

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

**County of Lambton**

**2022-2023**

**\*TEMPLATE FOR COMMUNITIES\***

# 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.

In close partnership with local service providers County-wide diversion services are being used across various access points and several emergency housing locations. Diversion programs help individuals and families seeking shelter to identify immediate alternate housing arrangements and, if necessary, connect them with services and financial assistance to help them return to permanent housing. In conjunction with local rental and utility arrear programs, this system-wide diversion initiative has led to significant results in maintaining existing tenancies and preventing households from entering the far more costly emergency shelter system. In the last fiscal year there have been over 386 individuals utilizing diversion services with 45 individuals being successfully diverted from entering emergency housing. Our community opened a temporary congregate care site that has a capacity of 25-30 beds. The County of Lambton, in partnership with the Inn of the Good Shepherd, opened up an Out of the Cold emergency shelter program at a church in the City of Sarnia. The program was managed by the Inn of the Good Shepherd, with the County's Social Services Division providing funding and support services, including intensive case management, rapid re-housing, and financial assistance for housing. Local service providers with specialized expertise were also on-site to provide additional supports for those staying at the shelter. This collaborative approach with agency partners across the County helps people access housing and ensure their move to more permanent housing will be successful. There are presently 253 individuals and families experiencing homelessness within the County and approximately 53 individuals sleeping rough. With the increased number of individuals experiencing homelessness additional emergency housing solutions were necessary. Through this outreach, households were better connected to primary care services, were offered harm reduction tools and services, and received supports at the street-level. Further to the previous Community Homelessness Report, the local housing case management capacity was drastically expanded to include services dedicated to youth, indigenous households, and chronically homeless individuals. This expanded suite of housing case managers, in conjunction with a locally developed short-term rent supplement, the Canada Ontario Housing Benefit, and increased tenancy supports, extended our community's unprecedented levels of outflow from homelessness into more permanent housing despite very poor private market rental conditions. Our community enabled the '1 in every 10' available social

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.

N/A

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.

New youth homelessness supports and services were RFP'd utilizing the Reaching Home Incremental Funding. Sarnia-Lambton's Children's Aid Society (CAS) and the Canadian Mental Health Association (CMHA) Lambton Kent were awarded and the contracts began June 1st, 2022. Both positions will be for youth homelessness supports and services with the CAS position carrying a caseload of 40 youth in CAS care, aging out of service and at risk of homelessness.

"A Better Tomorrow" Committee, which is dedicated to Hidden Homelessness, examined and offered recommendations on local Shelter Standards which provide guidelines for operating shelters within the County of Lambton. To meet the changing needs of individuals experiencing homelessness and those at risk of becoming homeless, the administration performance of the shelter system has had to become more proactive, and its services more specialized and flexible. To continue our dedication to the 'Hidden Homeless', 2 new Outreach Workers have been tasked with doing intakes at street level to connect with those living rough. From August to December there were 412 engagements.

Quality Improvement PDSA's from Built For Zero's learning session were created. These PDSA's were in response to the changing landscape in homelessness. These included the expanded capture of Hidden Homeless, the expansion of participating access points, improved intake completeness/accuracy and the improved timeliness of a common assessment application.

With the implementation of HIFIS throughout the County of Lambton and many service providers, the County achieved a Quality By-Names List on September 28, 2022. Lambton County is now part of the Reduce Cohort.

### Collaboration between Indigenous and Non-Indigenous Partners

<p>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).</p>	<p>No – only DC funding is available</p>



<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>local Indigenous organizations</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>Yes</p>
<p>b) Describe this collaboration in more detail. How were Indigenous peoples engaged in these discussions? When did collaboration occur and which organizations were involved? What aspects of Coordinated Access and/or the HMIS were discussed? How did Indigenous perspectives influence the outcome?</p> <div style="background-color: #cccccc; height: 100px; width: 100%;"></div>	
<p>The County of Lambton continues to collaborate with the Sarnia-Lambton Native Friendship Centre (SLNFC) for both the further enhancement of Coordinated Access and the expansion of local Homeless Individuals and Families Information System (HIFIS). The SLNFC is one of Lambton's coordinated access points, and was one of the first to pilot and report into the Homeless Individuals and Families Information System locally. As a partner and Community Advisory Board (CAB) member, the Sarnia-Lambton Native Friendship Centre has been integral to the planning of homelessness prevention initiatives in the community. The Sarnia-Lambton Native Friendship Centre continues to employ a Indigenous Housing Worker position which assists Indigenous individuals and families experiencing homelessness to progress through the housing continuum. The Housing Support Worker assesses clients using the common intake tool and triage assessment selected for Coordinated Access. Internally the County continues to employ an Indigenous Lead Community Support Worker (CSW) who has strengthened partnerships with local reserves and allows our community to prioritize services for community members with Indigenous ancestry experiencing homelessness.</p>	

<p>1.5 a) With respect to the completion of the Community Homelessness Report (CHR), was there ongoing, meaningful collaboration between <b>local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or IH CAB?</b></p>	<p>Yes</p>
<p>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?</p> <div data-bbox="220 605 1950 760" style="background-color: #cccccc; height: 95px; width: 100%;"></div>	

As part of the regular Community Homelessness Report submission, Community Advisory Board members review the report. As a Community Advisory Board member and Coordinated Access point, the Sarnia-Lambton Native Friendship Centre was involved in the approval process and given the opportunity to recommend changes to content. The Sarnia-Lambton Native Friendship Centre also sits on Lambton's Housing and Homelessness Advisory Committee, which offers further input towards local housing and homelessness planning.





## 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 Community Homelessness Report will be made available to the public through the County of Lambton's website, on the "Homelessness Prevention" page under the "Resident Services" tab.

**End of Section 1**

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

**Governance**

2.1	Is there a governance model for Coordinated Access <b>and</b> has a Coordinated Access lead organization(s) been identified?	Yes
2.2	Is there a governance model for your HMIS <b>and</b> has an HMIS lead organization(s) been identified?	Yes
2.3	Do all service providers receiving funding through the Designated Communities (DC) or Territorial Homelessness (TH) stream participate in Coordinated Access?	Yes

**Homelessness Management Information System (HMIS)**

2.4	a) Does your community have an HMIS to manage individual-level data and service provider information for Coordinated Access?	Yes
	b) How many service providers in the community are currently using this HMIS?	
	9 (Nine)	
	c) In your community, is the Homeless Individuals and Families Information System (HIFIS) the HMIS that is being used?	Yes

2.5	Has your community signed an Agreement with Infrastructure Canada? This is <b>either</b> a Data Provision Agreement (for communities using HIFIS) or a Data Sharing Agreement (for those using an equivalent HMIS). Of note, Agreements may be signed by a community directly or on behalf of a community (e.g., where the province or another community has authority to do so, as the HMIS host).	Yes
2.6	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?	Yes
2.7	Have you established safeguards to ensure the data collected in your HMIS is secured from unauthorized access?	Yes
<b>Access Points to Service</b>		
2.8	Are access sites available in some form throughout the Designated Communities (DC) or Territorial Homelessness (TH) geographic area so that the Coordinated Access system serves the entire DC geographic area?	Yes
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?	Yes
2.10	Are there processes in place that ensure no one is denied access to service due to perceived housing or service barriers?	Yes
<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?	Yes
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

Coordinated Access Resource Inventory		
2.13	Are all housing resources funded through the Designated Communities (DC) or Territorial Homelessness (TH) stream identified as part of the Coordinated Access Resource Inventory?	Yes
2.14	For each housing resource in the Coordinated Access Resource Inventory, have eligibility requirements been documented?	Yes
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?	Yes
Vacancy Matching and Referral		
2.16	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?	Yes
2.17	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)?	Yes
2.18	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)?	Yes
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	18	0	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	100%	100%	100%	100%	100%	100%

**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:

- an update about your community's efforts to set-up, sustain and/or improve the Coordinated Access system and use of an HMIS;
- Coordinated Access and/or HMIS enhancements covered under a Reaching Home minimum requirement that were identified as "met" in a previous CHR; 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.

The inaugural meeting of the Lambton County Coordinated Access Community Collaborative Table (CCT) occurred February 7, 2023. As part of Quality Improvement, the following documents were created and reviewed by the Lambton County Coordinated Access Community Collaborative Table (CCT): Terms of Reference - CCT; Oath of Confidentiality, Member - CCT; and Oath of Confidentiality, Guest - CCT. For the Homelessness Coordinated Access System (CA), the CA Resource Inventory Chart (Reaching Home) was finalized. The Provider Participation Tool and Coordinated Access (CA) Initial Written Documents Checklist were completed and approved as part of the CA process.

The goal of meeting the Reaching Home Coordinated Access Directive was officially achieved on March 8, 2023 and recognized by the Homelessness Policy Directorate.

