

Reaching Home: Canada's Homelessness Strategy
Community Homelessness Report

Wood Buffalo

2025-2026

TEMPLATE FOR COMMUNITIES

SECTION 1: COMMUNITY CONTEXT

Overview

CHR 1

Highlight any efforts and/or issues related to the work that your community has done to **prevent and/or reduce homelessness** and **improve access to safe, appropriate housing** over the last year.

Your response could include information about:

- Homelessness prevention and shelter diversion efforts;
- Housing move-ins;
- New investments in housing, subsidies and/or supports;
- Changes to investments in Housing First to respond to emerging needs, identifying the current percentage of Reaching Home funding allocated to this programming;
- Gaps in services;
- Efforts to support community capacity and/or innovation;
- Collaboration with other sectors;
- Efforts to address homelessness for specific groups (e.g., youth); and/or,
- Efforts to meet Reaching Home minimum requirements.

Building and maintaining relationships and supporting systems navigation continues to be a top priority for the Community Entity (CE). Various working groups, including encampment working groups, have developed processes, procedures, and responses to provide multi-sector support to individuals experiencing homelessness. For example, the CE, in partnership with the Royal Canadian Mounted Police (RCMP), Municipal Enforcement (Bylaw), and Community Outreach Teams, meets monthly to discuss prevention and reduction methods for individuals living rough.

With encampments in 2025/2026, the encampment strategy continues to collaboratively support individuals living rough and aims to prevent future episodes. All encampment activity is posted on the Regional Municipality of Wood Buffalo (RMWB) website for public access. Near the end of the fiscal year, there was a decline in encampments, likely related to community and environmental factors, as well as effective partnerships and coordinated responses among Bylaw, community services, and the CE. The CE continues to monitor data for trends, including the inflationary impacts reflected in chronic homelessness data.

In March 2026, the CE entered into an agreement with OrgCode Inc. to support Wood Buffalo's encampment response. The RMWB Encampment Leadership Team continues to meet monthly as the Community Encampment Coordination Team.

On December 20, 2024, the Government of Alberta announced a transition to a direct funding model under Alberta's Action Plan on Homelessness, eliminating the role of the RMWB as the Community-Based Organization (CBO) responsible for receiving and administering provincial homelessness funding. This change came into effect on April 1, 2025. Overall funding for the region decreased by approximately \$500,000 compared to the 2024–2025 grant cycle due to changes in the provincial model.

As a result, changes to programs and capacity included the immediate loss of 30 housing placements on March 31, 2025, the elimination of homelessness prevention and diversion programs, and an increased risk of unsheltered and chronic homelessness. No prevention programming was funded for 2025/2026. The shelter diversion and eviction

prevention programs were discontinued.

In April 2025, the CE applied for the Homelessness Response Innovation Fund (HRIF) through the Canadian Alliance to End Homelessness (CAEH) and was awarded funding for a collective impact initiative running from September 1, 2025, to August 31, 2026. This initiative aims to reduce chronic homelessness and increase housing placements, including securing an additional 30 housing placements and introducing a landlord support liaison role.

In September 2025, the CE applied for a second round of HRIF funding and was awarded support for a collaborative homelessness prevention project running from January 2026 to December 2026. The project aims to reduce overall homelessness and decrease inflows into homelessness by 70 households.

The Homeless Individuals and Families Information System (HIFIS), a Homelessness Management Information System (HMIS), was implemented in April 2025. Agencies have demonstrated increasing competence in using the system, with ongoing training and support provided by the RMWB as the system administrator.

Housing programs, Centralized Intake (CI), and outreach/street outreach were identified by the Community Advisory Board (CAB) as priority program areas for 2025/2026 funding.

Through engagement and ongoing discussions in 2025, the community identified the continued provision of short-term rental assistance as an important measure to support housing stability. This approach has helped mitigate immediate risks to housing sustainability while longer-term solutions are being developed.

Due to the reduction in provincial funding, homelessness prevention was not identified as a priority for Housing, Infrastructure and Communities Canada (HICC) under Reaching Home in 2025/2026, and no prevention programs were funded.

In response to provincial changes, numerous meetings were held with community housing service agencies to review budgets and improve service delivery efficiency. One housing organization chose not to reapply for funding, citing concerns about delivering an effective program within the available funding levels. As a result, three agencies were

funded as sub-projects in 2025/2026, compared to four in 2024/2025.

Addressing emerging priorities allows for proactive responses and supports progress toward Functional Zero for chronic homelessness. The Centralized Intake (CI) Program works collaboratively with both funded and non-funded agencies to meet community needs through individualized, participant-focused approaches. This includes meeting clients where they are, both physically and emotionally, in a respectful and culturally appropriate manner. The CI program supports individuals transitioning from being unhoused to housed.

The Street Outreach program engages individuals living rough and residing in encampments. Currently, only one street outreach program remains in the community, following the closure of another agency's program.

The Housing with Supports Program provides intensive case management and wrap-around supports under the Housing First approach for mid- to high-acuity individuals and families experiencing chronic homelessness. Participants are referred through the CI program and supported by housing coordinators delivering goal-oriented, client-centered case management focused on life skills development. The program aims to help participants achieve and maintain safe, affordable, suitable, and sustainable housing. Active participation is required, with individuals working toward self-identified goals to sustain housing and independence.

The CE is also advancing Indigenous permanent supportive housing (PSH) through Tawâw, which currently includes 14 units, with plans to add an additional 18 units. Another PSH initiative is also expanding from 17 to 35 units.

CHR 2

How has the community's approach to addressing homelessness changed with the implementation of Reaching Home?

Communities are strongly encouraged to use the “**Reflecting on the Changing Response to Homelessness**” worksheet to help them reflect on how the approach has changed and the impact of these changes at the local level. Communities are also encouraged to reflect on changes to investments in Housing First over time, where applicable.

The community's approach to addressing homelessness continues to evolve and change. Agencies and the RMWB are working compassionately to end homelessness in the Regional Municipality of Wood Buffalo. The Homelessness Initiatives Strategic Committee (HISC) has made substantial shifts towards enhancing housing programs. As a result, two permanent supportive housing and three Housing with Supports programs were partially funded jointly with the province. These programs focus on moving people living rough into housing efficiently and effectively through collaboration and partnership.

Efficiency continues to be improved by allowing subprojects enhanced autonomy over the funding, the CE continued reducing the number of program meetings, and the frequency of reporting has remained consistent. This continued reflection and change permits subprojects to focus more on client care and work towards the outcome-based objectives. The CE works closely with organizations to support them in data collection on their outcomes. This has resulted in agencies taking more responsibility and accountability for their programs.

On December 20, 2024, it was announced that CBO's will be defunded by the province for the 2025/2026 fiscal. The CE remains in a contractual agreement with the province to be the data steward for the region. The province funds the service agencies directly. The CE and the province worked together to alleviate funding gaps and duplication. The transition with the province is a journey and we continue working together regarding the integration of the funding models to deliver the best programming for those near houseless or experiencing homelessness in the community.

During 2025/2026 there were system realignment processes being conducted with the province and with HICC. This resulted in our region having to experience multiple federal EPO's and multiple provincial program advisors. We are looking forward to sustainability in relations in the 2026/2027 fiscal year.

Collaboration between Indigenous and non-Indigenous partners

Note: It is expected that communities will continuously work to improve collaboration between Indigenous and non-Indigenous partners over time. If your community is working to improve a specific collaboration requirement that had been self-assessed as met in a previous CHR, you should still select "Yes" from the drop-down menu for this CHR.

CHR 3	Please select your community from the drop-down menu:	Wood Buffalo (AB)
	Has IH funding available. Your community: The DC CE and IH CE are the same organization. The DC CAB and IH CAB are the same group.	
CHR 4	a) Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of:	
	Implementing, maintaining and/or improving the Coordinated Access system?	Yes (Continuous improvement)
	Implementing, maintaining and/or improving, as well as using the HMIS?	Yes (Continuous improvement)
	Strengthening the Outcomes-Based Approach?	Yes (Continuous improvement)
	As a reminder, meaningful collaboration with local Indigenous partners is expected for your community.	
	b) When asked whether collaboration occurred, under CHR 4(a) , you answered Yes (Continuous improvement) or No (Under development) to at least one of the following: Coordinated Access, the HMIS and/or the Outcomes-Based Approach. As a follow up to this, please indicate if any of the following activities took place:	
	Your community has established processes (formal or informal) for engaging with Indigenous partners on issues related to Coordinated Access and/or the HMIS.	
	→ Coordinated Access:	Yes
	→ HMIS:	Yes

- Indigenous partners have roles and responsibilities related to governance for the Coordinated Access system and/or the HMIS throughout the lifecycle of these systems (implementation, maintenance and improvement).

→ Coordinated Access:

Yes

→ HMIS:

Yes

- Indigenous partners participate in Coordinated Access:

Yes

- Indigenous partners actively use the HMIS:

Yes

- Indigenous partners have access to HMIS data and reports:

Yes

- Indigenous partners participate in the Outcomes-Based Approach:

Yes

Note: As applicable, these activities should be described in further detail in CHR 4(c). This list is not meant to be exhaustive. Other relevant activities not listed above should be described in CHR 4(c).

c) When asked whether collaboration occurred, under **CHR 4(a)**, you answered Yes (Continuous improvement) or No (Under development) to **at least one** of the following: Coordinated Access, the HMIS and/or the Outcomes-Based Approach. As a follow up to this, please describe the collaboration that took place in more detail.

Your response should include when collaboration with Indigenous partners occurred, who it was with, what it involved, and how Indigenous perspectives influenced outcomes.

The Regional Municipality of Wood Buffalo (RMWB) is both the Designated Community and Indigenous Homelessness CE, with only one Community Advisory Board (CAB). There are members on the CAB who hold the Indigenous community representative positions.

The CAB, locally called the Homelessness Initiatives Strategic Committee (HISC), is an action-focused group that stewards and advocates for homelessness and housing in the community. HISC is involved with strategic planning, funding allocation, communication, research and best practice. The committee advocates for funding and policy change, and members are champions in the community. HISC works closely with the RMWB to monitor trends, provide strategic direction, and guide funding decisions based on identified community needs. One of HISC's priorities is addressing the needs and providing support to the Indigenous population, as the By Name List consistently shows a high percentage of individuals in the community experiencing homelessness self-identifying as Indigenous. Additionally, the CAB makes decisions for the Federal contributions, complies with Provincial and Federal agreements, identifies Coordinated Access Systems barriers and works collaboratively with the community to alleviate them.

HISC recognizes the need to address Indigenous homelessness and the need for Indigenous housing models in the community under the guidance and the 94 calls to action of the Truth and Reconciliation Commission (as well as the organization's 29 specific calls to action). The CAB has recommended funding to the Wood Buffalo Wellness Society, an Indigenous service organization for programming, addressing Indigenous homelessness and specific Indigenous housing models.

The Wood Buffalo Wellness Society (WBWS) is a local Indigenous lead agency that is funded for the Centralized

Intake (CI) Program, and they are the team leading the Coordinated Access System (CAS) and collaborate on leading the By-Name List (BNL). WBWS has been instrumental in the planning of CAS from the very beginning and was involved with the development of the BNL. WBWS has implemented changes to the CAS and BNL such as suggesting community Indigenous connections, adding Indigenous supporting data points on the BNL, and providing guidance on processes and protocols. WBWS also remains a Coordinated Access Point (CAP) and brings its experience and knowledge to the table at the monthly Coordinated Access System Team (CAST) meetings, which they co-lead. WBWS offers programming through an Indigenous lens for Housing with Supports, hybrid Indigenous Permanent Supportive Housing and Centralized Intake. In 2023, WBWS launched a Permanent Supportive Congregate Housing style facility (Tawâw Housing Program) that houses all individuals while addressing healing with Indigenous principles. The team has a client-centered approach, which focuses on meeting the individuals where they are on their journey. The CI program experienced a shortage of staff being only able to support one worker and the CE intervened to support the CI program with the BNL updates for most of the 2025/2026 fiscal. This has resulted in reduced waiting times for individuals entering housing.

