



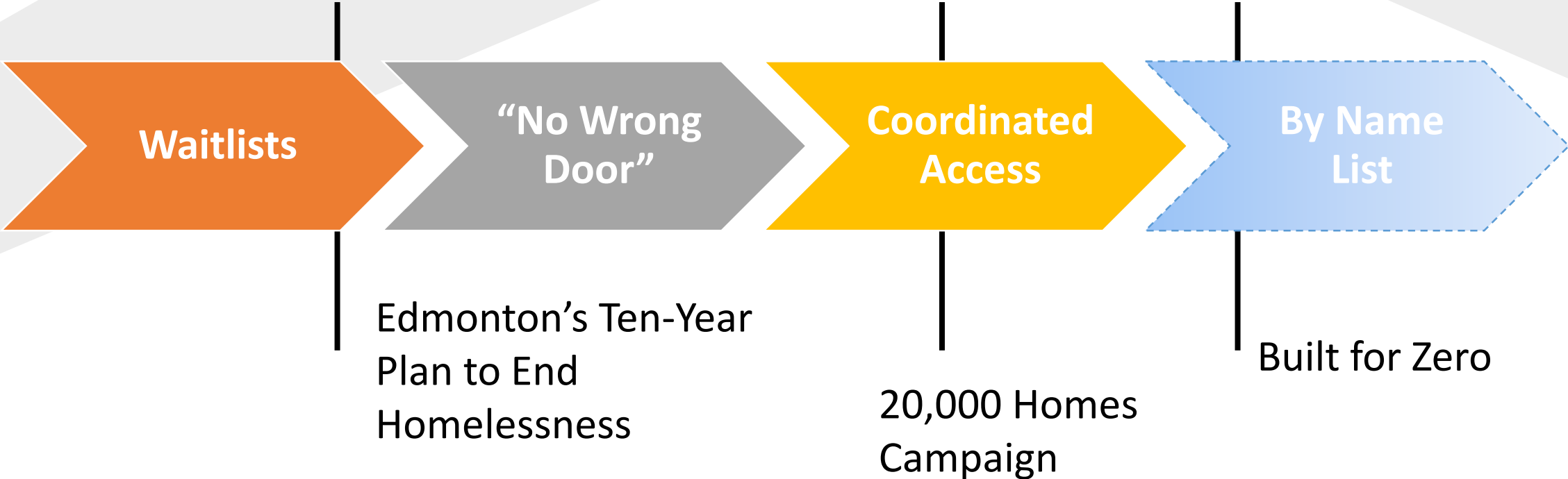
homeward trust
edmonton

**System Performance, Coordinated Access and the By
Names List**

Background

- 20K Homes Campaign and Built For Zero
 - Aim Statements: Quality BNL and 650 Housed by Jan 2018
- Edmonton's Updated Plan to Prevent and End Homelessness
- Building on the successes achieved through Coordinated Access and Housing First
- Creating a High Performing System

