

Core Performance Measure Reporting

# ENDING CHRONIC HOMELESSNESS

DATA DICTIONARY

Version 1.2023

Prepared by:  
Housing Services Division  
Healthy and Safe Communities  
City of Hamilton

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## PURPOSE OF THE DATA DICTIONARY

On March 23, 2023, the Ending Chronic Homelessness (HSC23021) Information Report prepared by the Housing Services Division in the Health and Safe Communities Department provided an update on the current state of homelessness in Hamilton, including needs, trends and existing interventions, as well as information on what it would take to end homelessness in Hamilton rather than simply manage it. The report was intended to answer questions raised by Council and community members and builds from the Homelessness and Housing Action Plan and the work on the Housing Sustainability and Investment Roadmap (HSIR).

Included in the report was a section called Measuring Results that outlined the core performance measure by the homelessness serving sector for reporting back on the progress towards ending chronic homelessness. The Housing Services Division committed to reporting back on the progress towards ending chronic homelessness for the January – June 2023 timeframe, and annually thereafter. This report was received by Hamilton City’s Council on March 29, 2023. The report back to City Council is currently listed on the Housing Services Outstanding Business List (OBL) with a reporting timeline of November 2023.

This data dictionary document is intended to be supportive reference material for understanding the definitions of the performance measures being used in that report.

### Data dictionary

This document describes each **intervention-specific core performance measure** and includes information about the key terms/ definitions, calculation method (when applicable), data sources, and other relevant considerations.

#### *Key information:*

**This document contains detailed information about each intervention-specific core performance measure identified for the Housing Services Division Ending Chronic Homelessness annual report back to Hamilton City Council**

If you have any questions about the information in this document, please contact [HIFIS@hamilton.ca](mailto:HIFIS@hamilton.ca).

## DATA DICTIONARY

### *Key information:*

#### Detailed information about each intervention-specific core performance measure includes:

- Measure
- Intervention alignment
- Rationale
- Influencing factors
- Interpretation
- Key terms and definitions
  - Inclusions and exclusions
- How is it calculated
- Data source
  - Standard report location and name (as applicable)
- Limitations
- Change log
- Date last revised

The data dictionary below contains detailed information for each measure. Each dictionary contains the following:

- **Measure:** Core performance measure being reported
- **Intervention alignment:** This measure related to what intervention type within the housing support continuum.
- **Rationale/ why is it important:** A description of why this measure is important and what it tells us
- **Influencing factors:** A description of the external factors that play a role in the measure results
- **Interpretation:** A description how to interpret the results including preferred direction
- **Key terms and definitions:** What are the key terms/ definitions, inclusions/ exclusions etc. for this measure
- **How is it calculated/ recorded:** What is the numerator and/ or denominator for this measure; What information is being recorded for this measure
- **Data source:** Data/ information for this measure comes from where
- **Limitations or comments:** Are there any other issues or considerations for this indicator
- **Change log:** A record of any changes to the measure definition, data source, data collection processes throughout the reporting cycles that may influence the comparability of the results over time.
- **Date last revised:** This measure was last revised on what date

## POPULATION INDICATORS (MONITORING)

A population indicator is a measure that helps quantify the achievements of a population level result or goal.

<b>Measure POP1</b>	<b>Number of unique individuals who were homeless for at least one day during the reporting period</b>
<b>Intervention Alignment</b>	Population/System-wide
<b>Rationale (Why is it important?)</b>	Assesses progress towards the Coming Together to End Homelessness: Hamilton's Systems Planning Framework (July 2019) system-level goal of reduce homelessness by 5% overall annually.
<b>Influencing Factors</b>	Population-level indicators can be influenced by: <ul style="list-style-type: none"> <li>• Population demographic shift</li> <li>• Population living conditions</li> <li>• Available services and amenities</li> <li>• Data entry and data reporting practices</li> <li>• Program outcomes</li> </ul>
<b>Interpretation</b>	Higher numbers represent more people experiencing homelessness within the time period.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Community Homelessness Report (CHR) Definition: total number of unique individuals who were homeless for at least one day during the reporting period</p> <p>HIFIS Definition: total number of people in a cluster that were Homeless and Active during the selected reporting period.</p> <p>This means that if, for at least one day over the reporting period, the person had:</p> <ul style="list-style-type: none"> <li>• A Client State of Active; and,</li> <li>• A Housing Status of Homeless or Chronically Homeless.</li> </ul> <p>Relevant Modules: Consent, Housing History, Admissions, and other Service Transaction Modules (e.g., Case Management, Goods and Services)</p> <p>Additional rules:</p> <ul style="list-style-type: none"> <li>• Each person is only counted once.</li> <li>• Excludes people that had a Client State of Inactive during the entire reporting period.</li> <li>• Excludes people that only had a Housing Status of Housed or Transitional during the reporting period. For</li> </ul>

	<p>example, if someone only has housing types that correspond to Transitional, they will not be included.</p> <ul style="list-style-type: none"> <li>• Excludes people with “Declined – Anonymous” consent</li> </ul> <p>Reported by fiscal year April to March.</p>
<b>Calculation</b>	Count (Unique individuals)
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Community Homelessness Report (CHR)</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the shelter provider may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p> <p>Data depicted above may be different from other City of Hamilton reporting) because of a difference in the report inclusion criteria (i.e. exclusion or inclusion with incomplete housing history).</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure POP2</b>	<b>Number of unique individuals who experienced chronic homelessness during the reporting period</b>
<b>Intervention Alignment</b>	Population/System-wide
<b>Rationale (Why is it important?)</b>	Assesses progress towards the Coming Together to End Homelessness: Hamilton’s Systems Planning Framework (July 2019) system-level goal of ending chronic homelessness by 2025.
<b>Influencing Factors</b>	<p>Population-level indicators can be influenced by:</p> <ul style="list-style-type: none"> <li>• Population demographic shift</li> <li>• Population living conditions</li> <li>• Available services and amenities</li> </ul>

	<ul style="list-style-type: none"> <li>• Data entry and data reporting practices</li> <li>• Program outcomes</li> </ul>								
<b>Interpretation</b>	Higher numbers represent more people experiencing chronic homelessness within the time period.								
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>CHR Definition: number of unique individuals who, according to the List, experienced chronic homelessness during the reporting period</p> <p>HIFIS Definition: number of people who had a Client State of Active, a Housing Status of Chronically Homeless for at least one day during the reporting period.</p> <p>Chronic Homelessness is defined using the federal definition and uses a combination of shelter stays from admissions records and entries in Housing History that correspond to a homeless housing type.</p> <p>The homeless housing types that are included in the calculation of chronic homelessness are:</p> <table border="1"> <tr> <td>Couch Surfing – Staying with Family / Friends / Acquaintances</td><td>Couch Surfing – Staying with Family / Friends / Acquaintances</td></tr> <tr> <td>Encampment / Campsite Makeshift / Street</td><td>Encampment / Campsite Makeshift / Street</td></tr> <tr> <td>Hotel / Motel</td><td>Hotel / Motel</td></tr> <tr> <td>Vehicle</td><td>Vehicle</td></tr> </table> <p>Additional rules:</p> <ul style="list-style-type: none"> <li>• Each person is only counted once.</li> <li>• Excludes people that had a Client State of Inactive during the entire reporting period.</li> <li>• Excludes people that only had a Housing Status of Housed or Transitional during the reporting period. For example, if someone only has housing types that correspond to Transitional, they will not be included.</li> </ul>	Couch Surfing – Staying with Family / Friends / Acquaintances	Couch Surfing – Staying with Family / Friends / Acquaintances	Encampment / Campsite Makeshift / Street	Encampment / Campsite Makeshift / Street	Hotel / Motel	Hotel / Motel	Vehicle	Vehicle
Couch Surfing – Staying with Family / Friends / Acquaintances	Couch Surfing – Staying with Family / Friends / Acquaintances								
Encampment / Campsite Makeshift / Street	Encampment / Campsite Makeshift / Street								
Hotel / Motel	Hotel / Motel								
Vehicle	Vehicle								
<b>Calculation</b>	Count (Unique individuals)								
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Community Homelessness Report (CHR)</p>								
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the shelter provider may have provided service to</p>								



	<p>because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p> <p>Data depicted above may be different from other City of Hamilton reporting) because of a difference in the report inclusion criteria (i.e. exclusion or inclusion with incomplete housing history).</p>
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<b>Measure POP3</b>	<b>Number of unique individuals who were included for the first time as homeless during the reporting period</b>
<b>Intervention Alignment</b>	Population/System-wide
<b>Rationale (Why is it important?)</b>	Assesses progress towards the Coming Together to End Homelessness: Hamilton’s Systems Planning Framework (July 2019) system-level goal of reducing new inflow into homelessness by 10% annually
<b>Influencing Factors</b>	<p>Population-level indicators can be influenced by:</p> <ul style="list-style-type: none"> <li>• Population demographic shift</li> <li>• Population living conditions</li> <li>• Available services and amenities</li> <li>• Program outcomes</li> </ul>
<b>Interpretation</b>	Higher numbers represent more people newly experiencing homelessness within the time period.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>CHR Definition: number of unique individuals who were included on the List for the first time during the reporting period</p> <p>HIFIS Definition: a person that was a ‘new inflow to homelessness’ has no previous experiences of homelessness prior to their experience during the reporting period.</p> <p>This means that the earliest date in which the client had a Client State of Active, and, a Housing Status of Homeless or Chronically Homeless was during the reporting period.</p>

	<p>Relevant Modules: Consent, Housing History, Admissions, and other Service Transaction Modules (e.g., Case Management, Goods and Services)</p> <p>Additional rules:</p> <ul style="list-style-type: none"> <li>• Each person is only counted once. Someone can only be newly identified once. Subsequent experiences will be calculated as a ‘return’ to homelessness (i.e., a return to the List).</li> <li>• A person can be both ‘new’ and ‘returned’ in the same reporting period, if the conditions allow (e.g., the dates capture at least two housing losses, with the first loss being the only documented homelessness episode).</li> <li>• Excludes people that had a Client State of Inactive during the entire reporting period.</li> <li>• Excludes people that only had a Housing Status of Housed or Transitional during the reporting period. For example, if someone only has housing types that correspond to Transitional, they will not be included.</li> <li>• Excludes people with ‘Declined – Anonymous’ consent.</li> </ul>
<b>Calculation</b>	Count (Unique individuals)
<b>Data Source</b> (including Standard Report name and location)	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Community Homelessness Report (CHR)</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the shelter provider may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p> <p>Data depicted above may be different from other City of Hamilton reporting) because of a difference in the report</p>

	inclusion criteria (i.e. exclusion or inclusion with incomplete housing history).
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<b>Measure POP4</b>	<b>Number of unique individuals who returned to homelessness from housing or any transitional living situation</b>
<b>Intervention Alignment</b>	Population/System-wide
<b>Rationale (Why is it important?)</b>	Assesses progress towards the Coming Together to End Homelessness: Hamilton’s Systems Planning Framework (July 2019) system-level goal of less than 15% of individuals or households return to homelessness each year.
<b>Influencing Factors</b>	Population-level indicators can be influenced by: <ul style="list-style-type: none"> <li>• Population demographic shift</li> <li>• Population living conditions</li> <li>• Available services and amenities</li> <li>• Program outcomes</li> </ul>
<b>Interpretation</b>	Higher numbers represent more returning to homelessness within the time period.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>CHR Definition: number of unique individuals who returned to homelessness from housing or any transitional living situation.</p> <p>HIFIS Definition: a person has ‘returned to homelessness’ if they:</p> <ul style="list-style-type: none"> <li>• Had at least two Housing Status entries of Homeless (of which one entry was within the reporting period), and, had an entry of Housed and/or Transitional immediately prior to the Homeless entry that was within the reporting period.</li> </ul> <p>Note: Data gaps and Housing Statuses of Unknown will impact the data quality of this outcome, as HIFIS does not have the data to correctly classify a person as returned during the reporting period</p> <p>Relevant Modules: Consent, Housing History, Admissions</p> <p>Additional rules:</p> <ul style="list-style-type: none"> <li>• Each person is only counted once, even if they ‘return to homelessness’ multiple times during a reporting period.</li> </ul>

