

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

**Yellowknife**

**2021-2022**

**\*TEMPLATE FOR COMMUNITIES\***

**SECTION 1: COMMUNITY CONTEXT**

**Overview**

1.1 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 2021/2022 The City of Yellowknife's Community Advisory Board on Homelessness provided funding of \$144,000 for Prevention and Shelter Diversion to the YWCA. The YWCA has used these funds to pay for rental/utility arrears and emergency one time assistance. In addition to allocating the YWCA funds out of our Base funding , they received additional top-ups totaling 236,100 for this purpose through Covid and Incremental funds. Additionally, we have provided a total of \$707,000 in funding to three separate Housing First programs, focusing on housing Youth, Adults and Families respectively. In 2021/2022 the CAB provided capital funding in the amount of \$806,691.00 to assist a local youth organization to purchase an 8 unit apartment building. As in many communities, one of the fundamental issues impacting homelessness in Yellowknife is housing stock. Yellowknife has a 0% vacancy rate and minimal land to build on. All of the Housing First programs funded through Reaching Home funds must rely on private market rentals to house their clients. A unique challenge to Yellowknife, is that one corporation owns the majority of rental units in this market. The result of this dynamic is that it can be very difficult for organizations to acquire additional units to expand their programs. Additionally, organizations will often struggle to provide units to individuals in their programs as the individual may have a negative record with the corporation.


1.2 What impact has COVID-19 had on your community's progress with the **implementation of Coordinated Access and a Homelessness Management Information System (HMIS)** and the **transition to an outcomes-based approach** over the last year?

Covid 19 impacted our community's progress significantly. Implementation was put on hold completely for a year due to the pandemic and lock downs. In 2021-2022 We have begun progress towards implementing Coordinated Access , our Coordinated Access Committee continues to meet and work towards launch. However, many organizations continue to struggle with navigating Covid, and short staffing. As a result many cannot fully commit the time required to get Coordinated Access off the ground. We continue to work towards a launch in fall of 2023. Our Homelessness Coordinator has met regularly with front line workers, to help them enter data and become more familiar with HIFIS (HMIS). Major progress has been made in this regard. We have greatly benefited from the support provided by CAEH as part of the funding agreement between ESDC and CAEH . This support has come in the form of mentorship and training for our Homelessness Coordinator and Coordinated Access Committee.

### Collaboration between Indigenous and Non-Indigenous Partners

1.3	a) Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the <b>Designated Community (DC) Community Entity (CE) and local Indigenous organizations?</b>	Yes
b) Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?		
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We have ensured that there is representation on the Coordinated Access Committee from local Indigenous Organizations. We have three organizations , Dene Nation and Arctic Indigenous Wellness Foundation as well as Nunavut and NWT Friendship Centres. who regularly attend, and we continue to reach out to other local Indigenous Organizations to encourage involvement as we would like to have more organizations involved. This collaboration has brought to light, the discomfort many Indigenous peoples have towards government bureaucratic processes, and data collection due to historical trauma. This has brought unique challenges ( ie. delays due assessment tool concerns) A27 to the process however will strengthen our final product,

1.4 a) Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the <b>DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB)</b> , where applicable?	No
	
b) Describe how this collaboration will happen over the coming year.	

We do not have a Indigenous Homelessness CE in the NWT. The majority of the homeless population that access the programs we fund are Indigenous.

1.5

a) With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between **local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?**

Yes

b) Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.

[Redacted area]

This report was presented to the Community Advisory Board on Homelessness(CAB) prior to submission. The CAB includes members from Arctic Indigenous Wellness Foundation, Dene Nation as well as two members with lived or living experiencing who identify as Indigenous.

1.6 a) Does your community have a separate IH CAB?	No

### Public Access to Results

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

This report will be uploaded to the City of Yellowknife Homelessness website after approval and submission.

**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 or Territorial Homelessness 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?	
*Please add number of providers here*	
c) In your community, is Homeless Individuals and Families Information System (HIFIS) the HMIS that is being used?	Yes

2.5	Has <b>either</b> a Data Provision Agreement been signed with Infrastructure Canada (INFC) if your community is currently using HIFIS <b>or</b> a Data Sharing Agreement been signed with INFC if your community is currently using an equivalent HMIS?	Yes
2.6	Do you have a set of local agreements to manage privacy, data sharing and client consent in compliance to municipal, provincial and federal laws?	Yes
2.7	Have you established safeguards to ensure the data collected 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) geographic area so that the Coordinated Access system serves the entire DC geographic area?	Under development
2.9	Are there processes in place to monitor if there is <b>easy</b> and <b>equitable</b> access to the Coordinated Access system and respond to any emerging issues, as appropriate?	Under development
2.10	Are there processes in place that ensure no one is denied access to service due to perceived housing or service barriers?	Under development
<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)?	Under development
<b>Coordinated Access Resource Inventory</b>		

2.13 Are all housing resources funded through the Designated Communities or Territorial Homelessness 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?	Under development
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?	Under development
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)?	Under development

**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	11	7	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%	0%	50%	67%	33%

**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.

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

The biggest issues we've faced with achieving the minimum requirements have centred around assesment. Reaching Home has indicated that the Vulnerability Assessment Tool is the required assessment tool for coordinated access. This has posed challenges for organizations in the north as we lost staff who were initially trained and VAT training was halted nationwide, with training only available for BC Housing. As a result no assessments were completed for extended periods of time. However, the core assessment issue has truely been a discomfort with assessments of this type being completed with Indigenous clients. We have focused on this concern with the group, reviewing other less formalized assessment tools and continue to work towards the goal of having an assessment that meets Reaching Home criteria while addressing the concerns of Indigenous communities. Indigenous partners have expressed that these numerical assesments echo colonial histories and are not something they're comfortable taking part it. Similarly HIFIS has raised issues as there's a distrust of government holding data. A52

**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 contained in a single document or database?	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:

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

c) In the future, will data from the community’s HMIS (either HIFIS or an existing, equivalent system) be used to get data for the List?	Yes
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).	
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.	Yes
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?	Yes
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?	Not yet

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”.

a) Is there a **written policy/protocol** 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.

Yes

b) Can the community **get data** 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”).

