



Collaboration and data for Coordinated Access

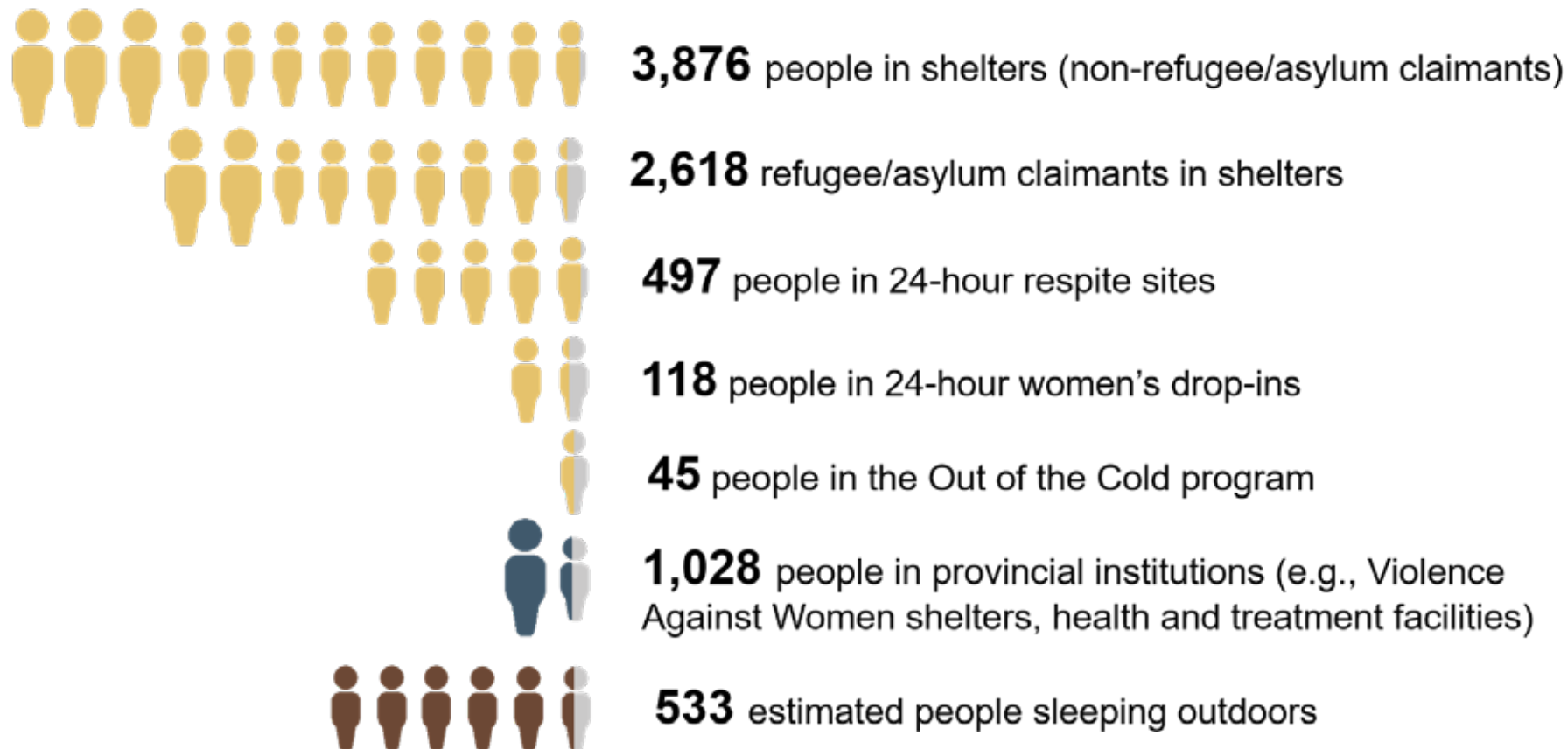
Lessons from Toronto's Coordinated Access Development
CAEH Conference, Edmonton, November 4, 2019





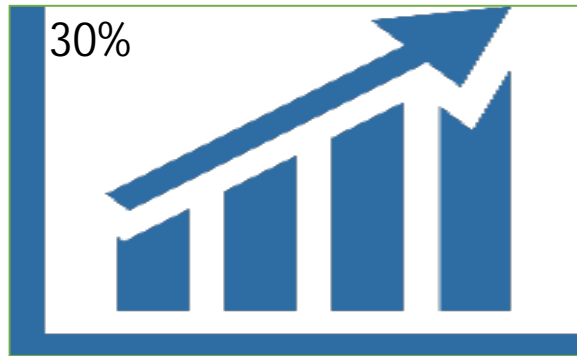
Homelessness and Toronto

Homelessness in Toronto



From Toronto Street Needs Assessment
Point in Time Count April 26, 2018

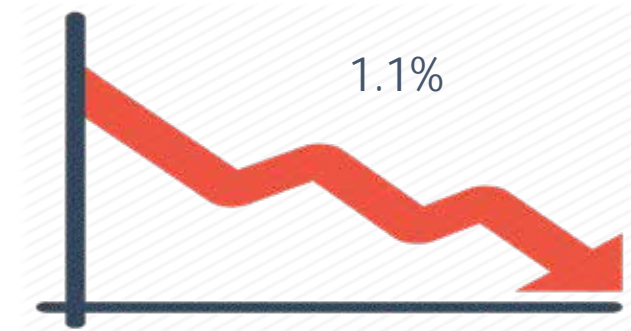
Homelessness in Toronto



Average Market Rent



Increased Demand



Vacancy rates



What does Toronto's Coordinated Access System look like?