	<ul style="list-style-type: none"> <li>• Excludes people that had a Client State of Inactive during the entire reporting period.</li> <li>• Excludes people that only had a Housing Status of Housed or Transitional during the reporting period. For example, if someone only has housing types that correspond to Transitional, they will not be included.</li> <li>• A person can return to homelessness from transitional housing (as a Housing Type) because Transitional is a distinct Housing Status.</li> <li>• The earlier entry of homelessness, housing or transitional housing can take place before the reporting period starts. The Report looks to see if you returned during the reporting period, not if you were housed then homeless during that same reporting period.</li> <li>• A client can be both ‘new’ and ‘returned’ in the same reporting period, if the conditions allow (e.g., the dates capture at least two housing losses, with the first loss of housing being the only documented homelessness episode).</li> <li>• If multiple Housing Statuses exist in-between the experiences of homelessness, the report will only consider the entry immediately prior to the last experience of homelessness that is within the reporting period. The Report counts the most recent return to homelessness Housing Status.</li> <li>• Periods of Unknown Housing Status will impact the calculation of this data point.</li> </ul>
<b>Calculation</b>	Count (Unique individuals)
<b>Data Source (including Standard Report name and location)</b>	Homeless Individuals and Families Information System (HIFIS 4.0) Community Homelessness Report (CHR)
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the shelter provider may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p>

The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.

Data depicted above may be different from other City of Hamilton reporting) because of a difference in the report inclusion criteria (i.e. exclusion or inclusion with incomplete housing history).

**Change Log**

Created June 2023

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June 30, 2023

## CORE PERFORMANCE MEASURES

### PREVENTION PROGRAMS

Prevention programs couple financial support (rent and utility arrears, etc.) with housing supports to achieve housing stabilization for those at imminent risk for homelessness.

This section includes prevention programs with City of Hamilton coordinated funding from:

- Government of Canada Reaching Home
- Province of Ontario Homeless Prevention Program (HPP)
- City of Hamilton

This section includes combined results from the following programs:

- Housing Help Centre HHC Core Client (administration for all HHC programs)
- Housing Help Centre – Housing Emergency Loan Program (H.E.L.P)
- St. Matthews House Housing Outreach Prevention Eviction for Seniors (HOPE)
- Good Shepherd Staying Home Program (Women & Families)
- CCAS Community Youth Housing Project
- HRIC Indigenous Housing & Homelessness Supports and Services
- Housing Stability Benefit (HSB) Program
- Rent Ready Program
- Canada-Ontario Housing Benefit (COHB) Program
- Municipal Housing Allowances
- Rent Supplements Program
- Tenant Defence Fund Pilot Program

Measure PRV1	Number of individuals and/or households reached by prevention programs
Intervention Alignment	Prevention
Rationale (Why is it important?)	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.
Influencing Factors	Measures of program reach can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> <li>• data entry practices and reporting definitions</li> </ul>

**Interpretation**

Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.

**Key Terms & Definitions (including Inclusions/ Exclusions)**

Each reporting program was asked to provide:

Measure	Definition
Number of individuals reached	The number of unique individuals who benefited from a core prevention and/or shelter diversion service during the time period identified. Count all members of a family separately.

Current results include program-reported aggregate values and therefore it cannot be assumed that the total reflects a unique count of individuals.

Current included programs

- Housing Help Centre HHC Core Client (Inclusions: all individuals served through a HHC program or service)
- St Matthews House Housing Outreach Prevention Eviction for Seniors (HOPE)
- Good Shepherd Staying Home Program (Women & Families)
- CCAS Community Youth Housing Project
- HRIC Indigenous Housing & Homelessness Supports and Services
- City of Hamilton Housing Services – Rent Ready
- City of Hamilton Housing Services – Housing Stability Benefit (HSB)
- City of Hamilton Housing Services – Canada-Ontario Housing Benefit (COHB)
- City of Hamilton Housing Services – Municipal Housing Allowance
- City of Hamilton Housing Services – Rent Supplements
- City of Hamilton Housing Services – Tenant Defence Fund Pilot

Additional comments about the data provided are documented below:

CCAS Community Youth Housing Project: Includes new intakes to diversion program and immediate diversions not intaked by caseworker during specified time periods.

	<p>Folks can receive light touch support for up to six months through the program. To avoid duplication, only new clients accessing diversion services were counted for each time period. Actual number of youth being supported in each time period is higher due to ongoing supports offered.</p> <p>City of Hamilton Housing Services – Housing Stability Benefit (HSB): Clients can be either homeless or at risk of homelessness.</p> <p>City of Hamilton Housing Services – Rent Ready: Rent Ready issued between Jan 1 to June 1 was limited. All clients have already been approved for HSB and have accessed HSB funds (sub population). Clients can be either homeless or at risk of homelessness.</p> <p>HRIC Indigenous Housing &amp; Homelessness Supports and Services: HRIC services includes prevention work completed by the Indigenous Homelessness Navigators</p>
<b>Calculation</b>	Sum (Unique Individuals Reached per Program)
<b>Data Source</b> <b>(including Standard Report name and location)</b>	<b>Program-reported</b> As provided by the reporting program representative or City of Hamilton Housing Services Division representative
<b>Limitations or Comments</b>	<p>This result potentially overcounts the number of unique individuals reached across the homeless serving sector because individuals who receive service from various service providers within the reported time frame will be counted more than once in the aggregate result.</p> <p>Data for each reported time interval should not be added together for an annual total.</p> <p>Measures of reach do not consider the efficiency or effectiveness of the service provided.</p>
<b>Change Log</b>	Created June 2023
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<b>Measure PRV2</b>	<b>Number of households connected to a longer-term housing allowance, tenant fund, or rent supplement programs to maintain their housing</b>
<b>Intervention Alignment</b>	Prevention
<b>Rationale (Why is it important?)</b>	Measures the quantity of desired service provided. It demonstrates how many households accessed the service within the timeframe.



<b>Influencing Factors</b>	Measures of program service can be influenced by: <ul style="list-style-type: none"><li>• programs funding allocation</li><li>• available staffing complement</li><li>• eligible population size</li><li>• referral pathways and program access opportunities</li><li>• data entry practices and reporting definitions</li></ul>			
<b>Interpretation</b>	Higher numbers represent more households served. This can be as a result of community need or increase program capacity or efficiencies.			
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	Each reporting program was asked to provide:			
	<table><tr><th>Measure</th><th>Definition</th></tr><tr><td>Number of households who were connected to a longer-term housing allowance or rent supplement program to maintain their housing</td><td>The number of households who received support from the following programs:  City of Hamilton Housing Services – Canada-Ontario Housing Benefit (COHB)  City of Hamilton Housing Services – Municipal Housing Allowance  City of Hamilton Housing Services – Rent Supplements  City of Hamilton Housing Services – Tenant Defence Fund Pilot</td></tr></table>	Measure	Definition	Number of households who were connected to a longer-term housing allowance or rent supplement program to maintain their housing
Measure	Definition			
Number of households who were connected to a longer-term housing allowance or rent supplement program to maintain their housing	The number of households who received support from the following programs:  City of Hamilton Housing Services – Canada-Ontario Housing Benefit (COHB)  City of Hamilton Housing Services – Municipal Housing Allowance  City of Hamilton Housing Services – Rent Supplements  City of Hamilton Housing Services – Tenant Defence Fund Pilot			
	<p>Current results include program-reported aggregate values and therefore it cannot be assumed that the total reflects a unique count of households.</p> <p>Numbers are provided as of households and households include: Singles, Couples, and Families regardless of size Housing Allowances are temporary and not intended to be longer-term or permanent. They are typically a 5-year term.</p> <p>The process for allocating the rent subsidies varies depending on the funding source and only some of them are allocated to people directly experiencing homelessness. Some available subsidies have finite budgets and they can only be awarded when someone relinquishes one</p>			

	<p>Numbers are provided as total numbers, not the number awarded each quarter as for some programs there would be little or no change month to month. Results reported for the Tenant Defence Fund Pilot do, however, represent all new clients.</p> <p>Current included programs</p> <ul style="list-style-type: none"> <li>• City of Hamilton Housing Services – Canada-Ontario Housing Benefit (COHB)</li> <li>• City of Hamilton Housing Services – Municipal Housing Allowance <ul style="list-style-type: none"> <li>○ Includes Municipal Housing Allowance (PH), Hamilton Housing Benefit (HB), COVID Response Housing Benefit (CR) and IAH-E Housing First (HF)</li> </ul> </li> <li>• City of Hamilton Housing Services – Rent Supplements</li> <li>• City of Hamilton Housing Services – Tenant Defence Fund Pilot</li> </ul>
<b>Calculation</b>	Sum (Unique Individuals Reached per Program)
<b>Data Source</b> (including Standard Report name and location)	<p><b>Program-reported</b></p> <ul style="list-style-type: none"> <li>• As provided by City of Hamilton Housing Services Division representative based on internal reporting</li> </ul>
<b>Limitations or Comments</b>	<p>This result potentially overcounts the number of unique individuals reached across the homeless serving sector because individuals who receive service from various service providers within the reported time frame will be counted more than once in the aggregate result.</p> <p>Data for each reported time interval should not be added together for an annual total.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure PRV3</b>	<b>Number of individuals and/or households who received one-time financial assistance from a prevention program</b>
<b>Intervention Alignment</b>	Prevention

<b>Rationale (Why is it important?)</b>	Measures the quantity of desired service provided. It demonstrates how many people accessed the service within the timeframe.	
<b>Influencing Factors</b>	Measures of program service can be influenced by: <ul style="list-style-type: none"><li>• programs funding allocation</li><li>• available staffing complement</li><li>• eligible population size</li><li>• referral pathways and program access opportunities</li><li>• data entry practices and reporting definitions</li></ul>	
<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.	
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	Each reporting program was asked to provide:	
	<b>Measure</b>	<b>Definition</b>
	Number of individuals or households who received one-time financial assistance	The number of unique individuals or households who received any flex funds within the time period.
	Current results include program-reported aggregate values and therefore it cannot be assumed that the total reflects a unique count of households and/or individuals. Current included programs <ul style="list-style-type: none"><li>• Housing Help Centre HHC Core Client (HELP Program only)</li><li>• St Matthews House Housing Outreach Prevention Eviction for Seniors (HOPE)</li><li>• Good Shepherd Staying Home Program (Women &amp; Families)</li><li>• CCAS Community Youth Housing Project</li><li>• HRIC Indigenous Housing &amp; Homelessness Supports and Services</li><li>• City of Hamilton Housing Services – Rent Ready</li><li>• City of Hamilton Housing Services – Housing Stability Benefit</li></ul>	
<b>Calculation</b>	Sum (Unique Individuals Reached per Program)	
<b>Data Source</b>	<b>Program-reported</b> As provided by the reporting program representative or City of Hamilton Housing Services Division representative	

<b>(including Standard Report name and location)</b>	
<b>Limitations or Comments</b>	<p>This result potentially overcounts the number of unique individuals reached across the homeless serving sector because individuals who receive service from various service providers within the reported time frame will be counted more than once in the aggregate result.</p> <p>Data for each reported time interval should not be added together for an annual total.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure PRV4</b>	<b>Total financial (dollars) one-time assistance provided from a prevention program</b>	
<b>Intervention Alignment</b>	Prevention	
<b>Rationale (Why is it important?)</b>	Measures the quantity of desired service provided. It demonstrates how the amount of funds distributed within the timeframe.	
<b>Influencing Factors</b>	Measures of program service can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> <li>• data entry practices and reporting definitions</li> </ul>	
<b>Interpretation</b>	Higher numbers represent more funds distributed. This can be as a result of community need or increase program capacity or efficiencies.	
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	Each reporting program, was asked to provide:	
	<b>Measure</b>	<b>Definition</b>
	Total financial (dollars) one-time assistance provided	The total dollar amount of flex funds distributed within the timeframe.

