

**APPENDIX A: 2025 Ending Chronic Homelessness Performance Update Data Tables**

**1287 unique individuals 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	Fiscal 2024-25	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)	3004 (-102)	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)	1287 (+122)	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)	1562 (-63)	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)	156 (-50)	

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	Quarterly					Annual		Trend	Assessment and/or Sector Comments	
	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	2024	2025			
<b>Community Prevention and Diversion Programs (PRV)<sup>1</sup></b>										
<b>Description:</b> Includes programs offering financial support (rent and utility arrears, etc.) with housing supports to achieve housing stabilization for those at imminent risk for homelessness or to rapidly resolve a housing crisis and divert from staying in emergency shelter.										
PRV1	Number of individuals and/ or households reached by prevention programs	4193	6499	5901	6045	5951	14,521	21,238	↗	<p>Actual individuals reached, including family members and dependants, could be much higher. Many reporting agencies and programs provide service and report by household only.</p> <p>Reporting unique clients reached even within a single reporting agency may be estimated (i.e. no new only or all interactions) due to data collection limitations and may over or underrepresent reach.</p> <p>May include only clients with known demographic information and not all individual clients from some reporting programs.</p>

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

Measure	Quarterly					Annual		Trend	Assessment and/or Sector Comments	
	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	2024	2025			
PRV2	Number of households connected to a longer-term housing allowance or rent supplement programs to maintain their housing	Not Available	1407	1428	1392	1431	2437	2551	↗	Only annual results include the allocation of Canada-Ontario Housing Benefit (COHB) program benefits as quarterly results were unavailable at the time of this reporting.  Quarterly results for Canada-Ontario Housing Benefit (COHB) Program, Municipal Housing Allowances, and Rent Supplements Program were unavailable the October to December 2024.
PRV3	Number of individuals and/ or households who received one-time financial assistance from a prevention program	763	737	877	1088	831	1700	3533	↗	Annual increases are attributed to the implementation of the Housing Emergency Fund Program mid-year in 2024.
PRV4	Total financial (dollars) one-time assistance provided from a prevention program	\$1,026K	\$1,007K	\$1,118K	\$1,231K	\$1,314K	\$2,184K	\$4,578K	↗	Annual increases are attributed to the implementation of the Housing Emergency Fund Program mid-year in 2024.
<b>Shelter-based Diversion Programs (DV)<sup>2</sup></b>										
<b>Description:</b> Programs concentrate efforts in ensuring alternative immediate housing arrangements are fully explored and supported where needed.										
DV1	Number of individuals reached by diversion programs	517	557	494	628	656	1767	2159	↗	Reporting unique clients reached even within a single reporting agency may be estimated (i.e. no new only or all interactions) due to data collection limitations and may over or underrepresent reach.

<sup>2</sup> Interpret with caution – the program-reported information may have inconsistent reporting definitions due to agency-specific data collection and reporting methods

Measure	Quarterly					Annual		Trend	Assessment and/or Sector Comments
	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	2024	2025		
DV2	61	53	68	82	50	134	256	↗	The Family sector allocated a significant portion of one-time financial assistance available through diversion programs.
DV3	\$22,280	\$27,544	\$10,682	\$30,674	\$24,322	\$78,219	\$93,229	↗	
<b>Drop-in Programs (DI)<sup>3</sup></b>									
<b>Description:</b> 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.									
DI1	1626	1367	1749	1772	1995	2745	5180	↗	Annual increases are due to the ongoing funding and expansion of day, evening, and overnight low barrier drop-in programs and the return of winter response seasonal programming.  Several reporting agencies noted challenges with reporting information prior to 2025. Reporting improvements were made in 2025 when they were onboarded onto the Homelessness Individuals and Families Information System (HIFIS).

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

Measure		Quarterly					Annual		Trend	Assessment and/or Sector Comments
		Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	2024	2025		
DI2	Number of drop-in program interactions where individuals received support with their basic needs	28,140	40,161	38,306	41,027	41,394	94,514	160,888	↗	Basic needs service delivery is central to the scope of drop-in programs and all programs noted that all clients receive this service level.
DI3	Number of drop-in program interactions where individuals received support with their housing needs	2224	1714	3143	3156	2939	6546	10,952	↗	As low-barrier programming focused on meeting immediate basic needs, support with housing needs is offered based on each individual's interest, readiness, and circumstances.
<b>Housing-focused Street Outreach Program (HFSO)</b>										
<b>Description:</b> Provides services to meet basic needs and connect to additional housing resources and supports. This program targets individuals living unsheltered in the community.										
HFSO1	Number of unique individuals reached by the Housing-Focused Street Outreach program	87	178	226	226	185	225	507	↗	HFSO data may differ in other reports during these periods as data collected by HFSO were based off daily estimates until October 2025. The Ending Chronic Homelessness report is solely based in HIFIS data resulting in a variance of the numbers reported.  Historically the number of individuals living unsheltered was estimated by the HFSO team until October 2025, therefore, any HIFIS estimates taken from this period may differ due to the different data source used. Any estimate post-October 2025 is pulled from HIFIS for all reporting.
HFSO2	Number of Housing-Focused Street Outreach program client interactions where individuals received support with their basic needs	31	269	1433	2447	953	176	5102	↗	
HFSO3	Number of Housing-Focused Street Outreach program client interactions where individuals received support with their housing needs	154	942	3069	2772	1258	715	8068	↗	

Measure		Quarterly					Annual		Trend	Assessment and/or Sector Comments
		Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	2024	2025		
<b>Emergency Shelter Early Intervention Supports (ESEI)</b>										
<b>Description:</b> Provides individuals 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.										
ESEI1	Number of unique individuals reached by the emergency shelter early intervention programs (i.e. received targeted housing supports within the first 14 days)	669	697	754	744	810	1059	1187	↗	
<b>Emergency Shelters (ES)</b>										
<b>Description:</b> 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 a City-funded emergency shelter bed/ room	1191	1353	1489	1486	1388	1785	2317	↗	