CAHS Pilot (January 2017- October 2018)

- 5 core services:

Housing Allowances, Bridging Grants, Furniture Bank , Follow-Up Supports, Voluntary Trusteeship Program

- Single Point of access for 90 agencies
- 3500 households experiencing homelessness were connected with one or more services to help them achieve housing stability



CAHS Evaluation Recommendations

Key Improvements

Continue to Improve systems for data gathering

Address barriers to housing

Expand CAHS



What we've done

Previous state

Multiple forms

Unclear communication

Unclear Access points

In progress

Online portal

Increase collaboration

Creation of CAHS operations

Refine By Name List



By Name List



By Name List

Shelter Management Information System (SMIS)



By Name List

Where Toronto is at:

Currently included:

- Emergency shelters
- Respite spaces (80%)
- Refugee programs

Initiated:

- Indigenous partners

In Progress:

- Streets to Homes (Outreach)

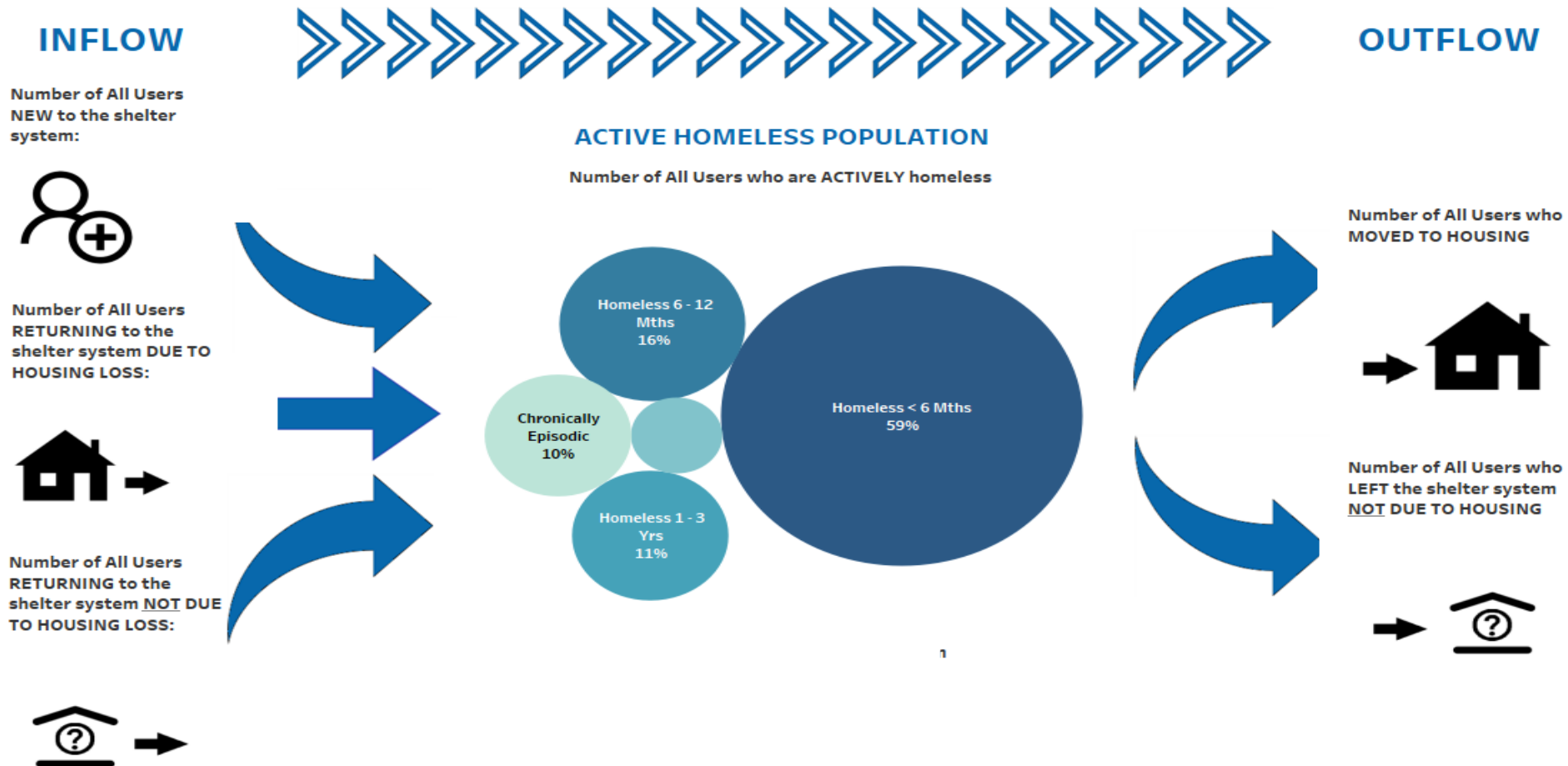
Future state:

- Drop-ins
- Community based housing help

What we're seeing in Toronto

TORONTO Shelter, Support & Housing Administration Shelter Flow for the Month of September 2019

Shelter User Population
All Users





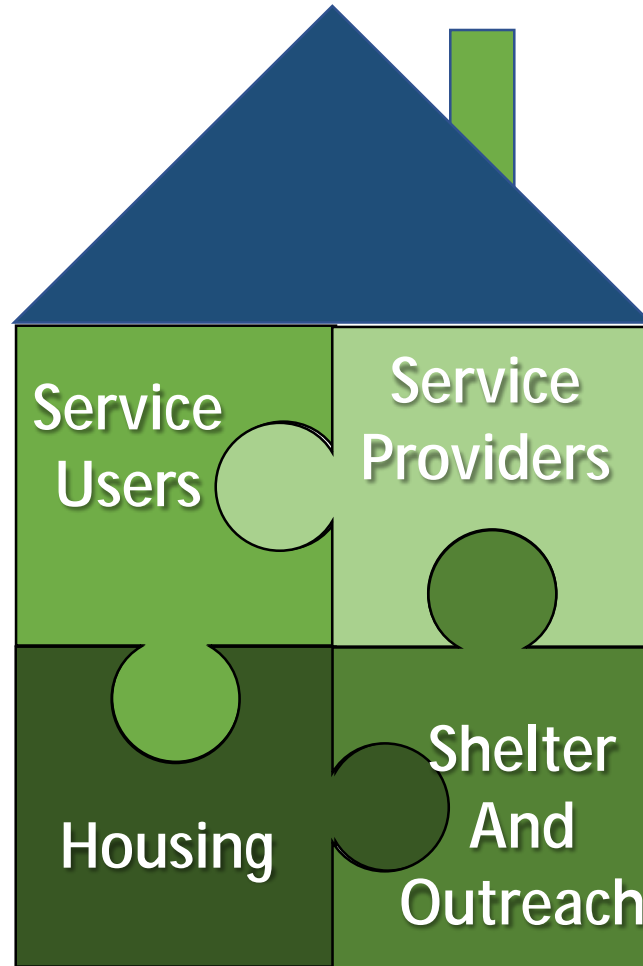
Operationalizing our Data



Data

Bringing **Data** and **Operations** together

Priority Access to Housing with Supports (PATHS)



