

**Homelessness Knowledge Development Program
Homelessness Partnering Strategy**

**Newfoundland and Labrador
Homelessness Data Coordination Project
- Forging a Community of Practice -
2010/2011 Final Report**

Project Date: 2010/04/01 to 2011/09/30

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Executive Summary

In partnership with the Newfoundland and Labrador Housing and Homelessness Network, Choices for Youth and the NL HIFIS representative, the Newfoundland and Labrador Statistics (NLSA) completed an 18-month Homelessness Data Development and Coordination Project under the Homelessness Knowledge Development Program. As per the recommendations of the 2008/2009 Data Development Project, objectives included building capacity for sustained, quality data collection and reporting processes to better equip participating Newfoundland and Labrador community groups as they respond to issues relating to the prevention and reduction of homelessness. Specifically, Newfoundland and Labrador Statistics Agency provided assistance to NL community groups and shelters interested in improving their data collection and records management procedures and helped create a standard set of non-identifiable variables/information coordinated between organizations. The primary goal of this project was to collectively develop and support strategies that introduce, adapt and apply standardized homelessness data coordination practices in the province.

Through a series of HIFIS Users Workshops, NLSA and the HIFIS representative directed data coordination among participating Newfoundland and Labrador community groups. NLSA worked with provincial shelters and transitional homes to improve data collection techniques, to create consistency among existing HIFIS variables/definitions and build data frameworks that support the research and analysis of homelessness populations. These coordinated data practices and reporting processes will help monitor demographic trends, administrative statistics (wait-lists, turn-away status), history of housing and service usage/adequacy for the homeless population.

Newfoundland and Labrador Statistics Agency collected 2009 and 2010 HIFIS exports from participating shelters and transitional homes across the province. The Data Sharing Agreement, aggregate results and summary statistics from this coordinated data collection are presented in this report. HIFIS users participated in several workshop activities relating to data collection instructions and variable definitions and helped create the Homelessness Data Collection Guide. This guide is a summary of the decisions made by participating community groups throughout the project and during these interactive workshops. In addition, Service Provider and Client Surveys were administered to collect site specific information relating to data collection techniques, special programs and services offered and client situations/backgrounds. Summary results from these additional workshop exercises and surveys are also presented in this report.

Key Recommendations:

There are a number of observations and recommendations listed below that should be considered beyond the end date of the Data Development and Coordination Project. Additional information on these recommendations and suggested action items are presented in the Conclusion (Section 4) of this report.

1. It is recommended that participating shelters continue to coordinate data collection methodology, HIFIS variables, record management instructions and variable definitions. All variables should be clearly defined and instructions on how to record these variables should be available to all HIFIS users to ensure consistency among reports and exports.
2. Communication between community groups is essential to producing comparable aggregate results at the provincial level. Ongoing discussions on data collection instructions, variable definitions and reporting techniques are highly recommended.
3. Documents produced for the purposes of this data coordination project, including the HIFIS variable recording instructions and definitions document, should be used as a homelessness data collection guide. The data collection template should be used as a coordinated in-take form.
4. It is recommended that participating community groups work directly with the HIFIS Coordinator to address site specific data collection issues. HIFIS reports at the individual shelter level should be completed to highlight existing data gaps and to provide direction for further improvement. This process would also provide each group with a more in-depth knowledge of HIFIS, its functions and data management benefits.
5. There is potential to carry out in depth analysis at the provincial level that would involve variables such as income, education and employment history. It is recommended that data collection techniques and record management continue to be area for desired improvement and enhancement.
6. Throughout this data coordination project it has become evident that a mechanism to capture homelessness related information at the provincial level is required. A system designed to collect and combine data from additional sources would be beneficial to all those working to research and reduce the homelessness and at-risk of homelessness populations. It is recommended that a special working group or task force be created to bring information from various data sources together including NL shelters, transition homes, outreach services, food banks, affordable housing, mental health, addictions, etc.

NL Homelessness Data Coordination Project

Final Report 2011

1. Introduction and Project Background

In partnership with the Newfoundland and Labrador Housing and Homelessness Network, Choices for Youth and the NL HIFIS representative, the Newfoundland and Labrador Statistics (NLSA) completed an 18-month Homelessness Data Development and Coordination Project under the Homelessness Knowledge Development Program. As per the recommendations of the 2008/2009 Data Development Project, objectives included building capacity for sustained, quality data collection and reporting processes to better equip participating Newfoundland and Labrador community groups as they respond to issues relating to the prevention and reduction of homelessness. Specifically, Newfoundland and Labrador Statistics Agency provided assistance to NL community groups and shelters interested in improving their data collection and records management procedures and finalized a standard set of non-identifiable variables/information coordinated between organizations. The primary goal of this project was to collectively develop and support strategies that introduce, adapt and apply standardized homelessness data coordination practices in the province. This project received funding from the Homelessness Partnering Secretariat, Human Resources and Skills Development Canada (HRSDC). Please note that the research and recommendations are the responsibility of the authors of the report and do not necessarily reflect the views of the Homelessness Partnering Secretariat.

In 2007, NLSA worked in partnership with Stella Burry Community Services (SBCS) under the National Homelessness Initiative (NHI) to contribute to the Community Plan Assessment (CPA). NLSA and SBCS identified and interviewed local NL community groups and shelters in the St. John's area and completed an assessment of data collection, management, recording and reporting techniques. NLSA designed a data collection template to gather community data relating to homelessness, availability of affordable housing, social support services, data collection processes and data quality and completeness. Specifically, NLSA assessed data collection and recording techniques and submitted a summary report (Assessments on Data Quality and Completeness and Services Information) as part of the CPA for the NHI. It was determined that many NL community groups were collecting and recording resident demographic statistics and life history information during the admission process using HIFIS (Homeless Individuals and Families Information System), however, not all of these groups were extensively gathering and electronically recording and tracking resident data and administrative statistics over time. Data management processes including information recording and tracking techniques were not coordinated among the community organizations.

In April 2007, while visiting NL community groups for data assessment purposes, NLSA encouraged those who were using HIFIS to increase the number of variables that they were recording. There were a limited number (10) of data variables exported as part of a data sharing agreement with the Government of Canada. In collaboration with NL's HIFIS coordinator, NLSA began the process of helping identify additional HIFIS indicators, increasing the amount of exported fields and ensuring these data are coordinated to produce quality statistics and analysis at the regional level. During the assessment, these NL community groups expressed interest in improving data collection within their organizations, sharing data with NLSA and coordinating data with other local community shelters.

NLSA worked closely with Stella Burry Community Services in 2008/2009 to complete the NL Data Development and Coordination Project under HKDP. During this project, the Newfoundland and Labrador Statistics Agency collected HIFIS exports from 10 participating shelters and transitional homes across the province. NLSA worked with participating community groups to increase the amount of shared variables from 10 to 25. Interactive discussions between NLSA and shelters lead to the creation of a data collection template including these 25 variables. Recommendations were submitted as part of the 2008/2009 Final Report including the following key items:

1. A data collection template should be used as a coordinated in-take form. Ongoing discussions on how these variables should be collected and coordinated should continue beyond the term of this project. Continued improvements in data collection and compatibility are recommended for regional analysis and reporting.
2. Value labels and codes should be revised and reduced to increase the effectiveness of reporting procedures. Drop down lists and response choices should be updated to reflect appropriate options for the reporting shelters and transition homes.
3. Additional discussions relating to data collection and coordination should be held between the shelters to continue improvements in data quality and reports. These sessions should include the importance of coherence among variables, why each variable is being collected, their definitions, associated value labels, etc. Participating shelters should also share information on how these data are collected within their own organizations. For example, how does each shelter define a stay based on book-in and book-out time/dates?

4. The number of variables that are being collected on a regular basis should be increased. Shelters should increase the amount of data that are captured and recorded electronically. The 25 variables that shelters have agreed to report on should be collected and recorded on a regular basis. From the results section of the 2008/2009 report, it is evident that many variables are not utilized to full potential. Additional variables such as marital status, education and employment information should also be captured and recorded. Where possible, it is recommended that these shelters also revise and update older records to reflect these additional variables.

The 2011 Homelessness Data Development and Coordination Project builds upon the recently completed 2008/2009 HKDP Data Development and Coordination Project to strengthen and deepen work that has begun among NL's service providers and HIFIS users. As per the recommendations of the 2008/2009 project listed above, NLSA continued to work with the participating community groups to direct data collection (instructions and definitions), variable coordination and statistical analysis. The 2011 project was completed to further address data collection and information management issues and to promote coordinated reporting/data analysis. Key objectives and expected outcomes included:

1. Identify key variables, definitions and indicators relating to homelessness and ensure these data are coordinated to produce quality statistics and analysis at the regional level. Implement a coordinated data collection effort that will involve these standardized variables to produce aggregate, provincial results (full year 2009 and 2010).
2. Create and implement a communication strategy between NLSA and participating shelters that will include quarterly interactive working sessions. These workshops will help provide training and support to key staff and shared provincial users relating to the standardization process of variables, definitions and regional reporting and analysis. These sessions will focus on the importance of consistency among variables collected and will allow for discussions and practice on reporting.
3. Create a standardized data collection template, designed as a complete guide for collecting and recording homelessness data. This tool will include full instructions and definitions created in consultation with service providers and will be transferable to other staff/community groups for future work.

4. Develop and administer an updated data sharing agreement with each participating organization for the purposes of the Data Development and Coordination Project.

5. Conduct two additional surveys to collect information from both service providers and clients. The client survey will be designed in consultation with the service providers to collect valuable qualitative information relating to client background as well as their current situation. The service provider survey will be designed to gather specific needs, concerns and issues from senior policy staff and frontline data managers.

The majority of Newfoundland and Labrador Emergency Shelters and Transition Homes are using the most recent version of HIFIS (HIFIS Overview, Appendix 3) for their data collection and management processes. As these organizations were using a common data collection tool there was potential for aggregated regional analysis and reporting. Under the Data Development and Coordination Project NLSA helped identify HIFIS indicators, increased the amount of exported fields and ensured these data were coordinated to produce quality statistics and analysis at the regional level. NLSA helped facilitate and oversee coordinated HIFIS reporting at the regional level. These improved data development and coordination techniques will better meet the information needs of participating NL community groups.

In 2010 and 2011, through a series of HIFIS Users Workshops, NLSA and the HIFIS representative directed data coordination among participating Newfoundland and Labrador community groups. NLSA worked with provincial shelters and transitional homes to improve data collection techniques, to create consistency among existing variables and build data frameworks that support the research and analysis of homelessness populations. These coordinated data practices and reporting processes will help monitor demographic trends, administrative statistics (wait-lists, turn-away status), history of housing and service usage/adequacy for the homeless population.

Newfoundland and Labrador Statistics Agency collected 2009 and 2010 HIFIS exports from participating shelters and transitional homes across the province. The Data Sharing Agreement, aggregate results and summary statistics from this coordinated data collection are presented in this report. HIFIS users participated in several interactive workshop activities relating to data collection instructions and variable definitions. In addition, Service Provider and Client Surveys were administered to collect site specific information relating to data collection techniques, special programs and services offered and client situations/backgrounds. Summary results from these additional workshop exercises and surveys are also presented in this report.

2. Methodology

The Newfoundland and Labrador Statistics Agency worked in partnership with NL Housing and Homelessness Network, Choices for Youth and the NL HIFIS representative to fulfill objectives of the 2010/2011 Data Development and Coordination Project. Table 1 below provides a list of specific project timelines, tasks and deliverables.

Table 1. Summary of Data Development and Coordination Project Deliverables

Activity/Output	Completion Date
HIFIS Users Communication Plan	April 2010
Project Methodology & Work Plan	April - June 2010
HIFIS Users Workshop #1	June 29 th , 2010
HIFIS Variables, Labels and Definitions	July – September 2010
HIFIS Customization Process	July – September 2010
HIFIS Users Workshop #2	October 5 th , 2010
Service Provider Survey Results	November 2010
HIFIS Template (Variables, Collection Issues)	November 2010
HIFIS Users Workshop #3	January 20 th , 2011
Coordinated HIFIS Export 2009	January 2011
NLSA Data Sharing Agreement	February 7 th , 2011
Finalize HIFIS Template (Variables, Labels)	January - March 2011
Finalize HIFIS Guide (Definitions, Instructions)	January - March 2011
Client Survey	January - March 2011
Coordinated HIFIS Export 2010	January - March 2011
Data Analysis & Results Preparation	January - March 2011
Extension Letter	March 2011
Participant Survey	April 2011
Beds & Wait Lists Worksheet	June 2011
Sample HIFIS ‘In-Take’ Form	June 2011
HIFIS Users Gathering #4	June 6 th , 2011
Information Sharing Symposium	June 7 th , 2011
Final Report	September 30 th , 2011

The methodology for the 2010/2011 Data Development and Coordination Project was directed by the recommendations from the 2008/2009 Report. Please find below a list of steps, tasks and outcomes that best summarizes the project work plan:

- The project team (NLSA, NLHHN and the HIFIS Representative) identified NL community groups participating in data development/coordination initiative. Contact information for appropriate representatives was collected.

- Specific requirements and data collection status for each organization (level of knowledge/usage of data collection systems) was determined.
- HIFIS data collection system was assessed (including data manipulation and template design, information exporting, creating/editing variables, data security, etc.). Additional issues included adding/removing questions and uploading data to Excel/SPSS.
- A Communication Strategy was created between the project team and the participating community groups. Information was shared between the groups throughout the duration of the project via interactive workshops and email updates.
- Interactive workshops/consultation sessions with Newfoundland and Labrador HIFIS Users were organized and administered by the project team in advance of coordinated exporting. These meetings focused on the importance of consistency among variables (definitions and instructions) collected. These sessions allowed for in-depth discussions and interactive group activities on data recording and reporting techniques.
- On June 29th, 2010, NLSA, the HIFIS Partnership Analyst and NLHHN prepared and facilitated a HIFIS Users Workshop with participating community groups and shelters. Objectives of this session included leading an interactive discussion to create a standard, core set of variables and responses that are coordinated between organizations. Collective decisions were made relating to data collection techniques, HIFIS variable responses and coordinated HIFIS exports. The full day interactive session resulted in community groups agreeing to share variables for the purposes of a coordinated export of HIFIS data. Participants were asked to list and sort their HIFIS variable responses and this information was used to create a coordinated data collection template. Additional outcomes of this session included the distribution and collection of Data Sharing Agreements, individual HIFIS customization and preparations for coordinated 2009 HIFIS data exports.
- HIFIS variable response lists were revised and reduced to increase the effectiveness of reporting procedures. Drop down lists and response choices were ranked, customized and updated to reflect appropriate options for the reporting shelters and transition homes.
- On October 5th, 2010, during the second HIFIS Users Workshop community groups participated in useful discussions relating to HIFIS data collection techniques and HIFIS variable definitions. Topics such as the status of individual 2009 HIFIS exports, HIFIS customization and preliminary results for 2009 HIFIS data were also included in this workshop.

- HIFIS variables, their specific definitions and data collection instructions were identified during the interactive workshops in consultation with the Newfoundland and Labrador community groups. Information relating to site specific data collection techniques was captured through round table discussions and workshop group activities.
- During the second workshop, HIFIS users were asked to complete a qualitative questionnaire (Service Provider Survey) relating to their programs, services and data collection activities. Results from this initiative are presented in this report.
- Objectives of this project included the creation of a standard, core set of variables and responses that are coordinated between participating shelters, transitional homes and community group organizations. In order to meet these objectives, NLSA collected information from participating groups under the ‘Statistics Act’. The revised NLSA Data Sharing Agreement was distributed and signed by all participating shelters and community groups with Gwenda Drover (NLSA) as the single custodian of these data (coordinator’s export) for the sole purpose of this project. This process ensures the protection of privacy and no individual or identifiable information can be released under the ‘Act’. Statistics gathered as a result of this initiative will be used for research purposes as directed by the NLHHN and NLSA and information will be released in aggregate form only.
- NLSA collected full year 2009 HIFIS exports from participating shelters. These aggregate results were presented to the HIFIS Users during the 3rd HIFIS workshop and are included in this report. Please find below a list of exports received by participating community groups (Table 2).

Table 2: Participating Shelters and Transition Homes (Full 2009 Data Export)

Shelter/Community Group	Location	Export Received
Tommy Sexton Centre	St. John’s	November 2010
Wiseman Centre	St. John’s	November 2010
Choices for Youth	St. John’s	September 2010
Naomi Centre	St. John’s	November 2010
SJ Native Friendship Centre	St. John’s	January 2011
Iris Kirby House	St. John’s	November 2010
Libra House	Happy Valley – Goose Bay	November 2010
Hope Haven	Labrador City	NA
Grace Sparks House	Marystown	September 2010
Transition House	Corner Brook	October 2010
SBCS Supportive Housing	St. John’s	December 2010
Cara House	Gander	November 2010

- On January 20th, 2011, NLSA, the HIFIS Partnership Analyst and NLHHN prepared and facilitated the third HIFIS Users Workshop with participating community groups and shelters. Objectives of this session included finalizing a core set of HIFIS variables, responses, definitions and data collection instructions that are coordinated between organizations (Homelessness Data Collection Guide).
- During this third working session, community groups participated in useful discussions relating to HIFIS data collection techniques and HIFIS variable definitions/instructions. Workshop exercises and activities were focused on specific HIFIS variables including Goods, Services and Turn-Away variables. Topics such as the status of individual 2010 HIFIS exports, HIFIS customization and final results for 2009 HIFIS data were also included in this workshop. Results from the Service Provider Survey (administered during the second workshop) were presented to the HIFIS Users and are included in this Final Report.
- An additional outcome of this session included the distribution of the Client Survey. Participating community groups were asked to administer a qualitative client questionnaire that included questions relating to client background/history, education, employment, marital status, etc. Results from this initiative are also presented in the Final Report and were shared with HIFIS Users during the HIFIS gathering on June 6th, 2011.
- NLSA collected full year 2010 HIFIS exports from participating shelters. These aggregate results are presented in this report. Please find below a list of exports received by participating community groups (Table 3).

