

Ending Chronic Homelessness Data Tables

A reporting data dictionary outlining all the reporting definitions and data collection methods is available upon request.

Population Indicators (Monitoring)

Ref #	Indicators	Goal	Fiscal 2020-21	Fiscal 2021-22	Fiscal 2022-23	Fiscal 2023-24	Assessment and/or Sector Comments
POP1	Number of unique individuals who were homeless for at least one day during the reporting period	Reduce homelessness by 5% overall annually	2738	3230 (+492)	3069 (-161)	3106 (+37)	Data collection coverage and phased program onboarding onto HIFIS may account for previous increases in reported results.
POP2	Number of unique individuals who experienced chronic homelessness during the reporting period	End chronic homelessness by 2025	1420	684 (-736)	1026 (+342)	1165 (+139)	The method for determining chronicity was updated in 2021-22 to align with federal methods for determining chronicity. As a result, figures from 2020-21 and 2021-22 are not directly comparable.
POP3	Number of unique individuals who were included for the first time as homeless during the reporting period	Reduce new inflow into homelessness by 10% annually	1521	2023 (+502)	1676 (-347)	1625 (-51)	Increases in the number of clients with long lengths of stay in the shelter system as a result of limited outflow options impacts the shelter system capacity to accept new clients and client turnover rates. This is a possible contributing factor to the noted decrease.
POP4	Number of unique individuals who returned to homelessness from housing or any transitional living situation	Less than 15% of individuals or households return to homelessness each year	83	150 (+67)	201 (+51)	206 (+5)	NA

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

System Performance Measures

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

- When a measure includes the word “unique” it means we are able to count unique people who have accessed service during the timeframe. These numbers, across the quarters, will not add up to the “unique” year-to-date total. They should be interpreted as the number of clients accessing service at least once during the timeframe. These results only include clients who have consented to have their personal information stored in the Homeless Individuals and Families Information System (HIFIS 4.0) and therefore may be an under-representation of service provision.
- When a measure does not include the word “unique” it means we are not counting unique people who have accessed service during the timeframe. Because of how the information is collected or managed we were not able to say whether individuals accessing the services more than once within the timeframe have only been counted once for the quarter or year-to-date total.
- When a measure includes the word “interactions” it counts the number of times a service was provided and not the number of people receiving the service. This includes services provided to both known clients and interactions recorded anonymously (e.g. when consent for HIFIS data collection was declined).
- All measures should be considered independent of one another unless otherwise noted and results are not expected tally up to the total reached in each section.
- Some temporary or pilot programs have not been included in this reporting at this time including short-term housing programs and waitlist/referral programs.

NA = Not available

Measure		Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Assessment and/or Sector Comments
Prevention Programs (PRV)¹							
Description: Includes programs offering financial support (rent and utility arrears, etc.) and/or housing supports to achieve housing stabilization for those at imminent risk for homelessness							
PRV1	Number of individuals or households reached by prevention programs	9986	9610	11,024	9698	9286	Reach Target ² 9500 These results are influenced by the newly established Tenant Support Program, the consolidation of the Housing Stability Benefit and Rent Ready programs were streamlined into the Housing Emergency Fund, and the delays in the 2024 Canada-Ontario Housing Benefit (COHB) benefits rollout. Due to loss of operating system in 2024 due to the cyber security incident impacting the City of Hamilton some figures cannot be verified at this time.
PRV2	Number of households connected to a longer-term (approx. 5 years) housing allowance, tenant fund, or rent supplement programs to maintain their housing (e.g. Canada-Ontario Housing Benefit, Municipal Housing Allowance, Rent Supplements, and Tenant Defence Support)	2426	2617	2333	2377	2252	Recent decreases attributed to the transfer of the tenant defence fund to the legal clinic. Due to loss of operating system in 2024 due to the cyber security incident impacting the City of Hamilton some figures cannot be verified at this time.
PRV3	Number of individuals or households who received one-time financial assistance from a prevention program	1544	1369	1423	1161	1069	

¹ Interpret with caution – the program-reported information may have inconsistent reporting definitions due to agency-specific data collection and reporting methods

² The [Coming Together to End Homelessness: Hamilton's Systems Planning Framework](#) (July 2019) identified a number of program reach and outcome targets.