Identify

The screenshot shows the Microsoft Excel interface with the Data tab selected. The ribbon includes options for 'From Access', 'From Web', 'From Text', 'From Other Sources', 'Existing Connections', 'Refresh All', 'Connections', 'Sort', 'Filter', 'Text to Columns', 'Flash Fill', 'Remove Duplicates', and 'Data Validation'. The 'Filter' button is highlighted in green. Below the ribbon, the active cell is K13, containing the value 'Yes'. The data table is as follows:

	E	F	G	J	K	M
1	CURRENT_AGE	GENDER	IS_INDIGENOUS	IS_YOUTH	IS_SENIOR	FAMILY_STATUS
2		84 F			Yes	
3		56 F			Yes	
4		36 F				
5		76 F			Yes	
6		44 F	Yes			
7		46 F	Yes			
8		53 F				
9		60 F	Yes		Yes	
10		59 F	Yes		Yes	
11		49 M				
12		46 F	Yes			
13		58 F	Yes		Yes	
14		62 M			Yes	
15		66 M	Yes		Yes	
16		49 M				

Prioritize

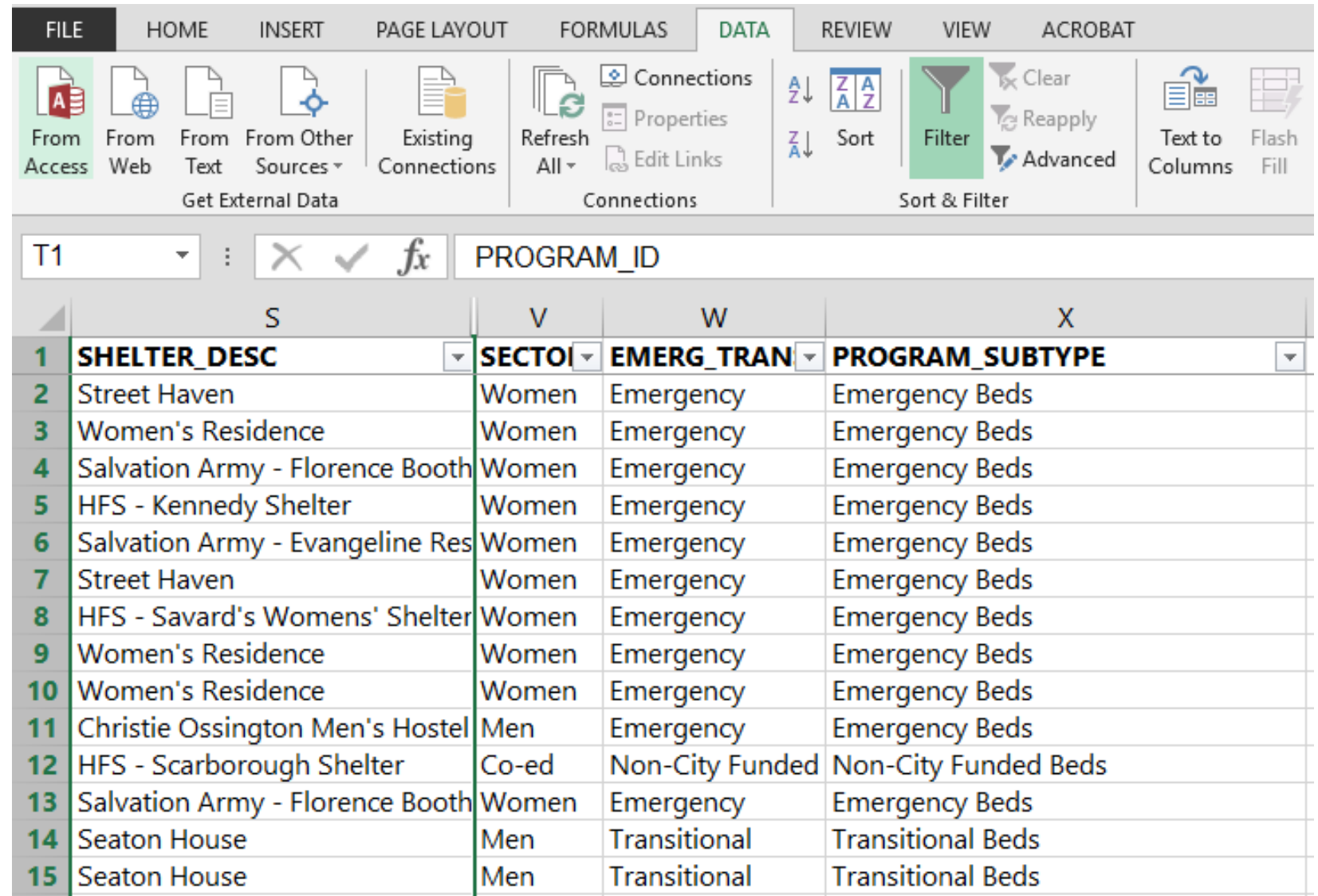
Microsoft Excel ribbon: FILE, HOME, INSERT, PAGE LAYOUT, FORMULAS, DATA, REVIEW, VIEW, ACROBAT

DATA ribbon options: From Access, From Web, From Text, From Other Sources, Existing Connections, Refresh All, Connections, Properties, Edit Links, Sort (A-Z, Z-A), Filter, Clear, Reapply, Advanced, Text to Columns, Flash Fill, Remove Duplicates