Yes

3.8 a) Can the community **get demographic data** from the List? Check all that apply. If the community does not yet have a List, they do not have to answer this question.

Indigenous identity (mandatory for Reaching Home)

Age

Household type (e.g., single or family)

Gender identity

Veteran status

Other (please define):



\*Please define other social demographics generated by the List here\*

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. Keep the List up-to-date so that data is real-time

### 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 the List updated on a regular basis, monthly at minimum?

Yes

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

3.10	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?	Not yet
	b) <b>Optional CHR question:</b> 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?	
	*Optional: Please insert comment here*	
3.11	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?	Not yet
	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?

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

### 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.

3.12 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?

All family members including dependents

<p>3.13 Does the List include individuals experiencing homelessness who identify as Indigenous?</p>	<p>Yes</p>
<p>3.14 Does the List include more than just people experiencing chronic homelessness?</p>	<p>Yes – includes more than chronic</p>
<p>3.15 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>Under development</p>
<p>b) Does the List include individuals and families staying in domestic violence shelters?</p>	<p>Under development</p>
<p>3.16 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>Not yet started</p>
<p>3.17 Does the List include individuals and families who are experiencing hidden homelessness, to the best of your knowledge?</p>	<p>Under development</p>
<p>3.18 Does the List include individuals and families staying in transitional housing?</p>	<p>Under development</p>
<p>3.19 Does the List include individuals staying in public institutions who do not have a fixed address (e.g., jail or hospital)?</p>	<p>Not yet started</p>
<p>3.20 The “CHR Community-Level Data Comparisons” worksheet was developed to help communities self-assess the comprehensiveness of their List. CHR question 3.20 is an optional follow-up question for communities that have completed the worksheet.</p> <p><b>Optional CHR question:</b> How does data from the List compare to other community-level data sources that are considered reliable? 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?</p>	

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

3.21 Consider your answers to Questions 3.12 to 3.19 (and 3.20, 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?

No

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

3.22 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?

Under development

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.

0

c) How many of the providers identified in 3.22(b) above are funded through the Designated Communities or Territorial Homelessness stream?

0

**Step 4: Report homelessness-specific outcomes using data from the List**


<b>Section 3 Summary Table</b>	
<p>The table below provides a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.</p>	

Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Not yet	Not yet	Not yet

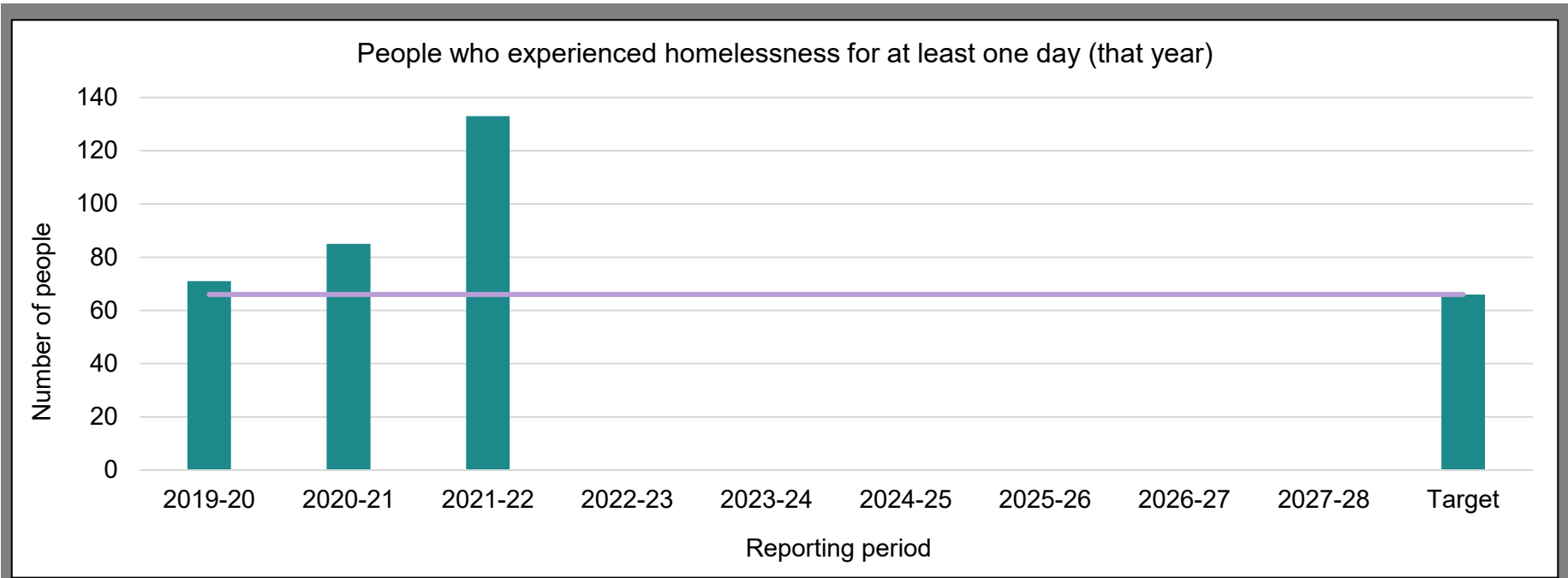
<b>Section 3 Summary Comment</b>	
3.27	<p>Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community’s work to transition to an outcomes-based approach under Reaching Home? In particular, please include updates about the following:</p> <ul style="list-style-type: none"> <li>• efforts to set-up, maintain and/or improve the List over the last year;</li> <li>• plans to set-up, maintain and/or improve the List over the next year; and</li> <li>• 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).</li> </ul> <p>Your Summary Comment is an opportunity to provide additional context about your Summary Table results.</p>

We continue to improve data entry into HIFIS. Some local Indigenous organizations do not want to use HIFIS due to mistrust of government, Making data collection difficult and data sets incomplete. While our outreach partners have struggled with setting time aside to enter data as they don't have a method to do so while on the road. In the next year we will continue to provide on site training to staff at all orgs to raise comfort level with HIFIS. We have considered purchasing iPads to facilitate this process for outreach workers and will be looking further into the logistics of this. We continue to work with Indigenous partners to address trust concerns.

