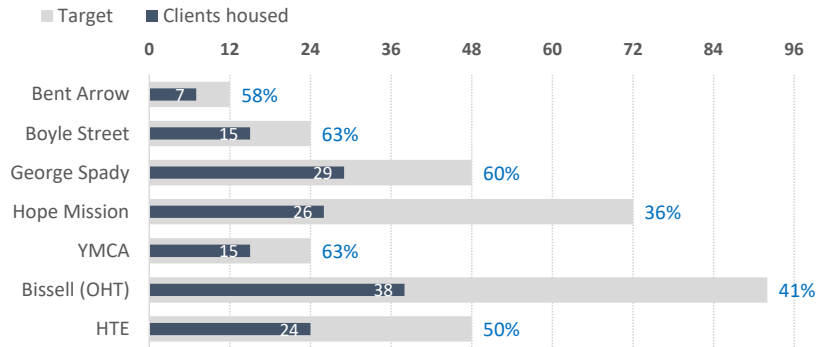




**Quarterly Report - ICM**  
**For the period: Aug. 1 - Oct. 31, 2017**

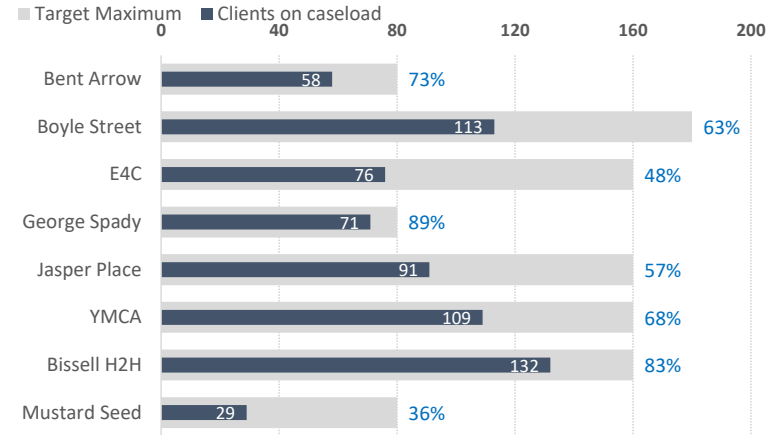
### Housings to target

Expected target outcome 90%-110%



### Caseload to target

Expected target outcome 60%-80%



	Bent Arrow	Boyle Street	E4C	George Spady	Hope Mission	Jasper Place	YMCA	Bissell (OHT)	HTE	Total
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#### Are meeting our housing and support targets?

##### Performance Indicator

New housings compared to contract targets		[Expected target outcome 90%-110%]									
1	New housings to target (%)	58%	63%		60%	36%		63%	41%	50%	53%
	Target new housings (clients)	12	24		48	72	0	24	92	48	320
	Clients housed	7	15	1	29	26	15	15	38	24	170
	Re-housings within 3 months, regardless of reason	3	6	7	3	1	4	5	3	3	35

	Bent Arrow	Boyle Street	E4C	George Spady	Jasper Place	YMCA	Bissell H2H	Mustard Seed	Total
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#### Are we meeting our caseload targets?

Clients on ICM caseload at the end of the reporting period, compared to contract target maximum										
2	Caseload as % of target maximum	73%	63%	48%	89%	57%	68%	83%	36%	64%
	Target caseload min	68	153	136	68	136	136	136	68	901
	Target caseload max	80	180	160	80	160	160	160	80	1,060
	Clients on caseload	58	113	76	71	91	109	132	29	679
	Clients + dependents on caseload	86	185	126	72	108	251	154	29	1,011

	Bent Arrow	Boyle Street	E4C	George Spady	Hope Mission	Jasper Place	YMCA	Bissell (OHT)	HTE	Total
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**Are we reaching priority clients?**

[Expected target outcome 60%-80% for chronically homeless, 50% Indigenous]

Priority clients <b>housed</b> during the reporting period, out of total new housings											
3	Chronically homeless	100%	100%	85%	93%	94%	97%	81%	89%	95%	87%
	Indigenous clients	100%	65%	71%	45%	35%	56%	62%	48%	59%	52%
<i>Excludes cases where data for indicator are missing</i>											

	Bent Arrow	Boyle Street	E4C	George Spady	Hope Mission	Jasper Place	YMCA	Bissell (OHT)	Bissell H2H	Total
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4	<b>Housing retention at 12 months after entering program</b>									[Expected target outcome 80%-90%]
	Remaining housed	87%	95%	86%	85%	70%	88%		76%	85%

	Bent Arrow	Boyle Street	E4C	George Spady	Hope Mission	Jasper Place	YMCA	HTE	Bissell OHT	Total
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**Are we housing people quickly enough?**

