Community Outcomes Report

Report Guide

Version 4.0 — May 2026

HIFIS

Homeless Individuals and Families Information System

Housing, Infrastructure and Communities Canada
Logement, Infrastructures et Collectivités Canada

Canada

Aussi disponible en français sous le titre : *Guide de présentation des rapports sur les résultats communautaires*

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For more information, contact:

Housing, Infrastructure and Communities Canada
180 Kent Street, Suite 1100
Ottawa, Ontario K1P 0B6
info@infc.gc.ca

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Revision History

Document Version	Document Release Date	HIFIS Release	Changes
1.0	2022	4.0.59	Document released.
2.0	2024	4.0.60.2	This document was formerly known as the “Community Homelessness Report: HIFIS Report Guide.” The Crystal Report that the guide referenced was known as the “Community Homelessness Report 2022.”
3.0	2025	4.0.60.5	This document was formerly known as the “Reaching Home Community Outcomes Report: HIFIS Report Guide.” The Crystal Report that the guide referenced was known as the “Reaching Home Community Outcomes Report.”
4.0	2026	4.0.60.5	Updated to fix a typo in the Definitions table for Single Adults. Added extra information about the Population Group pages of the report. Updated FAQs to account for the Spring 2026 updates to the Reaching Home Directives.

Overview

The Community Outcomes Report (COR) is a Crystal Report built for HIFIS that generates data to support systems-level analysis of homelessness during a selected timeframe. It was developed in partnership between Housing, Infrastructure and Communities Canada (HICC), the Canadian Alliance to End Homelessness (CAEH), and ACRE Consulting. The COR provides information on (active) homelessness, system inflows and outflows, and breakdowns by population groups to help communities track changes over time.

The COR was created by combining features of the Reaching Home Community Outcomes Report (formerly the Community Homelessness Report) and the CAEH Inflow/Outflow report. These two reports produced different numbers, which caused confusion and frustration among BFZ-C communities using both reports.

As a result, communities asked for a single report, with the same methodology for both HICC and CAEH's Built for Zero Canada (BFZ-C). The COR addresses this concern by replacing the previous reports and offering:

- a consistent and standardized approach to measure homelessness outcomes across Canada;
- a more comprehensive view of system inflows and outflows at the community level; and,
- a tool that supports data quality improvements and system-level changes.

The report generates data to assist communities in meeting their reporting requirements for:

- Reaching Home Community Homelessness Reports;
- The Homelessness Indicator Project;
- The Homelessness Reduction Innovation Fund;
- Built for Zero Canada.

Canadian Methodology for Calculating Homeless-Serving Systems Data

The COR was designed to align with the Canadian Methodology for Calculating Homeless-Serving System Inflows, Outflows, and Active Homelessness (see Annex E for the detailed diagram of this methodology). This methodology helps promote consistency in how communities across Canada calculate their data and measure progress towards outcomes.

See figure 1 below for a visual representation of the methodology. The methodology relies on several HIFIS features which are described in detail in the section on Key HIFIS functionalities, while each of the individual data points in the diagram are described in the sections on Report content and Report calculations.

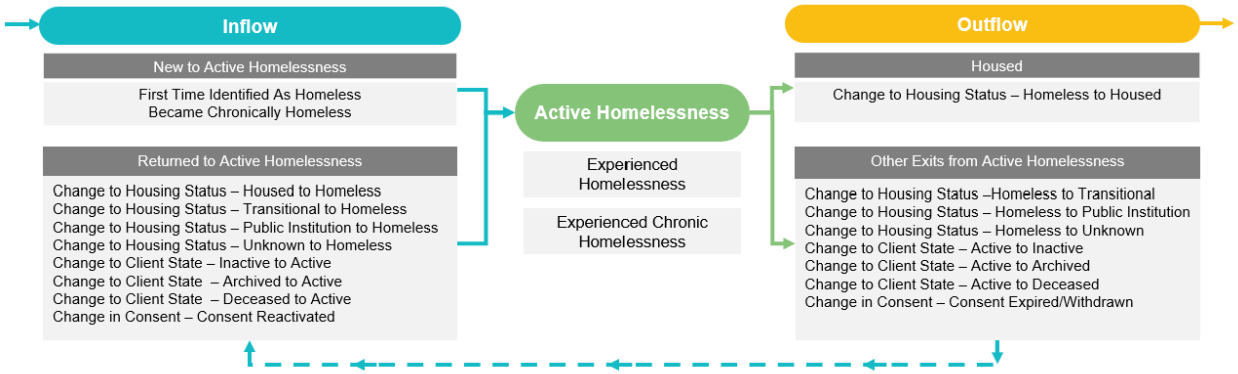


Figure 1: Community Outcomes Report (COR) System Inflows, Outflows, and Active Homelessness

Definitions

For any terms that have not been included in the table below, refer to the Homelessness Glossary for Communities found on the Homelessness Learning Hub.

Term	Definition
Adult (25–29)	Client is between the ages of 25–29 as of the first day of the reporting period.
Adult (30-49)	Client is between the ages of 30–49 as of the first day of the reporting period.
Children (0–12)	Client is between the ages of 0–12 as of the first day of the reporting period.
Chronic homelessness	Client has been homeless for at least 180 days at some point over the course of a year (not necessarily consecutive days); and/or they have recurrent episodes of homelessness over three years that total at least 18 months.
Family Head	Client has a **Family Role** of **Family Head**.
Female	Client has a gender of Female, or Trans Woman as recorded in HIFIS. This includes custom values created in the **Gender** lookup table that roll-up to any one of these values.
Identified as Indigenous	Client has an Indigenous identity of **First Nations: Off-reserve**, **First Nations: On-reserve**; **Inuit**; **Métis**; or **Non-Status** as recorded in the **Indigenous Status** drop-down menu when creating a client profile, or in the **Indigenous Status** module found in the **Client Information** menu. This includes custom values created in the **Indigenous Indicator** lookup table that roll-up to any of the Indigenous identities above.
Identified as a Veteran	Client has a **Veteran Status** of: **Veteran — Canadian Armed Forces**, **Veteran — Allies**, **Veteran — Civilian**, or **Former RCMP** as recorded in the **Veteran Status** drop-down menu when creating a client profile, or in the **Veteran** module found in the **Client Information** menu.
Male	Client has a gender of Male or Trans Man as recorded in HIFIS. This includes custom values created in the **Gender** lookup table that roll-up to any one of these values.
Non-binary	Client has a gender of Transgender, Two-Spirit, or Non-Binary (Genderqueer) as recorded in HIFIS.

	This includes custom values created in the **Gender** lookup table that roll-up to any one of these values.
Older Adult (50–64)	Client is between the ages of 50–64 as of the first day of the reporting period.
Other Family Member	Client has a **Family Role** of **Partner**, **Dependent — Child**, **Dependent — Extended Family**, **Dependent — Roommate/Boarder**. This includes custom values created in the **Group Role** lookup table that roll-up to any of the values above.
Seniors (65+)	Client is over the age of 65 as of the first day of the reporting period.
Single	Client is not part of a family as recorded in HIFIS. The age range of clients who can be marked as single is dependent on a community's unique configuration settings. In particular, the Minimum Age of Consent under Application Settings, and the Family Head Age (Minimum) under Service Provider settings will both impact which clients can be Single.
Unaccompanied Children	Client is between the ages of 0–12 and is not part of a family as recorded in HIFIS.
Unaccompanied Youth	Client is between the ages of 13–24 and is not part of a family as recorded in HIFIS.
Youth (13–17)	Client is between the ages of 13–17 as of the first day of the reporting period.
Youth (18–24)	Client is between the ages of 18–24 as of the first day of the reporting period.

Population Groups

In addition to providing system-wide data about Inflow, Outflow, and Active Homelessness, the COR provides the same details for various population groups beginning on page 3 of the report. The groups and their inclusion criteria are listed below in the order they appear within the report.

Clients will be reflected in all Population Groups that are relevant to them. This means that clients may be reflected in multiple Population Groups. On the first 2 pages of the report, data is duplicated and clients will only appear once for relevant data points (e.g. Active Homelessness).

Chronic Homelessness

This Population Group page of the report includes any clients who have met the definition of Chronic Homelessness for at least one day within the reporting period.

See the Definitions table for more information on chronic homelessness.

Unsheltered Homelessness

This Population Group page of the report includes any clients who experienced Active Homelessness in an unsheltered location for at least one day within the reporting period.

Unsheltered locations include the following HIFIS Housing types:

- Abandoned Building;
- Encampment/Campsite;
- Makeshift/Street; and
- Vehicle.

Sheltered Homelessness

This Population Group page of the report includes any clients who experienced Active Homelessness in an emergency shelter for at least one day within the reporting period.

This is determined by the presence of an Admissions module record. Clients with a housing history record with the type of “Emergency Shelter” are not captured here.

Note: Clients with a housing history record with a type of “Emergency Shelter” or “Domestic Violence – Emergency Shelter” are not included in this category.

Indigenous Homelessness

This Population Group page of the report includes any clients who experienced Active Homelessness for at least one day within the reporting period and identified as Indigenous.

Indigenous Clients are identified based on the following HIFIS Indigenous Status types:

- First Nations: Off-reserve;
- First Nations: On-reserve;
- Inuit;
- Metis; and
- Non-Status.

Veteran Homelessness

This Population Group page of the report includes any clients who experienced Active Homelessness for at least one day within the reporting period and identified as a Veteran.

Veteran Clients are identified based on the following HIFIS Veteran Status types:

- Veteran – Canadian Armed Forces;
- Veteran – Allies;
- Veteran – Civilian; and
- Former RCMP.

Unaccompanied Children and Youth, and Single Adults Under 30

This Population Group page of the report includes any clients who experienced Active Homelessness for at least one day within the reporting period, are under the age of 30, and:

- Have a family status of Single as of the first day of the reporting period;

OR

- Have a family status of family head as of the first day of the reporting period.

Breakdown by Gender

This Population Group page of the report includes any clients who experienced Active Homelessness for at least one day within the reporting period, categorized by Gender.

See the Definitions table for more information about Gender types.

Breakdown by Age

This Population Group page of the report includes any clients who experienced Active Homelessness for at least one day within the reporting period, categorized by Age.

See the Definitions table for more information about Age groups.

Breakdown by Family Status

This Population Group page of the report includes any clients who experienced Active Homelessness for at least one day within the reporting period, categorized by Family Status.

See the Definitions table for more information about Family Status types.

Key HIFIS functionalities

There are a number of HIFIS functionalities that play a critical role in the COR's calculations of Active Homelessness, System Inflow, and System Outflow. These are: Consent, Client State, and Housing Status.

Consent

Clients with the following Consent Types are included in the **Active Homelessness** category of the COR, if the other conditions described in the section on Report content are also met.

- **Explicit:** The client's file can be viewed by all HIFIS Service Providers in the cluster.
- **Explicit + Coordinated Access:** The client's file can be viewed by all HIFIS Service Providers in the cluster, and the client will be included on the Unique Identifier List generated in the Coordinated Access module if they meet the other criteria to be included.

Important: Clients with **Inherited** consent may be included in the report under certain circumstances. These clients inherit their consent from a Family Head, and are only included in the report if the Family Head from which the client inherited their consent from is included in the report themselves. In the report, clients with Inherited consent also inherit their Client State and Housing Status from the Family Head they inherited their consent from. Inherited consent can be selected for clients below the minimum age of consent as defined in the cluster settings.

Client with **Declined to Share** consent records (previously known as **Declined – Anonymous**) are not included in the COR. This Consent Type means that a clients file is only visible to the HIFIS Service Provider that created it.

Note: If **Enforced Consent** is turned off in the cluster settings, the COR will not produce the expected results, and may not produce any at all.