**End of Section 3**



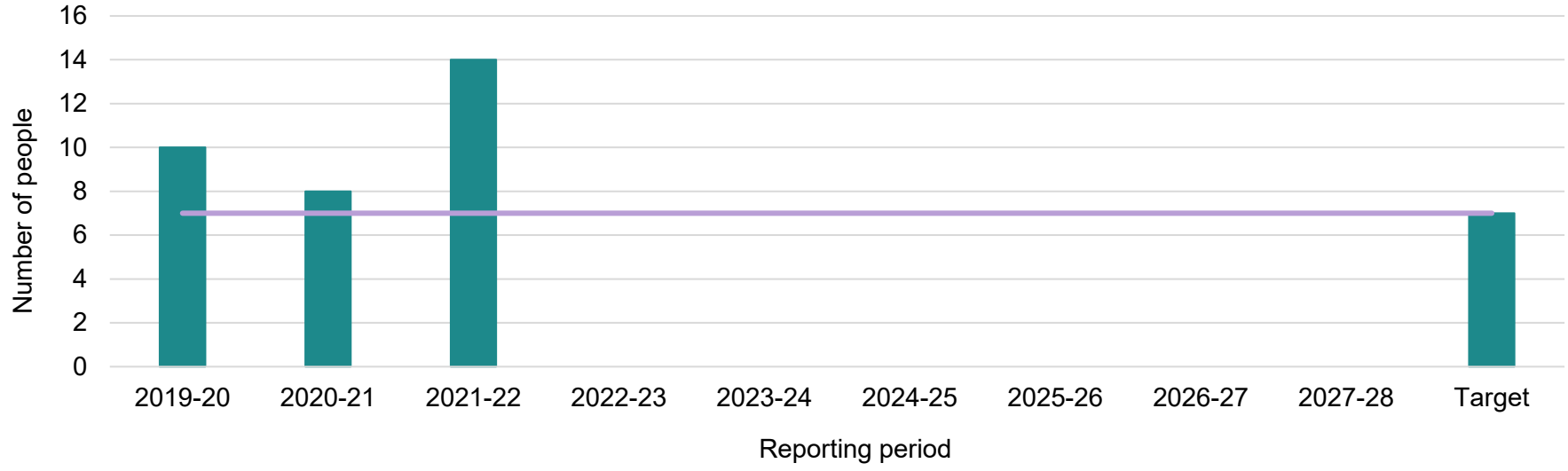




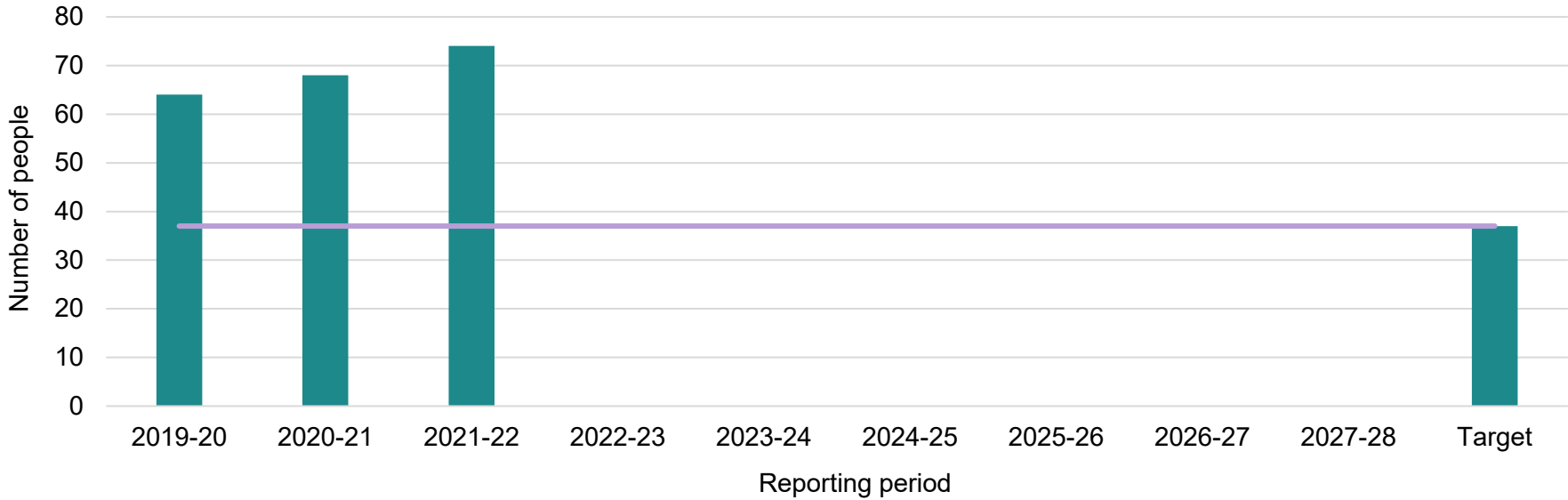




### Returns to homelessness (that year)

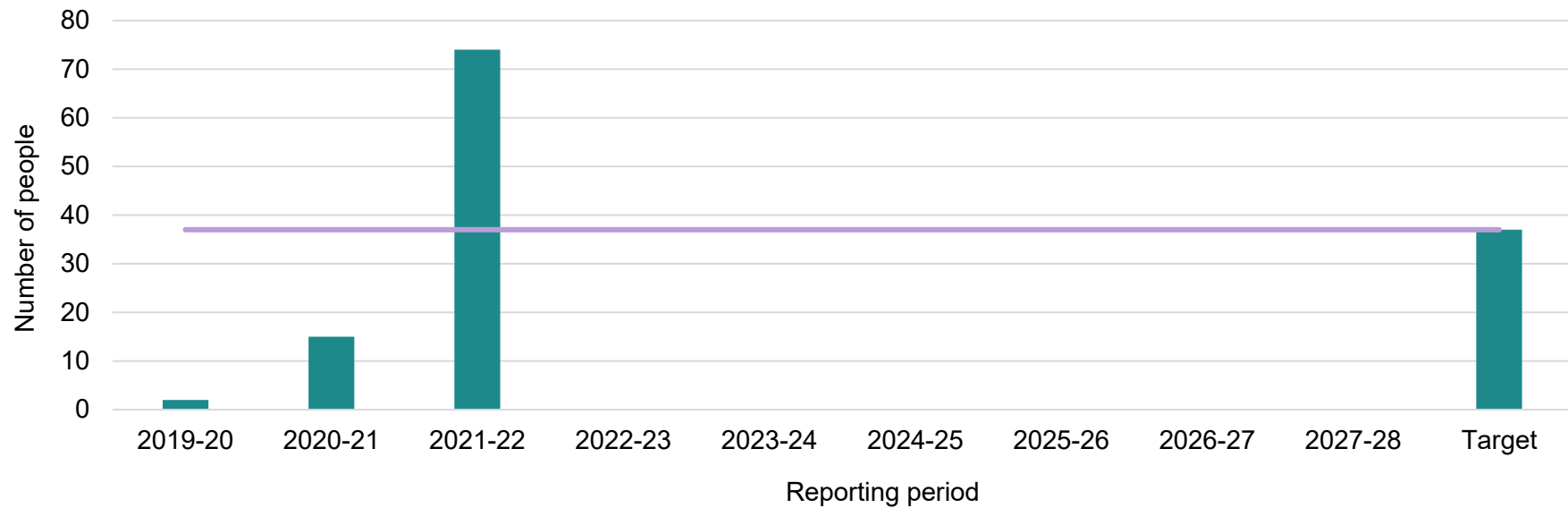



Indigenous peoples who experienced homelessness for at least one day (that year)





