CAEH 2016

20K4: Community Self-Assessment

20,000 HOMES

20,000 Homes Campaign Overview

What is the 20,000 Homes Campaign?

- A national movement of communities to permanently house 20,000 of Canada's most vulnerable homeless people by July 1, 2018

- A grassroots, non-partisan advocacy effort to build public support for ending homelessness and political support for renewed federal and provincial investment in housing and support services

- Inspired by the successful 100,000 Homes Campaign in the United States, but adapted to work in a Canadian context

20,000 HOMES

20,000 Homes Campaign Elements

1. Knowing every person experiencing homelessness by name

2. Implementing Housing First in a way that makes sense for each community

3. Using data to track progress and to make decisions to improve a community's homeless programs and the system as a whole

4. Improving housing placement rates and working toward building a coordinated local homelessness system of care focused on ending homelessness

5. Learning from other communities across Canada

6. Providing a united voice at a national and provincial level to secure the housing and resource necessary to end homelessness in Canada

20,000 HOMES

An Update on the 20,000 Homes Campaign

The 20,000 Homes Campaign 6 month objectives:

1. 20 Communities will Conduct Registry Weeks
   a. 16 Registry Weeks completed
      i. Dufferin County completed their Registry Week this month!
   b. Regina and Northumberland County are preparing for Registry Weeks before the end of 2016
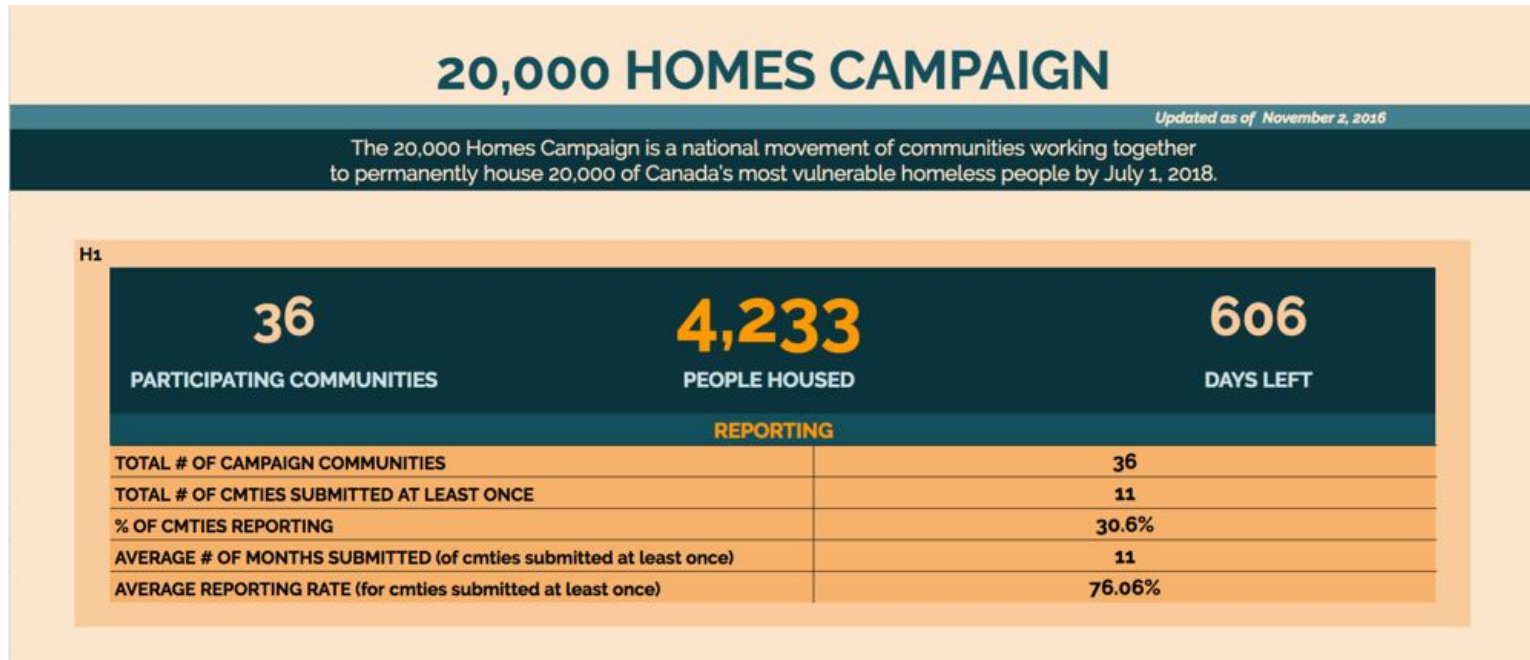
An Update on the 20,000 Homes Campaign (Cont'd)

2. **Housing Placement Feedback Reports** have been sent to communities that have reported 3 consecutive months of data

3. **By Name List Pilot**

   a. Rolling out By-Name List work to more communities in January

      i. Interested in joining us? Please email Hannah Kim (HKim@cmtysolutions.org) to indicate your interest

      ii. In order to join, **your community must have reported at least 3 consecutive months of housing placement data, including the most recent month, to the Campaign Team**

         1. This can include backlogged data

An Update on the 20,000 Homes Campaign (Cont'd)

4. Communities will Permanently House 6,000 Canadians Experiencing Homelessness

    a.   As of November 2nd, **4,233** Canadians have been housed to date - we are more than ⅔ the way there!

20,000 HOMES CAMPAIGN

Updated as of November 2, 2016

The 20,000 Homes Campaign is a national movement of communities working together to permanently house 20,000 of Canada's most vulnerable homeless people by July 1, 2018.

H1

36	4,233	606
PARTICIPATING COMMUNITIES	PEOPLE HOUSED	DAYS LEFT

REPORTING

TOTAL # OF CAMPAIGN COMMUNITIES	36
TOTAL # OF CMTIES SUBMITTED AT LEAST ONCE	11
% OF CMTIES REPORTING	30.6%
AVERAGE # OF MONTHS SUBMITTED (of cmties submitted at least once)	11
AVERAGE REPORTING RATE (for cmties submitted at least once)	76.06%

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Meet our Housing Placement Reporting Heroes!

Hamilton

Waterloo Region

Kingston

Calgary

Lanark County

Edmonton

Windsor

Saint John

Grande Prairie

Congratulations Heroes!

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Become a Housing Placement Reporting Hero!

- Report 3 consecutive months of Housing Placement data, including the most recent month

  - This can include placement data from previous months

  - Don't worry if you can't capture everything - report what you are able to capture right now!

  - We will work with you to improve the comprehensiveness or your reporting over time.

DO EPIC SHIT

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To Report Housing Placements to the Campaign

1. Please email Hannah Kim at hkim@cmtysolutions.org to receive monthly emails about housing placement reporting.

2. You may also access the Housing Placement Reporting form → **https://goo.gl/QkiQwj**

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Building Coordinated Access

What We Know

Coordinated Access: What Is It, Anyway?