	<p>Current results include program-reported aggregate values and therefore it cannot be assumed that the total reflects a unique count of households and/or individuals.</p> <p>Current included programs</p> <ul style="list-style-type: none"> <li>• Housing Help Centre HHC Core Client (HELP Program only)</li> <li>• St Matthews House Housing Outreach Prevention Eviction for Seniors (HOPE)</li> <li>• Good Shepherd Staying Home Program (Women &amp; Families)</li> <li>• CCAS Community Youth Housing Project</li> <li>• HRIC Indigenous Housing &amp; Homelessness Supports and Services</li> <li>• City of Hamilton Housing Services – Rent Ready</li> <li>• City of Hamilton Housing Services – Housing Stability Benefit</li> </ul> <p>Additional comments about the data provided are documented below:</p> <p>CCAS Community Youth Housing Project: Includes direct financial support for/towards Last Month’s Rent, and gift cards provided directly to clients to obtain/maintain housing</p>
<b>Calculation</b>	Sum (Unique Individuals Reached per Service Provider Program)
<b>Data Source</b> (including Standard Report name and location)	<b>Program-reported</b> As provided by the reporting program representative or City of Hamilton Housing Services Division representative
<b>Limitations or Comments</b>	<p>This result potentially overcounts the number of unique individuals reached across the homeless serving sector because individuals who receive service from various service providers within the reported time frame will be counted more than once in the aggregate result.</p> <p>Data for each reported time interval should not be added together for an annual total.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

## DIVERSION PROGRAMS

Diversion programs concentrate efforts in ensuring alternative immediate housing arrangements are fully explored and supported where needed. These programs target those at-risk for homelessness.

This section includes diversion programs with City of Hamilton coordinated funding from:

- Government of Canada Reaching Home
- Province of Ontario Homeless Prevention Program (HPP)

This section includes combined results from the following programs:

- Good Shepherd Family Centre Diversion
- Good Shepherd Men’s Shelter Diversion
- Good Shepherd Women’s Shelter Diversion
- Mission Men’s Shelter Diversion
- Salvation Army Men’s Shelter Diversion
- HRIC Indigenous Housing & Homelessness Supports and Services

Measure DV1	Number of individuals/households reached by diversion programs	
Intervention Alignment	Diversion	
Rationale (Why is it important?)	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.	
Influencing Factors	Measures of program reach can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> <li>• data entry practices and reporting definitions</li> </ul>	
Interpretation	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.	
Key Terms & Definitions (including Inclusions/ Exclusions)	Each reporting program was asked to provide:	
	Measure	Definition

	<p>Number of individuals reached</p> <p>The number of unique individuals who benefited from a core prevention and/or shelter diversion service during the time period identified. Count all members of a family separately.</p>
	<p>Current results include program-reported aggregate values and therefore it cannot be assumed that the total reflects a unique count of households and/or individuals.</p> <p>Current included programs</p> <ul style="list-style-type: none"> <li>• Good Shepherd Family Centre Diversion</li> <li>• Good Shepherd Men’s Shelter Diversion</li> <li>• Good Shepherd Women’s Shelter Diversion</li> <li>• Mission Men's Shelter Diversion</li> <li>• Salvation Army Men's Shelter Diversion</li> </ul> <p>Additional comments about the data provided are documented below:</p> <ul style="list-style-type: none"> <li>• Good Shepherd Women’s Shelter Diversion: Many of the individuals presenting for shelter space are experiencing absolute homelessness with limited diversion options. Increased safety concerns have reduced options for individuals when problem-solving alternative emergency placement options.</li> </ul>
<b>Calculation</b>	Sum (Unique Individuals Reached per Program)
<b>Data Source</b> (including Standard Report name and location)	<p><b>Program-reported</b></p> <p>As provided by the reporting program representative or City of Hamilton Housing Services Division representative</p>
<b>Limitations or Comments</b>	<p>This result potentially overcounts the number of unique individuals reached across the homeless serving sector because individuals who receive service from various service providers within the reported time frame will be counted more than once in the aggregate result.</p> <p>Data for each reported time interval should not be added together for an annual total.</p> <p>Measures of reach do not consider the efficiency or effectiveness of the service provided.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure DV2</b>	<b>Number of individuals and/or households who received one-time financial assistance from a diversion program</b>	
<b>Intervention Alignment</b>	Diversion	
<b>Rationale (Why is it important?)</b>	Measures the quantity of desired service provided. It demonstrates how many people accessed the service within the timeframe.	
<b>Influencing Factors</b>	Measures of program service can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> <li>• data entry practices and reporting definitions</li> </ul>	
<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.	
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	Each reporting program was asked to provide:	
	<b>Measure</b>	<b>Definition</b>
	Number of individuals or households who received one-time financial assistance	The number of unique individuals or households who received any flex funds within the time period.
<p>Current results include program-reported aggregate values and therefore it cannot be assumed that the total reflects a unique count of households and/or individuals.</p> <p>Current included programs</p> <ul style="list-style-type: none"> <li>• Good Shepherd Family Centre Diversion</li> <li>• Good Shepherd Men’s Shelter Diversion</li> <li>• Good Shepherd Women’s Shelter Diversion</li> <li>• Mission Men's Shelter Diversion</li> <li>• Salvation Army Men's Shelter Diversion</li> <li>• HRIC Indigenous Housing &amp; Homelessness Supports and Services</li> </ul>		
<b>Calculation</b>	Sum (Unique Individuals Reached per Program)	
<b>Data Source</b>	<b>Program-reported</b>	



<b>(including Standard Report name and location)</b>	As provided by the reporting program representative or City of Hamilton Housing Services Division representative
<b>Limitations or Comments</b>	<p>This result potentially overcounts the number of unique individuals reached across the homeless serving sector because individuals who receive service from various service providers within the reported time frame will be counted more than once in the aggregate result.</p> <p>Data for each reported time interval should not be added together for an annual total.</p> <p>Measures of reach do not consider the efficiency or effectiveness of the service provided.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure DV3</b>	<b>Total financial (dollars) one-time assistance provided from a diversion program</b>	
<b>Intervention Alignment</b>	Diversion	
<b>Rationale (Why is it important?)</b>	Measures the quantity of desired service provided. It demonstrates how the amount of funds distributed within the timeframe.	
<b>Influencing Factors</b>	Measures of program service can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> <li>• data entry practices and reporting definitions</li> </ul>	
<b>Interpretation</b>	Higher numbers represent more funds distributed. This can be as a result of community need or increase program capacity or efficiencies.	
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	Each reporting program was asked to provide:	
	<b>Measure</b>	<b>Definition</b>
	Total financial (dollars) one-time assistance provided	The total dollar amount of flex funds distributed within the timeframe.

	<p>Current results include program-reported aggregate values and therefore it cannot be assumed that the total reflects a unique count of households and/or individuals.</p> <p>Current included programs</p> <ul style="list-style-type: none"> <li>• Good Shepherd Family Centre Diversion</li> <li>• Good Shepherd Men’s Shelter Diversion</li> <li>• Good Shepherd Women’s Shelter Diversion</li> <li>• Mission Men's Shelter Diversion</li> <li>• Salvation Army Men's Shelter Diversion</li> <li>• HRIC Indigenous Housing &amp; Homelessness Supports and Services</li> </ul> <p>Additional comments about the data provided are documented below:</p> <p>Good Shepherd Women’s Shelter Diversion: Due to the urgency of the situation we were able to leverage resources on hand, offering soft supports to enable the individual to remain in-situ. Purchased ticket for the individual to relocate back home with family.</p>
<b>Calculation</b>	Sum (Unique Individuals Reached per Service Provider Program)
<b>Data Source</b> (including Standard Report name and location)	<b>Program-reported</b> As provided by the reporting program representative or City of Hamilton Housing Services Division representative
<b>Limitations or Comments</b>	<p>This result potentially overcounts the number of unique individuals reached across the homeless serving sector because individuals who receive service from various service providers within the reported time frame will be counted more than once in the aggregate result.</p> <p>Data for each reported time interval should not be added together for an annual total.</p> <p>Measures of reach do not consider the efficiency or effectiveness of the service provided.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

## DROP-IN PROGRAMS

Drop-in programs provide services to meet basic needs and connect to additional housing resources and supports. These programs target individuals in need of support while unsheltered or to retain housing

This section includes drop-in programs with City of Hamilton coordinated funding from:

- Government of Canada Reaching Home
- Province of Ontario Homeless Prevention Program (HPP)
- City of Hamilton

This section includes combined results from the following programs:

- Mission Services Willow’s Place Drop In
- YWCA - Carole Anne's Place
- Good Shepherd Notre Dame - Community Resource Centre Youth Prevention
- HRIC Indigenous Housing & Homelessness Supports and Services

Measure DI1	Number of individuals reached by drop-in programs
<b>Intervention Alignment</b>	Drop-in
<b>Rationale (Why is it important?)</b>	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.
<b>Influencing Factors</b>	Measures of program reach can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> <li>• data entry practices</li> </ul>
<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	Current results include the combination of three data collection methods, Homeless Individuals and Families Information System (HIFIS 4.0), program-reported, and HRIC Excel Data Collection Tool summary and therefore it cannot be assumed that the total reflects a unique count of individuals.

Data collection methods are outlined below:

- **Homeless Individuals and Families Information System (HIFIS 4.0)**
  - Mission Services Willow’s Place Drop In
  - Good Shepherd Notre Dame - Community Resource Centre Youth Prevention
- **Program-reported**
  - YWCA - Carole Anne's Place
- **HRIC Excel Data Collection Tool**
  - HRIC Indigenous Housing & Homelessness Supports and Services

### **Homeless Individuals and Families Information System (HIFIS 4.0)**

Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.