**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)?	Yes
3.2	Does the List include people who are currently experiencing homelessness?	Yes
3.3	Do people give their consent to be included on the List?	Yes
3.4	Do individuals and families appear only once on the List?	Yes

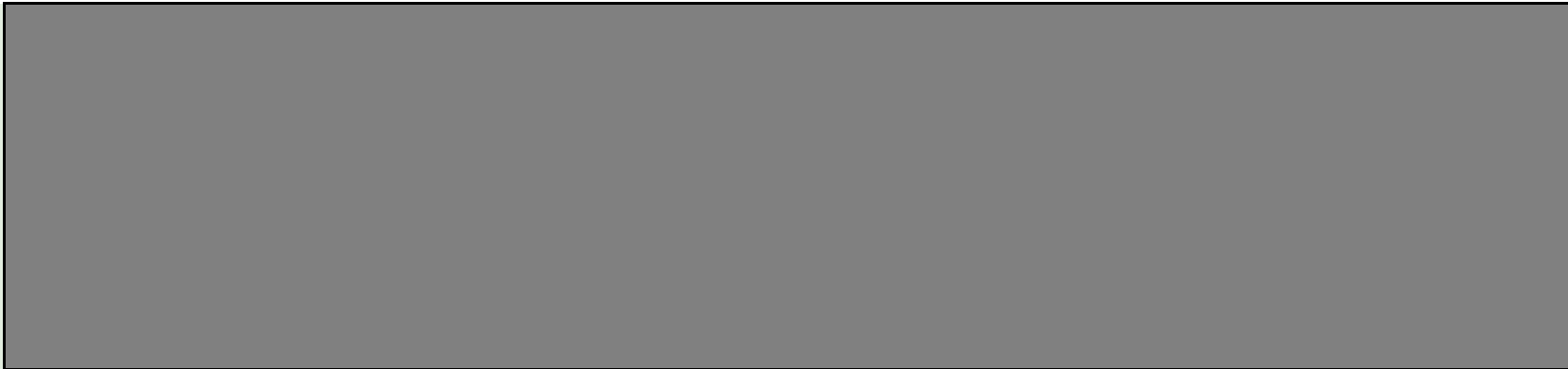
#### Part B) Please provide additional information about the List

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





c) Please describe how the List is created using HIFIS (e.g., Coordinated Access module, Unique Identifier List report or custom report).

Customized report from Acre Consulting.



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>Yes</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>Yes</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>Yes</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>Yes</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>Yes</p>
<p>3.8 a) Can the community <b>get demographic data</b> from the List? Check all that apply.</p>	
<p><input checked="" type="checkbox"/> Indigenous identity (mandatory for Reaching Home)</p> <p><input checked="" type="checkbox"/> Age</p>	

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.

Yes

## Step 2. Have a real-time List

### Part A) Is the List kept up-to-date, so that data is real-time?

To meet the minimum characteristic for a real-time List, it must be updated regularly, monthly at minimum.

3.9	Is information about people experiencing homelessness on the List updated on a regular basis, monthly at minimum?	Yes
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### Part B) Please provide additional information about the List

3.10	How often is information about people experiencing homelessness updated on the List?	As soon as new information is available
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3.11 To accurately calculate inflows into homelessness and outflows from homelessness, communities need up-to-date information about people's interaction with the homeless-serving system (activity and inactivity).

a)	Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes
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b) **Optional CHR question:** How is your community working toward higher quality data for tracking people’s interaction with the system? What strategies are being used to ensure that changes in “active” or “inactive” state are made in a timely way?

Regular audits, several continuous improvement projects with HIFIS-using agencies, proactive engagement for clients aging into inactivity, coordination with Ontario Works regarding housing status updates.

3.12 To accurately calculate inflows into and outflows from homelessness, communities need up-to-date information about where people are staying or living (i.e., their housing history).

a) Is housing history updated regularly on the List?

Yes

b) Is there a process in place for keeping chronic homelessness status on the List up-to-date? For example, if someone has been on the List for long enough to meet the threshold of chronic homelessness, is this change in status reflected on the List?

Yes

c) **Optional CHR question:** How is your community working toward higher quality data about people’s transitions “into homelessness” and “from homelessness”? What strategies are being used to address incomplete data, so that everyone has sufficient housing history documented on the List?

Internal auditing for missing data or duplication of data is being done weekly to ensure the accurateness and reliability of the reporting data.

### Step 3. Have a comprehensive List

#### Part A) Does the community assess the List as comprehensive?

A comprehensive List includes all of the individuals and families experiencing homelessness in the community, as much as possible right now.

3.13 a) Which household types does the List include? Select all that apply.

- Single adults
- Unaccompanied youth
- Families

b) Does the List include family members like dependents, or just the head of household?

Only heads of households

3.14 Does the List include individuals experiencing homelessness who identify as Indigenous?

Yes

<p>3.15 Does the List include people experiencing homelessness as soon as they are connected with the homeless-serving system?</p>	<p>Yes – people are included on the first day</p>
<p>3.16 Does the List include more than just people experiencing chronic homelessness?</p>	<p>Yes – includes more than chronic</p>
<p>3.17 a) Does the List include all of the individuals and families staying in all of the emergency shelters (e.g., emergency shelters, hostels, and hotel/motel stays paid for by a service provider)?</p>	<p>Yes</p>
<p>b) Does the List include individuals and families staying in domestic violence shelters?</p>	<p>Under development</p>
<p>3.18 Does the List include all of the individuals and families served through outreach at all locations (hotspots) where people are living unsheltered (i.e., staying in places not meant for human habitation)?</p>	<p>Yes</p>
<p>3.19 Does the List include individuals and families who are experiencing hidden homelessness, to the best of your knowledge?</p>	<p>Yes</p>
<p>3.20 Does the List include individuals and families staying in transitional housing?</p>	<p>Yes</p>
<p>3.21 Does the List include individuals staying in public institutions who do not have a fixed address (e.g., jail or hospital)?</p>	<p>Under development</p>
<p>3.22 The “<b>Understanding Community-Level Data</b>” worksheet helps communities self-assess the comprehensiveness of their List. CHR question 3.22 is an <b>optional follow-up question</b> for communities that have completed this worksheet.</p>	

**Optional CHR question:** How does data from the List compare to other community-level data sources that are considered accurate or valid? For example, if data is available for similar time periods, how do the numbers and/or proportions of people staying in shelters or living unsheltered compare across data sources?

The County of Lambton hosts the single community-level data source.

3.23 Consider your answers to Questions 3.13 to 3.21 (and 3.22, if applicable). In your opinion, does your List include all of the individuals and families experiencing homelessness in your community, as much as possible right now?

Yes

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

3.24 a) Does the community have a document that identifies and describes all of the service providers that help people experiencing homelessness with their housing challenges?

Yes

b) In this document, how many providers help to keep the List up-to-date in some way? For example, they may refer people to an access point where they can be added to the List or update the List directly in the HMIS.

9

c) How many of the providers identified in 3.24(b) above are funded through the Designated Communities (DC) or Territorial Homelessness (TH) stream?

5



## Step 4. Track outcomes and progress against targets using data from the List

### Part A) Can the community generate accurate baselines using data from the List?

Communities use data from their List to report on outcomes and set targets in their CHR.

Only communities with a real-time, comprehensive List and the capacity to generate accurate baselines for the five core outcomes will be asked to set targets and submit results in the current reporting cycle.

To generate accurate monthly baselines, a List needs to be in place by January 1st and monthly data is reported for all of March. To generate accurate annual baselines, a List needs to be in place for at least one fiscal year and annual data is reported for April 1st to March 31st.

3.25 Has the List been in place long enough to report **monthly data**?

a) Was your real-time, comprehensive List in place on or before January 1, 2023?

Yes

b) Was your real-time, comprehensive List in place on or before January 1, 2022?

No

3.26 Using the List, can **monthly data** be generated for the core outcomes:

a) **Outcome #1:** People who experienced homelessness for at least one day (that month)

Yes

b) **Outcome #2:** People who were newly identified (that month)

Yes

c) **Outcome #3:** Returns to homelessness (that month)

Yes

d) **Outcome #4:** Indigenous peoples who experienced homelessness for at least one day (that month)

Yes

e) <b>Outcome #5:</b> People who experienced chronic homelessness for at least one day (that month)	Yes
f) Does your community have a target to report in Section 4 for one or more of the following monthly outcomes:	
Outcome #1:	No
Outcome #2:	No
Outcome #3:	No
Outcome #4:	No
Outcome #5:	No
3.27 Has the List been in place long enough to report <b>annual data</b> ?	
a) Was your real-time, comprehensive List in place on or before April 1, 2022?	No


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

3.29 Has your List met the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?	Yes
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### 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.

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List
Yes	Yes	Yes

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)			
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
Yes	Outcome 1: Yes	Outcome 1: No	No
	Outcome 2: Yes	Outcome 2: No	
	Outcome 3: Yes	Outcome 3: No	
	Outcome 4: Yes	Outcome 4: No	
	Outcome 5: Yes	Outcome 5: No	

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)			
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
	Outcome 1: No	Outcome 1: No	
	Outcome 2: No	Outcome 2: No	

No	Outcome 3: No	Outcome 3: No	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:

- efforts to set-up, maintain and/or improve the List over the last year;
- plans to set-up, maintain and/or improve the List over the next year;
- 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.