Community History: From Waitlist to BNL



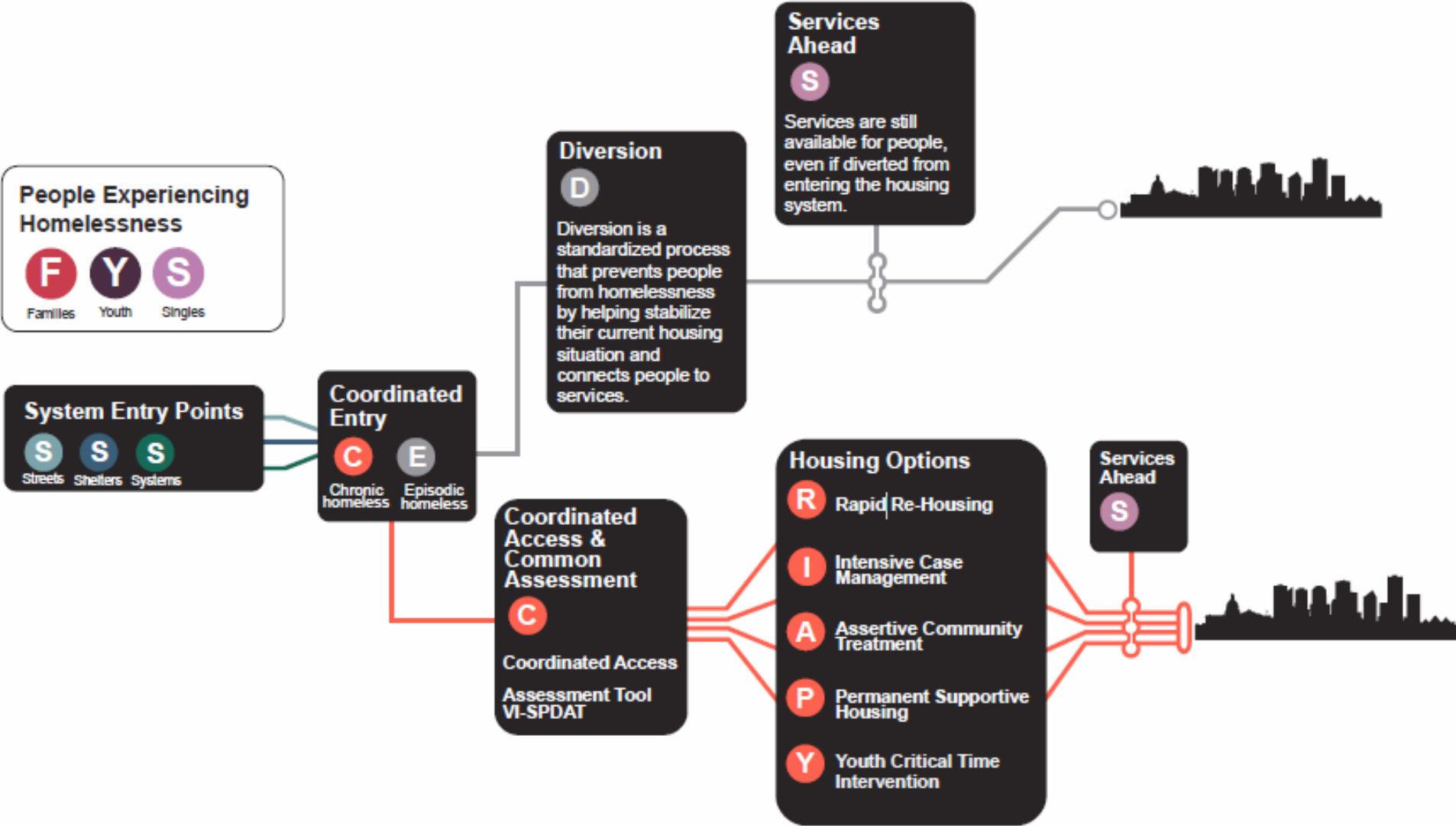
Getting Organized (Quickly!)

- Key Partnerships- who needs to be consulted, advised, or directly involved in participating?
- Key Components- what is needed to move to a streamlined and effective system?
- Sequencing and Phasing the work- how will we get there? When will it happen?
- How will all of this lead to a High Performing System?

Managing Change

- Understanding Why: What's possible when everyone is pulling in the same direction?
- Engagement: Lasting change requires ongoing communication, long after the initial change has been communicated
- Encourage change through behavior and taking action: *Act as if things already operate this way rather than trying to think your way out of old ways of doing things*
- Assess and Adapt: Taking the time to reflect on why a transformation failed or succeeded, and adjust accordingly

Understanding Supply and Demand



Prioritization and Matching

- In a system with high demand for services, provides for quick matching of individuals to the housing program best suited for their needs.
- The decision making criteria is standardized, consistent, and transparent to all providers
- Prioritization based on triage tool acuity, household composition (individual vs. family), current location, length of homelessness, and overall health
- Coordinated Access streams to a range of housing interventions

Working the By Names List

- Through HMIS (ETO)- the 61 providers are able to screen and enter individuals into the BNL. Individuals are referred off the list to the corresponding housing intervention on an ongoing basis
- Referrals to housing program can be real time or meeting based
- Recent developments have been working to create a collective view of the BNL- enabling providers to view the list in real time (helps us to better serve individuals)

HOUSING FIRST PROGRAM

PRIORITIZATION OUTLINE

Level of Housing & Supports	Priority	Length of Stay Homeless	Current Location	Acuity	Determining Factors	Team
Diversion		any	any	N/A	Minimal barriers to housing independently	Progressive Engagement Existing community supports Housing Planning
					Minimal barriers to housing independently	
Supported Referrals		any	unhoused	VI -4-9	Diversion attempts not successful Minimal barriers to housing independently	9+ Agencies
Youth CTI	1	0-6 months	outdoors or any (if dependent is in their care/pregnant)	Youth VI-SPDAT completed	Has a dependent in their care/is expecting. Not experiencing chronic homelessness, relatively new to experience of homelessness	EJHS e4c
	2	0-12 months	any		Newly homeless, discharged from facilities, youth stability at risk due to eviction	

