



Region of Waterloo

Developing & Implementing By-Name Lists



ALL ROADS LEAD TO HOME

CAEH National Conference on Ending Homelessness
November 3, 2016

Collecting Data and Taking Action At the Same Time



Knowing Every Person By Name

- Registry Week took place Nov 30 – Dec 1, 2014
- [Dashboard](#)
- [Registry Week Snap Shot](#)
- [Registry Week Pilot Report](#)
- [20K Homes Waterloo Region Video](#)



Urgent Action to House

Goal:

Support **40**
people with
greatest need
to housing
over winter
2014/15

Additional Resources to Support:

Four additional
Housing First staff
& 40 Housing
Allowance

How to choose
who receives
these
resources?

Acuity – Depth of Need

High

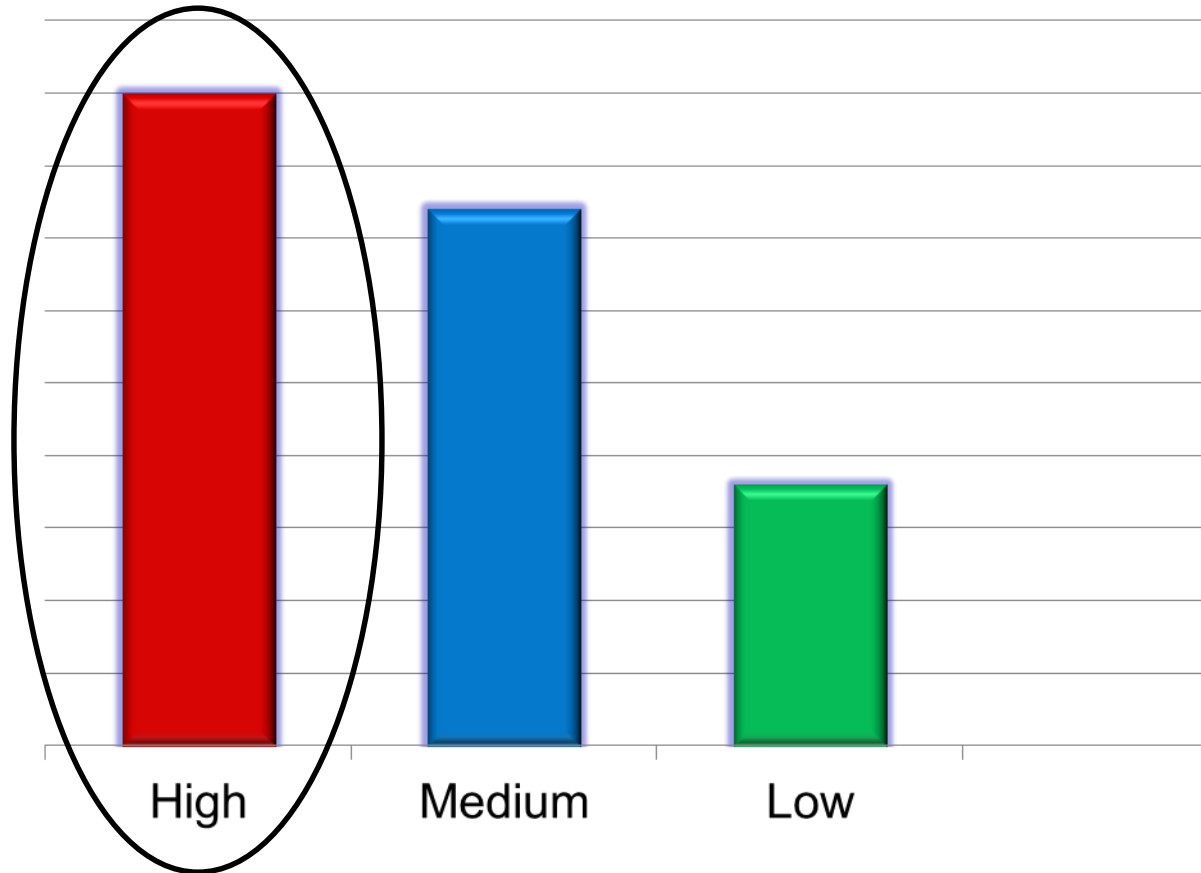
- 120 (46%)

Medium

- 94 (36%)

Low

- 47 (18%)



Initial Static Priority List



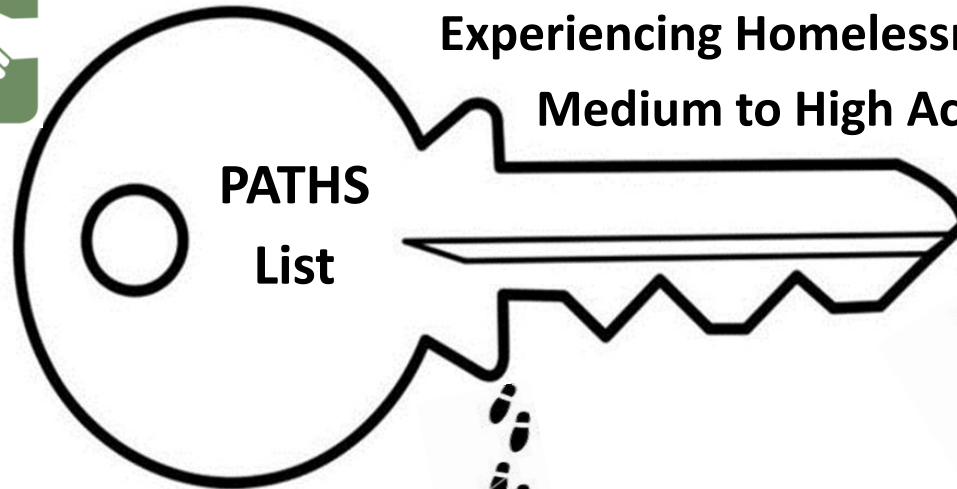
1. Reviewed and confirmed existing list of high acuity
2. Offered housing support and housing allowance from list



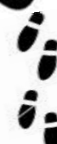
PRIORTIZED ACCESS TO HOUSING STABILITY (PATHS)



While waiting for housing with support programs, people continue to be supported through emergency shelter, street outreach and housing resource centers.



