

DATA MATTERS

Public Health & Social Services Committee

September 14, 2021

Sam Burgio, Corporate Performance Specialist
Maggie Penca, Manager, Homelessness Services



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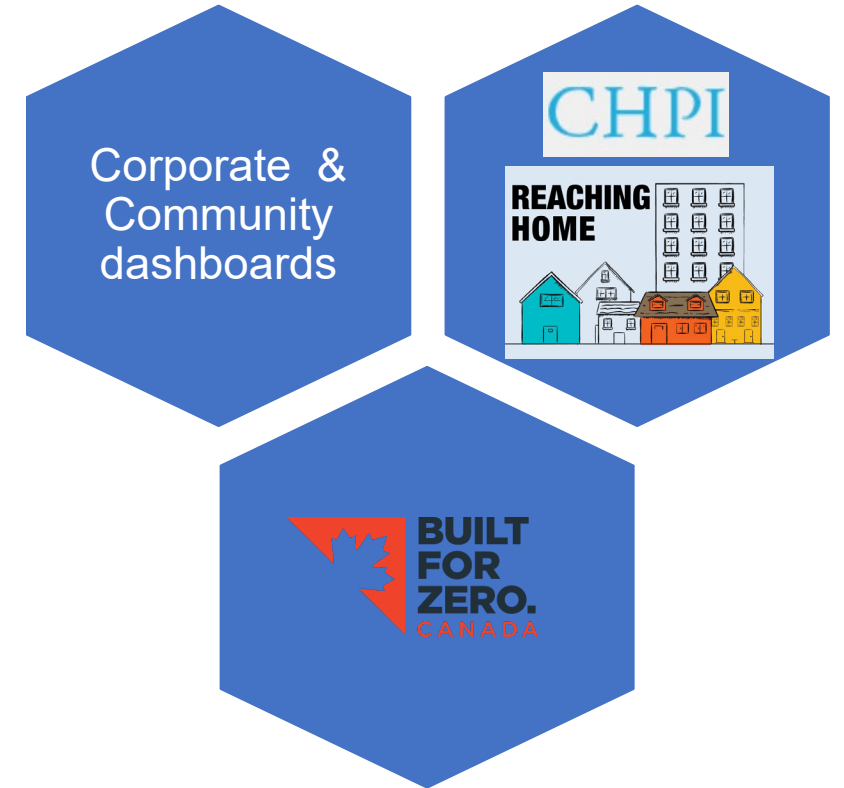
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What do we want you to take away today?

- ▶ Why data is important for Homelessness Services
- ▶ What data we have so far
- ▶ How we are using the data
- ▶ Where we go from here

Why have a data strategy?

- ▶ Supports decision-making
- ▶ Helps to measure success
- ▶ Helps people work together
- ▶ Supports comparing our performance to others
- ▶ Helps us to report how we are doing to others



Who we engaged



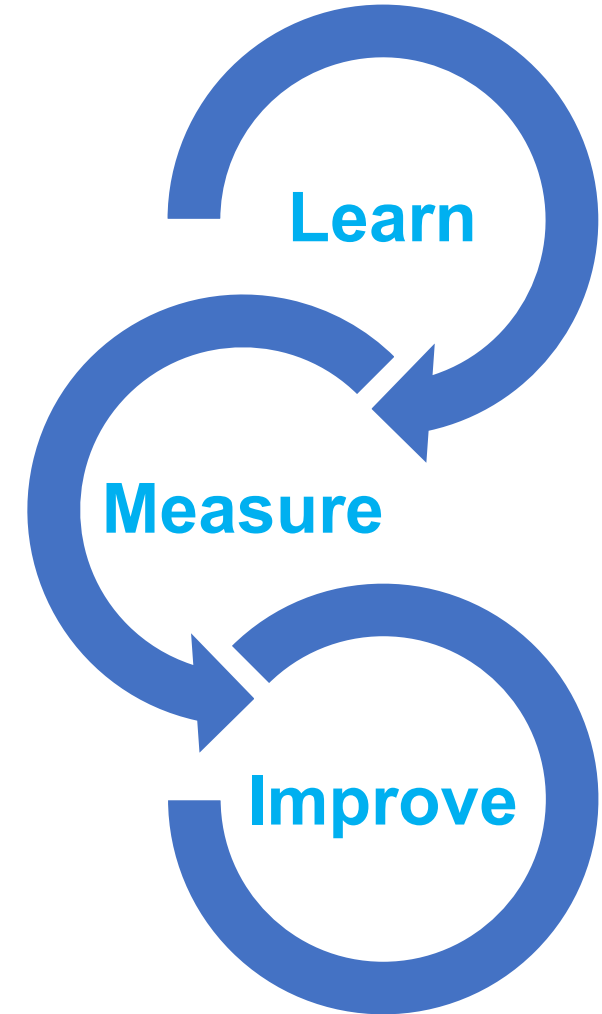
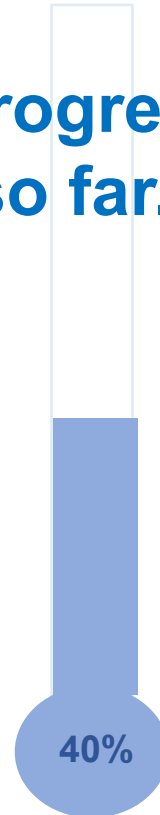
- ▶ Leverage staff expertise
- ▶ Cross-municipality learnings
- ▶ Agency consultation
- ▶ Collaborate with other departments and divisions