A client is considered reached if they have at least one documented good or service-related interaction within the designated timeframe.

Drop-in programs are identified by the Organization/Service Provider ID associated with the housing placement support service record.

Excludes:

Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System

### **Program-reported**

As provided by the reporting program representative

### **HRIC Excel Data Collection Tool**

Counts of monthly unique individuals accessing the drop-in are averaged to estimate the time interval totals (i.e. quarterly)

### **Calculation**

### **Homeless Individuals and Families Information System (HIFIS 4.0)**

Count (Unique Client IDs with at least one service provided by a drop-in program as identified by the service provider name and/or program assignment within the timeframe)

### **Program-reported**

	<p>As provided by the reporting program representative</p> <p><b>HRIC Excel Data Collection Tool</b></p> <p>Number of unique individuals accessed the Drop In [by month]/number of months</p>
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Drop-Ins Program Report (Without Programs)</p> <p>Or as provided by the reporting program representative</p> <p>Or as available from the HRIC Excel Data Collection Tool</p>
<b>Limitations or Comments</b>	<p>This result potentially overcounts the number of unique individuals reached across the homeless serving sector because individuals who receive service from various service providers within the reported time frame will be counted more than once in the aggregate result.</p> <p>Client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure DI2</b>	<b>Number of drop-in program interactions where individuals received support with their basic needs</b>
<b>Intervention Alignment</b>	Drop In
<b>Rationale (Why is it important?)</b>	<p>Measures of interactions illustrate the quantity of desired type of service provided. It demonstrates how many service interactions were provided within the timeframe of a particular type.</p> <p>Two fundamental components of drop-in service delivery are the provision of service related to basic needs and housing support. This measure quantifies the magnitude of service that is related to providing basic need support such as food and water distribution, clothing, etc.</p>
<b>Influencing Factors</b>	<p>Measures of program interactions can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> </ul>

	<ul style="list-style-type: none"> <li>• referral pathways and program access opportunities</li> <li>• data entry and reporting practices</li> </ul>
<b>Interpretation</b>	Higher numbers represent more interactions with people and/or service provided. This can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Current results include the combination of three data collection methods, Homeless Individuals and Families Information System (HIFIS 4.0) and program-reported and HRIC Excel Data Collection Tool summary and therefore it cannot be assumed that the total reflects a unique count of individuals.</p> <p>Data collection methods are outlined below:</p> <ul style="list-style-type: none"> <li>• <b>Homeless Individuals and Families Information System (HIFIS 4.0)</b> <ul style="list-style-type: none"> <li>○ Mission Services Willow’s Place Drop In</li> <li>○ Good Shepherd Notre Dame - Community Resource Centre Youth Prevention</li> </ul> </li> <li>• <b>Program-reported</b> <ul style="list-style-type: none"> <li>○ YWCA - Carole Anne's Place</li> </ul> </li> <li>• <b>HRIC Excel Data Collection Tool</b> <ul style="list-style-type: none"> <li>○ HRIC Indigenous Housing &amp; Homelessness Supports and Services</li> </ul> </li> </ul> <p><b>Homeless Individuals and Families Information System (HIFIS 4.0)</b></p> <p>Client interactions count the number of different types of services provided to clients by Drop-in Programs.</p> <p>A client is considered reached if they have at least one documented good, service or group activity-related interaction within the designated timeframe.</p> <p>Drop-in programs are identified by the Organization/Service Provider ID associated with the good, service or group activity-related interaction.</p> <p>Goods, services and group activities provision classified as basic needs include:</p> <ul style="list-style-type: none"> <li>• Appliance</li> <li>• Baby Supplies</li> <li>• Breakfast</li> <li>• Cleaning Supplies</li> <li>• Clothing</li> </ul>

- Daily Visitors – Day Program
- Daily Visitors – Harm Reduction
- Daily Visitors – Health Clinic
- Daily Visitors – Resource Centre
- Daily Visitors – Shower Facilities
- Food
- Furniture
- Kitchen Supplies
- Linens
- Lunch
- Meal Hot/Cold
- School Supplies
- Supper
- Toiletries
- Toys
- Pharmaceutical Items (e.g. OTC, prescriptions)
- Photocopy / Fax Service
- Telephone - Long Distance
- Telephone - Local Private Line
- Transportation
- Rent Bank
- Health Care Services
- Meals
- Showers
- Transportation
- Laundry
- Petty Cash
- First Aid
- COVID Supplies
- Harm Reduction
- Health Referrals
- Electronics
- Computer / Internet Access
- Electronics Charging
- Gift Card
- Harm Reduction Supplies
- Heat / Cold Alert Supplies
- New Home Package
- Reproductive Health Supplies
- Substance Use Treatment Services Referral
- Snacks / Water
- First Aid Supplies
- Expenses - School Trips / Events
- Prenatal / Parenting

	<ul style="list-style-type: none"> <li>• Other</li> </ul> <p>Includes:</p> <p>Includes all Homeless Individuals and Families Information System client interactions including known clients and those who declined to provide Coordinated Access consent for data sharing within the Homeless Individuals and Families Information System who are captured as anonymous interactions.</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p> <p><b>HRIC Excel Data Collection Tool</b></p> <p>Summed counts of reported number drop-in visits</p> <p>At this time all HRIC drop-in visits are assumed to be basic needs focused as there is currently no way to make the distinction in the existing data collection.</p>
<b>Calculation</b>	<p><b>Homeless Individuals and Families Information System (HIFIS 4.0)</b></p> <p>Count of (Service IDs and Group Activities Anonymous Counts) for interactions associated with Drop-in programs as identified by the Organization/ Service Provider ID within the timeframe)</p> <p><b>Program-report</b></p> <p>As provided by the reporting program representative</p> <p><b>HRIC Excel Data Collection Tool</b></p> <p>Sum (Number of times the Drop In was accessed this month: [by month])</p>
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Drop-Ins Program Report (Without Programs)</p> <p>Or as provided by the reporting program representative</p> <p>Or as available from the HRIC Excel Data Collection Tool</p>
<b>Limitations or Comments</b>	<p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	<p>Created June 2023</p>
<b>Date Last Revised</b>	<p>June 30, 2023</p>



Measure DI3	Number of drop-in program interactions where individuals received support with their housing needs
Intervention Alignment	Drop In
Rationale (Why is it important?)	<p>Measures of interactions illustrate the quantity of desired type of service provided. It demonstrates how many service interactions were provided within the timeframe of a particular type.</p> <p>Two fundamental components of drop-in service delivery are the provision of service related to basic needs and housing support. This measure quantifies the magnitude of service that is related to providing housing need support such as supportive conversations, referrals to specific programs that may meet their needs, etc.</p>
Influencing Factors	<p>Measures of program interactions can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> <li>• data entry and reporting practices</li> </ul>
Interpretation	<p>Higher numbers represent more interactions with people and/or service provided. This can be as a result of community need or increase program capacity or efficiencies.</p>
Key Terms & Definitions (including Inclusions/ Exclusions)	<p>Current results include the combination of three data collection methods, Homeless Individuals and Families Information System (HIFIS 4.0) and program-reported and HRIC Excel Data Collection Tool summary and therefore it cannot be assumed that the total reflects a unique count of individuals.</p> <p>Data collection methods are outlined below:</p> <ul style="list-style-type: none"> <li>• <b>Homeless Individuals and Families Information System (HIFIS 4.0)</b> <ul style="list-style-type: none"> <li>○ Mission Services Willow’s Place Drop In</li> <li>○ Good Shepherd Notre Dame - Community Resource Centre Youth Prevention</li> </ul> </li> <li>• <b>Program-reported</b> <ul style="list-style-type: none"> <li>○ YWCA - Carole Anne's Place</li> </ul> </li> <li>• <b>HRIC Excel Data Collection Tool</b> <ul style="list-style-type: none"> <li>○ HRIC Indigenous Housing &amp; Homelessness Supports and Services</li> </ul> </li> </ul>

**Homeless Individuals and Families Information System (HIFIS 4.0)**

Client interactions count the number of different types of services provided to clients by Drop-in Programs.

A client is considered reached if they have at least one documented good, service or group activity-related interaction within the designated timeframe.

Drop-in programs are identified by the Organization/Service Provider ID associated with the good, service or group activity-related interaction.

Goods, services and group activities provision classified as housing needs include:

- Expenses - Application Fees
- Advocacy
- Expenses - Moving
- Contact Information
- Daily Visitors – Daytime Beds
- Daily Visitors – Overnight Stayers
- Group – Art
- Group – Budget/Finance
- Group – Employment
- Group – Housing
- Group – Life Skills
- Group Recreation/Social
- Expenses - Rent Deposit
- Expenses - Utility Deposit
- Expenses - Rental Arrears
- Expenses - Energy Arrears
- Employment
- Financial Aid
- Immigration Services
- Information & Referrals
- Resource Centre
- Social & Community Connections
- Support Groups
- Obtain I.D.
- Life Skills
- Community Support Referral
- Education / Skills Support
- Financial Management Support & Referral
- Housing Support & Referral
- Income Support & Referral
- Landlord Tenant Rights

	<ul style="list-style-type: none"> <li>• Legal Support &amp; Referrals</li> <li>• Mental Health Support &amp; Referral</li> <li>• Obtain Bank Account</li> <li>• Shelter Referral</li> <li>• Supportive Conversation</li> <li>• VAW Referral</li> </ul> <p>Includes:</p> <p>Includes all Homeless Individuals and Families Information System client interactions including known clients and those who declined to provide Coordinated Access consent for data sharing within the Homeless Individuals and Families Information System who are captured as anonymous interactions.</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p> <p><b>HRIC Excel Data Collection Tool</b></p> <p>Summed counts of reported number drop-in visits</p>
<b>Calculation</b>	<p><b>Homeless Individuals and Families Information System (HIFIS 4.0)</b></p> <p>Count of (Service IDs and Group Activities Anonymous Counts) for interactions associated with Drop-in programs as identified by the Organization/ Service Provider ID within the timeframe)</p> <p><b>Program-report</b></p> <p>As provided by the reporting program representative</p> <p><b>HRIC Excel Data Collection Tool</b></p> <p>Summed counts of reported number drop-in visits</p> <p>At this time all HRIC drop-in visits are assumed to be basic needs focused as there is currently no way to make the distinction in the existing data collection.</p>
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Drop-Ins Program Report (Without Programs)</p> <p>Or as provided by the reporting program representative</p> <p>Or as available from the HRIC Excel Data Collection Tool</p>
<b>Limitations or Comments</b>	<p>The current data collection related to support with their housing needs within drop-in programs is limited. Housing Services Division is working with drop-in service providers to improve data collection. The current results exclude</p>

	<p>information from the HRIC’s drop-in program due to limitations with their current data collection tool.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

## HOUSING FOCUSED STREET OUTREACH PROGRAM

Housing focused street outreach provides services to meet basic needs and connect to additional housing resources and supports. This program target individuals living unsheltered in the community.