Due to building renovations, the Nistawoyou Friendship Association Center has put its CAP status on temporary hold. They still support as required providing outreach and employment services to the Indigenous population. Nistawoyou is still a new CAP in the system, but they remain a member of CAST and a community support provider on the housing continuum.

The Ihkapaskwa Collective is a new CAP that is an Indigenous-led nonprofit dedicated to Indigenous health and wellness. Blending traditional wisdom with modern care to provide accessible, community-centered reproductive healthcare.

In 2025-2026, 60% of individuals added to the prioritization list self-identified as having Indigenous ancestry. During the same period, 52% of individuals on the by-name list (as reported in the Community Outcome Report) also self-identified as Indigenous. With an overrepresentation of Indigenous peoples experiencing homelessness, that population has been identified as a priority to support. The addition of the Tawâw Housing Program to the CAS stemmed from the heightened need to support the Indigenous population in the community. Tawâw Housing is partnered with Alberta Health Services (Recovery Alberta) to provide additional services to its participants.

The CAB and the CE continue to rely on the expertise of these organizations to identify gaps within the coordinated access system and work collaboratively with all the access points to provide culturally sensitive services to Indigenous peoples. The CE also has a good standing relationship with McMurray Métis Local 1935, to the extent that there is a representative from McMurray Métis on HISC.

The relationship between the Community Partnerships and Initiatives (CPI) branch of the RMWB and the Indigenous and Rural Relations (IRR) department of the RMWB is very strong and they collaborate on all aspects of funding. IRR sit on HISC as resource experts and community connection points, as they work very closely with all the rural

hamlets, local Indigenous Bands and Councils, and various Indigenous organizations in the region. IRR provides regular insight into funding and applications, events and programming, and community responses. As a result of our relationship with internal departments, partnerships, engagements and collaborations continue on an ongoing basis. The RMWB received and HISC approved Homelessness Reduction Innovation Funding (HRIF) from the Canadian Alliance to End Homelessness (CAEH) for a Collective Impact Initiative in the community incorporating the services of two case coordinators and one landlord support liaison. The initiative is supported by two Indigenous lead community organizations along with another housing service organization. Starting in November 2025, the aim of the initiative is to increase move-ins by 30 people.

March 10, 2026, the RMWB Council contributed \$921,876 to support the community housing programs due to the provincial decrease in grants amounting to more than \$500,000 for one agency for the community permanent supportive housing Indigenous model. As well as \$191,372 for eviction prevention programming and \$176,336 for the street outreach program. Beyond that, \$275,00 for the drop-in program and \$82,643 for the continuation of a landlord support liaison position.

March 26, 2026, a National Indigenous Homelessness Council representative, National Indigenous Homelessness Engagement Knowledge Carrier (HRIF) visited the community. The representative toured Tawâw and Ihkapaskwa Collective. Engaged in meaningful dialogue for learning and information sharing. They also met with RMWB Community Services and Indigenous Rural Relations representatives.

CHR 5

a) Specific to the completion of this Community Homelessness Report (CHR), did ongoing, meaningful collaboration take place with the local Indigenous partners, including those that sit on your CAB, over the reporting period?

Yes

As a reminder, meaningful collaboration on the CHR with local Indigenous partners is expected for your community.

b) When asked whether collaboration occurred related to the completion of the CHR, under **CHR 5(a)**, you answered Yes. As a follow up to this, please indicate if any of the following activities took place:

Engagement with Indigenous partners took place in the early stages of CHR development, to determine how collaboration should be undertaken for the CHR.	No
Collaboration with Indigenous partners took place when developing and finalizing the CHR.	No
Indigenous partners reviewed and approved the final CHR.	Yes

Note: As applicable, these activities should be described in further detail in CHR 5(c). This list is not meant to be exhaustive. Other relevant activities not listed here can be described in CHR 5(c).

c) When asked whether collaboration occurred related to the completion of the CHR, under **CHR 5(a)**, you answered Yes. As a follow up to this, please describe the collaboration that took place in more detail.

Your response should include when collaboration with Indigenous partners occurred, who it was with, what it involved, and how Indigenous perspectives influenced outcomes.

McMurray Metis Local #1935 and Ihkapaskwa Collective are both Indigenous serving organizations that have a voting membership place on the CAB. Both are community access points (CAPs) contributing voluntarily to the community coordinated access system (CAS) and the Coordinated Access Systems Team (CAST). The CAB known as HISC (Homelessness Initiatives Strategic Committee), has review and approval authority over the CHR and has been involved with advocacy for community projects as well as advocacy to the Alberta Government when the CBOs were defunded in the 2025/2026 fiscal. An Indigenous council member also sits on the CAB in a non-voting advisory capacity. The Ihkapaskwa Collective partnered in receiving first round Homelessness Reduction Innovation Funding (HRIF) supporting a Landlord Liaison position for the community project. The Indigenous Rural Relations Division of the municipality is a CAB member in a non-voting advisory capacity to the committee. They offer advice and direction focused on Indigenous perspectives.

Our region is Indigenous focused and nothing happens in the region without Indigenous input and collaboration. Our municipal council is Indigenous lead working towards truth and reconciliation through the calls to action.

End of Section 1

SECTION 2: COORDINATED ACCESS SELF-ASSESSMENT

Note: It is expected that communities will continuously work to improve their Coordinated Access system over time. If your community is working to improve a specific Coordinated Access requirement that had been self-assessed as met in a previous CHR, you should still select “Yes” from the drop-down menu for this CHR.

Governance and Partnerships

Note: For communities that receive both Designated Communities (DC) and Indigenous Homelessness (IH) funding, this section is specific to the **DC Community Advisory Board (CAB)**.

CA 1	Communities must maintain an integrated, community-based governance structure that supports a transparent, accountable and responsive Coordinated Access system, with use of an HMIS. The CAB must be represented in this structure in some way.
a) Is an integrated, community-based governance structure in place that supports a transparent, accountable and responsive Coordinated Access system and use of the local HMIS?	Yes
b) Have Terms of Reference for the integrated, community-based governance structure been documented and, if requested, can they be made publicly available?	Yes

CA 2

Does the integrated governance structure that supports Coordinated Access and use of HMIS include representation from the following:

- Federal Homelessness Roles:

→ Community Entity:

Yes – as a CAB member with ex-officio status and a member of the overall governance structure

→ Community Advisory Board:

Yes

→ Housing, Infrastructure and Communities Canada (HICC):

Yes – as a CAB member with ex-officio status

→ Organization that fulfills the role of Coordinated Access Lead:

Yes

→ Organization that fulfills the role of HMIS Lead:

Yes

- Homelessness roles from other orders of government:

→ Provincial or territorial government:

Yes – as a CAB member and a member of the overall governance structure

→ Local designation(s) relative to managing provincial or territorial homelessness funding, as applicable (e.g., Service Manager in Ontario):

Yes

→ Municipal government:

Yes – as a CAB member and a member of the overall governance structure

→ Local designation(s) relative to managing municipal homelessness funding, as applicable:	Yes
• Local groups with a mandate to prevent and/or reduce homelessness, as applicable:	Yes
• Local Indigenous partners:	Yes – as a CAB member and a member of the overall governance structure
• Population groups the Coordinated Access system intends to serve (e.g., providers serving youth experiencing homelessness):	Yes – as a CAB member and a member of the overall governance structure
• Types of service providers that help prevent homelessness and those that help people transition from homelessness to safe, appropriate housing in the community:	Yes – as a CAB member and a member of the overall governance structure
• People with lived experience of homelessness:	Yes

CA 3	Is there a document that identifies how various homeless-serving sector roles and groups are integrated and aligned in support of the community's overall goals to prevent and reduce homelessness and, if requested, can this documentation be made publicly available? At minimum, the following roles and groups must be included: • Community Entity; • Community Advisory Board; • Coordinated Access Lead and HMIS Lead; • Provincial or territorial and municipal designations relative to managing homelessness funding, as applicable; • Local groups with a mandate to prevent and/or reduce homelessness, as applicable; and, • Local Indigenous partners.	Yes
CA 4	a) Has a Coordinated Access Lead organization been identified?	Yes
	b) Has an HMIS Lead organization been identified?	Yes
	c) Do the Coordinated Access Lead and HMIS Lead collaborate to: • Improve service coordination and data management; and, • Increase the quality and use of data to prevent and reduce homelessness?	Yes
	d) Have Coordinated Access Lead and HMIS Lead roles and responsibilities been documented and, if requested, can this documentation be made publicly available?	Yes

CA 5	a) Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of implementing, maintaining and/or improving the Coordinated Access system? Note: The response to this question is auto-populated from CHR 4(a).	Yes (Continuous improvement)
CA 6	a) Consider the CAB expectations outlined below. Is the CAB currently fulfilling expectations related to its role with addressing homelessness in the community?	Yes

Background: The Reaching Home Directives outline expectations specific to the CAB and its role with addressing homelessness in the community. These expectations are summarized below under four roles.

Community-Based Leadership: To support its role, collectively, the CAB:

- Is representative of the community;
- Has a comprehensive understanding of the local homelessness priorities in the community; and,
- Has in-depth knowledge of the key sectors and systems that affect local priorities.

Planning:

- In partnership with the Community Entity, the CAB gathers all available information related to local homelessness needs in order to set direction and priorities, understand what is working and what is not, and develop a coordinated approach to meet local priorities.

- The CAB helps to guide investment planning, including developing the Reaching Home Community Plan and providing official approval, as well as assessing and recommending projects for Reaching Home funding to the Community Entity.

Implementation and Reporting:

- The CAB engages in meaningful collaboration with key partners, including other orders of government, Indigenous partners, as well as entities that coordinate provincial or territorial homelessness initiatives at the local level, where applicable.
- The CAB coordinates efforts to address homelessness at the community level by supporting the Community Entity to implement, maintain, and improve the Coordinated Access system, actively use the local HMIS, as well as prevent and reduce homelessness using an Outcomes-Based Approach.
- The CAB approves the Reaching Home Community Homelessness Report.

Alignment of Investments:

- CAB members from various orders of government support alignment in investments (e.g., they share information on existing policies and programs, as well as updates on funding opportunities and funded projects).
- CAB members provide guidance to ensure federal investments complement existing policies and programs.

CA 7

Are the following CAB documents being maintained **and** are they available upon request?

- Terms of Reference.

Yes

- Engagement strategy that explains how the CAB intends to:

Yes

→ Achieve broad and inclusive representation;

- Coordinate partnerships with the necessary sectors and systems to meet its priorities (e.g., beyond the homeless-serving sector); and,
- Integrate local efforts with those of the province or territory.

- Procedures for addressing real and/or perceived conflicts of interest (e.g., members recuse themselves when they have ties to proposed projects), including the membership of elected municipal officials.

Yes

- Procedures for assessing and recommending project proposals for federal funding under Reaching Home (e.g., supporting a fair, equitable, and transparent assessment process as set out by the Community Entity).

Yes

- Exclusive and shared responsibilities between the CAB and Community Entity.

Yes

- Membership terms and conditions, including:

Yes

- Recruitment processes;
- Length of tenure;
- Attendance requirements;
- Delegated tasks; and,

- Having at least two seats available for the alternate Community Entity and CAB/Regional Advisory Board (RAB) member, where applicable.