Measure		Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Assessment and/or Sector Comments
PRV4	Total financial (dollars) one-time assistance provided from a prevention program	\$1,897,280	\$1,744,533	\$1,432,852	\$1,304,401	\$823,305	Launch and implementation of the consolidated Housing Emergency Fund Program in July 2024 may influence the 2024 results.
Shelter-based Diversion Programs (DV)³							
Description: Supports for clients to identify and connect to alternative immediate housing arrangements that can prevent the need to stay in emergency shelters							
DV1	Number of individuals reached by diversion programs	271	297	247	257	315	Reach Target: Not Available Please note that this may be an underrepresentation due to known reporting limitations. One program identified that during this period there has been the high volume of refugee claimants entering the shelter system. This influx has presented challenges for diversion programming, as many of these individuals lack established support systems in Canada, limiting the feasibility of diversion to alternative accommodations.
DV2	Number of individuals/households who received one-time financial assistance from a diversion program	35	39	28	16	33	NA
DV3	Total financial (dollars) one-time assistance provided from a diversion program	\$44,031	\$38,892	\$11,866	\$19,341	\$28,184	NA
Drop-in Programs (DI)							
Description: Provide services to meet basic needs and connect to additional housing resources and supports							
DI1	Number of individuals reached by drop-in programs	NA	NA	NA	NA	NA	Various drop-in programs did not have the ability to collect information that support the reporting of individuals reached during this time period because of the cyber incident and the limitations of agency-specific data collection. Efforts to improve data collection for these intervention types has been identified for 2025.

³ Interpret with caution – the program-reported information may have inconsistent reporting definitions due to agency-specific data collection and reporting methods

Measure		Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Assessment and/or Sector Comments
DI2	Number of drop-in program interactions where individuals received support with their basic needs	9291	12,124	35,145	39,623	41,747	Basic needs service delivery is central to the scope of drop-in programs and all programs noted that all clients receive this service level. Increases are due to new programs introduced in late 2023/early 2024 for winter response and currently ongoing.
DI3	Number of drop-in program interactions where individuals received support with their housing needs	822	969	966	1035	1015	Not all programs are funded by Reaching Home but still strive to support with housing search readiness and stabilization.
Housing-focused Street Outreach Program (HFSO)							
Description: Provide services to meet basic needs and connect to additional housing resources and supports for people experiencing unsheltered homelessness							
HFSO 1	Number of unique individuals reached by the Housing-Focused Street Outreach program who have consented to have their personal information stored in HIFIS	153	193	135	NA	NA	Recent results not available due to the HIFIS outage. HFSO program reach continues to increase as reported in the monthly Encampment Response Team Communication Updates.
HFSO 2	Number of Housing-Focused Street Outreach program client interactions where individuals received support with their basic needs	162	500	139	NA	NA	Recent results not available due to the HIFIS outage. HFSO program reach continues to increase as reported in the monthly Encampment Response Team Communication Updates.
HFSO 3	Number of Housing-Focused Street Outreach program client interactions where individuals received support with their housing needs	701	1280	495	NA	NA	Recent results not available due to the HIFIS outage. HFSO program reach continues to increase as reported in the monthly Encampment Response Team Communication Updates.
Emergency Shelter Early Intervention Supports (ESEI)							
Description: Provides individuals/households with intensive and targeted supports to find alternative stable housing arrangements within 14 days or less of their emergency shelter stay							
ESEI1	Number of unique individuals reached by the emergency shelter early intervention programs (i.e. received targeted housing supports within the first 14 days)	323	415	489	519	512	Reach Target: Not Available

Measure		Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Assessment and/or Sector Comments
Emergency Shelters (ES)							
Description: Provides individuals/households with short-term emergency shelter to meet their basic needs (bed, meals, etc.) and support with resources to locate and secure stable housing							
ES1	Number of unique individuals provided with an emergency shelter bed/room when needed - overall (unique shelter stayers)	1252	1266	1012	871	1176	Reach Target 2800 Efforts were made to account for all shelter stays during the HIFIS outage but the results from the period are likely an undercount of the actuals. Note that from 2024 onward reporting of unfunded bed occupancy has been excluded from the results. This impacts comparability with previous results.
ES1a	Number of unique individuals provided with an emergency shelter bed/room when needed - through permanent emergency shelter spaces (unique shelter stayers)	1037	1037	715	576	862	Permanent shelter bed capacity is 259 beds and 20 family rooms during this reporting period. Efforts were made to account for all shelter stays during the HIFIS outage but the results from the period are likely an undercount of the actuals. Note that from 2024 onward reporting of unfunded bed occupancy has been excluded from the results. This impacts comparability with previous results.
ES1b	Number of unique individuals provided with an emergency shelter bed/room when needed - through overflow spaces made available as demand fluctuated (unique shelter stayers)	265	273	369	335	423	Temporary shelter beds during this reporting period included Hotel Overflow, West Ave (now permanent) and Winter Response beds at Salvation Army and Mission Services (now permanent). Efforts were made to account for all shelter stays during the HIFIS outage but the results from the period are likely an undercount of the actuals. Note that from 2024 onward reporting of unfunded bed occupancy has been excluded from the results. This impacts comparability with previous results.