Various completed and ongoing efforts have been established to ensure data accuracy and reliability of the local By-Name List (BNL). Quality improvement projects under the framework of Built For Zero Canada were implemented during this reporting cycle. These included the expanded capture of hidden homeless through a cross-referencing of individuals in receipt of social assistance listed as no-fixed address with the real-time BNL. Further, an initiative was undertaken to introduce revised intake training and tools, including iterative tracking and updates to promote intake completeness/accuracy and the improved timeliness of common assessment application. In addition, the scope of participating community access points was increased to better enable the capture of all known individuals experiencing homelessness.

With the implementation of HIFIS across the County of Lambton and various local service providers, the County achieved a Quality By-Name List on September 28, 2022. Ten (10) requirements of the By-Name list scorecard were completed along with three (3) months of reliable chronic By-Name List data achieved. A baseline for the chronic active homeless number was determined and set. Lambton County is now part of the Built For Zero Canada Reduce Cohort. As part of this cohort, our community established the goal of reducing chronic homelessness by 5% by October 2023.

Prior to January 1, 2022 a manually-updated BNL was utilized outside the real-time reporting enabled by HIFIS. With the implementation of HIFIS throughout the county's homelessness system and through custom reports developed specific to Lambton County, our community was able to shift to real-time reliable data from June 2022 onwards, reflected in updated responses to the CHR's domains between 2022 and 2023.

To promote quality assurance of the HIFIS system for consistency and accuracy, regular and standardized systematic auditing practices are applied to HIFIS by County of Lambton staff, covering information gathered across various modules.

**End of Section 3**

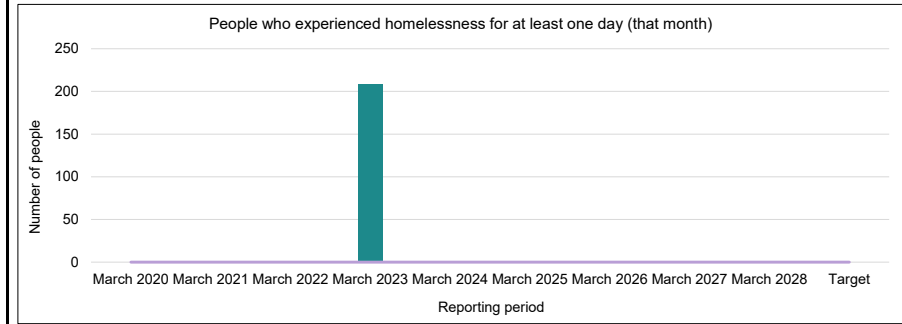
**SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS (MONTHLY)**

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

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

Given your answers in Section 3, you can report monthly result(s) for Outcome #1 using your List. Add a target for 2027-28 in the far right box.

	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)				208						



**Context for Outcome #1 (monthly):**

a) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

First time inputting monthly data into the CHR.

b) Was the HIFIS **“Community Homelessness Report”** used to generate data for this outcome? Yes

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

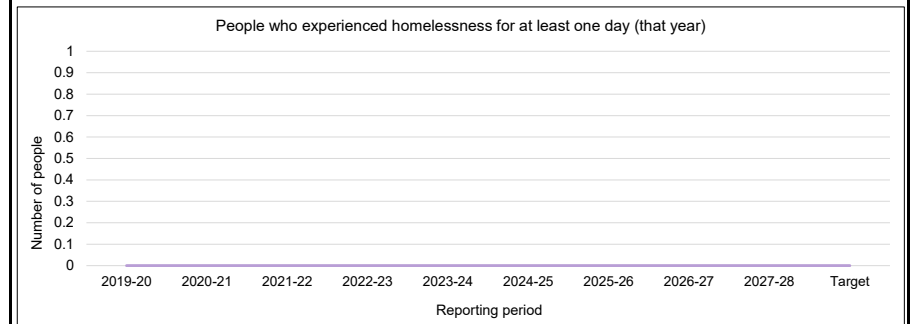
**SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS (ANNUAL)**

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)										



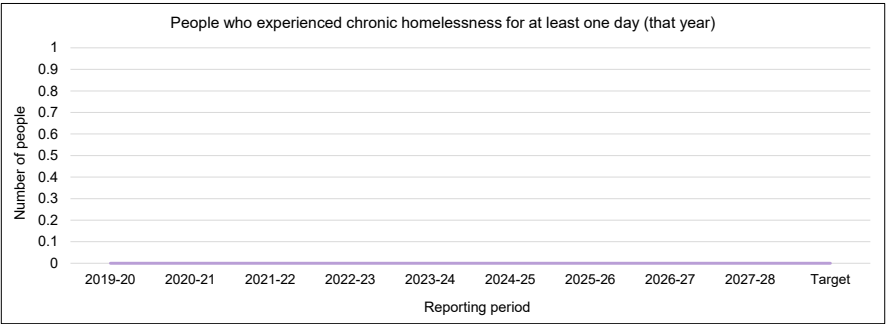
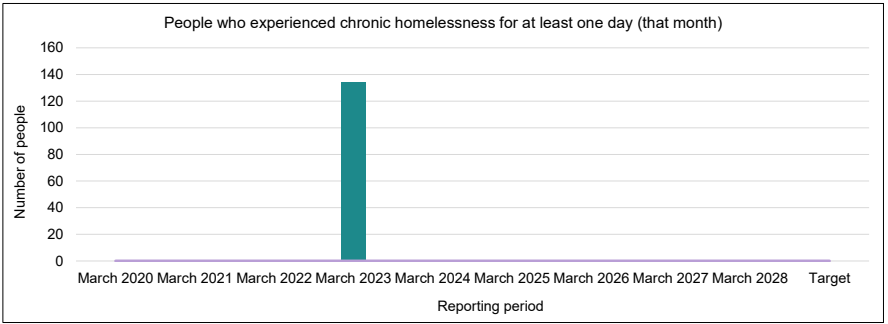
**Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)**











**Context for Outcome #5 (monthly):**

a) Is your **target** at least 50 percent less than your baseline? Select one

b) Please provide context about your results, as applicable. For example, if data changed from a previous CHR, please describe what changed and why. In addition, if the target has changed, please provide more information about why it was changed and when. Finally, if N/A was used for one or more data points, please describe why.

First time inputting monthly data into the CHR.

c) Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome? Yes

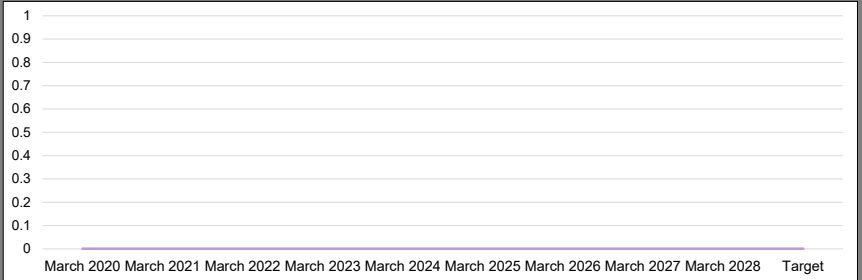
End of Section 4

End of Section 4







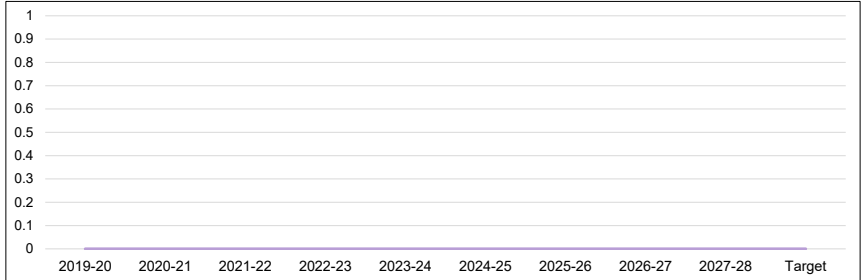





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	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target





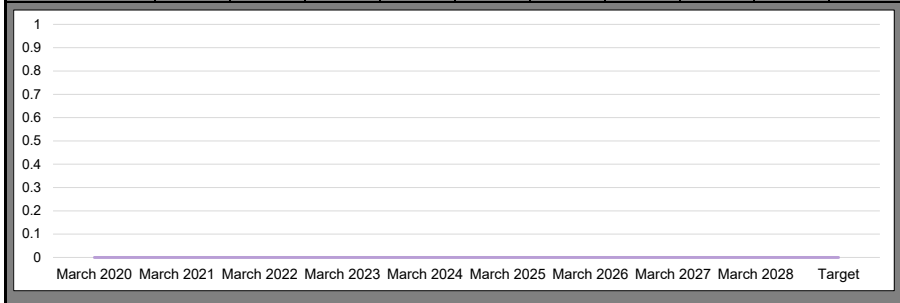
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
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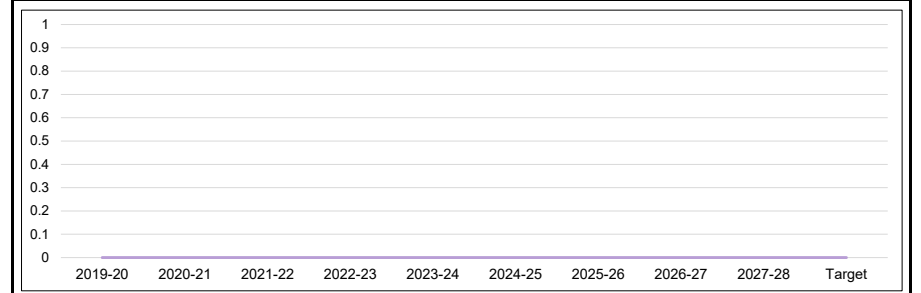