CA 8	a) Do all service providers receiving funding under the Designated Communities (DC) or Territorial Homelessness (TH) stream participate in the Coordinated Access system?	Yes
	b) Has participation in the Coordinated Access system been encouraged from providers that serve people experiencing or at-risk of homelessness, and do not receive Reaching Home funding? They may or may not have agreed to participate at this time.	Yes
	c) Has participation been encouraged from providers that could fill vacancies through the Coordinated Access system (e.g., they have housing units, subsidies and/or supports that could be accessed by people experiencing homelessness), and do not receive Reaching Home funding? They may or may not have agreed to participate at this time.	Yes
Systems Map and Resource Inventory		
CA 9	a) A systems map identifies and describes the service providers that participate in the Coordinated Access system. Does the community have a current systems map and , if requested, can it be made publicly available?	Yes
	b) Does the systems map include the following elements:	
	→ Name of the organization and/or service provider:	Yes
	→ Type of service provider (e.g., emergency shelter, supportive housing):	Yes
	→ Funding source(s):	Yes
	→ Eligibility for service (e.g., youth):	Yes

	→ Capacity to serve (e.g., number of units):	Yes
	→ Role in the Coordinated Access system (e.g., access point):	Yes
	→ Role with maintaining quality data used for a Unique Identifier List (e.g., keep data up-to-date for housing history):	Yes
	→ If the service provider currently uses the HMIS:	Yes
	c) Over the last year, was the systems map used to guide efforts to improve:	
	→ The Coordinated Access system (e.g., identify opportunities to increase participation):	Yes
	→ Use of the HMIS (e.g., identify opportunities to onboard new service providers):	Yes
	→ Data quality (e.g., increase data comprehensiveness):	Yes
CA 10	a) Are all housing and related resources funded under the DC or TH stream included in the Resource Inventory? This means that they fill vacancies using the Unique Identifier List, following the vacancy matching and referral process.	Yes
	b) For each housing and related resource in the Resource Inventory, have eligibility criteria been documented?	Yes
	c) For each housing and related resource in the Resource Inventory, have prioritization criteria, and the order in which they are applied, been documented and , if requested, can this documentation be made available? At minimum, depth of need (i.e., acuity) must be included as a factor in prioritization.	Yes
Service Navigation and Case Conferencing		

CA 11	a) Are there processes in place to ensure that people are being supported to move through the Coordinated Access process? This is often referred to as service navigation or case conferencing.	Yes
	b) Have these processes been documented and , if requested, can this documentation be made available?	Yes
	c) Do the processes include expectations for the following:	
	→ Helping people to identify and overcome barriers to accessing appropriate services and/or housing and related resources.	Yes
	→ Keeping people's information up-to-date in the HMIS (e.g., interaction with the system, housing history, as well as data used to inform eligibility and prioritization for housing and related resources).	Yes
Access Points to Service		
CA 12	a) Are access points available in some form throughout the geographic area covered by the DC or TH funded region, so that people experiencing or at-risk of homelessness can be served regardless of where they are in the community?	Yes
	b) Have access points been documented and is this information publicly available?	Yes
CA 13	a) Are there processes in place to monitor if there is easy, equitable and low-barrier access to the Coordinated Access system and to respond to any issues that emerge, as appropriate?	Yes
	b) Have these processes been documented and , if requested, can this documentation be made available?	Yes

Initial Triage and more In-Depth Assessment

CA 14

a) Is the triage and assessment process documented in one or more policies/protocols?

Yes

b) Does the **documented** triage and assessment process address the following and, if requested, can the documentation be made available:

→ **Consents:** Ensuring that people have a clear understanding of the Coordinated Access system, as well as how their personal information will be shared and stored. Includes addressing situations where people may benefit from services, but are not able or willing to give their consent.

Yes

→ **Intakes:** Documenting that people have connected or reconnected with the Coordinated Access system and have been entered into the HMIS, including obtaining or reconfirming consents, creating or updating client records, and entering transactions in the HMIS.

Yes

→ **Initial triage:** Ensuring safety and meeting basic needs (e.g., food and shelter), and guiding people through the process of stopping an eviction (homelessness prevention) or finding somewhere to stay that is safe and appropriate besides shelter (shelter diversion).

Yes

→ **More in-depth assessment:** Gathering information to gain a deeper understanding of people's housing-related strengths, depth of need, and preferences, including through the use of a common assessment tool(s) to inform prioritization for vacancies in the Resource Inventory.

Yes

	→ Community referrals: Gathering information to understand what services people are eligible for and identifying where they can go to get their basic needs met, get help with a housing plan and/or connect with other related resources.	Yes
	→ Housing plans: Documenting people's progress with finding and securing housing (with appropriate subsidies and/or supports, as applicable).	Yes
	→ Using a person-centered approach: Tailoring use of common tools to meet the needs and preferences of different people or population groups (e.g., youth), while also maintaining consistency in process across the Coordinated Access system.	Yes
CA 15	a) Is a common, unified triage and assessment process being applied across all population groups in the community and , if requested, can this documentation be made available?	Yes
	b) If more than one triage and/or assessment tool is being used, is there a protocol in place that describes: → When each tool should be used (e.g., tools used only for youth verses those that can be used with more than one population group). Not applicable – Only use one tool	

→ When a person/family could be asked to complete more than one tool (e.g., if an individual becomes part of a family or a youth becomes an adult).	Not applicable – Only use one tool
→ How the matching process will be managed in situations where more than one person/family is eligible for the same vacancy and, because data to inform prioritization was collected using different tools, results are not the same (e.g., one tool gives a higher score for depth of need than the other).	Not applicable – Only use one tool
Vacancy Matching and Referral with Prioritization	
CA 16 a) Is the vacancy matching and referral process documented in one or more policies/protocols?	Yes
b) Does your documented vacancy matching and referral process address the following:	
→ Roles and responsibilities: Describing who is responsible for each step of the process, including data management.	Yes
→ Prioritization: Identifying how prioritization criteria is used to determine an individual or family's relative priority on the Priority List (a subset of the broader Unique Identifier List) when vacancies become available (i.e., how the Priority List is filtered and/or sorted).	Yes

	→ Referrals: What information to cover when referring an individual or family that has been matched and how their choice will be respected, including allowing individuals and families to reject a referral without repercussions.	Yes
	→ Offers: What information to cover when a provider is offering a vacancy to an individual or family that has been matched and tips for making informed decisions about the offer.	Yes
	→ Challenges: How concerns and/or disagreements about prioritization and referrals will be managed, including criteria by which a referral could be rejected by a provider following a match.	Yes
	→ Resource Inventory management: Steps to track real-time capacity, transitions in/out of units, occupancy/caseloads, progress with referrals/offers, and housing outcomes.	Yes
CA 17	Are vacancies from the Resource Inventory filled using a Priority List, following the vacancy matching and referral process?	Yes
Section 2 Summary Tables		
The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the Coordinated Access and CAB Directives .		

Reminder: As per **Coordinated Access Minimum Requirement 1** under the Reaching Home directives, communities must meet all Coordinated Access minimum requirements by March 31, 2026.

	Completed	Started	Not Yet Started
Total	17	0	0

Coordinated Access	Completed (score)	Completed (%)
Governance and partnerships (out of 8 points)	8	100%
System map and Resource Inventory (out of 2 points)	2	100%
Service navigation and case conferencing (out of 1 point)	1	100%
Access points (out of 2 points)	2	100%
Initial triage and more in-depth assessment (out of 2 points)	2	100%
Vacancy matching and referral with prioritization (out of 2 points)	2	100%

All (out of 17 points)	17	100%
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End of Section 2

SECTION 3: HOMELESSNESS MANAGEMENT INFORMATION SYSTEM AND OUTCOMES-BASED APPROACH SELF-ASSESSMENT		
Context		
CHR 7	a) In your community, is the Homeless Individuals and Families Information System (HIFIS) the Homelessness Management Information System (HMIS) that is being used?	Yes
Note: Throughout Section 3 and Section 4 of this CHR, questions that ask about the “HMIS” or the “dataset” refer to the HMIS identified in question CHR 7.		
Homelessness Management Information System (HMIS)		
HIFIS 1	Is an HMIS being actively used to collect and manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and for the Outcomes-Based Approach? This includes using the HMIS to generate data for the Unique Identifier List and outcome reporting.	Yes

HIFIS 2	a) Are all Reaching Home-funded service providers actively using the same HMIS to manage individual-level client data (i.e., person-specific data) and service provider information for Coordinated Access and for the Outcomes-Based Approach?	Yes
	b) Over the last year, were other providers (including those receiving other Reaching Home or federal funding, as well as non-federal funding) that serve people experiencing or at-risk of homelessness encouraged to actively use the HMIS? They may or may not have agreed to do so at this time.	Yes
HIFIS 3	a) Has the Community Entity signed the latest Data Provision Agreement (find the latest version here , which includes the Racial Identity field in the annex) with Housing, Infrastructure and Communities Canada (HICC)? This may have been done in a previous year.	Yes
	b) Are local agreements in place to manage privacy, data sharing and client consent related to the HMIS? These agreements must comply with municipal, provincial/territorial and federal laws and include: • A Community Data Sharing Agreement; and, • A Client Consent Form.	Yes
	c) Are processes in place that ensure there are no unnecessary barriers preventing Indigenous partners from accessing the HMIS data and/or reports they need to help the people they serve?	Yes
HIFIS 4	Has the Community Entity updated HIFIS to the latest version that was most recently confirmed as mandatory by HICC?	Yes

HIFIS 5	a) Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of implementing, maintaining and/or improving, as well as the use of the HMIS? Note: The response to this question is auto-populated from CHR 4(a).	Yes (Continuous improvement)
Data Uniqueness		
OBA 1	a) Does the dataset include people currently experiencing homelessness that have interacted with the homeless-serving system?	Yes
	b) Do people appear only once in the dataset?	Yes
	c) Do people give their consent to be included in the dataset?	Yes
OBA 2	Is there a written policy/protocol ("Inactivity Policy") that describes how interaction with the homeless-serving system is documented? The policy/protocol must: • Define what it means to be "active" or "inactive"; • Define what keeps someone "active" (e.g., data entry into specific fields in HIFIS); • Specify the level of effort required by service providers to find people before they become "inactive"; • Explain how to document a person's first time as "active", as well as changes in "activity" or "inactivity" over time; and, • Explain how to check for data quality (e.g., run a report that shows the clients that are about to become inactive and work with outreach workers to update their files and keep them active, as needed).	Yes

OBA 3	Is there a written policy/protocol that describes how housing history is documented (e.g., as part of a broader data entry guide for the HMIS)? The policy/protocol must: • Define what it means to be “homeless” or “housed” (e.g., define a housing continuum that shows which housing types align with a status of “homeless” versus “housed”); • Explain how to enter housing history consistently; and, • Explain how to check for data quality (e.g., run a report that shows the percentage of clients that have complete housing history, so that “unknown” fields can be updated).	Yes
Data Consistency		
OBA 4	To support Coordinated Access, is the HMIS used to generate data for a Unique Identifier List?	Yes
OBA 5	Is the HMIS used to <u>collect data</u> for setting baselines, setting reduction targets and tracking progress for the following community-level outcomes:	
	→ Overall homelessness:	Yes
	→ Newly identified as experiencing homelessness:	Yes
	→ Returns to homelessness:	Yes
	→ Indigenous homelessness:	Yes
	→ Chronic homelessness:	Yes
Data Timeliness		
OBA 6	Is the dataset updated <u>as soon as</u> new information is available about a person for:	
	→ Interaction with the system (e.g., changes from “active” to “inactive”).	Yes