Formula bar: X1, PROGRAM_SUBTYPE

	N	O	Y	Z	AA	AB
1	FIRST_BN	LAST_BN	NUM_BN_IN_EPISODE	EPISODE_NUMBER	TOTAL_BN	COVERAGE
2	10/22/2009	06/30/2019	3527	1	3527	99.7
3	10/22/2009	06/30/2019	3419	2	3440	97.2
4	10/22/2009	06/30/2019	122	8	743	21
5	10/22/2009	06/23/2019	43	6	776	22
6	10/22/2009	06/30/2019	640	2	3426	96.8
7	10/22/2009	06/08/2019	130	14	1453	41.3
8	10/22/2009	03/21/2019			169	4.9
9	10/22/2009	06/30/2019	93	17	1071	30.3
10	10/22/2009	05/13/2019			1352	38.7
11	10/23/2009	04/29/2019			53	1.5
12	10/25/2009	05/25/2019			657	18.8
13	10/26/2009	05/08/2019			3024	86.8
14	02/01/2010	06/30/2019	166	5	1364	39.7
15	11/19/2009	06/30/2019	2248	4	3287	93.6
16	04/12/2010	04/24/2019			277	8.4

Locate

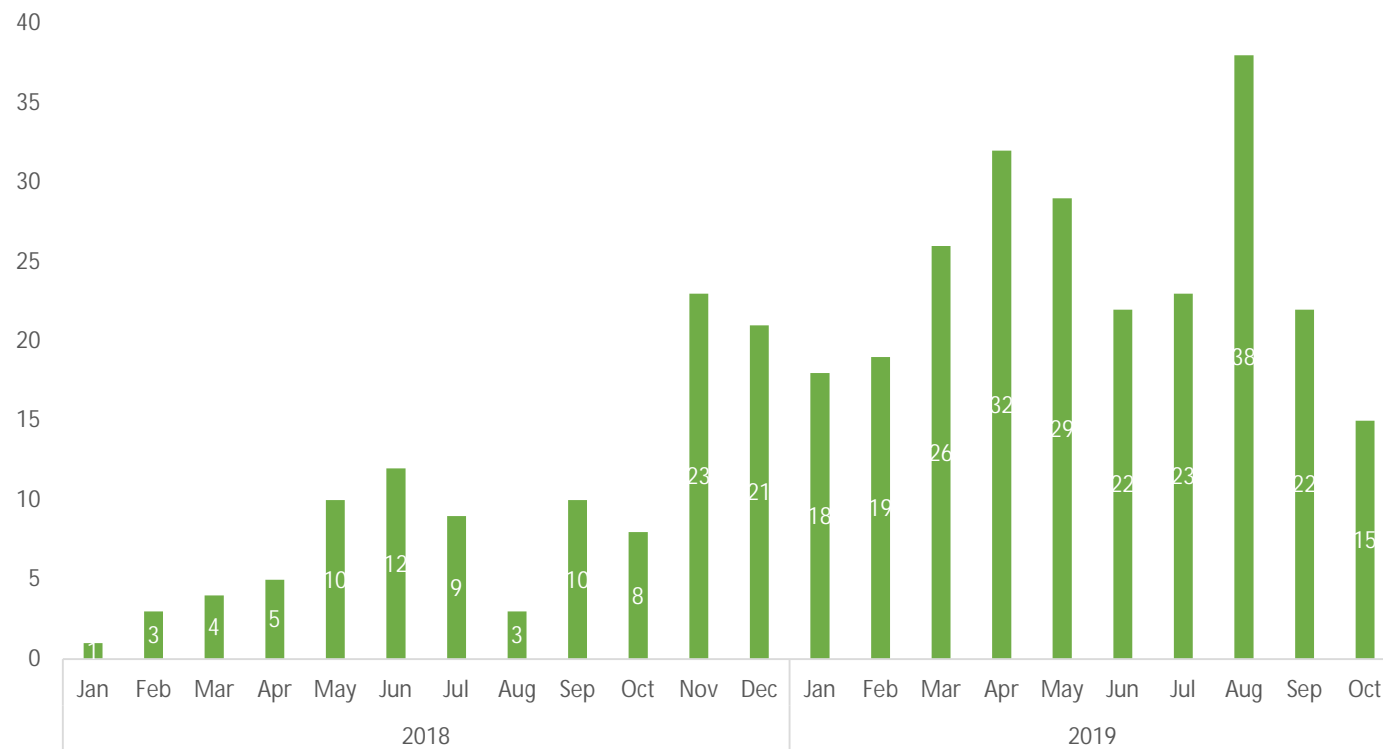


The screenshot shows the Microsoft Excel interface with the 'DATA' ribbon selected. The 'Filter' button is highlighted in green. Below the ribbon, a data table is displayed with columns S, V, W, and X. The table contains 15 rows of data, with the first row as a header and the following rows as data entries.

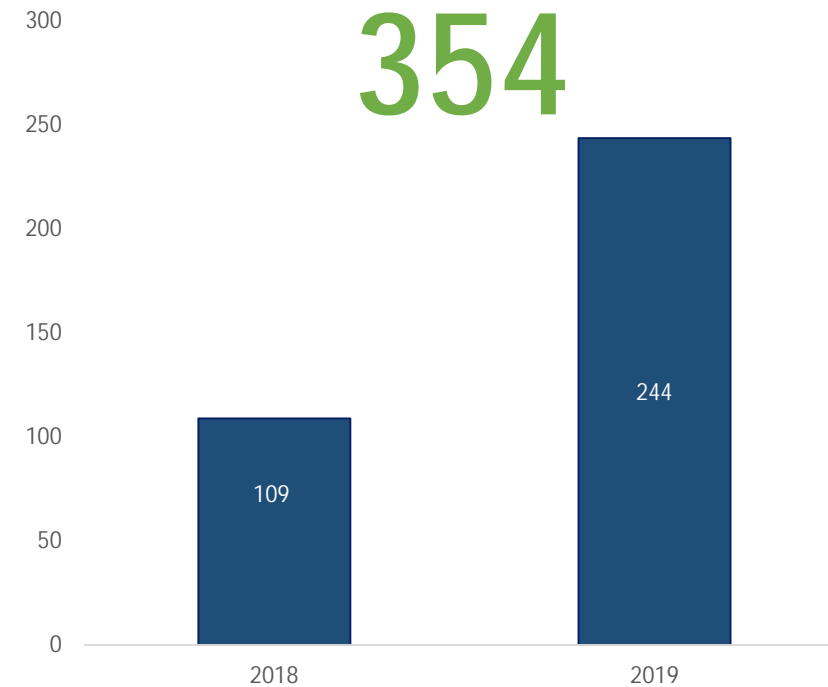
	S	V	W	X
1	SHELTER_DESC	SECTO	EMERG_TRAN	PROGRAM_SUBTYPE
2	Street Haven	Women	Emergency	Emergency Beds
3	Women's Residence	Women	Emergency	Emergency Beds
4	Salvation Army - Florence Booth	Women	Emergency	Emergency Beds
5	HFS - Kennedy Shelter	Women	Emergency	Emergency Beds
6	Salvation Army - Evangeline Res	Women	Emergency	Emergency Beds
7	Street Haven	Women	Emergency	Emergency Beds
8	HFS - Savard's Womens' Shelter	Women	Emergency	Emergency Beds
9	Women's Residence	Women	Emergency	Emergency Beds
10	Women's Residence	Women	Emergency	Emergency Beds
11	Christie Ossington Men's Hostel	Men	Emergency	Emergency Beds
12	HFS - Scarborough Shelter	Co-ed	Non-City Funded	Non-City Funded Beds
13	Salvation Army - Florence Booth	Women	Emergency	Emergency Beds
14	Seaton House	Men	Transitional	Transitional Beds
15	Seaton House	Men	Transitional	Transitional Beds