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

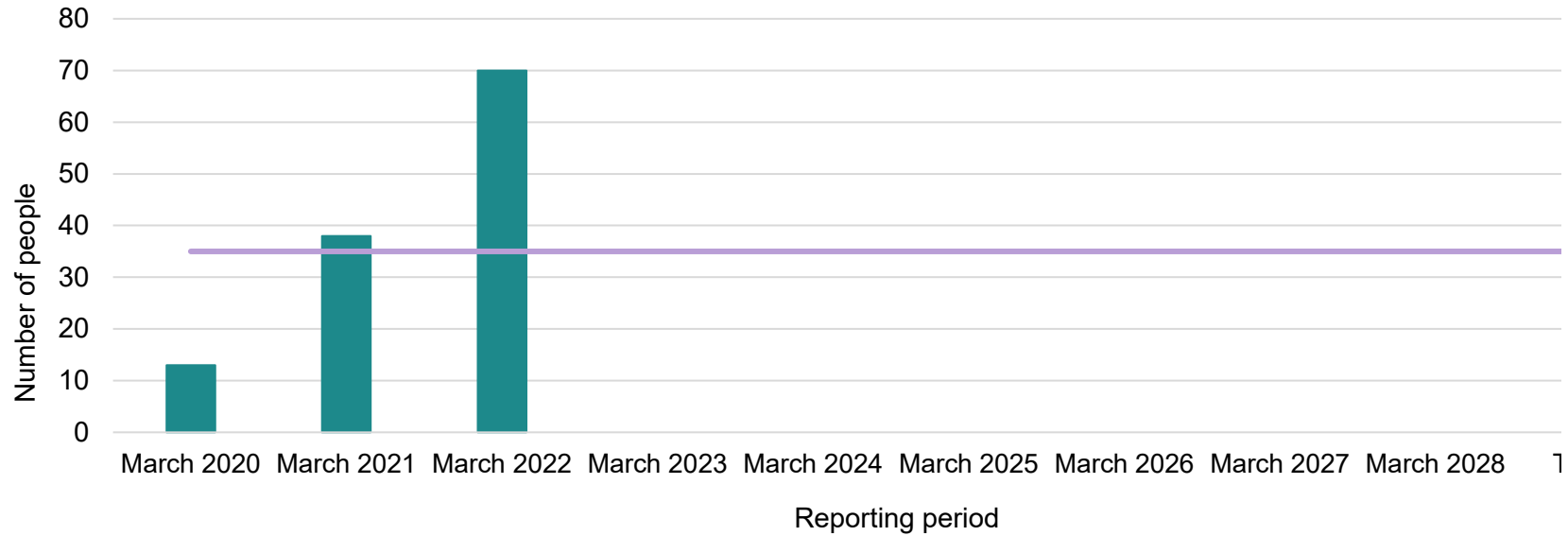


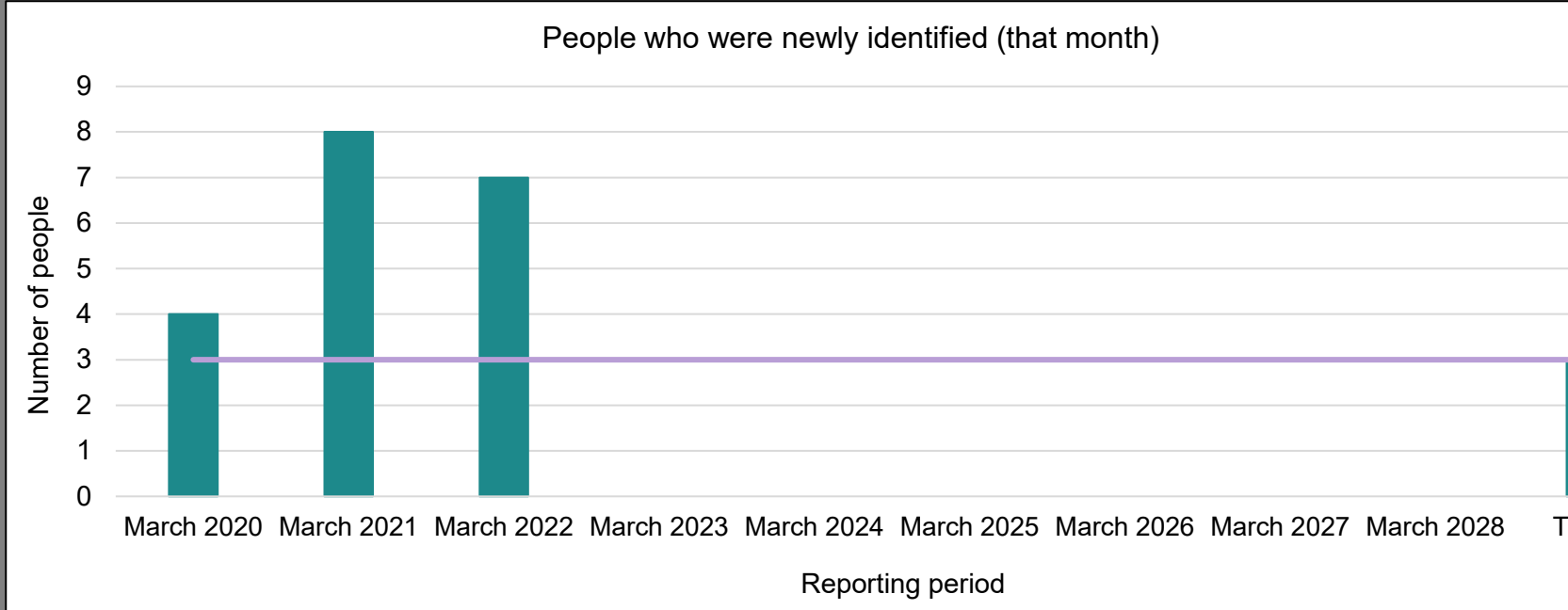


**End of Section 4**



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