Experiencing Homelessness and
Medium to High Acuity



**Housing
Help Plus**
(mobile -
pilot)



**STEP
HOME**
Support to end persistent
homelessness
STEP HOME
(mobile)



**CHPI
SUPPORTIVE
HOUSING**
(on-site)



PATHS By-Name List Categories

PATHS List Status

Stages of Change

On The Radar

(Basic non-identifying info for census)

Pre-Contemplative

Added (on the list)

(PATHS Addition Form, Consent, Eligible)

Contemplative

Engagement & Document Ready

(Housing Needs and Preferences)
(basic + program specific documentation)

Preparation

Priority List

(ready to be prioritized for program offer)

Preparation

(offered) Assigned

(service agreement and securing housing)

Action

Removed

(death, moved, lost contact, housed)

-

PATHS Process



Eligibility

**Desire for
Housing &
Programs
Confirmed**

**Document
Readiness**

Eligibility to Be Added to PATHS



- Currently homeless or being discharged from an institution with a history of homelessness;
- Have lived in Waterloo Region for at least one year (current or past);
- Are assessed as having medium or high acuity through SPDAT; and
- PATHS Addition Form and give consent to be added to PATHS.

Lists Within List and SPDAT

- Adult
 - VI-SPDAT
 - Full SPDAT
- Family
 - VI-SPDAT
 - Full SPDAT
- Youth
 - TAY-VI-SPDAT
 - Full SPDAT



**Service Prioritization
Decision Assistance Tool
(SPDAT)**

Document Readiness



- Housing Needs and Preferences Form
- Proof of Income
- ID
- Depending on which program interested in:
 - Affordable Housing Application
 - Portable Housing Allowance Application
 - Lutherwood Last Month's Rent Form
- Full SPDAT

PATHS Process



Priority
List

Space
Identified
& Prioritize

Offer

Now On Priority List

- Full PATHS List (high) posted weekly
- PATHS Working Group (Oath, Guide, Monthly):
 - Prioritize and Matching
 - List management for those in process to priority
 - Develop PATHS Process
- Sub Groups also meet:
 - Cambridge STEP Home Team – weekly
 - Kitchener-Waterloo STEP Home - weekly
 - Families to Homes – every two months
 - Each Housing Help Plus Program - weekly
- Use the following to support prioritization...

Local Priorities



- **VI-SPDAT/Full SPDAT** - high-high first followed by low-high; medium + consider low-high
- **Chronic homelessness** (i.e., 6 months+ in past year) as per Federal and Provincial definition;
- **History of homelessness** (consideration for length of time homeless) beyond those who are chronic; and
- **Use of other community resources** (e.g., motel, shelter, hospital, police).
- **Strengths and housing barriers**

Offer

- Person would be offered available option(s) – always their choice
- Meet with STEP Home Worker, CHPI Supportive Housing Provider, or Housing Help + Worker – final consideration and service agreement
- Either start housing search process with STEP Home or Housing Help + or move into CHPI Supportive Housing



