** are they available upon request?

<ul style="list-style-type: none"> <li>• Terms of Reference.</li> </ul>	Yes	
<ul style="list-style-type: none"> <li>• Engagement strategy that explains how the CAB intends to: <ul style="list-style-type: none"> <li>→ Achieve broad and inclusive representation;</li> <li>→ Coordinate partnerships with the necessary sectors and systems to meet its priorities (e.g., beyond the homeless-serving sector); and,</li> <li>→ Integrate local efforts with those of the province or territory.</li> </ul> </li> </ul>	Yes	
<ul style="list-style-type: none"> <li>• Procedures for addressing real and/or perceived conflicts of interest (e.g., members recuse themselves when they have ties to proposed projects), including the membership of elected municipal officials.</li> </ul>	Yes	
<ul style="list-style-type: none"> <li>• Procedures for assessing and recommending project proposals for federal funding under Reaching Home (e.g., supporting a fair, equitable, and transparent assessment process as set out by the Community Entity).</li> </ul>	Yes	<a href="#">CAB/RAB Directive</a>
<ul style="list-style-type: none"> <li>• Exclusive and shared responsibilities between the CAB and Community Entity.</li> </ul>	Yes	
<ul style="list-style-type: none"> <li>• Membership terms and conditions, including: <ul style="list-style-type: none"> <li>→ Recruitment processes;</li> <li>→ Length of tenure;</li> <li>→ Attendance requirements;</li> <li>→ Delegated tasks; and,</li> <li>Having at least two seats available for the alternate Community</li> <li>→ Entity and CAB/Regional Advisory Board (RAB) member, where applicable.</li> </ul> </li> </ul>	Yes	
CA 8 a) Do all service providers receiving funding under the Designated Communities (DC) or Territorial Homelessness (TH) stream participate in the Coordinated Access system?	Yes	<a href="#">CA MR 6</a>
b) Has participation in the Coordinated Access system been encouraged from providers that serve people experiencing or at-risk of homelessness, and do not receive Reaching Home funding? They may or may not have agreed to participate at this time.	Under development	

[CA MR 7](#)

c) Has participation been encouraged from providers that could fill vacancies through the Coordinated Access system (e.g., they have housing units, subsidies and/or supports that could be accessed by people experiencing homelessness), and do not receive Reaching Home funding? They may or may not have agreed to participate at this time.

Under development

### Systems Map and Resource Inventory

RH MR

CA 9

a) A systems map identifies and describes the service providers that participate in the Coordinated Access system. Does the community have a current systems map **and**, if requested, can it be made publicly available?

Under development

b) Does the systems map include the following elements:

→ Name of the organization and/or service provider:

Yes

→ Type of service provider (e.g., emergency shelter, supportive housing):

Yes

→ Funding source(s):

Not yet

→ Eligibility for service (e.g., youth):

Yes

→ Capacity to serve (e.g., number of units):

Yes

→ Role in the Coordinated Access system (e.g., access point):

Not yet

→ Role with maintaining quality data used for a Unique Identifier List (e.g., keep data up-to-date for housing history):

Not yet

→ If the service provider currently uses the HMIS:

Not yet

c) Over the last year, was the systems map used to guide efforts to improve:

→ The Coordinated Access system (e.g., identify opportunities to increase participation):

Yes

→ Use of the HMIS (e.g., identify opportunities to onboard new service providers):

Yes

→ Data quality (e.g., increase data comprehensiveness):

Not yet

[CA MR 8](#)

CA 10	a) Are all housing and related resources funded under the DC or TH stream included in the Resource Inventory? This means that they fill vacancies using the Unique Identifier List, following the vacancy matching and referral process.	Under development
	b) For each housing and related resource in the Resource Inventory, have eligibility criteria been documented?	Under development
	c) For each housing and related resource in the Resource Inventory, have prioritization criteria, and the order in which they are applied, been documented <b>and</b> , if requested, can this documentation be made available? At minimum, depth of need (i.e., acuity) must be included as a factor in prioritization.	Under development
<b>Service Navigation and Case Conferencing</b>		
CA 11	a) Are there processes in place to ensure that people are being supported to move through the Coordinated Access process? This is often referred to as service navigation or case conferencing.	Yes
	b) Have these processes been documented <b>and</b> , if requested, can this documentation be made available?	Yes
	c) Do the processes include expectations for the following:	
	→ Helping people to identify and overcome barriers to accessing appropriate services and/or housing and related resources.	Yes
→ Keeping people's information up-to-date in the HMIS (e.g., interaction with the system, housing history, as well as data used to inform eligibility and prioritization for housing and related resources).	Yes	
<b>Access Points to Service</b>		
CA 12	a) Are access points available in some form throughout the geographic area covered by the DC or TH funded region, so that people experiencing or at-risk of homelessness can be served regardless of where they are in the community?	Under development
	b) Have access points been documented <b>and</b> is this information publicly available?	Under development
CA 13	a) Are there processes in place to <b>monitor</b> if there is <b>easy, equitable</b> and <b>low-barrier</b> access to the Coordinated Access system <b>and</b> to respond to any issues that emerge, as appropriate?	Yes