Client State

All clients can have one of the following **Client States** at any given time:

- **Active**: The client has an activity from the table in Annex A within the HIFIS Inactivity Threshold of 90 days. This Client State is automatically assigned by HIFIS
- **Inactive**: The client's last activity from the table in Annex A is more than 90 days in the past. This Client State is automatically applied and changes automatically from Active to Inactive when the HIFIS Inactivity Threshold of 90 days is exceeded.

- **Archived**: User has manually changed the Client State to Archived. Communities should establish a policy or protocol to standardize when a client profile should be assigned a status of Archived, as well as which users can access Archived client files.
- **Deceased**: User has manually changed the Client State to Deceased.

Housing Status

All clients are automatically assigned a **Housing Status**, which indicates the client's current living situation, as recorded in HIFIS. This can be one of the following five Housing Statuses:

Note: HIFIS contains a built-in Reaching Home Housing Continuum – found in the **Administration** menu under **Housing Continuum** – which lists the Housing Types that fall under each of the Housing Statuses. See Annex B for more information.

- **Homeless**: The client has an active Housing History record that corresponds to a Housing Type in the Reaching Home Housing Continuum category of Homeless or are currently booked into a shelter in the **Admissions** module.
- **Housed**: The client has an active Housing History record that corresponds to a Housing Type in the Reaching Home Housing Continuum category of Housed.
- **Public Institution**: This Housing Status indicates that a client has a Housing History record that corresponds to a Housing Type in the Reaching Home Housing Continuum category of Public Institution. Days spent with this Housing Status do not count toward the federal calculation of chronic homelessness.
- **Transitional**: This Housing Status indicates that a client has a Housing History record that corresponds to a Housing Type in the Reaching Home Housing Continuum category of Transitional. Days spent with this Housing Status do not count toward the federal calculation of chronic homelessness.
- **Unknown**: The client does not have a current Housing History record nor are they booked into shelter.

Important: Any gap between two Housing History records will result in a Housing Status of Unknown. The Start Date of a new Housing History record must fall on the End Date of the previous Housing History record in order to avoid generating a Housing Status of Unknown. As such, it is critical that Housing History records are up-to-date, accurate, and entered correctly.

Report overview

Primarily, the COR counts the number of clients who experienced **Active Homelessness** during the reporting period.

Active Homelessness refers to clients who, at any point during the reporting period, met all three of the following conditions at the same time:

- They had an active **Explicit** or **Explicit + Coordinated Access** Consent record;

- They had a **Housing State** of **Homeless**; and,
- They had a **Client State** of **Active**.

Important: Clients with **Inherited** consent will have the same Client State and Housing Status as their Family Head. This will ensure that clients with inherited consent are included in the report even when their own profiles are missing data (e.g. incomplete housing history).

The COR also measures inflow and outflow to and from the homelessness system. System Inflow refers to clients who were added to the **Active Homelessness** category during the reporting period, and System Outflow refers to clients who were removed from the **Active Homelessness** category during the reporting period.

In HIFIS, the COR uses an individual's **Consent**, **Client State**, and **Housing Status** to determine if they should be included in the **Active Homelessness** category.

When someone is added to the Active Homelessness category, they are included in one of the following categories

- Inflow – New to Active Homelessness;
- Inflow – Returned to Active Homelessness;

When someone is removed from the Active Homelessness category, they are included in one of the following categories:

- Outflow – Housed
- Outflow – Other Exits from Active Homelessness

Details on how clients are included in each of these particular categories is described in the section on Report calculations.

Report parameters

The report accepts several parameters:

- **Start Date:** Allows the user to indicate the start date of the reporting period.
- **End Date:** Allows the user to indicate the end date of the reporting period.
- **Which version of the report would you like to run?:** Allows the user to choose between **Basic** and **Complete**.
    - The **Basic** version will only show the data points required for Reaching Home programs or Built for Zero Canada.
    - The **Complete** version will show all data points
    - See Annex D for a list of data points included in each version of the report.
- **Select Population:** Allows the user to choose been **All Homeless** and **Chronic Only**. If **Chronic Only** is selected, the results will only include clients who experienced Chronic Homelessness at any time during the reporting period.
- **Show client details? (Y/N)**: If set to **Yes**, the report will display the client ID numbers of the clients included in the report, along with some additional details
- **Français? (Y/N):** If set to **Yes**, the report will display results in French.

Report calculations

Active Homelessness

Active Homelessness refers to the total number of unique consenting clients who were active and experienced homeless at any time during the reporting period.

This calculation is divided into the following sub-categories:

- **Experienced Homelessness**; and
- **Experienced Chronic Homelessness**.

Experienced Homelessness
Clients are included in the **Experienced Homelessness** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Experienced Homelessness** if the Family Head is included in **Experienced Homelessness**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

Experienced Chronic Homelessness
Clients are included in the **Experienced Chronic Homelessness** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Met the definition of **Chronic Homelessness**.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Experienced Chronic Homelessness** if the Family Head is included in **Experienced Chronic Homelessness**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

Inflow – New to Active Homelessness

Inflow – New to Active Homelessness refers to the total number of unique consenting clients who had a Client State of Active and a Housing Status of Homeless *for the first time* at any time during the reporting period.

Note: This category does not reflect the first time a client experienced homelessness in their life. Instead, it reflects the first time the client was identified as experiencing homelessness in the HIFIS cluster in which their file was created. This means that their Housing History could reflect that they experienced homelessness long before appearing in this category (see figure 2).

This calculation is divided into the following sub-categories:

- **First Time Identified As Homelessness**; and
- **Became Chronically Homeless**.

First Time Identified As Homeless

Clients are included in the **First Time Identified As Homeless** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**;
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- This was the first time these conditions were simultaneously met.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **First Time Identified As Homeless** if the Family Head is included in **First Time Identified As Homeless**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

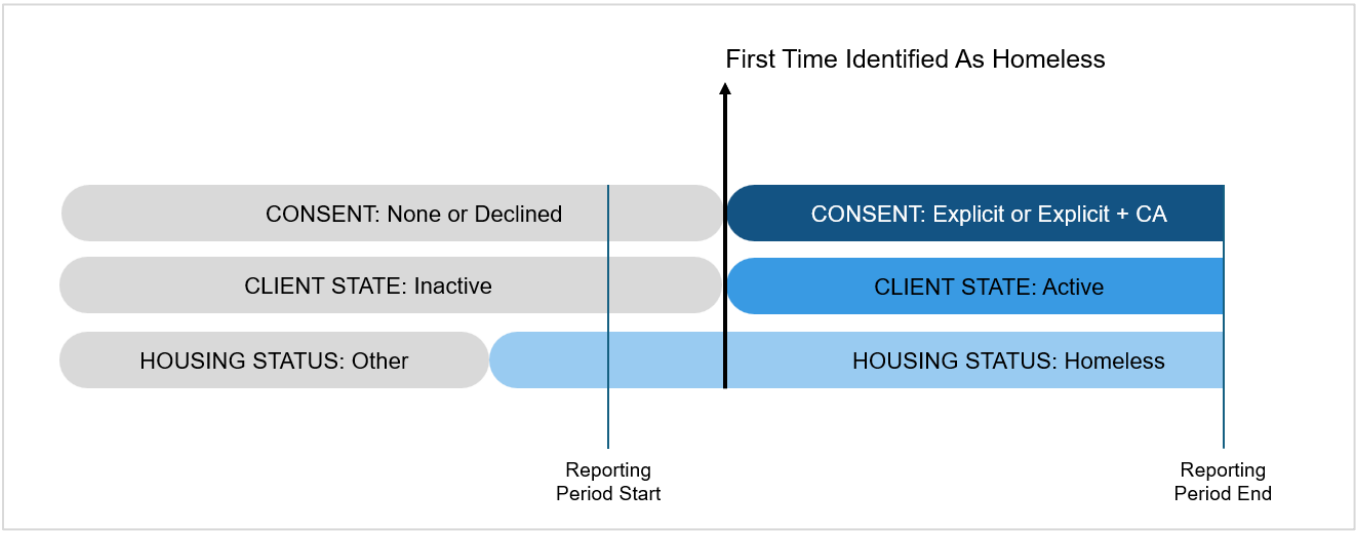


Figure 2: Inflow – First Time Identified As Homeless in the Homelessness-serving System

Became Chronically Homeless

Clients are included in the **Became Chronically Homeless** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**;
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**;
- Met the definition of **Chronic Homelessness**; and
- This was the first time these conditions were simultaneously met.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Became Chronically Homeless** if the Family Head is included in **Became Chronically Homeless**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

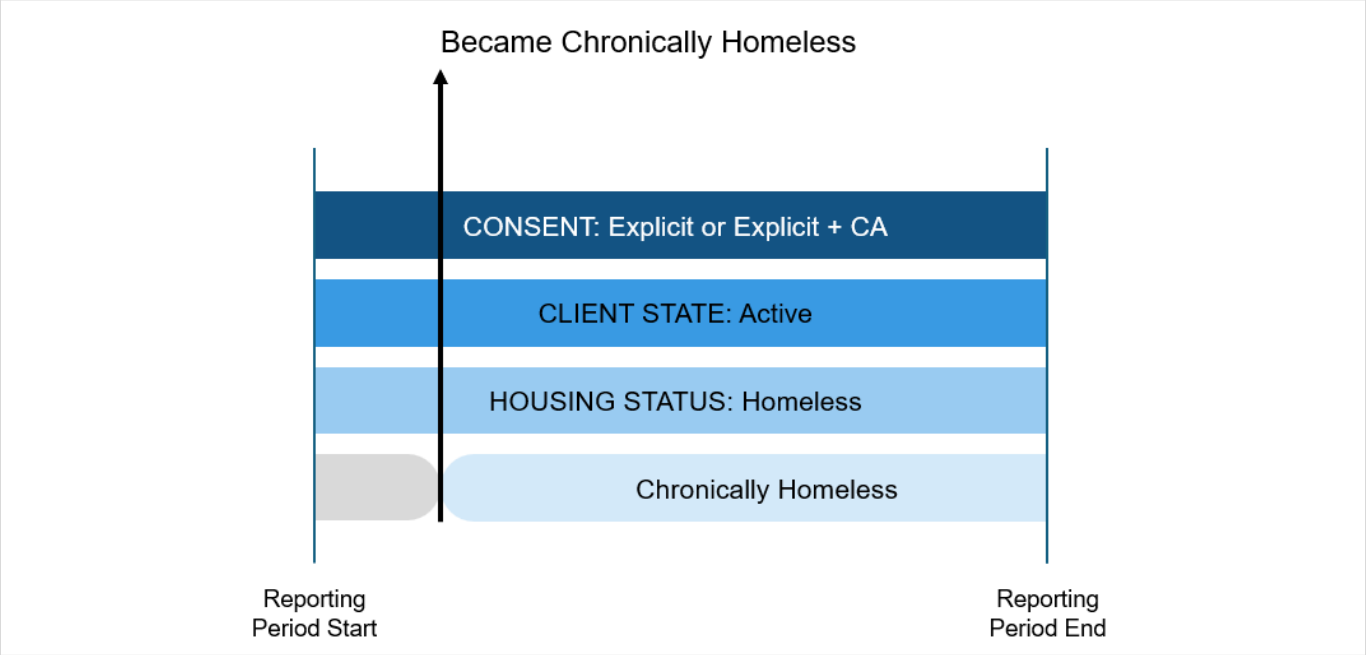


Figure 3: Inflow – Became Chronically Homeless

Inflow – Returned to Active Homelessness

Inflow – Returned to Homelessness refers to the total number of unique clients who returned to the homelessness-serving system during the reporting period after a period of non-homeless Housing Status, non-active Client State, and/or non-active Consent.