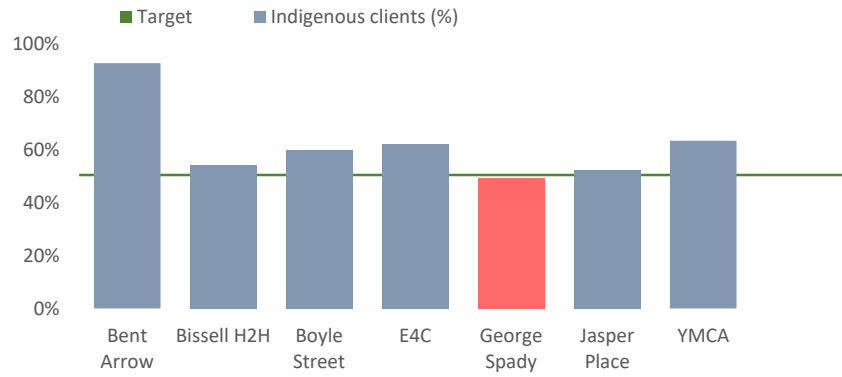
The percentage of clients housed within 45 days of beginning to work with a housing team (Intake).											
5	< 45 days	30%	67%	38%	71%	65%	69%	41%	44%	72%	60%
	46-90 days	45%	9%	54%	18%	27%	14%	29%	34%	18%	24%
	91+ days	5%	9%	8%	8%	8%	11%	21%	15%	4%	9%
	In process (46+ days)	20%	15%	0%	3%	0%	6%	9%	8%	6%	7%
	Unsuccessful	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Avg days to housing	61	36	51	40	43	47	66	55	33	45

*Includes clients starting with a Housing team in the last 6 months, up to 45 days from the end of the assessment quarter.*

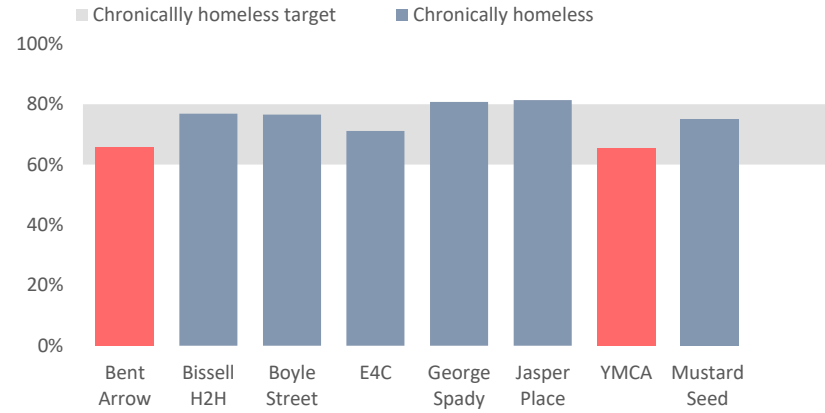
*Excluded: Clients achieving housing without the support of a team and clients never successfully contacted (dismissed unsuccessfully from intake in less than two weeks)*



Indigenous population caseload to target



Chronically homeless caseload to target



	Bent Arrow	Bissell H2H	Boyle Street	E4C	George Spady	Jasper Place	YMCA	Mustard Seed	Total
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Are we serving priority clients?

6	<b>Chronically homeless clients on Housing First caseloads, active at the end of period (%).</b>									[Expected target outcome 60%-80%]
	Chronically homeless clients	79%	92%	92%	85%	97%	98%	79%	90%	89%
7	<b>Indigenous clients on Housing First teams' caseloads, active at the end of period (%).</b>									[Expected target outcome 50%]
	Indigenous clients (%)	93%	54%	60%	62%	49%	52%	63%	43%	60%

*Excluded: Clients with neither an intake interview nor VI-SPDAT completed and clients not reporting ethnicity.*

Are teams providing support in line with the program model?

[Expected target outcome 80%-90%]											
8	<b>Percentage of clients active during the quarter, that received at least one home visit per month.</b>										
	Home visits completed	60%	63%	49%	67%	70%	81%	75%	N/A	66%	
9	<b>Percentage of required SPDATs during the quarter completed within 10 days of date due</b>										[Expected target outcome 80%-90%]
	SPDATs on time	17%	27%	16%	39%	30%	48%	32%	30%	30%	

*SPDATs must be signed by clients*

Are we providing culturally relevant services for Indigenous clients?