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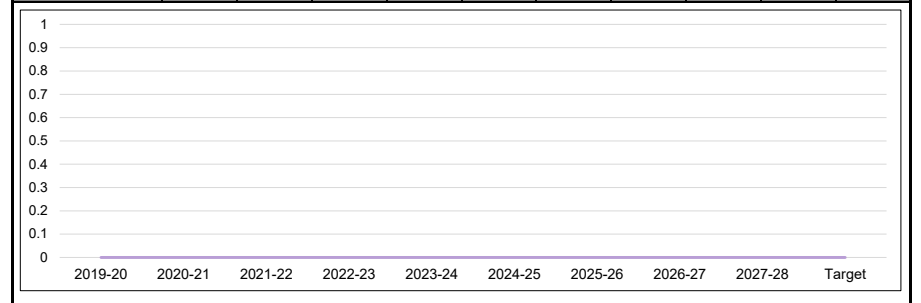


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	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target										







# COMMUNITY HOMELESSNESS REPORT SUMMARY

County of Lambton

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).

## Section 1. Community Context – Collaboration between Indigenous and Non-Indigenous Partners

Does your community, as a Designated Community (DC), also receive Reaching Home Indigenous Homelessness (IH) funding?	No – only DC funding is available
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?	Yes

Describe this collaboration in more detail.

The County of Lambton continues to collaborate with the Sarnia-Lambton Native Friendship Centre (SLNFC) for both the further enhancement of Coordinated Access and the expansion of local Homeless Individuals and Families Information System (HIFIS). The SLNFC is one of Lambton's coordinated access points, and was one of the first to pilot and report into the Homeless Individuals and Families Information System locally. As a partner and Community Advisory Board (CAB) member, the Sarnia-Lambton Native Friendship Centre has been integral to the planning of homelessness prevention initiatives in the community. The Sarnia-Lambton Native Friendship Centre continues to employ a Indigenous Housing Worker position which assists Indigenous individuals and families experiencing homelessness to progress through the housing continuum. The Housing Support Worker assesses clients using the common intake tool and triage assessment selected for Coordinated Access. Internally the County continues to employ an Indigenous Lead Community Support Worker (CSW) who has strengthened partnerships with local reserves and allows our community to prioritize services for community members with Indigenous ancestry experiencing homelessness.

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.

As part of the regular Community Homelessness Report submission, Community Advisory Board members review the report. As a Community Advisory Board member and Coordinated Access point, the Sarnia-Lambton Native Friendship Centre was involved in the approval process and given the opportunity to recommend changes to content. The Sarnia-Lambton Native Friendship Centre also sits on Lambton's Housing and Homelessness Advisory Committee, which offers further input towards local housing and homelessness planning.




**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.

	Met	Started	Not Yet Started
<b>Number of minimum requirements</b>	18	0	0

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

Governance	HMIS	Access Points to Service	Triage and Assessment	Coordinated Access Resource Inventory	Vacancy Matching and Referral
100%	100%	100%	100%	100%	100%

### 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?

The inaugural meeting of the Lambton County Coordinated Access Community Collaborative Table (CCT) occurred February 7, 2023. As part of Quality Improvement, the following documents were created and reviewed by the Lambton County Coordinated Access Community Collaborative Table (CCT): Terms of Reference - CCT; Oath of Confidentiality, Member - CCT; and Oath of Confidentiality, Guest - CCT. For the Homelessness Coordinated Access System (CA), the CA Resource Inventory Chart (Reaching Home) was finalized. The Provider Participation Tool and Coordinated Access (CA) Initial Written Documents Checklist were completed and approved as part of the CA process.

The goal of meeting the Reaching Home Coordinated Access Directive was officially achieved on March 8, 2023 and recognized by the Homelessness Policy Directorate.

### **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.

<b>Step 1: Has a List</b>	<b>Step 2: Has a real-time List</b>	<b>Step 3: Has a comprehensive List</b>
Yes	Yes	Yes

<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, 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>
Yes	Outcome 1: Yes	Outcome 1: No	No
	Outcome 2: Yes	Outcome 2: No	
	Outcome 3: Yes	Outcome 3: No	
	Outcome 4: Yes	Outcome 4: No	
	Outcome 5: Yes	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	

<b>Summary Comment</b>
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?



Various completed and ongoing efforts have been established to ensure data accuracy and reliability of the local By-Name List (BNL). Quality improvement projects under the framework of Built For Zero Canada were implemented during this reporting cycle. These included the expanded capture of hidden homeless through a cross-referencing of individuals in receipt of social assistance listed as no-fixed address with the real-time BNL. Further, an initiative was undertaken to introduce revised intake training and tools, including iterative tracking and updates to promote intake completeness/accuracy and the improved timeliness of common assessment application. In addition, the scope of participating community access points was increased to better enable the capture of all known individuals experiencing homelessness.

With the implementation of HIFIS across the County of Lambton and various local service providers, the County achieved a Quality By-Name List on September 28, 2022. Ten (10) requirements of the By-Name list scorecard were completed along with three (3) months of reliable chronic By-Name List data achieved. A baseline for the chronic active homeless number was determined and set. Lambton County is now part of the Built For Zero Canada Reduce Cohort. As part of this cohort, our community established the goal of reducing chronic homelessness by 5% by October 2023.

Prior to January 1, 2022 a manually-updated BNL was utilized outside the real-time reporting enabled by HIFIS. With the implementation of HIFIS throughout the county's homelessness system and through custom reports developed specific to Lambton County, our community was able to shift to real-time reliable data from June 2022 onwards, reflected in updated responses to the CHR's domains between 2022 and 2023.

To promote quality assurance of the HIFIS system for consistency and accuracy, regular and standardized systematic auditing practices are applied to HIFIS by County of Lambton staff, covering information gathered across various modules.

### 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

Please describe how the List is created using HIFIS:

Customized report from Acre Consulting.

**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	Yes
---	-----

**Chronic homelessness**

x	Federal definition
---	--------------------

A written policy/protocol that describes how housing history is documented	Yes
--	-----

	Local definition
--	------------------

**From the List, can the community get data for...**

Newly identified on the List	Yes
Activity and inactivity	Yes
Housing history	Yes

**From the List, can the community get demographic data for...**

Age	Yes	Indigenous identity	Yes
Household type	Yes	Veteran status	Yes
Gender identity	Yes		

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

How often is information about people experiencing homelessness updated on the List?	As soon as new information is available
Is people's interaction with the homeless-serving system (activity and inactivity) updated regularly on the List?	Yes
Is housing history updated regularly on the List?	Yes
Is there a process in place for keeping chronic homelessness status on the List up-to-date?	Yes

**Step 3. Have a comprehensive List**

Does the community have a document that identifies and describes all of the service providers that help people experiencing homelessness with their housing challenges?	Yes
<p><b>Optional question:</b> How does data from the List compare to other community-level data sources that are considered accurate or valid? This is an optional follow-up question for communities that have completed the "<i>Understanding Community-Level Data</i>" worksheet.</p>	

The County of Lambton hosts the single community-level data source.

**Step 4. Track outcomes and progress against targets using data from the List**

Does the List meet the benchmark of a “Quality By-Name List” confirmed by the Canadian Alliance to End Homelessness?