This section includes outreach programs with City of Hamilton coordinated funding from:

- Province of Ontario Homeless Prevention Program (HPP)

This section includes combined results from the following programs:

- City of Hamilton Housing-Focused Street Outreach

<b>Measure HFSO1</b>	<b>Number of unique individuals reached by the Housing-Focused Street Outreach program</b>
<b>Intervention Alignment</b>	Housing-Focused Street Outreach
<b>Rationale (Why is it important?)</b>	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.
<b>Influencing Factors</b>	Measures of program reach can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> <li>• data entry practices</li> </ul>
<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>A client is considered reached if they have at least one documented good or service-related interaction within the designated timeframe.</p> <p>The Housing-Focused Street Outreach program is identified by the Organization/Service Provider ID associated with the good or service-related interaction.</p>

	<p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System.</p>
<b>Calculation</b>	Count (Unique Client IDs with at least one good or service provided by the Housing-Focused Street Outreach program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Focused Street Outreach (HFSO) Program</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the Housing Focused Street Outreach team may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created May 2023
<b>Date Last Revised</b>	May 31, 2023

<b>Measure HFSO2</b>	<b>Number of Housing-Focused Street Outreach program client interactions where individuals received support with their basic needs</b>
<b>Intervention Alignment</b>	Housing-Focused Street Outreach
<b>Rationale (Why is it important?)</b>	Housing-focused outreach fulfills the goals of traditional outreach through the provision of support for basic health and safety needs, but with a greater emphasis on the need to work with people experiencing homelessness to develop and implement a housing plan.

	<p>Measures of interactions illustrate the quantity of desired type of service provided. It demonstrates how many service interactions were provided within the timeframe of a particular type.</p> <p>Two fundamental components of outreach service delivery are the provision of service related to basic needs and housing support. This measure quantifies the magnitude of service that is related to providing basic need support such as food and water distribution, clothing, etc.</p>
<b>Influencing Factors</b>	<p>Measures of program interactions can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> <li>• documentation categorization of the primary type of service provided</li> </ul>
<b>Interpretation</b>	<p>Higher numbers represent more services provided but because a single client can receive multiple services it may not mean more clients were reached. Higher numbers can be as a result of community need or increase program capacity or efficiencies.</p>
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Client interactions count the number of different types of services provided to clients by the Housing-Focused Street Outreach program.</p> <p>A client is considered reached if they have at least one documented good or service-related interaction within the designated timeframe.</p> <p>The Housing-Focused Street Outreach programs is identified by the Organization/Service Provider ID associated with the good or service-related interaction.</p> <p>Goods and services provision classified as basic needs include:</p> <ul style="list-style-type: none"> <li>• Appliance</li> <li>• Baby Supplies</li> <li>• Cleaning Supplies</li> <li>• Clothing</li> <li>• Food</li> <li>• Furniture</li> <li>• Kitchen Supplies</li> <li>• Linens</li> </ul>

- School Supplies
- Toiletries
- Toys
- Pharmaceutical Items (e.g. OTC, prescriptions)
- Photocopy / Fax Service
- Telephone - Long Distance
- Telephone - Local Private Line
- Transportation
- Rent Bank
- Health Care Services
- Meals
- Showers
- Transportation
- Laundry
- Petty Cash
- First Aid
- COVID Supplies
- Harm Reduction
- Health Referrals
- Electronics
- Computer / Internet Access
- Electronics Charging
- Gift Card
- Harm Reduction Supplies
- Heat / Cold Alert Supplies
- New Home Package
- Reproductive Health Supplies
- Substance Use Treatment Services Referral
- Snacks / Water
- First Aid Supplies
- Expenses - School Trips / Events
- Prenatal / Parenting
- Other

Includes:

Includes all Homeless Individuals and Families Information System Clients client interactions including known clients and those who declined to provide Coordinated Access consent for data sharing within the Homeless Individuals and Families Information System who are captured as anonymous interactions.

### Calculation

Count (Service IDs for interactions associated with Housing-Focused Street Outreach program as identified by the Organization/ Service Provider ID within the timeframe)



<b>Data Source (including Standard Report name and location)</b>	Homeless Individuals and Families Information System (HIFIS 4.0) Report: Housing Focused Street Outreach (HFSO) Program
<b>Limitations or Comments</b>	The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.
<b>Change Log</b>	Created May 2023
<b>Date Last Revised</b>	May 31, 2023

<b>Measure HFSO3</b>	<b>Number of Housing-Focused Street Outreach program client interactions where individuals received support with their housing needs</b>
<b>Intervention Alignment</b>	Housing-Focused Street Outreach
<b>Rationale (Why is it important?)</b>	<p>Housing-focused outreach fulfills the goals of traditional outreach through the provision of support for basic health and safety needs, but with a greater emphasis on the need to work with people experiencing homelessness to develop and implement a housing plan.</p> <p>Measures of interactions illustrate the quantity of desired type of service provided. It demonstrates how many service interactions were provided within the timeframe of a particular type.</p> <p>Two fundamental components of outreach service delivery are the provision of service related to basic needs and housing support. This measure quantifies the magnitude of service that is related to providing housing need support such as supportive conversations, client advocacy, referrals to specific programs that may meet their needs, etc.</p>
<b>Influencing Factors</b>	<p>Measures of program interactions can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> <li>• documentation categorization of the primary type of service provided</li> </ul>
<b>Interpretation</b>	Higher numbers represent more services provided but because a single client can receive multiple services it

	may not mean more clients were reached. Higher numbers can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Client interactions count the number of different types of services provided to clients by the Housing-Focused Street Outreach program.</p> <p>A client is considered reached if they have at least one documented good or service-related interaction within the designated timeframe.</p> <p>The Housing-Focused Street Outreach programs is identified by the Organization/Service Provider ID associated with the good or service-related interaction.</p> <p>Goods and services provision classified as housing needs include:</p> <ul style="list-style-type: none"> <li>• Expenses - Application Fees</li> <li>• Advocacy</li> <li>• Expenses - Moving</li> <li>• Contact Information</li> <li>• Expenses - Rent Deposit</li> <li>• Expenses - Utility Deposit</li> <li>• Expenses - Rental Arrears</li> <li>• Expenses - Energy Arrears</li> <li>• Employment</li> <li>• Financial Aid</li> <li>• Immigration Services</li> <li>• Information &amp; Referrals</li> <li>• Resource Centre</li> <li>• Social &amp; Community Connections</li> <li>• Support Groups</li> <li>• Obtain I.D.</li> <li>• Life Skills</li> <li>• Community Support Referral</li> <li>• Education / Skills Support</li> <li>• Financial Management Support &amp; Referral</li> <li>• Housing Support &amp; Referral</li> <li>• Income Support &amp; Referral</li> <li>• Landlord Tenant Rights</li> <li>• Legal Support &amp; Referrals</li> <li>• Mental Health Support &amp; Referral</li> <li>• Obtain Bank Account</li> <li>• Shelter Referral</li> <li>• Supportive Conversation</li> <li>• VAW Referral</li> </ul>

	<p>Includes:</p> <p>Includes all Homeless Individuals and Families Information System Clients client interactions including known clients and those who declined to provide Coordinated Access consent for data sharing within the Homeless Individuals and Families Information System who are captured as anonymous interactions.</p>
<b>Calculation</b>	Count (Service IDs for interactions associated with Housing-Focused Street Outreach program as identified by the Organization/ Service Provider ID within the timeframe)
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Focused Street Outreach (HFSO) Program</p>
<b>Limitations or Comments</b>	The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.
<b>Change Log</b>	Created May 2023
<b>Date Last Revised</b>	May 31, 2023

## EMERGENCY SHELTER – EARLY INTERVENTION SUPPORTS

Emergency Shelter – Early Intervention Supports programs provides individuals/ households with intensive and targeted supports to find alternative or stable housing arrangements within 14 days or less of their emergency shelter stay. These programs target individuals in need of emergency shelter for up to 14 days.

This section includes drop-in programs with City of Hamilton coordinated funding from:

- Government of Canada Reaching Home

This section includes combined results from the following programs:

- Good Shepherd Men’s Early Intervention
- Mission Men’s Early Intervention
- Salvation Army Men’s Early Intervention

<b>Measure ESEI1</b>	<b>Number of unique individuals reached by the emergency shelter early intervention programs (i.e. received targeted housing supports within the first 14 days)</b>
<b>Intervention Alignment</b>	Emergency Shelter – Early Intervention Supports
<b>Rationale (Why is it important?)</b>	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.
<b>Influencing Factors</b>	Measures of program reach can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> </ul>
<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.

	<p>A client is considered reached if they have a documented case open with the goal “Early Intervention” within the designated timeframe.</p> <p>The Emergency Shelter – Early Intervention Supports program is identified by the Organization/Service Provider ID and case goal associated with the case in HIFIS.</p> <p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System.</p>
<b>Calculation</b>	Count (Unique Client IDs with at least one case with the goal “Early Intervention” open with an Emergency Shelter – Early Intervention Supports program as identified by the service provider name and case information within the timeframe)
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Early Intervention Pilot Case List</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the shelter provider may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

## EMERGENCY SHELTER

Emergency shelter programs 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. These programs target individuals in need of emergency shelter for up to 30 days

This section includes drop-in programs with City of Hamilton coordinated funding from:

- Province of Ontario Homeless Prevention Program (HPP)
- City of Hamilton

This section includes combined results from the following programs:

- Good Shepherd Family Centre
- Good Shepherd Mary’s Place
- Good Shepherd Men’s
- Good Shepherd Notre Dame Youth
- Good Shepherd Cathedral – Women (closed within the reporting period)
- Good Shepherd West Ave – Women (temporary)
- Mission Services Men’s
- Mission Services Emma’s Place
- Salvation Army Booth
- SJHH Womankind
- Emergency Overflow – Hotel (temporary)

<b>Measure ES1</b>	<b>Number of unique individuals provided with an emergency shelter bed/room when needed - overall (unique shelter stayers)</b>
<b>Intervention Alignment</b>	Emergency Shelter
<b>Rationale (Why is it important?)</b>	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.
<b>Influencing Factors</b>	Measures of program reach can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> </ul>

<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>A client is considered to have been provided with an emergency shelter bed/room when needed if they had at least one documented Admissions stay within the designated timeframe.</p> <p>The Emergency Shelter program is identified by the Organization/Service Provider ID associated with the Admissions stay in HIFIS. This measure includes all permanent emergency shelters, temporary emergency shelters (i.e. those approved temporary operational funding), and hotel overflow shelters.</p> <p>Includes all individuals with a documented stay in HIFIS that was in either a city-funded or non-city funded bed. Typically, Emergency Shelters have a small number of beds that are not funded by the City. Sometimes it could also be someone staying briefly in a hallway or office space. It is at the discretion of each service provider to record stays in these beds/locations.</p> <p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System.</p> <p>Non-city funded stays not documented in HIFIS</p>
<b>Calculation</b>	Count (Unique Client IDs with at least one Admissions stay with an Emergency Shelter program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Emergency Shelters Program Report</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the shelter provider may have provided service to</p>

	<p>because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure ES1a</b>	<b>Number of unique individuals provided with an emergency shelter bed/room when needed - through permanent emergency shelter spaces (unique shelter stayers)</b>
<b>Intervention Alignment</b>	Emergency Shelter
<b>Rationale (Why is it important?)</b>	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.
<b>Influencing Factors</b>	<p>Measures of program reach can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> </ul>
<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>A client is considered to have been provided with an emergency shelter bed/room when needed if they had at least one documented Admissions stay within the designated timeframe.</p> <p>The Emergency Shelter program is identified by the Organization/Service Provider ID associated with the</p>



	<p>Admissions stay in HIFIS. This measure includes only permanent emergency shelters.</p> <p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System.</p>
<b>Calculation</b>	Count (Unique Client IDs with at least one Admissions stay with an Emergency Shelter program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Emergency Shelters Program Report</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the shelter provider may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure ES1b</b>	<b>Number of unique individuals provided with an emergency shelter bed/room when needed - through overflow spaces made available as demand fluctuated (unique shelter stayers)</b>
<b>Intervention Alignment</b>	Emergency Shelter
<b>Rationale (Why is it important?)</b>	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.