This calculation is divided into the following sub-categories:

- **Change to Housing Status – Housed to Homeless**;
- **Change to Housing Status – Transitional to Homeless**;
- **Change to Housing Status – Public Institution to Homeless**;
- **Change to Housing Status – Unknown to Homeless**;
- **Change to Client State – Inactive to Active**;
- **Change to Client State – Archived to Active**;
- **Change to Client State – Deceased to Active**; and
- **Change to Consent – Consent Reactivated**.

Descriptions of each of these sub-categories begin on the next page.

Change to Housing Status – Housed to Homeless

Clients are included in the **Housed to Homeless** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Housing Status** of **Housed** (with no period of Unknown housing between Housing Statuses, meaning that the End Date of the relevant Housing History record coincided with the Start Date of the relevant Admission/Housing History record).

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Housed to Homeless** if the Family Head is included in **Housed to Homeless**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

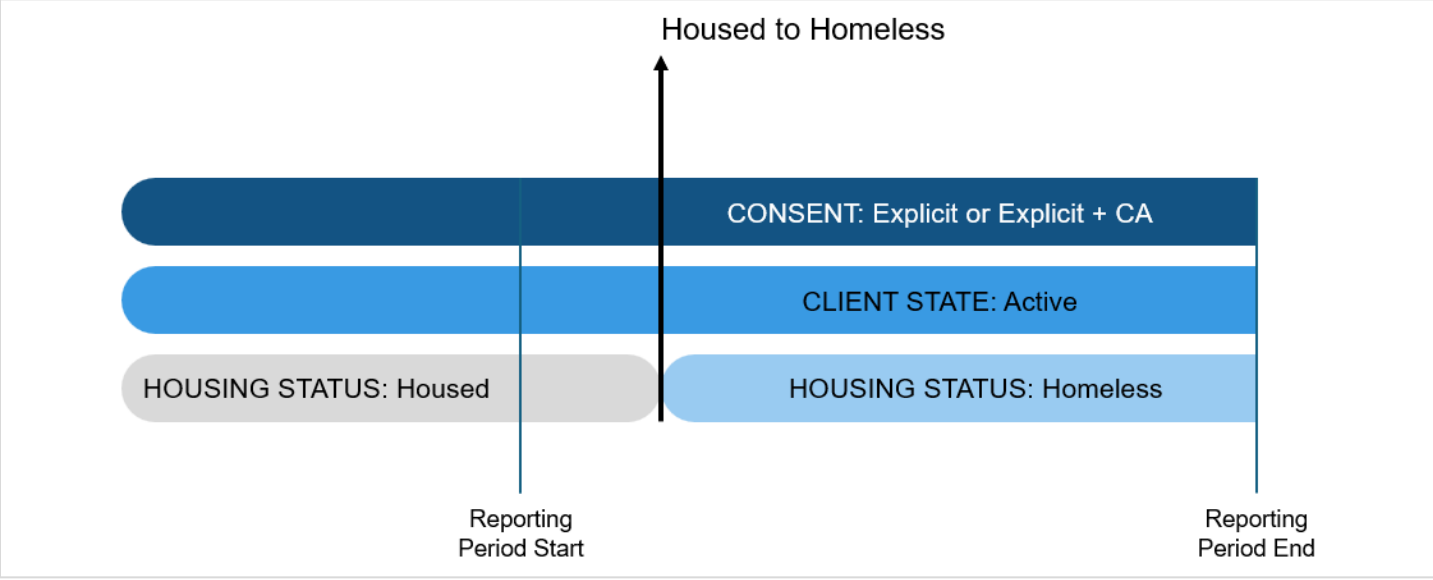


Figure 4: Inflow – Change to Housing Status – Housed to Homeless

Change to Housing Status – Transitional to Homeless
Clients are included in the **Transitional to Homeless** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Housing Status** of **Transitional** (with no period of Unknown housing between Housing Statuses, meaning that the End Date of the relevant Housing History record coincided with the Start Date of the relevant Admission/Housing History record).

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Transitional to Homeless** if the Family Head is included in **Transitional to Homeless**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

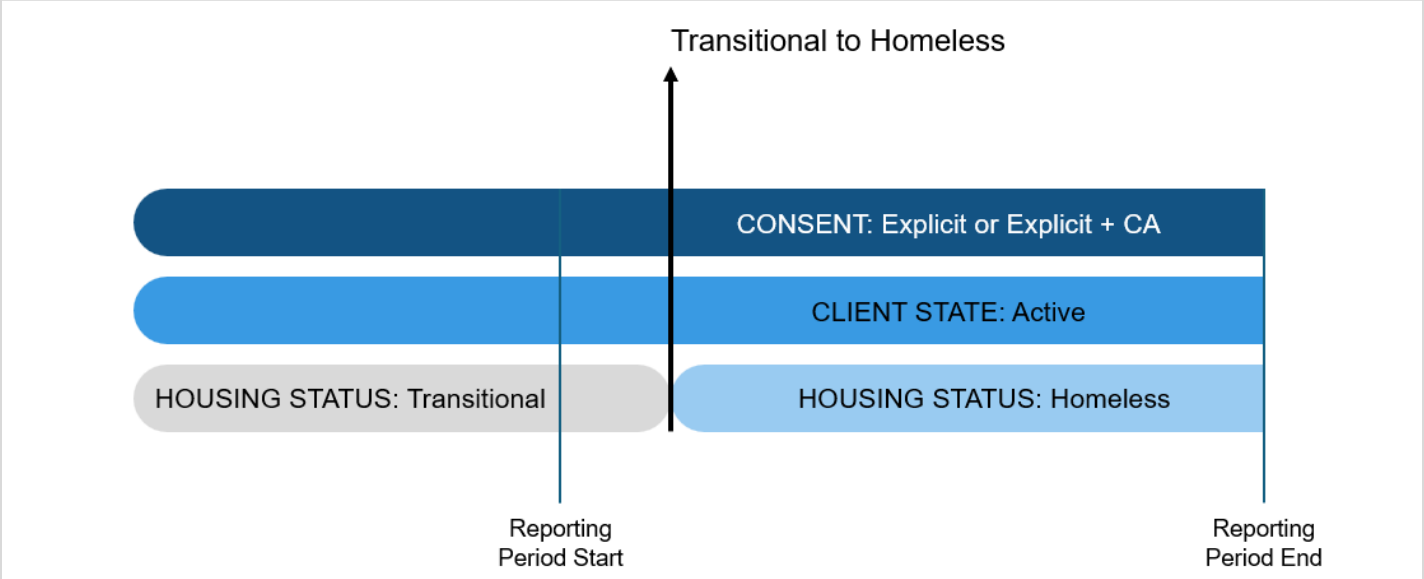


Figure 5: Inflow – Change to Housing Status – Transitional to Homeless

Change to Housing Status – Public Institution to Homeless
Clients are included in the **Public Institution to Homeless** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Housing Status** of **Public Institution** (with no period of Unknown housing between Housing Statuses, meaning that the End Date of the relevant Housing History record coincided with the Start Date of the relevant Admission/Housing History record).

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Public Institution to Homeless** if the Family Head is included in **Public Institution to Homeless**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

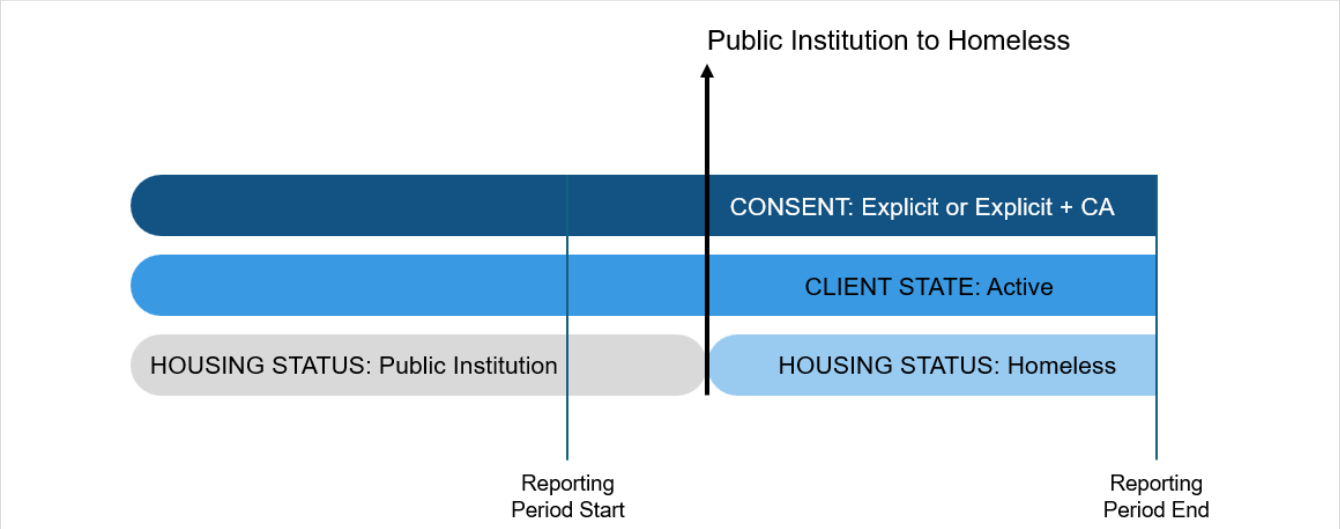


Figure 6: Inflow – Change to Housing Status – Public Institution to Homeless

Change to Housing Status – Unknown to Homeless

Clients are included in the **Unknown to Homeless** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Housing Status** of **Unknown**.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Unknown to Homeless** if the Family Head is included in **Unknown to Homeless**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

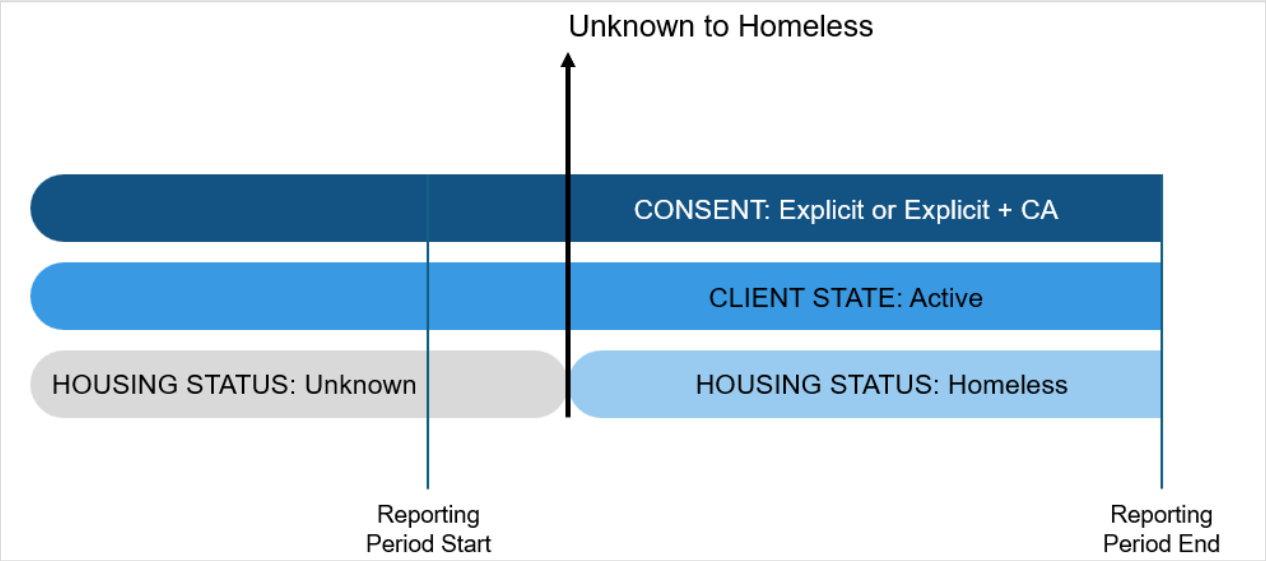


Figure 7: Inflow – Change to Housing Status – Unknown to Homeless

Change to Client State – Inactive to Active
Clients are included in the **Inactive to Active** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Client State** of **Inactive**.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Inactive to Active** if the Family Head is included in **Inactive to Active**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