HOUSING FIRST PROGRAM

PRIORITIZATION OUTLINE

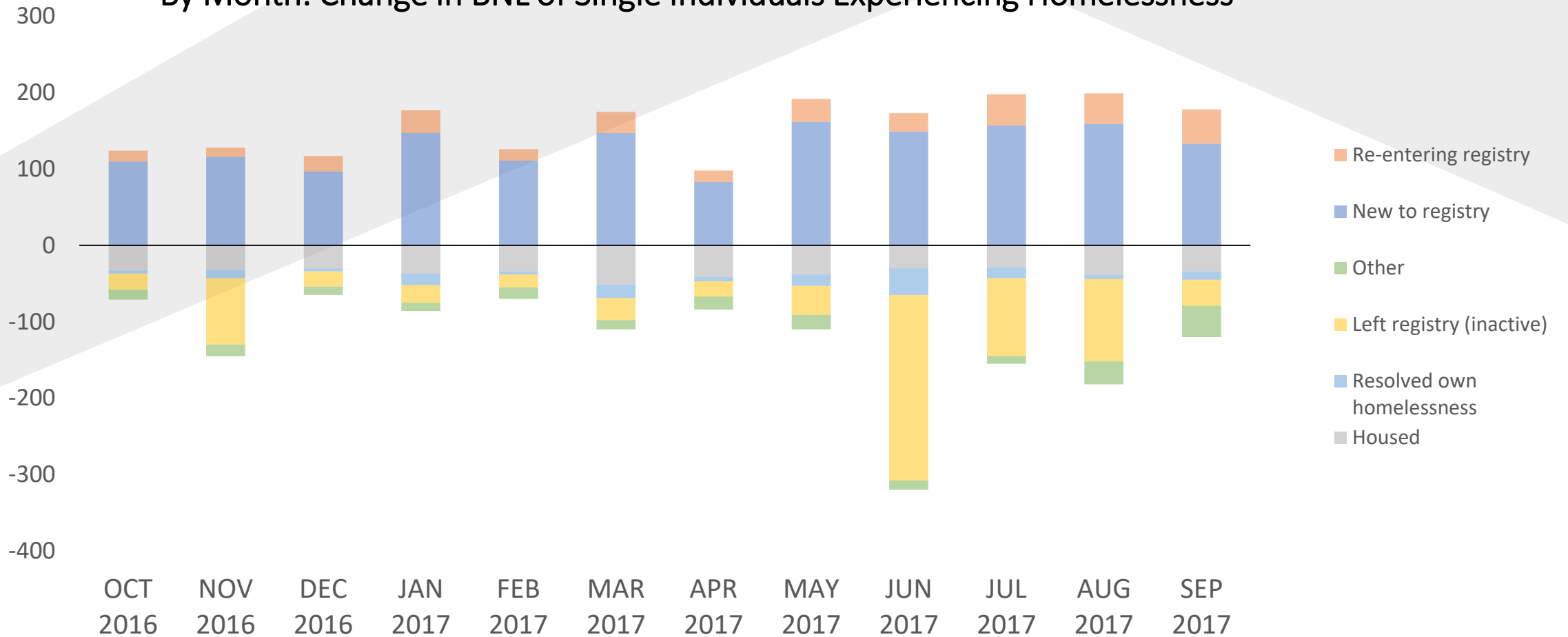
Level of Housing & Supports	Priority	Length of Stay Homeless	Current Location	Acuity	Determining Factors	Team
PSH	1	1 year consecutive/4 episodes in 3 years	outdoors/ICM unsuccessful	High	4+ instances of unsuccessful housing + supports 2+ instances of unsuccessful housing + supports	Christophers Place Iris Court West Wood Manor Morning Fire Hope Terrace Balwin
	2	1 year consecutive/4 episodes in 3 years	any			
ACT	1	1 year consecutive/4 episodes in 3 years	outdoors		Severe Mental Illness	Pathways Diversity
	2	1 year consecutive/4 episodes in 3 years	any other than outside			
ICM	1	1 year consecutive/4 episodes in 3 years	outdoors	VI - 10+	(Consider) severe risk-health, exploitation, violence	Bent Arrow Homeward Trust HOWs YMCA Homeward Bound Bissel OHT Boyle Street George Spady Native Counselling Services of Alberta Jasper Place e4c Mustard Seed
	2	1 year consecutive/4 episodes in 3 years	provisional	VI - 10+		
	3		shelters			
RRH	1	1 year consecutive/4 episodes in 3 years	outdoors	VI -5-9	N/A	E4C Hope Mission RRH
	2	1 year consecutive/4 episodes in 3 years	provisional	VI -5-9	N/A	
	3	6-12 months	shelters	VI -5-9	N/A	

Current Picture of By Name List

Current BNL	Total	Chronic	Sleeping Rough (outdoors)	In shelters
Singles on BNL (CA and Intake registries)	1267	1152	283	170
Families on BNL (CA and Intake registries)	107	96	2	4

Tracking Changes in Real Time (Inflow vs Outflow)