Coordinated Access is a standardized process for access, assessment, and referral for housing and other services across agencies in a community.

-AND-

We've learned that building a Coordinated Access System must be a priority for communities that want to end homelessness and sustain that end over time.

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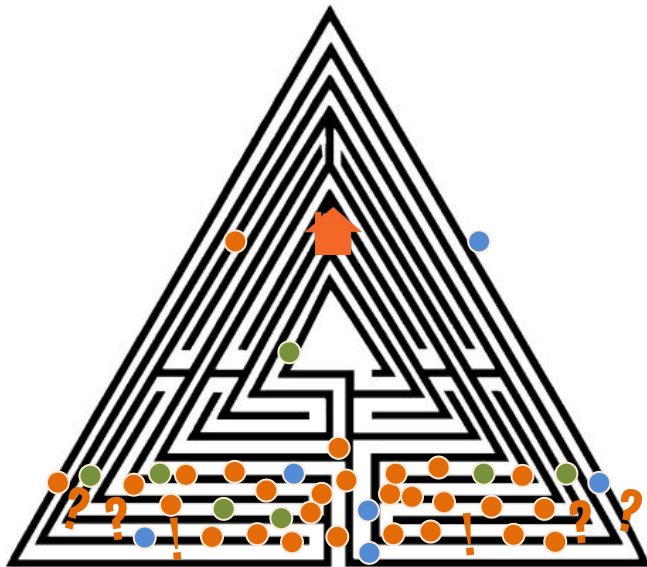
Connection Alert!
Coordinated Access & By-Name Lists

A By-Name List is a real time, up-to-date list of **all** * people experiencing homelessness in your community.
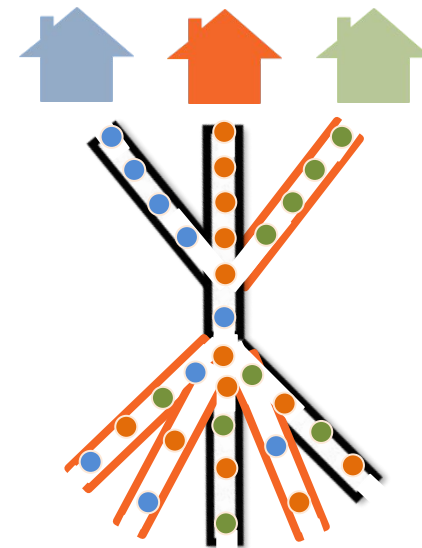
It is the crown jewel 💎 of a Coordinated Access System.

While the list should contain everyone experiencing homelessness, CS recommends waiting 2-4 weeks before conducting an assessment like the VI-SPDAT since approx. 70% of individuals and families who enter homelessness resolve their issues within one month and don't return to homelessness.

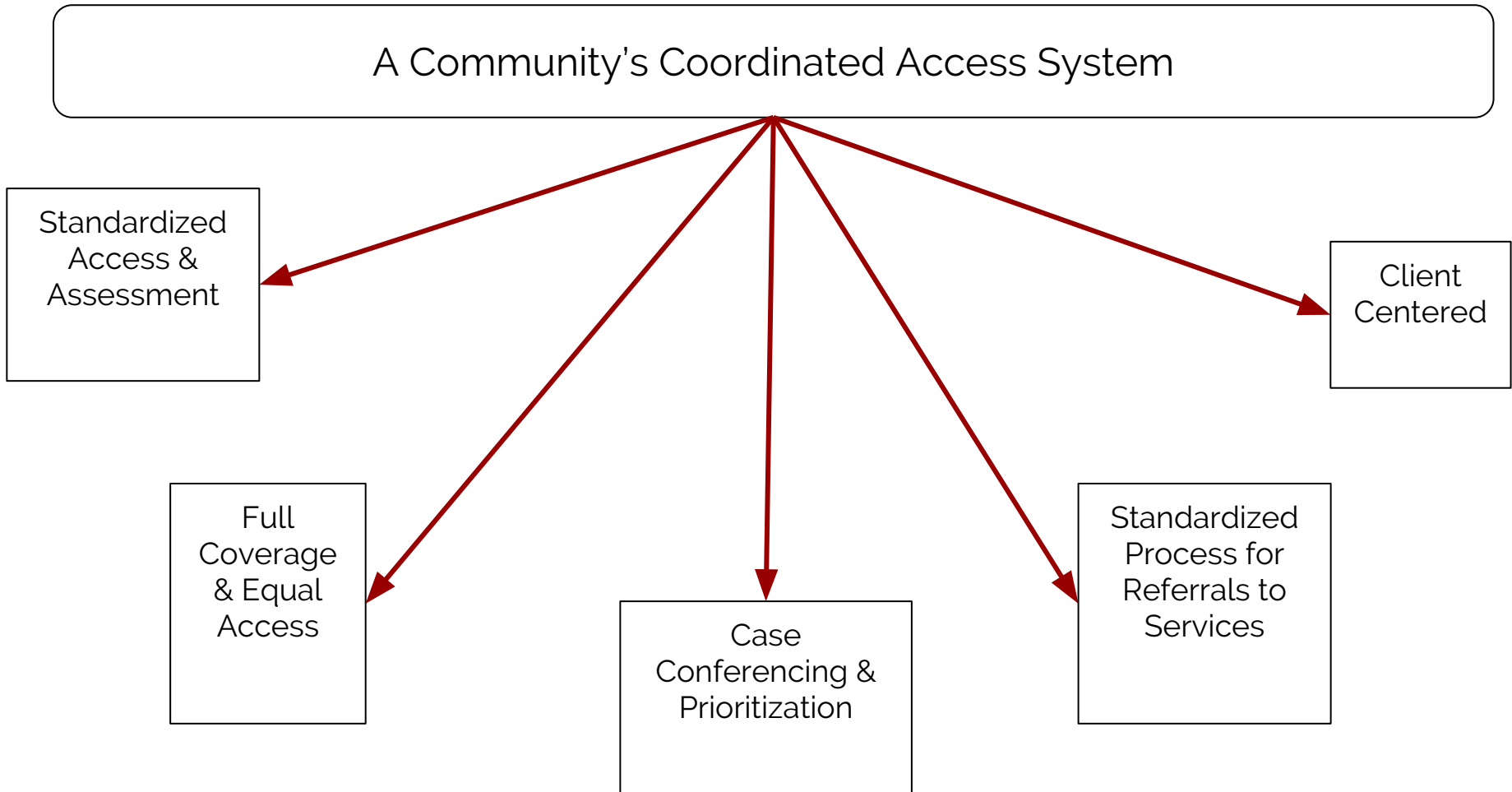20,000 HOMES

Coordinated Access or Not?

Without Coordinated Access

With Coordinated Access

VS.

