

[REVISED MAY 2019]

APPENDIX E – CHPI PERFORMANCE INDICATORS REPORTING GUIDE

INTRODUCTION

The CHPI Performance Indicators Reporting Guide is a technical guide for SMs who are responsible for reporting and collecting CHPI information. This guide provides instructions on collecting and reporting data throughout the reporting period to the Ministry of Municipal Affairs and Housing and helps facilitate consistency in the collection of the information across the province. For the purposes of CHPI reporting, the reporting period is defined as the twelve month period from April 1st to March 31st.

Changes may be made to this guide from time to time in order to reflect the advice of Service Managers (SMs) and sector best practices. Any changes will be communicated to SMs.

CHPI PERFORMANCE INDICATORS

CHPI Performance Indicators are outlined in the table below:

Outcomes	Performance Indicators
Outcome 1 – People experiencing homelessness obtain and retain housing	1.1 Unsheltered/Provisionally Accommodated to Transitional Housing
	1.2 Unsheltered/Provisionally Accommodated to Long-term Housing
	1.3 Emergency Shelter to Transitional Housing
	1.4 Emergency Shelter to Long-term Housing
	1.5 Services and Supports – Households Experiencing Homelessness
Outcome 2 - People at risk of homelessness remain housed	2.1 Transitional housing to Long-term Housing
	2.2 Housing Loss Prevention
	2.3 Housing Retention
	2.4 Services and Supports – Households At-Risk of Homelessness
Standalone Performance Indicator	
3. Emergency Shelter Use	

DATA COLLECTION AND REPORTING

SMs are required to report on the performance indicators in their CHPI year-end reports.

SMs should only report on outcomes achieved with provincial CHPI funding. If a Service Manager or service provider receives multiple sources of funding, the provincial outcomes should be relative to the level of provincial CHPI funding. Please note that this does not apply to the Details of Shelter Use data.

As noted in the descriptions for each of the indicators, the same household may be counted more than once under the reporting scheme depending on the type and number of services or supports received.

NEW FOR 2019-20

The ministry has revised the CHPI performance indicators for 2019-20.

The revisions include:

- The removal of some Housing Assistance sub-indicators and the Case Management sub-indicator under Indicators 1.5 and 2.4;
- The introduction of a new sub-indicator for Indicators 1.5 and 2.4 that is focused on referrals to employment-related supports and services; and,
- Streamlining the Details of Shelter Use under the Emergency Shelter Use Indicator.

SMs are required to collect data on the revised CHPI performance indicators for the 2019-20 fiscal year, beginning on April 1, 2019. As per current requirements, SMs will continue to report on the CHPI performance indicators in their CHPI year-end reports.

The revised performance indicators are described in the charts below.

SMs are required to use the Grants Ontario System (GOS) to submit their CHPI year-end report.

For assistance or questions regarding the Grants Ontario System, please contact the Grants Ontario – Housing Service Desk at HousingServiceDesk@ontario.ca or by telephone at 416-585-7070 or 1-866-417-5399 (toll-free).

OUTCOME #1: People experiencing homelessness obtain and retain housing

Description: The indicators that measure Outcome 1 are intended to capture the number of households experiencing homelessness who were supported in obtaining housing (i.e. moving people into more stable housing).

Performance Indicator	Description
1.1 Unsheltered & Provisionally Accommodated to Transitional Housing	
<p>Number of households that have moved from being unsheltered and/or provisionally accommodated to transitional housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of times a household <u>has moved</u> from a previous accommodation that is NOT an emergency shelter to transitional housing during the reporting period. • These households may be referred to as unsheltered and/or provisionally accommodated. • Households captured in this indicator may be coming from the following types of previous accommodation: <ul style="list-style-type: none"> ○ correctional facility ○ hospital – medical & psychiatric ○ unsheltered: makeshift/street, vehicle, campsite, public space, squatting ○ staying with friends, family, strangers ○ residential treatment for children/youth. <p>Where there are multiple members of a household, the household would count as one (1).</p> <ul style="list-style-type: none"> • A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. A household counted under this indicator may also be counted under other indicators. <p>Examples:</p> <ul style="list-style-type: none"> • An individual living on the street moves into a transitional housing facility. This would be counted as one (1) under this indicator. • The same individual ends up back on the street and moves to a different transitional housing facility during the reporting period. This would be counted again as one (1) under the same indicator.