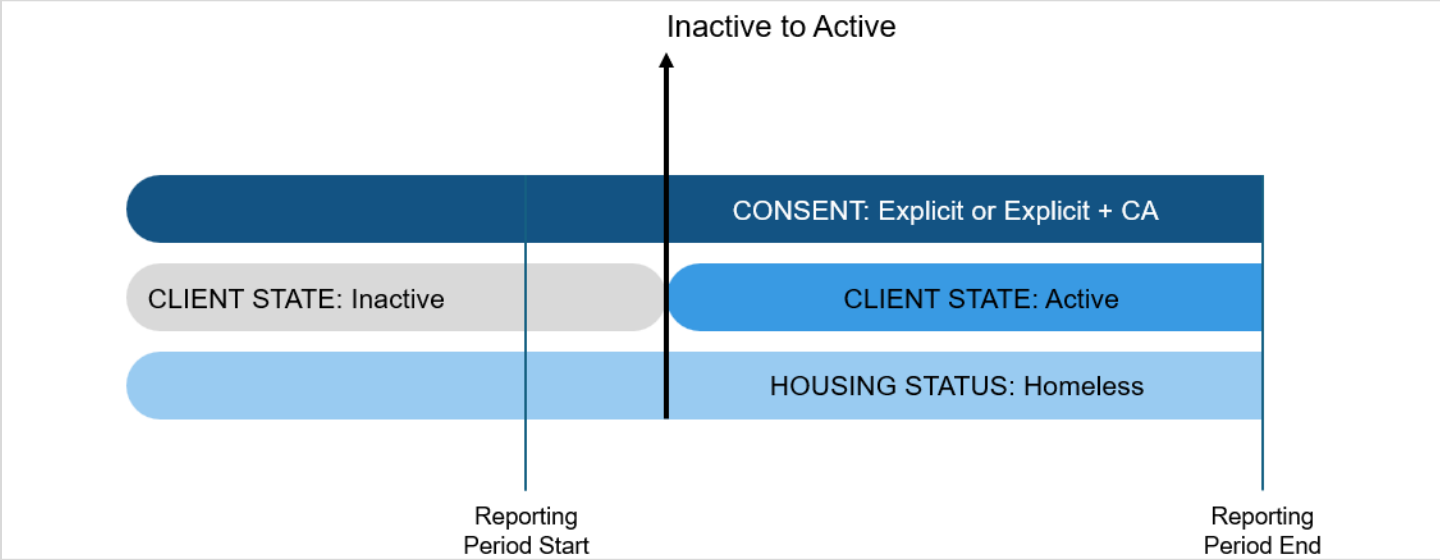


Figure 8: Inflow – Change to Client State – *Inactive to Active*

Change to Client State – Archived to Active
Clients are included in the **Archived to Active** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Client State** of **Archived**.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Archived to Active** if the Family Head is included in **Archived to Active**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

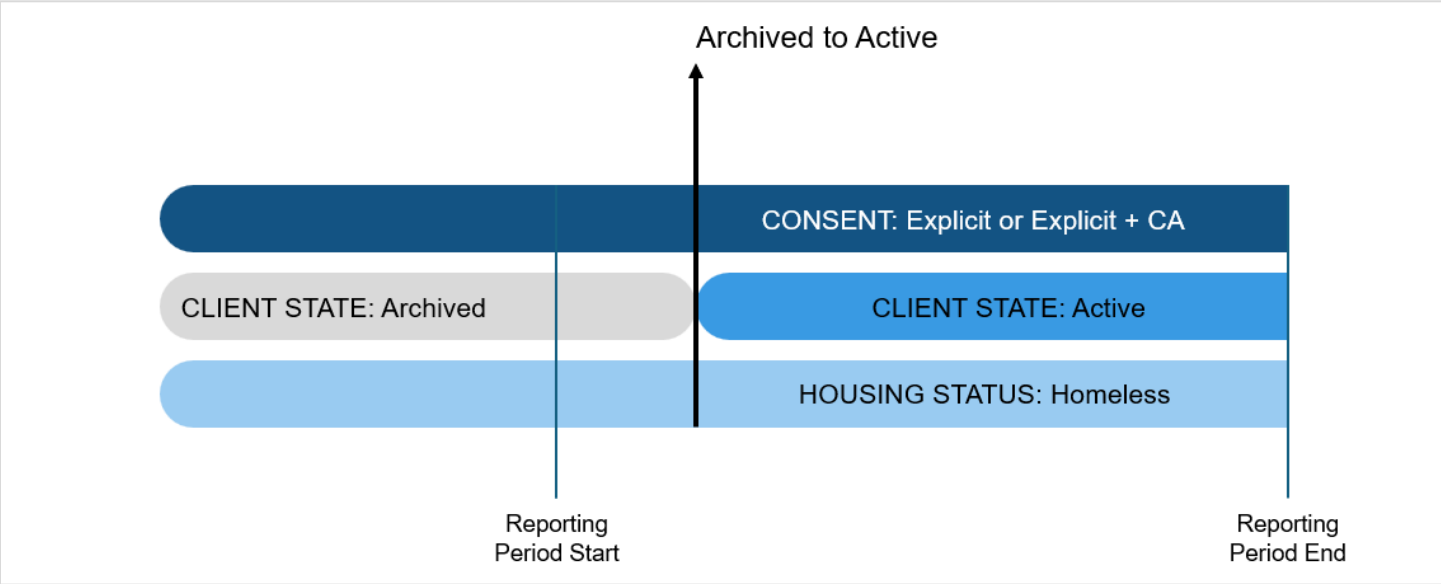


Figure 9: Inflow – Change to Client State – *Archived to Active*

Change to Client State – Deceased to Active
Clients are included in the **Deceased to Active** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Client State** of **Deceased**.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Deceased to Active** if the Family Head is included in **Deceased to Active**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

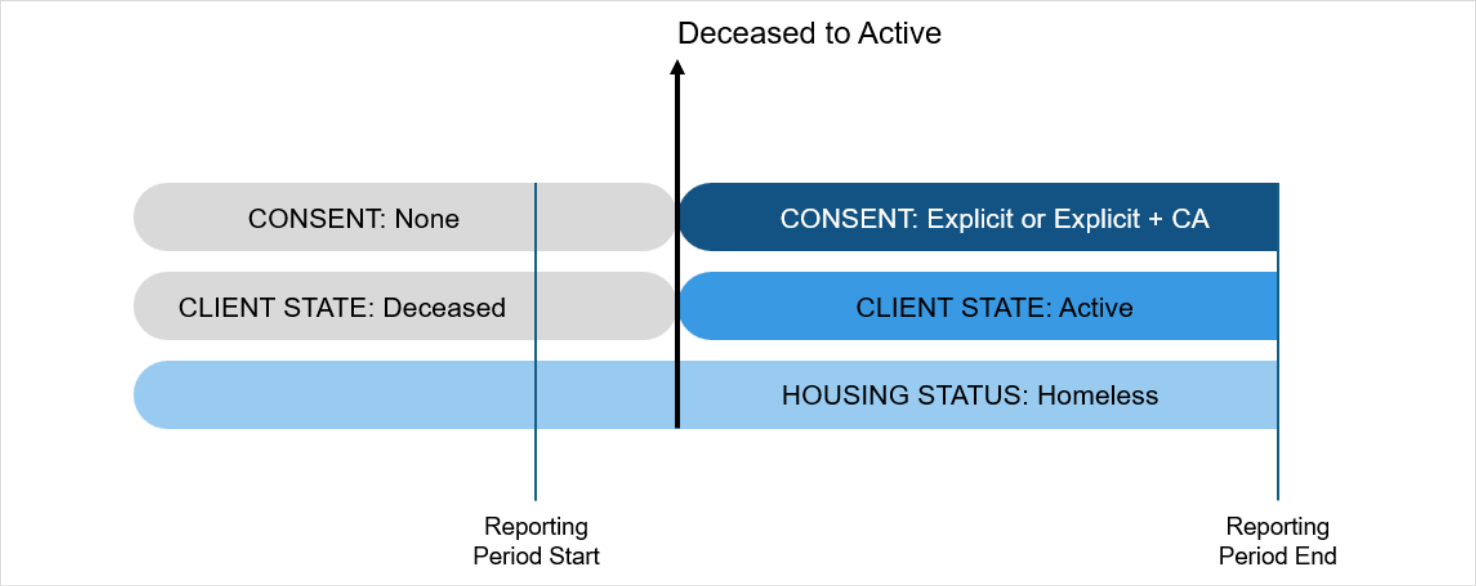


Figure 10: Inflow – Change to Client State – *Deceased to Active*

Change in Consent – Consent Reactivated

Clients are included in the **Consent Reactivated** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status of Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had no active Consent records.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Consent Reactivated** if the Family Head is included in **Consent Reactivated**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

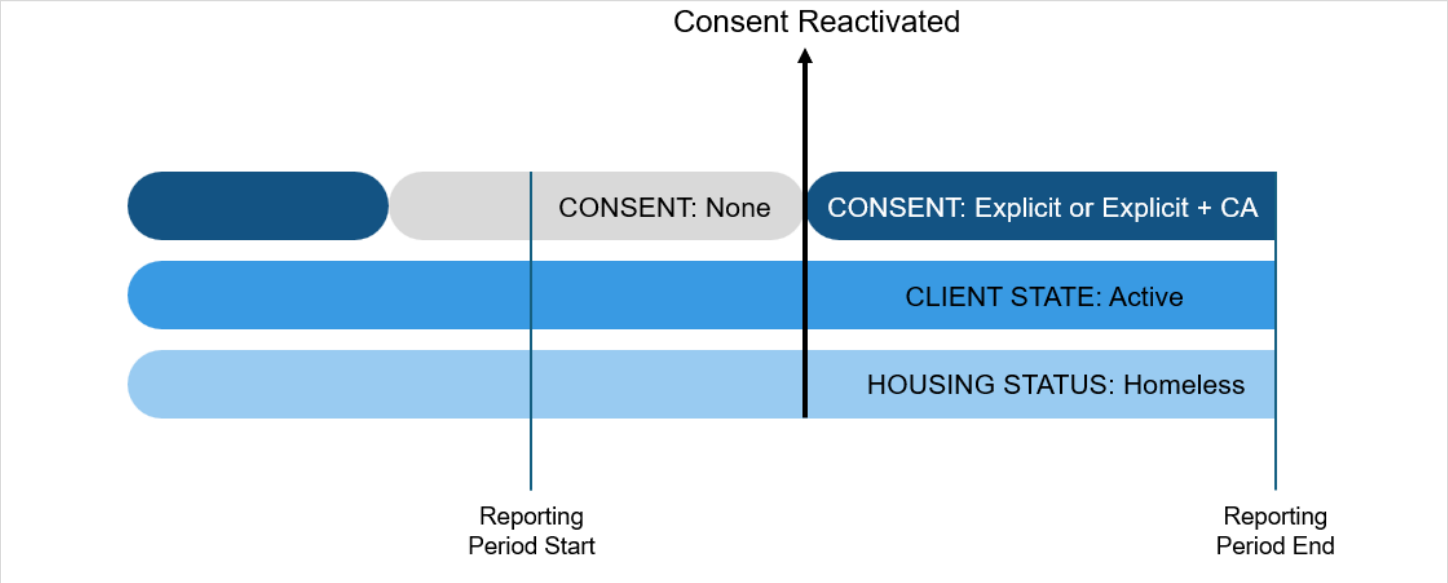


Figure 11: Inflow – Change in Consent – Consent Reactivated

Outflow – Housed

Outflow – Housed refers to the total number of unique consenting clients who moved into housing during the reporting period.