Courtesy of Chris Ko

Coordinated Access: The Elements

A Community's Coordinated Access System

Standardized Access & Assessment

Client Centered

Full Coverage & Equal Access

Case Conferencing & Prioritization

Standardized Process for Referrals to Services

Supported by Your Community's Robust By Name List

Origins of the Community Self Assessment Toolkit

Background on the Community Self-Assessment Tool [SAT] V.1.0

- It was partially adapted from the U.S. SAT from the 100,000 homes campaign
- Federal Partners/Consultants to Feds, CAEH, and Canadian communities provided additional feedback on the SAT

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Background for the Canadian Tool V1.0

- We used the 100,000 Homes SAT and Canadianized it
- Staff at CAEH reviewed it and made further edits
- CAEH then sent the draft to Sam Tsemberis and the Mental Health Commission of Canada (Catherine Vandelinde) who suggested edits
- We incorporated the suggested edits into a draft tool that the Campaign will now pilot
- The Campaign will likely make additional edits following feedback received during the pilot stage

Background on the Community Self-Assessment Tool [SAT] V.2.0

- As the U.S. Zero Campaign worked with communities and federal partners on ending homelessness, collectively, they were able to identify essential components of building and enhancing the Coordinated Entry* System os US communities and By-Name Lists.
- These essential components have been turned into scorecards questions [which have undergone multiple iterations] for Zero campaign communities - and are facilitating communities with identifying bright spots as well as areas of need in their system for improvement.
- The 20,000 Homes Campaign has adopted many of these essential component pieces and have changed the lengthy SAT V.1.0. into a shorter, concise V.2.0 to facilitate with measuring Canadian communities' progress toward building stable Coordinated Access Systems, along with By Name Lists, and highlighting specific areas for improvement.

Self Assessment Tool V2.0 [DRAFT]

A Scorecard: **https://goo.gl/bvQhH0**

Self Assessment Tool V2.0 [DRAFT]
OVERVIEW

We are asking communities participating in the 20,000 Homes Campaign to undertake a Community Self-Assessment intended to stimulate thinking around key concepts critical to **ending homelessness**.

This Community Self-Assessment V.2.0 aims to not only gauge your community's current status against the framework, but also act as a means of beginning the **long-term work** to set up new ways of delivering service and coordinating local homelessness responses. This Community Self- Assessment is set up as a 'scorecard' with pointed questions that are intended to prompt these strategic conversations to occur in your community.

The 20K Homes Campaign encourages participating communities to provide their responses to the assessment questions as part of our data collection at a national level to gauge overall progress and enable the development of relevant initiatives in response to your needs.

❖ ❖ ❖ ❖ ❖

Who should complete the SAT V.2.0? Communities may benefit from completing the scorecard with a group of stakeholders working to end homelessness. Completing the scorecard as a group often results in clarification of programs and policies, and better identification of gaps in services than if the scorecard is completed by only one or two people. We strongly encourage your team to undergo this exercise together and seek consensus on the elements of your By-Name List and how your Coordinated Access System is functioning as a whole.

Self-Assessment Tool v.2.0 → https://goo.gl/bvQhH0

1. Do you have a community wide goal to end homelessness?

- ❏ **Yes**
- ❏ No
- ❏ In Progress

NOTES:

It is important to have a collective, community-wide long-term goal of **ending** homelessness. This allows for clarity and direction on what the ultimate vision is for the work in progress, commitment from multiple stakeholders who are affected and invested on the issue, measuring progress and better understanding your current system, coordination of work, and motivation.

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2. Do you use Housing First community wide?

❑ **Yes**
❑ No
❑ In Progress

NOTES:

'**Housing First**' is a recovery-oriented approach to ending homelessness that centers on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services as needed. The basic underlying principle of Housing First is that people are better able to move forward with their lives if they are first housed. This is as true for people experiencing homelessness and those with mental health and addictions issues as it is for anyone. Housing is provided first and then supports are provided including physical and mental health, education, employment, substance abuse and community connections.

Housing First in Canada: Supporting Communities to End Homelessness says, "Housing is not contingent upon readiness, or on 'compliance' (for instance, sobriety). Rather, **it is a rights-based intervention rooted in the philosophy that all people deserve housing, and that adequate housing is a precondition for recovery**."

There are **five core principles of Housing First**:
1. Immediate access to permanent housing with no housing readiness requirements.
2. Consumer choice and self-determination.
3. Recovery orientation.
4. Individualized and client-driven supports.
5. Social and community integration.

Source: http://homelesshub.ca/solutions/housing-accommodation-and-supports/housing-first

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3. Is there an updated inventory in your community of the various programs that provide housing and supports for those experiencing homelessness?
If yes, please fill in this inventory in the Current System Map Google Spreadsheet we will provide to you. If no, please look at the Current System Map Google Spreadsheet to gain an understanding of the type of information being referred to. If this effort is in progress in your community, please fill in the Current System Map Google Spreadsheet to the best of your ability.

❏ **Yes**
❏ No
❏ In Progress

Current System to End Homelessness Map

Program/ Housing Type	Capacity (Units/ Beds/ Caseload)	% Occupancy/ Fill Rate (Annual Average)	# Real Time Vacancies for All Programs of This Type	Length of Stay (Annual Average)	Eligibility Criteria	Participation in Community Wide Coordinated Intake (y/n)	Common (Across Community) Acuity Assessment Tool Use. (If yes, include name. If no, just mark 'no')	Target Level of Client Acuity (Low/ Med/ High)	Target Level of Client Acuity (CHRONIC)	Target Level of Client Acuity (EPISODIC)	% Capacity -Low Barrier (e.g. active substance use)	% Capacity -High Barrier (e.g. sobriety required)	% Returning to Homelessness within 1 year	% Exits to Permanent Housing	Estimated Annual Funding	Funding Sources
Emergency Shelter																
Transitional Housing																
Affordable Housing																
Permanent Supportive Housing																
Rent Supplements																
Outreach																
Rapid Rehousing																
Intensive Case Management																
Assertive Community Outreach																
Other Support Services (List)																

Community Trends

	Homeless Point-in-Time Count	Homeless Count –Increase vs. Decrease From Previous year(s)	Annual Shelter Users (unique individuals)	# Experiencing Chronic/ Episodic Homelessness (HPS definition[1])	# Experiencing Transitional Homelessness	% of Shelter users who stay in shelter longer than 1 year	# Rough Sleepers (Unique individuals)	Annual # of Transitional Housing Clients (Unique Individuals)	Shelter & Transitional Housing User Annually as % of Community Total Population	% homeless who are Aboriginal	% homeless who are Youth (16-24)	% homeless who are Veteran	% homeless who are Women	# Households paying 50%+ income on shelter	Total Rental Stock in Community	Vacancy Rates	# Vacant Units
Number																	
Source																	

4. Are there ways to assess performance between like-programs and across the entire homeless-serving system of care?

- ❏ **Yes**
- ❏ No
- ❏ In Progress

❖ ❖ ❖

4a. If you answered yes above, please explain how this performance is assessed.