Full PATHS Service Pathway

Phase 1

Eligibility

Desire to Participate

Document Readiness

Prioritize,
Support Offer &
Intro to HL &
HSCW

Phase 2

Housing Search

Lease Up

Warm Transfer to HSCW
Move In

Phase 3

Progressive Engagement

Coaching

Greater Independence

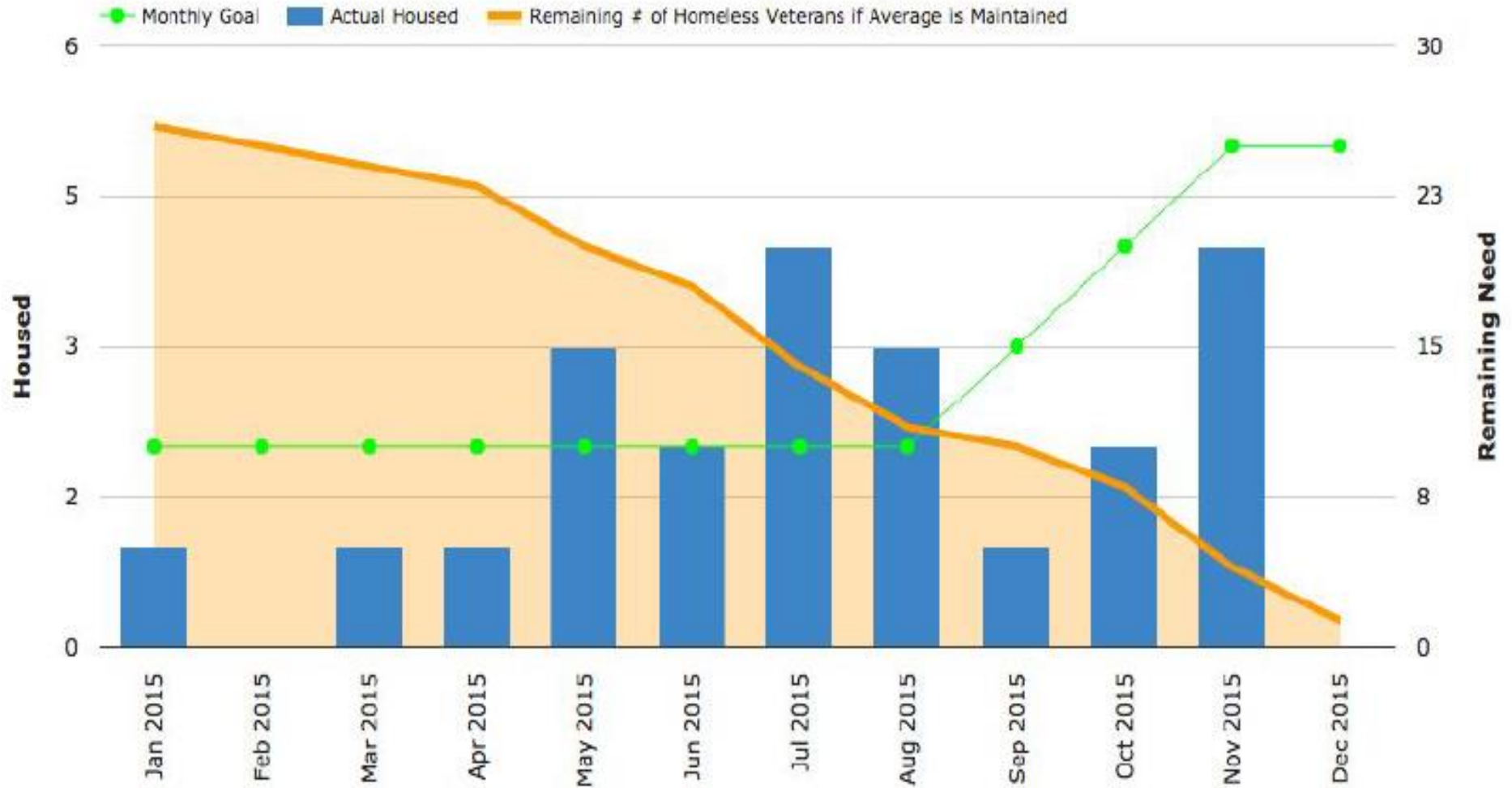


Resources



- Waterloo Region:
 - PATHS Process Guide
 - Supportive Housing Brochure
- Zero 2016 (Built for Zero):
 - By-Name List Special Ops Learning and Recommendations for Practice
 - By-Name List Data Guidance
 - Improvement Scorecards Questions: Chronic
 - [Video](#)

Dashboard



Overcoming Concerns with By-Name Lists



- People experiencing homelessness will not want to participate
- Sharing of information and privacy
- Not fair to prioritize
- Not enough resources
- Just becomes a long waitlist
- Too resource intensive - time consuming – staff not wanting to participate

How By-Name List is Making a Difference




- Know the unmet need in real-time
- Helped us to secure 100 rent assistance subsidies
- Ensures those being served are the highest priority
- Understand in-flow and out-flow of homelessness community-wide – measure are we getting closer to functionally ending homelessness and how quickly – to think about what is needed to get there
- Coordinated access process – community working together differently – better information


Next Steps

- Confirm Data Fields and Organization of List
- Expand to Families and Mid-Acuity
- Update PATHS Process Guide
- Work on Efficiency in Matching Process
- Work on Improving Coordination of Support for Those Waiting on the List
- Implement in HIFIS 4
- Dashboards
- Within Context of System Redesign

Functions of a Well-Designed System

 **A) Universal Access to Self-Directed Resources**

 **B) Coordinate Access to Programs**

 **C) Programs**



Functions of a Well-Designed System

A) Universal Access to Self-Directed Resources

Fewer People – More “Complexity”
Deepen Engagement – “Higher” Level of Support

Level 1:

Self-Directed Housing Resources
(Housing Help Hubs - Renter's Toolkit)