<a href="#">CA MR 9</a>
<a href="#">CA MR 10</a>
<a href="#">CA MR 11</a>
<b>RH MR</b>
<a href="#">CA MR 12</a>
<b>RH MR</b>
<a href="#">CA MR 13</a>
<a href="#">CA MR 14</a>

b) Have these processes been documented <b>and</b> , if requested, can this documentation be made available?	Yes
<b>Initial Triage and more In-Depth Assessment</b>	
CA 14 a) Is the triage and assessment process documented in one or more policies/protocols?	Yes
b) Does the <b>documented</b> triage and assessment process address the following and, if requested, can the documentation be made available:	
<p><b>Consents:</b> Ensuring that people have a clear understanding of the Coordinated Access system, as well as how their personal information will be shared and stored. Includes addressing situations where people may benefit from services, but are not able or willing to give their consent.</p> <p>→</p>	Yes
<p><b>Intakes:</b> Documenting that people have connected or reconnected with the Coordinated Access system and have been entered into the HMIS, including obtaining or reconfirming consents, creating or updating client records, and entering transactions in the HMIS.</p> <p>→</p>	Yes
<p><b>Initial triage:</b> Ensuring safety and meeting basic needs (e.g., food and shelter), and guiding people through the process of stopping an eviction (homelessness prevention) or finding somewhere to stay that is safe and appropriate besides shelter (shelter diversion).</p> <p>→</p>	Yes
<p><b>More in-depth assessment:</b> Gathering information to gain a deeper understanding of people's housing-related strengths, depth of need, and preferences, including through the use of a common assessment tool(s) to inform prioritization for vacancies in the Resource Inventory.</p> <p>→</p>	Under development
<p><b>Community referrals:</b> Gathering information to understand what services people are eligible for and identifying where they can go to get their basic needs met, get help with a housing plan and/or connect with other related resources.</p> <p>→</p>	Under development

RH MR

[CA MR 15](#)

	<p><b>Housing plans:</b> Documenting people's progress with finding and → securing housing (with appropriate subsidies and/or supports, as applicable).</p>	Under development
	<p><b>Using a person-centered approach:</b> Tailoring use of common tools to meet the needs and preferences of different people or population groups (e.g., youth), while also maintaining consistency in process across the Coordinated Access system.</p>	Under development
CA 15	<p>a) Is a common, unified triage and assessment process being applied across all population groups in the community <b>and</b>, if requested, can this documentation be made available?</p>	Yes
	<p>b) If more than one triage and/or assessment tool is being used, is there a protocol in place that describes:</p>	
	<p>When each tool should be used (e.g., tools used only for youth → verses those that can be used with more than one population group).</p>	Not applicable – Only use one tool
	<p>When a person/family could be asked to complete more than one → tool (e.g., if an individual becomes part of a family or a youth becomes an adult).</p>	Not applicable – Only use one tool
	<p>How the matching process will be managed in situations where more than one person/family is eligible for the same vacancy and, → because data to inform prioritization was collected using different tools, results are not the same (e.g., one tool gives a higher score for depth of need than the other).</p>	Not applicable – Only use one tool
<b>Vacancy Matching and Referral with Prioritization</b>		
CA 16	<p>a) Is the vacancy matching and referral process documented in one or more policies/protocols?</p>	Under development
	<p>b) Does your <b>documented</b> vacancy matching and referral process address the following:</p>	
	<p>→ <b>Roles and responsibilities:</b> Describing who is responsible for each step of the process, including data management.</p>	Under development