Performance Indicator	Description
1.2 Unsheltered & Provisionally Accommodated to Long-Term Housing	
<p>Number of households that have moved from being unsheltered and/or provisionally accommodated to long-term housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households <u>that have moved</u> from a previous accommodation that is NOT an emergency shelter to long-term housing during the reporting period. • These households may be referred to as unsheltered and/or provisionally accommodated. • Households captured in this indicator may be coming from the following types of previous accommodation: <ul style="list-style-type: none"> ○ correctional facility ○ hospital – medical & psychiatric ○ unsheltered: makeshift/street, vehicle, campsite, public space, squatting ○ staying with friends, family, strangers ○ residential treatment for children/youth. <p>Where there are multiple members of a household, the household would count as one (1).</p> <ul style="list-style-type: none"> • A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. • A household counted under this indicator may also be counted under other indicators. <ul style="list-style-type: none"> ○ If the household retains the housing for a period of over six (6) months within the reporting period, they would also be counted again under indicator 2.3 Housing Retention. <p>Example:</p> <ul style="list-style-type: none"> • A person who is staying with friends is supported to move directly into long-term housing. This would be counted as one (1) under this indicator.

Performance Indicator	Description
1.3 Emergency Shelter to Transitional Housing	
<p>Number of households that have moved from emergency shelter to transitional housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households <u>that have moved</u> from an emergency shelter to transitional housing during the reporting period. • Where there are multiple members of a household, the household would count as one (1). • A household that experiences multiple transitions in a reporting period may be counted multiple times under this measure. • A household counted under this indicator may also be counted under other indicators. <ul style="list-style-type: none"> ○ If the household retains their housing for a period of over six (6) months they would be counted again under indicator 2.3 Housing Retention. <p>Examples:</p> <ul style="list-style-type: none"> • A household currently being provided with emergency shelter is moved into a transitional housing facility. This would be counted as one (1) under this indicator. • The same household ends up back in an emergency shelter and moves to a different transitional housing facility during the reporting period. This would be counted again as one (1) under the same indicator.

Performance Indicator	Description
1.4 Emergency Shelter to Long-Term Housing	
<p>Number of households that have moved from emergency shelter to long-term housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households <u>that have moved</u> from emergency shelter to long-term housing during the reporting period. • Where there are multiple members of a household, the household would count as one (1). • A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. • A household counted under this indicator may also be counted under other indicators. <ul style="list-style-type: none"> ○ If the household retains their housing for a period of over six (6) months they would be counted again under indicator 2.3 Housing Retention. <p>Example:</p> <ul style="list-style-type: none"> • A household of four currently being provided with emergency shelter is moved to a private market rental unit. This would be counted as one (1) under this indicator.

1.5 Services and Supports – Households Experiencing Homelessness

- This indicator includes an overall measure of the total number of households experiencing homelessness that received services and supports.
- This indicator also includes sub-indicators that measure the number of households that received specific types of services and supports under the category of Housing Assistance.
- SMs are required to report on the number of households for the overall measure and on the number of households that received services and supports under the category of Housing Assistance.
- Households counted under the overall measure should also be counted under the Housing Assistance category.
- Households may be counted under several sub-indicators if they received different types of services and supports.

Performance Indicator	Description
1.5 Services and Supports – Households Experiencing Homelessness	
<p>Number of households experiencing homelessness that received services and supports that are not related to the provision of accommodation but contribute to a positive change in housing status.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households experiencing homelessness that received services and supports not captured in another indicator during the reporting period. • These services and supports should not be related to the provision of accommodation and may not necessarily directly lead to supporting a household in finding or retaining housing. • Households that received services provided as part of accommodation (e.g. meals or housing help provided in emergency shelters to residents of that shelter) should not be counted under this indicator. • Where there are multiple members of a household, the household would count as one (1).

Services & Supports	Sub-Indicator	Description
Housing Assistance (HA)		Provision of brief, short-term services
1.5a - Obtaining Housing	Number of households that received services for Obtaining Housing.	<p>Provision of assistance to obtain housing.</p> <p>Examples include: housing search assistance, utility/rent deposits.</p>
1.5b - Education	Number of households that received services for Education.	<p>Provision of education services to assist with obtaining housing.</p> <p>Examples include: budgeting skills, tenant rights, life skills training.</p>
1.5c – Employment Assistance Referral – NEW!	Number of households that received referrals to employment-related services.	<p>Provision of outreach and referrals to employment-related services that assist a household in obtaining housing.</p> <p>An employment-related service is defined as assistance with job searching, job matching, employment-related workshops/resources and information.</p> <p>Examples include: referrals to local Service Manager employment services, Employment Ontario employment and training services, and community-based employment supports.</p>

OUTCOME #2: People at risk of homelessness remain housed

Description: The indicators that measure Outcome 2 are intended to capture interventions aimed at housing loss prevention, housing retention and re-housing of households at risk of homelessness.