Functions of a Well-Designed System

A) Universal Access to Self-Directed Resources

B) Coordinate Access to Programs

Coordinated Access to Level 4

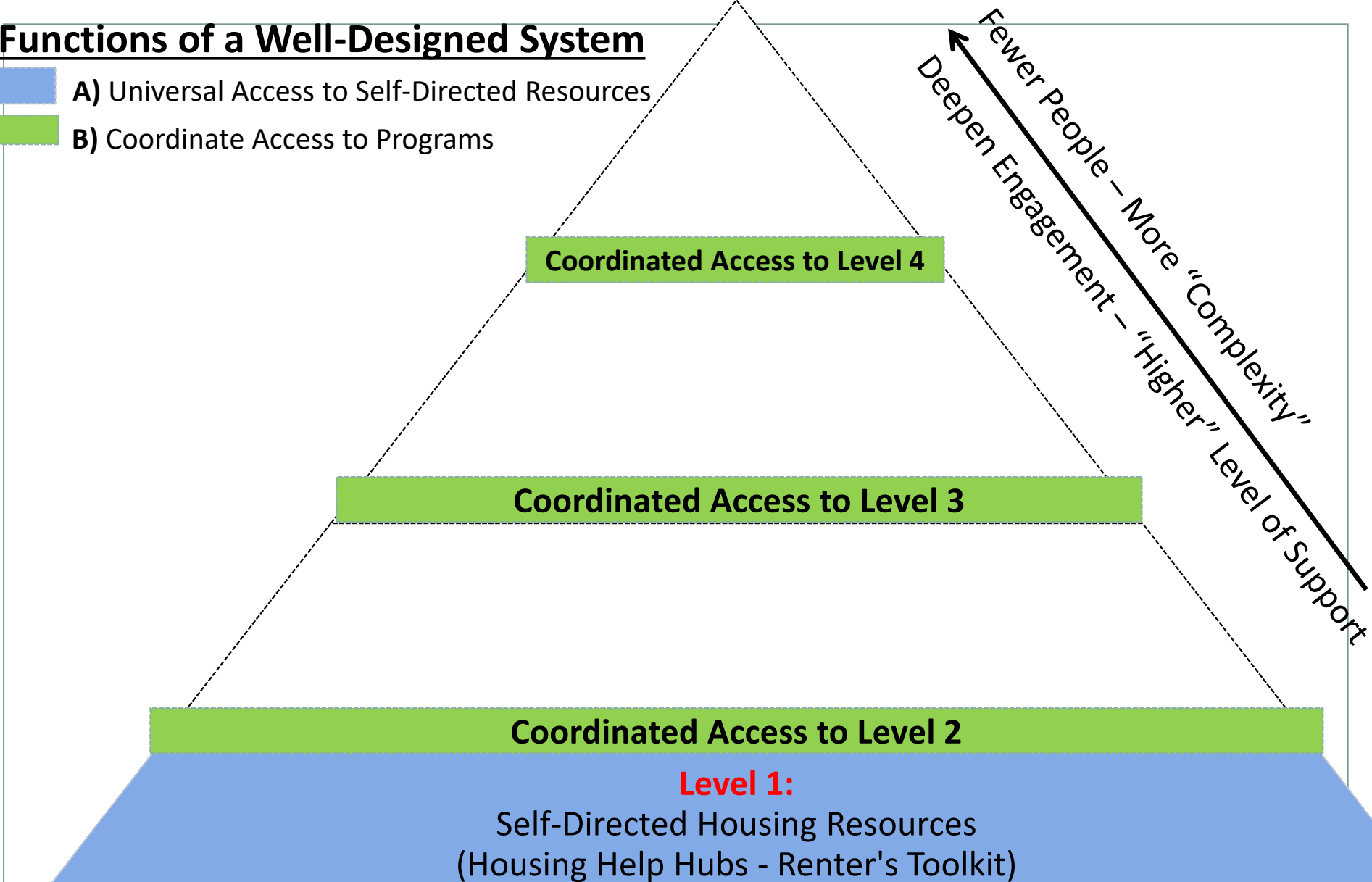
Coordinated Access to Level 3

Coordinated Access to Level 2

Level 1:

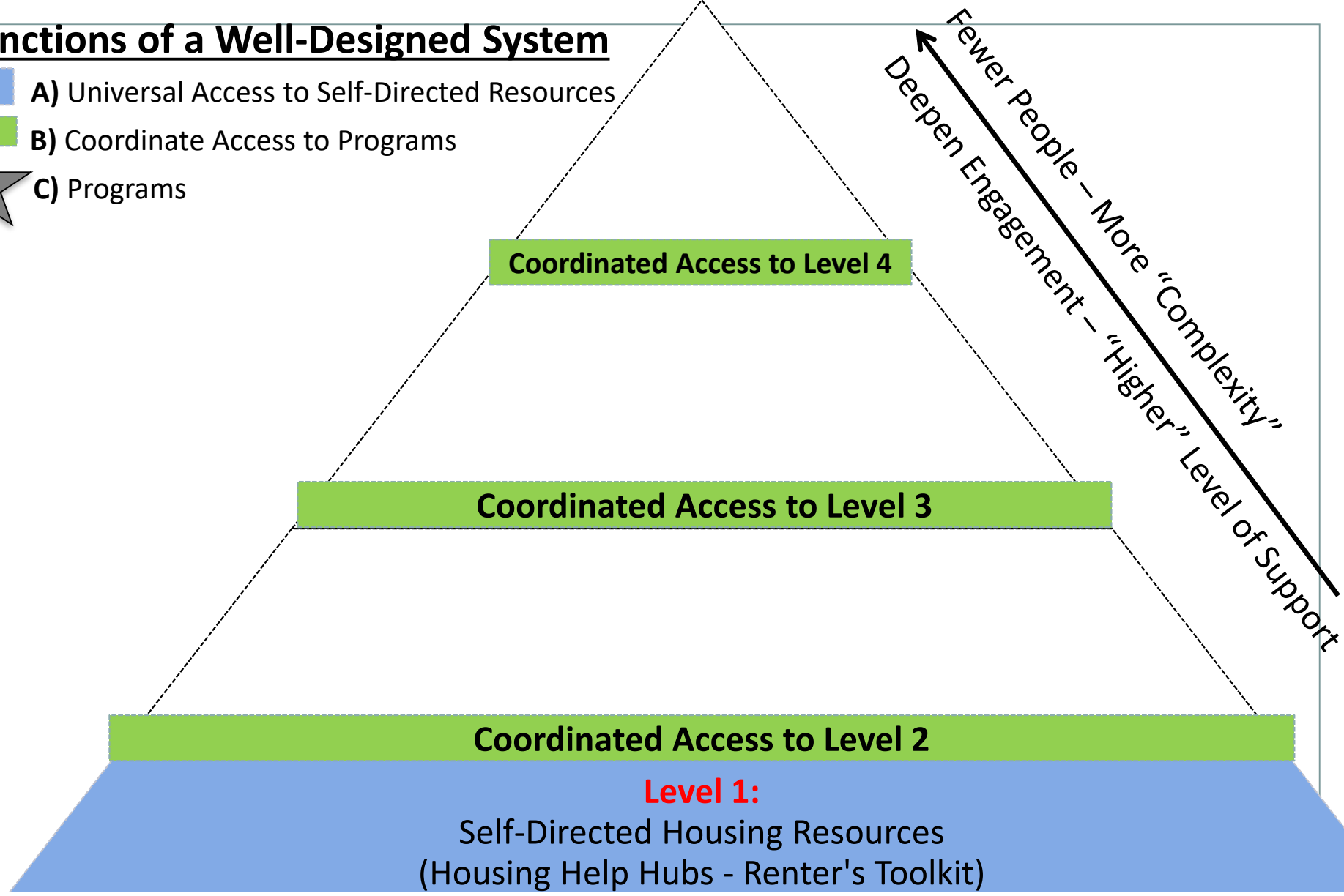
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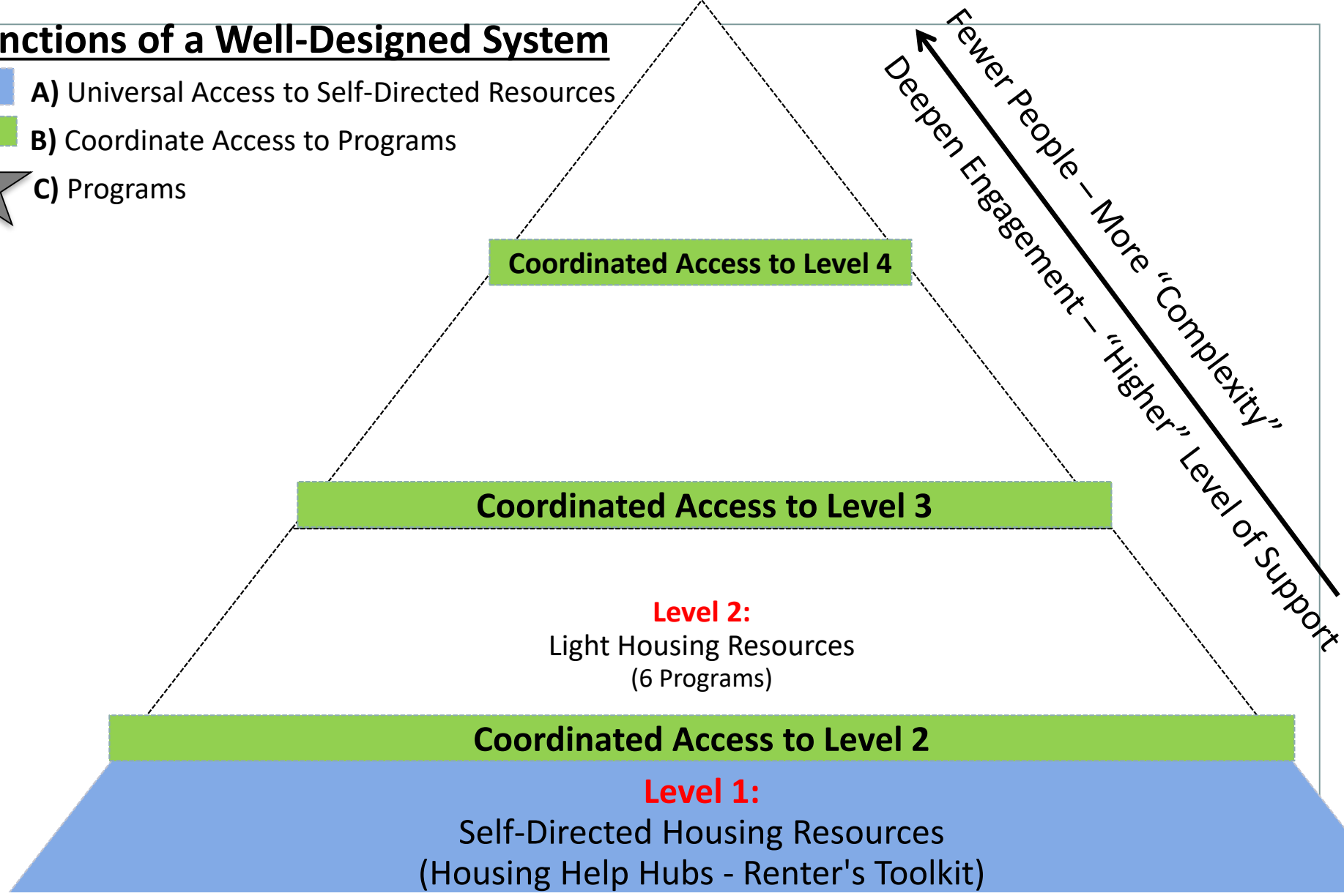
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Functions of a Well-Designed System

A) Universal Access to Self-Directed Resources

B) Coordinate Access to Programs

C) Programs:

1 = Housing Resource Centres

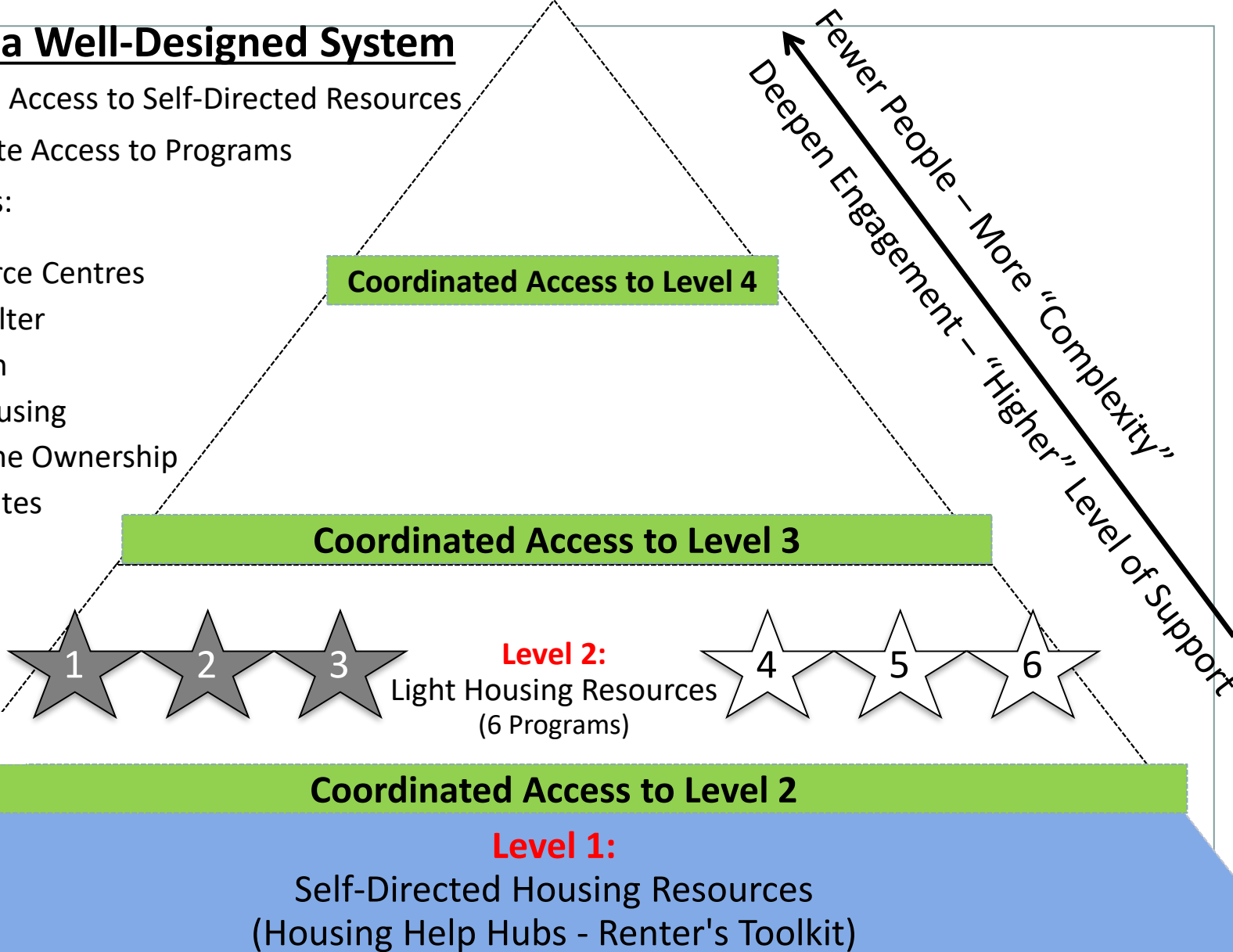
2 = Emergency Shelter

3 = Street Outreach

4 = Community Housing

5 = Affordable Home Ownership

6 = Ontario Renovates



Coordinated Access to Level 4

Coordinated Access to Level 3



Level 2:
Light Housing Resources
(6 Programs)