<a href="#">CA MR 16</a>
<b>RH MR</b>

<p><b>Prioritization:</b> Identifying how prioritization criteria is used to determine an individual or family's relative priority on the Priority List (a subset of the broader Unique Identifier List) when vacancies become available (i.e., how the Priority List is filtered and/or sorted).</p>	<p>Yes</p>
<p><b>Referrals:</b> What information to cover when referring an individual or family that has been matched and how their choice will be respected, including allowing individuals and families to reject a referral without repercussions.</p>	<p>Under development</p>
<p><b>Offers:</b> What information to cover when a provider is offering a vacancy to an individual or family that has been matched and tips for making informed decisions about the offer.</p>	<p>Under development</p>
<p><b>Challenges:</b> How concerns and/or disagreements about prioritization and referrals will be managed, including criteria by which a referral could be rejected by a provider following a match.</p>	<p>Under development</p>
<p><b>Resource Inventory management:</b> Steps to track real-time capacity, transitions in/out of units, occupancy/caseloads, progress with referrals/offers, and housing outcomes.</p>	<p>Under development</p>
<p>CA 17 Are vacancies from the Resource Inventory filled using a Priority List, following the vacancy matching and referral process?</p>	<p>Under development</p>

[CA MR 17](#)

[CA MR 18](#)

**Section 2 Summary Tables**

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **Coordinated Access and CAB Directives**.

	Completed	Started	Not Yet Started
<b>Total</b>	10	7	0

<b>Coordinated Access</b>	<b>Completed (score)</b>	<b>Completed (%)</b>
<b>Governance and partnerships</b> (out of 8 points)	7	88%
<b>System map and Resource Inventory</b> (out of 2 points)	0	0%
<b>Service navigation and case conferencing</b> (out of 1 point)	1	100%
<b>Access points</b> (out of 2 points)	1	50%
<b>Initial triage and more in-depth assessment</b> (out of 2 points)	1	50%
<b>Vacancy matching and referral with prioritization</b> (out of 2 points)	0	0%
<b>All</b> (out of 17 points)	<b>10</b>	<b>59%</b>

**End of Section 2**

**SECTION 3: HOMELESSNESS MANAGEMENT INFORMATION SYSTEM AND OUTCOMES-BASED APPROACH SELF-ASSESSMENT**

Context	
CHR 7	a) In your community, is the Homeless Individuals and Families Information System (HIFIS) the Homelessness Management Information System (HMIS) that is being used?
	Yes
<p><b>Note:</b> Throughout Section 3 and Section 4 of this CHR, questions that ask about the “HMIS” or the “dataset” refer to the HMIS identified in question CHR 7.</p>	
Homelessness Management Information System (HMIS)	
HIFIS 1	Is an HMIS being <b>actively used</b> to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and for the Outcomes-Based Approach? This includes using the HMIS to generate data for the Unique Identifier List and outcome reporting.
	Yes
HIFIS 2	a) Are <b>all</b> Reaching Home-funded service providers actively using the same HMIS to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and for the Outcomes-Based Approach?
	Yes
	b) Over the last year, were <b>other</b> non-Reaching Home-funded providers that serve people experiencing or at-risk of homelessness encouraged to actively use the HMIS? They may or may not have agreed to do so at this time.
	Not yet
HIFIS 3	a) Has the Community Entity signed the latest Data Provision Agreement (find the latest version <b>here</b> , which includes the Racial Identity field in the annex) with Housing, Infrastructure and Communities Canada (HICC)? This may have been done in a previous year.
	Yes
	b) Are local agreements in place to manage privacy, data sharing and client consent related to the HMIS? These agreements must comply with municipal, provincial/territorial and federal laws and include: <ul style="list-style-type: none"> <li>• A Community Data Sharing Agreement; and,</li> <li>• A Client Consent Form.</li> </ul>
	Yes

**Reminder!**

To report on core outcomes in Section 4, your community's dataset must meet the **interim standard** outlined on pages 31-32 of the [CHR Reference Guide](#).

If your community's dataset does not meet the **interim standard**, Section 4 will be shaded out.

