

Leveraging HIFIS 4 in the Quest for Functional Zero: A Rural Community's Experience

Canadian Alliance on Ending Homelessness National Conference 2019

Presenters:

Chantal Perry, Program Manager, Homeless Prevention

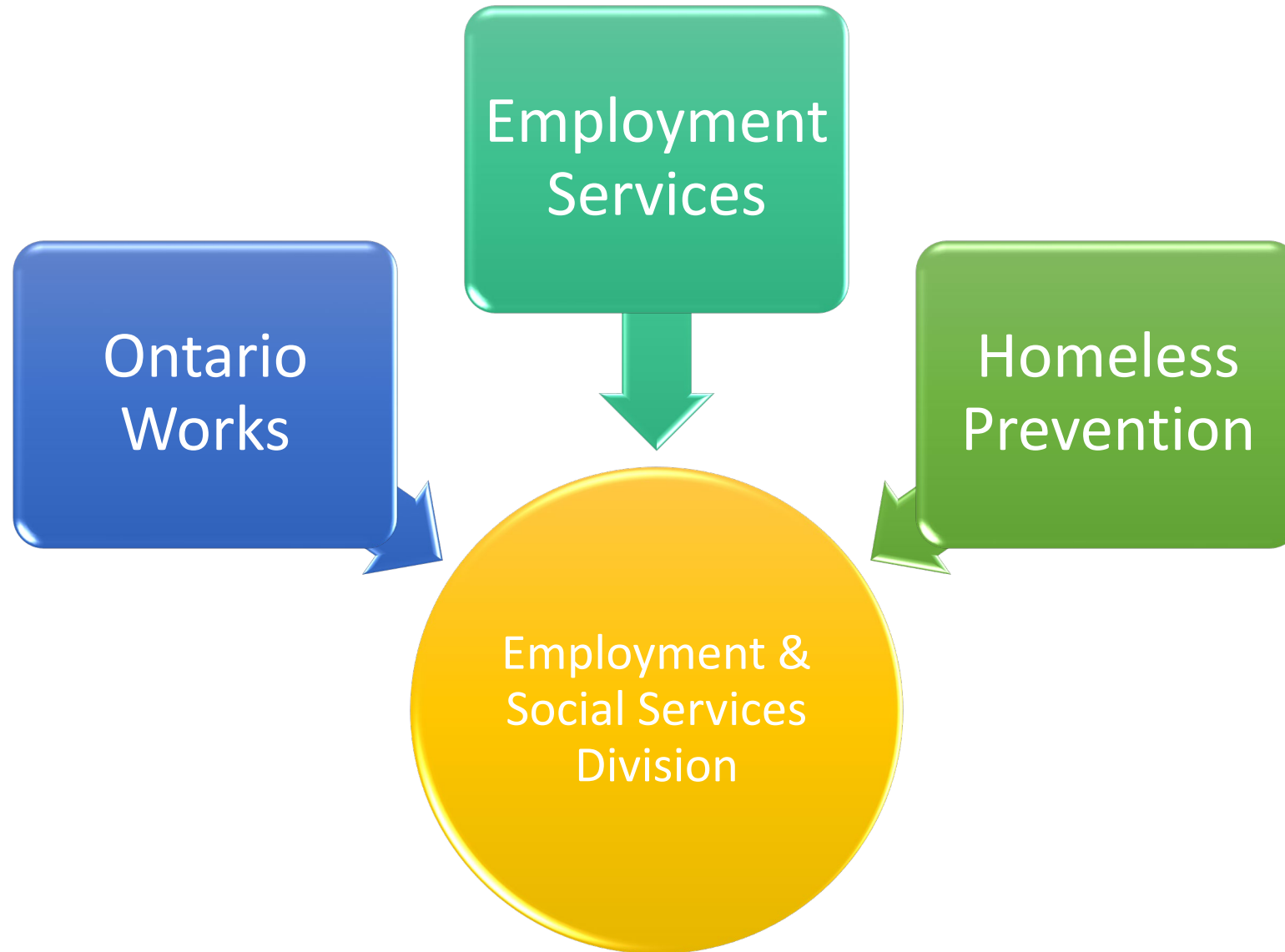
Josh Myers, Supervisor, Homeless Prevention