	→ Housing history (e.g., changes from “homeless” to “housed”).	Yes
	→ Data that is relevant and necessary for Coordinated Access (e.g., data used to determine who is eligible and can be prioritized for a vacancy).	Yes
OBA 7	Is data readily available and accessible, so that it can be used for Coordinated Access, the Outcomes-Based Approach and to drive the prevention and reduction of homelessness more broadly?	Yes
Data Completeness		
OBA 8	Are processes in place to ensure that all relevant and necessary data for filling vacancies is complete? For example, is data used to determine if someone is eligible and can be prioritized for a vacancy complete for each person in the dataset?	Yes
OBA 9	Are processes in place to ensure that data for every person in the dataset is as complete as possible for:	
	→ Interaction with the system:	Yes
	→ Housing history (including data about where people were staying immediately before becoming homeless and, once they’ve exited, where they went):	Yes
	→ Indigenous identity:	Yes
Data Comprehensiveness		
OBA 10	Does the dataset include all household types (e.g., singles and families experiencing homelessness)?	Yes

OBA 11	Does the dataset include people experiencing sheltered homelessness (e.g., staying in emergency shelters)?	Yes
OBA 12	Does the dataset include people experiencing unsheltered homelessness (e.g., people living in encampments)?	Yes
CHR 9	The following questions aim to help consider other factors that may impact data comprehensiveness. They do not directly assess progress with the minimum requirements.	
	a) Does the dataset include the following household types, as much as possible right now:	
	→ Single adults:	Yes
	→ Unaccompanied youth:	Yes
	→ Families	Yes – All family members including dependents
	b) Does the dataset include people staying in the following types of shelter:	
	→ Permanent emergency shelter:	Yes
	→ Seasonal or temporary emergency shelter:	Yes
	→ Hotels/motel stays paid for by a service provider:	Yes
	→ Domestic violence shelters:	Yes
	c) Does the dataset include the following groups of people who have interacted with the system:	

	→ People that identify as Indigenous:	Yes
	→ People as soon as they interact with the system:	Yes – people are added on the first day
	→ People experiencing hidden homelessness:	Yes
	→ People staying in transitional housing:	Yes
	→ People staying in public institutions who do not have a fixed address (e.g., jail or hospital):	Yes
OBA 13	Under Reaching Home, at minimum, a comprehensive dataset includes all household types (OBA 10), people experiencing sheltered homelessness (OBA 11) and people experiencing unsheltered homelessness (OBA 12), as applicable. Consider your answers to questions OBA 10, OBA 11, OBA 12 and CHR 9. Does the dataset include everyone currently experiencing homelessness that has interacted with the homeless-serving system, as much as possible right now?	Yes
Data Use		
OBA 14	Note: For the purpose of this CHR, the dataset can only be used for monthly reporting if there is at least one full month of data available, and for annual reporting if there is at least one full fiscal year of data available. a) <u>Can the dataset be used to set</u> monthly and annual baselines and reduction targets for the following community-level outcomes: → Overall homelessness:	Yes

	→ Newly identified as experiencing homelessness:	Yes
	→ Returns to homelessness:	Yes
	→ Indigenous homelessness:	Yes
	→ Chronic homelessness:	Yes
b) <u>Is the dataset being used to set</u> monthly and annual baselines and reduction targets for the following community-level outcomes:		
	→ Overall homelessness:	Yes
	→ Newly identified as experiencing homelessness:	Yes
	→ Returns to homelessness:	Yes
	→ Indigenous homelessness:	Yes
	→ Chronic homelessness:	Yes
OBA 15	Is data used to <u>inform action</u> related to preventing and reducing homelessness?	Yes
b) How is data being used to inform action? Please provide specific examples. Your response should include: • Examples of how data is used to develop and/or update clear plans of action for reaching your reduction targets; and/or, • Examples of how data is used to inform action in policy-making, program planning, performance management, investment strategies and/or service delivery.		

Data is consistently used to drive decision-making, adapt programs, and guide investments toward achieving homelessness-reduction targets.

1. Program adaptation and service delivery:

Data is reviewed regularly to assess progress and identify trends. These insights have directly informed program adaptations discussed during outcome meetings, including adjustments to housing-focused interventions and supports to better achieve reductions. Data has been integrated into program development and creation, where gaps have been identified, and funding received through the HRIF stream has addressed these gaps to make reductions.

2. System planning and coordinated access improvements:

Analysis of system-level data revealed pressure points within the Coordinated Access process, prompting targeted changes to how clients are prioritized and supported. Data highlighted the need for deeper system-wide conversations about impacts and capacity, leading to refinements in coordinated access workflows to improve overall system responsiveness.

3. Policy and needs assessment:

Data analysis identified gaps between chronic and episodic homelessness. As a result, definitions and categorizations were reviewed and refined to better reflect lived experiences and service needs. This allowed for clearer identification of service gaps and more accurate planning of interventions.

Investment and funding decisions:

4. Data-driven reports were presented to Council, demonstrating where investments would have the greatest impact. This evidence directly supported Council's decision to invest over \$1 million into targeted housing and homelessness programs, ensuring funding aligned with demonstrated needs and measurable outcomes.

Overall, data is embedded across planning, policy development, performance management, and investment strategies to ensure actions are evidence-based and contribute meaningfully to homelessness reduction goals.

CHR
10

The following questions aim to determine how you will report data in Section 4 of your CHR.

a) What is the earliest you can report monthly data in Section 4 of your CHR, inclusively?

March 2020

	b) What is the earliest you can report <u>annual</u> data in Section 4 of your CHR, inclusively?	2020-21
	c) For 2025-26, did you use the Canadian methodology to report on outcomes in Section 4? Reminder: By March 31, 2026, all communities are expected to use the Canadian methodology for outcome reporting in their CHR. HIFIS users can use the Community Outcomes Report (COR) in HIFIS for Section 4. Non-HIFIS users must develop an equivalent report to the Canadian methodology for Section 4.	Yes
Partnerships		
OBA 16	a) Has there been meaningful collaboration between the DC CE and local Indigenous partners, including those that sit on your CAB, over the reporting period specific to the work of strengthening the Outcomes-Based Approach? Note: The response to this question is auto-populated from CHR 4(a).	Yes (Continuous improvement)
Data quality improvement		
OBA 17	a) Are efforts being made to improve data quality?	Yes
	b) How was data quality improved? Please provide specific examples. Your response could reference one or more dimensions of data quality: • Data uniqueness • Data consistency • Data timeliness • Data completeness • Data comprehensiveness	

Data quality has improved in several concrete and measurable ways since the community began using HIFIS in April 2025:

First, data accuracy and uniqueness have increased. Monthly HIFIS Health Checks identify duplicate client records, and these are actively reviewed and merged. This process ensures that each individual has a single, accurate file, reducing fragmentation and preventing inconsistent or conflicting information.

Second, data completeness has significantly improved. Every intake package submitted by Coordinated Access Points (CAPs) including VI-SPDAT results, intake forms, and consent forms is reviewed by the RMWB. If any required information is missing, CAPs are promptly notified through HIFIS messaging and required to correct it. This step-by-step verification ensures that client records are fully populated and meet community standards.

Third, timeliness of data entry has improved. The community HIFIS guide requiring updates within 24 hours has led to more current and reliable client information. This allows service providers to make decisions based on up-to-date data rather than outdated records.

Fourth, consistency across providers has strengthened. Standardized onboarding and ongoing training for CAP staff ensures that all users understand which modules and fields must be completed. Regular refresher training helps address gaps caused by staff turnover and reinforces consistent data practices across the system.

Fifth, targeted improvements are being made in known problem areas, such as housing history. “Unknown” housing histories are routinely flagged in Health Checks and discussed during bi-weekly CAST meetings. This ongoing focus has led to gradual improvements in capturing more complete housing histories over time. We will continue to focus on this moving into 2026-2027.

Finally, continuous quality improvement processes are now embedded in operations. Regular CAST meetings include standing agenda items on data quality, ensuring that issues are consistently monitored, discussed, and addressed collaboratively.

Together, these practices have resulted in more accurate, complete, timely, and standardized data across the community’s HIFIS system.

Reporting on other Community-Level Outcomes

CHR 11	a) Beyond the five mandatory core outcomes under Reaching Home, do you wish to include any additional <u>monthly</u> community-level outcomes for this CHR? Reminder: Reporting on additional community-level outcomes is optional.	No
	b) Beyond the five mandatory core outcomes under Reaching Home, do you wish to include any additional <u>annual</u> community-level outcomes for this CHR? Reminder: Reporting on additional community-level outcomes is optional.	No

Section 3 Summary Tables

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **HIFIS Directive**.

	Completed	Started	Not Yet Started
Total	5	0	0

Homelessness Management Information System	Completed (score)	Completed (%)
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Homelessness Management Information System (out of 5 points)	5	100%
All (out of 5 points)	5	100%

The tables below provides a summary of the work your community has done so far to meet the Reaching Home minimum requirements under the **Outcomes-Based Approach Directive**.

Reminder: As per **HIFIS Minimum Requirement 1** and **Outcomes-Based Approach Minimum Requirement 1** under the Reaching Home directives, communities must meet all HIFIS and Outcomes-Based Approach minimum requirements by March 31, 2026.

	Completed	Started	Not Yet Started
Total	17	0	0

Outcomes-Based Approach	Completed (score)	Completed (%)
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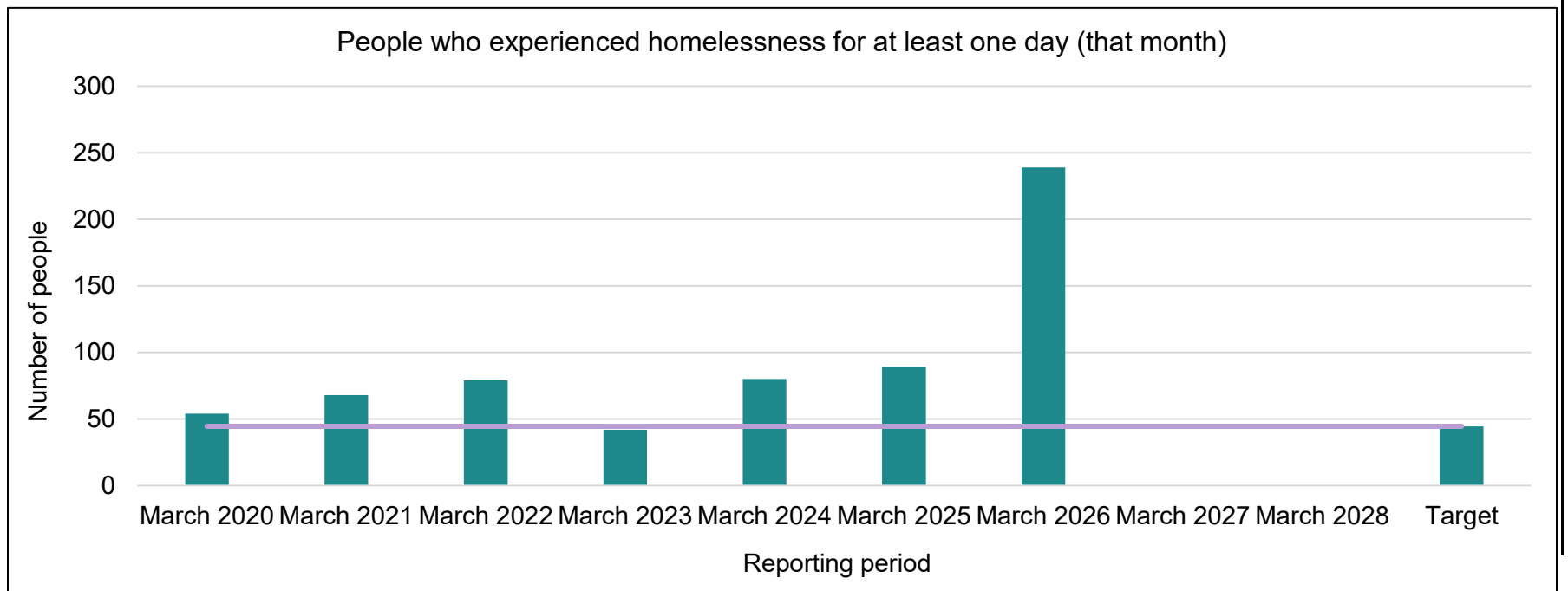
Data uniqueness (out of 3 points)	3	100%
Data consistency (out of 2 points)	2	100%
Data timeliness (out of 2 points)	2	100%
Data completeness (out of 2 points)	2	100%
Data comprehensiveness (out of 4 points)	4	100%
Data use (out of 2 points)	2	100%
Partnerships (out of 1 point)	1	100%
Data quality improvement (out of 1 point)	1	100%
All (out of 17 points)	17	100%