Performance Indicator	Description
2.1 Transitional Housing to Long-Term Housing	
Number of households that have moved from transitional housing into long-term housing.	<ul style="list-style-type: none">• This indicator intends to capture the number of households that have moved from transitional housing to long-term housing during the reporting period.• Where there are multiple members of a household, the household would count as one (1).• A household counted under this indicator may also be counted under other indicators.<ul style="list-style-type: none">○ If the household retains the housing for a period of over six (6) months they would be counted under indicator 2.3 Housing Retention. <p><u>Example:</u></p> <ul style="list-style-type: none">• A single individual residing in a transitional housing unit moves into a rent-geared-to-income unit. This would be counted as one (1) under this measure.

Performance Indicator	Description
2.2 Housing Loss Prevention	
<p>Number of households at-risk of homelessness that are stabilized (includes eviction prevention services, assistance with rental and energy arrears).</p>	<ul style="list-style-type: none"> • This indicator intends to capture households at-risk of homelessness that have received assistance which allows them to stay in their housing during the reporting period. • Where there are multiple members of a household, the household would count as one (1). • A household counted under this indicator may also be counted under other indicators. • A household that experiences multiple instances of assistance in a reporting period may be counted multiple times under this indicator. <p>Examples:</p> <ul style="list-style-type: none"> • A household is provided with legal or dispute resolution assistance in order to avoid eviction. This would be counted as one (1) under this indicator. • A household receives assistance with energy arrears in April and is provided with assistance for rental arrears in September. This household would be counted as two (2) under this indicator.

Performance Indicator	Description
2.3 Housing Retention	
<p>Number of households that have retained their long-term housing for a minimum of 6 months and continue to receive a subsidy and/or supports through CHPI</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households who are successfully retaining long-term housing and receiving ongoing subsidy and/or supports through CHPI during the reporting period. • Where there are multiple members of a household, the household would count as one (1). • Households must have maintained their housing for a period of six months before being counted under this indicator. <u>They may be counted only once (1) per reporting period under this measure.</u> <p>Examples:</p> <ul style="list-style-type: none"> • If in June of a given year, a household moves from transitional housing to long-term housing, it should be captured under Indicator 2.1 above. Where there are multiple members of a household, the household would count as one (1). • If the household then stays in this housing for six (6) months or more within the same reporting period, they would be captured again as one (1) under this indicator • If in the following year, the household continues to be successfully housed by the program, it would be counted as one (1) under this indicator in that year (new reporting period).

2.4 Services and Supports – Households At-Risk of Homelessness

- This indicator includes an overall measure of the total number of households at-risk of homelessness that received services and supports.
- This indicator also includes sub-indicators that measure the number of households that received specific types of services and supports under the category of Housing Assistance.
- SMs are required to report on the number of households for the overall measure and on the number of households that received services and supports under the Housing Assistance category.
- Households counted under the overall measure should also be counted under the Housing Assistance category.
- Households may be counted under several sub-indicators if they received different types of services and supports.

Performance Indicator	Description
2.4 Services and Supports – Households at-risk of Homelessness	
<p>Number of households at-risk of homelessness that receive services and supports that are not related to the provision of accommodation, but contribute to housing loss prevention, housing retention and re-housing.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households at-risk of homelessness that receive services and supports that are not captured in another indicator during the reporting period. • This indicator intends to capture households at-risk of homelessness that receive services and supports that contribute to housing loss prevention, housing retention and re-housing. • Households reported under this indicator should be receiving services that are not related to the provision of accommodation. The services received may not directly lead to supporting a household in retaining housing. • Households receiving supports provided as part of the housing unit should not be included under this indicator (i.e. supportive housing). • Households receiving services (meals, housing help, etc.) provided as part of accommodation (former domiciliary hostels, etc.) should not be counted under this indicator. • Where there are multiple members of a household, the household would count as one (1).

Supports & Services		Sub-Indicator	Description
		Housing Assistance (HA)	Provision of brief, short-term services.
2.4a - Education	Number of households that received services and supports under Education.		Provision of education services to assist with maintaining housing. Examples include: budgeting skills, tenant rights, life skills training.
2.4b – Employment Assistance Referral – NEW!	Number of households that received referrals to employment-related services.		<p>Provision of outreach and referrals to employment-related services that assist a household in maintaining their housing.</p> <p>An employment-related service is defined as assistance with job searching, job matching, employment-related workshops/resources and information.</p> <p>Examples include: referrals to local Service Manager employment services, Employment Ontario employment and training services, and community-based employment supports.</p>

EMERGENCY SHELTER USE INDICATOR

Description:

- The Emergency Shelter Use Indicator is a standalone indicator intended to collect data on emergency shelter use under CHPI.
- This indicator includes an overall measure of the total number of households that stayed in an emergency shelter during a fiscal year. This indicator also includes additional details of the shelter use that support the overall measure.
- This indicator does not track unique households. Every household is counted every time they stay in an emergency shelter. **OPTIONAL:** SMs that would also like to report on unique households have the option to include this data when reporting under the Emergency Shelter Use indicator.
- Please use this indicator to track motel stays if you are a Service Manager that uses motel vouchers or motel stays for emergency shelter. This also includes tracking motel stays under new Details of Shelter Use indicators 3a, 3b, and 3c.
- If a Service Manager or service provider receives multiple sources of funding for emergency shelters, the data reported to the ministry should be relative to the level of provincial CHPI funding. **Please note that this rule applies only to the overall measure for the Emergency Shelter Use Indicator and not the Details of Shelter Use.**

Emergency Shelter Use - Overall Measure

Performance Indicator	Description
3. Emergency Shelter Use	
<p>Number of households that stayed in an emergency shelter.</p>	<ul style="list-style-type: none"> • This indicator intends to capture the number of households that have stayed in an emergency shelter during the reporting period. • A stay is defined as a household admission to an emergency shelter. This would also include a household admission to a motel stay if you are a Service Manager that uses motel vouchers or motel stays for emergency shelter. • Where there are multiple members of a household, the household would count as one (1). • A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. This indicator does not track unique households. • OPTIONAL: Service Managers that would also like to report on unique households have the option to include this data when reporting under this indicator. • A household counted under this indicator may also be counted under other indicators if during the reporting period the household moves to other forms of housing or receives services captured under another indicator. • If a Service Manager or service provider receives multiple sources of funding for emergency shelters, the data reported to the ministry should be relative to the level of provincial CHPI funding. • Emergency Shelter Use data may be available through the federal Homeless Individuals and Families Information System (HIFIS). <p>Example:</p> <ul style="list-style-type: none"> • A family of four is provided with emergency shelter for three nights. This would be counted as one (1) under this measure. • If this same family of four leaves the shelter and then returns again to the emergency shelter two months later and stays for four nights, the family would be counted again as one (1) household under this measure.

Emergency Shelter Use - Details of Shelter Use - REVISED

Note: SMs are not required to prorate Details of Shelter Use data to be relative to the level of provincial funding.

Details of Shelter Use	Description
a) General/Adult Shelter - Number of households that stayed in a General/Adult Shelter	<ul style="list-style-type: none">• This indicator intends to capture the number of households that have stayed in a General/Adult emergency shelter during the reporting period.• A stay is defined as a household admission to a General/Adult shelter. This would also include a household admission to a motel stay if you are a Service Manager that uses motel vouchers or motel stays for emergency shelter.• Where there are multiple members of a household, the household would count as one (1).• A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. This indicator does not track unique households.• OPTIONAL: Service Managers that would also like to report on unique households have the option to include this data when reporting under this indicator.• A household counted under this indicator may also be counted under other indicators if during the reporting period the household moves to other forms of housing or receives services captured under another indicator.

Details of Shelter Use**Description**

b) Youth Shelter - Number of households that stayed in a Youth shelter

- This indicator intends to capture the number of households that have stayed in a Youth emergency shelter during the reporting period.
- A stay is defined as a household admission to a Youth shelter. This would also include a household admission to a motel stay if you are a Service Manager that uses motel vouchers or motel stays for emergency shelter.
- Where there are multiple members of a household, the household would count as one (1).
- A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. This indicator does not track unique households.
- OPTIONAL: Service Managers that would also like to report on unique households have the option to include this data when reporting under this indicator.
- A household counted under this indicator may also be counted under other indicators if during the reporting period the household moves to other forms of housing or receives services captured under another indicator.

c) Family Shelter - Number of households that stayed in a Family shelter

- This indicator intends to capture the number of households that have stayed in a Family emergency shelter during the reporting period.
- A stay is defined as a household admission to a Family shelter. This would also include a household admission to a motel stay if you are a Service Manager that uses motel vouchers or motel stays for emergency shelter.
- Where there are multiple members of a household, the household would count as one (1).
- A household that experiences multiple transitions in a reporting period may be counted multiple times under this indicator. This indicator does not track unique households.
- OPTIONAL: Service Managers that would also like to report on unique households have the option to include this data when reporting under this indicator.
- A household counted under this indicator may also be counted under other indicators if during the reporting period the household moves to other forms of housing or receives services captured under another indicator.