Measure		Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Assessment and/or Sector Comments
ES2	Number of unique individuals who received support with their housing needs	Currently under development pending data collection improvements. Improvement work was delayed due to the cyber security incident.					
Transitional Housing Programs (TH)							
Description: Provides place-based time-limited support designed to move individuals to independent living or permanent housing. The length of stay is typically less than one year							
TH1	Number of unique individuals reached by transitional housing programs	84	82	81	83	84	Reach Target 160
TH2	Number (and percent) of unique individuals supported by a transitional living program placed into more stable housing by the end of their stay in the transitional living situation	16 (19%)	11 (13%)	9 (11%)	9 (11%)	6 (7%)	So far in 2024, 24 individuals have been housed from TLP programs.
TH3	Number (and percent) of unique individuals supported by a transitional living program who returned to homelessness after being housed	Currently under development pending data collection improvements. Improvement work was delayed due to the cyber security incident.					
Rapid Rehousing Programs (RRH)							
Description: Case management and housing support for mid acuity participants facing long-term homelessness (chronic homelessness). The length of the intervention is up to 9 months.							
RRH1	Number of unique individuals reached by rapid rehousing programs	380	360	428	440	388	Reach Target 260
RRH2	Combined caseload ratio (Staffing Complement FTEs as per Contract with the City of Hamilton)	30:1 (12.8)	28:1 (12.8)	33:1 (12.8)	34:1 (13.1)	30:1 (13.1)	Target caseload ratios for rapid rehousing programs are 1:25.

Measure		Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Assessment and/or Sector Comments
RRH3	Number (and percent) of unique individuals supported by a rapid rehousing program (i.e., reached) who were placed into more stable housing, included those housed prior to the reporting period who continue to be supported and those housed during the period.	235 (62%)	250 (69%)	286 (67%)	309 (70%)	289 (74%)	The remaining clients have ongoing housing searches with the programs. So far in 2024, 240 individuals have been housed from Rapid Rehousing programs.
RRH4	Number (and percent) of unique individuals supported by a rapid rehousing program who had a known return to homelessness after being housed (as per staff follow-up)	17 (7%)	11 (4%)	8 (3%)	8 (3%)	5 (2%)	The remaining housed clients are either still housed and exited the program (RRH5), still housed and receiving ongoing program supports, declined follow-up, or unable to contact.
RRH5	Number (and percent) of unique individuals supported by a rapid rehousing program who successfully exited the program (i.e., individual was housed able to live independently without ongoing case supports)	51 (22%)	67 (27%)	66 (23%)	86 (28%)	119 (41%)	The remaining housed clients are no longer housed (RRH4), housed and still receiving program supports, or declined follow up or unable to contact.
Intensive Case Management Programs (ICM)							
Description: Longer-term case management and housing support to higher acuity participants facing long-term homelessness (chronic homelessness), addictions, mental health. The length of the intervention is generally between 12 and 24 months							
ICM1	Number of unique individuals reached by intensive case management programs	411	435	373	502	517	Reach Target 744
ICM2	Combined caseload ratio (Staffing Complement FTEs as per Contract with the City of Hamilton)	13:1 (31.5)	14:1 (31.7)	12:1 (31.7)	16.1 (30.9)	17:1 (31.0)	Higher acuity clients often require additional staff supports (e.g. multiple staff or senior staff). Target caseload ratios for intensive case management programs are 1:20 for adults or 1:11 for youth.

Measure		Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Assessment and/or Sector Comments
ICM3	Number (and percent) of unique individuals supported by an intensive case management program (i.e., reached) who were placed into more stable housing, included those housed prior to the reporting period who continue to be supported and those housed during the period.	229 (56%)	232 (53%)	301 (81%)	281 (56%)	286 (55%)	The remaining clients have ongoing housing searches with the programs. So far in 2024, 222 individuals have been housed from Intensive Case Management programs.
ICM4	Number (and percent) of unique individuals supported by an intensive case management program who had a known return to homelessness after being housed	17 (7%)	11 (5%)	20 (7%)	7 (2%)	11 (4%)	The remaining housed clients are either still housed and exited the program (ICM5), still housed and receiving ongoing program supports, declined follow-up, or unable to contact.
ICM5	Number (and percent) of unique individuals supported by an intensive case management program (i.e., reached) who successfully exited the program (i.e., individual was housed able to live independently without ongoing case supports)	72 (31%)	65 (28%)	80 (27%)	62 (22%)	79 (28%)	The remaining housed clients are no longer housed (ICM4), housed and still receiving program supports, or declined follow up or unable to contact.