<b>Influencing Factors</b>	<p>Measures of program reach can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> </ul>
<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>A client is considered to have been accommodated through an overflow space if they had at least one documented Admissions stay with an Emergency Shelter Overflow program within the designated timeframe.</p> <p>The Emergency Shelter Overflow program is identified by the Organization/Service Provider ID associated with the Admissions stay in HIFIS. This measure only includes temporary emergency shelters (i.e. those approved temporary operational funding) and hotel overflow shelters.</p> <p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System.</p>
<b>Calculation</b>	Count (Unique Client IDs with at least one Admissions stay with an Emergency Shelter Overflow program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Emergency Shelters Program Report</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the shelter provider may have provided service to because client consent is required to enter personally identifying information into the database. This is</p>

	<p>consistent with privacy legislation and client-centered best practices.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure ES2</b>	<b>Number of unique individuals who received support with their housing needs</b>
<b>Intervention Alignment</b>	Emergency Shelter
<b>Rationale (Why is it important?)</b>	
<b>Influencing Factors</b>	
<b>Interpretation</b>	
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	
<b>Calculation</b>	
<b>Data Source (including Standard Report name and location)</b>	
<b>Limitations or Comments</b>	
<b>Change Log</b>	Under development
<b>Date Last Revised</b>	

## TRANSITIONAL HOUSING PROGRAMS

Transitional housing programs 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 for adults and up to two years for youth. These programs target individuals with low to mid acuity in need of temporary place-based supports.

This section includes transitional housing programs with City of Hamilton coordinated funding from:

- Province of Ontario Homeless Prevention Program (HPP)
- Government of Canada Reaching Home
- City of Hamilton

This section includes combined results from the following programs:

- Wesley Youth Housing
- YWCA – Transitional Living Program

Measure TH1	Number of unique individuals reached by transitional housing programs
<b>Intervention Alignment</b>	Transitional Housing
<b>Rationale (Why is it important?)</b>	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.
<b>Influencing Factors</b>	Measures of program reach can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> </ul>
<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>A client is considered reached if they have if they had at least one documented Admissions stay with a transitional living program within the designated timeframe.</p>

	<p>Transitional housing programs are identified by the Organization/Service Provider ID associated with the Admissions service record.</p> <p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System.</p>
<b>Calculation</b>	Count (Unique Client IDs with at least one documented Admissions stay record open with a transitional housing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Emergency Shelters Program Report</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the transitional programs may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure TH2</b>	<b>Number (and percent) of unique individuals placed into more stable housing by the end of their stay in the transitional living situation</b>
<b>Intervention Alignment</b>	Transitional Housing

<b>Rationale (Why is it important?)</b>	This measure illustrates the outcomes of the program. It demonstrates how many people from the program were successfully moved into housing.
<b>Influencing Factors</b>	<p>Relative (i.e. percent) measures of program outcomes can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• program model fidelity</li> <li>• appropriate housing availability</li> </ul>
<b>Interpretation</b>	<p>Should be interpreted as, of all the clients who were provided service from a transitional living program within the timeframe, how many were successfully moved into stable housing.</p> <p>Number: Higher numbers represent more people successfully exiting the program. This can be as a result of increased program capacity or efficiencies or more people with successful outcomes.</p> <p>Percent: Higher numbers represent more people successfully exiting the program relative to the size of the population served.</p>
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Current results include the combination of two data collection methods, Homeless Individuals and Families Information System (HIFIS 4.0) and program-reported and therefore it cannot be assumed that the total reflects a unique count of individuals</p> <p>Data collection methods are outlined below:</p> <ul style="list-style-type: none"> <li>• <b>Homeless Individuals and Families Information System (HIFIS 4.0)</b> <ul style="list-style-type: none"> <li>○ Wesley Youth Housing</li> </ul> </li> <li>• <b>Program-reported</b> <ul style="list-style-type: none"> <li>○ YWCA – Transitional Living Program</li> </ul> </li> </ul> <p><b>Homeless Individuals and Families Information System (HIFIS 4.0)</b></p> <p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>Placed into more stable housing by the end of their stay is determined by housing placement move in record.</p> <p>Transitional housing programs are identified by the Organization/Service Provider ID associated with the housing placement support service record.</p>

	<p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p>
<p><b>Calculation</b></p>	<p><b>Number</b></p> <p>Count (Unique Client IDs with at least one housing placement support record and having its status updated to “Moved In” with a transitional housing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p> <p><b>Percent</b></p> <p>Count (Unique Client IDs with at least one housing placement support record and having its status updated to “Moved In” with a transitional housing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p> <hr/> <p>Count (Unique Client IDs with at least one active housing placement support record open with a transitional housing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p> <p style="text-align: right;">X100</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p>
<p><b>Data Source</b> (including Standard Report name and location)</p>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Programs – Program Report</p> <p>Or as provided by the reporting program representative</p>
<p><b>Limitations or Comments</b></p>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the transitional programs may have provided service to because client consent is required to enter personally identifying information into the database. This is</p>

	<p>consistent with privacy legislation and client-centered best practices.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure TH4</b>	<b>Number (and percent) of unique individuals supported by transitional living program who returned to homelessness</b>
<b>Intervention Alignment</b>	Transitional Housing
<b>Rationale (Why is it important?)</b>	
<b>Influencing Factors</b>	
<b>Interpretation</b>	
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	
<b>Calculation</b>	
<b>Data Source (including Standard Report name and location)</b>	
<b>Limitations or Comments</b>	
<b>Change Log</b>	Under development
<b>Date Last Revised</b>	



## RAPID REHOUSING PROGRAMS

Rapid rehousing (RRH) programs provide case management and housing support for mid acuity participants facing long-term homelessness (chronic homelessness). The length of the intervention is up to 12 months. These programs target individuals with mid acuity and supports to help them quickly exit homelessness.

This section includes RRH programs with City of Hamilton coordinated funding from:

- Government of Canada Reaching Home

This section includes combined results from the following programs:

- Good Shepherd Reaching Home (Families, Women)
- Mission Services Housing Up!

Measure RRH1	Number of unique individuals reached by rapid rehousing programs
<b>Intervention Alignment</b>	Rapid Rehousing
<b>Rationale (Why is it important?)</b>	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.
<b>Influencing Factors</b>	Measures of program reach can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> </ul>
<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>A client is considered reached if they have at least one documented housing placement support record within the designated timeframe.</p> <p>Rapid rehousing programs are identified by the Organization/Service Provider ID associated with the housing placement support service record.</p>

	<p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System.</p>
<b>Calculation</b>	Count (Unique Client IDs with at least one active housing placement record open with a rapid rehousing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Programs – Program Report</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the rapid rehousing programs may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure RRH2</b>	<b>Combined Caseload ratio</b>
<b>Intervention Alignment</b>	Rapid Rehousing
<b>Rationale (Why is it important?)</b>	<p>Caseloads refer to the number of clients assigned to an individual worker in a given time period. The job of case manager is difficult and complex and their capacity to provide individualized person-centred supports to clients is critical to successful outcomes. Caseload ratios illustrate operational burden, allow for assessment against industry benchmarks or contractual obligations, and provide context to the outcome measure results of a program.</p>

<b>Influencing Factors</b>	<p>Caseload ratios can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing or staff turnover</li> <li>• referral pathways and program access opportunities</li> <li>• local availability of qualified staff and job market competitiveness</li> <li>• organizational operations</li> <li>• data entry practices</li> </ul>
<b>Interpretation</b>	Higher numbers represent staff managing more clients at a time.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Caseload ratio the number of clients to the number of staff.</p> <p>Total staffing complements are based on the number of full time employees (FTEs) outlined in the Schedule C (Labour Costs) section of each program’s contract.</p> <p>The number of clients is based on the number of clients reached (see measure RRH1 for definition).</p>
<b>Calculation</b>	<p>Sum (Unique Client IDs with at least one housing placement record as identified by the Organization/ Service Provider ID associated with the interaction for all current Rapid Rehousing programs within the timeframe)</p> <p>÷</p> <p>Sum (FTEs for all current Rapid Rehousing programs based on 2023 Program Contracts)</p>
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Programs – Program Report and</p> <p>Program Contracts (2022-23 and 2023-24) – Schedule Cs</p>
<b>Limitations or Comments</b>	<p>Staffing levels and capacity can fluctuate due to hiring and onboarding processes during the time period and therefore not always consistent with the contractual FTE allocation.</p> <p>Caseloads may not accurately reflect workloads. More complex client situations may require more time and effort from staff.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based</p>

	on the definitions and sources used. All data are subject to change.  Some programs operate with a mixed caseload and each staff person has both Rapid Rehousing and Intensive Case Management cases.
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure RRH3</b>	<b>Number (and percent) of unique individuals reached who were placed into more stable housing</b>
<b>Intervention Alignment</b>	Rapid Rehousing
<b>Rationale (Why is it important?)</b>	This measure illustrates the outcomes of the program. It demonstrates how many people successfully exited homelessness as a result of program support
<b>Influencing Factors</b>	Relative (i.e. percent) measures of program outcomes can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• program model fidelity</li> <li>• appropriate housing availability</li> </ul>
<b>Interpretation</b>	<p>Should be interpreted as, of all the clients who were provided service from a rapid rehousing program within the timeframe, how many were successfully moved into stable housing (with ongoing supports). The move in could have taken place during or before the period.</p> <p>Number: Higher numbers represent more people successfully exiting homelessness. This can be as a result of increased program capacity or efficiencies or more people with successful outcomes.</p> <p>Percent: Higher numbers represent more people successfully exiting homelessness relative to the size of the population served.</p> <p>The balance of clients reached have their housing search ongoing.</p>
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.