Welcome to Chatham-Kent

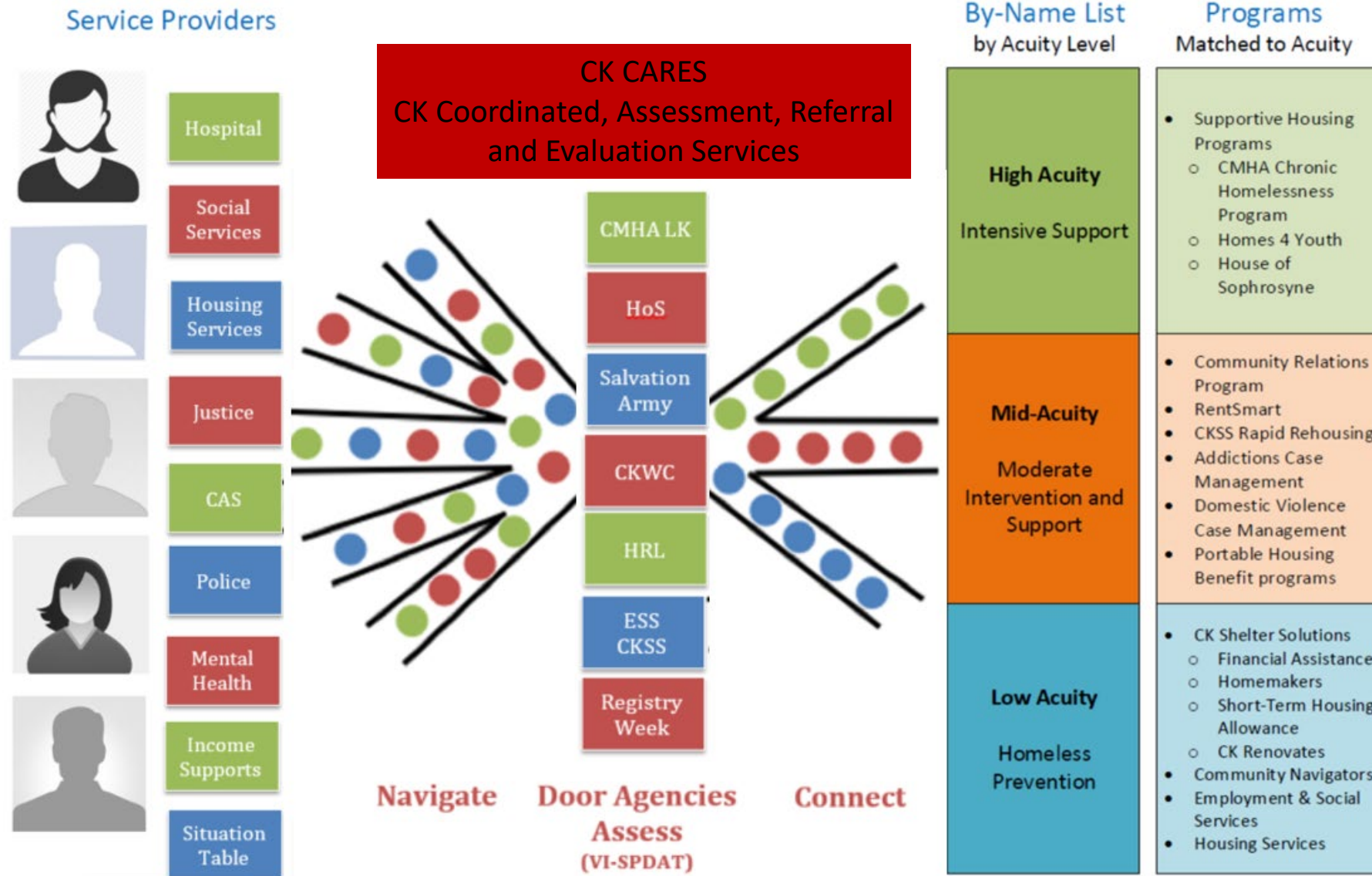
- A single tier urban-rural municipality in Southwestern Ontario with a population of approximately 102,000 residents.
- 23 former communities in a 2500 square km area - 12th largest in Canada and 2nd largest municipality in Ontario by geographic area.
- Primary industries = agriculture and automotive manufacturing industries
- Median household income = \$51,081
- Median age = 43.9
- 17% live below the LIM
- By-Name List = 87
- Chronically homeless - 45



Local Service System Manager Context



Coordinated Access System



Graphic concept used with permission of Kawartha Lakes

HIFIS Implementation



Chatham-Kent By-Name List

By Name List Report for 20,000 Homes

This report displays a list of all clients who are currently homeless, and displays their housing, income, risk of homelessness, priority population, whether they are a new client within the past 30 days, how many previous housing placements they have, their VI-SPDAT score, whether they have a full SPDAT, and their phone number.

Unique ID	Client Name	DOB	Gender	Source of Income	Housing Status	Status Updated Date	Chronic	Episodic	Priority Population	Newly Identified	Returning from Housed	Previous Housing Placements	VI-SPDAT Score	VI-SPDAT Caseworker	Full SPDAT?
3,822	Santa Clause	1980/05/11	M	OW	Shelter	2018/07/31			Non-Aboriginal, Unknown / Not Asked	No	Yes	0	5	Williams, Dana	
272	Michael Jordan	1982/03/26	F	OW	Shelter	2018/09/04			Non-Aboriginal, Unknown / Not Asked	No	Yes	0	10	Heard, Desiree	
3,436	Serena Williams	1955/05/07	M	Canada Pension Plan (CPP)	With friends/family (paying rent)	2018/06/13			Non-Aboriginal, Unknown / Not Asked	No	No	1	8	Case Manager, Ontario Works	
3,763	Chantal Perry	1999/09/11	M	OW	Parents	2018/07/19			Non-Aboriginal, Unknown / Not Asked Youth (16 - 25)	No	No	0	3	Case Manager, Ontario Works	
2,102	Meagan Carson	2000/09/28	M		Parents	2018/08/10		Yes	Unknown, Not a Veteran Youth (16 - 25) Youth with compromised Addictions	No	No	0	12	Thomas, Maggie	
2,127	Kim Crew	1993/07/31	M		Outdoors	2018/08/03	Yes		Non-Aboriginal, Not a Veteran Youth (16 - 25)	No	No	1	14	Christian, Lisa	Yes
2,088	Josh Myers	1982/04/11	M	OW	Couch Surfing	2018/08/08			First Nations: Off-reserve. Not a	No	No	0	5	Thomas, Maggie	

Inflows, Newly Identified and Returns (from Housing or Inactive)

Reporting Month

November 2018

Priority Lists vs ByName Lists

By Name List Report for 20,000 Homes - August

This report displays a list of all clients who are currently homeless, and displays their housing, income, risk of homelessness, priority population, whether they are a new client within the past 30 days, how many previous housing placements they have, their VI-SPDAT score, whether they have a full SPDAT, and their phone number.

Unique ID	Client Name	DOB	Gender	Source of Income	Housing Status	Status Updated	Chronic	Episodic	Priority Population	Newly Identified	Returning from	Previous Housing	VI-SPDAT Score
2,127	Santa Clause	1993/07/31	M		Outdoors	2018/08/03	Yes		Non-	No	No	1	14
2,212	Josh Myers	2001/12/31	F	OW	With	2018/07/27	Yes		Unknown, Not	No	No	1	7
3,389	Kim Crew	1985/04/09	F	ODSP	Shelter	2018/08/24	Yes		Non-	No	No	0	6
435	Steve Smith	1997/06/01	F	OW	Couch Surfing	2018/06/14	Yes		Unknown, Not a Veteran	No	No	1	5