<<written response>>

NOTES:

Using uniform measurements and tools to assess performance among the various programs within a community allows for apples-to-apples comparison, uncovers any gaps/needs within and across programs, and enhances how communities strategize on improving their system overall.

5. Are there standardized outcome targets for emergency shelter, transitional housing and permanent supportive housing in the community regardless of funder?

❏ **Yes**
❏ No
❏ In Progress

❖ ❖ ❖

5a. If you answered yes above, please provide details about the outcome targets.

<<written response>>

NOTES:

Having standardized outcome targets for your community are important as it may shift the system's multiple stakeholders from working in individual silos to working more collectively on processes that would yield outcomes that are collectively achieved.

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Let's Pause for Questions...

Self Assessment Tool V2.0 [DRAFT]
SECTION

BY-NAME LIST (BNL)

The message is clear: building a Coordinated Access System as the mechanism to end homelessness and sustain that end over time is a national priority and a **quality by-name list** is the crown jewel of any **robust Coordinated Access System**.

But what does that mean? And how do you know if you have all of the essential components of a quality by-name list in place? The By-Name List (BNL) section of the SAT V.2.0 is intended to take a snapshot of local progress and target specific areas for improvement.

Self-Assessment Tool v.2.0 → https://goo.gl/bvQhH0

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6. What is the lead agency or entity that is responsible for your community's By-Name List?

<<written response>>

NOTES:

Meaning, the person, agency, or 'entity' (e.g. a BNL committee, coalition of providers) that is officially responsible for consistently updating the By-Name List as part of their job (or agency/community role)?

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By-Name Lists

7. Does your community's By-Name List include all known people experiencing literal homelessness, including:

Please tick all that apply.

- ❏ **Unsheltered individuals and families living in a place not meant for human habitation (the street, in cars, campsites, on beaches/riverbeds,etc.)**
- ❏ **Individuals and families in shelters, seasonal/overflow beds, hotel/motel paid for by homeless providers, hidden homeless**
- ❏ **Individuals and families in transitional housing**
- ❏ **Individuals or families entering an institution (jail, hospital) who are on your list (literally homeless prior to entering the institution) that are expected to be in the institution for 90 days or less remain on your active list. **They can be moved to your inactive list if the time exceeds 90 days.**

NOTES:

Your community can be confident that the list is comprehensive when it includes all of the populations listed. In other words, your community has done everything it can to make sure that every known individual/family experiencing homelessness (whether or not they have been assessed yet) is accounted for so that you can use the list to navigate your community towards housing all experiencing homelessness.

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7a. Do you include your hidden homeless populations on your BNL?

❏ **Yes**
❏ No
❏ In Progress

NOTES:

"According to the *Canadian Definition of Homelessness*, the 'hidden homelessness' population falls under the category of 'provisionally accommodated'. It refers specifically to people who live "**temporarily with others but without guarantee of continued residency or immediate prospects for accessing permanent housing**." Often known as 'couch surfing' this describes people are staying with relatives, friends, neighbours or strangers because they have no other option. They generally are not paying rent, it is not a sustainable, long-term living arrangement but they do not have the ability to secure their own permanent housing immediately or in the near future. **This population is considered to be 'hidden' because they usually do not access homeless supports and services even though they are improperly or inadequately housed**. Because they do not access services, they do not show up on standard statistics regarding homelessness."

Source: http://homelesshub.ca/about-homelessness/population-specific/hidden-homeless

8. Does your community have a documented and implemented By-Name List policy that defines a no-contact (inactive) threshold for individuals and families?

- ❏ **Yes**
- ❏ No
- ❏ In Progress

8a. Briefly explain what happens when an individual or family reaches that no-contact threshold.

<<written response>>

NOTES:

There are times when individuals on your By-Name List cannot be found. Instead of removing individuals from the BNL, each community should establish an "**inactive" threshold, such that after a defined period of time, those who cannot be found are moved to a no-contact, "inactive" portion of the list or database**. This allows you to move "inactive" individuals/families back to the "active" part of your By-Name List if they are found again, but it does not skew the active number of individuals/families experiencing homelessness at any given time or unnecessarily divert outreach and engagement activities.

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By-Name Lists

9. Does your community's By-Name List track the 'Homeless Status' of all individuals and families in your coordinated access system, including the date each status was last changed? (Fields may include: unsheltered, sheltered, transitional, housed, couch surfing/hidden homeless and no-contact/missing)

- ❑ **Yes**
- ❑ No
- ❑ In Progress

NOTES:

An ideal By-Name List should be able to reflect **real-time status updates to client data**. Your By-Name List data platform should also be able to document the date of every important moment, or status change, in a client's journey through your Coordinated Access System as these are essential pieces of information in **tracking the performance** of your Coordinated Access System. However, it is also important to balance documenting status changes thoroughly with being efficient: your By-Name List should track only the steps necessary to provide a permanent (housing) end to the "status" of being homeless, and avoid tracking extraneous data not related to housing clients.

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10. How much of your community's geographic area is covered by a documented and coordinated outreach system?

In order to truly end homelessness, you have to be sure that you are able to find everyone experiencing homelessness in your community. The regularity of outreach and street engagement should reflect the unique nature of your geography. Every member of all outreach teams should be clear on where and when outreach should take place.

- ❏ **100% of the COMMUNITY is covered**
- ❏ **90% or more is covered**
- ❏ **75%-89% is covered**
- ❏ 50%-74% is covered
- ❏ 25%-49% is covered
- ❏ Less than 25% is covered

10a. Briefly explain how you cover that percentage of your community's geographic area:

If you are a RURAL community, please note that here and please explain how you work to provide equal access to services/resources.

<<written response>>

NOTES:

Documentation may include: an outreach coverage wall map, written outreach schedule, or other clear proof of a coordinated outreach structure. Outreach may be more intense in "hot spots" with high concentrations of individuals experiencing homelessness, and significantly less intense in rural, and mountainous regions (for example).

11. What percentage of housing providers serving individuals and families in your community (shelters, transitional housing, permanent housing, outreach providers, and government agencies) report data into your community's BNL using a common assessment tool?

- ❏ **100% of providers report data into the BNL**
- ❏ **90% or more of providers**
- ❏ **75%-89% of providers**
- ❏ 50%-74% of providers
- ❏ 25%-49% of providers
- ❏ Less than 25% of providers

11a. What percentage of agencies/providers in your community are able to access your BNL?