Table 3: Participating Shelters and Transition Homes (Full 2010 Data Export)

Shelter/Community Group	Location	Export Received
Tommy Sexton Centre	St. John's	March 2011
Wiseman Centre	St. John's	March 2011
Choices for Youth	St. John's	April 2011
Naomi Centre	St. John's	February 2011
SJ Native Friendship Centre	St. John's	March 2011
Iris Kirby House	St. John's	March 2011
Libra House	Happy Valley – Goose Bay	May 2011
Hope Haven	Labrador City	April 2011
Grace Sparks House	Marystown	January 2011
Transition House	Corner Brook	March 2011
SBCS Supportive Housing	St. John's	March 2011
Cara House	Gander	February 2011

- The Homelessness HIFIS Data Collection Users Guide was finalized in consultation with all participating community groups.
- The Data Collection Template was finalized in consultation with all participating shelters and community groups.
- In March 2011, a letter of request for extension to September 30th, 2011 was submitted by the Newfoundland and Labrador Housing and Homelessness Network (Appendix). Specifically, due to the tight timelines and conflicting schedules the final workshop with data users and government partners did not occur before the original end date (March 31, 2011). This concluding workshop was re-scheduled for June 7th, 2011 in order to present the research project and resulting data that had been gathered. This was an important aspect of the project as it provided a provincial summative workshop that focused on sharing information generated by the HKDP project *Forging a Community of Practice*. This gathering generated valuable discussion around recommended next steps in collective efforts to sustain a high-quality community of practice for homelessness data in NL. This session included housing, health, education, employment and income factors necessary for assessing complex needs in the context of poverty reduction. Approximately 65 participants gathered in St. John's for this interactive forum including: front-line staff, service managers and provincial data 'leaders' (policy-makers, system managers and statisticians). In addition this workshop helped keep momentum going for data coordination and helped engage all the key players in entrenching a 'community of practice' around the development and use of homelessness indicators and data. Please find a copy of this session's agenda attached in the appendix.
- In preparation for the final HIFIS gathering on June 6th, 2011, a Participant Survey was distributed to community groups, shelters and transition homes. Each organization was asked to complete a qualitative questionnaire in order to receive their feedback relating to the activities, experiences and outcomes of the 2010/2011 Homelessness Data Development and Coordination Project. Results from this initiative are presented in this Final Report and were shared with HIFIS Users during the final HIFIS gathering on June 6th, 2011.
- The Project Team prepared and administered a fourth HIFIS Users gathering June 6th, 2011. This concluding workshop provided an opportunity to share final results (specifically from the Client Survey, Participant Survey and the 2010 HIFIS Export). In addition, a 'Shelter Bed and Waitlist' worksheet was distributed and completed by the community groups during this final session (Appendix).

- As the data coordination work was wrapping up, it became evident that individual community groups were already building upon the tools created for the purposes of this project. During the last HIFIS working session on June 6th, a sample in-take form was distributed based on those submitted from participating organizations (Appendix). It was an opportunity for groups to share how they were able to customize HIFIS templates to suit their individual data collection needs.
- Statistical summary tables and reports will be made available to participating NL community groups, committee members and policy makers (via NLSA's Community Accounts Website).

The project team completed all required elements of the 2010/2011 NL Data Development and Coordination Project. Deliverables including the Homelessness Data Collection Guide (Revised Template, Variable Definitions and Instructions), HIFIS 2009/2010 Export Results, Client Survey Results and Service Provider Survey are presented in this Final Report (Results/Discussion and Appendix Sections).

3. Results/Discussion

3.1 HIFIS Variable Responses and Customization

On June 29th, 2010, NLSA, the HIFIS Partnership Analyst and NLHHN prepared and facilitated a HIFIS Users Workshop with participating community groups and shelters. Please find below a group photo including the HIFIS users and project team that was taken on that day:



Objectives of this session included leading an interactive discussion to create a standard, core set of variables and responses that are coordinated between organizations. Collective decisions were made relating to data collection techniques, HIFIS variable responses and coordinated HIFIS exports. The full day session resulted in community groups agreeing to share variables for the purposes of a coordinated export of HIFIS data. Participants were asked to list and sort their HIFIS variable responses and this information was used to modify a coordinated data collection template.

HIFIS variable response lists were revised and reduced to increase the effectiveness of reporting procedures. Drop down lists and response choices were ranked, customized and updated to reflect appropriate options for the reporting shelters and transition homes. Please find below the combined list responses that were chosen, ranked and sorted by the participating community groups:

Family Role

- 1 Single
- 2 Family Head
- 3 Partner
- 4 Dependent - Child
- 5 Dependent - Extended Family
- 6 Dependent - Roommate
- 7 Personal Care Attendant

Goods

- 1 Food
- 2 Clothing
- 3 Toiletries
- 4 Transportation (Bus Passes)
- 5 Telephone - Local
- 6 Telephone - Cards, Long Distance
- 7 Household Supplies & Furniture (Cleaning Supplies, Linens)
- 8 Shelter Sponsored Goods Hamper
- 9 Office Supplies (Photocopy/Fax)
- 10 Misc Expenses (Petty Cash)
- 11 Adopt a Family
- 12 School Supplies
- 13 Baby Supplies/Toys
- 14 Pharmaceuticals
- 15 Sexual Health (Condoms)
- 16 Other (SWAP)

Services

- 1 Emergency Placement/Temporary Housing
- 2 Meals/Showers/Laundry
- 3 Life Skills
- 4 Advocacy
- 5 Financial Aid
- 6 Supportive/Resource Counseling
- 7 Health Care
- 8 Information/Referrals/Contact Information
- 9 Social & Community Connections

- 10 Outreach Services
- 11 Legal Support
- 12 Needle Exchange
- 13 Housing Placement/Second Stage Housing
- 14 Vocational/Educational/Employment
- 15 Transportation
- 16 Support Groups
- 17 Recreational Services
- 18 Calls (Distress Call, Ex-resident call, Other)
- 19 Parenting Support/Childcare
- 20 Mental Health
- 21 Housing Retention Services
- 22 Crisis Management
- 23 Income Support Services
- 24 HIV/AIDS Services
- 25 Substance Use Treatment

Reason for Service

- 1 Partner Abuse - Physical
- 2 Partner Abuse - Sexual
- 3 Partner Abuse - Psychological
- 4 Partner Abuse - Financial
- 5 Family/Relationship Breakdown
- 6 In-house Visit
- 7 Parent/Guardian fleeing abuse
- 8 Personal Safety
- 9 Referral from another shelter or community organization
- 10 Parental Abuse - Psychological
- 11 Parental Abuse - Physical
- 12 Parental Abuse - Sexual
- 13 Financial Crisis- Insufficient Income
- 14 Stranded in area
- 15 Substance Abuse - Alcohol
- 16 Substance Abuse - Drugs
- 17 Transient Lifestyle
- 18 Substandard Housing (Unsafe)
- 19 Discharge from Correctional
- 20 From Treatment - Medical
- 21 From Treatment - Psychiatric
- 22 Child re-united with parents
- 23 Housing (Eviction, Lease Expired, etc.)
- 24 Agency Placement
- 25 Pregnancy
- 26 New arrival to area
- 27 Seeking specific services

- 28 Housing (Fire, Flood, etc.)
- 29 Court ordered out of address

Discharge Status

- 1 Return to Partner
- 2 Return to Family Home
- 3 Staying with friends/family
- 4 Housed Independent (own apt/house)
- 5 Subsidized Social Housing
- 6 Transfer to Another Shelter
- 7 Hotel/Motel
- 8 Rooming House
- 9 Single Room Occupancy
- 10 Treatment Facility
- 11 Supportive Housing
- 12 Detoxification
- 13 Transitional Housing
- 14 Another Shelter
- 15 Living on Reserve
- 16 Left local area
- 17 Whereabouts Unknown
- 18 Rental
- 19 Asked to leave
- 20 Hospital - Psychiatric
- 21 Second Stage Housing
- 22 Hospital - Medical
- 23 Correctional Facility
- 24 Not suitable for communal living
- 25 Living on the street
- 26 Another Province
- 27 Treatment Completed
- 28 Hostel
- 29 Residential Care Facility

Contributing Factors

- 1 Substance Abuse
- 2 Substance Abuse - Alcohol
- 3 Substance Abuse - Drugs
- 4 Partner Abuse - Physical
- 5 Partner Abuse - Psychological
- 6 Partner Abuse - Sexual
- 7 Partner Abuse - Financial
- 8 Family/Relationship Breakdown

- 9 Personal Safety
- 10 Parental Abuse - Psychological
- 11 Parental Abuse - Sexual
- 12 Parental Abuse - Financial
- 13 Unemployment
- 14 Housing (Unsafe)
- 15 Discharge from Correctional
- 16 Eviction (Landlord, Lease Expired, Other)
- 17 Mental Health
- 18 Gambling addition
- 19 Medical Condition
- 20 Transient Lifestyle
- 21 Seeking Specific Service
- 22 Reduced Social Assistance
- 23 Ineligible for Social Assistance
- 24 Physical/Developmental Disability
- 25 Affordable Housing
- 26 Financial Crisis
- 27 Agency Involvement
- 28 Pregnancy
- 29 New arrival to area
- 30 Conflict with Law
- 31 Anger Management
- 32 Stranded in area

Reason for Turn Away

- 1 Higher needs/support required
- 2 Intoxicated
- 3 No appropriate beds available
- 4 Ineligible for service - Too young
- 5 Ineligible for service - Too old
- 6 Ineligible for service - Gender
- 7 Ineligible for service - Other (Do not meet criteria)
- 8 Safety/Security Risk
- 9 Barred/Unable to cope with communal living
- 10 Has other/adequate housing
- 11 Refusal by HRLE/Funding source
- 12 Failure to comply with house policy
- 13 Physical Accessibility
- 14 Full
- 15 No complex service needs
- 16 Too much household income
- 17 No further contact with HRLE
- 18 No further contact with client

Sources of Income

- 1 Public/Social Assistance
- 2 No Source of Income
- 3 Employed - Full Time
- 4 Employed - Part Time
- 5 Self Employed
- 6 Disability Benefits
- 7 Casual Employment
- 8 Panhandling
- 9 Partner Support
- 10 Old Age Security
- 11 Guaranteed Income Supplement
- 12 Income Support
- 13 Child Tax Benefit
- 14 Child Support
- 15 Workers Compensation
- 16 Personal Allowance
- 17 Employment Benefits (EI)
- 18 Training program
- 19 Pension
- 20 Family/Friends
- 21 Canadian Pension Plan (CPP)
- 22 Aboriginal Band Council
- 23 Orphans Benefit
- 24 HRLE/CYFS
- 25 Student Loans

Highest Level of Education

- 1 Elementary School
- 2 Junior High
- 3 High School
- 4 ABE/GED/CEGEP
- 5 Vocational/Technical Training
- 6 College
- 7 University
- 8 Home Schooling
- 9 Alternate Education

Employment Information

- 1 Actively Looking for Work
- 2 Unable to work
- 3 Seasonal

4	Temporary Layoff
5	Part Time
6	Unemployed
7	Casual
8	Working/Employed
9	Attending School/Program
10	Retired
11	Full Time
12	Part Time
13	Casual
14	Seasonal
15	Sick Leave
16	Receiving EI

3.2 Service Provider Survey: Summary of Results

Participating community groups were asked to complete a Service Provider questionnaire. The purpose of this exercise was to direct interactive discussions amongst the groups with respect to their individual programs, services and data collection activities. Please find below a summary of the information collected during the second HIFIS Users Workshop on October 5th, 2010.

General Community Group Information

- Participating community groups identified themselves as Emergency Shelters, VAW and Supportive Housing organizations.
- The average number of employees working in these organizations is 13.
- Primary clients included Men, Women and Children, Single Women and Youth.
- The main goods identified included Transportation (Bus Passes, Taxi), Food, Clothing, Telephone and Toiletries.
- The main services provided included emergency shelter, meals/laundry, supportive counseling, housing placement/retention, financial (income support), information/advocacy, crisis calls and referrals.
- Special programs and services offered include Community Kitchen, Food Buying Club, Group Sessions (Living Well, Quilting Club, etc.), SWAP, Life Skills, Adopt-a-Family and Seasonal Events (Turkey Tuesdays, Garden Party, BBQ, Christmas Program, etc.).

- All participating organizations are using HIFIS for electronic data collection and management.

Benefits/Costs Relating to Data Collection and Management

- Participating community groups identified lack of time and resources as costs to data entry/collection. Additional costs included training, up-to-date equipment and technical support.
- Benefits include identifying gaps in service, improving services, providing information to funding sources, encouraging staff development and to be able to accurately compare and profile the goods/services offered. Additional benefits include the ability to track trends and to identify contributing factors that may lead to the development of new programs and services.

Positive Experiences with Respect to the Delivery of Goods, Services and Programs

- Helping people to secure safe housing.
- Linkages to appropriate support.
- SWAP
- Transportation
- Harm Reduction Approach
- Low ratio (client to staff).
- No Bar List.
- Shelter Sponsored Goods Hamper
- Scholarships
- Collection of data relating to housing needs of ex-residents lead to the addition of rental units to help these clients.
- Organization is growing in an effort to respond to the needs/challenges of Youth Population.
- Assisting clients positively move forward in their lives and helping them reach their goals.
- Adopt-a-Family and Life Skills programs were identified as positive outcomes/experiences.
- Continuing client support helps re-build their self esteem and self worth.
- Providing affordable housing to clients with challenging needs.

Challenges with respect to the Delivery of Goods, Services and Programs

- Funding not sufficient.
- Meeting financial obligations.

- Lack of Housing Options for clients with Mental Health Issues.
- Lack of Housing Options for Youth.
- Geographical Location
- Housing Market
- Poverty
- Issues relating to time and availability of others in the community can delay programs and services reaching clients.
- Changes in community partners and the roles of Government Agencies.
- Lack of supportive services with respect to addiction issues and homeless families.
- Transportation to and from the shelter.
- Lack of child care.
- Lack of space in the shelter.
- Not properly resourced with staff.
- Providing services to clients with complex needs, beyond mandate.

Issues, processes or procedures that are working well within your organization

- Meeting mandate by providing emergency shelter to a specific age group.
- Philosophy is consistent among staff/programming.
- Consistent staff schedules
- Great staff, team environment.
- Clients are comfortable, great environment.
- Harm Reduction Approach
- Low ratio (client to staff).
- No Caution List.
- Outreach Programs
- Communications
- HIFIS is very useful on a day to day basis.

Issues, processes or procedures that are not working well within your organization

- Lack of resources for clients with complex needs.
- Lack of resources for client with mental health issues.
- Lack of safe, affordable housing.
- Wait lists for Referrals.
- Lack of staff/resources for outreach, night shifts, etc.
- Low wages (staff)
- Staff Retention and Training
- Lack of core funding.
- Limits of confidentiality among service providers.
- Adjusting to changes in methodology (paper to electronic).
- Time/resources need to be allocated to daily HIFIS maintenance.

Description of Primary Clients

- Young women with issues relating to family breakdown, partner abuse, eviction, substance abuse, personal safety, unsafe housing, etc.
- Women and or children who are victims of violence, fleeing abuse.
- Males with housing issues, addictions, mental health factors, etc.
- Transient (medical clients)
- Homeless
- Discharged from correctional
- Low education levels
- Mental Health Issues
- Addictions
- Low socio-economic status
- Low income
- Frequent incidences from same client/family.

What Goods, Services and/or Programs are creating the most positive outcomes?

- Housing Placement
- Advocacy, Information and Referrals
- Safe Housing
- Transportation
- Basic Services (food, shelter, laundry, etc.).
- SWAP
- Harm Reduction Approach
- Low Ratio
- No Caution List
- Resource Centre
- Food Buying Club
- Community Kitchen
- Eviction Prevention Program
- Living Well Group
- 24 Hour Crisis Line
- Second Stage Housing
- Clothing Bank
- Access to household items and furniture
- Empowerment Group
- Outreach
- Supportive Counseling
- Adopt-a-Family, Dinner and a Movie, etc.
- Partnerships with other programs/organizations in the community.

Gaps in Service (Appropriate Beds/Space, Mental Health, etc.)

- Mental Health Issues
- Prevention of Homelessness
- Lack of Supportive/Affordable Housing
- Collaboration with other community programs.
- Emergency accommodations for families.
- Housing Market
- Addiction Issues
- Services relating to parental skills training.
- Employment supports.