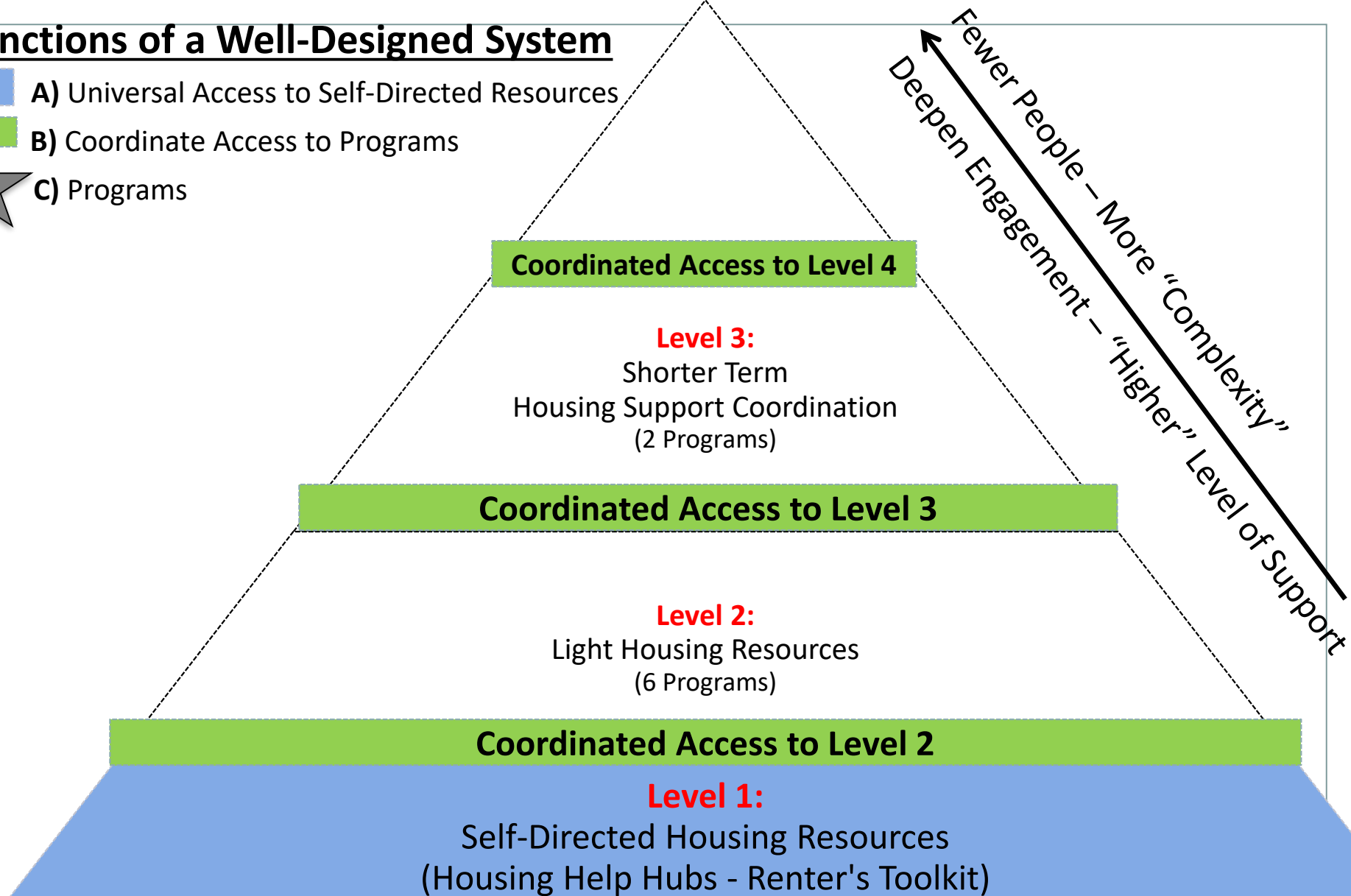
Coordinated Access to Level 2

Level 1:
Self-Directed Housing Resources
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Functions of a Well-Designed System

- A) Universal Access to Self-Directed Resources
- B) Coordinate Access to Programs
- C) Programs