Using Data to Drive Reductions

Reviewed Monthly

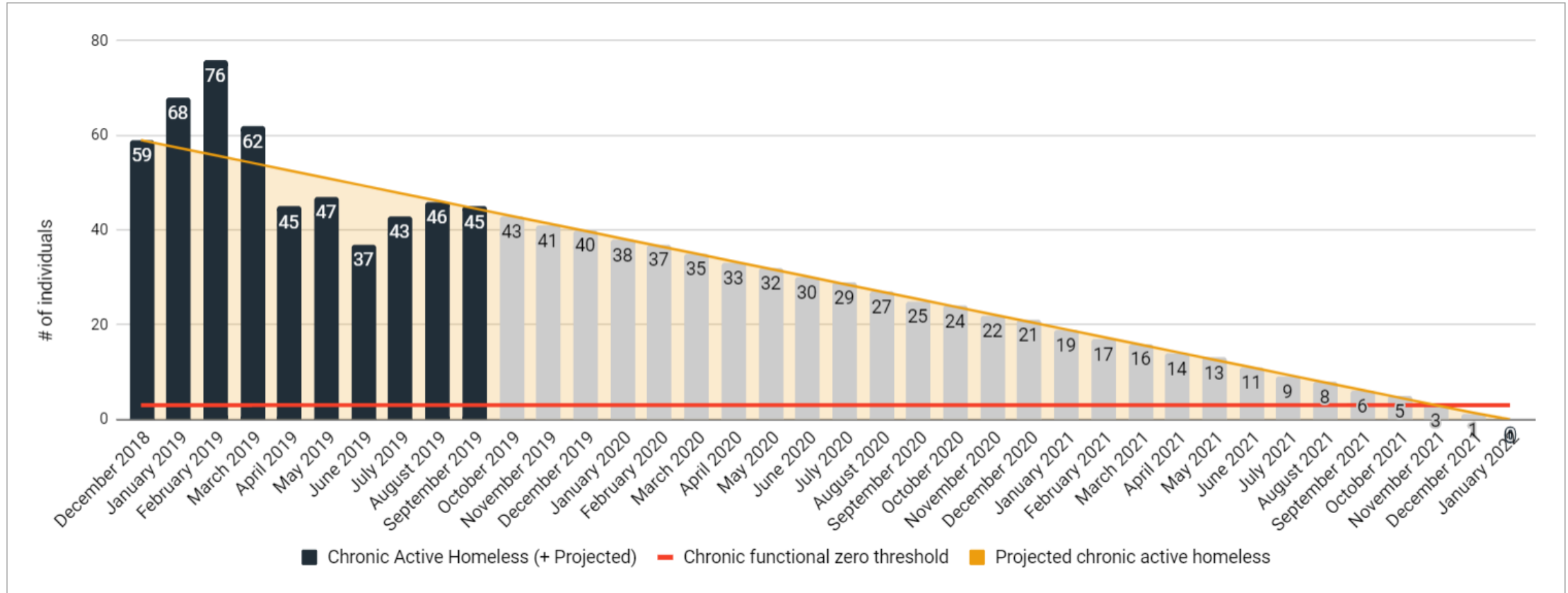
- **Chronicity** (month & year-to-date)
- **Acuity** (month & year-to-date)
- **Inflow** (aged-in or new to CAS)
- **Expected Inflow** (aging-in)
- **Housing Placements** (by Door Agency)

Reviewed Bi-Annually

- **Age**
- **Gender**
- **Indigenous identity**
- **Primary income source**
- **Door agency intake %'s**
- **Homelessness Duration-Acuity**

Using Projections To Drive Reductions

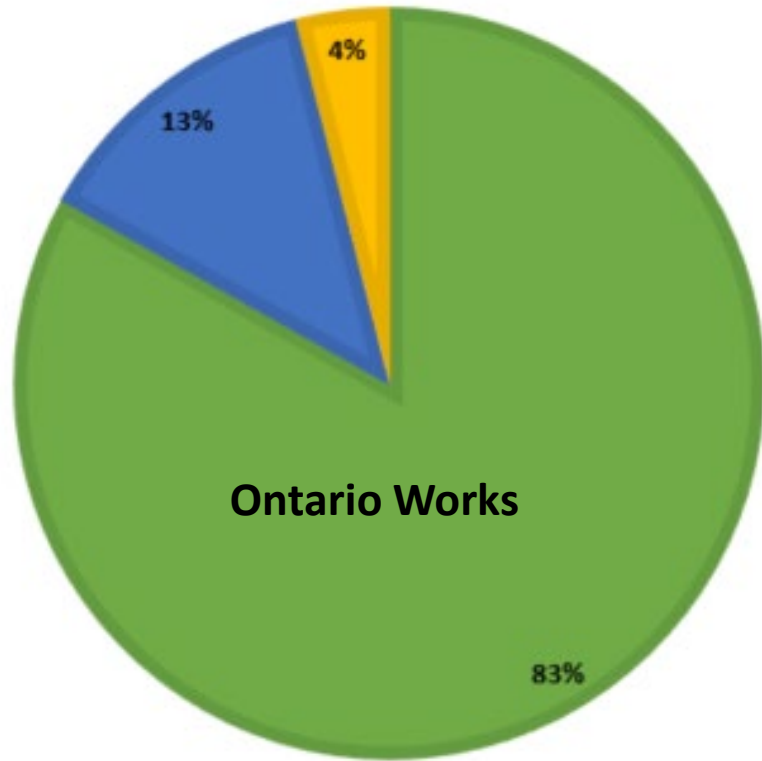
Baseline month	Most recent month reported	Projected net monthly change	Projected # of months until chronic functional zero	Projected month chronic functional zero achieved
December 2018	September 2019	-1.6	29	January 2022