PATHS Outcomes

Housing Move-ins (total)

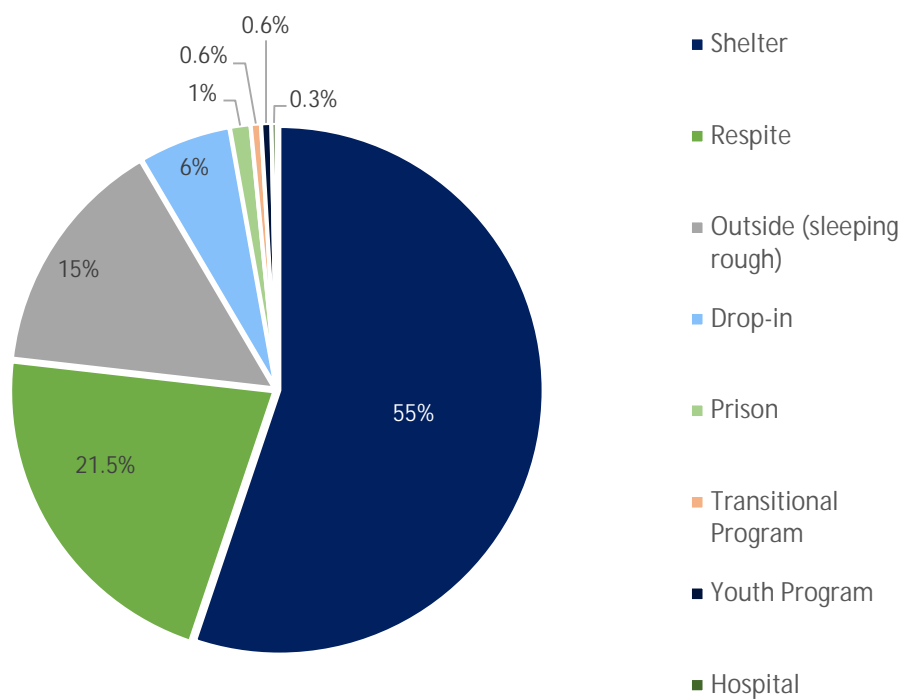


Total number of people connected with housing:

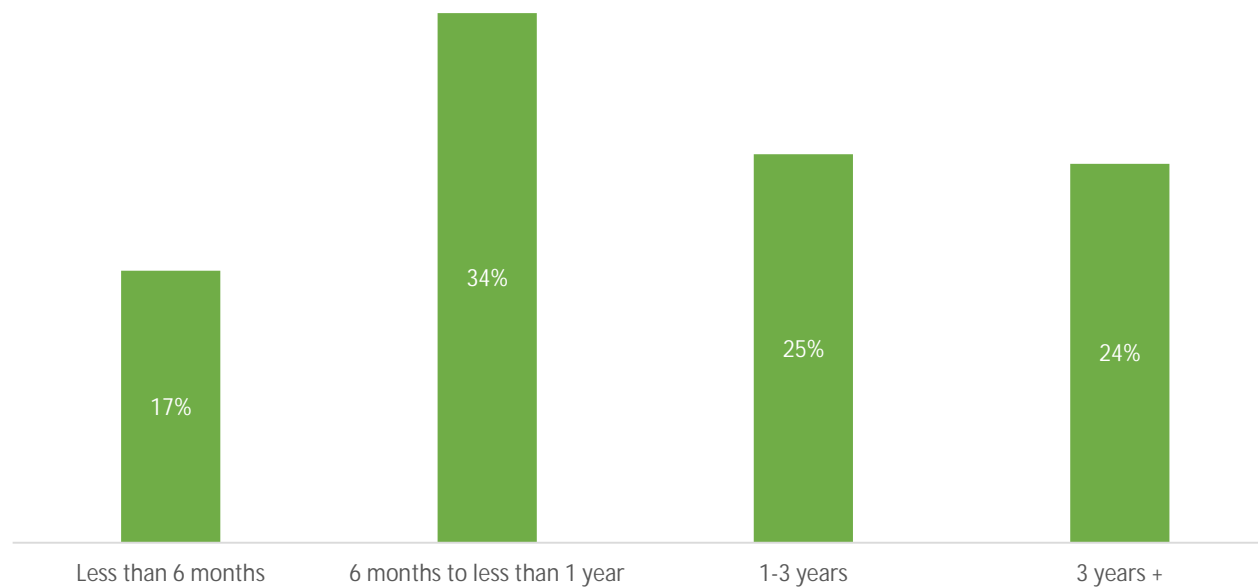


Who are we housing?