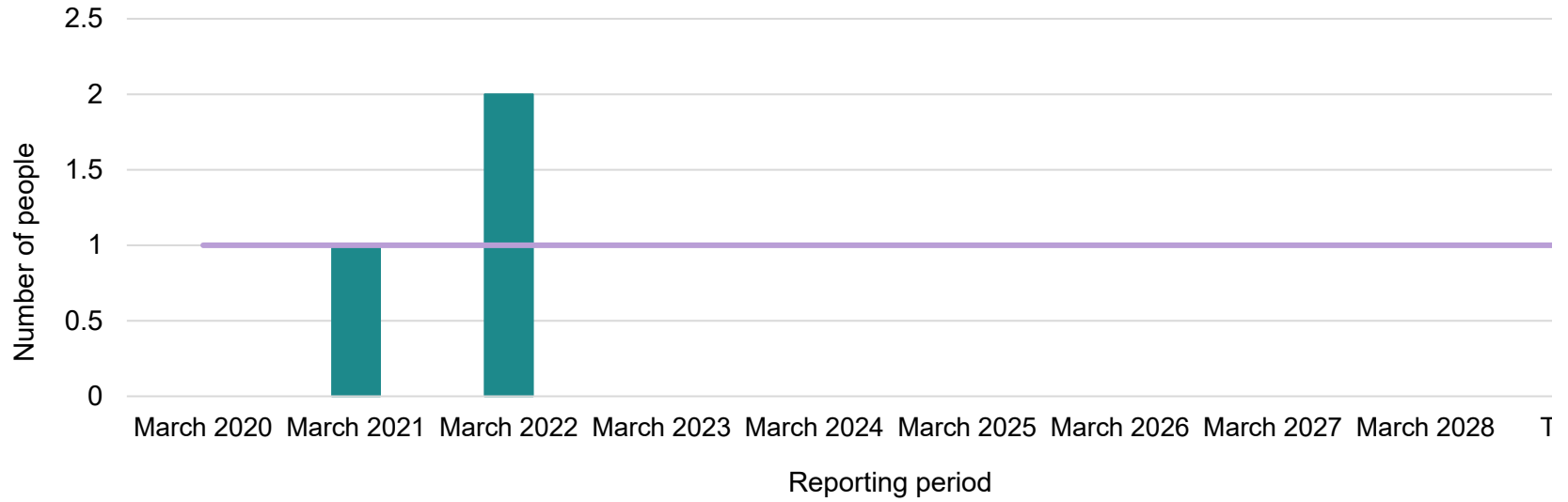


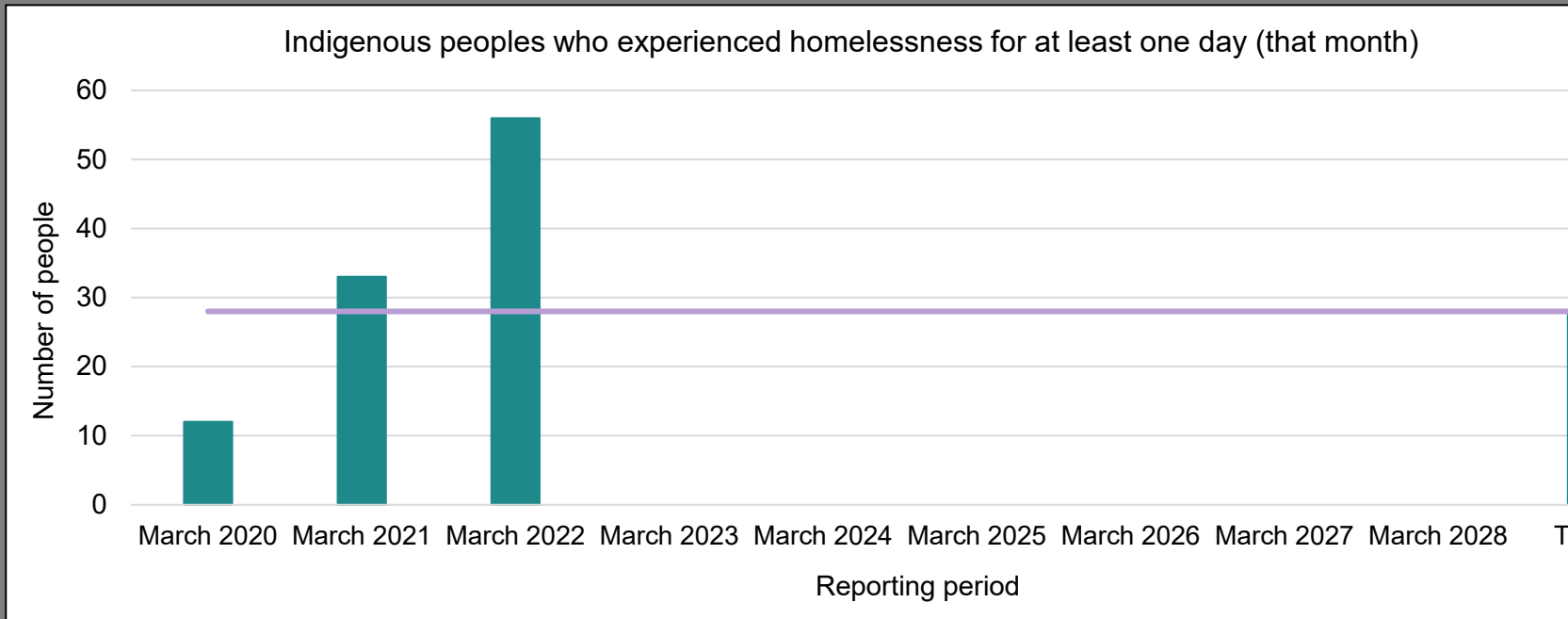



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### Returns to homelessness (that month)