Additional comments (trends/changes in clientele/service usage, data collection, etc.)

- Data and reports will be useful to identify gaps and provide information for funding requests.
- Need more staff trained/involved in data collection.
- Management needs to be informed of the importance of data collection.
- Increase in the number of older women with grown children.
- Organization needs more trained staff, social workers and counselors.
- Issues relating to capture of goods, services and turn-away data.
- Lack of resources to deal with Addictions.
- Increase in the number of new clients.
- Increase in the number of younger clients (16 and 17 years of age).
- Increase in the length of stay within the shelter.

3.3 HIFIS Variable Worksheet Results

Participating community groups were asked to complete a HIFIS Variable Worksheet. The purpose of this exercise was to direct interactive discussions amongst the groups with respect to their individual data collection processes. Specifically, information was collected on how each organization defines/records goods, services and turn-away variables. Please find below a summary of the information collected during the third HIFIS Users Workshop on January 20th, 2011.

GOODS

1. How does your organization define this variable? Please provide some examples specific to your community group:

- Tangible items provided to in-house or ex-residents including food, clothing, phone/fax, transportation/bus passes and household items. Additional goods identified included hampers, toiletries, sexual health items, furniture, and baby items.

2. How does your organization record this variable in HIFIS?

- Recorded under “Goods Received”.
- Not recorded in HIFIS.
- Recorded in ex-resident contact.
- Recording goods for both in-house and outreach clients.
- Recording for in-house clients only.
- Recording goods for all clients including resource centre and drop-ins.

SERVICES

1. How does your organization define this variable? Please provide some examples specific to your community group:

- Services identified include transportation, meetings/groups, supportive counseling, distress calls, advocacy and referrals. Additional services reported include client support, telephone/long-distance, life skills, eviction prevention, recreation, outreach, applications, meals and laundry.

2. How does your organization record this variable in HIFIS?

- Recorded under “Goods and Services” for all clients.
- Not recorded in HIFIS.
- Recorded for in-house clients only.
- Recorded for non-residents only.

REASON FOR TURN-AWAY

1. How does your organization define this variable? Please provide some examples specific to your community group:

- Individual is not able to receive service due to lack of available beds (shelter is full).
- Individual is not eligible for service due to lack of appropriate beds available (gender, age, mental health, complex needs, etc.).
- Individual is on the 'Barred List'.
- Intoxication, drug use, or unable to cope.
- Do not meet mandate (homeless, income too high, etc.).

2. How does your organization record this variable in HIFIS?

- Recorded under "Turn-away" section.
- Not recorded in HIFIS.
- Not recorded, considered a referral.

3.4 Client Survey Summary of Results

During the third HIFIS Users Workshop on January 20th, 2011 the Client Survey was distributed to participating community groups. Each organization was asked to administer a qualitative client questionnaire. This survey included questions relating to client background/history, education, employment, marital status, etc. The purpose of this exercise was to direct interactive discussions amongst the groups with respect to their individual programs, services and client populations. Newfoundland and Labrador Statistics Agency collected 19 completed Client Surveys from 3 organizations. Please find below a summary of the information collected from these clients.

Client Information

- Newfoundland and Labrador Statistics Agency collected 19 completed Client Surveys from 3 organizations. To date, almost all of these clients are female (95%).
- The majority of clients are single (52%) and 32% indicated that they were either divorced or separated. A smaller percentage reported that they were married (16%).

- The age range of reporting clients was from 20 to 65 years of age. The average age of reporting clients was 43 years of age.
- The majority of clients (53%) reported College or University as the highest level of education attained. The percentage of clients reporting less than High School educational attainment was 16% and 31% have completed High School.
- When asked about their employment status, 74% of clients indicated that they were unemployed. In addition, 16% reported that they were employed and 10% said that they were retired.

Goods and Services Received By Clients

- The main goods received included Transportation (Bus Passes, Taxi), Food, Clothing, Household Supplies, Linens and Toiletries.
- The main services received included emergency shelter, meals/laundry, supportive counseling, referrals, information, advocacy and support groups.
- Special programs and services received included Empowerment Group, Recreational Activities, Group Sessions, Life Skills, Wellness Program and Supportive Counseling.

Client Background and Current Situation

- The majority of clients indicated that they have been victims of abuse and have been living in abusive relationships. In most cases clients were in conflict with or were being abused (physically and verbally) by their husbands, and these partners have additional issues relating to drug and alcohol abuse.
- Many clients indicated that they were living in unsafe conditions before coming to the shelter.
- In some cases, it was reported that children were accompanying the clients to the shelter.

- Some clients identified additional issues relating to their current situation including Mental Health factors and Addictions.
- In some cases clients identified themselves as Homeless.

Additional Comments

- The majority of clients commented on the level of support they received from shelter staff. Clients indicated that staff were amazing and the programs and services they received were incredible.
- Clients noted that the organizations were wonderful and provided a safe, comfortable environment for them to get their lives back in order.
- Clients expressed gratitude for the protection, privacy, special programs (housing and employment), emotional counseling, support and kindness they received from the shelters.

3.5 Participant Survey Summary of Results

In preparation for the final HIFIS gathering on June 6th, 2011, a Participant Survey was distributed to community groups, shelters and transition homes. Each organization was asked to complete a qualitative questionnaire in order to receive their feedback relating to the activities, experiences and outcomes of the 2010/2011 Homelessness Data Development and Coordination Project. The project team has collected 8 completed Participant Surveys. Please find below a summary of the information collected from these community groups.

Participant Information

- The project team collected 8 completed surveys from participants in the 2010/2011 Homelessness Data Development and Coordination Project. To date, half of these participants were Managers/Executive Directors (50%) and half were Frontline/Administrative Staff (50%).
- All survey participants attended at least one HIFIS Workshop and 50% attended all three.

Purpose of the Homelessness Data Development and Coordination Project

Participants were asked to describe what they believed to be the purpose of the 2010/2011 Homelessness Data Development and Coordination Project:

- To coordinate and collect HIFIS data from shelters across the province.
- To create consistency among HIFIS variables and establish baselines with respect to data collection among all NL shelters and transition homes.
- Address challenges, share experiences, network with other groups and participate in informative discussions with respect to HIFIS data collection.
- Enhance data collection processes in order to better meet the needs of clients, improve services and gain a clearer picture of the state of homelessness and poverty in the province.

Project Feedback

Participants were asked to identify their level of agreement with the following statements relating to the project.

1. I am **satisfied with the level of information** I received from the project team:

25% Strongly Agree
75% Agree

2. I am **satisfied with the level of communication** I received from the project team:

37.5% Strongly Agree
50% Agree
12.5% Neither Agree/Disagree

3. I am **satisfied with the level of support** I received from the project team.

50% Strongly Agree
25% Agree
25% Neither Agree/Disagree

4. Overall, I feel the **HIFIS Workshops were useful.**

50% Strongly Agree

50% Agree

5. I believe the workshop activities and discussions were **helpful for me.**

62.5% Strongly Agree

37.5% Agree

6. I believe the workshop activities and discussions were **beneficial to my organization.**

50% Strongly Agree

50% Agree

7. Overall, I feel the **project helped improve HIFIS data collection** within my organization.

62.5% Strongly Agree

37.5% Agree

8. Homelessness data collection and coordination will **continue to be an important part of my organization.**

50% Strongly Agree

50% Agree

Moving Forward

Participants were asked to identify action items that they believed would be beneficial to continuing data coordination efforts across the province.

- All survey participants indicated that Annual HIFIS Data Development Workshops would be beneficial to continued data coordination efforts.
- Close to 90% of participants also identified regular email correspondence as a method of continuing data coordination work across the province.

Overall Experience and Additional Comments

- This project was a wonderful, positive, useful initiative that has sparked a greater interest in data collection within the organization. The project was both a challenging and worthwhile endeavor.
- HIFIS Workshops were great opportunities to network with other organizations to share ideas and gather valuable information relating to data collection.
- HIFIS is a great tool and consistency among the information collected is extremely important in order to help improve services and better speak to poverty and homelessness issues in the province.

3.6 Summary of 2009 HIFIS Data Exports

As per the 2010/2011 Homelessness Data Development and Coordination Project, 12 organizations (listed below) participated in the HIFIS Users Workshops and have forwarded 2009 HIFIS Export Data for analysis. The Newfoundland and Labrador Statistics Agency received complete HIFIS data exports from participating shelters and transitional homes. NLSA worked closely with the National HIFIS Office and created summary tables in HIFIS. Detailed statistics and summary information for these community groups are presented below and represent HIFIS information for full year 2009.

Table 4: Participating Shelters and Transition Homes - Bed Count

Shelter/Community Group	Bed Count
Tommy Sexton Centre	4
Wiseman Centre	30
Choices for Youth	9
Naomi Centre	8
SJ Native Friendship Centre	23
Iris Kirby House	22
Libra House	10
Hope Haven	9
Grace Sparks House	10
Transition House	16
Cara House	13
Stella Burry Community Services Supportive Housing	144

- Participating community groups provided shelter to 1,408 NL clients in 2009.

- In 2009, 46% of these clients were male and 54% were female.
- There were 496 clients between the ages of 18 and 34 in 2009 and 328 clients were 17 years of age or under.
- Clients (excluding Stella Burry Community Services Supportive Housing) stayed a total of 31,317 nights during the year and the average length of stay was 18 days.
- The number of clients reporting Citizenship/Immigration information was 246 and 96% indicated that they were Canadian Citizens and were born in Canada.
- Partner abuse (physical and/or psychological), eviction, personal safety, lack of housing and family/relationship breakdown were identified as main reasons for service.
- Educational Attainment information was recorded for 242 clients. Overall 82% of clients have an unspecified educational attainment. Of those clients reporting their highest level of education, 50% have High School and 20% have post secondary education.
- Sources of Income information was recorded for 376 cases. Of those reporting, 10% have no source of income, 8% are receiving disability benefits and 66% are receiving public/social assistance.
- Contributing factor information was recorded from a smaller group of clients. The majority of factors identified included substance abuse, family/relationship breakdown, conflict with law, lack of housing (eviction, unsafe, etc.) and mental health issues.
- Many of the clients leaving shelters/transition homes indicated that they were returning to their previous address. Additional reasons for discharge that were identified included moving to subsidized housing, returning to partner/family, independent housing and moving in with friends/family members.
- It was reported that 64% of clients that were 'turned away' were not able to stay due to a lack of available beds.

3.7 Summary of 2010 HIFIS Data Exports

As per the 2010/2011 Homelessness Data Development and Coordination Project, 12 organizations participated in the HIFIS Users Workshops and have forwarded HIFIS Export Data for analysis:

Tommy Sexton Centre	Wiseman Centre
Choices for Youth	Naomi Centre
Iris Kirby House	Libra House
Hope Haven	Grace Sparks House
Transition House	Cara House
Stella Burry Community Services Supportive Housing	
St. John's Native Friendship Centre (SJNFC)	

- Participating community groups provided shelter to 1,505 NL clients in 2010.
- In 2010, 50% of clients were male and 50% were female.
- There were 562 (37%) clients between the ages of 18 and 34 in 2010 and 309 (21%) clients were 17 years of age or under.
- Clients (excluding Stella Burry Community Services Supportive Housing) stayed a total of 30,380 nights during the year and the average length of stay was 20 days.
- The number of clients reporting Citizenship/Immigration information was 357 and 97% indicated that they were Canadian Citizens and were born in Canada.
- Partner abuse (physical and/or psychological), eviction, personal safety, lack of housing and family/relationship breakdown were identified as main reasons for service.
- Educational Attainment information was recorded for 264 clients. Of those clients reporting their highest level of education, 50% have High School and 24% have post secondary education.
- Sources of Income information was recorded for 437 cases. Of those reporting, 12% have no source of income, 6% are receiving disability benefits and 63% are receiving public/social assistance.
- The majority of contributing factors identified included substance abuse, family/relationship breakdown, conflict with law, lack of housing (eviction, unsafe, etc.) and mental health issues.

- Many of the clients leaving shelters/transition homes indicated that they were returning to their previous address. Additional reasons for discharge that were identified included moving to subsidized housing, returning to partner/family, independent housing and moving in with friends/family members.
- It was reported that 70% of clients that were ‘turned away’ were not able to stay due to a lack of available beds.

3.8 St. John’s 2010 HIFIS Exports

As per the 2010/2011 Homelessness Data Development and Coordination Project, 7 St. John’s organizations (listed below) participated in the HIFIS Users Workshops and have forwarded 2010 HIFIS Export Data for analysis:

<u>Participating Community Groups</u>
Tommy Sexton Centre
Wiseman Centre
Choices for Youth
Naomi Centre
SJ Native Friendship Centre
Iris Kirby House
Stella Burry Community Services Supportive Housing

- Participating community groups provided shelter to 1,161 St. John’s clients in 2010.
- In 2010, 55% of these clients were male and 45% were female.
- There were 461 clients between the ages of 18 and 34 in 2010 and 160 clients were 17 years of age or under.
- Clients (excluding Stella Burry Community Services Supportive Housing) stayed a total of 22,885 nights during the year and the average length of stay was 19 days.
- The number of clients reporting Citizenship/Immigration information was 298 and 97% indicated that they were Canadian Citizens and were born in Canada.

- Partner abuse (physical and/or psychological), eviction, personal safety, lack of housing and family/relationship breakdown were identified as main reasons for service.

- Educational Attainment information was recorded for 206 clients. Overall 82% of clients have an unspecified educational attainment. Of those clients reporting their highest level of education, 47% have High School and 23% have post secondary education.

- Sources of Income information was recorded for 437 cases. Of those reporting, 12% have no source of income, 6% are receiving disability benefits and 63% are receiving public/social assistance.

- Contributing factor information was recorded from a smaller group of clients. The majority of factors identified included substance abuse, family/relationship breakdown, conflict with law, lack of housing (eviction, unsafe, etc.) and mental health issues.

- Many of the clients leaving shelters/transition homes indicated that they were returning to their previous address. Additional reasons for discharge that were identified included moving to subsidized housing, returning to partner/family, independent housing and moving in with friends/family members.

- It was reported that 72% of clients that were ‘turned away’ were not able to stay due to a lack of available beds.

3.9 Violence Against Women Shelters 2010 HIFIS Exports

As requested by participants in the 2010/2011 Homelessness Data Development and Coordination Project, please find below HIFIS Export summary results for NL VAW organizations:

<u>Participating Community Groups</u>
Iris Kirby House
Libra House
Hope Haven
Grace Sparks House
Transition House
Cara House

- Participating VAW community groups provided shelter to 537 clients in 2010.
- There were 146 clients between the ages of 18 and 34 in 2010 and 226 clients were 17 years of age or under.
- Clients stayed a total of 12,617 nights during the year and the average length of stay was 21 days.
- The number of clients reporting Citizenship/Immigration information was 158 and 96% indicated that they were Canadian Citizens and were born in Canada.
- Partner abuse (physical and/or psychological), eviction, personal safety, lack of housing and family/relationship breakdown were identified as main reasons for service.
- Educational Attainment information was recorded for 79 clients. Overall 81% of clients have an unspecified educational attainment. Of those clients reporting their highest level of education, 58% have High School and 34% have post secondary education.
- Sources of Income information was recorded for 105 cases. Of those reporting, 11% have no source of income, 2% are receiving disability benefits and 55% are receiving public/social assistance.

- Contributing factor information was recorded from a smaller group of clients. The majority of factors identified included substance abuse, family/relationship breakdown, conflict with law, lack of housing (eviction, unsafe, etc.) and mental health issues.
- It was reported that over 60% of clients that were ‘turned away’ were not able to stay as they were ‘ineligible for service’.

3.10 Overview of Results

These summary statistics provide a glimpse of the HIFIS data that are collected in shelters and transition homes across the province. There is potential to carry out more in depth analysis at the provincial level that would involve variables such as income, education and employment history. For example, looking at the summary information there seemed to be an increase in the number of clients who indicated that they were employed from 2008 to 2010. However, Employment Status, Educational Attainment and various other HIFIS variables are captured from a smaller group of clients at this point. These results highlight the value of increasing data collection efforts in these areas. Currently there is opportunity to record these fields in HIFIS but time and resources have been identified as major obstacles to this process. An important objective of the Data Development and Coordination Project was to encourage NL shelters and transition homes to increase the amount of information collected from clients. It is recommended that data collection techniques and record management continue to be area for desired improvement and enhancement.

The project team will ensure that the standardized data collection template, definitions and instructions will be shared with data users across the province as these documents serve as a complete guide for collecting and recording homelessness data. This tool will include full instructions and definitions created in consultation with service providers and will be transferable to other staff/community groups for future work.

Information gathered during this project, such as the 2009/2010 calendar year data collected from provincial community groups via HIFIS will be made available to participating NL community groups, HIFIS users, other provincial statistical agencies, committee members and policy makers via NLSA’s Community Accounts Website (www.communityaccounts.ca). NLSA also presented final aggregate data and results on June 7th, 2011 as part of an information sharing symposium convened by the Newfoundland & Labrador Housing & Homelessness Network and also will be presenting results as part of the NLLHN’s provincial conference in October entitled “Celebrating Innovation and Collaboration.”