Clients are included in the **Homeless to Housed** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Housed**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Housing Status** of **Homeless** (with no period of Unknown housing between Housing Statuses, meaning that the End Date of the relevant Admission/Housing History record coincided with the Start Date of the relevant Housing History record).

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Homeless to Housed** if the Family Head is included in **Homeless to Housed**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

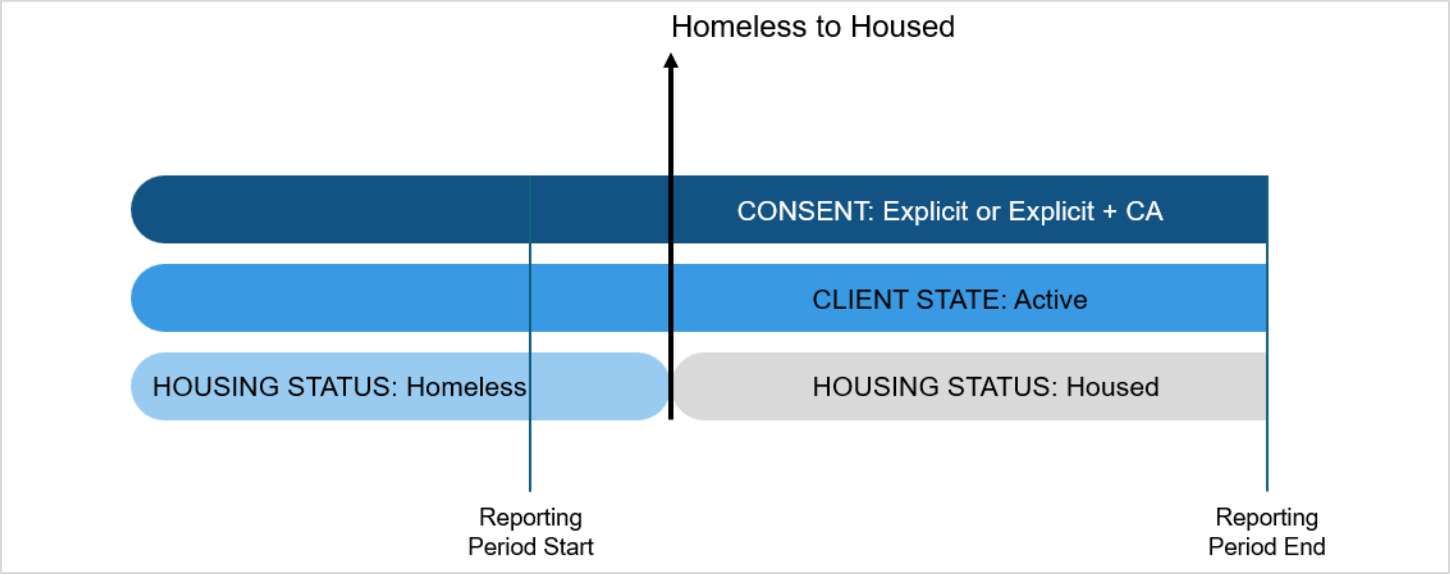


Figure 12: Outflow —Housed

Outflow – Other Exits from Active Homelessness

Outflow – Other Exits from Active Homelessness refers to the total number of unique consenting clients who left the homelessness-serving system during the reporting period for any reason other than a move-in to housing.

This calculation is divided into the following sub-categories:

- **Change to Housing Status – Homeless to Transitional;**
- **Change to Housing Status – Homeless to Public Institution**;
- **Change to Housing Status – Homeless to Unknown**;
- **Change to Client State – Active to Inactive**;
- **Change to Client State – Active to Archived**;
- **Change to Client State – Active to Deceased**; and,
- **Change to Consent – Consent Expired/Withdrawn**.

Descriptions of each of these sub-categories begin on the next page.

Change to Housing Status – Homeless to Transitional

Clients are included in the **Homeless to Transitional** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Transitional**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Housing Status** of **Homeless** (with no period of Unknown housing between Housing Statuses, meaning that the End Date of the relevant Admission/Housing History record coincided with the Start Date of the relevant Housing History record).

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Homeless to Transitional** if the Family Head is included in **Homeless to Transitional**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

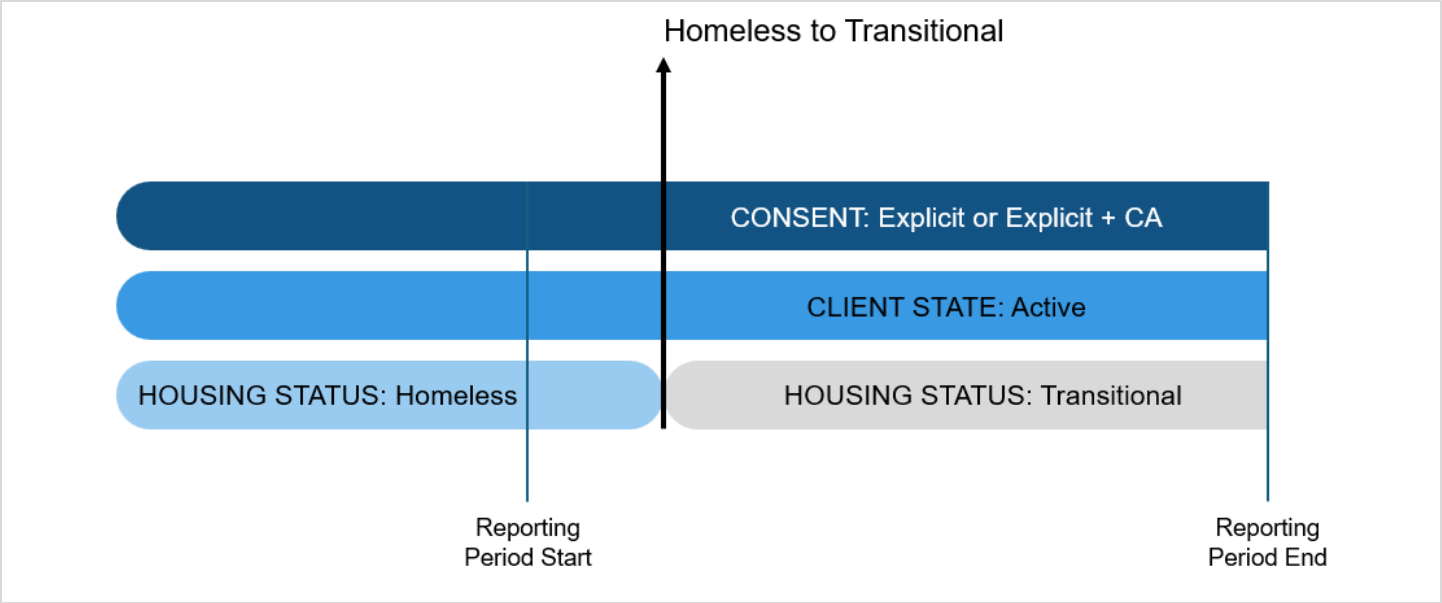


Figure 13: Outflow – Change to Housing Status – Homeless to Transitional

Change to Housing Status – Homeless to Public Institution
Clients are included in the **Homeless to Public Institution** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Public Institution**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Housing Status** of **Homeless** (with no period of Unknown housing between Housing Statuses, meaning that the End Date of the relevant Admission/Housing History record coincided with the Start Date of the relevant Housing History record).

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Homeless to Public Institution** if the Family Head is included in **Homeless to Public Institution**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

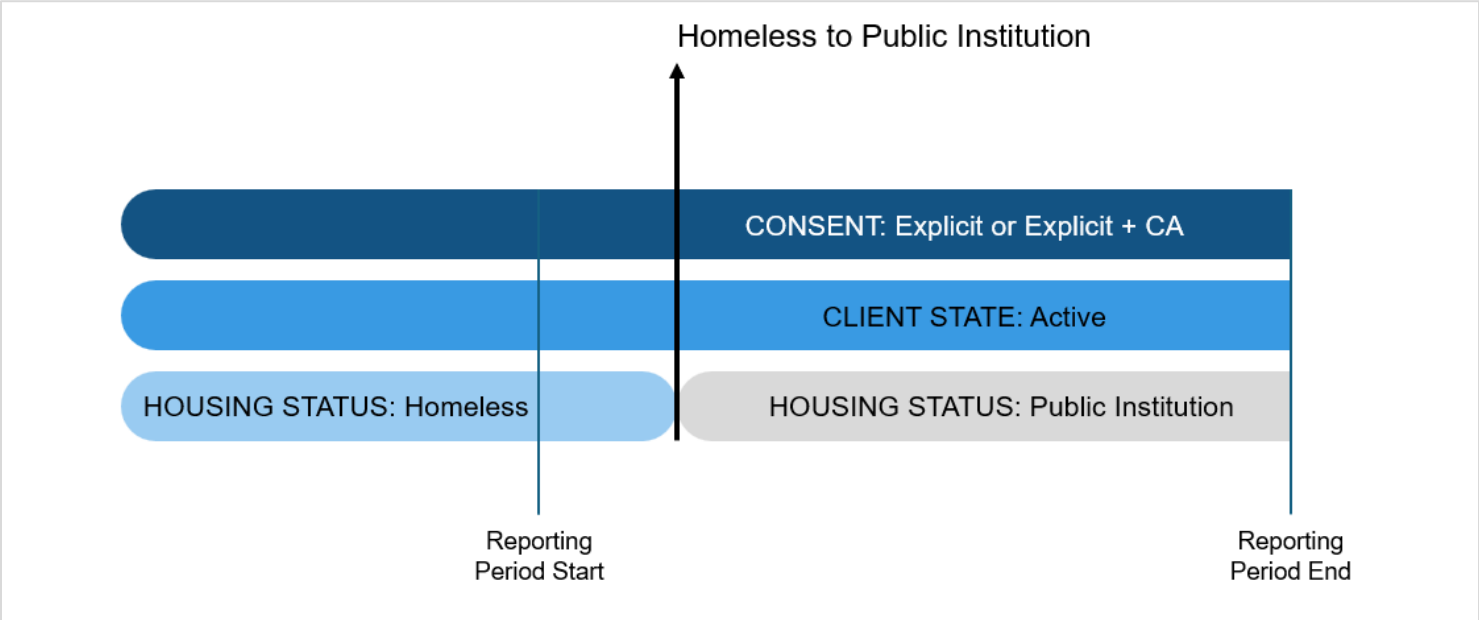


Figure 14: Outflow – Change to Housing Status – Homeless to Public Institution

Change to Housing Status – Homeless to Unknown
Clients are included in the **Homeless to Unknown** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Unknown**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Housing Status** of **Homeless**.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Homeless to Unknown** if the Family Head is included in **Homeless to Unknown**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