End of Section 3

SECTION 4: COMMUNITY-LEVEL OUTCOMES AND TARGETS

Using person-specific data to set baselines, set reduction targets and track progress – Monthly data

O1(M) Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)										
Given your answers in Section 3, you can report monthly result(s) for Outcome #1 using your person-specific data.										
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced homelessness for at least one day (that month)	54	68	79	42	80	89	239			44.5



O1(M)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2025

Overall homelessness will decrease by 50% between March 2025 and March 2028.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2024-25), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

In 2024-2025, the Regional Municipality of Wood Buffalo (RMWB) was using a database that limited the information collected and lacked access to system-level data. However, after transitioning to the Homeless Individuals and Families Information System (HIFIS), the data became more accurate and comprehensive at the system level. Additionally, we have experienced another change: using the Community Outcomes Report (COR). Previously, we relied on an Excel document to collect data solely on individuals interested in housing.

c) **Introducing Data Annotations** – where you can highlight trends and explore the reasons behind them (**optional**):

Please select two reporting periods below for which you would like to add a data annotation for:

From:

Select one



To:

Select one

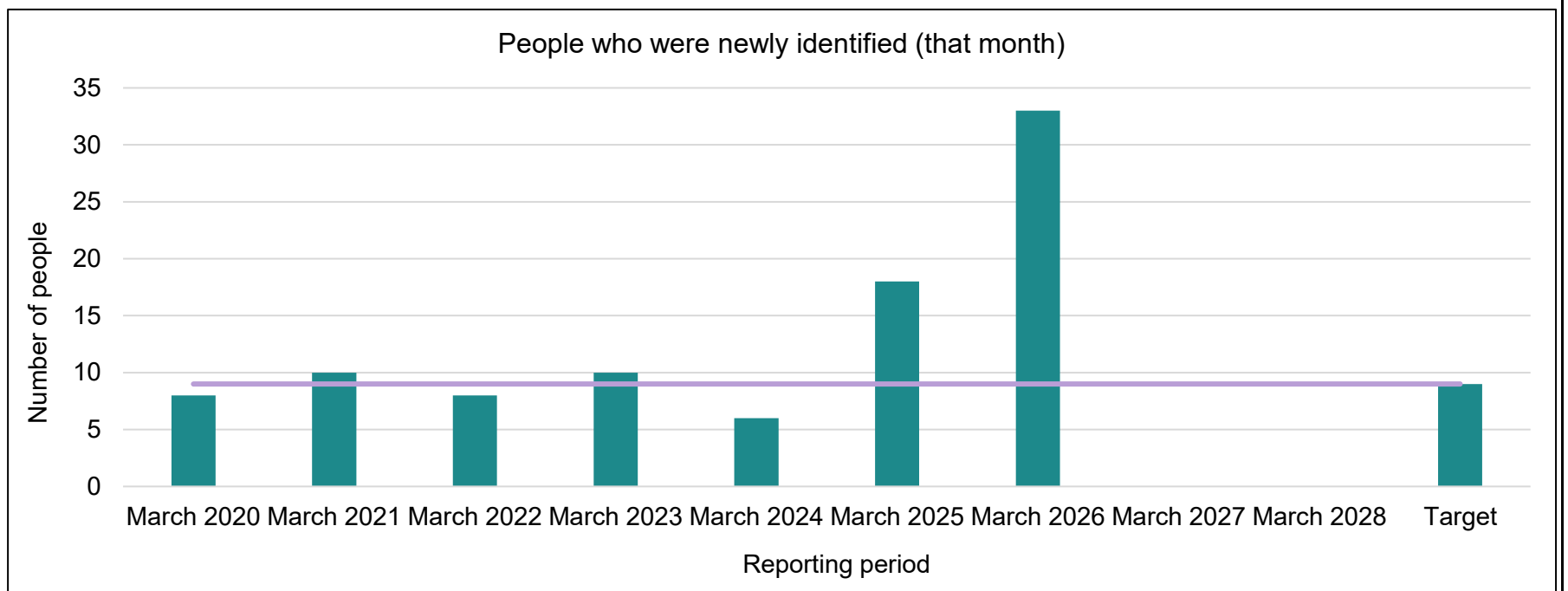
#N/A

In the comment box below, please add your data annotation for this period.

- As applicable, please indicate the parameters which could have influenced the change during the selected period (e.g., significant events within the community, policy changes, data quality and comprehensiveness).

Due to the challenges posed by the new dataset trends, it is expected that by 2026-2027, there will be two years of data available, allowing for more comprehensive annotations. Additionally, the process will become more efficient as training and collaboration with HIFIS users will enhance accuracy and consistency.

O2(M) Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)										
Given your answers in Section 3, you can report monthly result(s) for Outcome #2 using your person-specific data.										
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who were newly identified (that month)	8	10	8	10	6	18	33			9



O2(M)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2025

New inflows to homelessness will decrease by 50% between March 2025 and March 2028.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2024-25), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

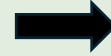
Data reported in the 2025–26 CHR reflects a change in data collection methods and systems compared to the previous CHR (2024–25). In 2024–25, the RMWB used a database with limited functionality, which restricted the type and depth of information collected and did not support system-level analysis. Data during that period was primarily collected through an Excel spreadsheet and focused only on individuals who had expressed interest in housing. Since transitioning to HIFIS, the data reported is more comprehensive and representative of the overall homelessness system. This transition affected baseline values and targets, as current data is not directly comparable to prior-year figures due to differences in data scope, definitions, and reporting capabilities. Additionally, the introduction of the COR report enhanced RMWB’s ability to report on system-level outcomes rather than individual-level interest alone.

c) **Introducing Data Annotations** – where you can highlight trends and explore the reasons behind them (**optional**):

Please select two reporting periods below for which you would like to add a data annotation for:

From:

Select one



To:

Select one

#N/A

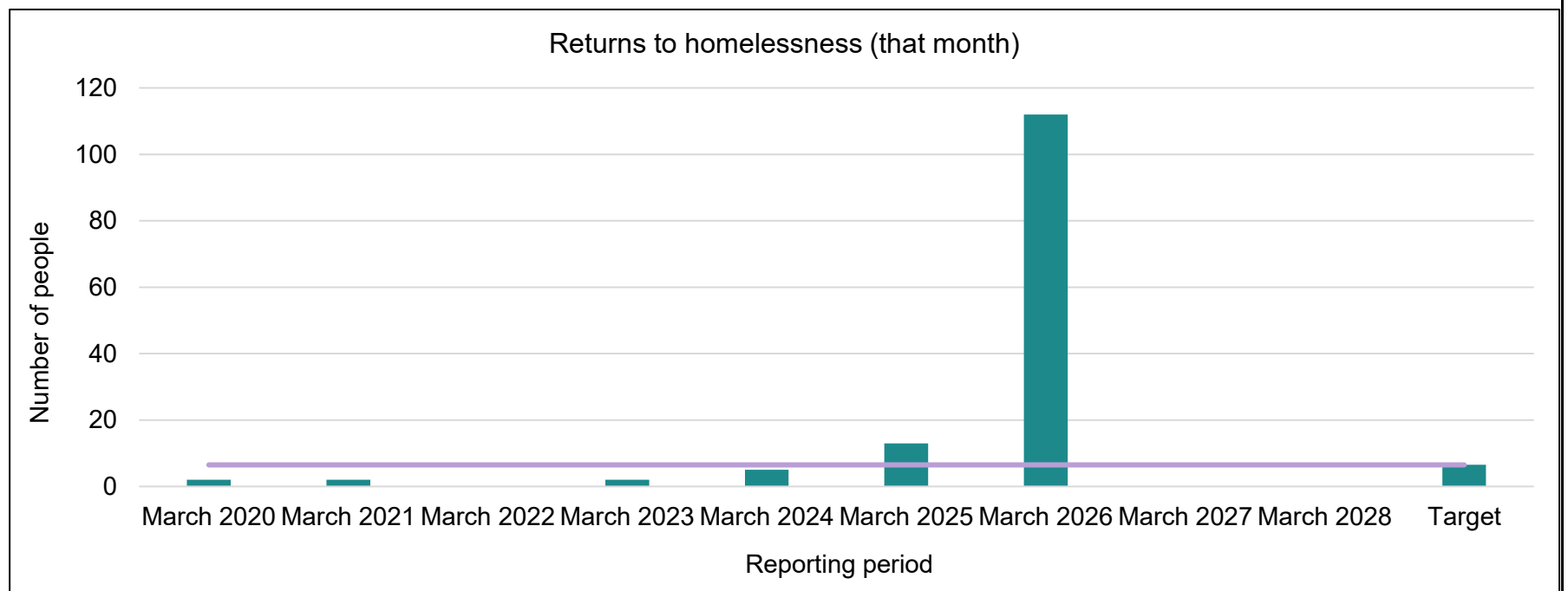
In the comment box below, please add your data annotation for this period.

- As applicable, please indicate the parameters which could have influenced the change during the selected period (e.g., significant events within the community, policy changes, data quality and comprehensiveness).

Data for this period reflects a transition in both data sources and methodology, shifting from provincially reported data to federally aligned reporting through the HIFIS and COR. As a result of these changes, trends related to individuals who are new to homelessness cannot be reliably identified or compared to previous reporting periods. Differences in data definitions, scope, and system-level capture limit the comparability of current figures with historical data. This period also represents an implementation and learning phase for staff and service providers adapting to the new federal reporting requirements, which may have affected data consistency and completeness. Consequently, observed changes should be interpreted as improvements in data quality and methodology rather than indicators of emerging trends in new homelessness.

Overall, this reporting period establishes a revised and more robust baseline aligned with federal standards, supporting more accurate trend analysis in future reporting cycles.

O3(M) Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)										
Given your answers in Section 3, you can report monthly result(s) for Outcome #3 using your person-specific data.										
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Returns to homelessness (that month)	2	2	0	2	5	13	112			6.5



O3(M)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2025

Returns to homelessness will decrease by 50% between March 2025 and March 2028.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2024-25), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

The significant increase in this number is primarily due to individuals who are temporarily booked out of the shelter but return the next day. We are observing a high number of cases categorized as "unknown to homeless" and "homeless to unknown." Also important to note is that since we launched HIFIS in April 2025, many individuals' consents have started to expire, leading to a large number of people having their consents reactivated. This also contributes to the high number we are seeing.

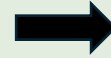
c) **Introducing Data Annotations** – where you can highlight trends and explore the reasons behind them (**optional**):

Please select two reporting periods below for which you would like to add a data annotation for:

From:

To:

Select one



Select one

#N/A

In the comment box below, please add your data annotation for this period.