4. Conclusion and Recommendations

In partnership with the Newfoundland and Labrador Housing and Homelessness Network, Choices for Youth and the NL HIFIS representative, the Newfoundland and Labrador Statistics (NLSA) completed the Homelessness Data Development and Coordination Project under the Homelessness Knowledge Development Program. Specifically, Newfoundland and Labrador Statistics Agency provided assistance to NL community groups and shelters interested in improving their data collection and records management procedures and helped create a standard set of non-identifiable variables/information coordinated between organizations. The primary goal of this project was to collectively develop and support strategies that introduce, adapt and apply standardized homelessness data coordination practices in the province.

Through a series of HIFIS Users Workshops, NLSA and the HIFIS representative directed data coordination among participating Newfoundland and Labrador community groups. NLSA worked with provincial shelters and transitional homes to improve data collection techniques, to create consistency among existing HIFIS variables/definitions and build data frameworks that support the research and analysis of homelessness populations.

Newfoundland and Labrador Statistics Agency collected 2009 and 2010 HIFIS exports from participating shelters and transitional homes across the province. The Data Sharing Agreement, aggregate results and summary statistics from this coordinated data collection are presented in this report. HIFIS users participated in several workshop activities relating to data collection instructions and variable definitions and helped create the Homelessness Data Collection Guide. This guide is a summary of the decisions made by participating community groups throughout the project and during these interactive workshops. In addition, Service Provider and Client Surveys were administered to collect site specific information relating to data collection techniques, special programs and services offered and client situations/backgrounds. Summary results from these additional workshop exercises and surveys are also presented in this report.

The Project Team prepared and administered a fourth HIFIS gathering on June 6th, 2011 and an interactive data sharing forum on June 7th, 2011. These concluding gatherings provided an opportunity to share final results (specifically from the Client Survey, Participant Survey and 2010 HIFIS Export) and discuss next steps. In addition it helped keep momentum going for data coordination into 2012.

These improved data development and coordination techniques will better meet the information needs of participating NL community groups. These groups will become better equipped to respond to issues relating to the prevention and reduction of homelessness. Specifically, these coordinated data will help monitor demographic trends, administrative statistics (wait-lists, turn-away status), history of housing and service usage/adequacy for the homeless population. In addition, there are a number of observations and recommendations listed below that should be considered beyond the end date of the Data Development and Coordination Project:

Key Recommendations & Suggested Action Items:

1. It is recommended that participating shelters continue to coordinate data collection methodology, HIFIS variables, record management instructions and variable definitions. All variables should be clearly defined and instructions on how to record these variables should be available to all HIFIS users to ensure consistency among reports and exports.

- Specific HIFIS variable labels added by individual users should be identified, captured and coordinated. Previous years labels should also be reviewed, updated and captured by the HIFIS reporting system.

2. Communication between community groups is essential to producing comparable aggregate results at the provincial level. Ongoing discussions on data collection instructions, variable definitions and reporting techniques are highly recommended.

- A communication plan that would involve regular emails and an annual data session is recommended.

3. Documents produced for the purposes of this data coordination project, including the HIFIS variable recording instructions and definitions document, should be used as a homelessness data collection guide. The data collection template should be used as a coordinated in-take form. Ongoing discussions on how these variables should be collected and coordinated should continue beyond the term of this project. Continued improvements in data collection and compatibility are recommended for regional analysis and reporting.

- Individual community groups should create and share their customized 'in-take forms' with other HIFIS users.
- There are specific variables including Goods, Services and Turn-Aways where additional discussions are required to ensure coordinated data collection methodologies among the community groups.

4. It is recommended that participating community groups work directly with the HIFIS Coordinator to address site specific data collection issues. This process would also provide each group with a more in-depth knowledge of HIFIS, its functions and data management benefits.

- HIFIS reports at the individual shelter level should be completed to highlight existing data gaps and to provide direction for further improvement.
- There is potential to capture further quantitative and qualitative data relating to homelessness during this site specific work. It is recommended that additional client information be gathered during this process to help identify and study specific issues pertaining to homeless populations and those who are at risk of becoming homeless.

5. There is potential to carry out in depth analysis at the provincial level that would involve variables such as income, education and employment history. Currently there is opportunity to record these fields in HIFIS but time and resources have been identified as major obstacles to this process. An important objective of the Data Development and Coordination Project was to encourage NL shelters and transition homes to increase the amount of information collected from clients. It is recommended that data collection techniques and record management continue to be area for desired improvement and enhancement.

- Participating shelters and community groups should continue their efforts to collect the full HIFIS variable list over time. Any issues, changes or suggestions relating to data collection should be shared and communicated to all participating groups to help ensure coordination among the variables.

6. Throughout this data coordination project it has become evident that a mechanism to capture homelessness related information at the provincial level is required. A system designed to collect and combine data from additional sources would be beneficial to all those working to research and reduce the homelessness and at-risk of homelessness populations.

- A special working group or task force should be created to bring information from various data sources together including NL shelters, transition homes, outreach services, food banks, affordable housing, mental health, addictions, etc.
- Participating NL shelters and transition homes should continue their efforts in data coordination and information sharing at the community level. For example, discussions on the benefits of sharing, coordinating and disseminating homelessness data in partnership with other community groups (such as the 10 Community Advisory Boards in regions throughout Newfoundland and Labrador) is recommended.
- Similar to the June 7th, 2011 “Data Daze” information sharing event, community and government partners should come together on an annual basis to discuss new initiatives, challenges and progress relating to homelessness data development.

This project has involved an innovative partnership with the Newfoundland and Labrador Statistics Agency (NLSA), bringing together front-line homelessness data users with data development 'leaders' from the federal, provincial and municipal governments to create a user-driven provincial homelessness data 'community of practice' that informs sustainable solutions to homelessness and improves services to homeless individuals and families. Statistical summary tables and reports will be made available to participating NL community groups, committee members and policy makers (via NLSA's Community Accounts Website). It is recommended that participating shelters continue to coordinate data collection methodology, summary statistics and reporting variables. All variables should be clearly defined to ensure consistency among reports/exports and these data should be entered into the HIFIS system on a regular basis. Communication between community groups is essential to producing comparable aggregate results at the provincial level. Ongoing discussions on data collection instructions, variable definitions and reporting techniques are highly recommended.

APPENDIX

- 1. NLSA Data Sharing Agreement**
- 2. Overview of Participating Community Groups**
- 3. HIFIS Overview**
- 4. HIFIS Variable Responses Worksheet**
- 5. Special Variables Worksheet (Goods, Services and Turn-Aways)**
- 6. Data Collection Guide: HIFIS Variables Instructions/Definitions**
- 7. Data Collection Guide: HIFIS Variable Reporting Template**
- 8. Service Provider Survey (Questionnaire)**
- 9. Client Survey (Questionnaire)**
- 10. Participant Survey**
- 11. Extension Letter**
- 12. Shelter Bed and Wait List Worksheet**
- 13. Sample HIFIS In-Take Form**
- 14. Agendas & Data Forum Attendees**

APPENDIX

1. NLSA Data Sharing Agreement

The Newfoundland and Labrador Housing and Homelessness Network (NLHHN) are working in partnership with the Newfoundland and Labrador Statistics Agency (NLSA) to complete the 2010/2011 Data Development and Coordination Project. Objectives of this project included the creation of a standard, core set of variables and responses that are coordinated between participating shelters, transitional homes and community group organizations. For the purposes of this project, NLSA collected information from participating groups under the 'Statistics Act' and a data sharing agreement has been signed. This process ensures the protection of privacy and no individual or identifiable information can be released under the 'Act'. Statistics gathered as a result of this initiative will be used for research purposes as directed by the NLHHN and NLSA and information will be released in aggregate form only. Please find below the NLSA Data Sharing Agreement dated February 7th, 2011.

AMENDED MEMORANDUM OF UNDERSTANDING

This Amended Memorandum of Understanding dated the 7th day of February, 2011:

Between: Newfoundland and Labrador Statistics Agency ("NLSA")

And: The ("Community Group")

WHEREAS

1. The NLSA has assisted the Community Group under The Newfoundland and Labrador Data Development and Coordination Project with the coordination and standardization of data in the Homeless Individuals and Families Information System ("HIFIS") pursuant to terms previously agreed to by the Parties.
2. On or about August 28th, 2008 the NLSA and the Community Group entered into a Memorandum of Understanding ("MOU") to set out the terms on which NLSA will carry out further research projects on behalf of the Community Group which included use of the previous HIFIS data developed by NLSA for the above Community Group for further use under the terms of the MOU.
3. The NLSA and the Community Group wish to amend the terms of the MOU by replacing the MOU in its entirety with this Amended MOU.

NOW THEREFORE the Parties agree as follows:

1. Definitions

- (a) “Party” means either the NLSA or the Community Group and Parties shall mean both the NLSA and the Community Group.
- (b) “Term of this Amended MOU” shall be from the effective date until termination by either Party pursuant to section 6.

2. NLSA’s Commitments and Terms of Use:

- (a) Data exchanged pursuant to this Amended MOU may be used for the following purposes:
 - (i) the preparation of the Newfoundland and Labrador Housing and Homelessness Network Committee (“Committee”) Baseline Report on Homelessness;
 - (ii) other research purposes and statistical analysis as determined by the NLSA;
 - (iii) other purposes as may be mutually agreed on by the Parties; and
 - (iv) other purposes as may be mutually agreed on by the NLSA and the Committee.
- (b) As the data being exchanged pursuant to this Amended MOU is not publicly accessible in any identifiable form as required by the *Statistics Agency Act* RSNL 1990 c. S-24 (the “Act”), the Act shall apply in respect of such data and its dissemination.
- (c) The NLSA may provide aggregate data to other organizations such as government departments, agencies and research consultants as determined by the NLSA.
- (d) Standard tables and results containing aggregate data derived pursuant to this Amended MOU may be made available by the NLSA via the NLSA’s website.
- (e) The NLSA will work individually with the Community Group to help improve their in-house data collection techniques and reporting procedures. NLSA will produce aggregate summary information and reports in respect of the Community Group which will only be shared with the Community Group and will not be released publicly.

- (f) Upon termination of this Amended MOU data will be retained by the NLSA and may be used by the NLSA subject to the terms of usage in this Amended MOU.

3. Security Commitments:

- (a) Personal identifiers will be removed, however the data will still be considered confidential as it contains information about the Community Group and other community groups participating in the Newfoundland and Labrador Data Development and Coordination Project.
- (b) Data will be subject to the following security requirements:
 - (i) Data will be retrieved from HIFIS and held by a data custodian who will be an employee of NLSA sworn in accordance with the Act;
 - (ii) The data custodian will ensure the data is secure at all times;
 - (iii) All NLSA staff having access to the data are subject to the Act; and
 - (iv) Subject to paragraph 2(f), when the data is no longer required for the purposes set out in this Amended MOU the NLSA shall archive the data in accordance with the Act.

4. Contact Information:

For the data custodian:

c/o Gwenda Drover
Statistician
Department of Finance
Newfoundland and Labrador Statistics Agency
Confederation Building
St. John's, NL P.O. Box 8700
(709)699-5405
gwendadrover@gov.nl.ca

For the Community Group:

5. Governing Law and Attornment

This Amended MOU shall be subject to the laws of Newfoundland and Labrador.

6. Termination

This Amended MOU may be terminated at any time by either Party providing written notice to the other Party of such termination.

7. Amendment

This Amended MOU may be amended by agreement in writing signed by the Parties.

8. Effective Date

This Amended MOU shall be effective as of **August 28th, 2008.**

Signed in the presence of:

**NEWFOUNDLAND AND LABRADOR
STATISTICS AGENCY**

Per:

Per: Alton Hollett
Assistant Deputy Minister

Date:

Date:

Signed in the presence of:

THE COMMUNITY GROUP

Per:

Per:

Date:

Date:

APPENDIX

2. Overview of Participating Community Groups

NLSA collected HIFIS data exports from organizations across the province for the purposes of the Data Development and Coordination Project. These participating community groups are best described as Emergency Shelters or Transition Houses. The majority of transitional homes are located in outreach communities outside St. John's but these organizations also offer emergency assistance. Please find below a detailed summary of these groups including shelter background and services provided:

Choices for Youth (St. John's) is a supportive housing organization with over 16 years experience of providing shelter, programs, services and referrals for youth between the ages of 16 and 21. There is a shelter on site for homeless young men between the ages of 16 and 29 that can accommodate up to 9 individuals. There are 3 youth workers who work directly with up to 15 young men and women to ensure they receive supports they need to mature into healthy, educated and employable members of the community. The Choices for Youth organization also works closely with other community groups such as the Community Youth Network, Eastern Health and Government (HRLE and the Department of Education) to provide additional services and support. Some of the services provided by Choices for Youth include counseling on educational and employment development, peer mentoring, health issues, family services, life skills and referrals to appropriate partnering community groups (addictions and mental health issues). Main programs include shelter services, Outreach and Youth Engagement programs, the Youth Works Program as well as a High Risk Youth Program in partnership with Community Youth Network.

Naomi Center (St. John's) is under the administration of Stella Burry Community Services and is an emergency shelter and short term residence for young, homeless women in crisis between the ages of 16 and 30. These women are in need of safe, supportive and temporary housing. The Naomi Centre opened in 1987 and offers specialized programs and services to help residents live as independently as possible. This Centre works in partnership with Government agencies such as HRLE and Health and Community Services as well as Child/Youth Community Services. The Naomi Centre provides young women with individualized supports and programs and guidance in making informed decisions relating to finances, emotional well being and housing. Some of the services provided by the Naomi Centre include one-on-one counseling, housing information, employment and educational development, life skills development, harm reduction and health issues (addictions, sexual and mental health). Shelter staff provide flexible, individual support and help residents gain a higher level of self-esteem and sense of accomplishment. Additional day programs include educational groups, arts and crafts, health and fitness, and career explorations. The Naomi Centre also has a social

worker on staff who provides in-depth counseling support and family therapy to residents. Educational, financial and employment development programs are also available to residents. Specifically, the Naomi Centre partners with HRLE to provide an employment program to help residents with career development.

Native Friendship Centre (St. John's) is a non-profit organization that provides shelter, support services and assistance to all Aboriginal and Non-Aboriginal persons and families experiencing temporary or regular homelessness. This Association promotes the social, cultural and economic development of Aboriginal people and provides a wide range of self-determined programs and services. The St. John's Native Friendship Centre was established in 1983 and can now accommodate up to 23 individuals in single and family rooms. The Shelter has 10 bedrooms, 2 family rooms and 2 additional rooms specifically for women and children. This Centre also serves the citizens of the St. John's region by familiarizing them with the rich Aboriginal cultures in the province. Some of the services provided by the Native Friendship Centre include referrals and counseling on matters of employment, housing, education, health, language interpretation (translation services) and cultural maintenance. This Association provides a culturally based shelter and community based support, referral and advocacy to homeless people in St. John's.

Iris Kirby House (St. John's) is a supportive housing organization that provides a safe and supportive environment for women & their children living in abusive situations. This group has provided shelter and services to women and children in crisis for over 25 years. There are 5 housing units and 2 apartments (for single women) available and this organization regularly experiences full occupancy, housing more than 22 women and children. The average length of stay is about 6 weeks and they have received 1000's of crisis calls. The Iris Kirby House provides refuge to women who are fleeing abusive situations. The shelter is a place for women to connect with each other and regain strength from their shared experiences and determination. The women who seek shelter at Iris Kirby House have typically experienced a combination of several types of abuse: physical, verbal, psychological, emotional, sexual, and financial/economic. The Iris Kirby House is a non-profit organization that with the help of many volunteers, offer specialized programs and services to help residents live as independently as possible and fosters relationships with many community organizations. There are many agencies in the community with whom Iris Kirby House has a working relationship in striving to assist women and children. These include, but are not limited to, medical services, counseling services, various kinds of support groups, Single Parents Association, legal services, Children's Protection, Unified Family Court, Victim's Services and the Provincial Court. Some of the services provided by the Iris Kirby House include referrals to social agencies, advocacy for legal issues/support, health programs, an in-house children's program, education and employment programs, etc. Services and relationships go beyond the length of stay as services and programs are offered to ex-residents as well.

The Aids Committee NL Tommy Sexton Centre (St. John's) provides shelter services and housing related supports to people living with HIV/AIDS (PHAs) and people at high-risk for HIV infection. It provides emergency, transitional and supportive housing. The Centre opened in 2006 and is funded by federal and provincial governments. This organization is the only non-violence shelter for women over 30 in St. John's. The AIDS Committee of Newfoundland and Labrador (ACNL) owns and operates the Tommy Sexton Centre. The Centre consists of three distinct program areas: a Short Term Shelter, PHA Supportive Housing, and the ACNL offices. Services provided are co-located with current ACNL staff and programming. The shelter provides housing and support to individuals ranging in age from 16 to 65. Some of the services provided by the Tommy Sexton Centre include one-on-one counseling, recreation, employment and housing advocacy, harm reduction services, life skills development and referrals to social agencies. Shelter staff provide individual support, life skills training and links to services and resources. Prevention services and education development are also available to residents. This organization aims to reduce the risk of varying degrees of homelessness for PHAs by addressing their social and economic needs. Residents are provided with on-going assessment, planning, implementation and evaluation of service plans as part of an independent living philosophy. Affordable housing opportunities and promotion of housing stability for PHAs who are homeless or at risk of becoming homeless are provided by a supportive housing alternative.

