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By-Names Lists: Lessons Learned

2018 Canadian Alliance to End Homelessness Conference

Presented by: Kelly Goz, City of Windsor November 6, 2018



Windsor Essex Context



- Most Southern City in Canada
- Population: 398, 953 (2016 Census)
- Core Housing Need: 11.7% (2016 Census)
- 2.4% Vacancy rate
- 2016 Enumeration: 201
- 2018 Enumeration: 197







Photo credit: Canadian Alliance to End Homelessness, 2017 (used with permission)



















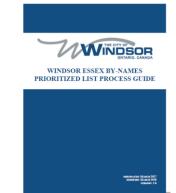
Governance

"I did then what I knew how to do. Now that I know better, I do better." Maya Angelou

- What did we learn from implementing Housing First Programs in Windsor Essex?
 - Policies / Procedures
 - Extensive community education and awareness
 - Mutual understanding of "WHY" to achieve early buy-in community wide
 - Who are your champions



By-Names Prioritized List



- Balance of City and Agency Staff
- Creation of By-Names List Coordinator position
- Leverage Program Developer to assist with data integrity
- Created policies / procedures over 2017
- Develop and Deliver Training (BNPL Process, VI-SPDAT)
- Legal Documents (MOUs, Confidentiality Agreements, etc.)
- Tracker Excel
- Online Portal for Addition and Update
- Role of Rent Subsidy



Tracker and Excel

Client In	Client Information											
BNPL Sta	BNPL Status Prioritized Ranking		Last I	Name	First	irst Name "AKA"			Identifier	Combined Household's Unique Identifier	Last Contact Date	
			BNPL Addition & Consent									
DNE	¥		Added t BNPL	0	Referral Source		Consent Obtained	Homelessness Reported / Housing Search		Free Text 💌	Free Text 🚽	Date 🚽

Assigned Agency Data

Community	Assigned	Program/Stream	Referred to	Documents	Accepted	Number of	Unassigned Past	Housed	Housing Type	Housed
Outreach	Agency		Assigned	Collected	into Service	Service	Agencies			Location
Table &			Agency			Provisions				
Match										
Shahaal										

Prioritizing Factors

High Acuity	VI / FULL-	VI / SPDAT	Most Recent	Amount of	# of Episodes	Chronic /	Most Frequented	Current Sleeping	Gender	Date of Birth	Age	Head of
Chronic	SPDAT Score	Туре	VI/SPDAT	Time Since	of	Episodic	Location	Arrangements			Calculator	Household
Episodic			Completed	Living in	Homelessnes	Reported						Age Range
				Permanent	s in past 365							
				Housing	days							

Head	l of	Children in	Number of	Expecting?	Indigenous	Veteran?	Indigenous	ABI / Physical	Income Source 01	Income Source 02	Income
Hous	sehold	Household?	Children in		Status		Services	Impairment?			Source 03
		(Age 0-18)	Household		Identified?		Requested?				
DD	-	DD 👻	DD 👻	DD 👻	DD 👻	DD 👻	DD 👻	DD 👻	DD 👻	DD 👻	DD 👻



Administration

									20K Stats				I
Last Last Administrator Update	t Name F	irst Name No	tes/Anomalies			Automatic Inactive Date		matic Inactive	20K Stats Ca	tegory	/ 01	Date	•
						Timeline	s / Ale	erts					
Date 🔻 Free	e Text 🚽 F	ree Text 🚽 Fre	e Text		T	Three M Without		Revisit Chronic/Episo	odic	With			ning Inactive Status?
						Change Landmar (Chronic		Status?	1		ge mark (La: Contact)	st <u>Below</u>	ate of Report In the Cei
20K Reporting / C	hronic D	ata Reliabilit	y Check / All Popul	ations Data		(chi chi c	, cpiss			ourc	contacty		
BNPL	House		20K / BFZ	Homelessne		Homeless		Homelessness	Homelessr reported		Homeles		
Added Date	Date 20K / Change reported BFZ Date + Any definition		on	reported + Chronic ir combo	n any	+ +		y in	reported	d			
	DNE	Acuity Break	down				Priori	tization Label		-	DNE	-	
		High Acuity	Mid Acuity	Low Acuity	Blank Declir Not F	ned	Chron	ic / Episodic	TODAY				
		DNE	DNE	DNE	DNE					`		IN	

