

Ending Chronic Homelessness Data Tables

Full definitions for the indicators and measures below are located in Appendix “D” to Report HSC23076 - Ending Chronic Homelessness Data Dictionary.

Population Indicators (Monitoring)

Ref #	Indicators	Goal	Fiscal 2020-21	Fiscal 2021-22	Fiscal 2022-23	Assessment and/or Sector Comments
POP1	Number of unique individuals who were homeless for at least one day during the reporting period	Reduce homelessness by 5% overall annually	2738	3230 (+492)	3069 (-161)	Data collection coverage and phased program onboarding onto HIFIS may account for previous increases in reported results.
POP2	Number of unique individuals who experienced chronic homelessness during the reporting period	End chronic homelessness by 2025	1420	684 (-736)	1026 (+342)	The method for determining chronicity was updated in 2021-22 to align with federal methods for determining chronicity. As a result, figures from 2020-21 and 2021-22 are not directly comparable.
POP3	Number of unique individuals who were included for the first time as homeless during the reporting period	Reduce new inflow into homelessness by 10% annually	1521	2023 (+502)	1676 (-347)	Increases in the number of clients with long lengths of stay in the shelter system as a result of limited outflow options impacts the shelter system capacity to accept new clients and client turnover rates. This is a possible contributing factor to the noted decrease.
POP4	Number of unique individuals who returned to homelessness from housing or any transitional living situation	Less than 15% of individuals or households return to homelessness each year	83	150 (+67)	201 (+51)	NA

More information about the reporting definitions used above can be found at [Community Homelessness Report: HIFIS Report Guide](#)

System Performance Measures

To support understanding the system performance information provided, please note the following:

- When a measure includes the word “unique” it means we are able to count unique people who have accessed service during the timeframe. These numbers, across the quarters, will not add up to the “unique” year-to-date total. They should be interpreted as the number of clients accessing service at

least once during the timeframe. These results only include clients who have consented to have their personal information stored in the Homeless Individuals and Families Information System (HIFIS 4.0) and therefore may be an under-representation of service provision.

- When a measure does not include the word “unique” it means we are not counting unique people who have accessed service during the timeframe. Because of how the information is collected or managed we were not able to say whether individuals accessing the services more than once within the timeframe have only been counted once for the quarter or year-to-date total.
- When a measure includes the word “interactions” it counts the number of times a service was provided and not the number of people receiving the service. This includes services provided to both known clients and interactions recorded anonymously (e.g. when consent for HIFIS data collection was declined).
- All measures should be considered independent of one another unless otherwise noted and results are not expected tally up to the total reached in each section.

Measure		Jan-Mar 2023	Apr-Jun 2023	2023 YTD	Assessment and/or Sector Comments
Prevention Programs (PRV)					
Description: Includes programs offering financial support (rent and utility arrears, etc.) and/or housing supports to achieve housing stabilization for those at imminent risk for homelessness					
PRV1	Number of individuals reached by prevention programs	3890	5026	6505	Reach Target ¹ 9500: On track to be below based on mid year
PRV2	Number of households connected to a longer-term (approx. 5 years) housing allowance, tenant fund, or rent supplement programs to maintain their housing	2352	3020	3052	Over quarter increases attributed to increased access to the Tenant Defence Fund.
PRV3	Number of individuals/households who received one-time financial assistance from a prevention program	832	1030	1862	Over quarter increases attributed to increased access to Rent Ready program in Q2
PRV4	Total financial (dollars) one-time assistance provided from a prevention program	\$728,273	\$1,013,476	\$1,741,748	Over quarter increases attributed to increased access to Rent Ready program in Q2

¹ The [Coming Together to End Homelessness: Hamilton's Systems Planning Framework](#) (July 2019) identified a number of program reach and outcome targets.

Measure		Jan-Mar 2023	Apr-Jun 2023	2023 YTD	Assessment and/or Sector Comments
Shelter Diversion Programs (DV)					
Description: Supports for clients to identify and connect to alternative immediate housing arrangements that can prevent the need to stay in emergency shelters					
DV1	Number of individuals reached by diversion programs	460	515	975	Reach Target: Not Available
DV2	Number of individuals/households who received one-time financial assistance from a diversion program	29	34	63	NA
DV3	Total financial (dollars) one-time assistance provided from a diversion program	\$24,973	\$28,250	\$47,463	NA
Drop-in Programs (DI)					
Description: Provide services to meet basic needs and connect to additional housing resources and supports					
DI1	Number of individuals reached by drop-in programs	924	1101	1592	Reach Target: Not Available
DI2	Number of drop-in program interactions where individuals received support with their basic needs	12,493	19,098	31,591	Basic needs service delivery is central to the scope of drop-in programs.
DI3	Number of drop-in program interactions where individuals received support with their housing needs	776	655	1428	Not all programs are funded by Reaching Home but still strive to support with housing search readiness and stabilization.
Housing-focused Street Outreach Program (HFSO)					
Description: Provide services to meet basic needs and connect to additional housing resources and supports for people experiencing unsheltered homelessness					
HFSO1	Number of unique individuals reached by the Housing-Focused Street Outreach program who have consented to have their personal information stored in HIFIS	117	184	247	Reach Target 300: On track to exceed at mid year HFSO program reach continues to be higher than 2022 as reported in the monthly Encampment Response Team Communication Updates
HFSO2	Number of Housing-Focused Street Outreach program client interactions where individuals received support with their basic needs	144	276	420	HFSO program interactions continue to be higher than 2022 as reported in the monthly Encampment Response Team Communication Updates