Location of Homelessness



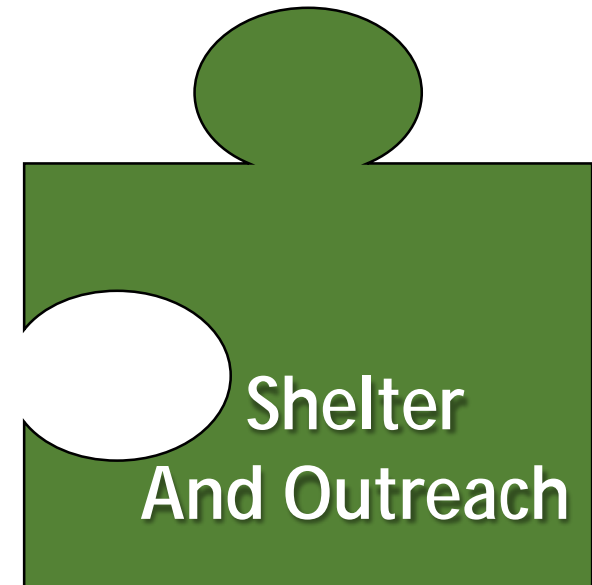
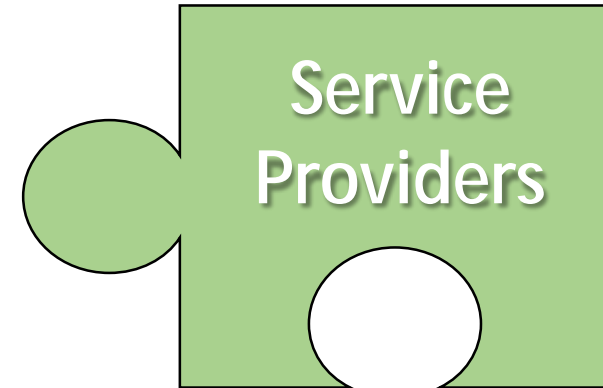
Length of Homelessness





Challenges, Lessons & Insights

Priority Access to Housing with Supports (PATHS)





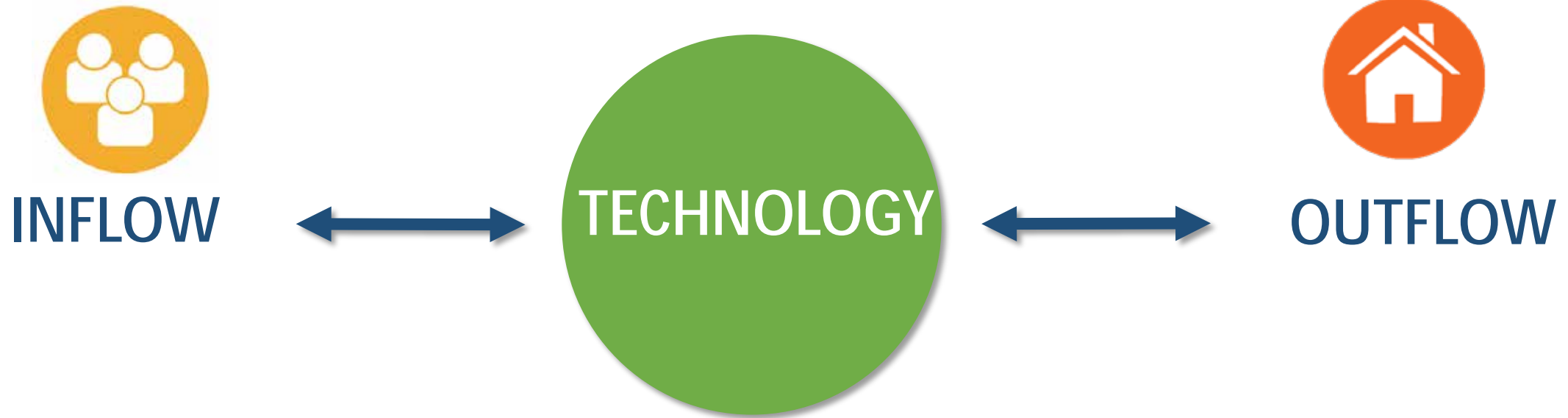
What we've learned

- Building relationships is key to positive outcomes
- **Prioritization** policy required
- **Matching** requires a team effort
- Service users always have self determination
- **Common Assessment** is key to matching

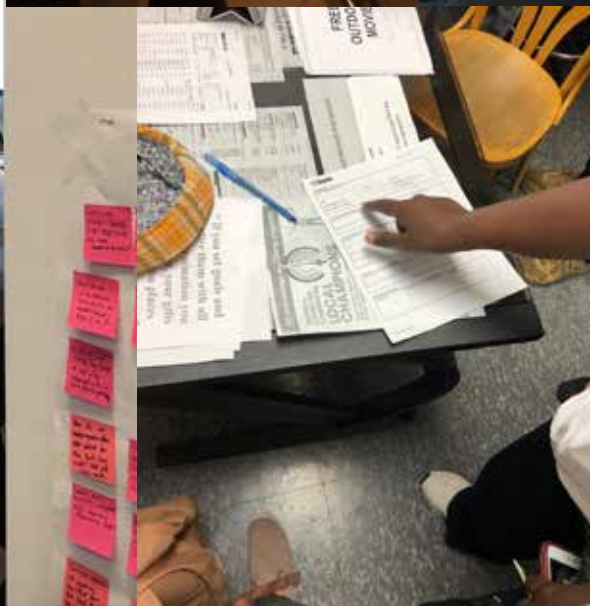
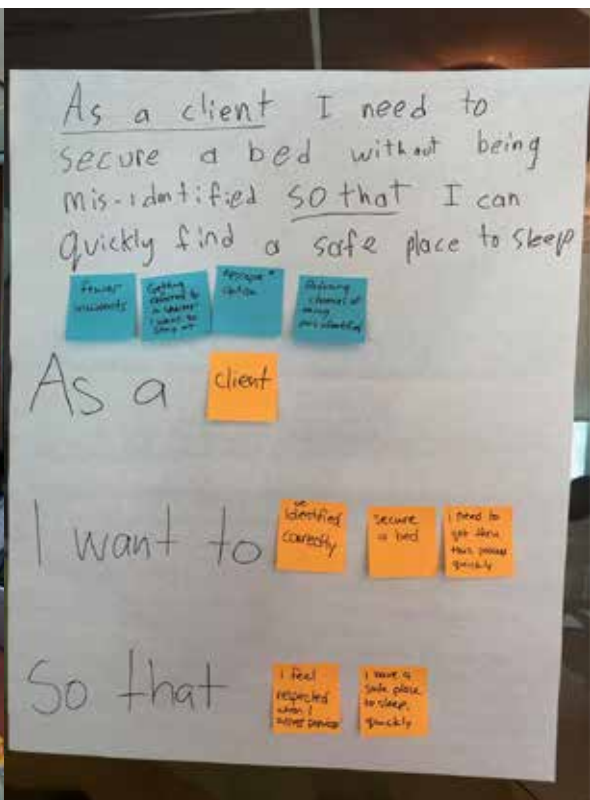
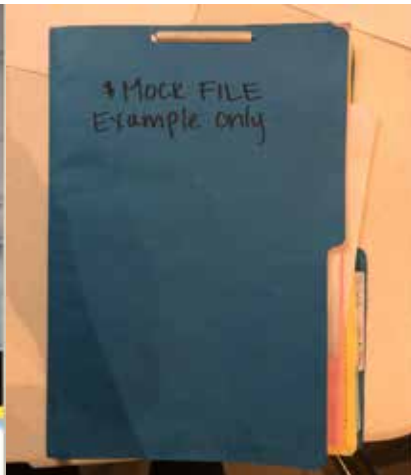