Measure	Quarterly					Annual		Trend	Assessment and/or Sector Comments	
	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	2024	2025			
ES2a	Average bed occupancy rate (adult and youth sectors)	95%	94%	92%	90%	93%	91%	92%	↗	<p>Average bed occupancy rates range from 62% to 99% in the youth and adult sector with lower occupancy rates in the youth and specialized support programs.</p> <p>Occupancy rates may slightly underrepresent actuals because of requirement for client consent to data collection and general data quality issues; however, given the consistently high overall average occupancy in most sectors, the underestimation is likely low.</p>
ES2b	Average room occupancy rate (family sectors)	72%	68%	66%	81%	72%	71%	72%	↗	<p>Occupancy rates range from 57% to 97% in the family sector with lower occupancy rates in the hotels used as overflow service for families seeking shelter.</p> <p>Occupancy rates may slightly underrepresent actuals because of requirement for client consent to data collection and general data quality issues; however, given the consistently high overall average occupancy in most sectors, the underestimation is likely low.</p>

Measure	Quarterly					Annual		Trend	Assessment and/or Sector Comments	
	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	2024	2025			
<b>Transitional Housing Programs (TH)</b>										
<b>Description:</b> 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.										
TH1	Number of unique individuals reached by transitional housing programs	83	71	70	110	132	122	182	↗	Annual increases are attributed to the opening of new funded programming within the reporting period.
TH2	Number (and percent) of unique individuals placed into more stable housing by the end of their stay in the transitional living situation	11 (13%)	13 (18%)	10 (14%)	7 (6%)	10 (8%)	37 (30%)	39 (21%)	↘	
TH3	Average bed occupancy rate	83%	75%	69%	61%	84%	85%	72%	↘	Fluctuations in bed occupancy rates can partially be explained by the staggered opening of new funded programming within the reporting period. Some programs may be excluded from the average occupancy rate reporting because of their specific funding.
<b>Rapid Rehousing Programs (RRH)</b>										

Measure	Quarterly					Annual		Trend	Assessment and/or Sector Comments	
	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	2024	2025			
<b>Description:</b> 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.										
RRH1	Number of unique individuals reached by rapid rehousing programs (RRH)	496	301	306	274	253	716	449	↘	The observed decrease is largely attributable to records being closed later than expected and subsequently captured in a future reporting period and should not be interpreted solely as a reduction in the number of individuals completing an intake for RRH.
RRH2	Combined caseload ratio (Staffing Complement FTEs as per Contract with the City of Hamilton)	38:1 (13)	23:1 (13)	24:1 (13)	22:1 (13)	20:1 (13)	Not Available	22:1 (13)		Target caseload ratios for rapid rehousing programs are 1:25.
RRH3	Number (and percent) of unique individuals reached by a RRH program who were newly placed into stable housing during the period	84 (17%)	56 (19%)	61 (20%)	33 (12%)	55 (22%)	317 (44%)	198 (44%)	-	
RRH4	Number (and percent) of unique individuals who were placed into stable housing with RRH support and who are confirmed to have a documented return to homelessness within 12 months of that housing placement	4 (5%)	6 (6%)	2 (2%)	4 (5%)	7 (8%)	8 (3%)	18 (6%)	↗	

Measure	Quarterly					Annual		Trend	Assessment and/or Sector Comments
	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	2024	2025		
RRH5	67 (84%)	76 (77%)	71 (88%)	51 (70%)	56 (67%)	235 (86%)	246 (78%)	↓	RRH programs have an average program duration of 6-12 months and some clients served in 2025 may not have had the opportunity to realize positive outcomes yet.
<b>Intensive Case Management Programs (ICM)</b>									
<b>Description:</b> 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.									
ICM1	535	503	513	494	495	715	751	↗	
ICM2	18:1 (30)	15:1 (31)	13:1 (33)	13:1 (38)	13:1 (38)	Not Available	14:1 (35)		Higher acuity clients often require additional staff supports (e.g. multiple staff or senior staff). Target caseload ratios for intensive case management programs are 1:20 for adults or 1:11 for youth.
ICM3	80 (15%)	69 (14%)	116 (23%)	66 (13%)	97 (20%)	299 (42%)	318 (42%)	-	
ICM4	3 (4%)	8 (8%)	8 (10%)	6 (9%)	6 (9%)	8 (4%)	28 (10%)	↗	

Measure		Quarterly					Annual		Trend	Assessment and/or Sector Comments
		Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct-Dec 2025	2024	2025		
ICM5	Number (and percent) of individuals who were placed into stable housing with ICM support and who had a documented successful program exit at the 12-month follow-up point (i.e., living independently without ongoing case management supports)	47 (67%)	58 (61%)	55 (69%)	48 (70%)	23 (33%)	151 (70%)	183 (63%)	↘	ICM programs have an average program duration of 18-24 months and some clients served in 2025 may not have had the opportunity to realize positive outcomes yet.
<b>Permanent Supportive Housing Programs</b>										
<b>Description:</b> Programs that provide permanent housing (no time limit) with rental assistance and individualized support plans for people with greater depth of need (acuity) related to physical or mental health, developmental disabilities and/or substance use.										
PSH1	Number of individuals reached by supportive housing programs	105	110	99	102	97	105	118	↗	
PSH2	Number (and percent) of unique individuals supported by a supportive housing program who returned to homelessness following their exit from a supportive housing unit	5 (5%)	5 (5%)	1 (1%)	0 (0%)	0 (0%)	5 (5%)	5 (4%)	↘	