Our data & performance framework

Balanced scorecard



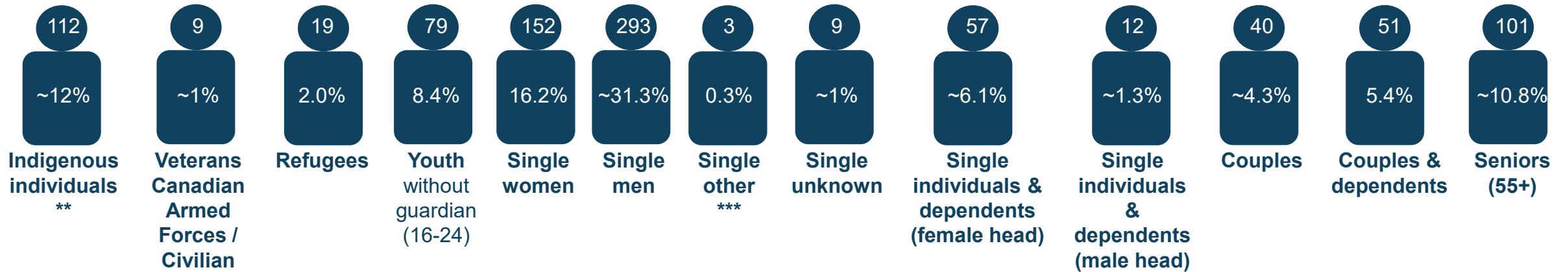
Progress so far...



The drivers for more data

Homelessness Service Area	Total	% of Total
Homelessness-serving System	79	~29%
Outreach	15	~5%
Prevention	23	~8%
Housing-focused Shelters	29	~11%
Supported Transitional Housing	13	~5%
Coordinated Access	28	~10%
Housing First / Home For Good	88	32%
Total	275	100%

A snapshot of our clients...



Of the 937 individuals on the Niagara BNL, 382 (~41%) are classified as chronically homeless

...and improved insight & outcomes

In July, there were:

- ▶ **101 homeless Seniors (aged 55+)** of which 43% were classified as chronically homeless
- ▶ **112 homeless Indigenous individuals** of which 51% were classified as chronically homeless
- ▶ **77 children, which accounted for 8% of all homeless individuals, 9 of which were chronically homeless**
- ▶ **49 unsheltered individuals who entered more stable housing**
- ▶ **59 discharges from emergency shelter to more stable housing**