The Wiseman Centre (St. John's) is a Supportive Housing organization providing shelter services and housing related specialized supports for older men facing challenging circumstances. Since April 2005, this Centre has housed over 200 homeless men and has 20 self-contained shelter units and 10 supportive housing units for homeless males ranging in ages 30-65. The Wiseman Centre offers specialized programs and services to help residents live as independently as possible and fosters relationships with many community organizations. Some of the services provided by the Wiseman Centre include one-on-one counseling, employment development, life skills development and referrals to social agencies (addiction services). Shelter staff provide individual support and help residents create an individualized action plan so that they can 'thrive' in their community. The Wiseman Centre also has an outreach worker that provides ongoing support to residents after they have left the shelter. As part of this Outreach Program, residents are provided with on-going assessment, planning, implementation and evaluation of service plans to foster an independent living philosophy. Education and employment development programs are also available to residents. This organization partners with HRLE to provide a weekly employment program to help residents complete resumes and prepare to re-enter the workforce.

Grace Sparkes House (Marystown) is a transition shelter that provides a safe and secure haven for women and their children who are victims of family violence. This organization offers supportive counseling, practical help and information to enable a woman to gain a perspective on her situation. Grace Sparkes provides appropriate referrals to other support agencies and education to the general public on the issues of family violence. Some of the services offered by Grace Sparkes include a 24 hour crisis

line for support, referrals and counseling, and a safe place for victims of family violence. Counseling and other supportive measures are also provided including practical information and available options. A child care worker will assist children so that they can feel safe during their stay. They will be given individual attention to explore their feelings. This child care worker will also assist the children in all other areas of adjustments and will help the mothers with any child care concerns that they may have. Grace Sparkes House also provides information on legal issues, housing, employment and other matters. Referrals to other support agencies will be made and the staff will advocate on the woman's behalf.

Transition House (Corner Brook) provides a supportive, safe environment in which women can make decisions about their future and help them obtain services like legal aid, health and community resources, medical help, accommodations and employment counseling. Staff assist women (majority of these women, because of their home situation, have weak decision-making skills), so the philosophy of the House is to help them understand and develop self-help skills. Transition House provides referrals for employment counseling which is important for those who have not recently worked outside their homes and now have a need and a will to do so. In a nonjudgmental and supportive manner, staff will listen to the women, explain options and allow them to make their choices. It is recognized that all children who enter the House have experienced the trauma of a family breakdown. This experience has had major negative impact on some children while others are only mildly troubled. The Children's Services Worker attempts to meet the needs of all children admitted to the House.

Libra House (Happy Valley-Goose Bay) opened in December 1985 and is an emergency crisis shelter for women and children who are experiencing violence/abuse. This transitional group provides 24 hour service, 7 days a week and includes a 24 hour crisis phone line. This organization provides support and shelter to women and children experiencing abuse and provides temporary crisis shelter and related services in a cooperative living environment for women and children who are victims of violence. Libra House assists in the development and improvement of services and facilities to meet the needs of women and children. This group aims to empower women to make their own decisions for themselves and their children. Libra House provides a safe, secure environment for women and their children and encourages empowerment of these women in the community through caring support and education.

Hope Haven (Labrador City) is a shelter and resource facility for women and their children who are escaping domestic abuse and violence. Services provided by this organization include activity rooms, library/computer resources, a 24-hour crisis line and other resource and referral programs. This facility offers safe and secure shelter and support services for women and their children.

Cara Transition House (Gander) is a safe haven for women and children who are fleeing family violence. Services provided by this organization include supportive counseling, information on health, legal issues, housing, employment and other issues important to women and children in Central Newfoundland and Labrador. Since opening in June of 1991 they have sheltered 2271 women and children. In the past 20 years, they have responded to 5115 individuals in crisis who contacted this organization through their 24 hour crisis line. This community group can accommodate 13 women and children and they operate 6 second stage housing units in Gander as well.

Stella Burry Community Services Supportive Housing (St. John's) is a leading social services agency, providing programs for adults and youth who have experienced personal or family breakdown brought about by mental health issues, addictions, abuse, illiteracy and the lack of education as well as poverty. Clients come looking for understanding, support and most of all, hope. They hope that they can learn to live successfully with others despite their own mental health challenges and they hope that they can overcome their addiction to drugs or alcohol. They hope that they can afford to live in a decent, safe place. They hope that they can feed and nurture their children and they hope that they can find opportunities that will allow them to feel valued and to make a contribution to their community. Services provided by this organization include: (1) Counseling and support for those who are attempting to return to the community following periods of incarceration, hospitalization or other marginalization. (2) Affordable housing development and programs that ensure security and stability as well as eviction prevention. (3) Training and Skill development, literacy education and employment through SBCS-run businesses that link participants to employment opportunities that offer long term career potential.

These participating organizations provide shelter and services to the homeless population and to those populations at risk of Homelessness in Newfoundland and Labrador. Please find below definitions of these populations and the services that are provided:

1. Hidden Homeless – The term refers to individuals or families living in locations not intended for human habitation (e.g. abandoned buildings) and/or continuously moving among temporary housing arrangements provided by strangers, friends or family.
2. Living on the Street – The term refers to individuals or families living on the street who lack secured housing.

Chronically Living on the Street – This is a sub-population within the living-on-the-street homeless population. The term refers to those individuals or families who, because of a lack of secured housing, live on the street for a predominant period of time over the course of a year(s). These individuals or families might access some services from time to time, but will use available sheltering facilities only in exceptional circumstances (e.g. a very cold night). Many individuals that are chronically living on the street have challenges that form long-term connections to services.

3. Short-Term or Crisis Sheltered – The term refers to individuals or families who are in and out of emergency and/or transitional housing and do not return once they transition to the next step in the Continuum of Housing and Supports, or once they secure stable housing (one- or two-time users).

Episodically Sheltered – This is a sub-population within the short-term or crisis-sheltered homeless population. The term refers to individuals or families who access shelters multiple times through the year, seeking assistance, but who are not necessarily able or ready to form the long-term connections necessary to move to housing stability (this inability could be due to a number of reasons, including longer duration accessibility of the sheltering facilities, lifestyle choices, etc.).

4. Long-Term or Supportive Housed –The term refers to individuals or families with secured supportive housing, who may not have the necessary skills to live without some type of support (i.e. financial, advocacy, life management, etc.).

APPENDIX

3. HIFIS Overview

Overview of HIFIS

The Homeless Individuals and Families Information System (HIFIS) is a free, user friendly data management and record keeping tool that is downloaded from the Internet (www.hifis.ca). Once downloaded, the software stands alone (any data that are entered are secure to that single computer) and can be customized to meet the needs of community group representatives. If required, the HIFIS system can also be setup and utilized in a network environment for data sharing purposes among organizations. HIFIS is operating at version 3.7 and has a full time help desk available.

In order to collect shelter usage data, the HIFIS Initiative signs Data Sharing Protocols with shelters and service providers. These agreements govern what data is collected and how it can be used. Currently, the HIFIS Initiative collects 10 fields of data: HIFIS ID, Service Provider Name, Shelter/Service Provider Purpose, Number of Regular Beds, Number of Overflow Beds, Unique Client Identifier, Client Gender, Date of Birth, Book-in Date, and Book-out date. The number of mandatory variables will be increased from 10 to 25 in the near future. All data are stripped of identifying information and can only be reported on as aggregate data. These data are collected from shelters that use the HIFIS software, or those service providers that have HIFIS-compatible systems.

HIFIS maintains a national database and data are exported by the organizations (via e-mail or disc) on a regular basis. There are mandatory variables that are required for extractions and exported data are encrypted to ensure no identifiable information is reported. HIFIS is an effective record keeping tool for organizing client information that has potential to help community groups and shelters in policy building. The system has the capacity to track clients over time to monitor services used, reasons they are in need of services or reasons they were turned away (space, lack of beds, etc.).

HIFIS has the capacity to capture/organize a wide range of variables and client information (not just “beds and heads counts” that have been recorded in the past). The following list represents some of these items that community organizations have the potential to record/track within HIFIS:

1. Why the client is arriving/returning to the organization, personal history, length of stay, turn-a-ways, etc. Personal information including if the client is a victim of abuse, has addictions, mental health issues or was evicted, etc.
2. General demographic information including age, gender, marital status, family status, ethnicity, etc.

3. Cautions and Banning Status for clients with history of violence.
4. Services (and goods) used by clients who were not admitted and services used over time by date of stay.
5. Housing status and detailed health and employment history.

The system also allows the agency representative to monitor administrative needs of the organization/shelter over time. HIFIS is equipped with a virtual layout of beds and gender appropriate rooms that can be customized for each shelter. The turn way and capacity rates can also be recorded and tracked over time.

Data sharing agreements are currently in place between community groups and the HIFIS organization. In addition, a number of agencies have umbrella agreements that allow for data sharing between the shelters. HIFIS is a great record keeping database for organizing client information that has potential to help community groups and shelters in policy building. The newest version of HIFIS will be released in the near future.

APPENDIX

4. HIFIS Variable Responses Worksheet

On June 29th, 2010, NLSA, the HIFIS Partnership Analyst and NLHHN prepared and facilitated a HIFIS Users Workshop with participating community groups and shelters. Objectives of this session included leading an interactive discussion to create a standard, core set of variables and responses that are coordinated between organizations. Collective decisions were made relating to data collection techniques, HIFIS variable responses and coordinated HIFIS exports. The full day interactive session resulted in community groups agreeing to share variables for the purposes of a coordinated export of HIFIS data. Participants were asked to list and sort their HIFIS variable responses and this information was used to create a coordinated data collection template.

HIFIS variable response lists were revised and reduced to increase the effectiveness of reporting procedures. Drop down lists and response choices were ranked, customized and updated to reflect appropriate options for the reporting shelters and transition homes. Please find below the HIFIS Variable Worksheet that was used to create a combined list of responses that were chosen, ranked and sorted by the participating community groups:



Data Coordination Project
Tuesday, June 29, 2010

Small Group Work

Name: _____
Community Group: _____
Telephone #: _____
E-mail: _____

Variable: Family Role

1. _____

2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Variable: Goods Received

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Variable: Services Received

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Variable: Reason for Service

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Variable: Discharge Status

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Variable: Contributing Factors

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Variable: Reason for Turn Away

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Variable: Reason for Barred

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

8. _____

Variable: Source of Income

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

Variable: Highest Level of Education

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

Variable: Employment Information

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

APPENDIX

5. Special Variables Worksheet (Goods, Services and Turn-Aways)

As per the required elements of the 2010/2011 NL Data Development and Coordination Project, participating community groups were asked to complete a HIFIS Variable Worksheet. The purpose of this exercise was to direct interactive discussions amongst the groups with respect to their individual data collection processes. Specifically, information was collected on how each organization defines/records goods, services and turn-away variables. Please find below the worksheet that these groups completed during the third HIFIS Users Workshop on January 20th, 2011.



NL Homelessness Data Coordination Project 2011 **HIFIS Variable Definitions & Instructions Worksheet** **HIFIS Workshop January 20th, 2011**

GOODS

1. How does your organization define this variable? Please provide some examples specific to your community group:

2. How does your organization record this variable in HIFIS?

SERVICES

1. How does your organization define this variable? Please provide some examples specific to your community group:

2. How does your organization record this variable in HIFIS?

REASON FOR TURNAWAY

1. How does your organization define this variable? Please provide some examples specific to your community group:

2. How does your organization record this variable in HIFIS?

APPENDIX

6. DATA COLLECTION GUIDE: **VARIABLE DEFINITIONS/INSTRUCTIONS**

FAMILY ROLE (Client Details – Edit Family - Family Management)

SELECTION	DEFINITIONS
DEPENDANT – CHILD	The individual in question is a dependant child within the family. Refers to children under the age of majority and includes children who have been placed into the custody of an adult member of the family, usually by the courts. There can be any number of dependents in a family unit.
DEPENDANT – EXTENDED FAMILY	The individual in question is an extended family member of within the family. There can be any number of dependents in a family unit.
DEPENDANT – ROOMMATE / BOARDER	The individual in question lives with the family and either receives support from the family or lives independently within the family unit. There can be any number of dependents in a family unit.
FAMILY HEAD	The individual in question has been identified as the spokesperson for the family. All other family records will be linked via the Family Head's record. Please note that the Family Head can be any designated individual within the family unit so long as they have attained the Minimum Age of Family Head that is determined by the HIFIS Defaults and which is set by your service provider administrator. There can be only one Family Head in each family unit. All other family roles are determined by their relationship to the designated Family Head.
PARTNER	The individual in question is the partner (sometimes referred to as spouse) of the Family Head.
SINGLE	The individual in question is a member of the family unit in question but does not have a designated Family Role.

EDUCATIONAL ATTAINMENT (Client Details – Education/Origin Tab)

SELECTION	DEFINITIONS
ALTERNATE EDUCATION	Individual attended education through non traditional schools and/or learning system.
CEGEP	Individual obtained accreditation from a CEGEP. A CEGEP is a public educational institution in Quebec, Canada at the post-secondary level. CEGEP is a French acronym for <i>Collège d'enseignement général et professionnel</i> , meaning "College of General and Professional Education."
COLLEGE	Individual obtained accreditation from a post-secondary institution offering a certificate or diploma program.
ELEMENTARY	Individual attended the first years of formal, structured education during childhood (primary or elementary education is generally considered to be from kindergarten to grade 8).
HIGH SCHOOL	Individual obtained accreditation from a secondary school (secondary or high school usually includes grades 9 or 10 through 12 – note that this can vary from province to province).
HOME SCHOOLING	Individual received their education at a school operated outside established educational institutions, especially in a home.
NO SCHOOLING	No schooling completed.
UNIVERSITY	Individual obtained accreditation from a university or post-secondary institution (includes degrees and diplomas and certificates).
VOCATIONAL / TECHNICAL TRAINING	Individual obtained accreditation from an educational program that was focussed on job-specific skills

EMPLOYMENT TYPE (Employment Type - Front Desk - Financial Profiles)

SELECTION	DEFINITIONS
CASUAL	Individual's employment is casual/temporary. Employment is short-term in nature and often includes an assignment to work temporarily at companies requiring additional labour.
FULL-TIME	The individual is employed in a full-time position as is determined by their work agreement with their employer.
PART-TIME	The individual is employed on a part-time basis (less than full-time employment). Note that an individual can have one or more part-time jobs.
SEASONAL	A seasonal worker is an individual who self-identified that their employment is contingent on seasonal factors.

GOOD (Goods & Services- Type of Assistance Goods & Services – Goods Tab)

SELECTION	DEFINITIONS
APPLIANCES	Electrical devise, such as a toaster, for household use.
BABY SUPPLIES	Baby supplies such as disposable diapers, baby wipes, baby bottles, baby blankets, formula, baby cereal, etc.
BOOKS	Reading materials.
CLEANING SUPPLIES	Cleaning supplies such as buckets, bleach, laundry detergent, trash bags, etc.
CLOTHING	Clothing and footwear.
EXPENSES – APPLICATION FEES	Funding to cover application fees.
EXPENSES – SCHOOL TRIPS, EVENTS	Funding to cover school trips and/or events expenses.
FOOD	Groceries or meals.
FURNITURE	Household furnishings.
KITCHEN SUPPLIES	Kitchen supplies such as cups, bowls, napkins, plates, pots, pans, etc.
LINENS	Linen including sheet sets, pillows, towels, etc.
PHARMACEUTICAL ITEMS	Pharmaceutical items such as prescription and non-prescription medication.
PHOTOCOPY / FAX SERVICE	Free photocopy and/or fax service.
SCHOOL SUPPLIES	School supplies including backpacks, binders, notebooks, folders, pens, pencils, calculators, etc.
TELEPHONE – LOCAL PRIVATE LINE	Provision of a telephone service for making and/or receiving local calls.
TELEPHONE – LONG DISTANCE	Provision of a long-distance telephone service and/or receiving long-distance calls.
TOILETRIES	Toiletries such as tissue, razors, toothpaste, shampoo, conditioner, shaving cream, sanitary napkins/tampons, etc.
TOYS	Toys for children.
TRANSPORTATION	Bus tickets or money/vouchers for taxis, car, rentals, parking, trains.

REASON FOR SERVICE (Book In and Goods & Services)
--

QUESTION:

(Why is the person is requesting services at this time? If multiple reasons, what is the primary, or overriding, factor that led to the need for services). Drop-box - Choose one only.