- ❏ **100% of agencies/providers can access your BNL**
- ❏ **90% or more of agencies/providers**
- ❏ **75%-89% of agencies/providers**
- ❏ 50%-74% of agencies/providers
- ❏ 25%-49% of agencies/providers
- ❏ Less than 25% of agencies/providers

NOTES:

A real-time, accurate representation of the total number of individuals/families experiencing homelessness relies on appropriate access and data entry. Every agency providing housing and services to homeless populations should have **access to the By-Name List and have the ability to report data and status changes to the list**. While some agencies may be hesitant to contribute data to your By-Name List, it's critical to partner with all homeless and housing agencies that can submit data. Even though it's ideal to have 100% of housing providers' data in your By-Name List, you have sufficient data to count the number of individuals experiencing homelessness and project your community's housing progress if you can estimate that at least 75% of local agencies report data into your community By-Name List.

12. Does your community's BNL include an HIFIS ID or other unique identifier to prevent duplication of client records and facilitate coordination between HIFIS (or other databases) and BNL? This is especially important in instances when HIFIS is not the database used to create and manage the BNL.

- ❏ **Yes**
- ❏ No
- ❏ In Progress

12a. Is HIFIS the data platform your community uses to hold BNL data?

- ❏ Yes
- ❏ No
- ❏ In Progress

12b. If you answered no above, what software or data system do you use to hold your community's BNL data?

<<written response>>

NOTES:

Because duplicate client records can result in an inaccurate accounting of the number of individuals/families experiencing homelessness on your By-Name List, it's critical that you have the ability to prevent duplication of client records for an accurate accounting of individuals and families experiencing homelessness.

13. Can you report the following monthly measures from your community's BNL?
Please tick all that apply.

- ❏ **Actively Homeless Number - number of people experiencing homelessness now**
- ❏ **Inflow - number of people becoming homeless for the first time**
- ❏ **Inflow - number of people returning to homelessness by moving from inactive to active list**
- ❏ **Inflow - number of people returning to homelessness who were housed and returned to active list**
- ❏ **Inflow - number of people newly identified/newly assessed**
- ❏ **Outflow - number of people experiencing homelessness who become permanently housed**
- ❏ **Outflow - number of people moving to inactive after 90 days of no contact**

NOTES:

It's critical that your list include inflow data (i.e. the number of individuals/families experiencing homelessness newly entering your Coordinated Access System every month) in order to test whether your Coordinated Access System has the capacity to house individuals who become newly homeless every month. Additionally, without data on inflow, it becomes impossible to make informed projections about how your community is progressing on housing.

Your community can better understand where people are coming from before they show up on your BNL active list by tracking individuals experiencing homelessness who had previously been housed or missing. This data allows you to become more targeted and efficient in your homelessness prevention efforts, and can help you better understand housing stability, housing retention, and the functionality of those programs in general. Additionally, it can assist in measuring the impact of your outreach efforts to re-engage/find individuals and families experiencing homelessness in your community.

14. Does your community have a way to account for and track actively homeless individuals and families who have not consented to undergo a full assessment?

❏ **Yes**
❏ No
❏ In Progress

14a. If you answered yes to the above question, please describe this process:

<<written response>>

NOTES:

In order to use your community's By-Name List as the vehicle for projecting and determining housing progress and goals, the BNL must include all known individuals and families actively experiencing homelessness, **regardless of whether they are currently refusing services or have not provided consent to undergo a full assessment**. Similar to the point in time count, all people experiencing homelessness should be accounted for. Care should be taken in including personal identifying information, however, **communities may determine it good practice to target a specific or assigned crisis responder** to prioritize their engagement efforts with these individuals/families specifically, to confirm their homelessness status, complete an assessment and expedite a referral to permanent housing. You should also be aware of both **Federal and local privacy guidelines** as you develop this process.

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15. Does your community use the HPS definition of chronic homelessness?
Chronically homeless refers to individuals, often with disabling conditions (e.g. chronic physical or mental illness, substance abuse problems), who are currently homeless and have been homeless for six months or more in the past year (i.e., have spent more than 180 cumulative nights in a shelter or place not fit for human habitation).
- ❏ **Yes**
- ❏ No
- ❏ In Progress

15a. If you answered no to the question above, please provide your community's definition of chronic homelessness:
<<written response>>

15b. Does your By-Name List include the ability to know all experiencing chronic homelessness according to the definition of chronic that your community uses?
- ❏ **Yes**
- ❏ No
- ❏ In Progress

15c. Keeping in mind that chronic status can change over time, is your community's BNL able to track when homeless individuals and families become chronically homeless at any point after they are initially assessed?
- ❏ **Yes**
- ❏ No
- ❏ In Progress

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16. Does your community use the HPS definition of episodic homelessness?

HPS Definition: Episodic refers to individuals, often with disabling conditions, who are currently homeless and have experienced three or more episodes of homelessness in the past year (of note, episodes are defined as periods when a person would be in a shelter or place not fit for human habitation, and after at least 30 days, would be back in the shelter or inhabitable location).

- ❏ **Yes**
- ❏ No
- ❏ In Progress

16a. if you answered no to the question above, please provide your community's definition of episodic homelessness:

<<written response>>

16b. Does your By-Name List include the ability to know all experiencing episodic homelessness according to the definition of episodic that your community uses?

- ❏ **Yes**
- ❏ No
- ❏ In Progress

17. Does your community's BNL allow you to know all (and filter by) the following sub-populations?
Please tick all that apply.

- ❏ **Family Units**
- ❏ **Individuals in Family Units**
- ❏ **Identified as Aboriginal or having Aboriginal Ancestry**
- ❏ **Youth Head of Household (Ages 16-24 that are able to rent on their own)**
- ❏ **Youth (Ages 0-18 who are members of families)**
- ❏ **Veterans**

NOTES:

Your community can be confident that the list is comprehensive when it includes all of the populations listed. When your community's BNL is able to track sub-populations, this allows for understanding and analyzing trends with specific populations and helps communities better strategize on targeting resources based off the data.

18. Does your community's BNL allow you to record and report the following types of permanent housing situations secured in your community:
Please tick all that apply.

- ❏ **Permanent Supportive Housing (PSH)**
- ❏ **Intensive Case Management (ICM)**
- ❏ **Rapid Rehousing**
- ❏ **Rent Supplements**
- ❏ **Affordable Housing Program**
- ❏ **Assertive Community Treatment Program**
- ❏ **Market Rate Apt**

NOTES:

Your community can be confident that the list is comprehensive when it includes all of the permanent housing situation types listed. This allows for understanding and analyzing trends with how your community allocates permanent housing situation types.

Let's Pause for Questions...

Self Assessment Tool V2.0 [DRAFT]
SECTION

COORDINATED ACCESS SYSTEMS (CAS)

The message is clear: building a Coordinated Access System (CAS) as the mechanism to end homelessness and sustain that end over time is a national priority. But what does it take to build a **strong Coordinated Access System**? And how do you know if you have the components of a system in place?

Furthermore, how do you **measure** whether you have the processes and relationships in place to make sure that you can move people swiftly through your Coordinated Access System?