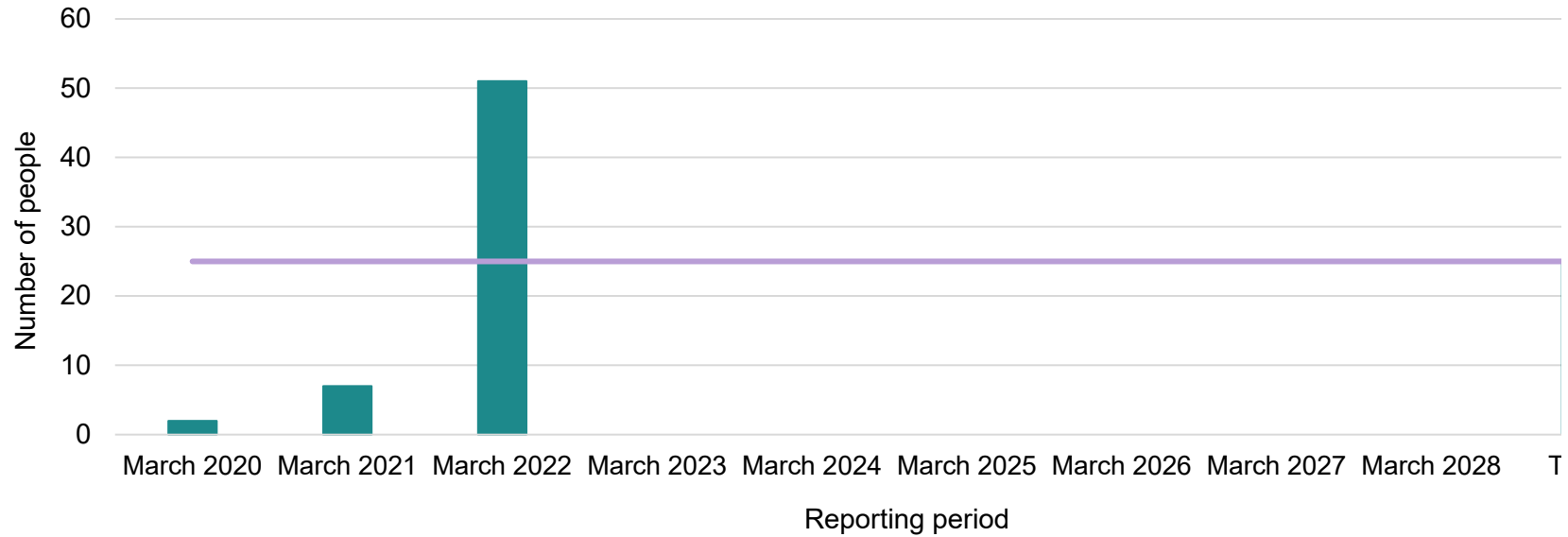






People who experienced chronic homelessness for at least one day (that month)



## COMMUNITY HOMELESSNESS REPORT SUMMARY

Yellowknife

2021-2022

### Collaboration between Indigenous and Non-Indigenous Partners

Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the Designated Community (DC) Community Entity (CE) and local Indigenous organizations?

Yes

Describe how this collaboration was done and how it affected the implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?

We have ensured that there is representation on the Coordinated Access Committee from local Indigenous Organizations. We have three organizations, Dene Nation and Arctic Indigenous Wellness Foundation as well as Nunavut and NWT Friendship Centres, who regularly attend, and we continue to reach out to other local Indigenous Organizations to encourage involvement as we would like to have more organizations involved. This collaboration has brought to light the discomfort many Indigenous peoples have towards government bureaucratic processes, and data collection due to historical trauma. This has brought unique challenges (ie. delays due assessment tool concerns) A27 to the process however will strengthen our final product,