Online Portal

		commany caronaly resulting in combeted war
A DECEMBER OF		Community Currently Residing in / Connected with: Other
	Windsor Essex	Street/Outdoors Emergency Shelter Couch Surfing
Application		Hospital Transitional Housing Incarcerated Agency completing the form:
	tate Date:	Name of the staff submitting the form:
	ovide verbal consent to disclose the infor	History of Homelessness Phone Number: Email:
	eholders as it pertains to the Windsor Es	How long has it been since you have lived in permanent stable Years: Staff name who administered VI-SPDAT (if different):
	ormation contained in the Windsor Essev	Number of episodes of homelessness in the last 12 months: Date Housing
administered and managed by the Cl	ty of Windsor.	Number of episodes of homelessness in the last 12 months: Date Housing Additional Comments:
Note: If update is selected. Only complete the fields the	t have channed includion all required fields. If easily	Source of Income
date of birth.	a nave changed inducang al required helds. It avail	
Applicant		
Unique Identifier:	n, enter NJA	Employment Insurance Veteran pension
First Name:	Last Name:	If possible, include OW/ODSP worker's name and phone number.
Preferred Name:	Preferred Language:	Worker's Name: Worker's Phone Number:
Street:	City:	
Province:	Country:	Services Requested
Phone Number: Email:	Gende	Housing Mental Health Addictions
Date of Birth: Age:		Legal Health Care Counselling De
	·	Employment Life Skills Case Management Tr.
Alternate Contact Information		
First Name:	Last Name:	VI-SPDAT
Phone Number:	(Check If Yes). Do we hav speak to this person regar	VI-SPDAT Declined VI-SPDAT Completed Date:
	personal and confidential	VI-SPDAT(Single Adult) TAY-VI-SPDAT(Youth) VI-F-SPDAT(Family) JD-VI
Partner/Spouse		Score Score Score Scor
First Name:	Last Name:	
Date of Birth: Age:		Agency Match / Housing Updates/ Other Information
Would you like to access supports and service	es with your partner?:	Assigned Agency:
		Program Name:
Additional Information		Date Documents Collected: Service Provision Refused
~	n Household?: Number of Ct	Date Housed: Housing Type:
Expecting?:	Veteran?:	Housing Location: Other - specify:
Indigenous Status Identified?:	Indigenous Services Requester	Date of Last Contact: Date Left Community: Date Deceased:



Prepare to Launch....

"AT SOME POINT, YOU JUST PULL OFF THE BAND-AID, AND IT HURTS, BUT THEN IT'S OVER AND YOU'RE RELIEVED"



JOHN GREEN, LOOKING FOR ALASKA

- February 2018 HF data
- April 2018 input PiT data
- May 2018 public start
- Implementation of weekly BNPL Community Table Meetings
 - Standard Agenda
 - Why are we here?
 - Interagency transfers
 - Updates not received through Portal
 - New Matches



Program Matching

- Focus is on support
- Who has capacity to take people off list?
 - Highest prioritized that meets that program eligibility
- How to build capacity / program spaces
- Sharing information at Community Table
- What changes need to happen for non city funded programs?
- Accountability

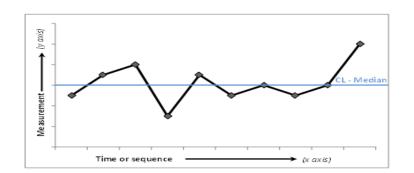


Operationalization Considerations

- Once the BNPL launched in the community it was important to constantly "check-in" with the staff directly involved, and partners participating at the Community Table
- How?
 - Survey Monkey (open and closed questions)
 - Project PDSA / run charts (time spent / satisfaction)
 - Random verbal feedback
 - Participation and Engagement at Community Table



- Understanding data
 - Reports
 - Interpretation and Definitions
 - Ensure data reliability
 - To date, have achieved 100% balanced reliable data
 - Limit who is inputting / changing data fields
 - Need to check if data is balanced often (daily or weekly)
 - Understand triggers (cause and effect)
 - How to close out month end
 - Nuances and Consistency
 - Understanding Trends
 - Volume (ebb and flow)
 - Inflow
 - Returns from Inactive









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