The following section is intended to take a snapshot of a community's **progress towards building** a stable Coordinated Access System and to highlight specific areas for **improvement**.

Self-Assessment Tool v.2.0 → https://goo.gl/bvQhH0

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Coordinated Access Systems

19. Is there a lead agency or entity that is accountable for leading the coordination of all local activities associated with your Coordinated Access System toward ending homelessness?

❏   **Yes**
❏   No
❏   In Progress

19a. If you answered yes to the above question, please name the agency or entity leading coordination activities toward ending homelessness:

<<written response>>

NOTES:

Having a lead agency or entity that is responsible for **leading the coordination** of all CAS activities reduces the duplication of efforts by multiple agencies, and streamlines the coordination of overlapping CAS processes - a very important step toward strengthening the long-term sustainability of your system.

20,000 HOMES

Coordinated Access Systems

20a. For Urban Communities: Does your community have a documented staffing schedule in place that ensures regular, consistent OUTREACH to the Coordinated Access System across 100% of your Community?

❑ **Yes**
❑ No
❑ In Progress

20b. For Rural Communities: Does your community have a documented staffing schedule in place that ensures regular, consistent ACCESS to the Coordinated Access System across 100% of your community?

❑ **Yes**
❑ No
❑ In Progress

NOTES:

The regularity and coverage of outreach and street engagement and the convenience of access points for homeless individuals/families should reflect the unique nature of the geographies included in communities across the nation. Ideally, every member of all outreach teams should be clear on where outreach "hot spots" are, when outreach should take place, using a shared community outreach map, schedule, or other documentation or internal policy. Outreach in hard to reach or less populated areas such as rural areas, may be informed by a schedule determining when to search for encampments and evidence of sleeping outside, so that an outreach team may be deployed and additional measures to ensure full *access* for individuals/families experiencing homelessness are essential as well. The intent of these questions is to ensure no one experiencing homelessness is left behind and to help communities establish a baseline for improvement of the internal coordination of all outreach teams and access points in your community.

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21. Do all individuals and families experiencing homelessness have fair and equal access to services within your Coordinated Access System, regardless of the access point they use or how they present for services?

❑ **Yes**
❑ No
❑ In Progress

NOTES:

A strong CAS has sufficiently accessible access points (including physical locations and/or a toll free phone line that are culturally and linguistically competent, ADA accessible, etc.) so that all individuals and families actively experiencing homelessness can access the system, and be assessed, in a timely fashion. **The ability to enter the coordinated access system and the process by which that occurs, should be the same, regardless of access point is used.** Your community should also have at least one access point that is able to **accommodate those for whom privacy is a concern** (e.g. victims of domestic violence).

Communities should be implementing strategies focused on preventing and diverting people from becoming homeless. However, no individual/family who is actively experiencing homelessness should ever get turned away from any CAS homeless services access point in your community. To ensure that this does not occur, your community should have accessible universal access point(s) that can serve your entire homeless population.

20,000 HOMES

22. Does your community provide access to shelter or other temporary accommodations immediately to any individual or family experiencing unsheltered homelessness at any point in time, to the extent that shelter is available?
The system provides access to emergency services at all hours independent of the operating hours of the coordinated access intake and assessment process. (I.e. Completing an assessment is not a barrier to emergency services.)

- ❑ **Yes**
- ❑ No
- ❑ In Progress

NOTES:

Ensuring that individuals who are experiencing homelessness have 24/7 **access to emergency/crisis services is a crucial part of the safety net** that a high functioning Coordinated Access System provides to vulnerable individuals and families. Communities should work to break down any barriers to immediate temporary accommodations in order to minimize an individual's/family's time spent on the streets or in a place not meant for human habitation.

20,000 HOMES

23. Is your community consistently implementing a written prioritization policy that objectively prioritizes individuals and families for housing? Efforts to implement the policy should be informed by a common assessment tool-based score and other data-driven method.

- ❏ **Yes**
- ❏ No
- ❏ In Progress

NOTES:

In regular case conferencing meetings, every individual/family experiencing homelessness, (including those who are actively homeless but either refuse or are unable to undergo the assessment), should be continuously guided and assisted towards the most appropriate permanent housing intervention and any necessary housing-based additional services. Using common assessment tools (such as the VI-SPDAT) can help communities **objectively assess and prioritize the most acutely vulnerable individuals/families for appropriate and timely housing and services.**

Coordinated Access Systems

24. Do all agencies routinely use data sharing agreements (e.g. ROIs, MOUs, etc.) to facilitate case-by-case information sharing for prioritization, referrals, and effective case conferencing?

- ❏ **Yes**
- ❏ No
- ❏ In Progress

NOTES:

Having a community-wide **Release of Information (ROI) that covers as many agencies as possible is a crucial building block of a strong Coordinated Access System**. A common, shared ROI allows all parties serving homeless individuals to access necessary client-level data and engage in effective assessment, case conferencing and housing placement practices.

You should also be aware of both **Federal and local data sharing and privacy guidelines** as you develop this process.

20,000 HOMES

Coordinated Access Systems

25. Are all relevant stakeholders/providers present at case conferencing meetings such that these meetings produce concrete prioritization and referral decisions based on your community's prioritization policies?

- ❑ **Yes**
- ❑ No
- ❑ In Progress

25a. How frequently do case conferencing meetings occur specific to your goal to end homelessness?

- ❑ Weekly
- ❑ Bi-Weekly
- ❑ Monthly
- ❑ Other:_____

NOTES:

In order for a homeless individual/family to be swiftly referred to permanent housing, **all relevant providers working with that individual/family, and including those who have resources that could serve the individual/family, should be present at community case conferencing meetings**. Depending on the size of your community, case conferencing is likely a weekly or bi-weekly meeting wherein staff problem-solve barriers and remove roadblocks for individual and family housing placements, and housing navigators (or case managers, outreach workers, etc.) are assigned to prioritized clients and a housing plan is coordinated. **It is likely that communities will have separate case conferencing meetings for specific sub-populations within CAS**. For instance, a case conferencing meeting for veterans may be held separately from a case conferencing meeting for youth experiencing homelessness.

20,000 HOMES

Coordinated Access Systems

26. Does the Coordinated Access System take into account client choice through assessment questions, case conferencing discussions and policies that honor client preference?

- ❏ **Yes**
- ❏ No
- ❏ In Progress

NOTES:

Implementing client choice and housing-based practices is crucial to building a Coordinated Access System. This can be done by **paying attention to the type of questions and engagement strategies used to serve homeless individuals/families, and making respectful, non-coercive efforts** to permanently house them on a community's By-Name List, during case conferencing meetings and otherwise.

Coordinated Access Systems

27. Does your community assign a lead point of contact (navigator or case manager) who is responsible for engaging each prioritized individual or family experiencing homelessness and ensuring successful navigation from homelessness to housing?