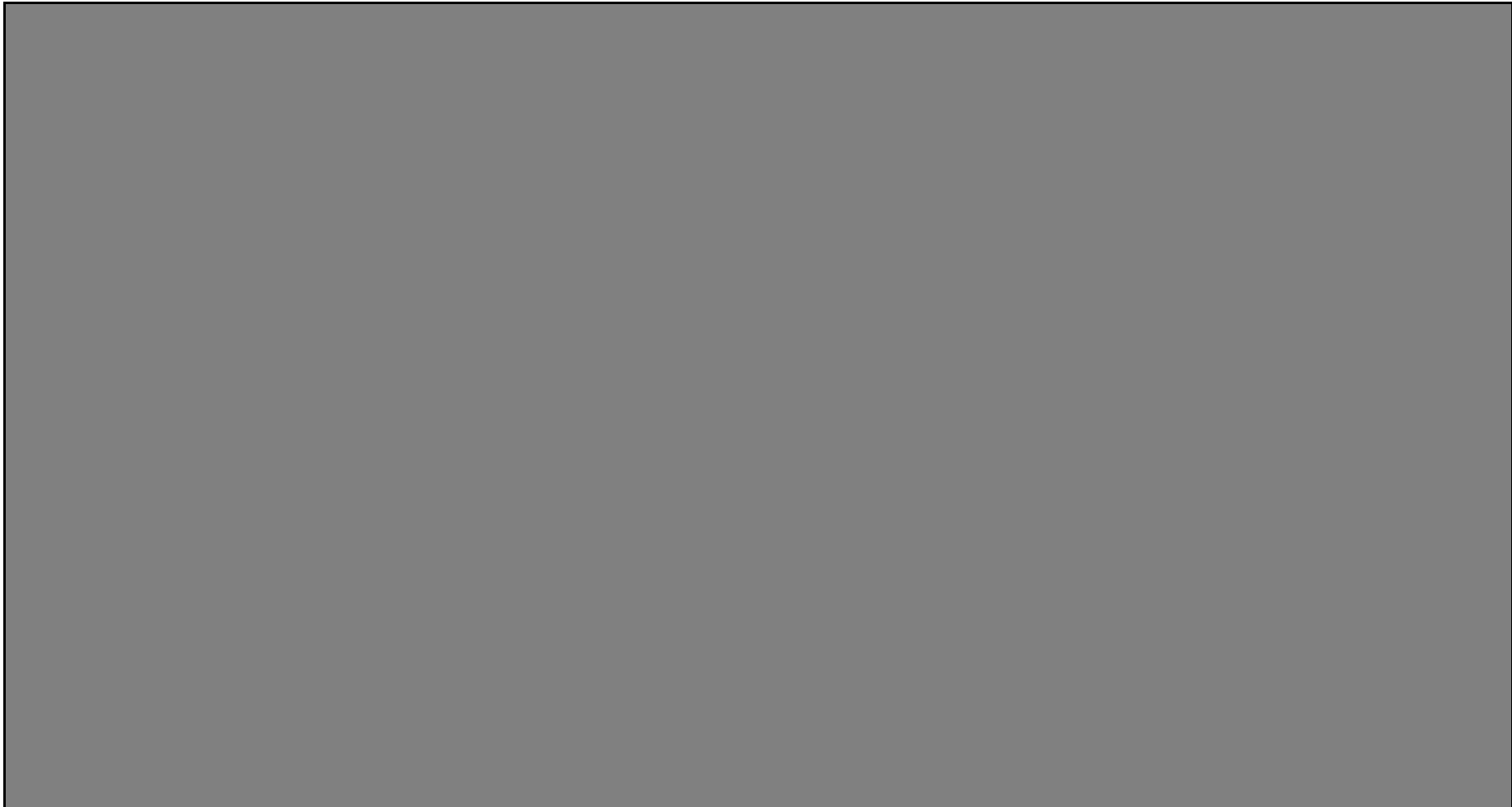
Specific to the implementation of Coordinated Access and an HMIS, has there been collaboration between the DC CE and the Indigenous Homelessness (IH) CE and/or Community Advisory Board (CAB), where applicable?	No
Describe how this collaboration will happen over the coming year.	
We do not have a Indigenous Homelessness CE in the NWT. The majority of the homeless population that access the programs we fund are Indigenous.	
With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the IH CE and/or CAB?	Yes

Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.

This report was presented to the Community Advisory Board on Homelessness(CAB) prior to submission. The CAB includes members from Arctic Indigenous Wellness Foundation, Dene Nation as well as two members with lived or living experiencing who identify as Indigenous.

Does your community have a separate IH CAB?

No



**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>	11	7	0

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

<b>Governance</b>	<b>HMIS</b>	<b>Access Points to Service</b>	<b>Triage and Assessment</b>	<b>Coordinated Access Resource Inventory</b>	<b>Vacancy Matching and Referral</b>
100%	100%	0%	50%	67%	33%

### 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? 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.

The biggest issues we've faced with achieving the minimum requirements have centred around assesment. Reaching Home has indicated that the Vulnerability Assessment Tool is the required assessment tool for coordinated access. This has posed challenges for organizations in the north as we lost staff who were initially trained and VAT training was halted nationwide, with training only available for BC Housing. As a result no assessments were completed for extended periods of time. However, the core assessment issue has truely been a discomfort with assessments of this type being completed with Indigenous clients. We have focused on this concern with the group, reviewing other less formalized assessment tools and continue to work towards the goal of having an assessment that meets Reaching Home criteria while addressing the concerns of Indigenous communities. Indigenous partners have expressed that these numerical assesments echo colonial histories and are not something they're comfortable taking part it. Similarly HIFIS has raised issues as there's a distrust of government holding data.

A52

### Outcomes-Based Approach Self-Assessment

Where does data for the List come from?

- Excel
- HIFIS
- Other HMIS

	<input type="checkbox"/> Other data source(s) <input type="checkbox"/> Not applicable – Do not have a List yet
In the future, will data from the community’s HMIS (either HIFIS or an existing, equivalent system) be used to get data for the List?	Yes

**Optional question:** How does data from the List compare to other community-level data sources that are considered reliable? This is an optional follow-up question for communities that have completed the “CHR Community-Level Data Comparisons”.



Community did not complete this optional question.

### Summary Table

The table below provides a summary of the work your community has done so far to transition to an outcomes-based approach under Reaching Home.