SELECTION	DEFINITIONS
AGENCY PLACEMENT	The individual was referred to services by another agency/organisation.
CHILD REUNITED WITH PARENT / GUARDIAN	A child has been offered services as a result of being reunited with a parent or guardian who is currently receiving services.
CHILD WITH PARENT / GUARDIAN	A dependant child who is offered services as a result of accompanying a parent or guardian who is the recipient of services.
COURT ORDERED OUT OF ADDRESS	Client has a peace bond or probation order prohibiting them from returning to their previous address.
COURT ORDERED TO SERVICE	Client has been mandated by the courts to seek specific services. This was a factor in the individual's need to request service.
DETOXIFICATION	The individual or family is requesting services to allow for detoxification.
DISCHARGE FROM CORRECTIONAL / JAIL	The individual requires services as he or she has recently been released from a correctional facility and is a) mandated to stay at the services; or b) has no alternative living arrangements.
FAMILY / RELATIONSHIP BREAKDOWN	The individual or family is requesting services due to loss of housing as a result of family or relationship breakdown.
FINANCIAL - CRISIS	The individual or family is requesting services due to a lack of or reduced financial aid.
FINANCIAL – INSUFFICIENT INCOME	The individual or family is requesting services because they are without housing due to lack of or insufficient financial resources.
FROM TREATMENT – MEDICAL	The individual is requesting services as a result of having been discharged from a medical treatment program with no housing arrangements.
FROM TREATMENT – OTHER	The individual is requesting services as a result of having been discharged from a treatment program with no housing arrangements.
FROM TREATMENT – PSYCHIATRIC	The individual is requesting services as a result of having been discharged from a psychiatric treatment program with no housing arrangements.
GOVERNMENT-PLACED	The individual or family has refugee status and was placed in

REFUGEE	the services by a government agency.
HOT / COLD ALERT	The Individual or family is seeking services due to weather conditions.
HOUSING – EVICTION BY LANDLORD	The individual lost their place of residence as a result of being evicted by their landlord. This led the individual or family to request services.
HOUSING – EVICTION BY OTHER	The individual lost their place of residence as a result of being evicted by someone other than their landlord. This led the individual to request services.
HOUSING - FIRE / FLOOD	The individual or family is requesting services due to loss of housing as a result of fire or flood.
HOUSING – LACK OF	Lack of dwellings for which monthly rental or ownership costs are reasonably proportionate to the household income of the individual was a contributing factor in the individual’s need to request services.
HOUSING – LEASE EXPIRED	The individual or family is requesting services as a result of the inability to obtain housing subsequent to the expiration of their lease.
HOUSING – LOSS OF	Housing loss was a contributing factor in the individual’s need to request services.
HOUSING - UNSAFE	The individual or family vacated previous lodging due to poor conditions, damage or to the housing having been condemned.
INELIGIBLE FOR SOCIAL ASSISTANCE	The individual or family is requesting services as a result of being unable to afford housing due to the inability to qualify for income support / social assistance.
NEW ARRIVAL TO AREA	The individual or family is requesting services as a result of having recently arrived in the area and is without immediate housing.
NEW IMMIGRANT	The individual or family is requesting services as a result of having recently immigrated without immediate housing arrangements.
PARENTAL ABUSE – PHYSICAL	The child/youth requires services due to having left home as a result of physical abuse by a parent or guardian.
PARENTAL ABUSE – PSYCHOLOGICAL	The child/youth requires services due to having left home as a result of psychological abuse by a parent or guardian.
PARENTAL ABUSE - SEXUAL	The child/youth requires services due to having left home as a result of sexual abuse by a parent or guardian.
PARTNER ABUSE – PHYSICAL	The individual or family requires services due to having left their previous accommodations as a result of physical abuse by a partner.
PARTNER ABUSE – PSYCHOLOGICAL	The individual or family requires services due to having left their previous accommodations as a result of psychological abuse by a partner.
PARTNER ABUSE - SEXUAL	The individual or family requires services due to having left

	their previous accommodations as a result of sexual abuse by a partner.
PERSONAL SAFETY	The individual or family requires services due to the threat of personal safety and security.
PREGNANCY	Pregnancy was a contributing factor leading to the individual's request for services.
REFERRAL FROM ANOTHER SERVICES	The individual or family requires services and has been referred to the facility in question by another service agency.
REFUGEE CLAIMANT	The individual or family requires services as they are refugee claimants with no alternative housing arrangements.
RUNAWAY	The individual has fled their former home abruptly and is therefore requesting services.
SEEKING SPECIFIC SERVICES	The individual or family requires admission as they are in need of specific services provided by the services.
SEXUAL ABUSE	The individual is seeking services as a result of experiencing sexual abuse.
SPONSORSHIP BREAKDOWN	Refugee or immigrant (family or individual) who has lost housing due to a relationship breakdown with the individual sponsoring them in Canada and therefore requires admission.
STRANDED IN AREA	Individual or family requiring admittance due to being unable to leave the area in question and not having alternative housing to the services.
SUBSTANCE USE - ALCOHOL	The abuse of alcohol that resulted in a physical, mental, emotional, legal or social problem is cited as the primary reason which led the individual or family to require admittance to the services.
SUBSTANCE USE – DRUGS	The abuse of drugs that resulted in a physical, mental, emotional, legal or social problem is cited as the primary reason which led the individual or family to require admittance to the services.
SUBSTANCE USE – OTHER	Substance abuse other than of drugs and alcohol that resulted in a physical, mental, emotional, legal or social problem is cited as the primary reason which led the individual or family to require admittance to the services.
TRANSIENT LIFESTYLE	Individuals who come and go from shelters on a regular basis.

REASON FOR TURNAWAY (Turnaways)

SELECTION	DEFINITIONS
BARRED	The individual or family could not be served as they are currently barred from the facility.
COURT ORDER	Client has a peace bond or probation order prohibiting them from accessing your services.
DECIDED NOT TO STAY	The individual or family chose to leave before being served.
DIFFICULT TO SERVE	The individual or family could not be served due to problematic behavioural issues.
HAS OTHER HOUSING	The individual or family were not admitted to the shelter as alternative housing arrangements were made.
HIGHLY INTOXICATED	The individual could not be served as he or she appeared to be highly intoxicated from substance use.
INELIGIBLE FOR SERVICE – GENDER	The individual could not be accommodated as they were of a gender other than that which the service provider is mandated to serve.
INELIGIBLE FOR SERVICE – OTHER	The individual could not be accommodated as they were ineligible for service.
INELIGIBLE FOR SERVICE – TOO OLD	The individual could not be accommodated as they were of an older age than that which the service provider is mandated to serve.
INELIGIBLE FOR SERVICE – TOO YOUNG	The individual could not be accommodated as they were of a younger age than that which the service provider is mandated to serve.
INSUFFICIENT FOOD SUPPLY	The individual or family could not be served as the agency lacked food resources at this time.
LACK OF IDENTIFICATION	The individual could not be served as he or she could not present the proper identification required to access services. In the case of a family, the parent or guardian could not present the proper identification required to access services.
LANGUAGE BARRIER	The individual or family could not be served due to a language barrier and the inability to communicate with the staff.
NO APPOINTMENT SCHEDULED / AVAILABLE	The individual or family could not be served as there are no currently available appointments for new clients.
NO APPROPRIATE BEDS AVAILABLE	The individual or family could not be served as there are no appropriate beds at the shelter for this client or family.
NO BEDS AVAILABLE	The individual or family could not be admitted as the shelter is already operating at or above capacity.
PHYSICAL ACCESSIBILITY	The individual or family could not be served as the facility is not accessible for clients with physical

	disabilities.
SAFETY / SECURITY RISK	The individual or family could not be served as they are a safety/security risk to the facility, to employees and/or to other clients.
TOO MUCH HOUSEHOLD INCOME	The individual or family could not be served as they are ineligible to access services due to high household income.

CONTRIBUTING FACTOR (Client Details – Contributing Factors Tab)

QUESTION:

(What are the Contributing Factors - what are the factors that contributed to the person's 'main reason for requesting services', see "Reason for Service")? Choose one or more.

SELECTION	DEFINITIONS
ANGER MANAGEMENT	Inability to manage anger was a contributing factor in the individual's need to request services.
CONFLICT WITH LAW	Problems associated with the law were a contributing factor in the individual's need to request services. Client may currently be in conflict with the law, or may have charges pending.
COURT ORDERED OUT OF ADDRESS	Client has a peace bond or probation order prohibiting them from returning to their previous address.
COURT ORDERED TO SERVICE	Client has been mandated by the courts to seek specific services. This was a factor in the individual's need to request service.
DETOXIFICATION	Client is seeking services related to the treatment of alcoholism or other drug addiction . The process of detoxification involves abstinence to clear the drug from the body, accompanied by social and environmental support during the associated physiological and psychological changes.
DEVELOPMENTAL DISABILITY	A severe learning disorder was a contributing factor in the individual's need to request services.
DISCHARGE FROM CORRECTIONAL / JAIL	The individual was discharged from a correctional facility/jail and is seeking services as a result.
DISCRIMINATION	Discrimination, including actions, behaviours or processes that deny equality and fair treatment, was a contributing factor in the individual's need to request services.
FAMILY / RELATIONSHIP BREAKDOWN	Family/relationship breakdown was a contributing factor in the individual's need to request services.
FINANCIAL CRISIS	A financial crisis (e.g. the inability to pay rent) was a

	contributing factor in the individual's need to request services.
FROM TREATMENT - MEDICAL	The client is coming from another service provider, in this case a medical treatment centre (e.g. a hospital), and is seeking additional services that are offered by your organization.
FROM TREATMENT - OTHER	The client is coming from another service provider, in this case a non-medical and non-psychiatric treatment centre, and is seeking additional services that are offered by your organization.
FROM TREATMENT - PSYCHIATRIC	The client is coming from another service provider, in this case a psychiatric treatment centre, and is seeking additional services that are offered by your organization.
GAMBLING ADDICTION	Compulsive gambling was a contributing factor in the individual's decision to request services.
HOUSING – EVICTION BY LANDLORD	The individual lost their place of residence as a result of being evicted by their landlord. This led the individual or family to request services.
HOUSING – EVICTION BY OTHER	The individual lost their place of residence as a result of being evicted by someone other than their landlord. This led the individual to request services.
HOUSING - FIRE/ FLOOD	Loss of housing as a result of a fire or flood was a contributing factor in the individual's need to request services.
HOUSING – LACK OF	Lack of dwellings for which monthly rental or ownership costs are reasonably proportionate to the household income of the individual was a contributing factor in the individual's need to request services.
HOUSING – LEASE EXPIRED	Loss of housing as a result of an expired lease was a contributing factor in the individual's need to request services.
HOUSING – LOSS OF	Housing loss was a contributing factor in the individual's need to request services.
HOUSING - UNSAFE	Previous accommodation was vacated due to poor conditions, damage, or having been condemned, or due to poor neighbourhood conditions. This was a contributing factor in the individual's need to request services.
INELIGIBLE FOR SOCIAL ASSISTANCE	Ineligibility for financial assistance from the government was a contributing factor in the individual's need to request services.
MEDICAL CONDITION	A person's state of health or medical condition was a contributing factor in the individual's need to request services.
MENTAL HEALTH	Physical, cognitive, affective, behavioural or social patterns that interact with the environment in a dysfunctional manner were a contributing factor in the individual's need to request

	services.
NEW ARRIVAL TO AREA	The individual is a new arrival to the area, and is requesting services as a result.
NEW IMMIGRANT	The individual is a newly arrived immigrant, and is requesting services as a result.
PARENTAL ABUSE – PHYSICAL	Physical abuse characterized by the infliction of physical injury was a contributing factor in the youth/child’s need to request services. The personal inflicting the abuse may have been a parent or guardian or any other person in the household who exerts authority over the youth/child (e.g. a step-parent, partners of the parents, or any person acting in a parental role).
PARENTAL ABUSE – PSYCHOLOGICAL	Emotional abuse (psychological/verbal abuse/ mental injury) including acts or omissions by the parents or guardian that have caused, or could cause, serious behavioural, cognitive, emotional, or mental disorders to a child/youth was a contributing factor in the child/youth’s need to request services. The personal inflicting the abuse may have been a parent or guardian or any other person in the household who exerts authority over the youth/child (e.g. a step-parent, partners of the parents, or any person acting in a parental role).
PARENTAL ABUSE – SEXUAL	Sexual abuse including a wide range of sexual behaviours that took or are taking place between a parent or guardian and a child/youth was a contributing factor in the child/youth’s need to request services. The personal inflicting the abuse may have been a parent or guardian or any other person in the household who exerts authority over the youth/child (e.g. a step-parent, partners of the parents, or any person acting in a parental role).
PARTNER ABUSE – PHYSICAL	Physical abuse by their partner was a contributing factor in the individual’s decision to request services.
PARTNER ABUSE – PSYCHOLOGICAL	Psychological abuse by their partner was a contributing factor in the individual’s decision to request services.
PARTNER ABUSE - SEXUAL	Sexual abuse by their partner was a contributing factor in the individual’s decision to request services.
PERSONAL SAFETY	A personal safety/security threat, defined as a situation which may be in the form of an assault, sexual assault, assault causing bodily harm, threat of assault, uttering threats of death/damage, or harassment (criminal) was a contributing factor in the individual’s need to request services.
PHYSICAL DISABILITY	A significant ongoing physical limitation was a contributing factor in the individual’s decision to request services.
PREGNANCY	Pregnancy was a contributing factor in the individual’s decision to request services.

REDUCED SOCIAL ASSISTANCE	Reduced financial assistance resulting in insufficient resources to meet their basic needs and was a contributing factor in the individual's need to request services.
REFUGEE CLAIMANT	The individual is seeking asylum in Canada in order to escape persecution , war , terrorism , extreme poverty , famines , and/or natural disaster . This was a contributing factor in their requesting services.
SEEKING SPECIFIC SERVICES	The individual is seeking particular services offered by your organization.
SEXUAL ABUSE	The individual is seeking services as a result of experiencing sexual abuse.
SPONSORSHIP BREAKDOWN	The individual is seeking services as a result of no longer receiving the support, whether it was financial or other, of the person(s) assisting them to become permanent residents of Canada.
STRANDED IN AREA	The individual is seeking services as a result of being unable to leave the area.
SUBSTANCE USE – ALCOHOL	The abuse of alcohol that resulted in a physical, mental, emotional, legal or social problem was a contributing factor in the individual's need to request services.
SUBSTANCE USE – DRUGS	The abuse of a drug that resulted in a physical, mental, emotional, legal or social problem was a contributing factor in the individual's need to request services.
SUBSTANCE USE – OTHER	The abuse of a substance that resulted in a physical, mental, emotional, legal or social problem was a contributing factor in the individual's need to request services.
TRANSIENT LIFESTYLE	The individual often or always lacks fixed housing, specifically a fixed, regular, and adequate nighttime residence and is seeking services.
UNEMPLOYMENT	Unemployment – either due to the loss of a job or the inability to secure work - was a contributing factor in the individual's need to request services.

SOURCES OF INCOME (Front Desk - Financial Profiles)

SELECTION	DEFINITIONS
ABORIGINAL BAND COUNCIL	The individual receives money on a regular basis that is distributed to them by the band council to which they belong.
CANADA PENSION PLAN (CPP)	The individual receives money on a regular basis that is distributed to them by the government as a result of their contributions while employed to the Canada Pension Plan. The Canada Pension Plan is a federal program which is

	<p>compulsory for all employees in pensionable employment. Provides a monthly pension payable from age 65 or a reduced monthly pension from as early as age 60. This option should be selected for Widow's Benefits. Note that Orphan's Benefits should not be included under this selection as there is a unique value for Orphan's Benefits.</p>
CHILD SUPPORT	<p>The individual receives Child Support payments. Child Support refers to funds to be paid by one parent to the custodial parent of a minor child after divorce (dissolution) or separation. Child Support may or may not be court ordered.</p>
CHILD TAX BENEFITS	<p>The individual receives financial assistance as a result of Child Tax Benefits. Child Tax Benefits provide financial assistance to families with children.</p>
DISABILITY BENEFITS	<p>The individual receives payments from a disability benefits plan. Usually, the individual will have contributed to a disability benefits plan when they were employed, and then became unable to work at any job on a regular basis because of a disability. Dependent children may also receive benefits under certain disability benefit plans.</p>
EMPLOYMENT – CASUAL	<p>The individual receives an irregular income from occasional employment. Casual employment generally refers to a job that is short-term, irregular and uncertain.</p>
EMPLOYMENT – FULL TIME	<p>The individual receives a regular income from full-time employment (full-time employment is generally considered to be work of 25 hours per week or more). People are considered employed when they work in a paid job, are self-employed or are doing unpaid work in a family business. Those absent from work on a sick leave or due to a strike are also considered as employed.</p>
EMPLOYMENT – PART TIME	<p>The individual receives a regular income from part time employment (part time employment is generally considered to be work of less than 25 hours per week). People are considered employed when they work in a paid job, are self-employed or are doing unpaid work in a family business. Those absent from work on a sick leave or due to a strike are also considered as employed.</p>
EMPLOYMENT BENEFITS / INSURANCE (EI)	<p>The individual receives an income from an Employment Benefits and/or Employment Insurance Plan. Employment Insurance is a system of income benefits based on hours worked in a year, earnings and previous use, and employment benefits.</p>

EMPLOYMENT WAGE / SALARY	The Individual's primary source of income comes from regular salaried or wage labour.
EXTENDED CARE MAINTENANCE (ECM)	Individual receives financial support for a dependant who is in their care. Extended care usually refers to circumstances in which care arrangements continue beyond the usual end date (for example, beyond a youth's 18 th birthday if the youth in question continues to require care).
FAMILY AND FRIENDS	The individual receives financial support from friends and/or family.
GUARANTEED INCOME SUPPLEMENT (GIS)	The Guaranteed Income Supplement provides additional money, on top of the Old Age Security pension , to low-income seniors living in Canada.
INSURANCE SETTLEMENT	The individual's source of income comes from payments made as part of an insurance policy.
NO SOURCE OF INCOME	The individual has no source of income.
OLD AGE SECURITY	The individual receives an income from Old Age Security. The basic Canadian Old Age Security pension is a monthly payment to those 65 years old or older, who meet the residence requirements, and who apply for it. Note that there may be specific Provincial and Territorial financial assistance plans for the elderly.
ORPHANS' BENEFITS	The individual receives financial assistance under an Orphan's Benefits plan. Orphan's Benefits are payable under the Canada Pension Plan or Quebec Pension Plan for a child under 18 years of age and are required to be paid to the person or agency having custody and control of the orphan. Despite this requirement, however, the benefits received on the child's behalf belong to the child and are considered the income of the child, not that of the actual recipient.
PANHANDLING	The individual obtains money by soliciting others, usually strangers on the street.
PARTNER SUPPORT	The individual receives financial assistance from their partner.
PENSION	The individual receives a regular income from a pension plan. Pensions usually refer to post-retirement benefits that are received by a retired employee from their former employers
PUBLIC / SOCIAL ASSISTANCE	The individual receives financial assistance through payments made on the basis of need as determined by provinces, territories and municipalities.
REFUGEE ASSISTANCE PROGRAM	The individual is a refugee claiming asylum in Canada receives financial support from the government or from a private or non-profit organization.