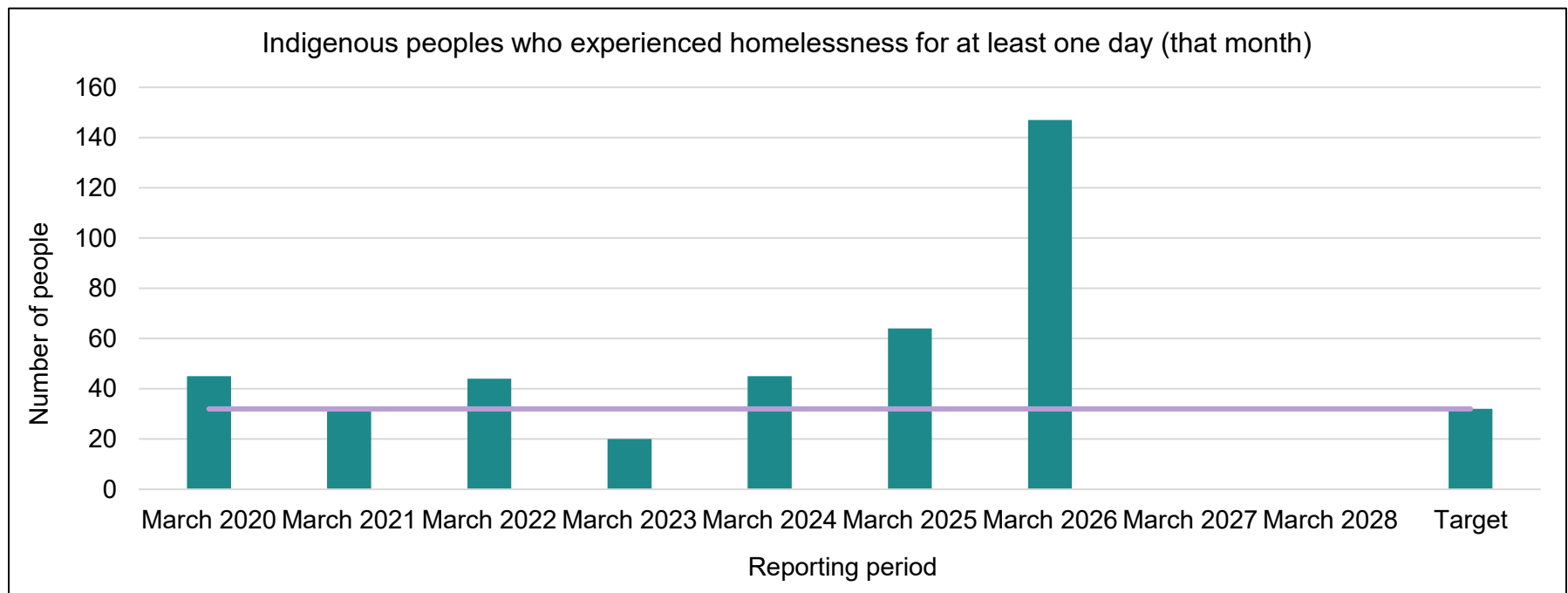
- As applicable, please indicate the parameters which could have influenced the change during the selected period (e.g., significant events within the community, policy changes, data quality and comprehensiveness).

Data related to returns from homelessness during this reporting period cannot be trended or compared reliably to previous periods due to changes in data sources, definitions, and methodology associated with the transition from provincial reporting to federally aligned reporting through HIFIS.

Reported increases are largely influenced by system-level factors rather than changes in client behaviour. These include a high volume of individuals temporarily exiting shelter and returning within short timeframes, which inflates recorded inflows and outflows and contributes to transitions classified as “homeless to unknown” and “unknown to homeless.” Additionally, the implementation of HIFIS in April 2025 resulted in the expiry and reactivation of many client consents, causing individuals to reappear in the dataset and further affecting counts related to returns from homelessness.

As a result, observed changes in return-from-homelessness metrics should be interpreted as a reflection of improved data capture, consent management processes, and federal reporting requirements, rather than a true trend. This period establishes a revised baseline for more accurate trend analysis in future reporting cycles.

O4(M) Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)										
Given your answers in Section 3, you can report monthly result(s) for Outcome #4 using your person-specific data.										
	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
Indigenous peoples who experienced homelessness for at least one day (that month)	45	31	44	20	45	64	147			32



O4(M)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2025

Indigenous homelessness will decrease by 50% between March 2025 and March 2028.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2024-25), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- As applicable, explain how Indigenous partners were engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results.
- Optionally, provide any additional context on your data.

This dataset continues to show an overrepresentation of Indigenous individuals among those experiencing homelessness in the RMWB, a trend that has been consistently observed over multiple years. While the transition to HIFIS has improved system-level visibility, it has not altered the underlying demographic patterns reflected in the data.

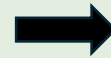
Higher numbers in the dataset are primarily attributable to shifts in data collection methodology, expanded system participation, improved consent tracking, and alignment with federal reporting standards. These enhancements have increased the demographic information, which may further highlight existing disparities rather than indicate a new or worsening trend. This suggests that the continued overrepresentation is more closely associated with ongoing systemic factors than with the transition to a new data system.

c) **Introducing Data Annotations** – where you can highlight trends and explore the reasons behind them (**optional**):

Please select two reporting periods below for which you would like to add a data annotation for:

From:

Select one



To:

Select one

#N/A

In the comment box below, please add your data annotation for this period.

- As applicable, please indicate the parameters which could have influenced the change during the selected period (e.g., significant events within the community, policy changes, data quality and comprehensiveness).

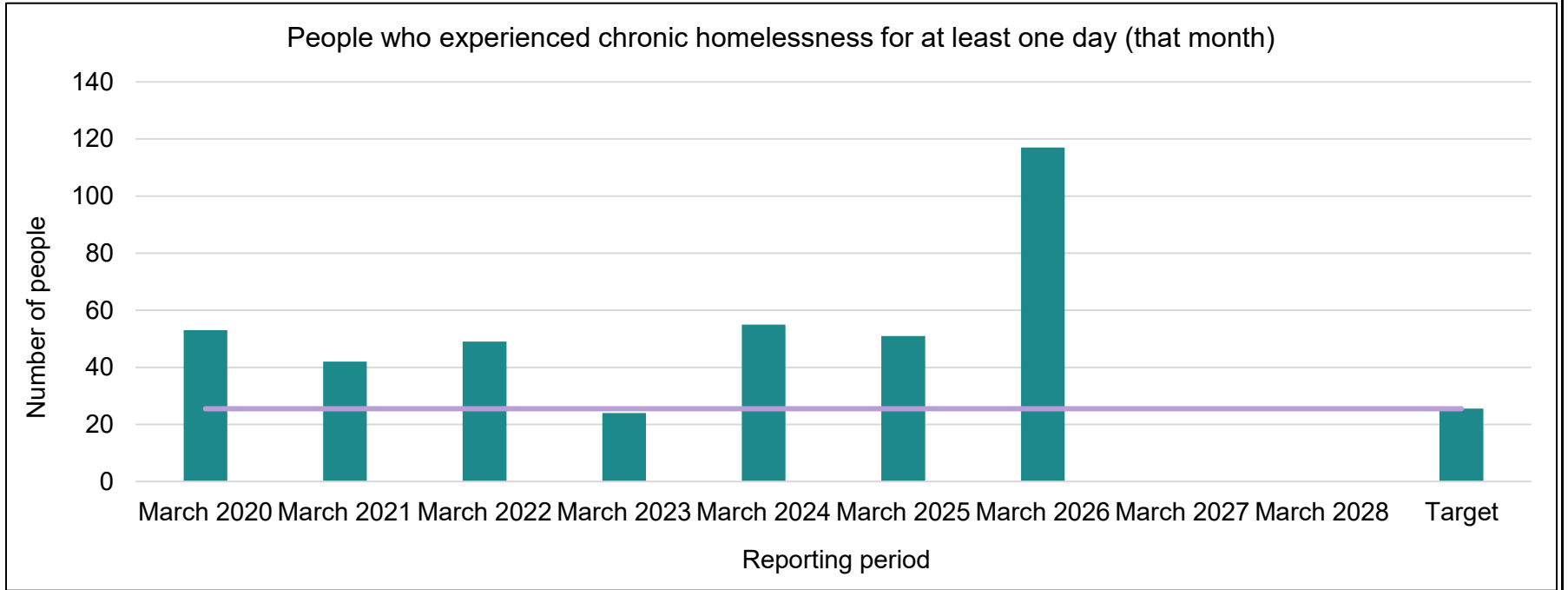
A data annotation cannot be completed for this dataset because reliable interpretation of changes is not possible for the selected period. The dataset reflects a transition in data sources, definitions, and reporting methodology, which limits the ability to contextualize observed values or assess trends. In addition, inconsistencies in historical comparability, data completeness, and timing of system implementation prevent meaningful analysis of changes within this reporting period. As a result, providing an annotation would risk misinterpretation of the data rather than adding clarity.

O5(M) Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)

Given your answers in Section 3, you can report monthly result(s) for Outcome #5 using your person-specific data.

Note: As applicable, your target must be, at minimum, a 50% reduction from your baseline.

	March 2020	March 2021	March 2022	March 2023	March 2024	March 2025	March 2026	March 2027	March 2028	Target
People who experienced chronic homelessness for at least one day (that month)	53	42	49	24	55	51	117			25.5



O5(M)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

March 2025

Chronic homelessness will decrease by 50% between March 2025 and March 2028.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2024-25), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

Changes observed in chronic homelessness between 2024–2025 are influenced by several factors previously identified, including definitional changes associated with the shift from provincial to federal reporting requirements and the implementation of HIFIS. HIFIS requires a more comprehensive review of an individual’s housing history to determine chronic homelessness status. As a result, reported numbers are lower than in previous years, reflecting enhanced assessment standards and data accuracy rather than a reduction in need or prevalence.

c) **Introducing Data Annotations** – where you can highlight trends and explore the reasons behind them (**optional**):

Please select two reporting periods below for which you would like to add a data annotation for:

From:

To:

Select one



Select one

#N/A

In the comment box below, please add your data annotation for this period.

- As applicable, please indicate the parameters which could have influenced the change during the selected period (e.g., significant events within the community, policy changes, data quality and comprehensiveness).

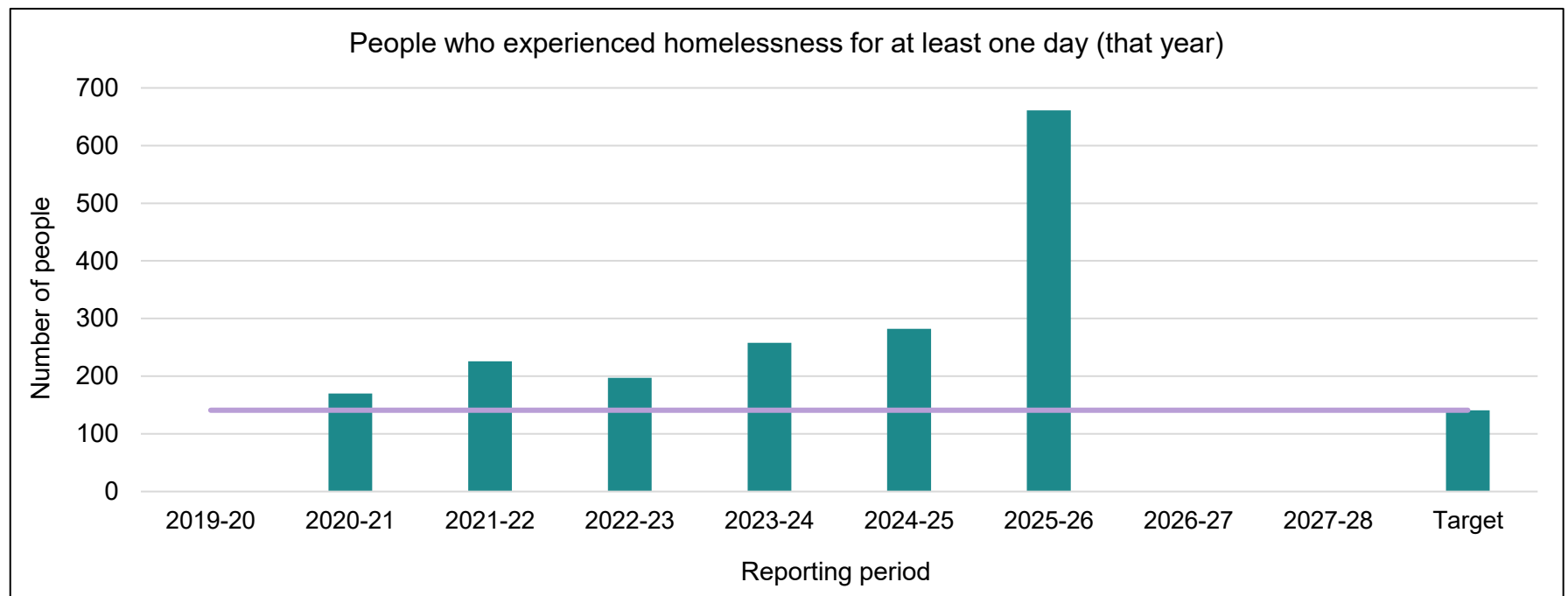
An annotation cannot be completed for this dataset because the data for the reporting period is affected by multiple concurrent system changes that limit reliable interpretation. During this period, significant shifts occurred in data definitions, reporting requirements, and collection methodologies due to the transition from provincial to federal standards and the implementation of the HIFIS.