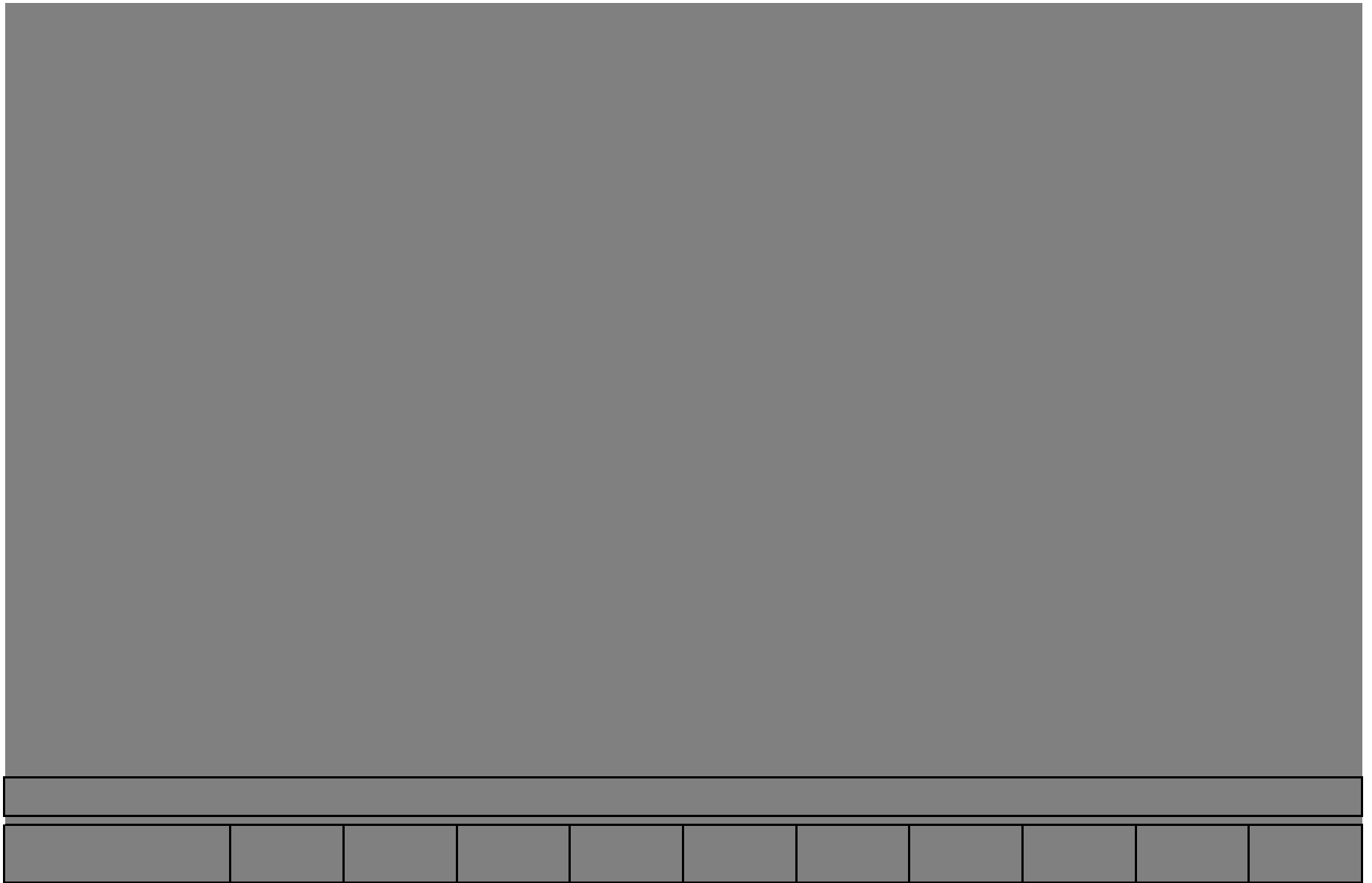
Step 1: Has a List	Step 2: Has a real-time List	Step 3: Has a comprehensive List	Step 4:	
			Can report annual outcome data (mandatory)	Can report monthly outcome data (optional)
Yes	Yes	Not yet	Not yet	Not yet

Summary Comment
Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to transition to an outcomes-based approach under Reaching Home?

We continue to improve data entry into HIFIS. Some local Indigenous organizations do not want to use HIFIS due to mistrust of government, Making data collection difficult and data sets incomplete. While our outreach partners have struggled with setting time aside to enter data as they don't have a method to do so while on the road. In the next year we will continue to provide on site training to staff at all orgs to raise comfort level with HIFIS. We have considered purchasing iPads to facilitate this process for outreach workers and will be looking further into the logistics of this. We continue to work with Indigenous partners to address trust concerns.

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

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.





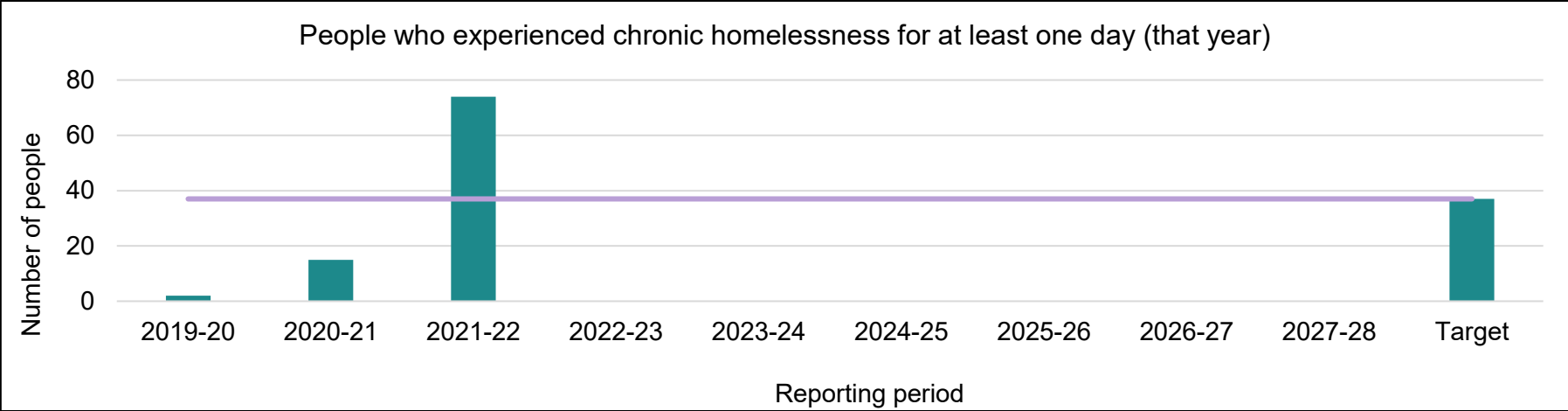






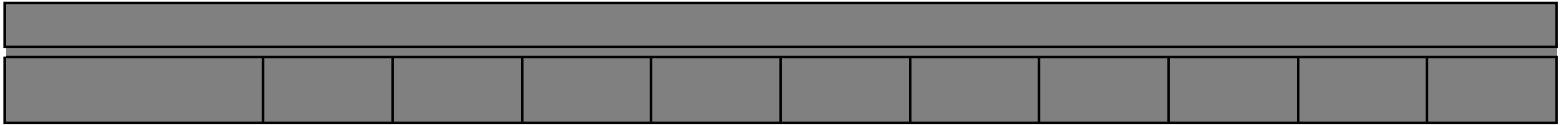


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**Community-Level Core Outcomes – Monthly Data Reporting**

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











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