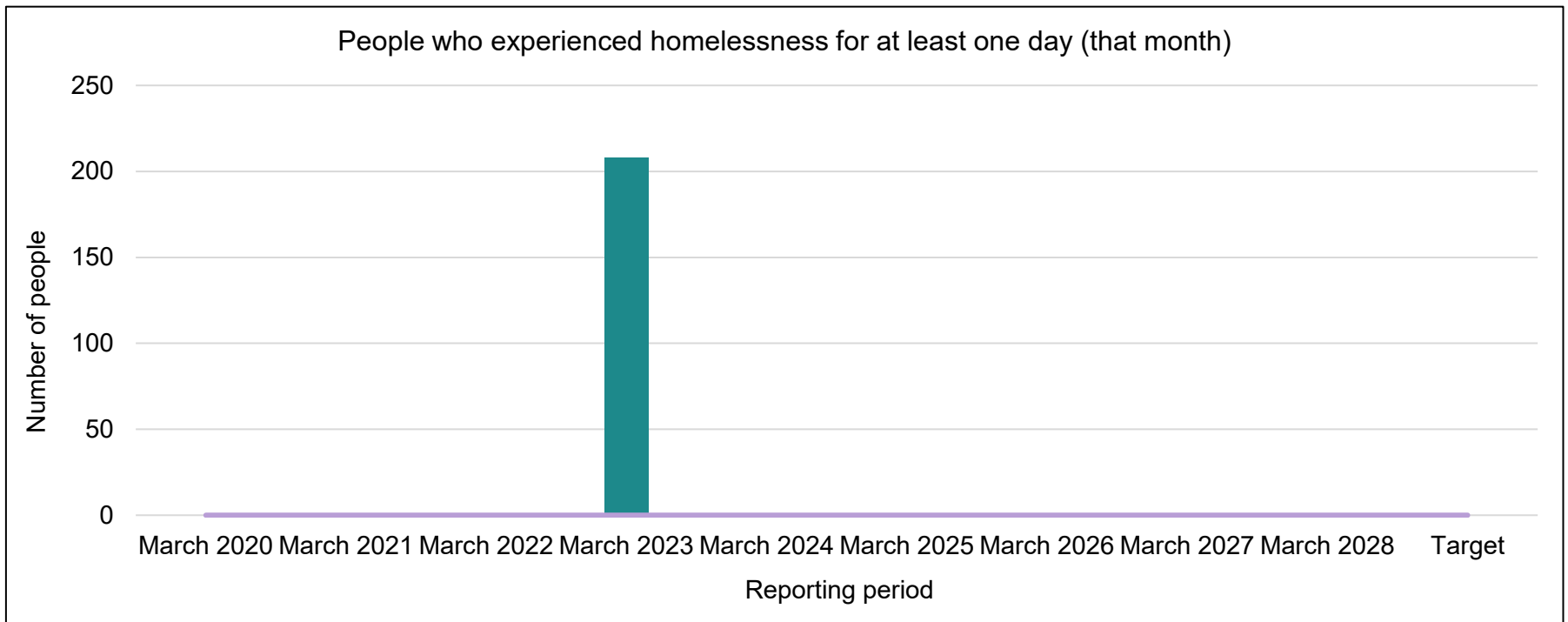
Yes

**Section 4. Community-Level Outcomes and Targets – Monthly**

**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.

	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)				208						



**Context for Outcome #1 (monthly):**

Please provide context about your results, as applicable.

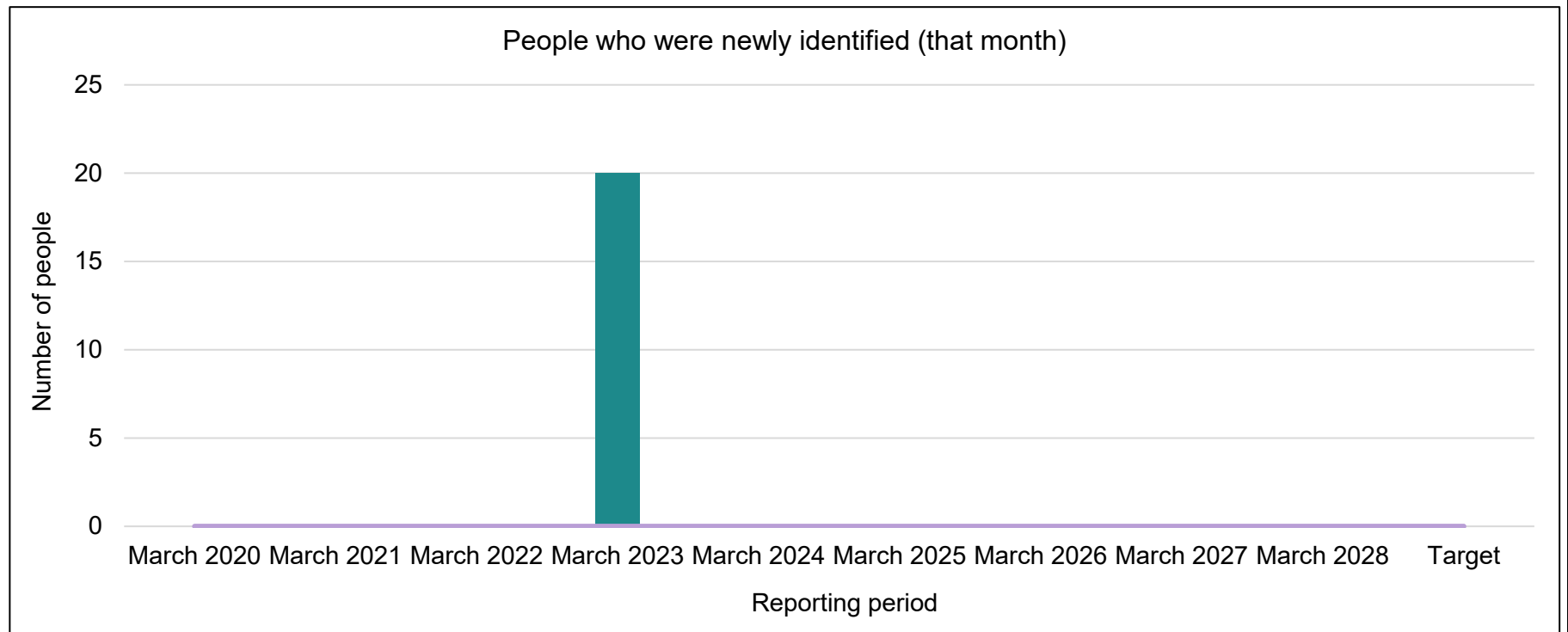
First time inputting monthly data into the CHR.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

**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)				20						



**Context for Outcome #2 (monthly):**

Please provide context about your results, as applicable.



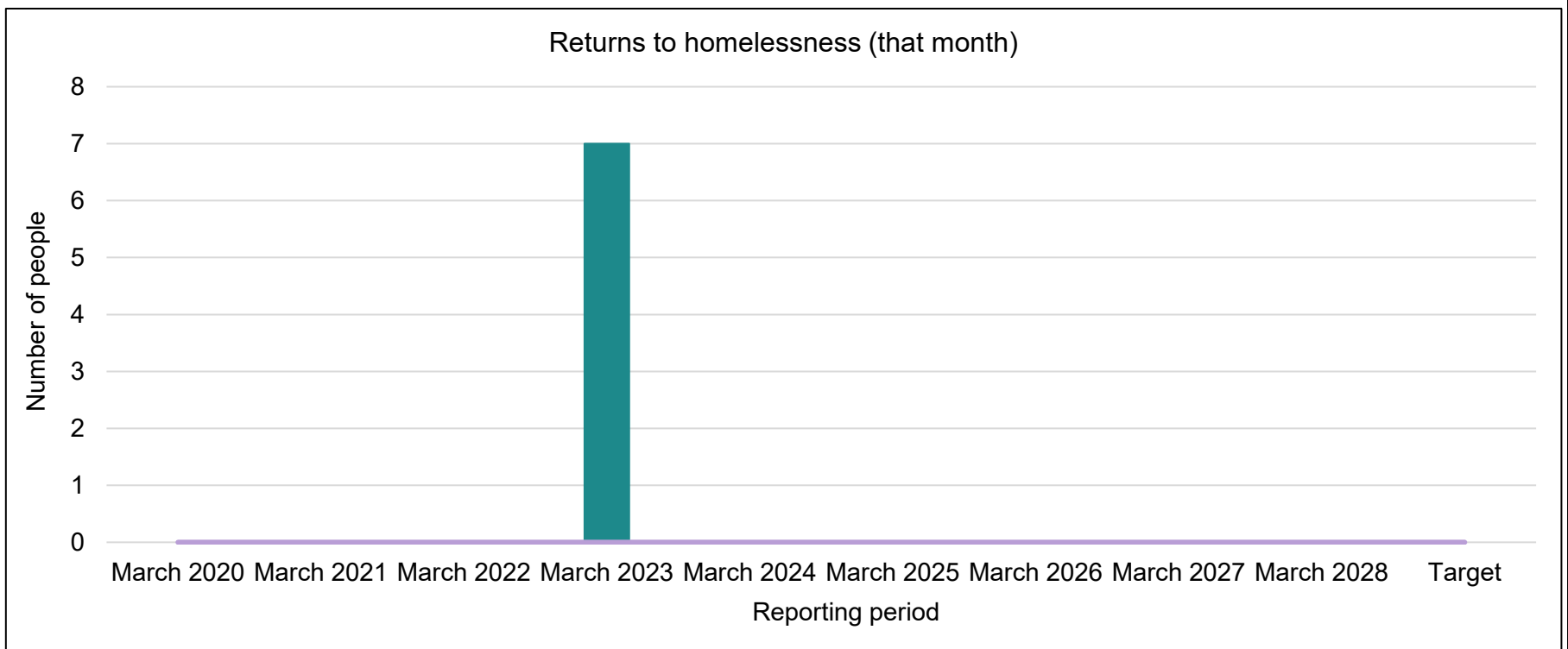
First time inputting monthly data into the CHR.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

**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)				7						



**Context for Outcome #3 (monthly):**

Please provide context about your results, as applicable.