Working with Code for Canada

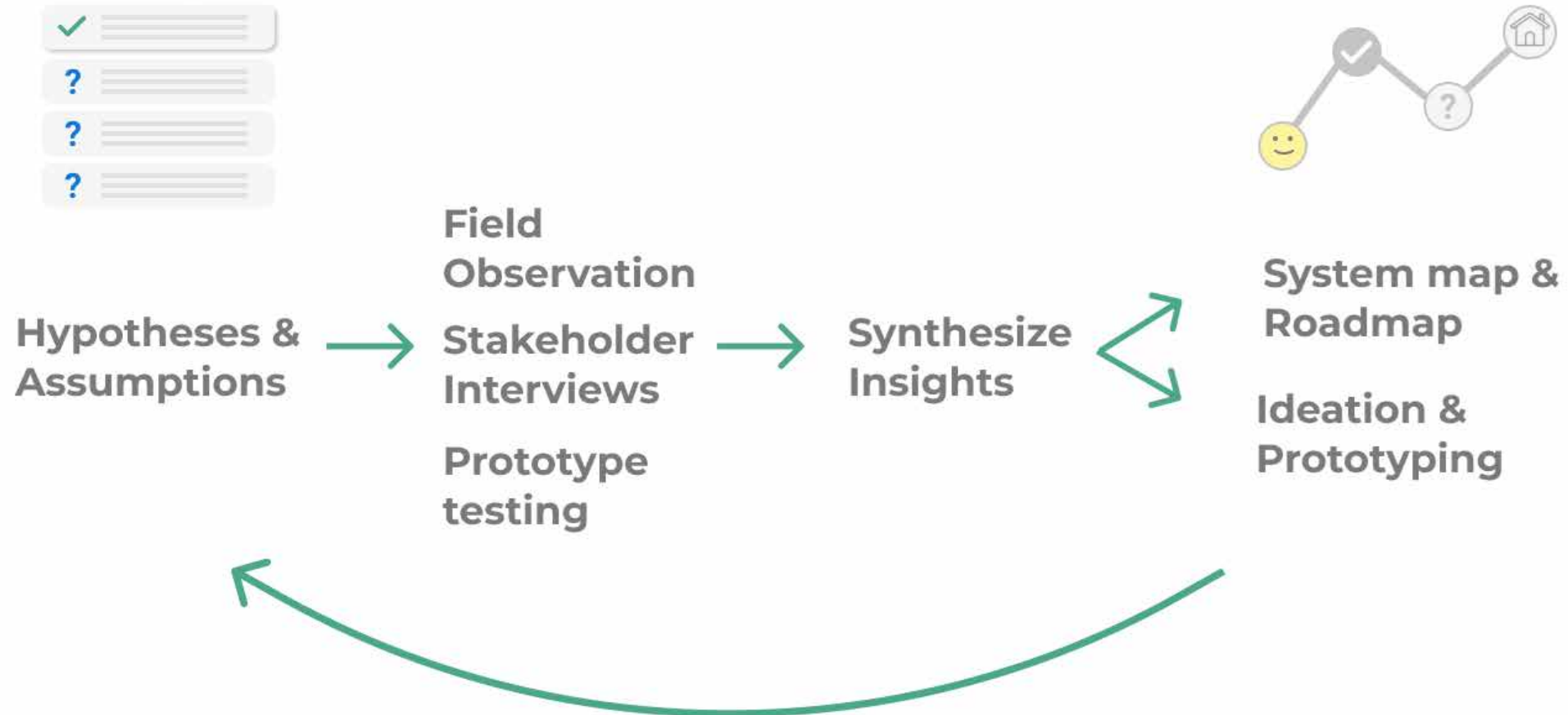
Why Code for Canada?