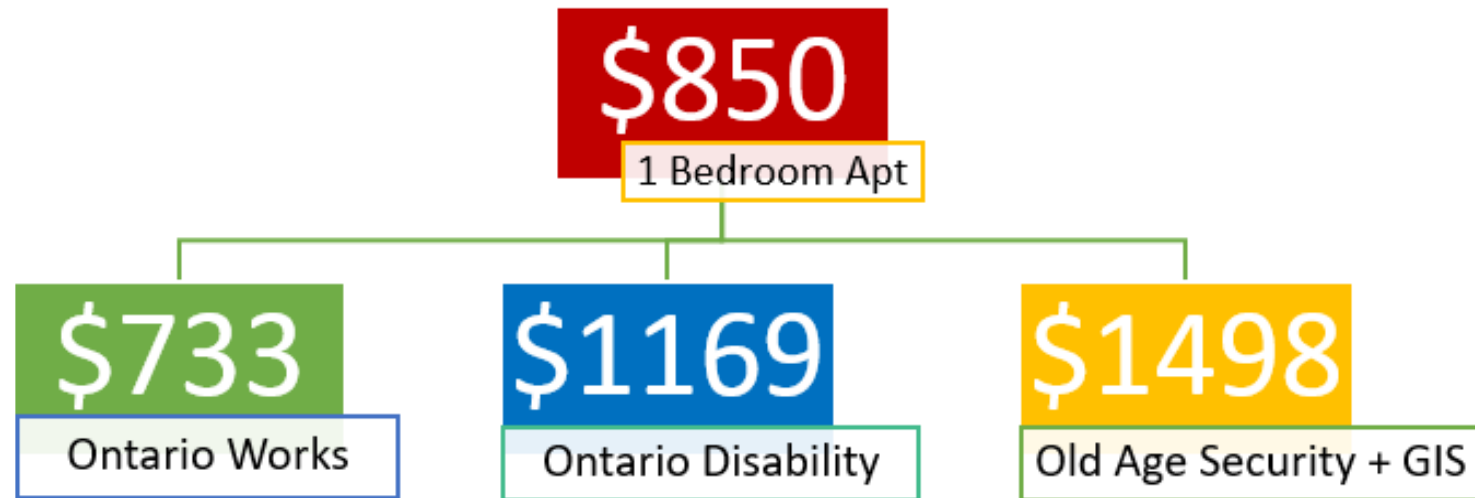
Evidence Informed Decision Making - Income

PRIMARY INCOME SOURCE

■ Ontario Works: 83% ■ Ontario Disability: 13% ■ OAS-CPP-Other: 4%

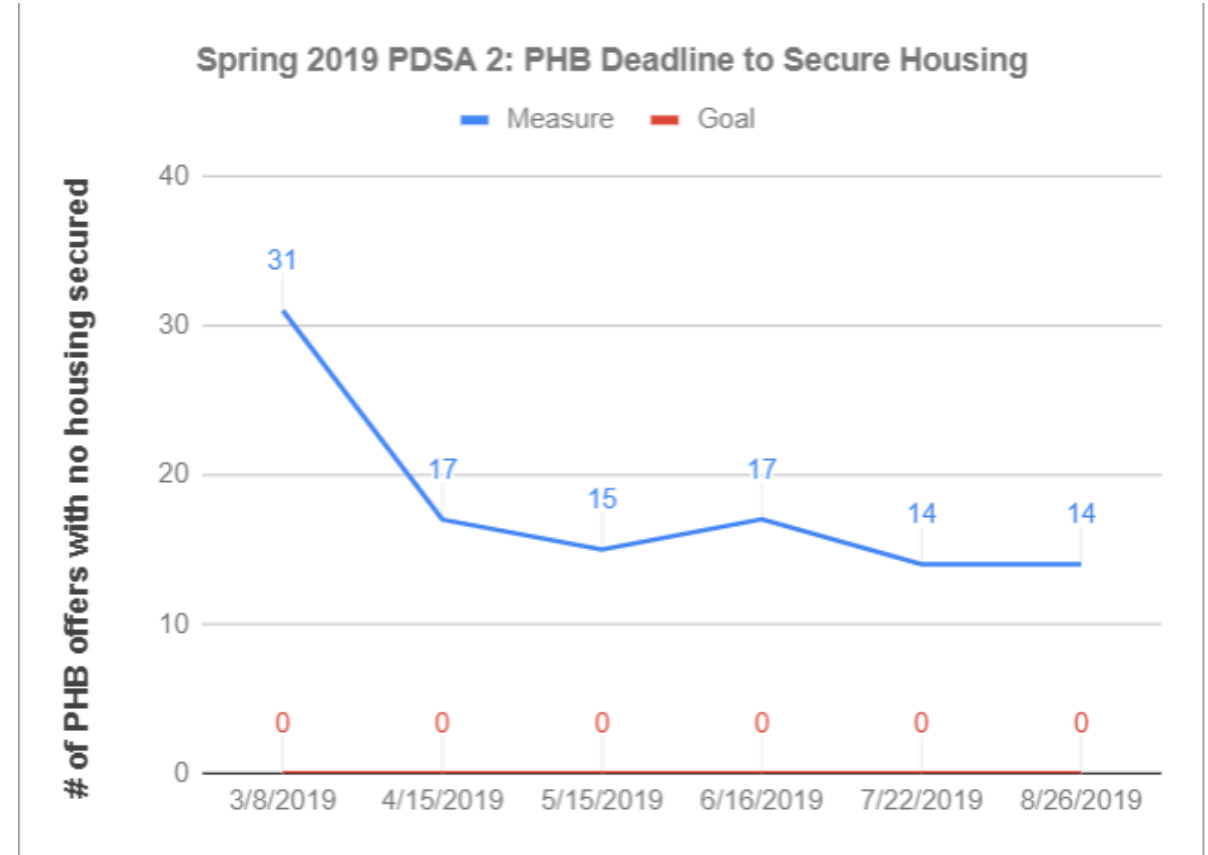
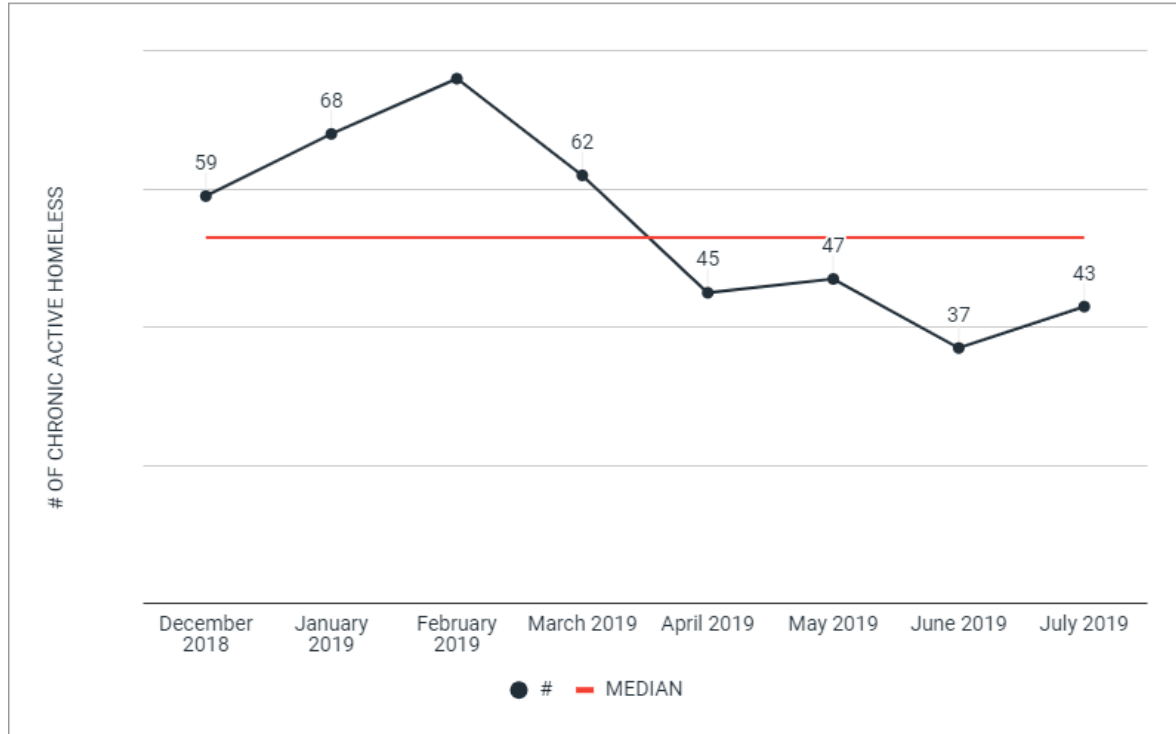


