

COMMUNITY HOMELESSNESS REPORT SUMMARY

Kelowna

2023-2024

The Community Homelessness Report (CHR) is an annual Reaching Home reporting deliverable that supports communities to prevent and reduce homelessness using a more coordinated, systems-based and data-driven response. The CHR was designed to support local discussions and decision making, using all of the information about homelessness currently available at the community level. Communities are encouraged to use their CHR data to develop clear plans of action that help them to reach their homelessness reduction targets and to leverage the collective efforts of service providers working across the community, regardless of how they are funded.

This is a summary of the CHR for the 2023-24 reporting cycle. It shows the community's self-assessment of Reaching Home implementation, which includes the following key components:

- meaningful collaboration between Indigenous and non-Indigenous partners (see Section 1);
- community-level governance, coordinated service delivery (Coordinated Access) and use of a Homelessness Management Information System or HMIS (see Section 2); and,
- an Outcomes-Based Approach (tracking community-level outcomes and progress against targets using person-specific data; see Section 3).

If the community was able to report on outcomes and targets, this CHR Summary also includes results for each of the five core outcomes of Reaching Home (see Section 4).

Section 1. Community Context – Collaboration between Indigenous and Non-Indigenous Partners

a) Specific to Coordinated Access, the HMIS and the Outcomes-Based Approach, has there been ongoing, meaningful collaboration between the DC CE and the IH CE and IH CAB, as well as local Indigenous organizations, including those that sit on your CAB, over the reporting period?

→ Coordinated Access:	Yes
→ HMIS:	Yes
→ Outcomes-Based Approach:	Yes

Describe this collaboration in more detail.

Three meetings were held between Q1 and Q3: •April 27th, 2023 – IH CAB Meeting; Proposal Adjudication, •November 14th, 2023 – IH CE & DC CE Meeting, •December 12th, 2023 – IH CE and DC CE Meeting. Coordinated Access and systems mapping were discussed beginning in 2021 and this has been ongoing, aspects of Indigenous worldviews and understandings related to data entry, compilation and analysis were discussed related to HMIS, recommendations from the Elders Committee were put forth including the application of case notes as stories, capturing the depth and breadth of Indigenous community members experiences. Concerns regarding OCAP principles remain as data sovereignty and ownership are crucial to retaining power over information recognizing that colonial systems have historically been harmful to Indigenous peoples. KFS and COF, the IH CE and DC CE, continue to work together towards all of the Reaching Home Directives and the IH CE is working closely with the sub-project for Coordinated Access and HIFIS. Both CEs and the City of Kelowna staff, the sub-project for the CA and HIFIS, have either taken or will be taking the First Nations Information Governance Centre's OCAP training before calendar year end.

<p>a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the IH CE and IH CAB, as well as local Indigenous organizations, including those that sit on your CAB?</p>	Yes	
	<p>Describe this collaboration in more detail.</p>	
	<p>The previous CE Coordinator maintained a relationship with KFS, the IH-CE, throughout the year and sought the lived experience and expertise of Indigenous Elders and community associated with KFS and other service providers who support Indigenous community needs. Sections 1.4 and 1.5 were informed by the IH-CE Coordinator based on his knowledge of past work and current work.</p>	
<p>Did the IH CAB sign-off on this CHR?</p>	Yes	

Section 2. Coordinated Access and Homelessness Management Information System (HMIS) Self-Assessment

Section 2 Summary Tables

The table below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements for Coordinated Access and an HMIS under the 2019-2024 Reaching Home funding cycle.

	Completed	Started	Not Yet Started
Number of minimum requirements	1	4	13

The table below shows the percentage of minimum requirements completed for each core Coordinated Access component.

Governance and Partnerships	HMIS	Access Points to Service	Triage and Assessment	Resource Inventory	Vacancy Matching and Referral with Prioritization
33%	0%	0%	0%	0%	0%

Section 2 Summary Comment

Highlight efforts and/or issues related to the work your community has done over the last year related to the Reaching Home minimum requirements for Coordinated Access and an HMIS.

Throughout 2023-2024 the DC CE, and former HIFIS/CA sub-project holder participated in the HIFIS Deployment Project and Data Stewardship Committee. Kelowna has contributed to the advancement of project-related documentation including the Project Charter and privacy-related documents.

Section 3. Outcomes-Based Approach Self-Assessment

Section 3 Summary Table

The tables below provide a summary of the work your community has done so far to transition to an Outcomes-Based Approach under the 2019-2024 Reaching Home funding cycle.

Step 1: Maintain person-specific data	Step 2: Maintain real-time data	Step 3: Maintain comprehensive data
Not yet	Not yet	Not yet

Step 4: Can report monthly outcomes and set targets using data (reporting monthly data in Section 4 is mandatory for 2023-24 CHRs)

Dataset was in place as of January 1, 2024 (or earlier)	Can generate monthly data	Has set targets	Has an Outcomes-Based Approach in place
No	Outcome 1: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

Step 4: Can report annual outcomes and set targets using data (reporting annual data in Section 4 is mandatory once annual data can be generated)

Dataset was in place as of April 1, 2023 (or earlier)	Can generate annual data	Has set targets	Has an Outcomes-Based Approach in place
No	Outcome 1: No	Outcome 1: No	No
	Outcome 2: No	Outcome 2: No	
	Outcome 3: No	Outcome 3: No	
	Outcome 4: No	Outcome 4: No	
	Outcome 5: No	Outcome 5: No	

Summary Comment

Highlight efforts and/or issues related to your community's work to implement, maintain or improve the Outcomes-Based Approach under Reaching Home.

The City of Kelowna's Social Development Department have been contracted (April 1st, 2024 – March 31st, 2026), via the Designated Communities Community Entity, to implement Coordinated Access and HIFIS in Kelowna.

The City has joined the HIFIS Deployment Bi-Weekly Meetings and Stewardship Committee, and is contributing to privacy documentation drafts while developing a deeper understanding of the project's current status.

As the new leads and partners in Kelowna for CA/HIFIS implementation, the City has begun planning its initial steps forward with consideration of all partners involved. Of particular focus has been partnership engagement with the IH CE and their newly hired Community Entity Coordinator. This has included a presentation to the IH CE and DC CE Coordinators on Coordinated Access and HIFIS to encourage shared understanding on implementation, roles and responsibilities, and shared next steps. The City of Kelowna and IH CE will continue to meet regularly to explore shared opportunities in implementing HIFIS and CAS in ways that prioritize and include the Indigenous Homelessness Community Entity and Indigenous voices and perspectives more broadly.

The City is hopeful to move forward in the community as a united front between partners, including BC Housing, the IH CE, and DC CE; prioritizing transparency and welcoming collaboration. It is recognized that there is opportunity to generate greater buy-in, reduce duplication of efforts, and build off pre-existing work within this process (both provincially and locally). The team also recognizes the benefits of arriving to the project at this point in time, with robust documentation being developed including privacy-related agreements and the Data Stewardship Committee's Terms of Reference. In particular, the June 24th workshop convened by BC Housing and expected supporting documents, on the integration of CAS and CAA, will be essential for effective planning and coordination prior to the development of working groups (CA and HIFIS). Below is a few planned next steps in the community led by the City and in partnership with the IH CE:

Relationship building and understanding between IH CE and Indigenous communities to lay a foundation to move forward together.

3 City staff registered for New HIFIS User training in early July; 1 City staff currently trained as Community Administrator. IH CE Coordinator to take New HIFIS user training.

Community Gather/Discovery Session planned for week of July 29th.

Development of working group initiatives to occur following discovery session.

Systems mapping to be planned/integrated to above steps following June 24th workshop.