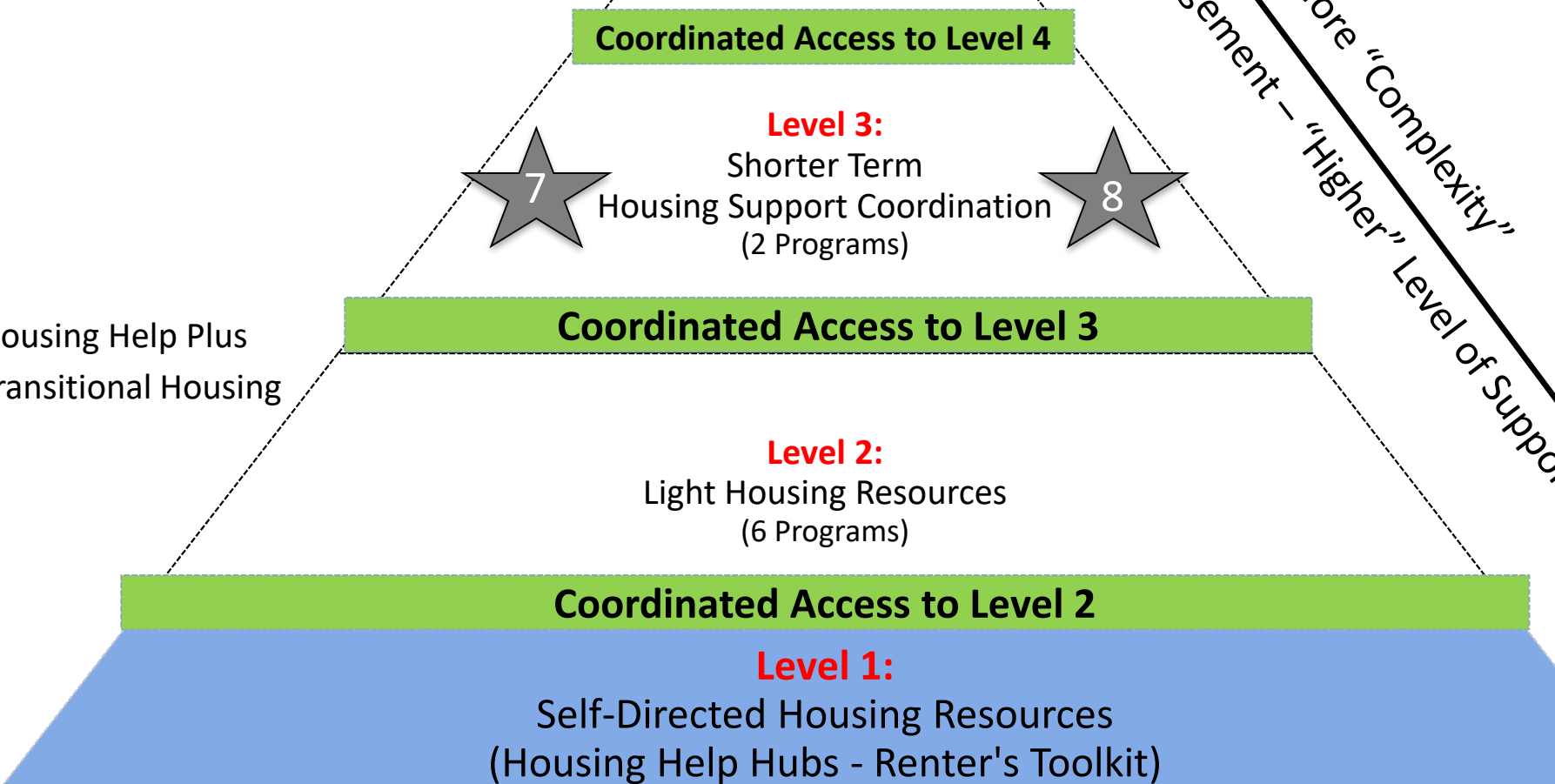


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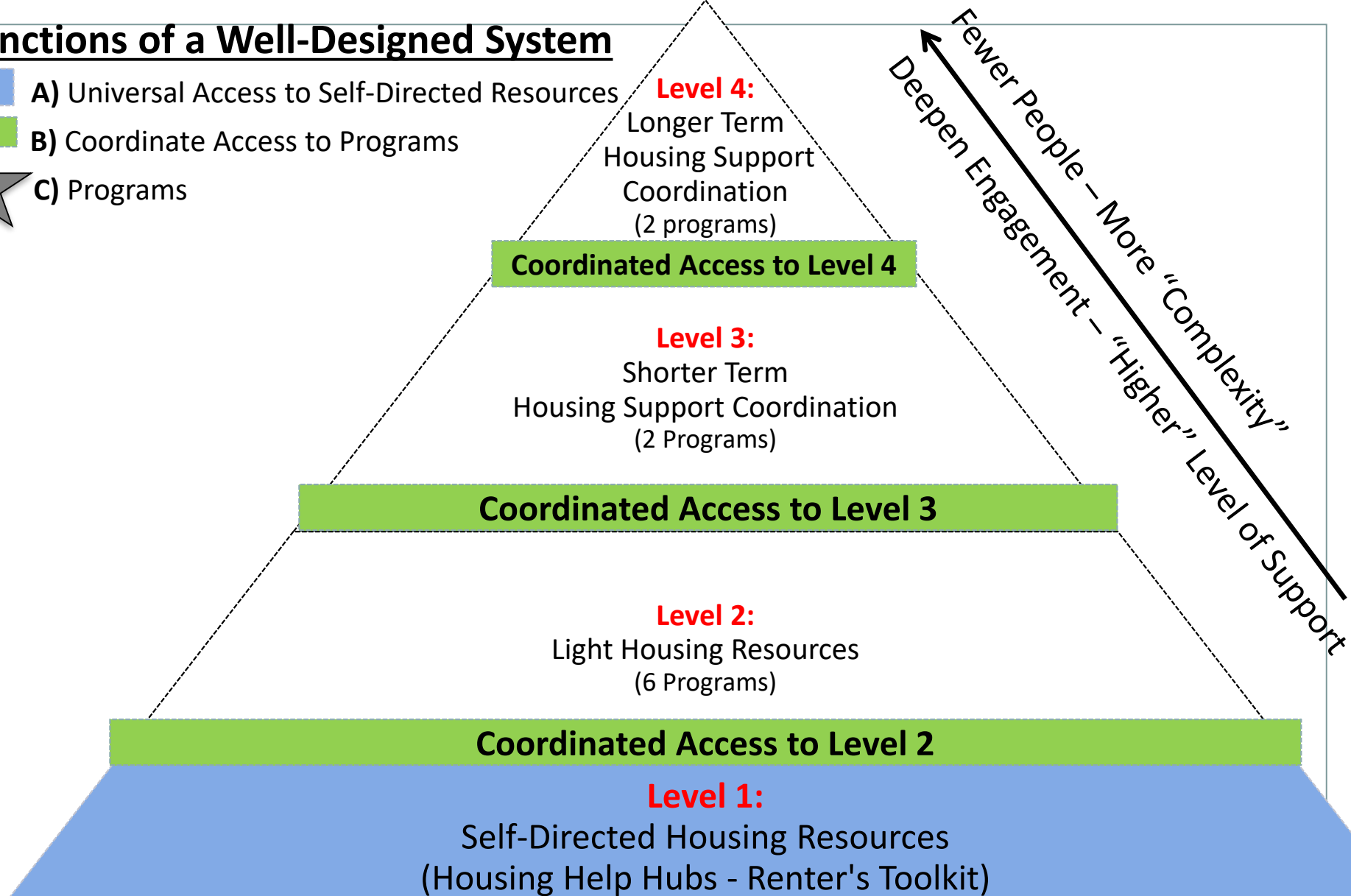
B) Coordinate Access to Programs

C) Programs:



Functions of a Well-Designed System

- A) Universal Access to Self-Directed Resources**
- B) Coordinate Access to Programs**
- C) Programs**



Functions of a Well-Designed System

- A) Universal Access to Self-Directed Resources**
- B) Coordinate Access to Programs**
- C) Programs:**

10

9

10

Level 4:
Longer Term
Housing Support
Coordination
(2 programs)

Coordinated Access to Level 4

Level 3:
Shorter Term
Housing Support Coordination
(2 Programs)

Coordinated Access to Level 3

Level 2:
Light Housing Resources
(6 Programs)

Coordinated Access to Level 2

Level 1:
Self-Directed Housing Resources
(Housing Help Hubs - Renter's Toolkit)

9 = STEP Home
10 = CHPI
Supportive Housing

Fewer People – More “Complexity”
Deepen Engagement – “Higher” Level of Support

Functions of a Well-Designed System

A) Universal Access to Self-Directed Resources

B) Coordinate Access to Programs

C) Programs:

- 1** = Housing Resource Centres
 - 2** = Emergency Shelter
 - 3** = Street Outreach
 - 4** = Community Housing
 - 5** = Affordable Home Ownership
 - 6** = Ontario Renovates
 - 7** = Housing Help Plus
 - 8** = Transitional Housing
 - 9** = STEP Home
 - 10** = CHPI
- Supportive Housing



Level 4:
Longer Term
Housing Support
Coordination
(2 programs)

Coordinated Access to Level 4

Level 3:
Shorter Term
Housing Support Coordination
(2 Programs)

Coordinated Access to Level 3

Level 2:
Light Housing Resources
(6 Programs)

Coordinated Access to Level 2

Level 1:
Self-Directed Housing Resources
(Housing Help Hubs - Renter's Toolkit)

↑ Fewer People – Often More “Complexity”
↑ Deepen Engagement – “Higher” Level of Support

Contact Information



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