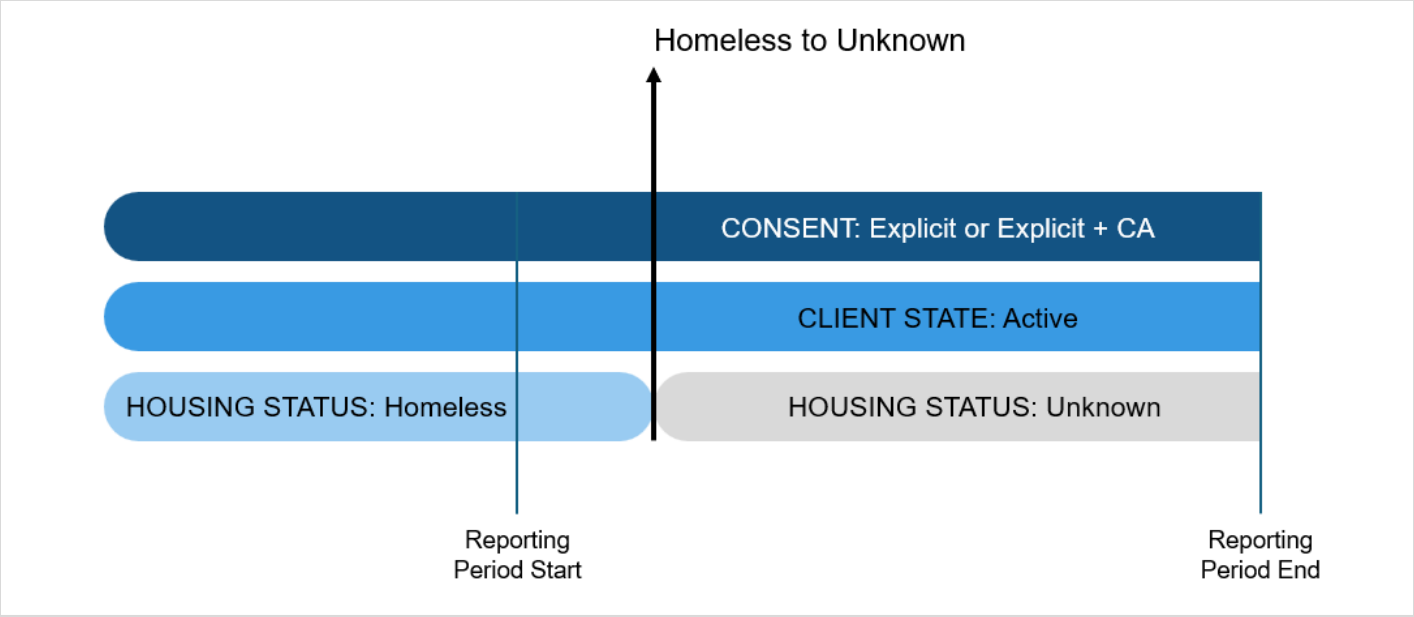


Figure 15: Outflow – Change to Housing Status – Homeless to Unknown

Change to Client State – Active to Inactive
Clients are included in the **Active to Inactive** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Inactive**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Client State** of **Active**.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Active to Inactive** if the Family Head is included in **Active to Inactive**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

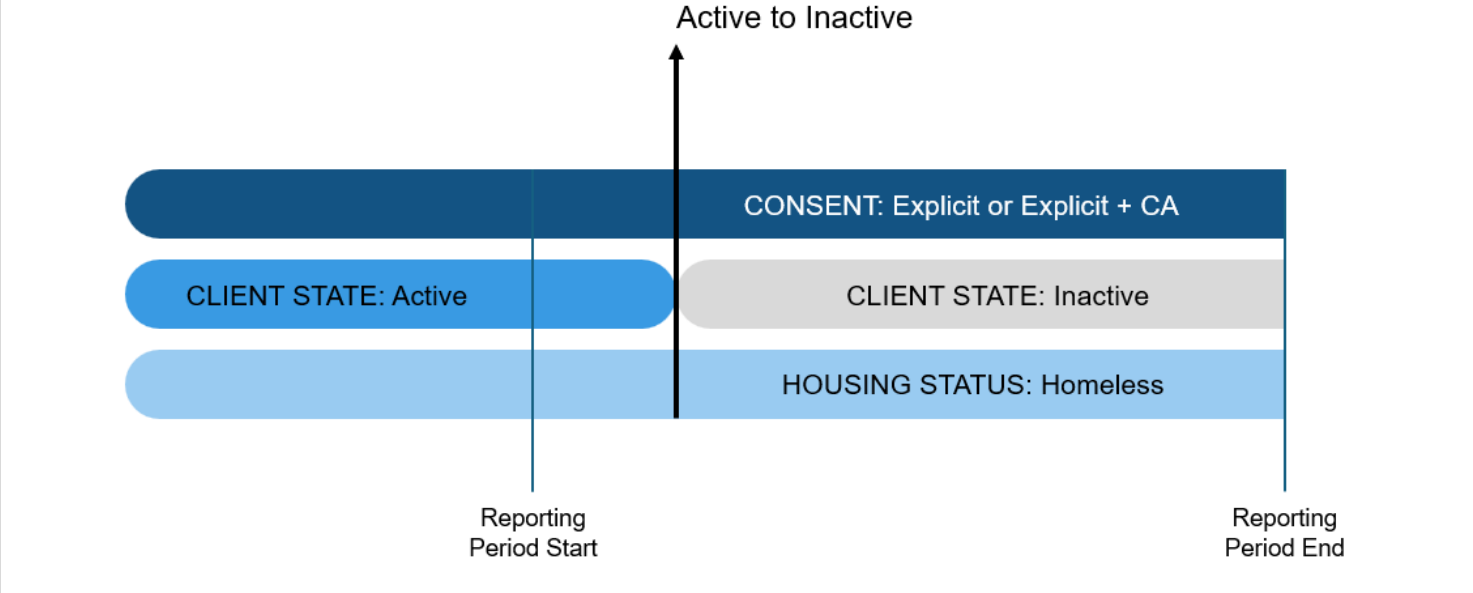


Figure 16: Outflow – Change to Client State – Active to Inactive

Change to Client State – Active to Archived
Clients are included in the **Active to Archived** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Archived**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Client State** of **Active**.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Active to Archived** if the Family Head is included in **Active to Archived**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

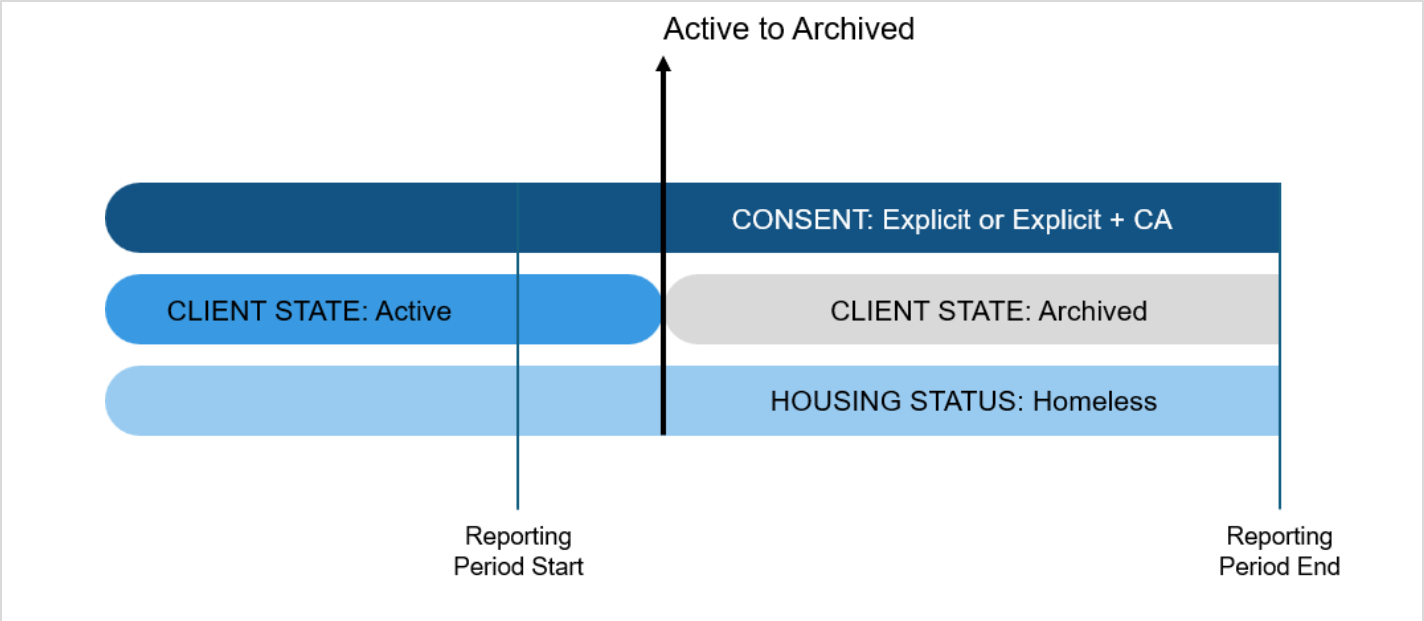


Figure 17: Outflow – Change to Client State – Active to Archived

Change to Client State – Active to Deceased
Clients are included in the **Active to Deceased** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Deceased**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Previously had a **Client State** of **Active**.

Note: Clients with Inherited Consent will have the same Client State and Housing Status as the head of their family. As such, they will be included in **Active to Deceased** if their Family Head is included in **Active to Deceased**. For this reason, it is critically important to review *all clients* who appear in the **Active to Deceased** category and confirm which are valid before publishing or using these numbers.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

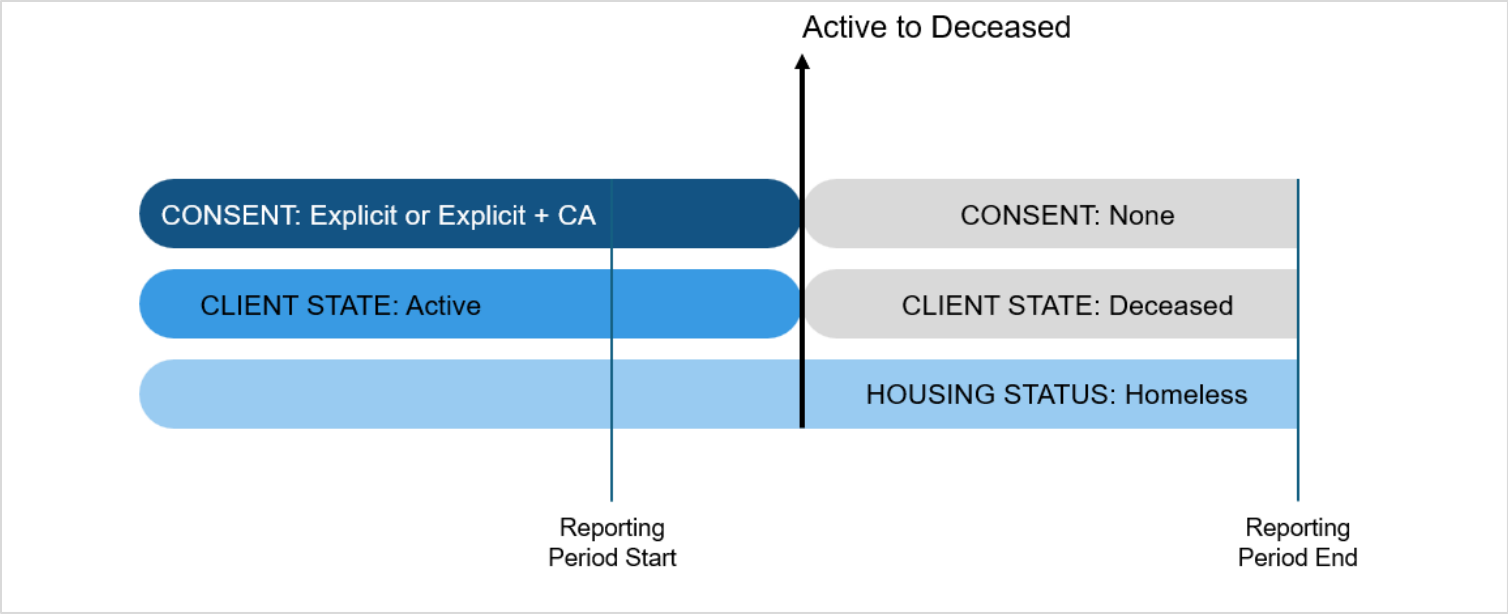


Figure 18: Outflow – Change to Client State – Active to Deceased

Change to Consent – Consent Expired/Withdrawn
Clients are included in the **Consent Expired/Withdrawn** category so long as the conditions below are met simultaneously, at any time during the reporting period:

- Had a **Client State** of **Active**; and,
- Had a **Housing Status** of **Homeless**; and
- Had a **Consent Type** of **Explicit** or **Explicit + Coordinated Access**; and
- Their consent ended during the reporting period.