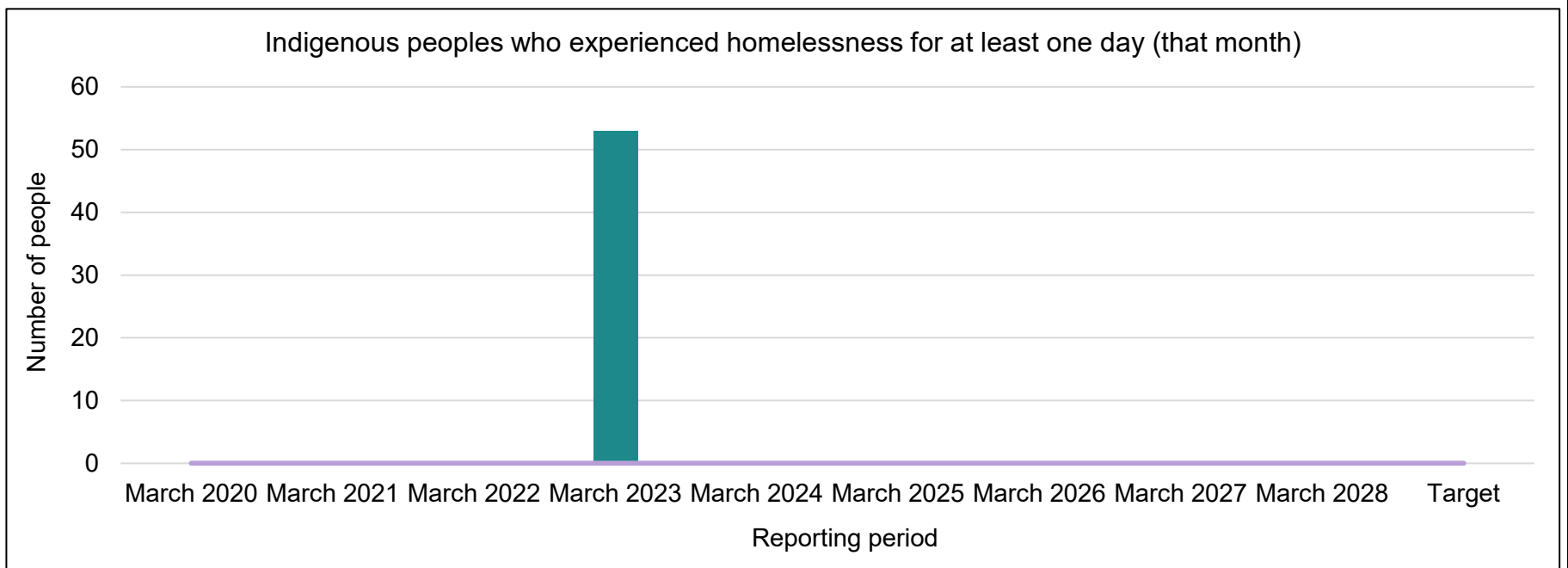
First time inputting monthly data into the CHR.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

**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)				53						



**Context for Outcome #4 (monthly):**

Please provide context about your results, as applicable.

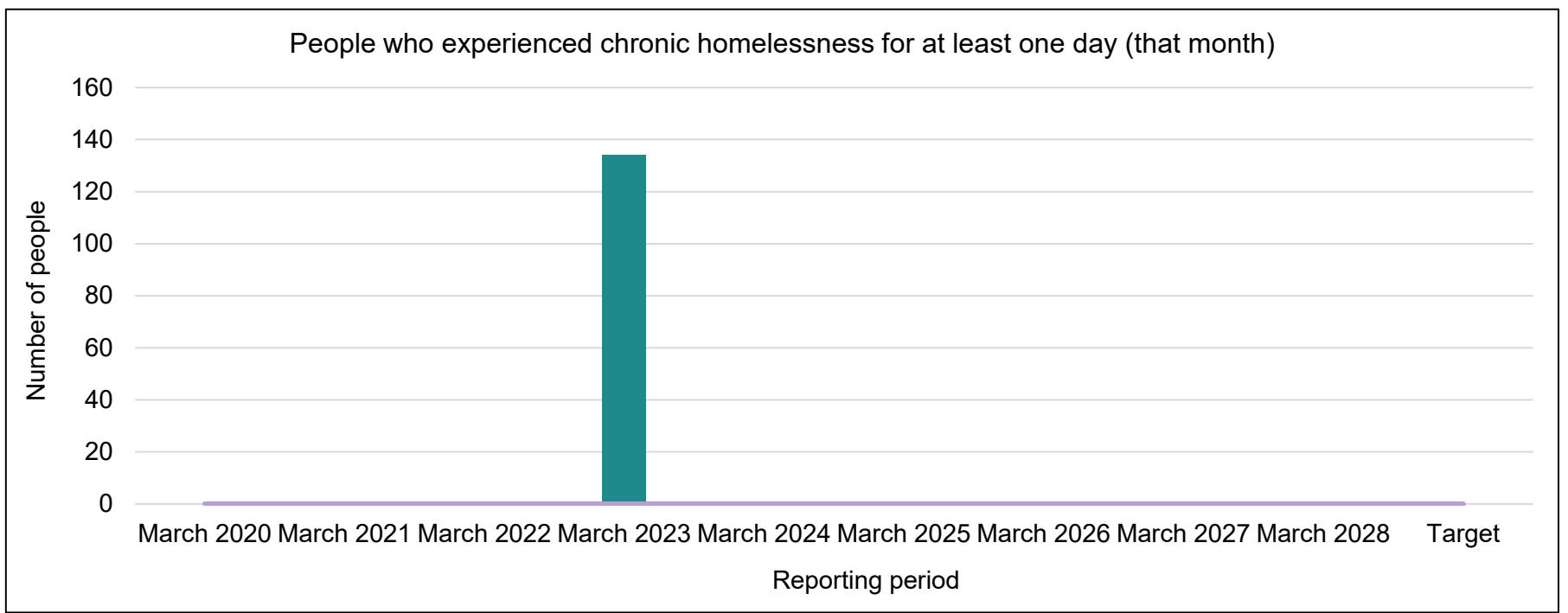
First time inputting monthly data into the CHR.

Was the HIFIS "***Community Homelessness Report***" used to generate data for this outcome?

Yes

**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)				134						



**Context for Outcome #5 (monthly):**

Please provide context about your results, as applicable.

First time inputting monthly data into the CHR.

Was the HIFIS "**Community Homelessness Report**" used to generate data for this outcome?

Yes

Section 4. Community-Level Outcomes and Targets – Annual

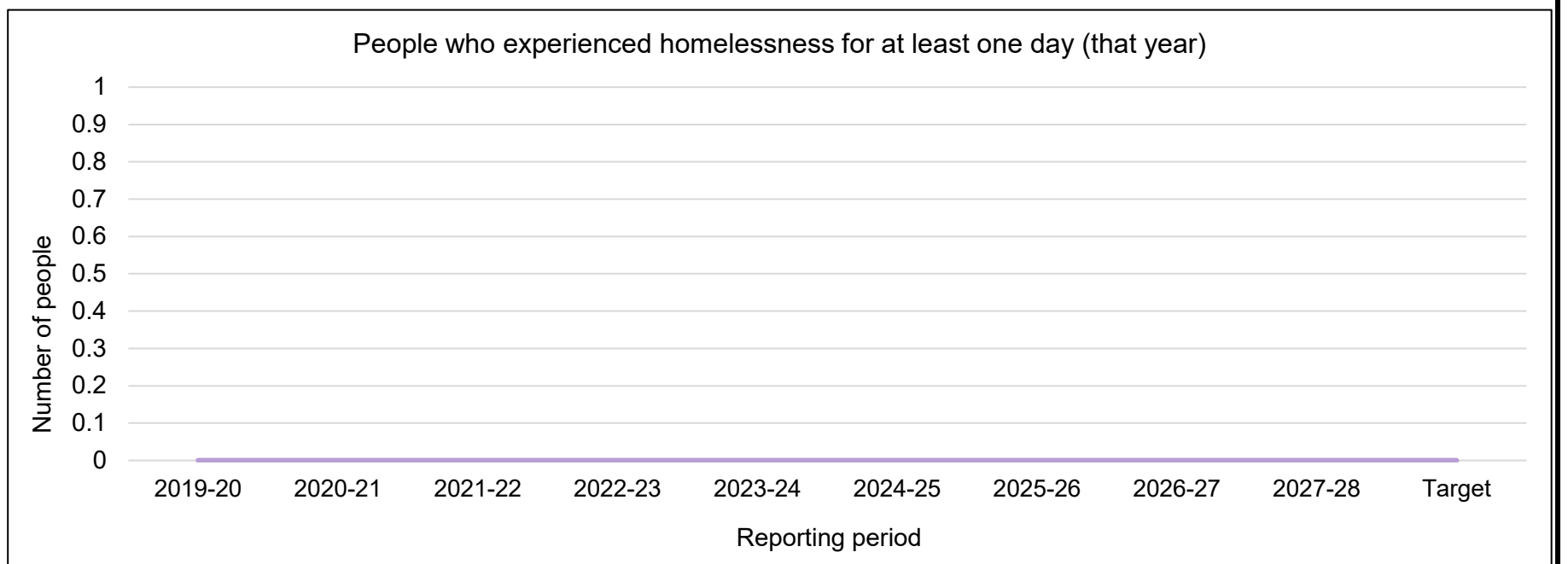
Based on the information provided in the Community Homelessness Report, the community does not have to report annual community-level outcomes for the reporting period.