RENT vs BASIC INCOME SOURCE



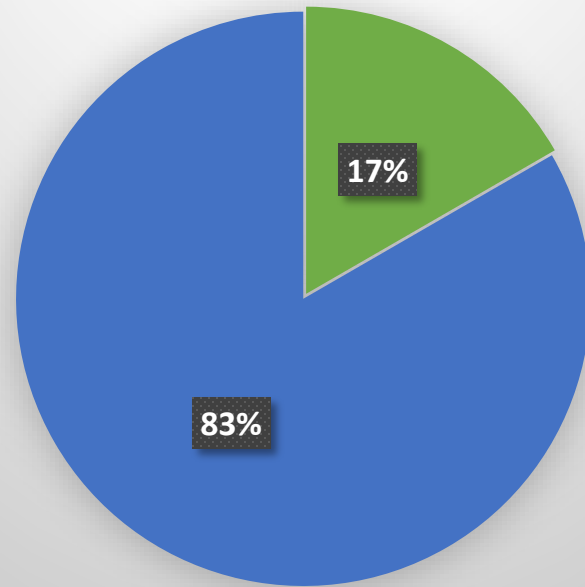
Data Can Be a Hard Task-Master

BASELINE MONTH:	BNL DATA POINT	MEDIAN
December 2018	Chronic Active Homeless	53



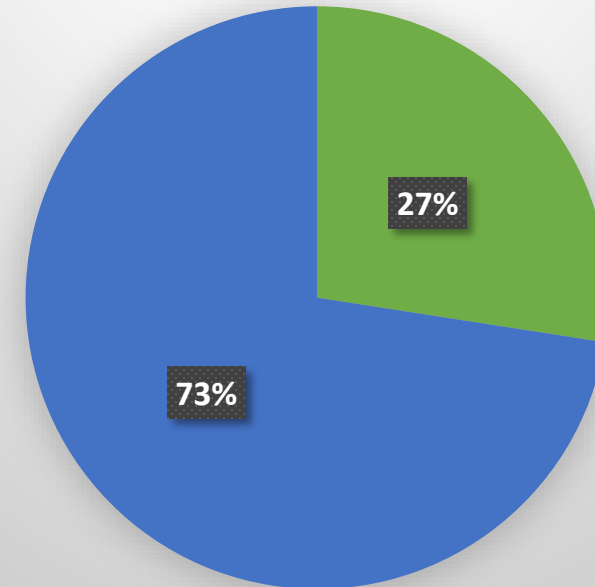
Evidence Informed Decision Making - Acuity

Clients with PHB Offers (12)



■ Low Acuity ■ High Acuity ■ ■

BNL by Acuity (51)