	<p>Placed into more stable housing and exited homelessness determined by housing placement move in record.</p> <p>Rapid rehousing programs are identified by the Organization/Service Provider ID associated with the housing placement support service record.</p> <p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System</p>
<b>Calculation</b>	<p><b>Number</b></p> <p>Count (Unique Client IDs with at least one housing placement record having its status as or updated to “Moved In” with a rapid rehousing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p> <p><b>Percent</b></p> <p>Count (Unique Client IDs with at least one housing placement record having its status as or updated to “Moved In” with a rapid rehousing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe) _____ X100</p> <p>Count (Unique Client IDs with at least one active housing placement record open with a rapid rehousing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p>
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Programs – Program Report</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the transitional programs may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p>

	<p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p> <p>Total Includes both individuals housed during the period as well as those housed prior to the start of the period and are still being supported to sustain their housing.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure RRH4</b>	<b>Number (and percent) of unique individuals supported by a rapid rehousing program who returned to homelessness after being housed (as per staff follow up)</b>
<b>Intervention Alignment</b>	Rapid Rehousing
<b>Rationale (Why is it important?)</b>	This measure illustrates the outcomes of the program. It demonstrates how many did not successfully maintain more stable housing.
<b>Influencing Factors</b>	<p>Relative (i.e. percent) measures of program outcomes can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• program model fidelity</li> <li>• appropriate housing availability</li> </ul>
<b>Interpretation</b>	<p>Should be interpreted as, of all the clients who were provided service from a rapid rehousing program within the timeframe and were placed into more stable housing (as identified by the housing placement record having its status as “Moved In”), how many did not remain housed while still receiving ongoing supports.</p> <p>Number: Higher numbers represent more people returning to homelessness.</p> <p>Percent: Higher numbers represent more people returning to homelessness relative to the size of the population housed.</p> <p>The balance of clients housed are either still housed and exited the program, still housed and receiving ongoing program supports, declined follow-up, or unable to contact.</p>

<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>Returned to homelessness is determined by the housing placement “End Date”, “Moved In” status, and “Final Follow-Up” record. A client is considered to have returned to homelessness if at the time during a check in with the rapid re-housing program, staff end the housing placement with a “Final Follow-Up” record and classify the client as “No Longer Housed”.</p> <p>Rapid rehousing programs are identified by the Organization/Service Provider ID associated with the housing placement support service record.</p> <p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System</p>
<b>Calculation</b>	<p><b>Number</b></p> <p>Count (Unique Client IDs with at least one housing placement record having a status of “Moved In” with a Rapid Rehousing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe and also have a Final Follow Up record that identifies the client as No Longer Housed in the dropdown field “Client Still Housed”)</p> <p><b>Percent</b></p> <p>Count (Unique Client IDs with at least one housing placement record having a status of “Moved In” with a Rapid Rehousing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe and also have a Final Follow Up record that identifies the client as No Longer Housed in the dropdown field “Client Still Housed”) <span style="float: right;">X100</span></p> <hr/> <p>Count (Unique Client IDs with at least one housing placement record having its status updated to “Moved In” with a rapid rehousing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p>

<b>Data Source (including Standard Report name and location)</b>	Homeless Individuals and Families Information System (HIFIS 4.0) Report: Housing Programs – Program Report
<b>Limitations or Comments</b>	<p>Current definition uses documented staff follow-ups to determine status within the database. This is in alignment with Reaching Home Results reporting. Exploration is underway to assess if a more comprehensive definition is possible.</p> <p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the rapid rehousing programs may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure RRH4</b>	<b>Number (and percent) of unique individuals supported by a rapid rehousing program who successfully exited the program (i.e., individual able to live independently without ongoing case supports as per staff follow up)</b>
<b>Intervention Alignment</b>	Rapid Rehousing
<b>Rationale (Why is it important?)</b>	This measure illustrates the longer-term outcomes of the program. It demonstrates how many people successfully exiting homelessness and remained housed after they had exited the program.
<b>Influencing Factors</b>	<p>Relative (i.e. percent) measures of program outcomes can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• program model fidelity</li> <li>• appropriate housing availability</li> </ul>



<b>Interpretation</b>	<p>Should be interpreted as, of all the clients who were provided service from a rapid rehousing program within the timeframe, how many were successfully moved into stable housing and remained as housed after the program ended and supports are no longer provided</p> <p>Number: Higher numbers represent more people successfully exiting homelessness and remaining housed. This can be as a result of increased program capacity or efficiencies or more people with successful outcomes.</p> <p>Percent: Higher numbers represent more people successfully exiting homelessness and remaining housed relative to the size of the population served.</p> <p>The balance of clients housed are either no longer housed, still housed and receiving ongoing program supports, declined follow-up, or unable to contact.</p>
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>Successfully exiting the program is determined by the housing placement End Date, “Moved In” status and “Final Follow Up” record. A client is considered to have successfully exited the program if they have “graduated” to a more independent living situation, are still housed and demonstrate the ability to maintain housing and require minimal or less intensive supports or services as identified by ending the housing placement with a “Final Follow-Up” record and classifying the client as “Still Housed”. Rapid rehousing programs are identified by the Organization/Service Provider ID associated with the housing placement support service record.</p> <p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System</p> <p>If a client is noted to no longer be housed at the address on record in the housing placement, it should not be assumed that they have returned to homelessness. Clients may have also reported to have independently secured housing at another address. This information is not consistently stored in HIFIS and has been excluded from reporting.</p>

<b>Calculation</b>	<p><b>Number</b></p> <p>Count (Unique Client IDs with at least one housing placement record that has a housing placement end date with a Rapid Rehousing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe and a “Final Follow-Up” record that identifies the client as Still Housed in the dropdown field “Client Still Housed”)</p> <p><b>Percent</b></p> <p>Count (Unique Client IDs with at least one housing placement record that has a housing placement end date with a Rapid Rehousing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe and also have a Final Follow Up record that identifies the client as Still Housed in the dropdown field “Client Still Housed”) <span style="float: right;">X100</span></p> <hr/> <p>Count (Unique Client IDs with at least one housing placement record having its status updated to “Moved In” with a rapid rehousing program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p>
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Programs – Program Report</p>
<b>Limitations or Comments</b>	<p>Current definition uses documented staff follow-ups to determine status within the database. This is in alignment with Reaching Home Results reporting. Exploration is underway to assess if a more comprehensive definition is possible.</p> <p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the rapid rehousing programs may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p>

	The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

## INTENSIVE CASE MANAGEMENT PROGRAMS

Intensive case management (ICM) programs provides 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. These programs target individuals with high acuity in need of longer supports and interventions.

This section includes ICM programs with City of Hamilton coordinated funding from:

- Government of Canada Reaching Home

This section includes combined results from the following programs:

- Good Shepherd Reaching Home (Families, Women, Youth)
- Mission Services Housing Up!
- Wesley Urban Ministries

<b>Measure ICM1</b>	<b>Number of individuals reached by intensive case management programs</b>
<b>Intervention Alignment</b>	Intensive Case Management
<b>Rationale (Why is it important?)</b>	Measures of reach illustrate the quantity of service provided. It demonstrates how many people accessed the service within the timeframe.
<b>Influencing Factors</b>	Measures of program reach can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• eligible population size</li> <li>• referral pathways and program access opportunities</li> </ul>
<b>Interpretation</b>	Higher numbers represent more people served. This can be as a result of community need or increase program capacity or efficiencies.
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	Current results include the combination of two data collection methods, Homeless Individuals and Families Information System (HIFIS 4.0) and program-reported and therefore it cannot be assumed that the total reflects a unique count of individuals, however, given the nature of this type of service it is likely that it does.  Data collection methods are outlined below:

	<ul style="list-style-type: none"> <li>• <b>Homeless Individuals and Families Information System (HIFIS 4.0)</b> <ul style="list-style-type: none"> <li>○ Good Shepherd Reaching Home (Families, Women, Youth)</li> <li>○ Mission Services Housing Up!</li> <li>○ Wesley Urban Ministries</li> </ul> </li> <li>• <b>Program-reported</b> <ul style="list-style-type: none"> <li>○ HRIC Indigenous Housing &amp; Homelessness Supports and Services</li> </ul> </li> </ul> <p><b>Homeless Individuals and Families Information System (HIFIS 4.0)</b></p> <p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>A client is considered reached if they have at least one documented housing placement support record within the designated timeframe.</p> <p>Intensive case management programs are identified by the Organization/Service Provider ID associated with the housing placement support service record.</p> <p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System.</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p>
<p><b>Calculation</b></p>	<p><b>Homeless Individuals and Families Information System (HIFIS 4.0)</b></p> <p>Count (Unique Client IDs with at least one active housing placement record open with an intensive case management as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p>
<p><b>Data Source (including Standard Report name and location)</b></p>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Programs – Program Report</p>

	Or as provided by the reporting program representative
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the intensive case management programs may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>Measures of reach or quantity do not consider the efficiency or effectiveness of the service provided.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure ICM2</b>	<b>Combined Caseload ratio</b>
<b>Intervention Alignment</b>	Intensive Case Management
<b>Rationale (Why is it important?)</b>	<p>Caseloads refer to the number of clients assigned to an individual worker in a given time period. The job of case manager is difficult and complex and their capacity to provide individualized person-centred supports to clients is critical to successful outcomes. Caseload ratios illustrate operational burden, allow for assessment against industry benchmarks or contractual obligations, and provide context to the outcome measure results of a program.</p>
<b>Influencing Factors</b>	<p>Caseload ratios can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing or staff turnover</li> <li>• referral pathways and program access opportunities</li> <li>• local availability of qualified staff and job market competitiveness</li> <li>• organizational operations</li> <li>• data entry practices</li> </ul>
<b>Interpretation</b>	Higher numbers represent staff managing more clients at a time.

<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Current results include the combination of two data collection methods, Homeless Individuals and Families Information System (HIFIS 4.0).</p> <p>Data collection methods are outlined below:</p> <ul style="list-style-type: none"> <li>○ <b>Homeless Individuals and Families Information System (HIFIS 4.0)</b></li> <li>○ Good Shepherd Reaching Home (Families, Women, Youth)</li> <li>○ Mission Services Housing Up!</li> <li>○ Wesley Urban Ministries</li> <li>○ <b>Program-reported</b></li> <li>○ HRIC Indigenous Housing &amp; Homelessness Supports and Services</li> </ul> <p><b>Homeless Individuals and Families Information System (HIFIS 4.0)</b></p> <p>Caseload ratio the number of clients to the number of staff.</p> <p>Total staffing complements are based on the number of full time employees (FTEs) outlined in the Schedule C (Labour Costs) section of each program’s contract.</p> <p>The number of clients is based on the number of clients reached (see measure ICM1 for definition).</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p>
<b>Calculation</b>	<p>Sum (Unique Client IDs with at least one housing placement record as identified by the Organization/ Service Provider ID associated with the interaction for all current Rapid Rehousing programs within the timeframe)</p> <p>÷</p> <p>Sum (FTEs for all current Rapid Rehousing programs based on 2023 Program Contracts)</p>
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Programs – Program Report and</p> <p>Program Contracts (2022-23 and 2023-24) – Schedule C</p> <p>And as provided by the reporting program representative</p>
<b>Limitations or Comments</b>	<p>Staffing levels and capacity can fluctuate due to hiring and onboarding processes during the time period and</p>

	<p>therefore not always consistent with the contractual FTE allocation.</p> <p>Caseloads may not accurately reflect workloads. More complex client situations may require more time and effort from staff.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p> <p>Some programs operate with a mixed caseload and each staff person has both Rapid Rehousing and Intensive Case Management cases.</p>
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure ICM3</b>	<b>Number (and percent) of individuals reached by an intensive case management program who were placed into more stable housing</b>
<b>Intervention Alignment</b>	Intensive Case Management
<b>Rationale (Why is it important?)</b>	This measure illustrates the outcomes of the program. It demonstrates how many people successfully exited homelessness as a result of program support
<b>Influencing Factors</b>	<p>Relative (i.e. percent) measures of program outcomes can be influenced by:</p> <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• program model fidelity</li> <li>• appropriate housing availability</li> </ul>
<b>Interpretation</b>	<p>Should be interpreted as, of all the clients who were provided service from an intensive case management program within the timeframe, how many were successfully moved into stable housing (with ongoing supports). The move in could have taken place during or before the period.</p> <p>Number: Higher numbers represent more people successfully exiting homelessness. This can be as a result of increased program capacity or efficiencies or more people with successful outcomes.</p>