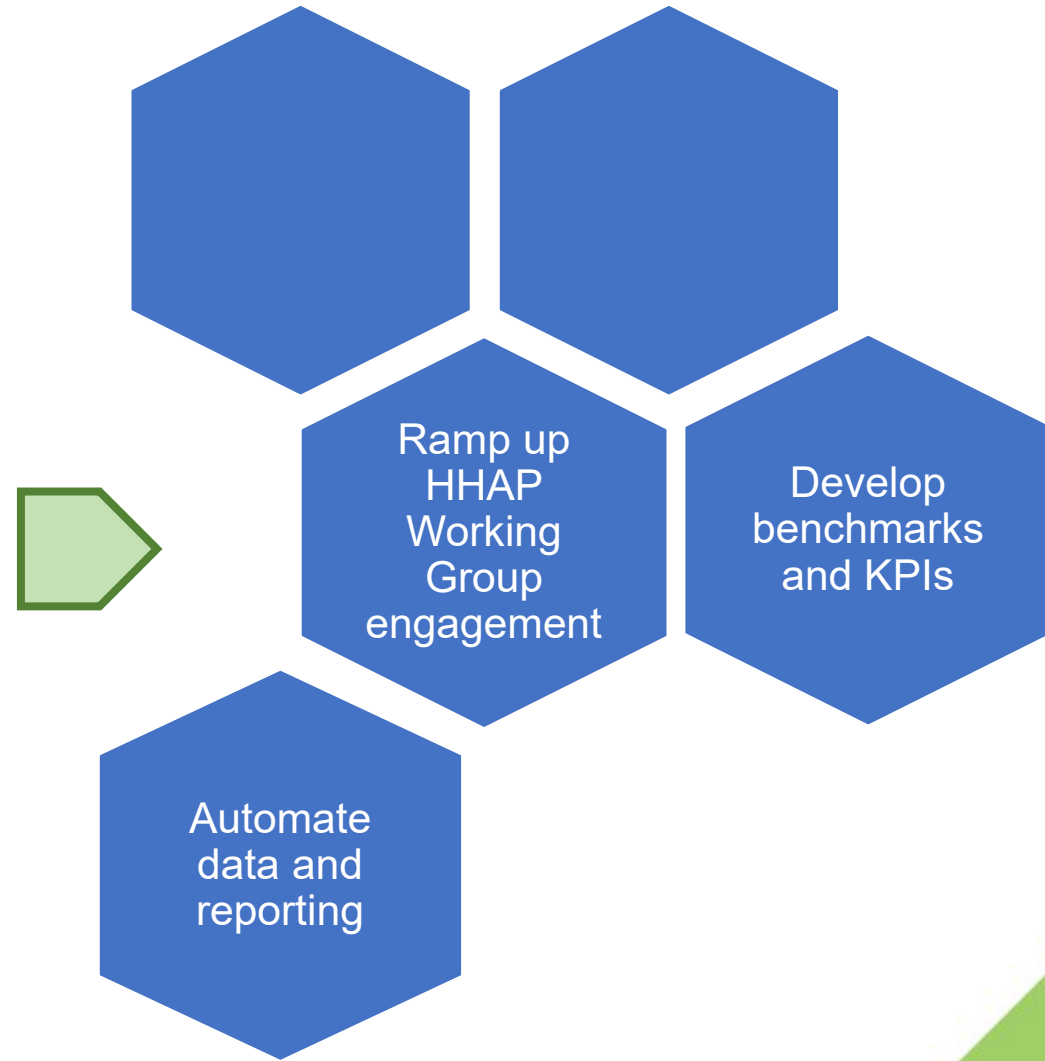
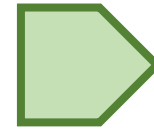
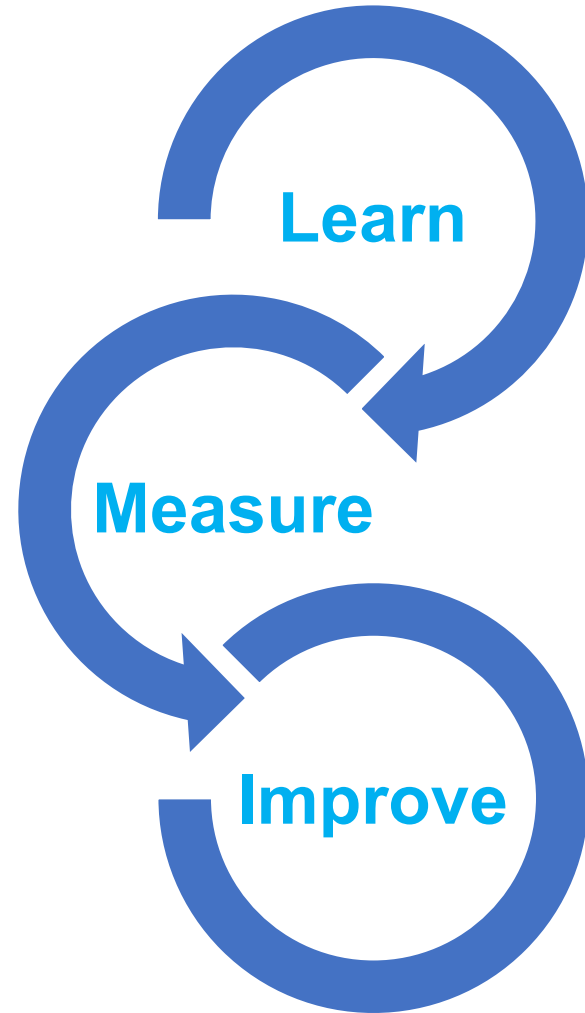
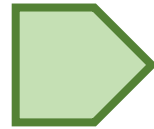
...and are taking data-driven action

Community working together on several initiatives

**Initiatives based on data & partner-informed insight:
Community working together on several initiatives**

- ▶ Applied and accepted for Built for Zero Canada (BFZ-C)
 - ▶ Recently joined BFZ-C Veteran Cohort
- ▶ Supportive Housing Initiatives
- ▶ Enhanced Landlord Engagement
- ▶ Enhanced Outreach supports

Next steps



Thank you!