❏ **Yes**
❏ No
❏ In Progress

NOTES:

Establishing a lead point of contact who is responsible for guiding an individual/family experiencing homelessness through the steps of a Coordinated Access System **increases efficiencies and reduces duplication of effort in guiding clients toward a permanent housing placement**. This is not to say that every person on the BNL will have an assigned navigator. For example, given the reality of limited staff capacity in case conferencing, communities may prioritize assigning a lead point of contact for those individuals/families identified as chronically/episodically/high acuity homeless, or those who are prioritized based on a community's prioritization policy. **Communities that assign lead points of contact reduce the likelihood that individuals experiencing homelessness get bounced around to different agencies/staff members.** Streamlining this aspect of the CAS process benefits the person experiencing homelessness and will likely lead to a faster, more appropriate housing placement.

28. Has your community developed written case conferencing policies that assure a plan for the effective long-term sustainability of your community's case conferencing processes?

- ❏ **Yes**
- ❏ No
- ❏ In Progress

28a. If you answered yes to the above question, please explain:

<<written response>>

NOTES:

Planning for the long-term sustainability of your community's effective case conferencing structures will ensure the meetings continue regardless of the persons attending or content discussed. Communities should identify the organization or entity responsible for leading the case conferencing meetings, determine whether there should be separate case conferencing meetings for each subpopulation, if new staff will be needed to complete comprehensive case conferencing meetings, and if existing positions will be dedicated to Coordinated Access meetings in the long-term, etc.

29. Does your community have a strategy and documented policy/protocol in place for preventing and diverting at-risk individuals from becoming actively homeless and entering the Coordinated Access System?

- ❑ **Yes**
- ❑ No
- ❑ In Progress

NOTES:

Having a formal diversion process at the front door(s) of your coordinated access system is critical to your system's success. As communities prioritize the most vulnerable households for limited housing resources, **it's also critical that households who are less vulnerable but still in need of assistance (e.g. households in the eviction process) have access to trained diversion specialists who can help facilitate access to services and safe housing options outside of the homeless system**. It's sometimes possible to divert highly vulnerable households from the homeless system as well, and formal training is key to understanding how and when this is a viable and sustainable option.

20,000 HOMES

30. Does your community have a strategy and documented policy in place for preventing homeless individuals and families from becoming chronically homeless?

❑ **Yes**
❑ No
❑ In Progress

NOTES:

Using your quality BNL, communities can track who is at risk of becoming chronically homeless from month to month. Even if each individual/family at risk for chronic homelessness is not yet ready or willing to accept a housing intervention, it is critical to continually measure both the number of episodes of homelessness and total length of time homeless to have a sense of future chronic homelessness in your community. In other words, **communities can use key data points to prioritize and prevent at-risk individuals from becoming chronically homeless.**

20,000 HOMES

31. Are there formalized processes in place to work with public system partners to avoid discharging into homelessness (child protection, corrections, police, health, addictions, domestic violence, youth aging out of foster care)?

- ❏ **Yes**
- ❏ No
- ❏ In Progress

NOTES:

Prevention is a critical piece of the work of ending homelessness. Having a broad reach with public system partners and working with various partners that work at potential points of inflow can better prepare communities to prevent 'high-risk' individuals/families from becoming homeless.

20,000 HOMES

32. Once you can use your BNL to understand gaps in service and resource delivery, please explain how your community is active in advancing public policy asks to support an end to homelessness to various levels of government?
If you do not currently do this work, please indicate that here

<<written response>>

NOTES:

Using BNL data allows communities to better understand any gaps in resources/funding/etc. and advocate for individuals/families experiencing homelessness in your community to public system partners and government entities.

20,000 HOMES

Coordinated Access Systems

33. What percentage of your permanent stable housing [PH] resources are being allocated through your Coordinated Access System to individuals on your By-Name List?

❏ **90% or more of PH resources are allocated through Coordinated Access**
❏ 75%-89% of PH resources
❏ 50%-74% of PH resources
❏ 25%-49% of PH resources
❏ Less than 25% of PH resources

NOTES:

A well functioning CAS should be able to close side doors. Using your community's By-Name List to track data and your case conferencing meetings to discuss process, it's important to understand what percentage of your community's PH resources are allocated through the Coordinated Access System to individuals on your By Name List.

34. Does your community have real-time or close to real-time information about vacancies in the various housing and programs operating in your community?

- ❏ **Yes**
- ❏ No
- ❏ In Progress

34a. If you answered yes to the above question, please describe how you manage and update this information:

<<written response>>

NOTES:

Just as an ideal BNL would be able to reflect real-time status updates to client data; it is important for communities to have real-time or as close to real-time data on permanent housing vacancies (including vouchers, if applicable). Accurate information allows communities to continue housing those on the BNL, improve housing speed and rates, and better assess gaps/needs in housing inventory and resources.

20,000 HOMES

35. The Coordinated Access System assesses performance by tracking these measures for all populations:
Please tick all that apply.

- ❏ **Average length of time from becoming homeless to identification (entering the system)**
- ❏ **Average length of time from identification to permanent housing**
- ❏ **# of persons who return to homelessness after being permanently housed for 6 months**
- ❏ **# of persons who return to homelessness after being permanently housed for 12 months**
- ❏ **# of persons who return to homelessness after being permanently housed for 24 months**

NOTES:

Tracking these measures are important as communities are housing individuals and families experiencing homelessness as they allow for communities to gather baseline information about how their system is operating and make improvements in order to reduce the length of time from when an individual/family becomes homeless to when they're identified; from when they're identified to permanently housed; and reduce the total number of persons who return to homelessness after being permanently housed. Tracking these types of measures on a monthly basis is another way to assess if your community is changing the way in which the system is operating (vs. merely working 'harder' and 'faster').

36. Do you use HIFIS or another database(s) that allows for data sharing and system-level data analysis?

❑ **Yes**
❑ No
❑ In Progress

NOTES:

Having a database that allows all stakeholders making decisions around assessing, outreaching, or housing homeless individuals/families is crucial to establishing a centralized, common understanding of who needs to be served and when. In addition to BNL data, coordinated inventory, matching functionality, case-conferencing abilities, high-level community data analyses capabilities, etc would ideally be included in your database. **Community organizations often operate in data silos, making it difficult to assess the needs and appropriately prioritize the housing placements of all homeless individuals in a community.** You may have an open or partially open data system, but data sharing and systems level data analysis are crucial.

Coordinated Access Systems

37. Using your BNL data, does your community have a process for communicating between relevant partners, the housing resource each individual was referred to, the status of each step in the process (referred, in process but not yet housed, attempting to contact), and the outcome (refused, denied, accepted, moved-in)?