SAVINGS	The individual has access to money that was put aside for future use.
SCHOLARSHIP / BURSARY	The individual received a financial aid award, for the purpose of furthering their education .
SELF-EMPLOYMENT	The individual receives an income as the result of working for himself/herself instead of as an employee of another person or organization, drawing income from a trade or business.
SEVERANCE PAY	The individual receives severance pay from their former employer upon leaving their job. Severance packages are most typically offered for employees who are laid off or retire. Sometimes, they may be offered to people who resign, regardless of the circumstances or to employees who are fired .
STUDENT LOAN(S)	The individual is the beneficiary of a student loan. Student loans are financial loans that are usually issued by the government and that are offered to students to assist in payment of the costs of education.
TRAINING PROGRAM / APPRENTICESHIP	Individual receives financial assistance as the result of taking part in a training program. Can also refer to an individual who receives financial remuneration for work undertaken as part of an apprenticeship/training program.
WORKERS' COMPENSATION BENEFITS	The individual receives financial compensation as a result of being injured in the course of employment.

APPENDIX

7. Data Collection Guide: Final HIFIS Variable Reporting Template



HIFIS Variable Template for Data Collection Data Coordination Project 2010/2011

A: GENERAL ADMITTING INFORMATION

1. First Name: _____

2. Middle Name: _____

3. Last Name: _____

4. Date of Birth (dd/mm/yyyy): _____

5. Gender:

- Male
- Female
- Trans-Gendered
- Other
- Unknown

6. Family Role:

- Single

- Family Head
- Partner
- Dependent – Child
- Dependent – Extended Family
- Dependent – Roommate
- Personal Care Assistant

7. Number of Children/Dependents: _____

8. Book-In Date (dd/mm/yyyy): _____

9. Book-Out Date (dd/mm/yyyy): _____

10. Type of Shelter:

- Aboriginal
- General Purpose
- Addictions – Medical
- Addictions – Non-Medical
- Detoxification
- Drop In
- Emergency
- Hostel
- Mental Health
- Safe House
- Second Stage
- Single Room Occupancy
- Supportive
- Transitional
- Supportive Housing
- Maternity
- Prisoner Support Services
- Health and Treatment Services
- Outreach Services

- Food Bank
- Meal Program
- Distribution Centre
- Community Reintegration

11. Reason for Service:

- Partner Abuse - Physical
- Partner Abuse - Sexual
- Partner Abuse - Psychological
- Partner Abuse - Financial
- Family/Relationship Breakdown
- Personal Safety
- Parental Abuse - Psychological
- Parental Abuse - Physical
- Parental Abuse - Sexual
- Substance Abuse - Alcohol
- Substance Abuse - Drugs
- Referral from another shelter or community organization
- Financial Crisis- Insufficient Income
- Substandard/Inadequate Housing (Unsafe)
- Parent/Guardian fleeing abuse
- Transient Lifestyle
- Discharge from Correctional
- From Treatment - Medical
- From Treatment - Psychiatric
- Child re-united with parents
- Housing (Eviction)
- Agency Placement
- Pregnancy
- New arrival to area
- In-house Visit
- Stranded in area
- Seeking specific services
- Housing (Fire, Flood, etc.)
- Court ordered out of address

12. Goods Received:

- Food
- Clothing
- Toiletries
- Transportation (Bus Passes)
- Telephone - Local
- Telephone - Long Distance
- Telephone Cards
- Household Supplies & Furniture (Cleaning Supplies, Linens)
- Shelter Sponsored Goods Hamper
- Office Supplies (Photocopy/Fax)
- Misc Expenses (Petty Cash)
- Adopt a Family
- School Supplies
- Baby Supplies/Toys
- Pharmaceuticals
- Sexual Health (Condoms)
- SWAP Supplies

13. Services Received:

- Emergency Placement, Temporary/Transitional Housing
- Housing Placement
- Second Stage Housing
- Meals/Showers/Laundry
- Life Skills
- Advocacy
- Assistance to secure Financial Aid
- Supportive Resource Counseling
- Health Care
- Information/Referrals/Contact Information
- Social & Community Connections
- Outreach Services
- Legal Support
- Needle Exchange
- Vocational/Educational/Employment
- Transportation
- Support Groups
- Recreational Services
- Calls (Distress Call, Ex-resident call, Other)

- Parenting Support/Childcare
- Mental Health
- Housing Retention Services
- Crisis Management
- Income Support Services
- HIV/AIDS Services
- Substance Use Treatment

B: CLIENT HISTORY

14. Housing Type (Long term housing type) :

- Coop Housing
- Correctional Facility
- Foster Care
- Hospital – Medical
- Hospital - Psychiatric
- Hostel
- Hotel/Motel
- Living in family Home/Apartment
- YMCA/YWCA
- Abandoned Building
- Treatment Facility
- Group Home
- Home Owner
- Living on Reserve
- Makeshift – Living on Street
- Rooming House
- Shelter
- Single Room Occupancy
- Staying with Family/Friends/Relatives
- Subsidized Social Housing
- Transition House
- Transitional Housing
- Vehicle
- Rental (Market Prices)
- Residential Care Facility
- Supportive Housing
- Detoxification

15. Previous Address (If Available): _____

16. Source of Income:

- Public/Social Assistance
- No Source of Income
- Employed - Full Time
- Employed - Part Time
- Self Employed
- Disability Benefits
- Casual Employment
- Panhandling
- Partner Support
- Old Age Security
- Guaranteed Income Supplement
- Income Support
- Child Tax Benefit
- Child Support
- Workers Compensation
- Personal Allowance
- Employment Benefits (EI)
- Training program
- Pension
- Family/Friends
- Canadian Pension Plan (CPP)
- Aboriginal Band Council
- Orphans Benefit
- HRLE
- CYFS
- Student Loans

17. Highest Level of Education:

- Elementary School
- Junior High
- High School
- ABE/GED/CEGEP
- Vocational/Technical Training
- College
- University
- Home Schooling
- Alternate Education

18. Employment Information:

- Actively Looking for Work
- Unable to work
- Seasonal
- Temporary Layoff
- Unemployed
- Casual
- Working/Employed
- Attending School/Program
- Retired
- Full Time
- Part Time
- Casual
- Seasonal
- Sick Leave
- Receiving EI

19. Aboriginal Status:

- Non-Aboriginal
- First Nations – Off Reserve
- First Nations – On Reserve
- Inuit
- Metis
- Non-Status

20. Citizenship/Immigration Status:

- Canadian Citizen – Born in Canada
- Canadian Citizen – Born Outside Canada
- Permanent Resident/Immigrant
- Refugee
- Refugee Claimant
- Student Visa
- Work Visa
- Undetermined

C: CLIENT DISCHARGE INFORMATION

21. Turn-aways: _____

22. Reason for Turn-away:

- Higher needs/support required
- Intoxicated
- No appropriate beds available
- Ineligible for service - Too young
- Ineligible for service - Too old
- Ineligible for service - Gender
- Ineligible for service - Other (Do not meet criteria)
- Safety/Security Risk
- Barred/Unable to cope with communal living
- Has other/adequate housing
- Refusal by HRLE/Funding source
- Failure to comply with house policy
- Physical Accessibility
- Full
- No complex service needs
- Too much household income
- No further contact with HRLE
- No further contact with client

23. Discharge Status:

- Return to Partner
- Return to Family Home
- Staying with friends/family
- Housed Independent (own apt/house)
- Subsidized Social Housing
- Transfer to Another Shelter
- Hotel/Motel/Hostel
- Rooming House/Single Room Occupancy
- Treatment Facility
- Supportive Housing
- Detoxification
- Transitional Housing
- Another Shelter
- Living on Reserve
- Left local area
- Whereabouts Unknown
- Rental
- Asked to leave
- Hospital - Psychiatric
- Second Stage Housing
- Hospital - Medical
- Correctional Facility
- Not suitable for communal living
- Living on the street
- Another Province
- Treatment Completed
- Residential Care Facility

24. Reason for Discharge:

- Admitted to Hospital – Medical
- Admitted to Hospital - Psychiatric
- Block Book Out
- Completed Program
- Continued or Referred to another Shelter/Centre
- Deceased
- Detoxification
- Disagreement with Rules
- Expelled/Barred/Suspended

- Housed – Independent
- Housed – Private Market
- Housed - Subsidized
- Housed – Supportive/Supported
- Housed – Residential Care Facility
- Left area
- Moved in with partner/family/friends
- Needs could not be met
- Reached maximum time allowed
- Recovery Program
- Returned to partner/family
- Returned to previous address
- Went to another shelter
- Whereabouts Unknown
- Treatment – Medical
- Treatment - Psychiatric
- Treatment - Substance
- Corrections/Jail
- Referred to another program within agency
- Ineligible for service

25. New Address (If Available): _____

26. Contributing Factors:

- Substance Abuse
- Substance Abuse - Alcohol
- Substance Abuse - Drugs
- Partner Abuse - Physical
- Partner Abuse - Psychological
- Partner Abuse - Sexual
- Partner Abuse - Financial
- Family/Relationship Breakdown
- Personal Safety
- Parental Abuse - Psychological
- Parental Abuse - Sexual
- Parental Abuse - Financial
- Unemployment

- Housing (Unsafe)
- Discharge from Correctional
- Eviction (Landlord, Lease Expired, Other)
- Mental Health
- Gambling addition
- Medical Condition
- Transient Lifestyle
- Seeking Specific Service
- Reduced Social Assistance
- Ineligible for Social Assistance
- Physical/Developmental Disability
- Affordable Housing
- Financial Crisis
- Agency Involvement
- Pregnancy
- New arrival to area
- Conflict with Law
- Anger Management
- Stranded in area

APPENDIX

8. Service Provider Survey

As per the required elements of the 2010/2011 NL Data Development and Coordination Project, 13 participating community groups were asked to complete a Service Provider questionnaire. The purpose of this exercise was to direct interactive discussions amongst the groups with respect to their individual programs, services and data collection activities. Please find below the questionnaire distributed during the second HIFIS Users Workshop on October 5th, 2010.



NL Homelessness Data Coordination Project 2010 **Service Provider Survey**

1. Which of the following best describes your position?

- Manager
- Administrative
- Frontline Staff
- Other (Please Specify): _____

2. Which of the following best describes your shelter/organization:

- Emergency Shelter
- Non-Shelter
- VAW (Violence Against Women)
- Supportive Housing

Other (Please Specify): _____

3. Please indicate the total number of employees (including full-time, part-time, management, etc.) currently working within your organization: _____

4. Does your organization have core/permanent funding?

Yes

No

5. Please provide funding source: _____

6. Is your community group part of a larger organization?

Yes (Please Specify: _____)

No

7. Does your community group have a provincial umbrella organization?

Yes (Please Specify: _____)

No

8. Which of the following best describes your primary clients:

Women and Children Only

Single Men

Single Women

Families (Including Men)

Youth

All of the above

9. Please list the main goods (Top 3) provided to your clients (material items including bus passes):

(1) _____

(2) _____

(3) _____

10. Please list the main services (Top 3) provided to your clients:

- (1) _____
- (2) _____
- (3) _____

11. How is client information currently being collected/managed within your organization?

- HIFIS
- Electronic (Non-HIFIS)
- Non-Electronic (Paper Files)
- Other (Please Specify): _____

12. Please indicate any benefits/costs relating to data collection and management within your organization:

13. Please list any special programs or initiatives that your organization is currently administering (Life Skills, Group Sessions, SWAP, etc.): _____

14. Please indicate any positive experiences and outcomes within your organization with respect to the delivery of goods, services and programs you provide:

15. Please indicate any challenges your organization is facing with respect to the delivery of goods, services and programs you provide:

16. Thinking about the day to day running of your community group/shelter, please indicate any issues, processes or procedures that are working well within your organization:

17. Thinking about the day to day running of your community group/shelter, please indicate any issues, processes or procedures that are not working well within your organization and requires improvement:

18. Please provide a description of your primary clients. Specifically, what are their most common situations, backgrounds, issues, contributing factors, etc.?

APPENDIX

9. Client Survey

During the third HIFIS Users Workshop on January 20th, 2011 the Client Survey was distributed to participating community groups. Each organization was asked to administer a qualitative questionnaire that included questions relating to their client's background/history, education, employment, marital status, etc. Results from this initiative are presented in this Final Report. Please find the questionnaire below.



NL Homelessness Data Coordination Project 2011 **Client Survey**

1. What is your date of birth? _____

2. Please indicate your gender:

- Male
- Female
- Transgender

3. What is your marital status?

- Married
- Single
- Divorced

- Separated
- Widowed
- Other (Please Specify): _____

4. What is the highest level of education you have completed (Elementary, High School, College, etc.)? _____

5. What is your current employment status (Employed, Unemployed, etc.) _____

6. Please list the main **goods** provided to you by this shelter/organization (material items including bus passes):

- (1) _____
- (2) _____
- (3) _____

7. Please list the main **services** provided to you by this shelter/organization:

- (1) _____
- (2) _____
- (3) _____

8. Please list any **special programs or initiatives** offered by this organization that you participated in (Life Skills, Group Sessions, SWAP, etc.): _____

9. Please tell us about your background, current situation and circumstances leading you to this shelter/organization:

10. Please provide any additional information/comments relating to your experience with this shelter/organization (services received, special programs, etc.):

THANK YOU FOR YOUR TIME

APPENDIX

10. Participant Survey



Newfoundland and Labrador Homelessness Data Coordination Project 2010/2011

Participant Survey

Introduction & Instructions

As you know, the Newfoundland and Labrador Housing and Homelessness Network (NLHHN) are working in partnership with the Newfoundland and Labrador Statistics Agency (NLSA) and the HIFIS Representative to fulfill objectives of the 2010/2011 Homelessness Data Development and Coordination Project under the Homelessness Knowledge Development Program. Through a series of HIFIS Users Workshops, NLSA and the HIFIS representative directed data coordination among participating Newfoundland and Labrador community groups to help improve data collection techniques, to create consistency among existing HIFIS variables/definitions and build data frameworks that support the research and analysis of homelessness populations.

HIFIS users participated in several workshop activities relating to data collection instructions and variable definitions and helped create the Homelessness Data Collection Guide. This guide is a summary of the decisions made by participating community groups throughout the project and during these interactive workshops. NLSA collected 2009 and 2010 HIFIS exports from participating shelters and transitional homes across the province. In addition, Service Provider and Client Surveys were administered to collect site specific information relating to data collection techniques, special programs and services offered and client situations/backgrounds.

At this time, we would like to receive feedback from participating shelters and transition homes. Please find below a list of questions and statements relating to activities, experiences and outcomes of the 2010/2011 Homelessness Data Development and Coordination Project.

1. Which of the following best describes your position?

- Executive Director**
- Manager**
- Frontline Staff**
- Administrative**
- Other (Please Specify) _____**

2. How many HIFIS workshops did you attend in the past year? # _____

3. In your opinion, the purpose of this project was to:

For the following statements, please indicate your level of agreement using the following scale:

- 1 – Strongly Disagree**
- 2 - Disagree**
- 3 – Neither Agree Nor Disagree**
- 4 – Agree**
- 5 – Strongly Agree**

13. I am satisfied with the level of information I received from the project team. _____

**14. I am satisfied with the level of communication I received from the project team.
_____**

15. I am satisfied with the level of support I received from the project team. _____

16. Overall, I feel the HIFIS Workshops were useful. _____

17. I believe the workshop activities and discussions were helpful for me. _____

18. I believe the workshop activities and discussions were beneficial to my organization. _____

19. Overall, I feel the project helped improve HIFIS data collection within my organization. _____

20. Homelessness data collection and coordination will continue to be an important part of my organization. _____

12. Please indicate which of the following action items you believe would be beneficial to continuing data coordination efforts across the province? (Please tick all that apply)

- Regular Email Correspondence**
- Scheduled Conference Calls**
- Annual HIFIS Workshop**
- Other (Please Specify)? _____**

13. Please provide a line or two below to summarize your organization's overall experience or thoughts relating to the importance/benefits of the homelessness data coordination project:

****THANK YOU FOR YOUR TIME****

APPENDIX

11. Extension Letter

March 17, 2011

Homelessness Partnering Secretariat
Homelessness Knowledge Development Program
Human Resources and Social Development Canada
140 Promenade du Portage, Gatineau QC K1A 0J9

Re: Forging a Community of Practice: A Sustainable Homelessness Data System for Newfoundland & Labrador - Project Number: 9292574

Dear Mario Morneau,

Please accept this letter of request for extension to September 30, 2011, for the above mentioned HKDP project Managed by the Newfoundland and Labrador Housing and Homelessness Network (Network), and administered by Choices for Youth on behalf of the Network.