[Expected target outcome 50%-70%]										
10	<b>Indigenous clients referred to/provided programming/services focused on culture, kinship, or traditional practice (%).</b>									
	Indigenous clients with at least one cultural effort	16%	16%	9%	42%	29%	38%	30%	N/A	23%

*Included: Indigenous clients active during the quarter.*

	Bent Arrow	Bissell H2H	Boyle Street	E4C	George Spady	Jasper Place	YMCA	Total
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**Are clients becoming more stable in their housing and moving on to successful outcomes?**

11	<b>Clients who remain housed after 12 months</b>								<b>[Expected target outcome 80%-90%]</b>
	Remaining housed	87%	76%	95%	86%	85%	70%	90%	85%
	In program, housed	65%	62%	93%	69%	64%	46%	74%	68%

12	<b>Clients who exit successfully within 12 months</b>								<b>[Expected target outcome 50%-70%]</b>
	Successful exits	23%	14%	2%	17%	21%	24%	16%	16%
	In program, unhoused	0%	21%	2%	7%	6%	8%	5%	6%
	Unsuccessful exits	13%	3%	2%	7%	9%	22%	5%	9%

*Included: Clients who would have attained 12 months in the program during the previous year (whether or not they continued in the program)*

*Excluded in successful exits calculation: clients with a neutral exit prior to 12 months of housing*

13	<b>Clients who remain housed after 18 months</b>								
	Remaining housed	87%	88%	84%	98%	76%	83%	87%	86%
	In program, housed	42%	63%	67%	49%	24%	12%	43%	40%

14	<b>Clients who exit successfully within 18 months</b>								<b>[Expected target outcome 60%-80%]</b>
	Successful exits	45%	25%	18%	49%	53%	71%	43%	46%
	In program, unhoused	3%	4%	4%	2%	12%	4%	1%	3%
	Unsuccessful exits	10%	6%	9%	0%	6%	13%	12%	9%

*Excluded in successful exits calculation: clients with a neutral exit prior to 18 months of housing*

*Included: Clients who would have attained 18 months in the program during the previous year (whether or not they continued in the program)*

	Bent Arrow	Bissell H2H	Boyle Street	E4C	George Spady	Jasper Place	YMCA	Total
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**Do clients have a reliable source of income prior to leaving Housing First?**

	<b>Clients receiving income from government or employment sources at intake.</b>								
	Government	84%	81%	96%	94%	93%	84%	87%	89%
	Employment	9%	5%	0%	4%	2%	5%	5%	4%
	No income	2%	11%	2%	4%	3%	3%	3%	4%

15	<b>Clients receiving income from government or employment sources at intake.</b>								<b>[Expected target outcome 80%-90%]</b>
	Government	91%	84%	88%	85%	95%	84%	87%	88%
	Employment	4%	1%	8%	9%	8%	0%	5%	5%
	No income	0%	0%	0%	0%	0%	0%	0%	0%
	Change in clients receiving funds from government OR employment	0%	-1%	0%	-4%	5%	-6%	-3%	-1%

*Excluded: Clients who did not complete an intake interview or a 9-month follow-up.*

	Bent Arrow	Bissell H2H	Boyle Street	E4C	George Spady	Jasper Place	YMCA	Mustard Seed	Total
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**Are clients becoming independent and self-sufficient?**

<b>After 12 months in housing, percentage of clients with a 25% reduction in SPDAT scores.</b>									
	<b>[Expected target outcome 50%70%]</b>								
<b>16</b>	Proportion of clients with min. 25% reduction	67%	60%	58%	66%	53%	63%	71%	61%
	Average reduction	-34%	-26%	-27%	-35%	-28%	-26%	-35%	-31%

*Excluded: Clients not completing a 12-month and clients not completing any of intake, housing or 30-day SPDAT.*

<b>17 Proportion of clients activated during the quarter, with at least one case conference convened.</b>									
		0%	0%	0%	5%	2%	0%	15%	6%

*NB: this indicator is presented for Team Leads' information ONLY. It is not used in teams' performance assessments yet.*

### Definition of Successful Exit

Effective April 1, 2015

Whether an exit was “successful” or not is primarily determined by whether the client was stably housed at program exit. The first determinant is the response to Current Housing Status on the exit assessment; if this is missing or the answer is not clearly positive or negative, then dismissal reason is used as the determinant. Clients who transferred to another Housing First program or agency and clients who passed away while in the program are excluded. The specific categories used are as follows:

1) Current Housing Status at Exit

Positive	Negative	Neutral
Supported housing	Incarceration facility	Family or friends
Subsidized housing	Absolutely homeless (street)	Other
Market housing	Hospital	No Response
	Emergency homeless shelter	
	Transitional housing	

2) If missing exit assessment or Current Housing Situation is Neutral, then Dismissal Reason

Positive	Negative	Neutral
Completed Follow-Up Period	Client Turned Away (Other)	Death of Client
Successful Placement in Housing/Self Sufficiency	Client Turned Away (Safety Concerns)	Referred to Other Housing First Agency
Referred to Graduate Program	Disappeared/Lost Contact	Referred to Other Housing First Provider
Referred to Other Agency/Service	Incarceration	Change of Client Circumstance
Resolved Own Homelessness	Refused Further Service	Blank
Moved Out of Service Area		

If this is also neutral, then the exit is considered neutral and excluded from any calculations involving successful or unsuccessful exits.