Note: Clients with Inherited consent will have the same Client State and Housing Status as their Family Head. As such, they will be included in **Consent Expired/Withdrawn** if the Family Head is included in **Consent Expired/Withdrawn**.

There are several additional rules to this calculation:

- Only clients in the current cluster are included;
- Each client is only counted **once**;
- Clients with **Declined to Share** consent are **excluded**.

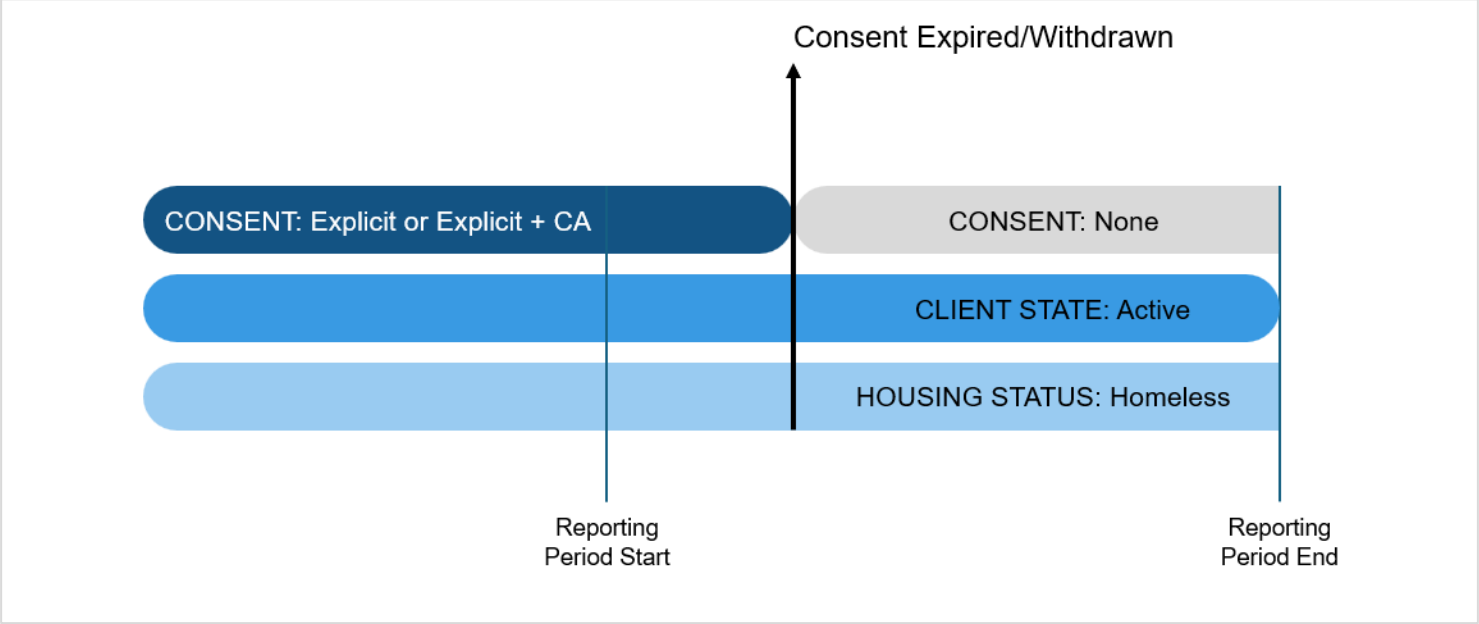


Figure 19: Outflow – Change to Consent – Consent Expired/Withdrawn

Report access management

Determining which HIFIS users can access and run reports is an important part of protecting clients' personal information. For a HIFIS user to be able to run a specific HIFIS report, they must meet the following criteria:

- Be able to view and generate reports in the **Reports Manager**;
- Be assigned a **Rights Template** with a **Report Category** that matches at least one **Report Category** assigned to the report they seek to generate, or be assigned a matching report category through their user profile if their user rights are not determined by a **Rights Template**; and,
- Be logged into a HIFIS Service Provider that has been assigned to the report they seek to generate

To ensure that the correct report is being used and older reports are retired, communities should:

- Limit access to the following reports such that no users have access to them:
  - Community Homelessness Report -Rapport communautaire en matière d'itinérance 2022
  - Reaching Home Community Outcomes Report – Version 59
  - Reaching Home Community Outcomes Report – Version 60
- Delete the CAEH Inflow/Outflow Report from the Custom Reports tab of the Reports Manager, if applicable.

See the HIFIS Configuration Guide for more information on managing access to reports.

Generating the report

The report can be generated using the following steps:

1. Click on **Reports Manager** in the **Reports** menu
2. Click on the **HIFIS Reports** tab
3. Navigate to the report (all reports will be displayed in alphabetical order)
   - The **Filter** option can be used to search for the report by name
4. If applicable, the report can be updated by clicking the **Update Report Version** button
5. Click the **Run Report** button
6. Select the Start and End Dates of the report.
7. Indicate which version of the report you would like to run.
8. Select the population to be included in the report
9. Use the toggle to indicate whether you want to show client details.
10. Use the toggle to indicate whether you want the report to be generated in French.
11. Click the **Run Report** button

How to get the most out of this report

There are several recommended best practices outlined below that will assist HIFIS Leads in benefitting from this report:

- **Complete key fields**: Users should consistently enter and update information related to client vitals, Housing History, as well as day-to-day activities that impact a client's Client State.
- **Real-time data entry**: Community policies and protocols should emphasize the importance and expectation of timely data entry.
- **Monitor data quality**: It is important to monitor the timeliness, completeness, and accuracy of data entry to avoid and fix common errors. Poor data quality has several notable impacts for this report. For example, gaps in Housing History records can result in Housing Statuses of Unknown, which can contribute to undercounting in several of the reporting outcomes.
- **Service provider participation**: Comprehensive coverage of service providers using HIFIS improves the comprehensiveness of the data.
- **Provide continuous training and coaching users**: Training or coaching is an opportunity to improve users' general data literacy and to reinforce expected data entry and data management practices.

Support and resources

- Communities can contact their BFZ-C Improvement Advisor or their HICC Engagement and Program Officer for support on transitioning to the new Community Outcomes Report and on having change management conversations in their community.
- For technical assistance relating to the COR, communities can reach out to support@hifis.ca.
- For more information on HIFIS, refer to the Homelessness Learning Hub.

Annex A – Activities that make or keep a client active

Module	Action	Field used in calculation	Conditions/Notes
Admission	Add Book In	Start Date and Time	Client will maintain a Client State of **Active**, so long as an **Admission** record is open. When the **Book Out** occurs, the **Book Out Date and Time** is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS
Appointment	Add Appointment	Start Date and Time	Client will be made/kept **Active** only if **Followed Through** field is set to **Yes**
Assessment	Add SPDAT	Start Date and Time	N/A
	Add VI-SPDAT	Start Date and Time	N/A
	Add VAT	Start Date and Time	N/A
Calls and Visits Log	Add Log	Date and Time	N/A
Case Management	Add Case	Start Date	Client will have a Client State of **Active** so long as the **Case Management** record remains open. When the record is closed by clicking **Edit Case**, and setting the **Status** to **Closed – Success** or **Closed – Goal(s) not met**, the **End Date** is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS
Consent	Add Consent	Start Date	N/A
Diversion	Add Diversion Attempt	Date and Time	N/A
	Diversion Workflow	Date and Time	N/A
Food Banks	Add Food Bank Transaction	Start Date and Time	N/A
Goods and Services	Add Goods and Services Transaction	Start Date and Time	N/A
	Add Express Goods Transaction	Start Date and Time	N/A
	Add Express Services Transaction	Start Date and Time	N/A
Group Activities	Add Client Name(s)	Start Date and Time	Client will be made/kept **Active** only if the **Attended** field is set to **Yes**

Module	Action	Field used in calculation	Conditions/Notes
Housing Loss Prevention	Add Housing Loss Prevention	Start Date	Client will have a Client State of **Active** so long as the **Housing Loss Prevention** record remains open. When the record is closed by adding a final follow-up: • If the **All Clients Still in Housing** field is set to **Yes**, then the **Final Follow-up** date is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS • If the **All Clients Still in Housing** field is set to **No**, then the earliest date between the **Final Follow-up Date** or **Date Left Housing** is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS
Housing Placement	New Follow Up	Follow-up Date	Client will have a Client State of **Active** so long as the **Housing Placement** record remains open. When the record is closed by adding a final follow-up: • If the **All Clients Still in Housing** field is set to **Yes**, then the **Final Follow-up** date is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS • If the **All Clients Still in Housing** field is set to **No**, then the earliest date between the **Final Follow-up Date** or **Date Left Housing** is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS
Medication Dispensing	Dispensing Medication	Dispensing Date	N/A
Service Restrictions	Add Service Restriction	Start Date	N/A
Storage	Add Storage Item	Start Date	N/A
Survey	Begin Survey	Date Taken	N/A
Turn Aways	Add Turn Away	Effective Date and Time	N/A

Annex B – Reaching Home Housing Continuum

Housing Status	Housing Type
Homeless	• Makeshift / Street • Vehicle • Abandoned Building • Encampment/Campsite • Emergency Shelter • YMCA / YWCA • Hostel • Hotel / Motel • Couch Surfing – Staying Temporarily with Others • Domestic Violence – Emergency Shelter
Housed	• Co-op Housing • Foster Care • Housed in Family's House / Apartment • Home Ownership • Housed On-Reserve • Military Housing • Rooming House • Single Room occupancy • Social / Community Housing • Rental at Market Price • Group Home • Indigenous Housing Provider • Rental at Market Price with Rent Subsidy • Room in a House • Secondary Suite • Supportive Housing • Residential Care Facility
Transitional	• Transitional Housing • Domestic Violence – Transition House
Public Institution	• Correctional Facility • Hospital – Medical • Hospital – Psychiatric • Detoxification Facility • Recovery / Treatment Facility

Annex C – Frequently Asked Questions

General questions

Do I have to use the COR and if so, by when?

In April 2026 the Reaching Home Directives were updated and requirements relating to using the Canadian Methodology and the Community Outcomes Report (COR) were clarified as part of that update. The Directives now identify that the Canadian Methodology for Active Homelessness must be used for reporting on outcomes under Reaching Home, including the Community Homelessness Report. Communities that use HIFIS can generate data using the COR, which is based on the Canadian Methodology.

For more information on the recent update of the Reaching Home Directives, there are summary documents available on the Homelessness Learning Hub.

Will moving to the COR impact my community data?

Yes. Moving to the COR will likely result in changes to your community data compared to what was previously reported through the previous Reaching Home Community Outcomes Report and CAEH Inflow/Outflow Report, due to changes in the methodology of the report.

HICC and BFZ-C understand that data generated using the COR may differ from earlier submissions. While this change is expected, please notify HICC and BFZ-C when your community transitions to the COR so data can be appropriately annotated.

At the local level, you may need to explain these differences, especially if the numbers vary significantly from what you've previously reported. The level of explanation required will depend on the extent of the change and your local context.

Support is available:

- For Reaching Home communities, contact your Engagement and Program Officer (EPO) at HICC.
- For BFZ-C communities, reach out to your Improvement Advisor.

If I'm a member of BFZ-C, do I need to worry about data reliability/data balancing (within the 5% margin of error) for BFZ-C data submissions?