In addition, system changes across the housing continuum, including updates to program alignment, referral pathways, assessment processes, and service standards, resulted in corresponding process changes. These adjustments affected how individuals move through the system and how outcomes are recorded, further limiting comparability with previous periods.

Collectively, changes in data systems, housing continuum processes, and operational standards reduce the ability to distinguish true changes in outcomes from methodological or system-driven effects.

Using person-specific data to set baselines, set reduction targets and track progress – Annual data

O1(A) Outcome #1: Fewer people experience homelessness (homelessness is reduced overall)										
Given your answers in Section 3, you can report annual result(s) for Outcome #1 using your person-specific data.										
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced homelessness for at least one day (that year)		170	226	197	258	282	661			141



O1(A)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2024-25

Overall homelessness will decrease by 50% between 2024-25 and 2027-28.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2024-25), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

In 2024-2025, the Regional Municipality of Wood Buffalo (RMWB) was using a database that limited the information collected and lacked access to system-level data. However, after transitioning to the Homeless Individuals and Families Information System (HIFIS), the data became more accurate and comprehensive at the system level. Additionally, we have experienced another change: using the Community Outcomes Report (COR). Previously, we relied on an Excel document to collect data solely on individuals interested in housing.

c) Introducing Data Annotations – where you can highlight trends and explore the reasons behind them (optional):

Please select two reporting periods below for which you would like to add a data annotation for:

From:

Select one



To:

Select one

#N/A

In the comment box below, please add your data annotation for this period.

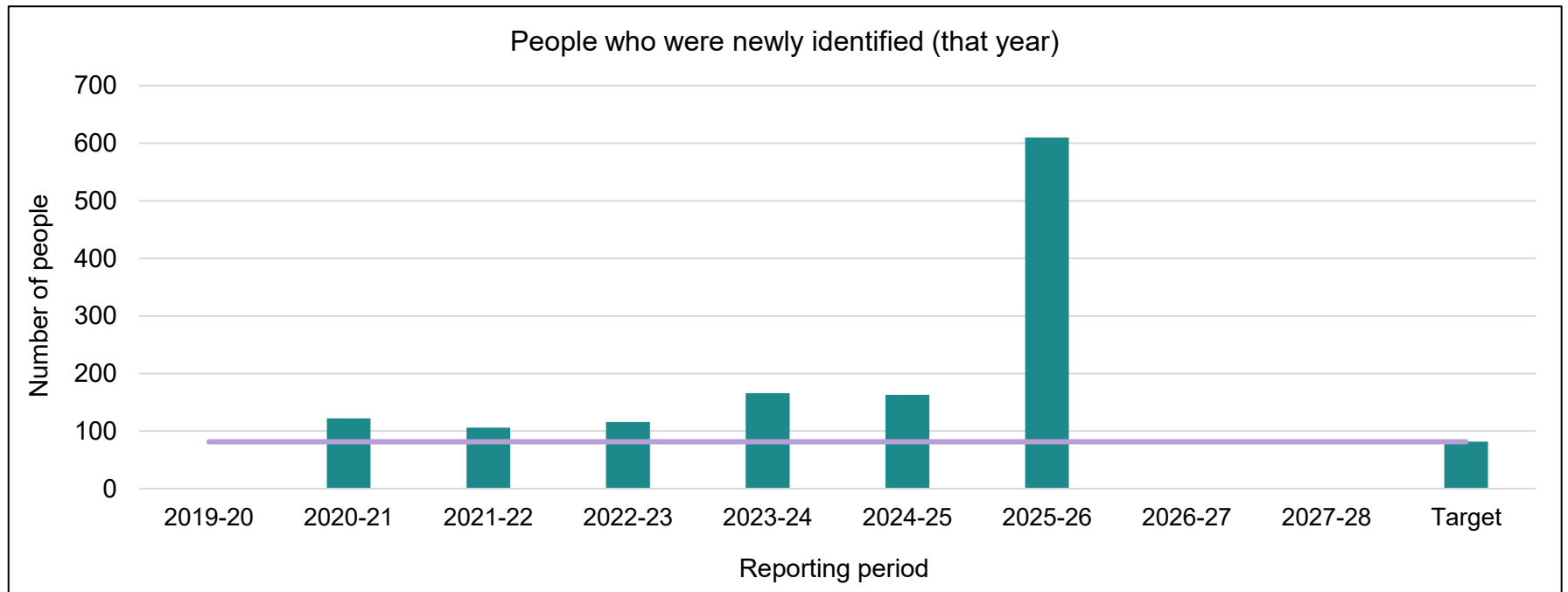
- As applicable, please indicate the parameters which could have influenced the change during the selected period (e.g., significant events within the community, policy changes, data quality and comprehensiveness).

Due to the challenges posed by the new dataset trends, it is expected that by 2026-2027, there will be two years of data available, allowing for more comprehensive annotations. Additionally, the process will become more efficient as training and collaboration with HIFIS users will enhance accuracy and consistency.

O2(A) Outcome #2: Fewer people were newly identified (new inflows to homelessness are reduced)

Given your answers in Section 3, you can report annual result(s) for Outcome #2 using your person-specific data.

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who were newly identified (that year)		122	106	116	166	163	610			81.5



O2(A)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2024-25

New inflows to homelessness will decrease by 50% between 2024-25 and 2027-28.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2024-25), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

Data reported in the 2025–26 CHR reflects a change in data collection methods and systems compared to the previous CHR (2024–25). In 2024–25, the RMWB used a database with limited functionality, which restricted the type and depth of information collected and did not support system-level analysis. Data during that period was primarily collected through an Excel spreadsheet and focused only on individuals who had expressed interest in housing.

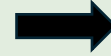
Since transitioning to HIFIS, the data reported is more comprehensive and representative of the overall homelessness system. This transition affected baseline values and targets, as current data is not directly comparable to prior-year figures due to differences in data scope, definitions, and reporting capabilities. Additionally, the introduction of the COR report enhanced RMWB’s ability to report on system-level outcomes rather than individual-level interest alone.

c) Introducing Data Annotations – where you can highlight trends and explore the reasons behind them (optional):

Please select two reporting periods below for which you would like to add a data annotation for:

From:

Select one



To:

Select one

#N/A

In the comment box below, please add your data annotation for this period.

- As applicable, please indicate the parameters which could have influenced the change during the selected period (e.g., significant events within the community, policy changes, data quality and comprehensiveness).

Data for this period reflects a transition in both data sources and methodology, shifting from provincially reported data to federally aligned reporting through the HIFIS and COR. As a result of these changes, trends related to individuals who are new to homelessness cannot be reliably identified or compared to previous reporting periods. Differences in data definitions, scope, and system-level capture limit the comparability of current figures with historical data.

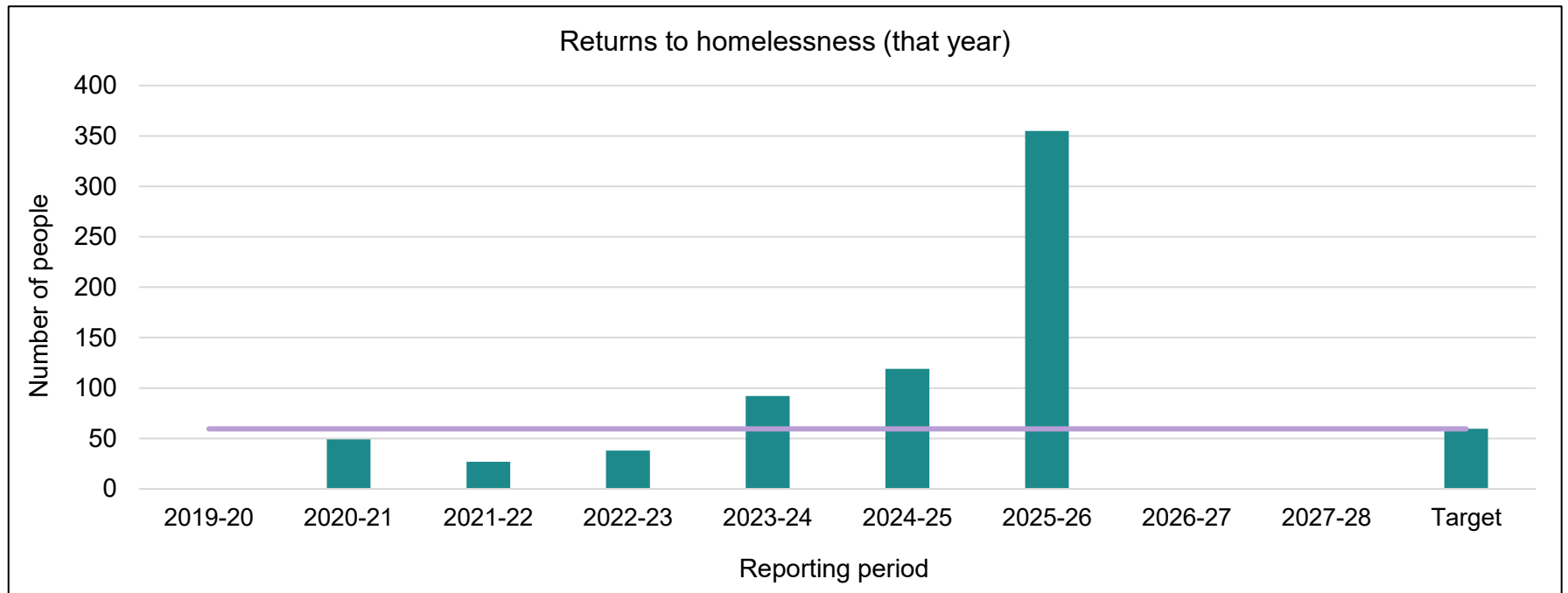
This period also represents an implementation and learning phase for staff and service providers adapting to the new federal reporting requirements, which may have affected data consistency and completeness. Consequently, observed changes should be interpreted as improvements in data quality and methodology rather than indicators of emerging trends in new homelessness.

Overall, this reporting period establishes a revised and more robust baseline aligned with federal standards, supporting more accurate trend analysis in future reporting cycles.

O3(A) Outcome #3: Fewer people return to homelessness (returns to homelessness are reduced)

Given your answers in Section 3, you can report annual result(s) for Outcome #3 using your person-specific data.

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Returns to homelessness (that year)		49	27	38	92	119	355			59.5



O3(A)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2024-25

Returns to homelessness will decrease by 50% between 2024-25 and 2027-28.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2024-25), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

The significant increase in this number is primarily due to individuals who are temporarily booked out of the shelter but return the next day. We are observing a high number of cases categorized as "unknown to homeless" and "homeless to unknown." Also important to note is that since we launched HIFIS in April 2025, many individuals' consents have started to expire, leading to a large number of people having their consents reactivated. This also contributes to the high number we are seeing.

