

- 1. How should an agency report on CHPI funding specifically if multiple funding sources are being received and are funding the same program/position?**

CHPI reporting is to include a reasonable calculation of the outcomes achieved with CHPI funds. In other words, include program reporting if the program outcomes could NOT have otherwise been achieved without CHPI funding.

- 2. How do you capture statistics for folks that are not financially supported by CHPI? Indicator 2.4?**

Indicator 2.4 refers to 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.

CHPI reporting is to include a reasonable calculation of the outcomes achieved with CHPI funds. Households receiving services and supports that are not funded by CHPI should not be counted in any of the indicators.

- 3. If someone is housed and does not meet the “at risk” definition, are they to be counted?**

CHPI funding is intended to support the two CHPI outcomes of:

Outcome 1 – People experiencing homelessness obtain and retain housing

Outcome 2 - People at risk of homelessness remain housed

If a household does not meet the outcome criteria, they should not be reported in the CHPI outcomes.

- 4. If households (singles or families) overlap between quarters, are they to be counted as a new household each quarter or only once per year?**

As per the CHPI Guidelines, for the purposes of CHPI reporting, the reporting period is defined as the twelve month period from April 1st to March 31st. Therefore, a household should be counted once in the twelve month period.

5. **Do providers count the number of services/times they work with a household or just count them once regardless of how often they are being supported?**

The base unit for the indicators is the number of households, not the number of services provided to a household in the reporting period. So a household should only be counted once in the reporting period.

6. **If a service provider is working with two members of the same household (eg. mom and daughter) but supporting them in different ways (eg. housing and employment), would both be counted or would they only be counted once as a household?**

That household should be counted once in each indicator that they are receiving services.

7. **For long-term participants (ex. Transitional housing), are they reported as a new “unique” individual the following year if they were reported/captured for the previous year?**

Yes, the reporting period for CHPI programs starts fresh with each service agreement. Note that the CHPI service agreements run in a fiscal year from April 1 to March 31 (not on a calendar year).

8. **Are people in transitional housing classified as “housed”?**

The CHPI Guidelines make a distinction between transitional housing and long-term housing. Please refer to the definitions provided for each in the glossary:

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.

Long-term Housing: 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.

This does not include transitional housing.

9. If transitional housing residents stay beyond 6 months, are they counted under Indicator 2.3 (housing retention)?

Indicator 2.3 refers to households that are in long-term housing, not transitional housing. (Refer to Question 4 for definition for each). Therefore, households residing in transitional housing would not be counted in 2.3.

A household would be counted in Indicator 2.3 if they have moved into long-term housing, and continue to receive subsidy and/or supports through CHPI.

10. Are shelters supposed to track down former shelter residents at the 6 month mark to know if they are housed long-term?

No. These households would have been counted in indicator 1.4 when they moved from Emergency Shelter to long-term housing.

11. Are transitional housing residents to be counted under Indicator 2.1 and 2.3 if they stay beyond 6 months?

Transitional housing residents would only be counted under Indicator 2.1 when they moved from transitional housing to long-term housing. There is no 6-month timeframe for Indicator 2.1.

Indicator 2.3 does not refer to Transitional housing residents, it refers to long-term housing residents (refer to Question 4 for the CHPI Guideline definition of each). A household would be counted in Indicator 2.3 if they have retained their long-term housing for at least 6 months, and they are continuing to receive supports and/or subsidies through CHPI.

12. Does Indicator 2.3 only apply to active participants still receiving active supports?

Indicator 2.3 refers to households living in long-term housing for a minimum of 6 months and who are continuing to receive subsidy and/or supports through CHPI.

13. Are clients to be counted in Indicator 2.4(a) and 2.4(b)? Are 2.4(a) and 2.5(b) supposed to equal 2.4? Do you count the same participant under 2.4(a) and 2.4?

Indicator 2.4a captures the number of households that received services and supports under **Education**.

Indicator 2.4b captures the number of households that received referrals **to employment-related services**.

If a household received services and supports under education AND ALSO referrals to employment-related services, they would be counted once under BOTH indicators.

Indicator 2.4 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. In other words, services and supports that contribute to housing loss prevention, housing retention, and/or re-housing, but not specifically related to education or referrals to employment-related services (as these households would be counted in Indicators 2.4a and 2.4b, respectively).

If a household is counted in Indicator 2.4a or 2.4b, do not enter them into Indicator 2.4. This will be calculated in the county-level report.

The sum of Indicator 2.4a and Indicator 2.4b will NOT necessarily equal indicator 2.4 (as there may have been households that received services and supports not related to Education or referrals to employment-related services).

14. Is there flexibility for making local changes to the Indicators?

The indicators are defined by the Ministry of Municipal Affairs and Housing, so must be reported as per the CHPI Guidelines. However, if a local service provider would like to provide additional information regarding their CHPI-funded program, supplemental data can be submitted with their quarterly reports.

15. When should service providers provide feedback on which indicators they feel apply to their services?

Feedback can be provided at any time to your program supervisor. An opportunity to provide feedback on indicators will also be provided through the 2020/2021 Service Agreement process.

16. Could similar service providers get together to review Indicators, reporting and definitions (e.g. relevant cluster services – transitional housing, emergency shelters etc.)?

Yes, this would provide consistent reporting, as per the CHPI Guidelines. The County of Simcoe would be happy to facilitate these discussions.