

## Homelessness Data Update

Presented To: Community and  
Emergency Services  
Committee

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## Report Summary

This report provides information regarding data collection and reporting processes within the homelessness system to improve data quality, strengthen accountability, and support coordinated system management.

## Relationship to the Strategic Plan, Health Impact Assessment and Climate Action Plans

This report aligns with Council's Strategic Plan in the areas of Housing and Creating a Healthier and More Vibrant Community. This report also aligns with the Population Health Priorities of Indigenous Youth, Mental Health, Housing, and Healthy Streets. This report has no relationship to the Community Energy and Emissions Plan.

## Financial Implications

There are no financial implications related to this report.

## Background

The Homelessness Individuals and Families Information System (HIFIS) is Canada's national Homelessness Management Information System (HMIS) used by local service providers in Greater Sudbury to support daily operations and enable secure, real-time data collection and information sharing across the homelessness system. Data submitted through HIFIS supports municipal reporting requirements and contributes to federal analysis and policy development.

The City of Greater Sudbury implemented HIFIS 4.0 in March 2021 in alignment with federal funding requirements and has continued to enhance configuration and reporting functions. The system enables secure system-wide access and supports client intake, case management, housing matching, and decision-support through standardized reports and analytics. Benefits include streamlined assessment and referral processes, reduced duplication for clients, improved understanding of local trends, and stronger data to inform, policy, investment, and performance management.

## Coordinated Access Enhancements

The City implemented Coordinated Access in July 2021 to meet federal funding requirements and has since strengthened the process by fully integrating intake and service matching within HIFIS. Trained partner staff complete intakes directly into the system, allowing clients with consent to appear on the Coordinated Access List for prioritization to housing services. Prioritization has been updated through the new community-specific Needs Assessment Tool (NAT), developed with City staff, community partners, and Built for Zero Canada following a consultation in January 2025. The NAT replaces the former VI-SPDAT assessment tool. The weekly case conferencing process with partners uses the prioritization list, in alignment with program eligibility criteria, to match individuals to appropriate services based on depth of need and current circumstances.

## Reporting Changes and Federal Requirements

As part of HIFIS enhancements and to meet Reaching Home Funding requirements, the City has transitioned from an Excel-based, end-of-month “snapshot” of chronic homelessness to HIFIS-based reporting that includes all individuals who interacted with the homelessness-serving system during the month. The Community Outcomes Report (COR), a standard HIFIS report, will be used for system-level analysis, including inflow, outflow, chronic homelessness, and total system counts. All Reaching Home communities are required to use the COR for federal reporting by March 31, 2026. Transitioning at this time supports data accuracy, the ability to create a 2025 year-end COR for comparison in 2026, and improved transparency. While the federal government is developing a national dashboard for release in summer 2026, City staff are creating a local dashboard to provide monthly system metrics in the interim.

## Summary Overview of Changes

<b>Former Reporting - Excel</b>	<b>New HIFIS - COR</b>
By-Name priority list only	Everyone interacting with the system
One-day snapshot of state of homelessness (how many people experienced homelessness that day)	Cumulative total for the month (how many people experienced homelessness during that month)
Consent to be part of priority list	Consent to be part of the system AND the priority list
Head of household report only	All family members reported
Assessment: VI-SPDAT	Assessment: Needs Assessment Tool (NAT)

The changes outlined will provide a complete and more transparent picture of homelessness in the community. By capturing all individuals who interacted with the homelessness-serving system, the data becomes more reliable and the collection process more efficient, allowing staff to focus more time on analysis, planning, and system improvement.

A key shift is the increase in the total number of people identified as experiencing homelessness. A broader view better represents the full scope of local need and supports more informed decision-making.

## 2025 Annual HIFIS Data Summary (Community Outcomes Report)

In 2025, 1,084 individuals experienced homelessness in the City of Greater Sudbury. This included 595 individuals who experienced chronic homelessness; 472 individuals who were newly experiencing homelessness; 163 individuals who experienced homelessness in the year and were housed; 86 individuals who returned to homelessness after being housed; 427 individuals who identified as Indigenous.

The chart below compares the Community Outcomes Report (COR) for 2024 and 2025.

	2025 COR	% of Total	2024 COR	% of Total	Variance 2024 to 2025
Total Individuals Experiencing Homelessness	1084	N/A	986	N/A	+9.5%
Chronically homeless	595	55%	378	38%	+17%
Newly experiencing	472	44%	538	55%	-11%
Individuals housed	163	15%	186	19%	-4%
Returned to homelessness from housing	86	8%	69	7%	+1%
Self-identified as Indigenous	427	39%	363	37%	+2%

### Point in Time Report 2025

On the night of October 15, 2025, 411 individuals were identified as experiencing homelessness across shelters, transitional housing, and unsheltered locations. Of these, 48% were staying in encampments or other public spaces, 31% were in shelters, and 21% were in transitional housing or a provincial institution such as a hospital. For comparison, the 2024 count identified 505 individuals experiencing homelessness on the night of October 8, 2024. The full 2025 Point-in-Time Report can be found at the following [link](#).

### Next Steps

The City will continue to monitor the new reporting approach to ensure data quality and consistency, and will resume monthly data reporting on the website following a pause due to implementation of the new reporting approach. Staff will also continue to work closely with community partners to support training and strengthen data entry practices under the new model.

### Resources Cited

[National HIFIS Community Outcomes Report Update - July 2025](#)

[City Council Meeting - July 15, 2025 - Roadmap to End Homelessness by 2030 Update](#)

[Homelessness Learning Hub \(HFIS\)](#)

[Community and Emergency Services Committee - May 21, 2025 Point in Time Count](#)

[City Council Meeting - May 28, 2024 - Roadmap to End Homelessness by 2030](#)

[Homelessness Data](#)