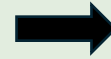
c) **Introducing Data Annotations** – where you can highlight trends and explore the reasons behind them (optional):

Please select two reporting periods below for which you would like to add a data annotation for:

From:

To:

Select one



Select one

#N/A

In the comment box below, please add your data annotation for this period.

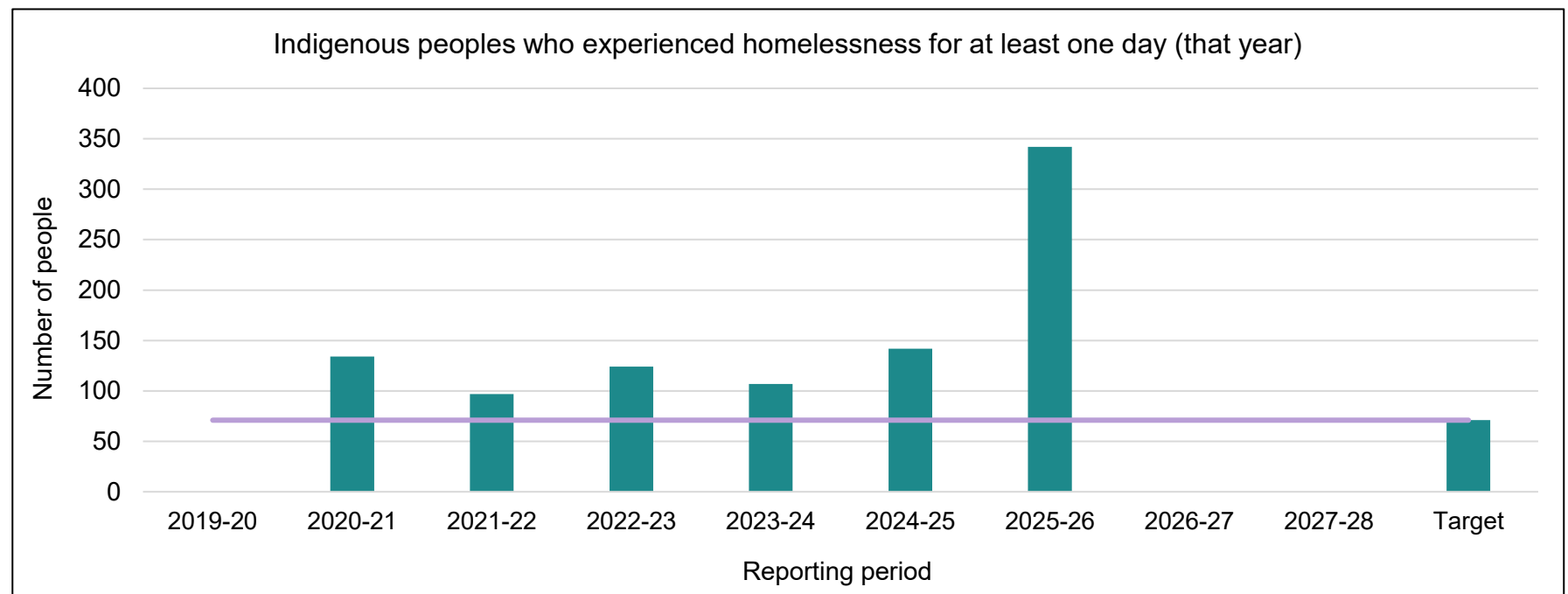
- As applicable, please indicate the parameters which could have influenced the change during the selected period (e.g., significant events within the community, policy changes, data quality and comprehensiveness).

Data related to returns from homelessness during this reporting period cannot be trended or compared reliably to previous periods due to changes in data sources, definitions, and methodology associated with the transition from provincial reporting to federally aligned reporting through HIFIS.

Reported increases are largely influenced by system-level factors rather than changes in client behaviour. These include a high volume of individuals temporarily exiting shelter and returning within short timeframes, which inflates recorded inflows and outflows and contributes to transitions classified as “homeless to unknown” and “unknown to homeless.” Additionally, the implementation of HIFIS in April 2025 resulted in the expiry and reactivation of many client consents, causing individuals to reappear in the dataset and further affecting counts related to returns from homelessness.

As a result, observed changes in return-from-homelessness metrics should be interpreted as a reflection of improved data capture, consent management processes, and federal reporting requirements, rather than a true trend. This period establishes a revised baseline for more accurate trend analysis in future reporting cycles.

O4(A) Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced)										
<i>Given your answers in Section 3, you can report annual result(s) for Outcome #4 using your person-specific data.</i>										
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
Indigenous peoples who experienced homelessness for at least one day (that year)		134	97	124	107	142	342			71



O4(A)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2024-25

Indigenous homelessness will decrease by 50% between 2024-25 and 2027-28.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2024-25), including to the data itself, the baseline and the target.
- As applicable, explain the use of "N/A" for one or more data points. As a reminder, no cells should be left blank.
- As applicable, explain how Indigenous partners were engaged in the process of setting the baseline, setting the target, reporting on the outcome and/or interpreting the results.
- Optionally, provide any additional context on your data.

This dataset continues to show an overrepresentation of Indigenous individuals among those experiencing homelessness in the RMWB, a trend that has been consistently observed over multiple years. While the transition to HIFIS has improved system-level visibility, it has not altered the underlying demographic patterns reflected in the data.

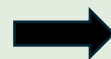
Higher numbers in the dataset are primarily attributable to shifts in data collection methodology, expanded system participation, improved consent tracking, and alignment with federal reporting standards. These enhancements have increased the demographic information, which may further highlight existing disparities rather than indicate a new or worsening trend. This suggests that the continued overrepresentation is more closely associated with ongoing systemic factors than with the transition to a new data system.

c) **Introducing Data Annotations** – where you can highlight trends and explore the reasons behind them (optional):

Please select two reporting periods below for which you would like to add a data annotation for:

From:

Select one



To:

Select one

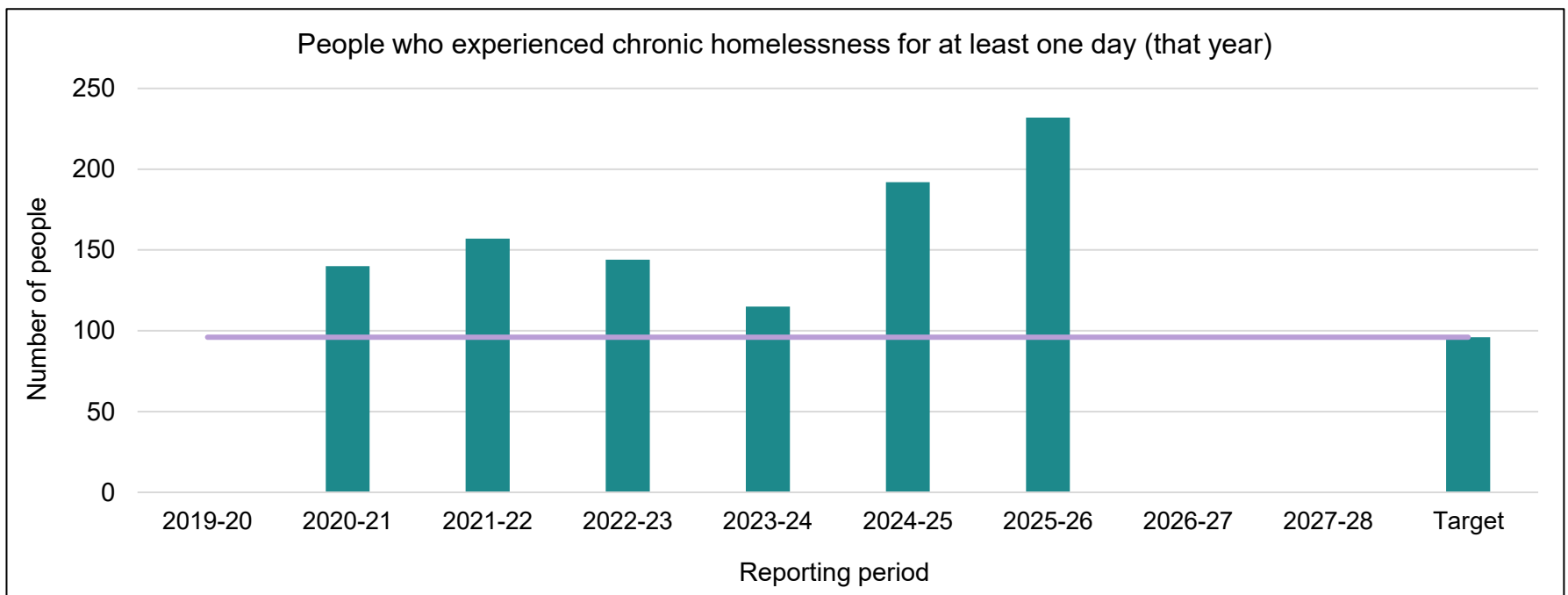
#N/A

In the comment box below, please add your data annotation for this period.

- As applicable, please indicate the parameters which could have influenced the change during the selected period (e.g., significant events within the community, policy changes, data quality and comprehensiveness).

A data annotation cannot be completed for this dataset because reliable interpretation of changes is not possible for the selected period. The dataset reflects a transition in data sources, definitions, and reporting methodology, which limits the ability to contextualize observed values or assess trends. In addition, inconsistencies in historical comparability, data completeness, and timing of system implementation prevent meaningful analysis of changes within this reporting period. As a result, providing an annotation would risk misinterpretation of the data rather than adding clarity.

O5(A) Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced)										
<i>Given your answers in Section 3, you can report annual result(s) for Outcome #5 using your person-specific data.</i> <i>Note: As applicable, your target must be, at minimum, a 50% reduction from your baseline.</i>										
	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	Target
People who experienced chronic homelessness for at least one day (that year)		140	157	144	115	192	232			96



O5(A)

a) What is your baseline year? The baseline is the year from which you measure change. This may be the first year you submitted outcomes, but could be the year where you have the most confidence in your data.

2024-25

Chronic homelessness will decrease by 50% between 2024-25 and 2027-28.

b) Please use the comment box below to:

- As applicable, explain any changes to the data reported from the previous CHR (2024-25), including to the data itself, the baseline and the target.
- As applicable, explain the use of “N/A” for one or more data points. As a reminder, no cells should be left blank.
- Optionally, provide any additional context on your data.

Changes observed in chronic homelessness between 2024–2025 are influenced by several factors previously identified, including definitional changes associated with the shift from provincial to federal reporting requirements and the implementation of HIFIS. HIFIS requires a more comprehensive review of an individual’s housing history to determine chronic homelessness status. As a result, reported numbers are lower than in previous years, reflecting enhanced assessment standards and data accuracy rather than a reduction in need or prevalence.

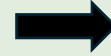
c) **Introducing Data Annotations** – where you can highlight trends and explore the reasons behind them (optional):

Please select two reporting periods below for which you would like to add a data annotation for:

From:

To:

Select one



Select one

#N/A

In the comment box below, please add your data annotation for this period.

- As applicable, please indicate the parameters which could have influenced the change during the selected period (e.g., significant events within the community, policy changes, data quality and comprehensiveness).

An annotation cannot be completed for this dataset because the data for the reporting period is affected by multiple concurrent system changes that limit reliable interpretation. During this period, significant shifts occurred in data definitions, reporting requirements, and collection methodologies due to the transition from provincial to federal standards and the implementation of the HIFIS.

In addition, system changes across the housing continuum, including updates to program alignment, referral pathways, assessment processes, and service standards, resulted in corresponding process changes. These adjustments affected how individuals move through the system and how outcomes are recorded, further limiting comparability with previous periods.

Collectively, changes in data systems, housing continuum processes, and operational standards reduce the ability to distinguish true changes in outcomes from methodological or system-driven effects.

End of Section 4a