No – for communities using the COR (or equivalent report for another HMIS), data reliability checks and balancing within a 5% margin of error will no longer be required for BFZ-C confirmations or coaching.

However, for communities still using the By-Name List Excel Workbook (or similar tool) or a custom report in HIFIS/HMIS balancing within 5% remains a valuable practice to ensure the accuracy and completeness of your data.

Technical Questions

What are the main differences in the methodology used in the new COR compared to the Reaching Home Community Outcomes Report and the CAEH Inflow/Outflow Report?

There are a number of differences between these reports, described below:

- Snapshot vs. Period Prevalence
  - The CAEH Inflow/Outflow Report provided a snapshot of homelessness as of the end of the month while the COR summarizes homelessness over a period of time.
  - As a result, the COR captures more client transitions than the CAEH Inflow/Outflow Report.
- Unknown Housing Status
  - In the CAEH Inflow/Outflow Report, gaps in a client's Housing History were ignored and the report would default to the client's most recent Housing Status.
  - In the COR, gaps are treated explicitly. If a client has periods where their Housing Status is Unknown, these periods will be treated as returns from a Housing Status of Unknown or outflow to a Housing Status of Unknown, as applicable.
- Consent
  - The CAEH Inflow/Outflow report did not account for clients' Consent status to avoid undercounting the number of clients experiencing homelessness.
  - The COR (and the earlier Reaching Home Community Outcomes Report) exclude clients with Declined to Share consent. Clients with this Consent Types are excluded to avoid overcounting.
  - To be included in the COR, a client must have Explicit or Explicit + Coordinated Access consent.
  - **Important:** This report will not work if your community does not use the Enforced Consent feature. Enabling this feature is highly recommended to ensure the protection of client information. For more information, see Control and Protect Client Information.
- Families
  - The Reaching Home Community Outcomes report treated each client as an individual, using the individual's Client State and Housing Status, while the CAEH report assigned all family members their Family Head's Client State and Housing Status. Now, the COR report assigns clients with Inherited Consent their Family Head's Client State and Housing Status. This prevents clients with Inherited consent and missing data (e.g. incomplete housing history) from being excluded from the report.
  - **Important:** The report assumes that all family members recorded in HIFIS as a family are residing together. As such, if your community adds family members to a family group when they are not residing together (e.g.

children in foster care), your community may experience inflated data related to children.

Why are clients with Declined to Share consent not included in the report?

Client files with this Consent Types are only visible in HIFIS to the HIFIS Service Provider who created the file. As such, a client with this Consent Type who is receiving services from multiple agencies may have multiple files in HIFIS across the homeless-serving system. As such, they are excluded from the report to avoid overcounting.

What if a client has a period of unknown housing before they are housed? Will they still appear under Outflow – Housed?

No. When a client has a Housing Status of Homeless, then a Housing Status of Unknown, followed by a Housing Status of Housed they are counted under **Outflow – Other Exits from Active Homelessness – Homeless to Unknown**. Transitions from a Housing Status of Unknown to Housed are not captured in the report. Therefore, it is critical that communities reduce gaps in Housing History through training and quality assurance reviews.

If someone was housed in January, but that Housing History record was not added to HIFIS until April, would the client show up as Housed in the month of April, or only in January if you re-ran the report for that month?

According to the COR methodology, this client would only be counted as Housed when the transition took place, not when the data was entered. As such, you would need to re-run the report for January to see them reflected in that month's data. For this reason, timely data entry is vital to ensure the accuracy of the report during the reporting period.

If a client has multiple transitions within the month, are they counted multiple times?

Clients are only counted once in each category. If a client meets the appropriate definitions, they could be counted under Inflow, Active Homelessness, and Outflow during a single reporting period. For example, if a client experienced homelessness for the first time on January 10th, stayed in a shelter for 10 days, and then was able to return to their previous address, they would be counted under:

- Inflow – New to Active Homelessness – First time identified as homeless;
- Active Homelessness – Experienced Homelessness; and
- Outflow – Housed – Homeless to Housed.

Are HICC and/or BFZ-C now asking for identifying client information?

No. As always, data submitted to HICC for the CHR and HIP and/or to BFZ-C is always aggregated anonymized data. The ability to display Client IDs in the report was added to assist communities in improving their data quality at the local level.

What HIFIS version is required to run the COR?

HIFIS Version 4.0.60.1 or higher is required to run this report. Attempting to run the report on earlier versions of HIFIS will result in incorrect data.

When I run the report and select 'Yes' for the Show Client Details parameter I see clients listed multiple times. Is this duplicate information I need to address?

No. The report will only count unique clients once in each category. If you see a client listed multiple times, this could be because they have multiple active Consent records. While this will not impact COR data, you may want to look at the client's profile in HIFIS and address data quality issues if needed.

If I re-run this report for a specific month several months after I originally ran it, what is the impact on the data?

Re-running the report months later is likely to produce different numbers for the selected report period. How different these numbers will be is dependent on how (and if) historical client data has been modified since the last time the report was run. Examples of changes that could impact the data include:

- Changing clients' demographics;
- Modifying clients' Housing History, or filling gaps after the report was originally run; and,
- Adding service records retroactively.

What happens if I merge clients?

The result depends on the clients' Housing Status, Client State, whether they are considered chronically homeless, as well as the demographics of the merged clients. In HIFIS, when clients are merged, their data is combined based on the information that is most recent. The updated client may be counted in a different category (if any) than before. A rigorous review of the client's data is required following the merge to ensure the quality and accuracy of the data.

How can I reduce the number of clients who appear in the Unknown to Homeless and Homeless to Unknown categories that appear in the Inflow and Outflow sections of the COR?

Keeping a client's Housing History complete and up-to-date is essential to ensuring high-quality data. Housing History data is used to determine a client's Housing Status, and whether they meet the definition of Chronic Homelessness – both of which are vital indicators that are used to generate COR data. Take preventative action by providing training to users on the importance of Housing History and frequently review client data using the **Show Client Details** parameter to make corrections as necessary. It is recommended that clients exiting shelter be recorded in Housing History as exiting to

unsheltered or hidden homelessness unless they are known to be exiting to housing or an institution.

My community uses the Admissions module for recording clients in housing. How will this impact my data?

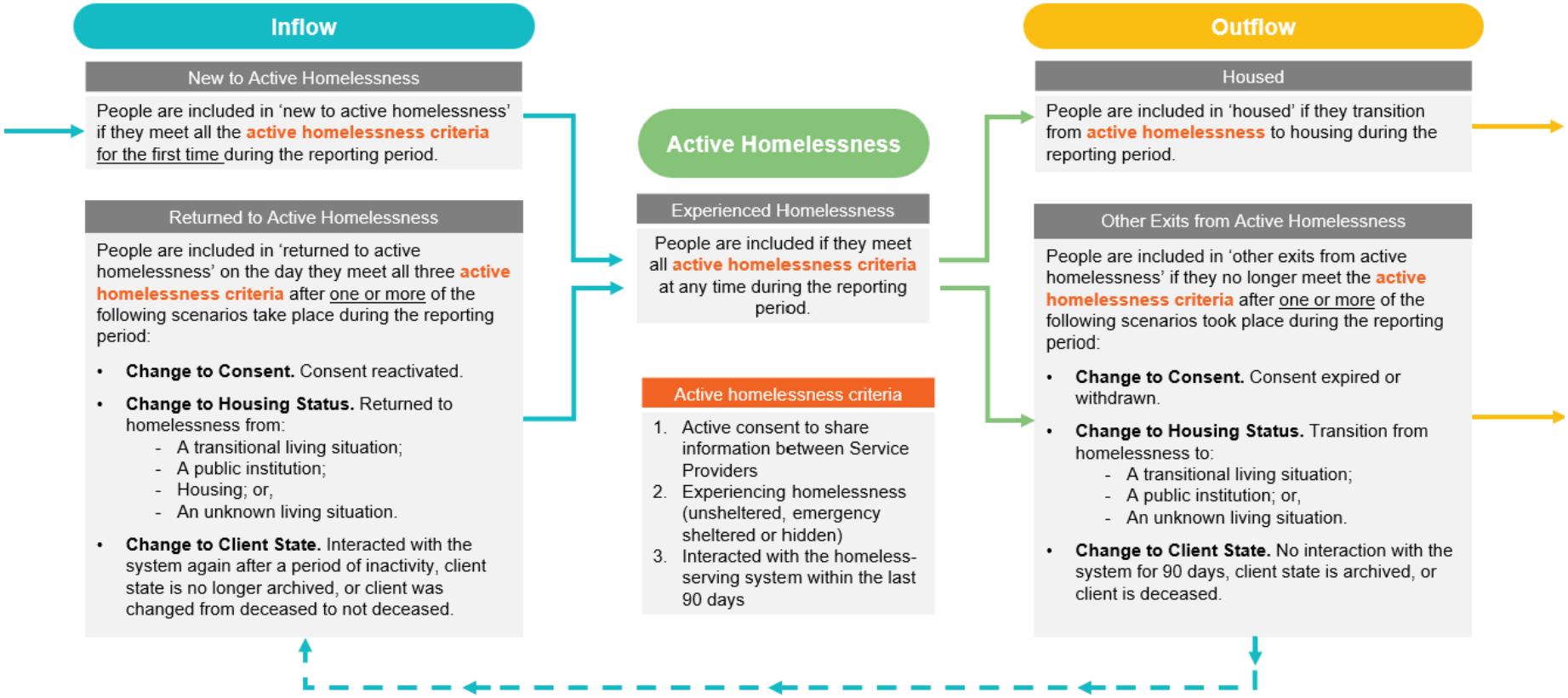
The Admissions module is not intended for this purpose. The Admissions module is used to book clients in and out of shelter beds. As such, HIFIS will automatically assign these clients a Housing Status of Homeless. This means these clients will not be counted in any Inflow or Outflow categories related to housing, and they will appear in the Active Homelessness category as long as they are booked into a shelter bed in the Admissions module.

If I need technical support for running the COR or if I have questions about the COR methodology, who do I ask?

Communities can reach out to support@hifis.ca if they have questions about the COR.

Annex D – List of data points

The table below displays a list of all the data points included in both the basic and complete versions of the report.

Data Point	Included in Basic Version	Included in Complete Version
Active Homelessness		
# of unique clients who experienced homelessness	✓	✓
# of unique clients who experienced chronic homelessness	✓	✓
Inflow – New to Active Homelessness		
# of unique clients who were identified as homeless for the first time	✓	✓
# of unique clients who became chronically homeless	✓	✓
Inflow – Returned to Active Homelessness		
# of unique clients whose Housing Status changed from Housed to Homeless	✓	✓
# of unique clients whose Housing Status changed from Transitional to Homeless		✓
# of unique clients whose Housing Status changed from Public Institution to Homeless		✓
# of unique clients whose Housing Status changed from Unknown to Homeless		✓
# of unique clients whose Client State changed from Inactive to Active	✓	✓
# of unique clients whose Client State changed from Archived to Active		✓
# of unique clients whose Client State changed from Deceased to Active		✓
# of unique clients whose consent was reactivated		✓
Outflow – Housed		
# of unique clients whose Housing Status changed from Homeless to Housed	✓	✓
Outflow – Other Exits from Active Homelessness		
# of unique clients whose Housing Status changed from Homeless to Transitional		✓
# of unique clients whose Housing Status changed from Homeless to Public Institution		✓
# of unique clients whose Housing Status changed from Homeless to Unknown		✓
# of unique clients whose Client State changed from Active to Inactive	✓	✓
# of unique clients whose Client State changed from Active to Archived		✓
# of unique clients whose Client State changed from Active to Deceased		✓
# of unique clients whose consent was expired or withdrawn		✓

Annex E – Canadian Methodology for Calculating Homelessness-serving System Inflows, Outflows, and Active Homelessness