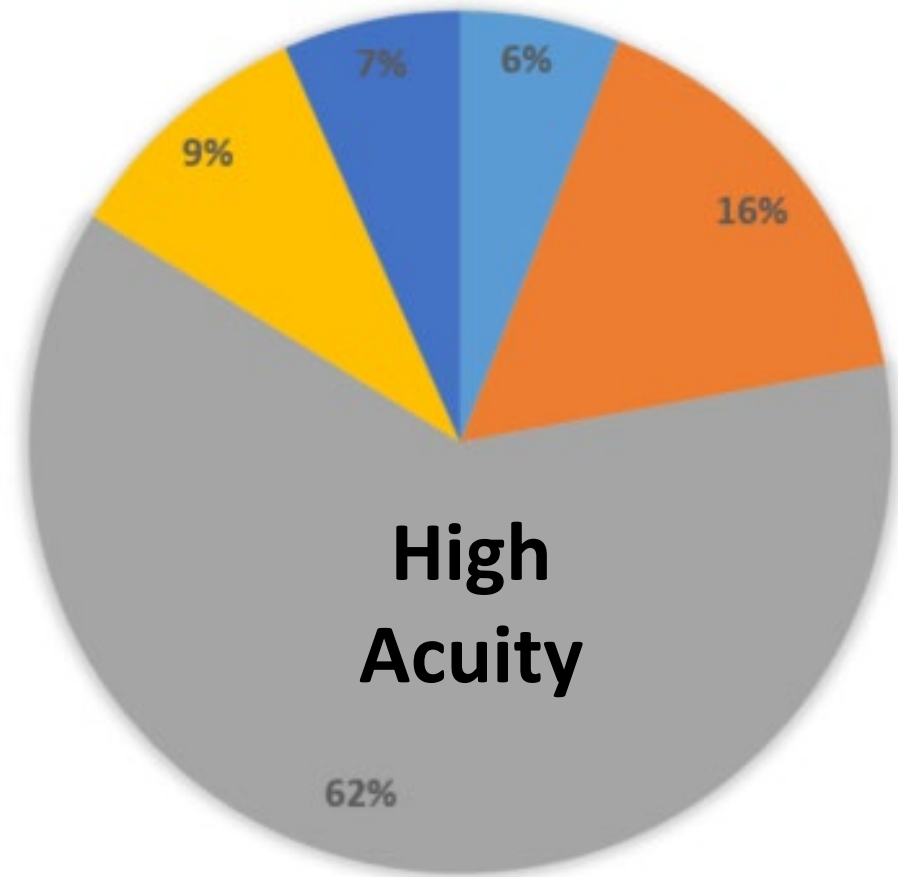


■ Low Acuity ■ High acuity ■ ■

Evidence Informed Decision Making – Service Needs

CHRONIC ACUITY - 2019 MEDIAN

■ Low (0-3) ■ Mid (4-7) ■ High (8-11) ■ Very High (13-16) ■ None



High Acuity

Supportive Housing

These individuals need permanent supportive housing services to end their homelessness for good

Mid Acuity

Rapid ReHousing & Moderate Supports

These individuals need short-term assistance to retain or stay housed and avoid homelessness

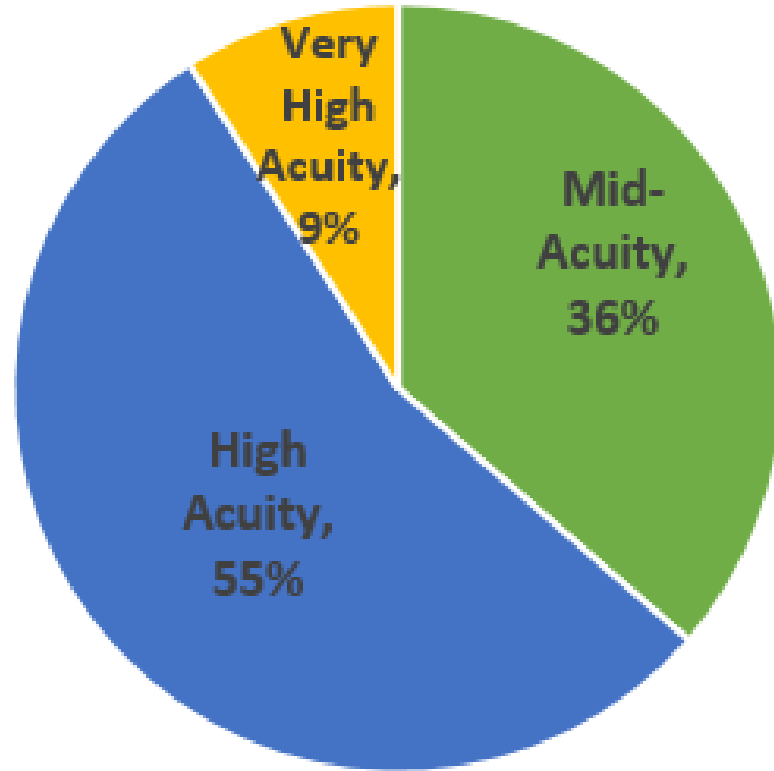
Low Acuity

Limited Intervention Required

These individuals are likely to be able to end their homelessness without services

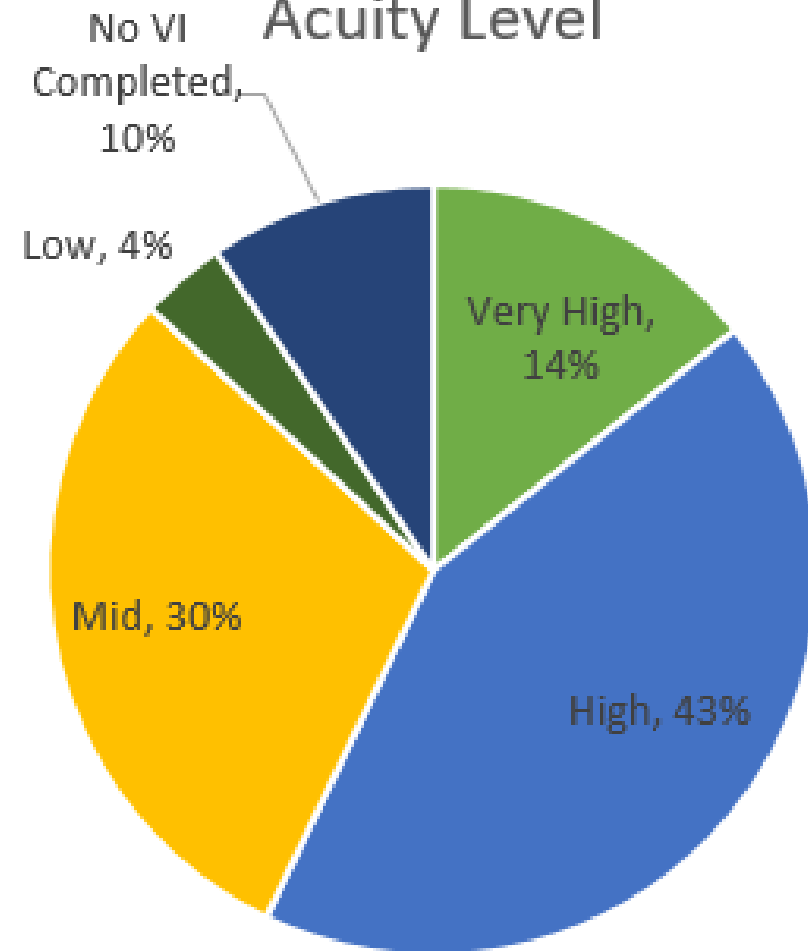
Evidence Informed Decision Making – Acuity