Measure		Jan-Mar 2023	Apr-Jun 2023	2023 YTD	Assessment and/or Sector Comments
HFSO3	Number of Housing-Focused Street Outreach program client interactions where individuals received support with their housing needs	344	458	802	HFSO program interactions continue to be higher than 2022 as reported in the monthly Encampment Response Team Communication Updates
Emergency Shelter Early Intervention Supports (ESEI)					
Description: Provides individuals/households with intensive and targeted supports to find alternative stable housing arrangements within 14 days or less of their emergency shelter stay					
ESEI1	Number of unique individuals reached by the emergency shelter early intervention programs (i.e. received targeted housing supports within the first 14 days)	241	381	480	Reach Target: Not Available
Emergency Shelters (ES)					
Description: Provides individuals/households with short-term emergency shelter to meet their basic needs (bed, meals, etc.) and support with resources to locate and secure stable housing					
ES1	Number of unique individuals provided with an emergency shelter bed/room when needed - overall (unique shelter stayers)	1211	1318	1833	Reach Target 2800: On track to meet at mid year
ES1a	Number of unique individuals provided with an emergency shelter bed/room when needed - through permanent emergency shelter spaces (unique shelter stayers)	1050	1141	1612	Current shelter bed/room capacity is 265 single rooms and 20 family rooms.
ES1b	Number of unique individuals provided with an emergency shelter bed/room when needed - through overflow spaces made available as demand fluctuated (unique shelter stayers)	294	255	410	Changes to overflow shelter spaces so far in 2023 include: closure of women's shelter services at 378 Main Street East (Cathedral, 63 beds), opening of women's shelter services at 46 West Avenue North (20 beds), increases in available hotel spaces (32 to 42 rooms)
ES2	Number of unique individuals who received support with their housing needs	Currently under development pending data collection improvements			
Transitional Housing Programs (TH)					
Description: Provides place-based time-limited support designed to move individuals to independent living or permanent housing. The length of stay is typically less than one year					
TH1	Number of unique individuals reached by transitional housing programs	76	69	80	Reach Target 160: On track to be below at mid year

Measure		Jan-Mar 2023	Apr-Jun 2023	2023 YTD	Assessment and/or Sector Comments
TH2	Number (and percent) of unique individuals supported by a transitional living program placed into more stable housing by the end of their stay in the transitional living situation	7 (9%)	12 (17%)	19 (24%)	Program staff investments were cited as the driver of quarterly improvements by an included program
TH3	Number (and percent) of unique individuals supported by a transitional living program who returned to homelessness after being housed	Currently under development pending data collection improvements			
Rapid Rehousing Programs (RRH)					
Description: Case management and housing support for mid acuity participants facing long-term homelessness (chronic homelessness). The length of the intervention is up to 9 months.					
RRH1	Number of unique individuals reached by rapid rehousing programs	501	493	543	Reach Target 260: On track to exceed at mid year
RRH2	Combined caseload ratio (Staffing Complement FTEs as per Contract with the City of Hamilton)	1:43 (11.7)	1:39 (12.8)	1:44 (12.2)	Programs are currently actively recruiting and onboarding staff into case management positions. Target caseload ratios for rapid rehousing programs are 1:25.
RRH3	Number (and percent) of unique individuals supported by a rapid rehousing program (i.e., reached) who were placed into more stable housing	368 (73%)	344 (70%)	394 (73%)	The remaining clients have ongoing housing searches with the programs.
RRH4	Number (and percent) of unique individuals supported by a rapid rehousing program who returned to homelessness after being housed (as per staff follow-up)	21 (6%)	19 (6%)	26 (7%)	The remaining housed clients are either still housed and exited the program (RRH5), still housed and receiving ongoing program supports, declined follow-up, or unable to contact.
RRH5	Number (and percent) of unique individuals supported by a rapid rehousing program who successfully exited the program (i.e., individual was housed able to live independently without ongoing case supports)	157 (43%)	125 (36%)	165 (42%)	The remaining housed clients are no longer housed (RRH4), housed and still receiving program supports, or declined follow up or unable to contact.
Intensive Case Management Programs (ICM)					
Description: Longer-term case management and housing support to higher acuity participants facing long-term homelessness (chronic homelessness), addictions, mental health. The length of the intervention is generally between 12 and 24 months					

Measure		Jan-Mar 2023	Apr-Jun 2023	2023 YTD	Assessment and/or Sector Comments
ICM1	Number of unique individuals reached by intensive case management programs	578	615	643	Reach Target 744: On track to exceed at mid year
ICM2	Combined caseload ratio (Staffing Complement FTEs as per Contract with the City of Hamilton)	1:18 (31.8)	1:14 (43.5)	1:15 (41.8)	Programs are currently actively recruiting and onboarding staff into case management positions. Higher acuity clients often require additional staff supports (e.g. multiple staff or senior staff). Target caseload ratios for intensive case management programs are 1:20 for adults or 1:11 for youth.
ICM3	Number (and percent) of unique individuals supported by an intensive case management program (i.e., reached) who were placed into more stable housing	424 (73%)	428 (70%)	482 (75%)	The remaining clients have ongoing housing searches with the programs.
ICM4	Number (and percent) of unique individuals supported by an intensive case management program who returned to homelessness after being housed	84 (20%)	74 (17%)	90 (19%)	The remaining housed clients are either still housed and exited the program (ICM5), still housed and receiving ongoing program supports, declined follow-up, or unable to contact.
ICM5	Number (and percent) of unique individuals supported by an intensive case management program (i.e., reached) who successfully exited the program (i.e., individual was housed able to live independently without ongoing case supports)	227 (54%)	221 (52%)	243 (50%)	The remaining housed clients are no longer housed (ICM4), housed and still receiving program supports, or declined follow up or unable to contact.

NA = Not available