RH MR
<a href="#">HIFIS MR 3</a>
<a href="#">HIFIS MR 3</a>
<a href="#">HIFIS MR 4</a>

	c) Are processes in place that ensure there are no unnecessary barriers preventing Indigenous partners from accessing the HMIS data and/or reports they need to help the people they serve?	Yes
HIFIS 4	Has the Community Entity updated HIFIS to the latest version that was most recently confirmed as mandatory by HICC?	Under development
HIFIS 5	a) Has there been meaningful collaboration between the TH CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of implementing, maintaining and/or improving, as well as the use of the HMIS?  Note: The response to this question is auto-populated from CHR 4(a).	Yes
<b>Data Uniqueness</b>		
OBA 1	a) Does the dataset include people currently experiencing homelessness that have interacted with the homeless-serving system?	Yes
	b) Do people appear only once in the dataset?	Yes
	c) Do people give their consent to be included in the dataset?	Yes
OBA 2	Is there a <b>written policy/protocol</b> (“Inactivity Policy”) that describes how <b>interaction with the homeless-serving system is documented</b> ? The policy/protocol must: <ul style="list-style-type: none"> <li>• Define what it means to be “active” or “inactive”;</li> <li>• Define what keeps someone “active” (e.g., data entry into specific fields in HIFIS);</li> <li>• Specify the level of effort required by service providers to find people before they are made/confirmed as “inactive”;</li> <li>• Explain how to document a person’s first time as “active”, as well as changes in “activity” or “inactivity” over time; and,</li> <li>• Explain how to check for data quality (e.g., run a report that shows the clients that are about to become inactive and work with outreach workers to update their files and keep them active, as needed).</li> </ul>	Not yet started
OBA 3	Is there a <b>written policy/protocol</b> that describes how <b>housing history is documented</b> (e.g., as part of a broader data entry guide for the HMIS)? The policy/protocol must: <ul style="list-style-type: none"> <li>• Define what it means to be “homeless” or “housed” (e.g., define a housing continuum that shows which housing types align with a status of “homeless” versus “housed”);</li> <li>• Explain how to enter housing history consistently; and,</li> <li>• Explain how to check for data quality (e.g., run a report that shows the percentage of clients that have complete housing history, so that “unknown” fields can be updated).</li> </ul>	Under development
<b>Data Consistency</b>		
OBA 4	To support Coordinated Access, is the HMIS used to generate data for a Unique Identifier List?	Yes

<a href="#">HIFIS MR 3</a>
<a href="#">HIFIS MR 3</a>
<a href="#">HIFIS Directive</a>
<b>RH MR</b>
<a href="#">OBA MR 5</a>
<a href="#">OBA MR 3</a>
<a href="#">OBA MR 4</a>
<b>RH MR</b>
<a href="#">OBA MR 5</a>

OBA 5	Is the HMIS used to <u>collect data</u> for setting baselines, setting reduction targets and tracking progress for the following community-level outcomes:	
	→ Overall homelessness:	Yes
	→ Newly identified as experiencing homelessness:	Yes
	→ Returns to homelessness:	Yes
	→ Indigenous homelessness:	Yes
	→ Chronic homelessness:	Yes
<b>Data Timeliness</b>		
OBA 6	Is the dataset updated <u>as soon as</u> new information is available about a person for:	
	→ Interaction with the system (e.g., changes from “active” to “inactive”).	Not yet started
	→ Housing history (e.g., changes from “homeless” to “housed”).	Under development
	→ Data that is relevant and necessary for Coordinated Access (e.g., data used to determine who is eligible and can be prioritized for a vacancy).	Under development
CHR 8	Is the dataset updated <u>at least monthly</u> when new information is available about a person for:	
	→ Interaction with the system (e.g., changes from “active” to “inactive”).	Yes
	→ Housing history (e.g., changes from “homeless” to “housed”).	Yes
	→ Data that is relevant and necessary for Coordinated Access (e.g., data used to determine who is eligible and can be prioritized for a vacancy).	Yes
OBA 7	Is data readily available and accessible, so that it can be used for Coordinated Access, the Outcomes-Based Approach and to drive the prevention and reduction of homelessness more broadly?	Yes
<b>Data Completeness</b>		
OBA 8	Are processes in place to ensure that all relevant and necessary data for filling vacancies is complete? For example, is data used to determine if someone is eligible and can be prioritized for a vacancy complete for each person in the dataset?	Yes
OBA 9	Are processes in place to ensure that data for every person in the dataset is as complete as possible for:	
	→ Interaction with the system:	Yes

<a href="#">OBA MR 8</a>
<b>RH MR</b>
<a href="#">OBA MR 6</a>
N/A
<a href="#">OBA MR 9</a>
<b>RH MR</b>
<a href="#">OBA MR 5</a>