**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.



	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)										

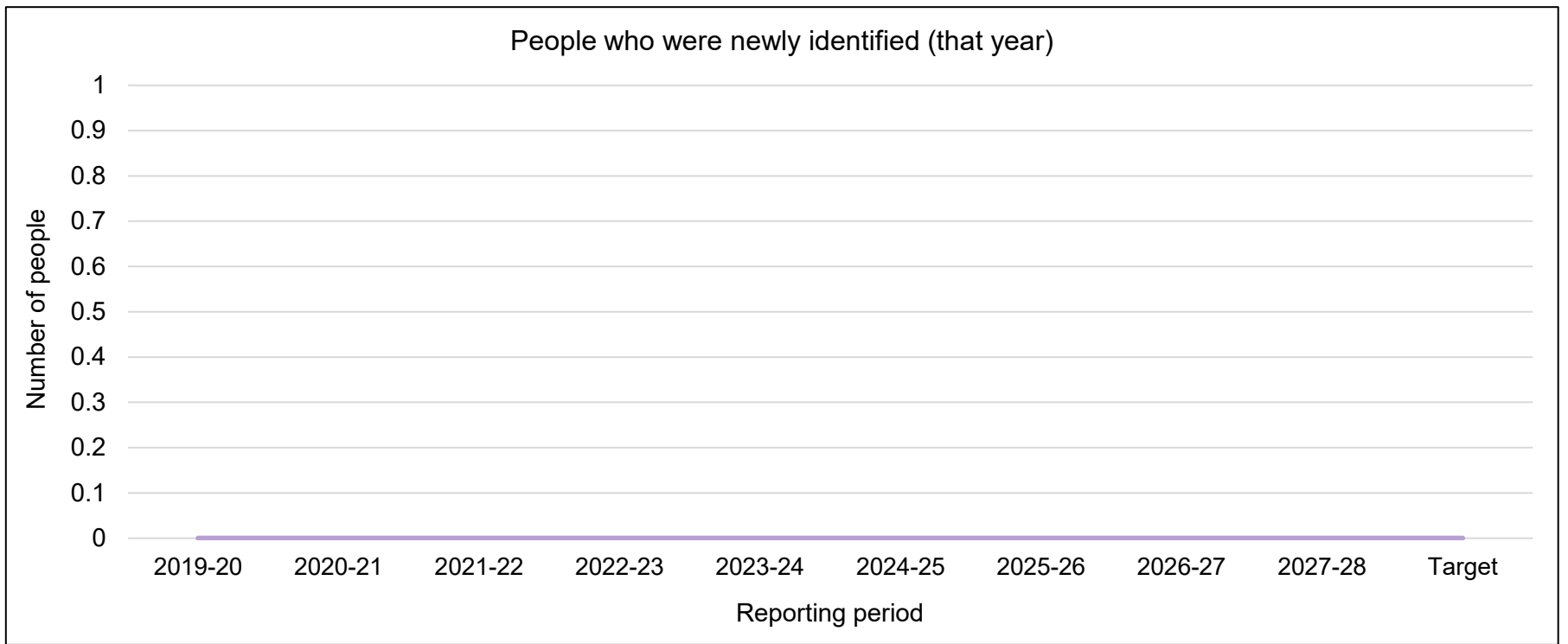


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**Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)**

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.

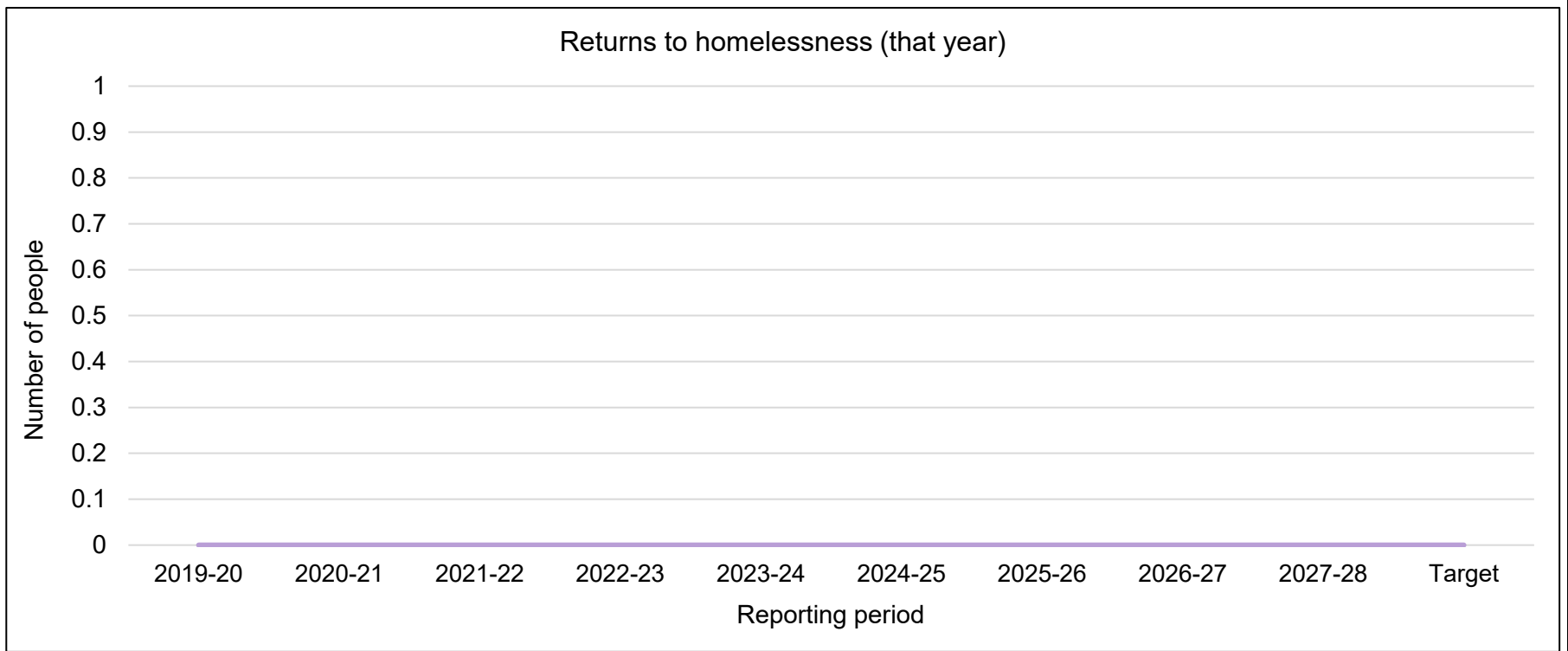
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)										




**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.

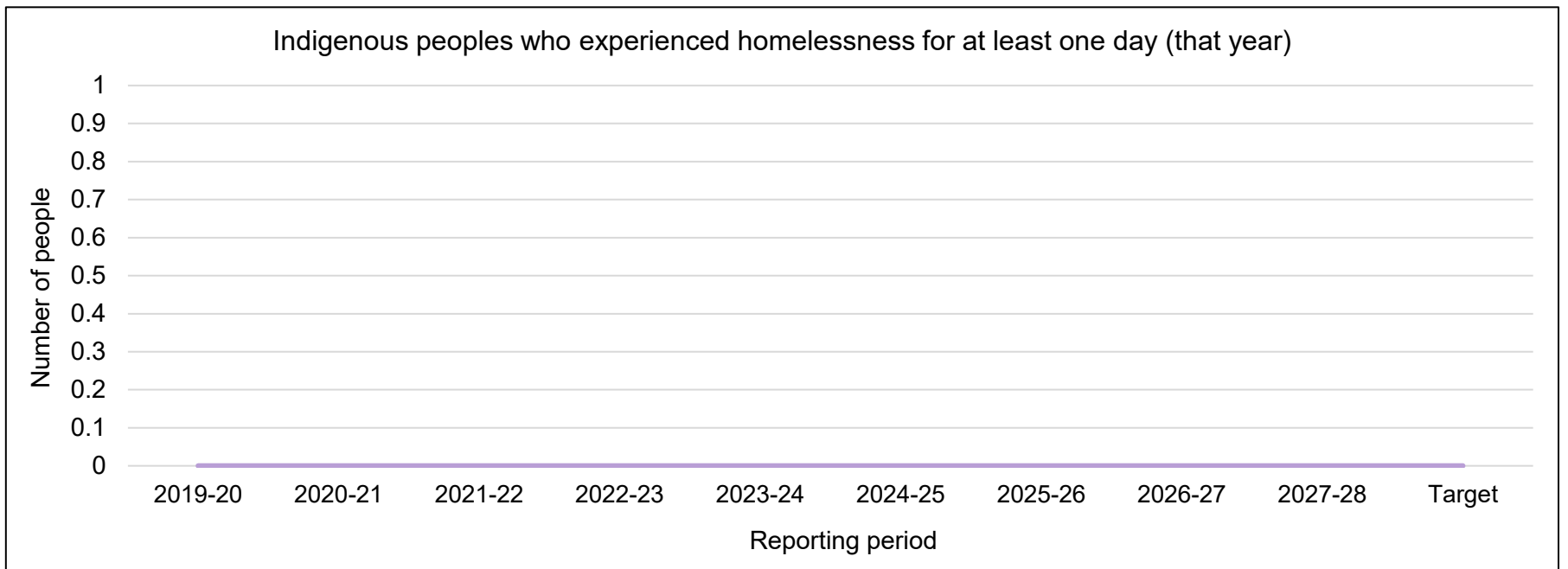
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)										