- ❏ **Yes**
- ❏ No
- ❏ In Progress

NOTES:

An important facet of your community's Coordinated Access System is **the ability to communicate the important moments, or status changes, in a client's journey through your Coordinated Access System toward a permanent housing placement**. For example, if your Coordinated Access System does not have a process for communicating with crisis responders, often referred to as Housing Navigators in reference to CAS, when a match has been made, it could result in a significant delay in housing placement. Or, if there isn't a clear communication process for a Housing Navigator to communicate with the person managing the BNL that their client has been successfully housed (leased up) again, a delay could result. This communication sometimes happens during in person case conferencing meetings, but could also be achieved through the use of phone calls or virtual meetings, allowing the BNL manager to track necessary status changes and capture notes using the data platform/technology, HIFIS or otherwise, being used to manage the By-Name List.

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Let's Pause for Questions...

Building Coordinated Access

Am I Doing This Right?
What We Suspect & What We Want to Determine

Building Coordinated Access: Am I Doing This Right?

CHRONIC BY-NAME LIST

VERSION	TIMESTAMP	SCORE	QUESTIONS REMAINING	QUALITY BNL
1.0	3/3/2016	7	Question 1 Question 2 Question 9	No
2.0	9/22/2016	8	Question 2 Question 10	No

"Has a documented and implemented inactive (no-contact) policy for individuals experiencing Chronic homelessness?"

DETAILED SCORECARD

Number	Question	Answer
1	Includes all individuals experiencing chronic homelessness on By-Name List	Yes
1 Response	Unsheltered individuals living in a place not meant for human habitation (the street, in cars, campsites, on beach/deserts/riverbeds, etc.), Individuals in shelters, safe havens, seasonal/overflow beds, hotel/motel paid for by homeless provider, Individuals in transitional housing who were chronically homeless prior to entering the transitional housing program. Please note that in general, chronically homeless persons that enter transitional housing do not maintain their chronically homeless status for the purposes of eligibility for CoC program-funded PSH, however, the community should continue to include them on the BNL until they are permanently housed., Individuals entering an institution (jail/prison, hospital) who are on your list (literally homeless prior to entering the institution) that are expected to be in the institution for 90 days or less remain on your active list. ***They can be moved to your inactive list if the time exceeds 90 days.	
2	Has a documented and implemented inactive (no-contact) policy for individuals experiencing Chronic homelessness?	No
2a		
3	Tracks the homeless status of all individuals experiencing Chronic homelessness, including the date each status was last changed	Yes
4	At least 75% of Continuum of Care's geographic area is covered by a documented and coordinated outreach system	Yes
4a	The CoC currently has Outreach Teams assigned to areas throughout Chicago. Outreach is completed by our PATH providers along with City funded projects as well. These projects are able to enter data into our HMIS which allows for the documentation of these individuals as experiencing Chronic Homelessness and their placement on our BNL.	
5	At least 75% of housing providers serving people experiencing chronic homelessness in your community report data into your community's BNL using a common assessment tool.	Yes
6	Chronic BNL include an HMIS ID or other unique identifier to prevent duplication of client records and facilitate coordination between HMIS and BNL	Yes
6a	HMIS is the data platform your community uses to hold Chronic BNL data	Yes
6b	Bowman Systems - ServicePoint	
7	Chronic BNL tracks the total number of newly identified/assessed individuals experiencing Chronic homelessness every month (inflow)	Yes
8	Has process for adding individuals experiencing Chronic homelessness to the By-Name List who refuse services or are unable to undergo the full assessment	Yes
8a	Individuals experiencing CH are added to the BNL without completing our Coordinated Entry assessment. Their engagement with outreach team members or their stay in a shelter project prompts the gathering of details that includes CH status information. Their completion of "entry assessments" allows them to be added to our BNL. Subsequently, we will dispatch teams to complete the Coordinated Entry assessment and gather the additional details to connect them to appropriate housing options.	
9	Chronic BNL has ability to track when individuals become chronically homeless at any point after they are initially assessed	Yes

Zero: 2016
from Community Solutions

SAT Feedback Report

- Detailed feedback on your relative strengths and challenges on each of the seven sections of the SAT

- Comparison (by section) between your community and the average of other communities who have completed the SAT

- Proposal for 1-2 next steps you can take in each of the seven sections to improve your system

- (As we have more bright spots) suggestions on a community or communities who might be able to assist you in one or more areas of your work and/or best practices/toolkits that might be useful

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Canadian SAT TIPS

- Get a small group together (who have knowledge on your system) and complete the SAT (takes 2-3 hours)

- Don't worry if you don't have answers for some questions

- Don't worry if you don't have in place a lot of the systems, protocols or standards that the SAT asks about

- Do celebrate the strengths that your community has

- Do review the feedback report you receive and schedule a time to talk with the 20,000 Homes Campaign staff

- Do use the SAT feedback report to help you improve your system

On to Piloting the SAT!

- We are looking for 5-6 communities to pilot the SAT
- As a pilot community you will:
    - Form a small group from your community to complete the SAT
    - Provide us comments/questions about the questions in the SAT
    - Receive a draft feedback report from the campaign
    - Review the feedback report with the campaign and provide comments/questions about the feedback report itself
    - Review the next iteration of the SAT (that incorporates comments from all pilot communities) and provide another round of feedback
    - Help Canada to end homelessness!

- **Who is interested in the Pilot?**

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What We Suspect

1. We believe that Coordinated Access Systems supported by Robust By Name Lists allow communities to reach functional zero
    a. We know this is true in the United States
    b. 5 communities have reached functional zero on Veterans Homelessness and 2 communities have reached zero on Chronic Homelessness
2. Some communities in Canada have pieces, if not all, of the infrastructure of a Coordinated Access System in place already!

What We'll Figure Out Together

1. How does a Coordinated Access System and a Robust By Name List function in a rural setting?

2. Are there additional elements, specific to Canada, that need to be included in our Coordinated Access System Scorecard?

3. How can HIFIS assist us in developing a Coordinated Access System and By Name List?

Interested in Joining?

Top 6 Reasons to Join the Campaign!

1. To support a national effort to provide permanent housing to Canada's most chronic and vulnerable people experiencing homelessness

2. To get better data on who is experiencing homelessness and what it will take to end homelessness in your community

3. To learn how to improve your system by implementing best practices on Housing First, Developing Coordinated Access Systems and robust By Name Lists in a way that makes sense for your community

4. To be part of a powerful, unified, national voice to advocate for the resources needed to end homelessness in Canada

5. To Learn from communities throughout Canada (and teach them what you have learned)

6. To receive national recognition for the work you are doing/committed to doing!

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Bonus Reason: To Have Fun while Ending Homelessness!

To Join the 20,000 Homes Campaign

- Visit **www.20khomes.ca**

- Hover over 'Join the Movement' heading

- Click 'Become a Campaign Community'

- Fill out the form and submit it to the 20,000 Homes
Campaign Team

THANK YOU!!!!