Details of Shelter Use

Description

d) Number of nights all households spent in a shelter (spaces occupied)	<ul style="list-style-type: none">• This indicator intends to capture the total number of nights all households spend in a shelter during the reporting period.• The total number of nights should include the nights spent in all types of shelters (i.e. General/Adult, Youth, and Family).
e) Number of shelter spaces/beds in emergency shelters (spaces available)	<ul style="list-style-type: none">• This indicator intends to capture the total number of shelter spaces/beds available in emergency shelters in a Service Manager area.• The total should include all shelter spaces/beds in all types of shelters (i.e. General/Adult, Youth, and Family).• If motel rooms are a permanent part of a Service Manager’s shelter portfolio, please include motel rooms in the total. If your Service Manager area uses motel rooms <u>as needed</u>, please do not include motel rooms as part of the total number of shelter beds/spaces.

ILLUSTRATIVE EXAMPLES

- 1) Nik will be evicted from his home unless he receives assistance to pay his outstanding rental arrears. Through CHPI funding, the SM provides Nik with financial support for payment of his arrears and also provides him with financial counselling services.

Report outcomes as follows:

- count (1) for payment of arrears under 2.2 Housing Loss Prevention
- count (1) for credit/financial counseling services under the overall measure for 2.4 Services and Supports – Households At-Risk of Homelessness
- count (1) for credit/financial counseling services under the sub-indicator of Housing Assistance, Education (2.4a) under 2.4 Services and Supports – Households At-Risk of Homelessness.

- 2) Sandra is experiencing homelessness. During the month of September, Sandra spends 15 consecutive nights in an emergency shelter. At some point in September, Sandra leaves the emergency shelter. During this time, she visited a local drop-in centre once where she was provided with a referral to employment support and help with obtaining identification. In early October, Sandra was assisted with obtaining transitional housing through CHPI funding.

Report outcomes as follows:

- count (1) for emergency accommodation under the Emergency Shelter Use Indicator
- count (1) for obtaining transitional housing under 1.1 Unsheltered & Provisionally Accommodated to Transitional Housing
- count (1) for employment services and obtaining identification under the overall measure for 1.5 Services and Support - Households Experiencing Homelessness
- count (1) for employment services under Employment Assistance Referral (1.5c) under 1.5 Services and Supports - Households Experiencing Homelessness

- 3) Tarek is at-risk of homelessness. After losing his job, he is living in an unaffordable rental unit. During the month of December, he is provided with assistance with his rental arrears and meets with an employment support worker.

Report outcomes as follows:

- count (1) for rental arrears under 2.2 Housing Loss Prevention
- count (1) for employment support worker under the overall measure for 2.4 Services and Supports - Households At-Risk of Homelessness
- count (1) for employment support worker under Employment Assistance Referral (2.4b) under 2.4 Services and Supports - Households At-Risk of Homelessness.

DATA DEFINITIONS

Term	Definition
At-Risk of Homelessness	Refers to households who are not homeless, but whose current economic and/or housing situation is precarious and/or does not meet public health, or safety standards.
Emergency Shelter	<p>A facility designed to meet the immediate needs of people who are homeless. Emergency shelters may target specific sub-populations, including women, families, youth or Aboriginal persons. These shelters typically have minimal eligibility criteria, may offer shared sleeping facilities and amenities, and may expect clients to leave in the morning. They may offer food, clothing or other services.</p> <p>This would include hotel and motel stays, where no emergency shelters exist or in overflow situations.</p> <p>This does not include extreme weather shelters, such as Out of the Cold programs and crash beds.</p>
Homelessness	The situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.
Household	A household may consist of a family group, a couple, or of a person living alone.
Long-Term Housing	<p>Housing that is provided to clients for a long period of time, beyond one year. Includes: market rental, co-op housing, subsidized housing, group homes, housing formerly known as domiciliary hostels, supportive housing, ownership housing, etc.</p> <p>This does not include transitional housing.</p>
Provisionally Accommodated	<p>Refers to those who are homeless and whose accommodation is temporary or lacks security of tenure.</p> <p>Provisional accommodations may include: staying with friends/acquaintances, correctional institutions, hospitals, residential treatment, etc.</p> <p>This does not include emergency shelters, group homes, retirement homes, long-term care homes, and crown ward facilities.</p>

Term	Definition
Reporting Period	Refers to a 12 month period representing the fiscal year from April 1 st to March 31 st .
Transitional Housing	Supportive, yet temporary type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering structure, supervision, support, life skills, education, etc.
Unsheltered	Living on the street or in places not intended for human habitation.
Youth	Persons aged between 16 and 25 years old.