**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)										

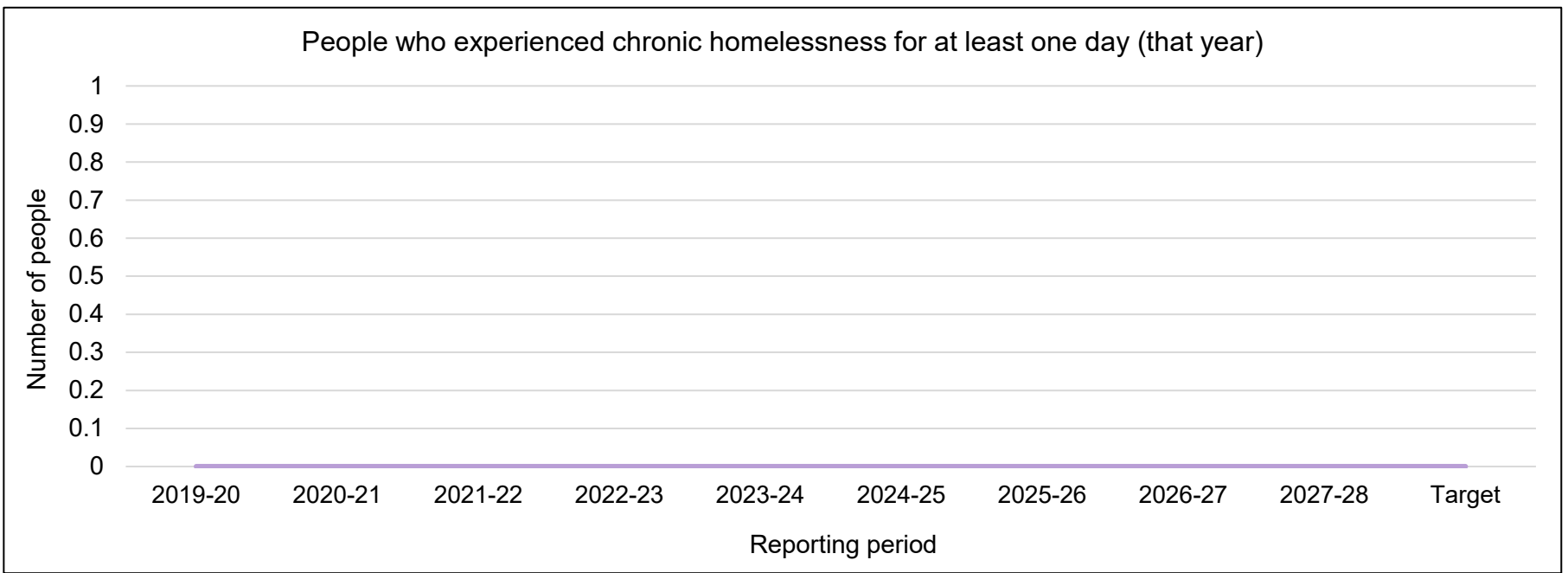


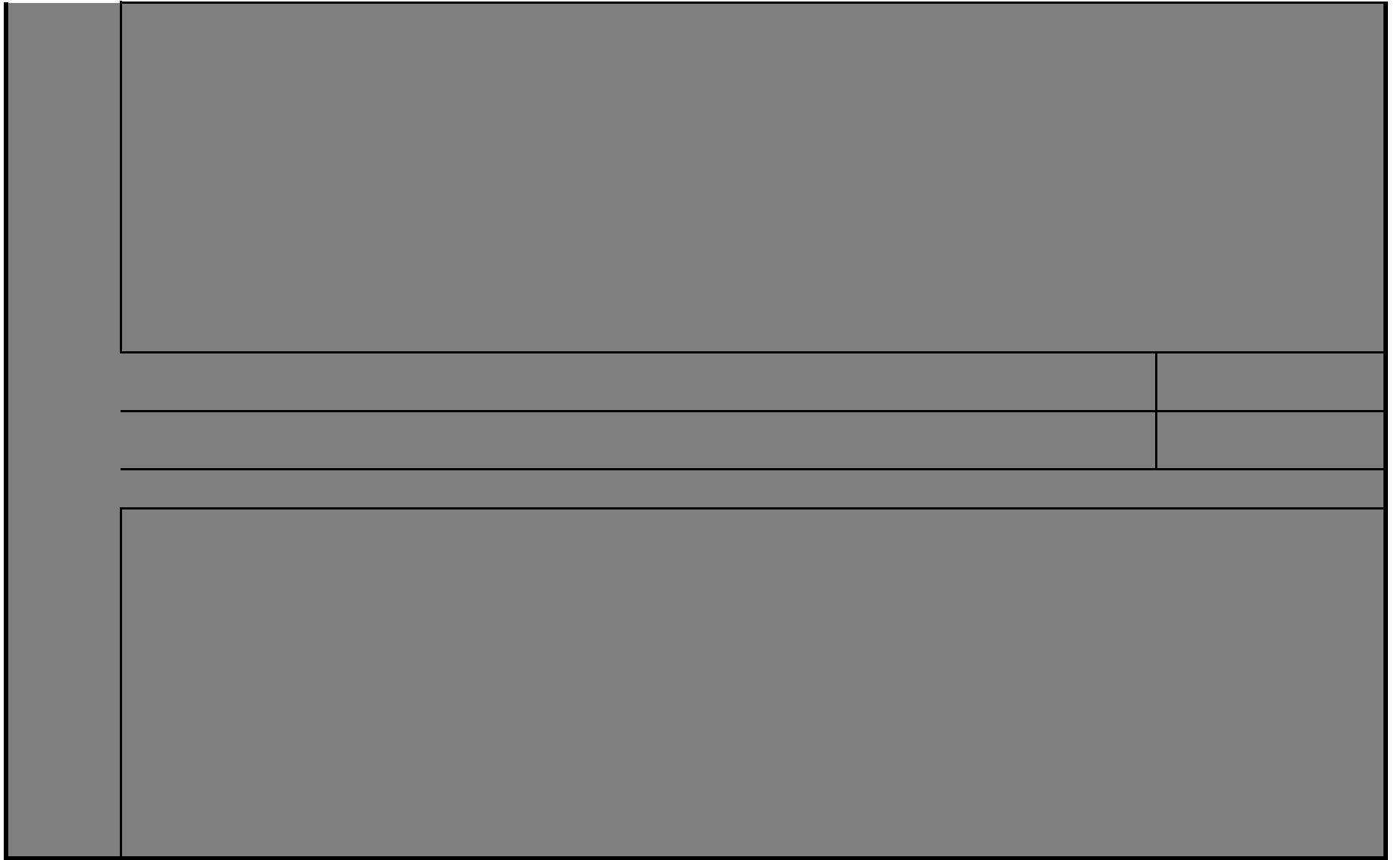

**Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)**

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)										





## Designated Community – 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)
Service Canada (Ex-Officio Member)	Billie Dobereiner
Provincial/Territorial government	N/A
Local/Municipal government	Ian Hanney, Melissa Fitzpatrick, Valerie Colasanti
Indigenous peoples and organizations	Donna Smith-Sutherland
Veterans Affairs Canada or veterans serving organizations	N/A
Organizations serving women/families fleeing violence	Jennifer Vansteenkiste
Youth and/or youth serving organizations (including Child Welfare Agencies)	Michelle Holbrook
Organizations serving seniors	N/A
Newcomer serving organizations	N/A
Health organizations, including hospitals and other public institutions, and organizations focused on mental health and addictions	Kathy Bresett, Rhonny Doxtator
Individuals with lived experience of homelessness	Myles Vanni
Organizations serving individuals experiencing or at risk of homelessness	N/A
Private sector	N/A
Landlord associations and/or the housing sector	N/A
Other	

### 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.

Ian Hanney

\_\_\_\_\_  
Name

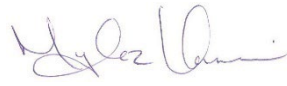
Signature 

May 29-23

\_\_\_\_\_  
Date

Myles Vanni

\_\_\_\_\_  
Name

Signature 

May 29-23

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Indigenous Homelessness – Community Advisory Board**

## Indigenous Homelessness – 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)
Service Canada (Ex-Officio Member)	
Provincial/Territorial government	
Local/Municipal government	
Indigenous peoples and organizations	
Veterans Affairs Canada or veterans serving organizations	
Organizations serving women/families fleeing violence	
Youth and/or youth serving organizations (including Child Welfare Agencies)	
Organizations serving seniors	
Newcomer serving organizations	
Health organizations, including hospitals and other public institutions, and organizations focused on mental health and addictions	
Individuals with lived experience of homelessness	
Organizations serving individuals experiencing or at risk of homelessness	
Private sector	
Landlord associations and/or the housing sector	
Other	

**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.

Myles Vanni

\_\_\_\_\_

Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

Ian Hanney

\_\_\_\_\_

Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date