	Housing history (including data about where people were staying → immediately before becoming homeless and, once they've exited, where they went):	Yes
	→ Indigenous identity:	Yes
<b>Data Comprehensiveness</b>		
OBA 10	Does the dataset include all household types (e.g., singles and families experiencing homelessness)?	Yes
OBA 11	Does the dataset include people experiencing sheltered homelessness (e.g., staying in emergency shelters)?	Yes
OBA 12	Does the dataset include people experiencing unsheltered homelessness (e.g., people living in encampments)?	Under development
CHR 9	The following questions aim to help consider other factors that may impact data comprehensiveness. They do not directly assess progress with the minimum requirements.	
	a) Does the dataset include the following household types, as much as possible right now:	
	→ Single adults:	Yes
	→ Unaccompanied youth:	Yes
	→ Families	Yes – All family members including dependents
	b) Does the dataset include people staying in the following types of shelter:	
	→ Permanent emergency shelter:	Yes
	→ Seasonal or temporary emergency shelter:	Yes
	→ Hotels/motel stays paid for by a service provider:	Yes
	→ Domestic violence shelters:	Not yet
	c) Does the dataset include the following groups of people who have interacted with the system:	
	→ People that identify as Indigenous:	Yes
	→ People as soon as they interact with the system:	No – there is a waiting period before people are added
	→ People experiencing hidden homelessness:	Yes

[OBA MR 8](#)

**RH MR**

[OBA MR 7](#)

[OBA MR 7](#)

[OBA MR 7](#)

N/A

	→ People staying in transitional housing:	Yes
	→ People staying in public institutions who do not have a fixed address (e.g., jail or hospital):	Not yet
OBA 13	Under Reaching Home, at minimum, a comprehensive dataset includes all household types (OBA 10), people experiencing sheltered homelessness (OBA 11) and people experiencing unsheltered homelessness (OBA 12), as applicable.  Consider your answers to questions OBA 10, OBA 11, OBA 12 and CHR 9. Does the dataset include everyone currently experiencing homelessness that has interacted with the homeless-serving system, as much as possible right now?	Yes
<b>Data Use</b>		
OBA 14	<b>Note:</b> For the purpose of this CHR, the dataset can only be used for monthly reporting if there is at least one full month of data available, and for annual reporting if there is at least one full fiscal year of data available.  a) <b>Can the dataset be used to set</b> monthly and annual baselines and reduction targets for the following community-level outcomes:	
	→ Overall homelessness:	Yes
	→ Newly identified as experiencing homelessness:	Yes
	→ Returns to homelessness:	Yes
	→ Indigenous homelessness:	Yes
	→ Chronic homelessness:	Yes
	b) <b>Is the dataset being used to set</b> monthly and annual baselines and reduction targets for the following community-level outcomes:	
	→ Overall homelessness:	Not yet
	→ Newly identified as experiencing homelessness:	Not yet
	→ Returns to homelessness:	Not yet
	→ Indigenous homelessness:	Not yet
	→ Chronic homelessness:	Not yet
OBA 15	Is data used to <u>inform action</u> related to preventing and reducing homelessness?	Under development
	b) How is data being used to inform action? Please provide specific examples. Your response should include: • Examples of how data is used to develop and/or update clear plans of action for reaching your reduction targets; and/or, • Examples of how data is used to inform action in policy-making, program planning, performance management, investment strategies and/or service delivery.	

<a href="#">OBA MR 7</a>
<b>RH MR</b>
<a href="#">OBA MR 8</a>

Data is increasingly being used to inform action across policy development, planning, and service delivery within our community. With the use of HIFIS, we now have access to more accurate and real-time data on individuals experiencing homelessness, including their demographics, service usage, and housing outcomes. This information is being used to identify service gaps, prioritize individuals through Coordinated Access, and support decision-making within our Coordinated Access Working Group. For example, data has highlighted a high number of individuals cycling through emergency shelters, prompting efforts to strengthen Shelter Diversion programs and expand wraparound supports. Additionally, data is guiding our prioritization process to ensure those with the highest needs are connected to housing and services more quickly. Although our community's formal outcomes-based action plan is still under development, data gathered through HIFIS is already playing a key role in shaping its direction, supporting performance monitoring, and ensuring accountability across service providers as we work toward our homelessness reduction targets.