Acuity Level



July 2019 Housing Placements

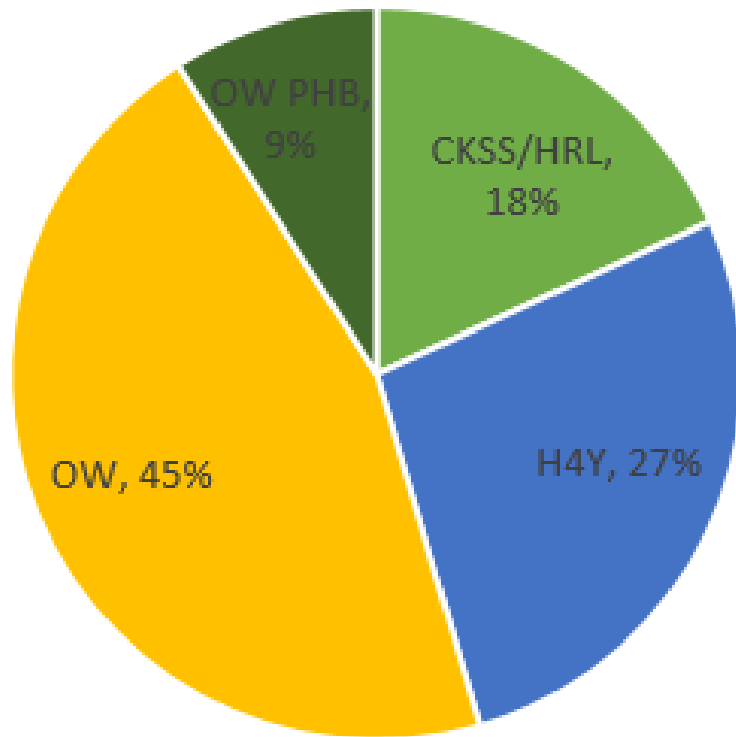
Acuity Level



YTD Housing Placements

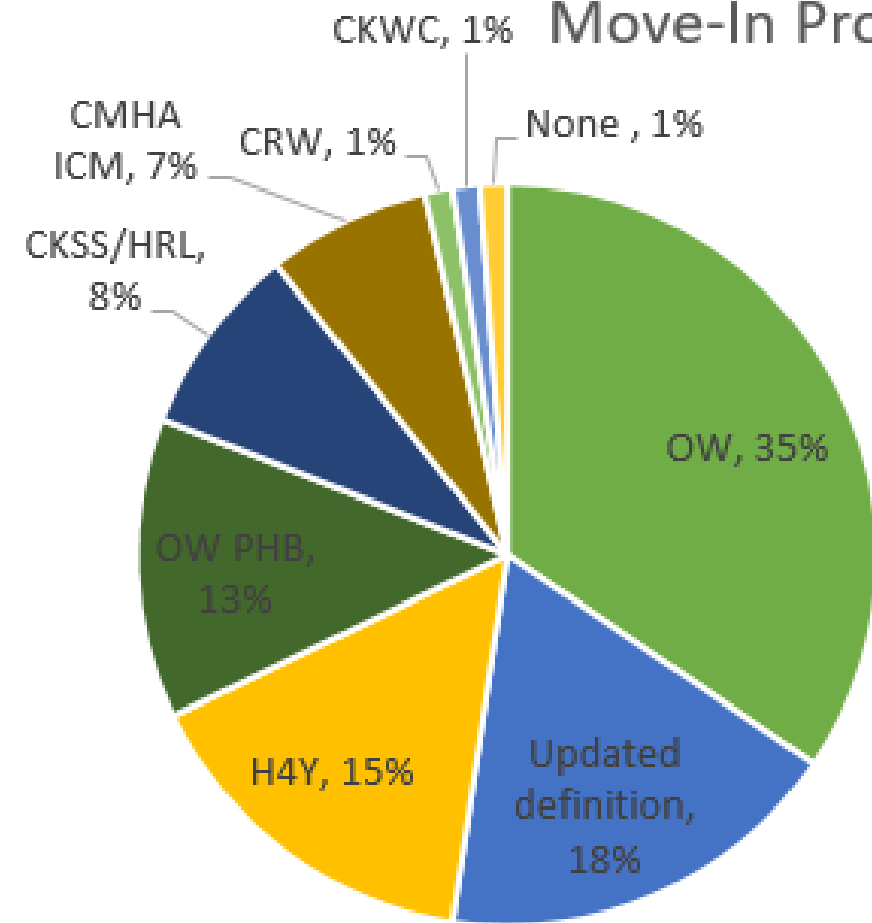
Evidence Informed Decision Making: Program Outcomes