	<p>Percent: Higher numbers represent more people successfully exiting homelessness relative to the size of the population served.</p> <p>The balance of clients reached have their housing search ongoing.</p>
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	<p>Current results include the combination of two data collection methods, Homeless Individuals and Families Information System (HIFIS 4.0) and program-reported and therefore it cannot be assumed that the total reflects a unique count of individuals, however, given the nature of this type of service it is likely that it does.</p> <p>Data collection methods are outlined below:</p> <p><b>Homeless Individuals and Families Information System (HIFIS 4.0)</b></p> <ul style="list-style-type: none"> <li>○ Good Shepherd Reaching Home (Families, Women, Youth)</li> <li>○ Mission Services Housing Up!</li> <li>○ Wesley Urban Ministries</li> </ul> <p><b>Program-reported</b></p> <ul style="list-style-type: none"> <li>○ HRIC Indigenous Housing &amp; Homelessness Supports and Services</li> </ul> <p><b>Homeless Individuals and Families Information System (HIFIS 4.0)</b></p> <p>Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.</p> <p>Placed into more stable housing and exited homelessness determined by housing placement move in record.</p> <p>Intensive case management programs are identified by the Organization/Service Provider ID associated with the housing placement support service record.</p> <p>Excludes:</p> <p>Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p>

<b>Calculation</b>	<p><b>Number</b></p> <p>Count (Unique Client IDs with at least one housing placement record having its status as or updated to “Moved In” with an intensive case management program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p> <p><b>Percent</b></p> <p>Count (Unique Client IDs with at least one housing placement record having its status as or updated to “Moved In” with an intensive case management program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p> <hr/> <p>Count (Unique Client IDs with at least one active housing placement record open with an intensive case management program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe) X100</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p>
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Programs – Program Report</p> <p>Or as provided by the reporting program representative</p>
<b>Limitations or Comments</b>	<p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the transitional programs may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.</p>

	Total Includes both individuals housed during the period as well as those housed prior to the start of the period and are still being supported to sustain their housing.
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure ICM4</b>	<b>Number (and percent) of individuals supported by an intensive case management program who returned to homelessness after being housed (as per staff follow up)</b>
<b>Intervention Alignment</b>	Intensive Case Management
<b>Rationale (Why is it important?)</b>	This measure illustrates the outcomes of the program. It demonstrates how many did not successfully maintain more stable housing.
<b>Influencing Factors</b>	Relative (i.e. percent) measures of program outcomes can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• program model fidelity</li> <li>• appropriate housing availability</li> </ul>
<b>Interpretation</b>	<p>Should be interpreted as, of all the clients who were provided service from an intensive case management program within the timeframe and were placed into more stable housing (as identified by the housing placement record having its status as “Moved In”), how many did not remain housed while still receiving ongoing supports.</p> <p>Number: Higher numbers represent more people returning to homelessness.</p> <p>Percent: Higher numbers represent more people returning to homelessness relative to the size of the population housed.</p> <p>The balance of clients housed are either still housed and exited the program, still housed and receiving ongoing program supports, declined follow-up, or unable to contact.</p>
<b>Key Terms &amp; Definitions (including Inclusions/ Exclusions)</b>	Current results include the combination of two data collection methods, Homeless Individuals and Families Information System (HIFIS 4.0) and program-reported and therefore it cannot be assumed that the total reflects

a unique count of individuals, however, given the nature of this type of service it is likely that it does.

Data collection methods are outlined below:

- **Homeless Individuals and Families Information System (HIFIS 4.0)**
  - Good Shepherd Reaching Home (Families, Women, Youth)
  - Mission Services Housing Up!
  - Wesley Urban Ministries
- **Program-reported**
  - HRIC Indigenous Housing & Homelessness Supports and Services

#### **Homeless Individuals and Families Information System (HIFIS 4.0)**

Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.

Returned to homelessness is determined by the housing placement “End Date”, “Moved In” status, and “Final Follow-Up” record. A client is considered to have returned to homelessness if during a check in with the rapid re-housing program, staff end the housing placement with a “Final Follow-Up” record and classify the client as “No Longer Housed”.

Intensive case management programs are identified by the Organization/Service Provider ID associated with the housing placement support service record.

Excludes:

Clients who declined to provide Coordinated Access consent for data sharing within Homeless Individuals and Families Information System

#### **Program-reported**

As provided by the reporting program representative

#### **Calculation**

#### **Number**

Count (Unique Client IDs with at least one housing placement record having a status of “Moved In” with an intensive case management program as identified by the Organization/ Service Provider ID associated with the

	<p>interaction within the timeframe and also have a Final Follow Up record that identifies the client as No Longer Housed in the dropdown field “Client Still Housed”)</p> <p><b>Percent</b></p> <p>Count (Unique Client IDs with at least one housing placement record having a status of “Moved In” with an intensive case management program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe and also have a Final Follow Up record that identifies the client as No Longer Housed in the dropdown field “Client Still Housed”)</p> <p style="text-align: right;">X100</p> <hr/> <p>Count (Unique Client IDs with at least one housing placement record having its status updated to “Moved In” with an intensive case management program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p>
<p><b>Data Source</b> (including Standard Report name and location)</p>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Programs – Program Report</p> <p>Or as provided by the reporting program representative</p>
<p><b>Limitations or Comments</b></p>	<p>Current definition uses documented staff follow-ups to determine status within the database. This is in alignment with Reaching Home Results reporting. Exploration is underway to assess if a more comprehensive definition is possible.</p> <p>Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.</p> <p>The result undercounts the actual number of individuals that the intensive case management programs may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.</p> <p>The results represent a snapshot in time when the data was extracted, and it may vary from other sources based</p>

	on the definitions and sources used. All data are subject to change.
<b>Change Log</b>	Created June 2023
<b>Date Last Revised</b>	June 30, 2023

<b>Measure ICM5</b>	<b>Number (and percent) of individuals supported by an intensive case management program who successfully exited the program (i.e., individual able to live independently without ongoing case supports as per staff follow up)</b>
<b>Intervention Alignment</b>	Intensive Case Management
<b>Rationale (Why is it important?)</b>	This measure illustrates the longer-term outcomes of the program. It demonstrates how many people successfully exiting homelessness and remained housed after they had exited the program.
<b>Influencing Factors</b>	Relative (i.e. percent) measures of program outcomes can be influenced by: <ul style="list-style-type: none"> <li>• programs funding allocation</li> <li>• available staffing complement</li> <li>• program model fidelity</li> <li>• appropriate housing availability</li> </ul>
<b>Interpretation</b>	<p>Should be interpreted as, of all the clients who were provided service from an intensive case management program within the timeframe, how many were successfully moved into stable housing and remained as housed after the program ended and supports are no longer provided</p> <p>Number: Higher numbers represent more people successfully exiting homelessness and remaining housed. This can be as a result of increased program capacity or efficiencies or more people with successful outcomes.</p> <p>Percent: Higher numbers represent more people successfully exiting homelessness and remaining housed relative to the size of the population served.</p> <p>The balance of clients housed are either no longer housed, still housed and receiving ongoing program supports, declined follow-up, or unable to contact.</p>

### **Key Terms & Definitions (including Inclusions/ Exclusions)**

Current results include the combination of two data collection methods, Homeless Individuals and Families Information System (HIFIS 4.0) and program-reported and therefore it cannot be assumed that the total reflects a unique count of individuals, however, given the nature of this type of service it is likely that it does.

Data collection methods are outlined below:

- **Homeless Individuals and Families Information System (HIFIS 4.0)**
  - Good Shepherd Reaching Home (Families, Women, Youth)
  - Mission Services Housing Up!
  - Wesley Urban Ministries
- **Program-reported**
  - HRIC Indigenous Housing & Homelessness Supports and Services

#### **Homeless Individuals and Families Information System (HIFIS 4.0)**

Counts of unique individuals are based on unique client IDs within the database. Limited ability to verify a homeless person’s identity may lead to duplicates with these counts.

Successfully exiting the program is determined by the housing placement End Date, “Moved In” status and “Final Follow Up” record. A client is considered to have successfully exited the program if they have “graduated” to a more independent living situation, are still housed and demonstrate the ability to maintain housing and require minimal or less intensive supports or services as identified by ending the housing placement with a “Final Follow-Up” record and classifying the client as “Still Housed”.

Intensive case management programs are identified by the Organization/Service Provider ID associated with the housing placement support service record.

Excludes:

Clients who declined to provide Coordinated Access consent for data sharing within

If a client is noted to no longer be housed at the address on record in the housing placement, it should not be

	<p>assumed that they have returned to homelessness. Clients may have also reported to have independently secured housing at another address. This information is not consistently stored in HIFIS and has been excluded from reporting.</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p>
<b>Calculation</b>	<p><b>Number</b></p> <p>Count (Unique Client IDs with at least one housing placement record that has a housing placement end date with an intensive case management program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe and a “Final Follow-Up” record that identifies the client as Still Housed in the dropdown field “Client Still Housed”)</p> <p><b>Percent</b></p> <p>Count (Unique Client IDs with at least one housing placement record that has a housing placement end date with an intensive case management program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe and also have a Final Follow Up record that identifies the client as Still Housed in the dropdown field “Client Still Housed”) <span style="float: right;">X100</span></p> <hr/> <p>Count (Unique Client IDs with at least one housing placement record having its status updated to “Moved In” with an intensive case management program as identified by the Organization/ Service Provider ID associated with the interaction within the timeframe)</p> <p><b>Program-reported</b></p> <p>As provided by the reporting program representative</p>
<b>Data Source (including Standard Report name and location)</b>	<p>Homeless Individuals and Families Information System (HIFIS 4.0)</p> <p>Report: Housing Programs – Program Report</p> <p>Or as provided by the reporting program representative</p>
<b>Limitations or Comments</b>	<p>Current definition uses documented staff follow-ups to determine status within the database. This is in alignment with Reaching Home Results reporting. Exploration is</p>



underway to assess if a more comprehensive definition is possible.

Unique client counts within a timeframe should not be summed and interpreted as an annual total as it would be an overrepresentation of result.

The result undercounts the actual number of individuals that the rapid rehousing programs may have provided service to because client consent is required to enter personally identifying information into the database. This is consistent with privacy legislation and client-centered best practices.

The results represent a snapshot in time when the data was extracted, and it may vary from other sources based on the definitions and sources used. All data are subject to change.

**Change Log**

Created June 2023

**Date Last Revised**

June 30, 2023

## CHANGE LOG

### VERSION 1

#### Removed Measures

Intervention	Indicator	Reason
<b>Transitional Housing Support Programs</b>	Number and % of individuals who successfully exited the program (i.e., individual able to live independently without ongoing case supports)	No functional operational reporting difference from Measure TH2