**Partnerships**

OBA 16	<p>a) Has there been meaningful collaboration between the TH CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of strengthening the Outcomes-Based Approach?</p> <p>Note: The response to this question is auto-populated from CHR 4(a).</p>	Under development
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**Data quality improvement**

<a href="#">OBA MR 9</a>
N/A
RH MR
<a href="#">OBA MR 2</a>
RH MR

OBA 17 a) Are efforts being made to improve data quality?	Yes
b) How was data quality improved? Please provide specific examples. Your response could reference one or more dimensions of data quality: <ul style="list-style-type: none"> <li>• Data uniqueness</li> <li>• Data consistency</li> <li>• Data timeliness</li> <li>• Data completeness</li> <li>• Data comprehensiveness</li> </ul>	
<p>Over the past year, several steps have been taken to improve data quality within our community's homelessness response system, particularly through the use of HIFIS. To enhance data completeness and consistency, we have provided ongoing training and support to service providers on accurate and standardized data entry practices. This has led to more reliable client records and improved tracking of service interactions across the system. Timeliness has also improved, as agencies are now entering data on a more regular basis, allowing for more up-to-date reporting and quicker response to emerging needs. We also monitor the data to identify and correct duplicate or incomplete profiles, improving data uniqueness and overall integrity. Additionally, participation in the Coordinated Access Working Group has facilitated regular data reviews, where service providers are working to begin collaboratively addressing inconsistencies and gaps. These efforts are helping ensure that our data is comprehensive and actionable, supporting more informed decision-making and service planning.</p>	
<b>Reporting on other Community-Level Outcomes</b>	
<div style="border: 1px solid black; height: 150px; width: 100%;"></div>	
<b>Section 3 Summary Tables</b>	
The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the <b>HIFIS Directive</b> .	

<a href="#">OBA MR 9</a>
RH MR
N/A

	Completed	Started	Not Yet Started
<b>Total</b>	3	2	0

Homelessness Management Information System	Completed (score)	Completed (%)
Homelessness Management Information System (out of 5 points)	3	60%
<b>All (out of 5 points)</b>	<b>3</b>	<b>60%</b>

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **Outcomes-Based Approach Directive**.

	Completed	Started	Not Yet Started
<b>Total</b>	10	6	1

Outcomes-Based Approach	Completed (score)	Completed (%)
<b>Data uniqueness</b> (out of 3 points)	1	33%
<b>Data consistency</b> (out of 2 points)	2	100%
<b>Data timeliness</b> (out of 2 points)	1	50%
<b>Data completeness</b> (out of 2 points)	2	100%
<b>Data comprehensiveness</b> (out of 4 points)	3	75%
<b>Data use</b> (out of 2 points)	0	0%
<b>Partnerships</b> (out of 1 point)	0	0%

<b>Data quality improvement</b> (out of 1 point)	1	100%
<b>All</b> (out of 17 points)	<b>10</b>	<b>59%</b>

**End of Section 3**


## Community Advisory Board (CAB)

### Designated Communities (DC) or Territorial Homelessness (TH) Community Advisory Board (CAB) Sign-Off Sheet

For information on completing this sheet, see “Securing CAB sign-off” in the [CHR Reference Guide](#).

Representation	DC or TH CAB members
Community Entity (Ex-Officio Member)	Mayor Ben Hendriksen
Housing, Infrastructure and Communities Canada (Ex-Officio Member)	Anna Marinic
Provincial or territorial government	Renay Ristoff
Municipal government	Carly Saunders, Stephen Van Dine, Grant White, Aytan
Where two CABs/Regional Advisory Boards (RABs) exist in a community, representatives from the alternate Community Entity and CAB/RAB	
Indigenous partners, including, but not limited to, the Indigenous Homelessness stream Community Entity, Indigenous governments, Indigenous-led organizations and Distinctions-Based partners: First Nations, Inuit and/or Métis, including those with a modern treaty or self government agreement	Wilbert Cook, Bala Tirupathi
People with lived experience of homelessness	
Youth and/or child-serving organizations, including Child Welfare agencies	Hawa Dumbuya-Sesay
Organizations serving survivors of domestic violence and their families	Renee Sanderson
Seniors and senior serving organizations	John Williston
Newcomers and newcomer serving organizations	
The private sector	
Police and correctional services	
Landlord associations and/or the housing sector	Colleen Wellborn
Health organizations, including hospitals and other public health institutions, and organizations focused on mental health and addictions	Tony Brushett
Veterans Affairs Canada and/or Veterans-serving organizations	
Other	

**CAB Chairs or Co-Chairs (if applicable):** I affirm that the above members of the CAB have reviewed the attached CHR and that its content has been approved.

Name	Signature	Date (YYYY-MM-DD)
Garett Cochrane	 <small>Signature (Apr 27, 2026 08:46:05 MDT)</small>	Apr 27, 2026