This project has involved an innovative partnership with the Newfoundland and Labrador Statistics Agency (NLSA), bringing together front-line homelessness data users with data development 'leaders' from the federal, provincial and municipal governments to create a user-driven provincial homelessness data 'community of practice' that informs sustainable solutions to homelessness and improves services to homeless individuals and families.

Unfortunately, due to the tight timelines and conflicting schedules we have not been able to fulfill the final component of our contract whereby we bring the data users and government partners together for a concluding workshop to present the research project and resulting data that has been gathered.

This is an important aspect of the project, providing a provincial summative workshop focusing on sharing learnings generated by the HKDP project *Forging a Community of Practice*, and generate valuable discussion around recommended next steps in our collective effort to sustain a high-quality community of practice for homelessness data in NL. In addition this workshop will help keep momentum going for data coordination into 2012.

In summary, the requested HKDP data development project extension will help improve our ability to engage all the key players in entrenching a 'community of practice' around the development and use of homelessness indicators and data.

Thank you for your consideration and continued support of the valuable data development work place occurring in NL. We believe this project will add great value to our knowledge about homelessness, and better equip us to deliver effective solutions to ever changing and growing needs.

Please contact me if you have any questions regarding this project. I can be reached at (709) 727-9976 or kimberly@nlhhn.org

Sincerely,
Kimberly Dawson,
Director, Newfoundland & Labrador Housing & Homelessness Network

APPENDIX

12. Shelter Bed and Wait List Worksheet



Newfoundland and Labrador Homelessness Data Coordination Project 2010/2011

HIFIS Gathering
June 6th, 2011

Bed Counts & Wait Lists

Introduction & Instructions

As you know, the Newfoundland and Labrador Housing and Homelessness Network (NLHHN) are working in partnership with the Newfoundland and Labrador Statistics Agency (NLSA) and the NL HIFIS Representative to fulfill objectives of the 2010/2011 Homelessness Data Development and Coordination Project under the Homelessness Knowledge Development Program. Through a series of HIFIS Users Workshops, NLSA and the HIFIS representative directed data coordination among participating Newfoundland and Labrador community groups to help improve data collection techniques, to create consistency among existing HIFIS variables/definitions and build data frameworks that support the research and analysis of homelessness populations.

At this time, we would like to collect additional statistics from participating shelters and transition homes relating to the current demand for affordable housing. The purpose of this exercise is to try and capture details on the population that may be at risk for becoming homeless.

Please complete the following questionnaire and return it to the project team. Please be advised that as per the NLSA Data Sharing Agreement these data are being collected under the Statistics Act and individual responses will be kept confidential.

1. Name of your organization: _____

2. Address of your organization:

3. How many beds does your organization have? _____

4. How many units does your organization have? _____

5. Are you currently full?

- Yes
- No

6. Do you have a wait list?

- Yes (Please estimate the number of individuals on this list: _____)
- No

7. In the last year, which of the following best describes your vacancy rate?

- Always Full
- Sometimes Full
- Rarely Full
- Other (Please Specify) _____

8. In the past year, were you unable to provide goods/services to a client?

- Yes

Please estimate the number of individuals that were ‘turned away’: # _____

Please indicate the main reasons these individuals were ‘turned away’: _____

- No

****THANK YOU FOR YOUR TIME****

APPENDIX

13. Sample HIFIS Data Collection Form

SAMPLE HIFIS INFORMATION FORM

Last Name: _____ First Name: _____ Middle Name: _____

D.O.B: _____ S.I.N _____

MCP# _____ File# _____

Children with Mother

Name	DOB	MCP
_____	_____	_____
_____	_____	_____
_____	_____	_____

Reason for Service:

- | | |
|--|--|
| <input type="checkbox"/> Spousal Abuse-Physical | <input type="checkbox"/> Parental Abuse-sexual |
| <input type="checkbox"/> Spousal abuse-Psychological | <input type="checkbox"/> Parental Abuse- other |
| <input type="checkbox"/> Family Breakdown General | <input type="checkbox"/> Other _____ |

Source of Income:

- | | |
|--|---|
| <input type="checkbox"/> Employment-Full Time | <input type="checkbox"/> Disability Benefit |
| <input type="checkbox"/> Employment-Part-Time | <input type="checkbox"/> Workers Compensation |
| <input type="checkbox"/> Employment Insurance EI | <input type="checkbox"/> Income Assistance |
| <input type="checkbox"/> Pension _____ | <input type="checkbox"/> Training Program |
| <input type="checkbox"/> No Source of Income | <input type="checkbox"/> Other _____ |

Annual Personal Income(\$) _____

Education:

- Elementary
- High School
- CEGEP
- College
- University
- Home Schooling
- Vocational/Technical training
- Alternate Education

Employment Information:

- Employed – Full Time
- Employed – Part Time
- Unemployed
- Attending School/Program
- Sick Leave
- Receiving EI
- Retired
- Other _____

Aboriginal Status

- Non-Aboriginal
- First-Nations-Off reserve
- Inuit
- Metis
- Non-Status
- N/A

Canadian Citizen Yes___ No_____

Goods

Hamper of Hope	Food
Clothing	Baby Supplies
Furniture	School Supplies
Toiletries	Telephone-Local
Adopt a Family	Taxi-Transportation
Other: _____	

Services

Advocacy	Counseling
Information referral	Income Support
Legal Advocacy	Outreach
NLHC	Victim Services
Mental Health	
Other: _____	

Departure Information

- Moved in with friends/family
- Returned to partner
- Housed Independent
- Left area
- Transfer to another shelter
- Other _____

Contact Information Yes No

For empowerment /Employment Counseling/etc

Phone: _____

Mail: _____

E-Mail: _____

Turn-Away? Yes___ No_____ Reason For Turn-Away? _____

Previous Address: _____

New address: _____

Contributing Factors:

- Substance Abuse-Alcohol
- Substance Abuse-Drugs
- Partner abuse-Physical
- Partner abuse-Psychological
- Partner abuse-sexual
- Partner abuse-financial
- Family relationship breakdown
- Personal safety
- Parental abuse

Admission Date: _____ Departure Date: _____

APPENDIX

14. Workshop Agendas



HIFIS User Workshop

Tuesday, June 29, 2010

Location: Holiday Inn

9:00 am – 4:00 pm

Agenda

9:00 – 9:30	Welcome, Introductions & Agenda Review (Kim Dreddy)
9:30 – 10:00	Historical Highlights of Data Development in Newfoundland & Labrador (Bruce Pearce)
10:00-10:45	Data Coordination Project Overview (Gwen Drover) - NLSA Role - 2009 Project Results & Recommendations - 2010/11 Work Plan, Goals & Deliverables
10:45 – 11:00	Break
11:00 – 12:00	Review Common Variable List (Kim Dreddy) Identify User Challenges & Suggestions (All)
12:00 – 1:00	Lunch
1:00 – 2:30	Customize & Sort Variable List (All) - Small Group Work
2:30 – 2:45	Break
2:45 – 3:30	HIFIS Customization (Kim Dreddy & Gwen Drover) - Large Group Work - Variable Consolidation & Deletion
3:30 – 4:00	Next Steps (Gwen Drover & Kim Dreddy) - Data Sharing Agreement - On Site Customization - HIFIS Exports Closure



HIFIS User Workshop

October 5th, 2010

Location: Battery Hotel

9:00 am – 4:00 pm

Agenda

9:00 – 9:30	Welcome, Introductions & Agenda Review (Kim Dreddy)
9:30-10:45	2010/11 Data Coordination Project Update (Gwen Drover) <ul style="list-style-type: none"> - Data Sharing Agreements - HIFIS Exports - Data Collection Template - Presentation of HIFIS Variable Response Lists - Presentation of 2009 HIFIS Export Results
10:45 – 11:00	Break
11:00 – 12:00	Review On-Site Customization Progress (All)
12:00 – 1:00	Lunch
1:00 – 2:30	HIFIS Variables Definitions (All) Data Collection Issues (All) <ul style="list-style-type: none"> - In-House vs. Outreach Data Collection of Goods and Services
2:30 – 2:45	Break
2:45 – 3:45	Service Provider Survey (Gwen Drover) <ul style="list-style-type: none"> - Small Group Work - Data Sharing, Media & Reporting
3:45 – 4:00	Next Steps (Gwen Drover & Kim Dreddy) Closure



HIFIS User Workshop

January 20th, 2011

Location: Holiday Inn

9:00 am – 4:00 pm

Agenda

9:00 – 9:30	Welcome, Introductions & Agenda Review (Kim Dreddy)
9:30-10:45	2010/11 Data Coordination Project Update (Gwen Drover) <ul style="list-style-type: none"> - 2009 HIFIS Export Status - Presentation of 2009 HIFIS Export Results - Data Sharing, Media & Reporting (Amendment Letter)
10:45 – 11:00	Break
11:00 – 12:00	<ul style="list-style-type: none"> - Review On-Site Customization Progress (Kim Dreddy) (Data collection update from each individual community group) - Data Collection Template (Finalize HIFIS variables and responses) - HIFIS Variables Definitions (Finalize definitions for common variables)
12:00 – 1:00	Lunch
1:00 – 2:30	Data Collection: Definitions & Instructions (Workshop data collection issues relating to specific HIFIS variables) <ul style="list-style-type: none"> - Goods and Services - Reason for Turn-away
2:30 – 2:45	Break
2:45 – 3:45	<ul style="list-style-type: none"> - HIFIS 3.8 Demo (Kim Dreddy) - Presentation of Service Provider Survey Results (Gwen Drover) - Distribution of Client Survey (Gwen Drover)
3:45 – 4:00	Next Steps (Gwen Drover & Kim Dreddy) Closure



DATA DAZE

Getting our Data Act Together – A Strategy Forum

Tuesday, June 7th, 2011

8:30 am - 4:00 pm

E.B. Foran Room, 4th Floor, St. John's City Hall

Agenda

Forum goals:

- To share learnings generated by the 2010-2011 HKDP project *Forging a Community of Practice: A Sustainable Homelessness Data System for Newfoundland & Labrador*
- To discuss/recommend next steps in communities'/governments' collective efforts to create and sustain a high-quality community of practice for homelessness data development in NL.

9:00-9:15 Welcome and introductions – Lisa Slaney, NLHHN Co-Chair

Opening remarks - Minister Hon. Darin King, HRLE

9:15-9:30 Perspectives on the HKDP project - *Forging a Community of Practice*

- Sheldon Pollett - NLHHN Co-Chair
- Alton Hollett - Assistant Deputy Minister, Economics and Statistics, Department of Finance
- Annette Breen - Program & Policy Development, Supportive Living Initiative, Income Support Division, HRLE
- Myriam Paré - Director of Data Collection, Analysis & Reporting, Homelessness Partnering Secretariat, HRSDC

9:30-10:30 Overview of *Forging a Community of Practice*

Presenters:

- Kim Dreddy - Atlantic Partnership Analyst, Homelessness Partnering Secretariat, HRSDC
- Gwen Drover - Senior Analyst, Newfoundland and Labrador Statistics Agency (NLSA)

Kim and Gwen will provide an overview of *Forging a Community of Practice*, with a particular focus on project outcomes and learnings.

10:30-10:45 Nutrition break

10:45-11:00 Current data initiatives

This brief session will highlight current data initiatives in relation to housing and homelessness.

Presenters:

- NLHHN - Bruce Pearce, St. John's Community Advisory Committee on Homelessness
- Supportive Living Initiative - Annette Breen, Program & Policy Development, Supportive Living Initiative, Income Support Division, HRLE
- NL Housing - Sean Kilpatrick, Program Policy Analyst, Policy & Research Department
- Canadian Council on Social Development (CCSD) - Peggy Taillon, President & CEO, and Michel Frojmovic, Coordinator - Community Data Canada

11:00-12:15 NL Statistics Agency/Community Accounts

Presenters:

- Alton Hollett - Assistant Deputy Minister, Economics and Statistics, Department of Finance
- Robert Reid - Director NL Statistics Agency, Economics and Statistics, Department of Finance
- Dr. Doug May - Professor of Economics, Memorial University

This session will focus on three integrated topics. Alton will discuss NLSA efforts to provide central and open access to more and better data, what motivated NLSA efforts in this regard and where things seem to be heading for the future. Dr. May will discuss past, present and future uses for data and the value of using data for understanding needs and providing evidence that can lead to action. Robert will show the newly upgraded System of Community Accounts and demonstrate major changes that have been made to support those who use the System.

12:15 -1:00 Lunch

1:00 -2:30 An exercise in data collection...

In an effort to demonstrate some of the critical data gaps in relation to housing and homelessness, this session will undertake an exercise in data collection. Participants will explore data needed to inform the supply and demand for a specific housing and homelessness related service in a NL community.

2:30-2:45 Nutrition break

2:45-3:30 Gaps in housing and homelessness data collection

This session will focus on issues which need to be considered as community and government partners move forward in developing a high-quality community of practice for homelessness data development.

3:30-4:00 Reflection on next steps

This session will seek suggestions for practical and realizable next steps in creating and sustaining a high-quality community of practice for homelessness data development in NL.

4:00 Moving forward/Wrap up
DATA FORUM ATTENDEES

Name	Organization	Confirm
Kelly Fewer	O'Shaughnessy House	1
Mary Earle	Transition House	1
Sandra Targett	Transition House	1
Bridget Hodder	Grace Sparkes House	1
Lisa Slaney	Grace Sparkes House	1
Ann Marie Connors	Cara House	1
Lisa Grant	Cara House	1
Sheldon Pollett	Choices for Youth	1
Jenny Wright Elliot	Choices for Youth	1
Wanda Burt	Choices for Youth	1
Jocelyn Greene	SBCS	1
Gail Thornhill	SBCS	1
Jennifer Corrigan	Naomi Centre	1
Noel Joe	SJ Native Friendship Centre	1
Solomon Semigak	SJ Native Friendship Centre	1
Paula Cutler	SJ Native Friendship Centre	1
Mona Hawco	Tommy Sexton Centre	1
Gail Tobin	Iris Kirby House	1
Nancy Dwyer	O'Shaughnessy House	1
Stephanie LeGrow	O'Shaughnessy House	1
Wanda Young	Iris Kirby House	1
Sharon Spurrell	Iris Kirby House	1
Jill Peckford	Wiseman Centre	1
Bruce Pearce	St. John's CAB	1
Kimberly Yetman Dawson	NLHHN	1
Dave Murphy	NLHHN	1
Emily Christy	NLHHN	1
Annette Breen	SLCPP	1
Daniel Mason	SLCPP	1
Craig Pollett	MNL	1
Donna O'Brien	PRS	1

Amanda Hannaford	PRS	1
Robert Reid	NL Stats Agency	1
Alton Hollett	NL Stats Agency	1
Gwen Drover	NL Stats Agency	1
Doug May	MUN	1
Minister Darin King	Human Resources Labour and Employment	1
Brad Power	Human Resources Labour and Employment	1
Sean Kilpatrick	NL Housing	1
Len Simms	NL Housing	1
Elizabeth Bourgeois	NL Housing	1
Brenda Rowe	NL Housing	1
Stephen Pretty	NL Housing	1
Helen Handrigan	City of St. John's	1
Scott Morton-Ninomiya	City of St. John's	1
Glenn Furlong	CMHC	1
Chris Janes	CMHC	1
Kim Dreddy	HIFIS	1
Myriam Pare	HPS	1
Elizabeth Siegel	THANL	1
Bob Abbott	Service Canada	1
Marie White	Consultant	1
Jon Waterhouse	Government of NL	1
Major Hedley Bungay	New Hope Community Centre	1
Denise Miller	New Hope Community Centre	1
Kim Baldwin	Eastern Health	1
Cathie Barker Pinsent	Child Youth Family Services	1
Darlene Rideout	HRLE	1
Mary Barter	Community Education Network	1
Yvonne Gillingham	Gander Women Centre	1
Colin Holloway	Rural Secretariat	1
Michel Frojmovic	Community Data Consortium Program	1
Peggy Taillon	Canadian Council on Social Development	1
Karen Oldford	Labrador West Housing and Homelessness Coalition	1
Noreen Careen	Lab West Status of Women Council	1

Denise Cole	Labrador Friendship Centre	1
Petrina Beals	Mokami Status of Women	1