By Month: Change in BNL of Single Individuals Experiencing Homelessness

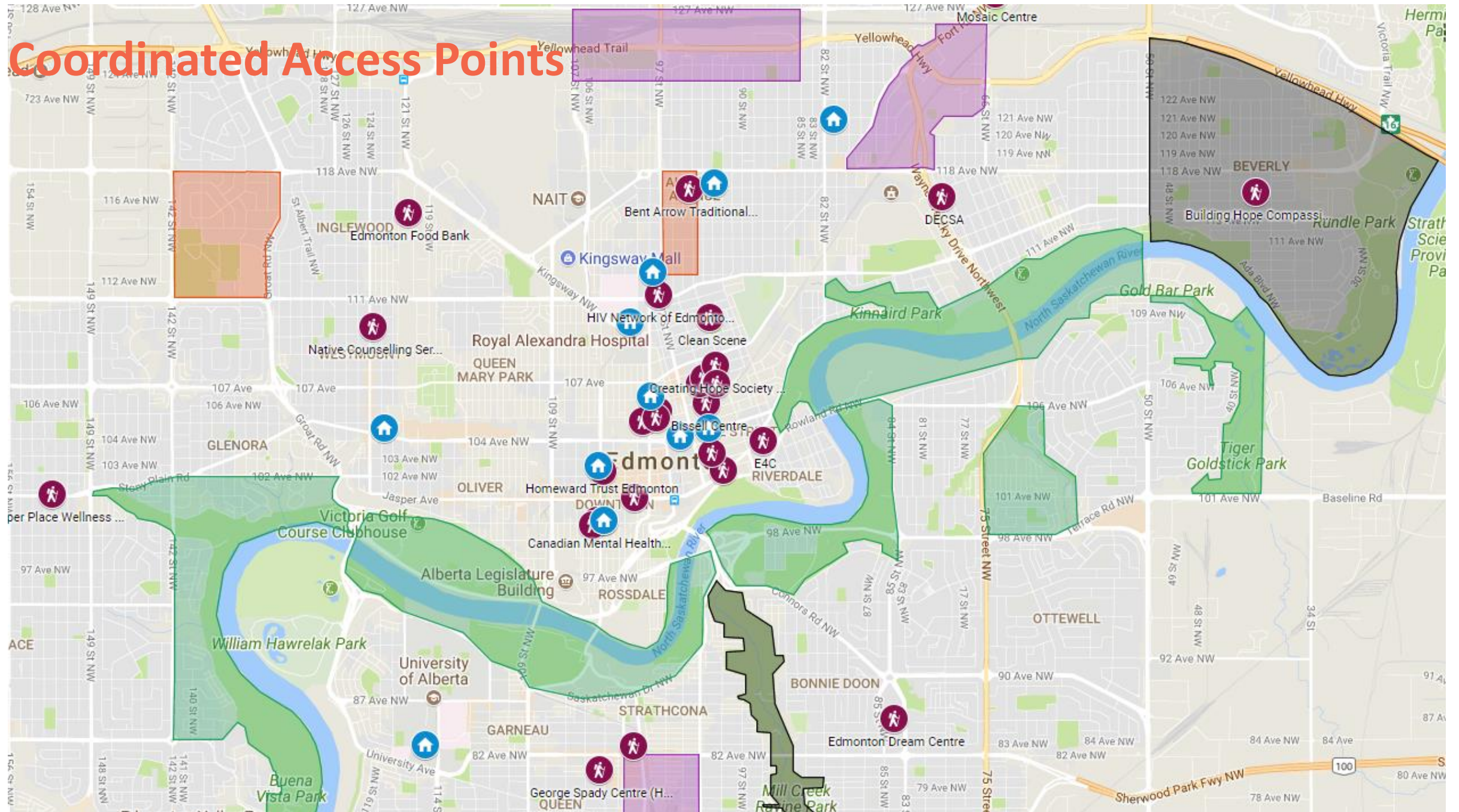


Promoting Specialization and Expertise

Example: Street Outreach to Housing

- Using the BNL look at what is needed to target services
 - 285 individuals currently outdoors
 - 3 Housing First teams dedicated to the population working collectively with street outreach providers
- People can be difficult to locate
 - HMIS is now designed to help. Drop pins via Google Maps can be recorded for an individual's location
 - Mapping coverage zones is beneficial (*encampments, outreach team locations, drop pins, etc.*)
- What else is possible?
 - Ex. Teams attend “hotspots” to do housing intake.

Coordinated Access Points



Leveraging our Strengths and Staying on Track

- Coordination gives us the capacity to do more than deliver Housing First programs
 - Responding to emerging needs in community
 - Supported referrals
 - Changing relationships with mainstream systems
- How have we been able to work expediently in circumstances outside of the HF program? When have we effectively mobilized multiple resources around a particular need? (Families in Hotels, Fort Mac Wildfire, MacDonald Lofts)
- Indicators of High Performance:
 - Streamlined and efficient process out of homelessness
 - Housing is retained long term
 - Resources effectively put to use
 - Participants indicate process works for them

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