Move-In Program



July 2019 Housing Placements

Move-In Program



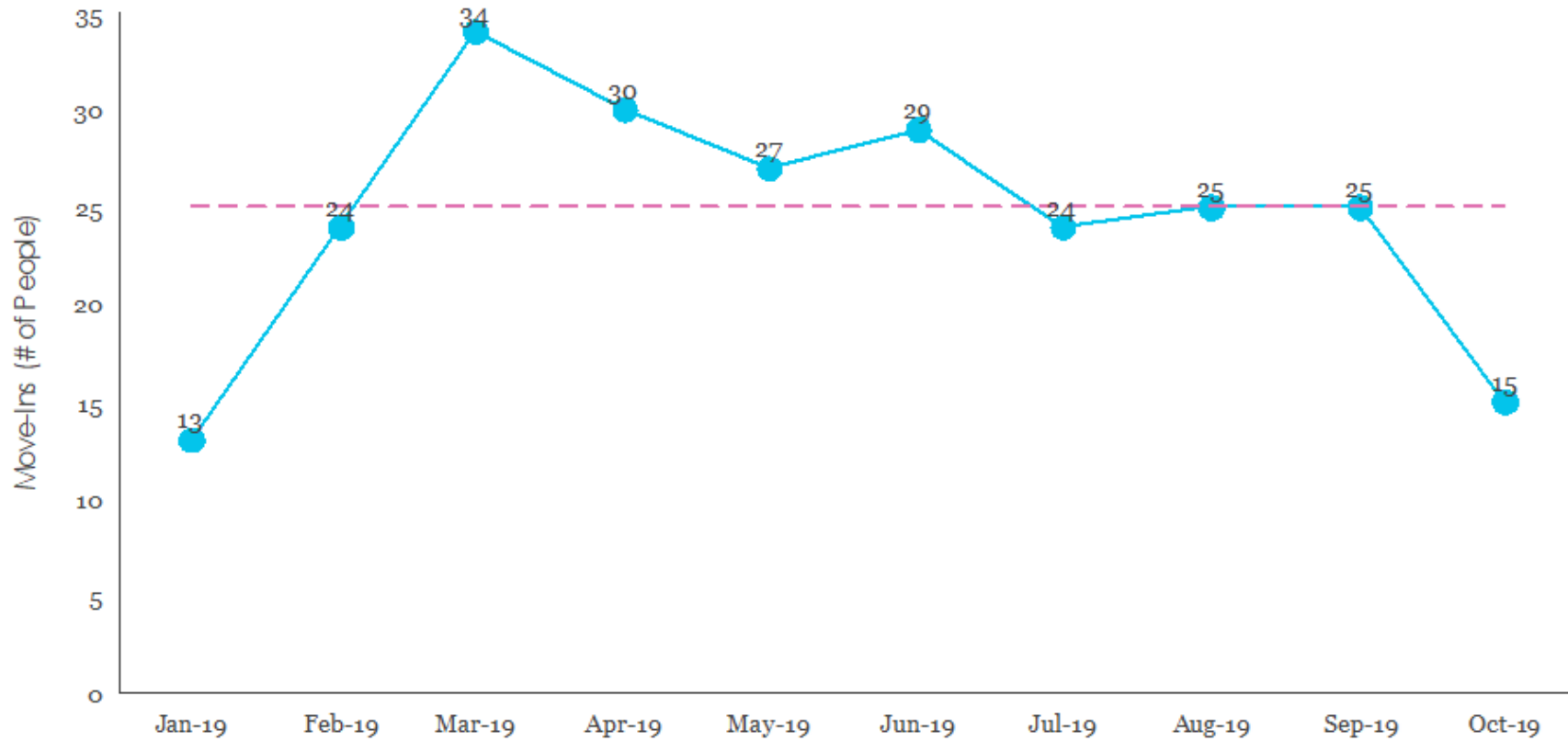
YTD Housing Placements

The More You Learn, The More You Know: Bright Spots

Housing Move-In Dashboard

Report Range: 2019/01/01 to 2019/10/29

This report displays all Clients in Housing Placements, regardless of chronic or episodic status or acuity level.

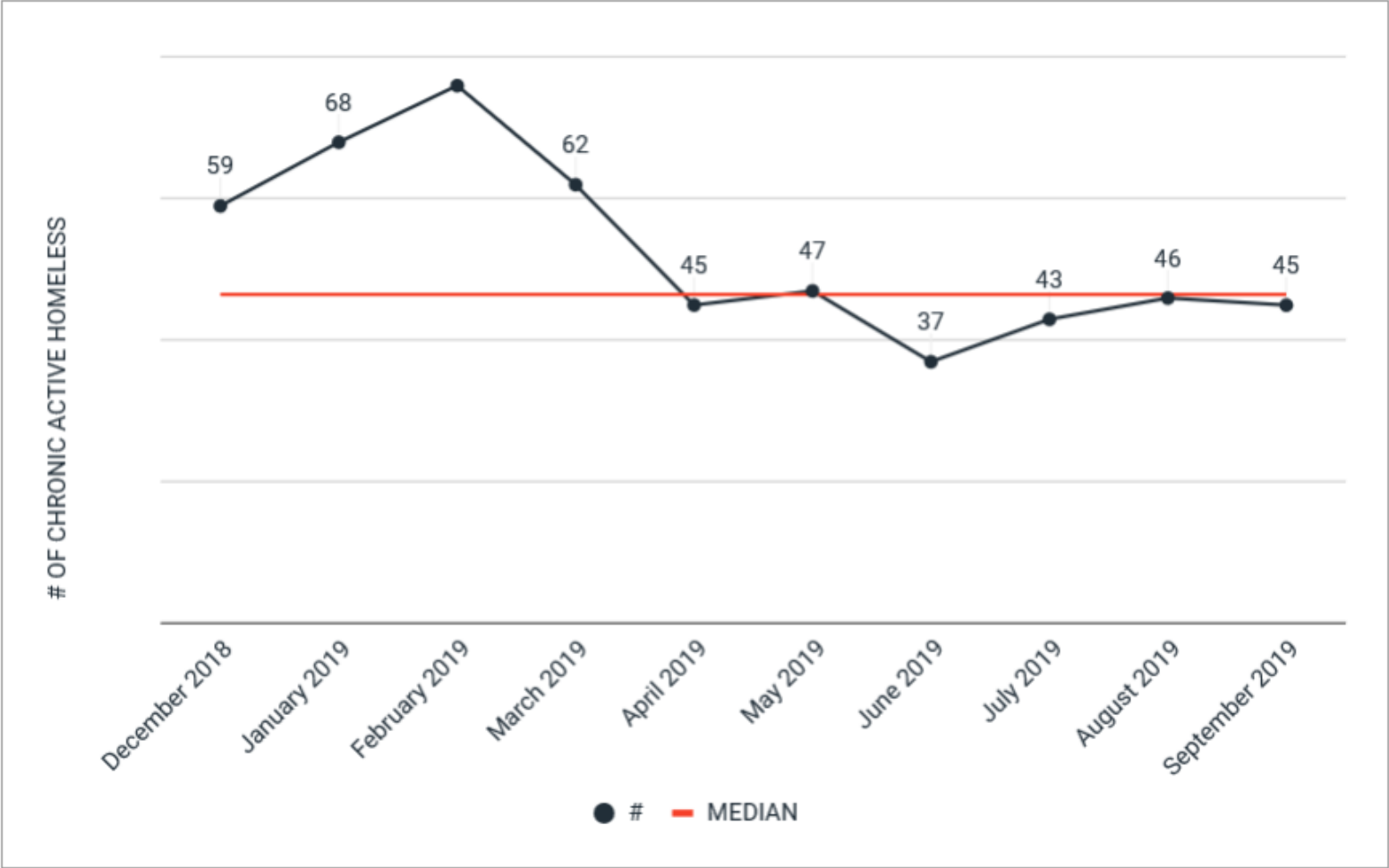


Total People
Housed in Report

246

Analyzing Data – Ups and Downs

BASELINE MONTH:	BNL DATA POINT	MEDIAN
December 2018	Chronic Active Homeless	47



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failure.
Fear being in
the exact same
place next year as
you are today.**

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