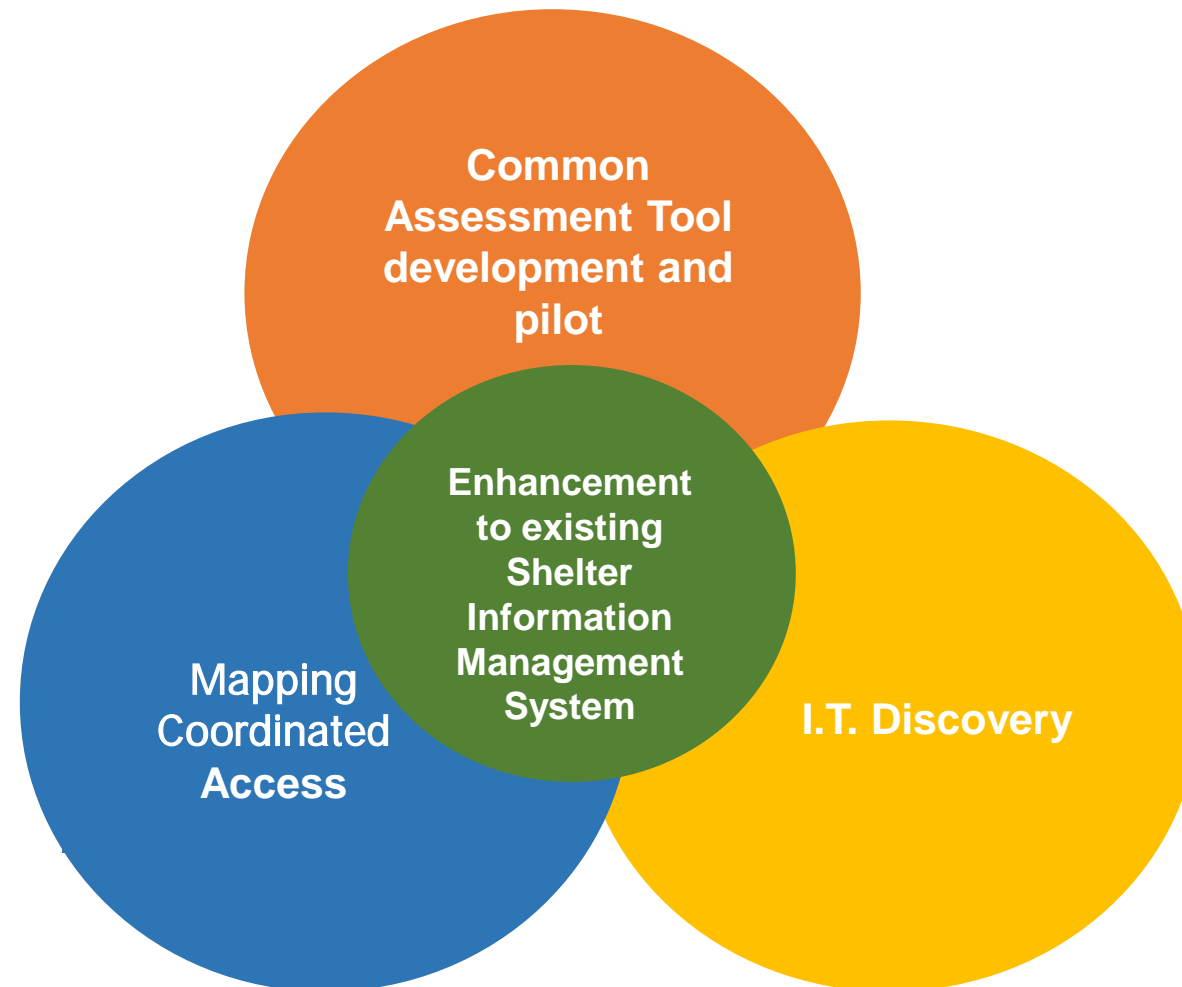
What the Fellows Do



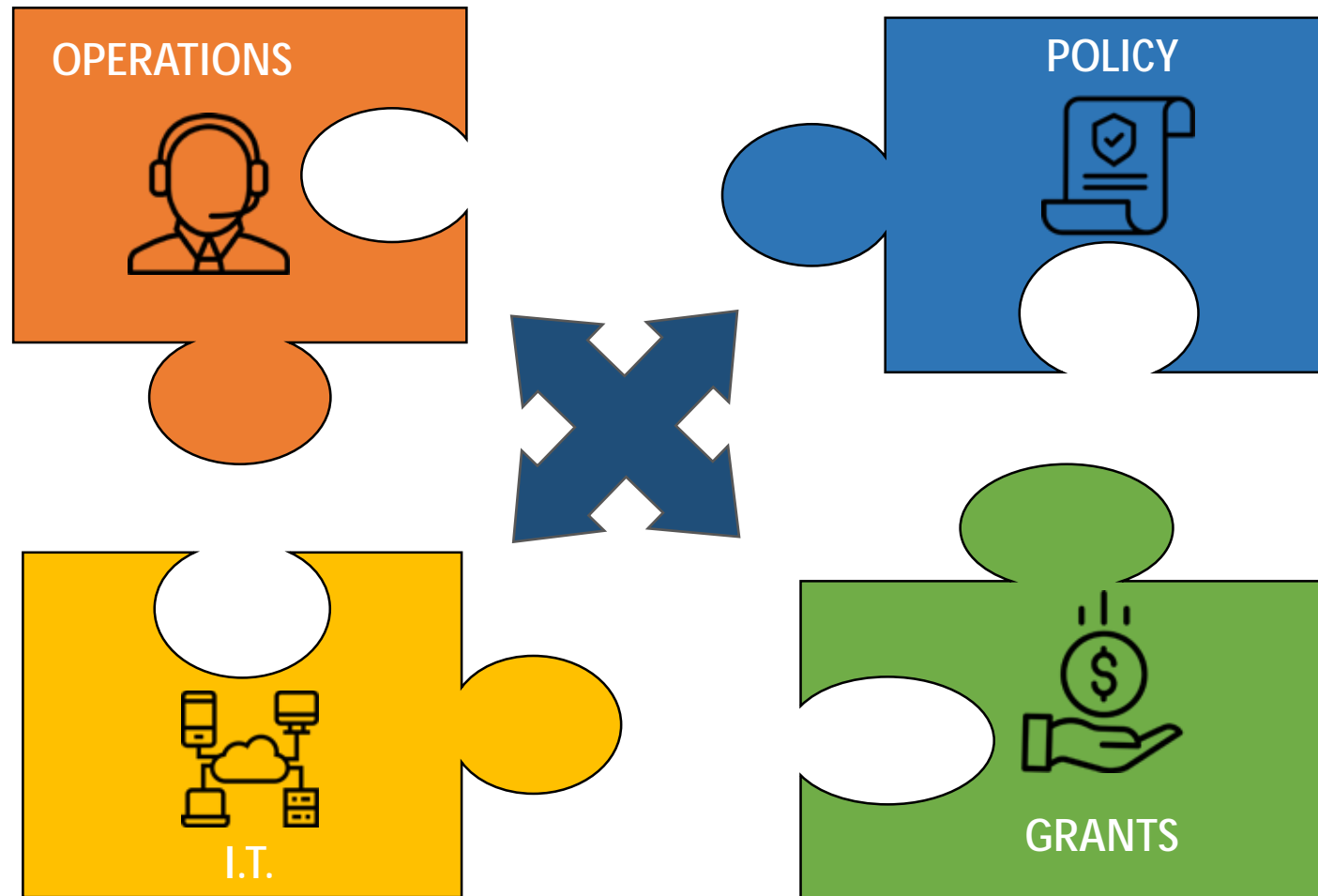
How the Fellows work



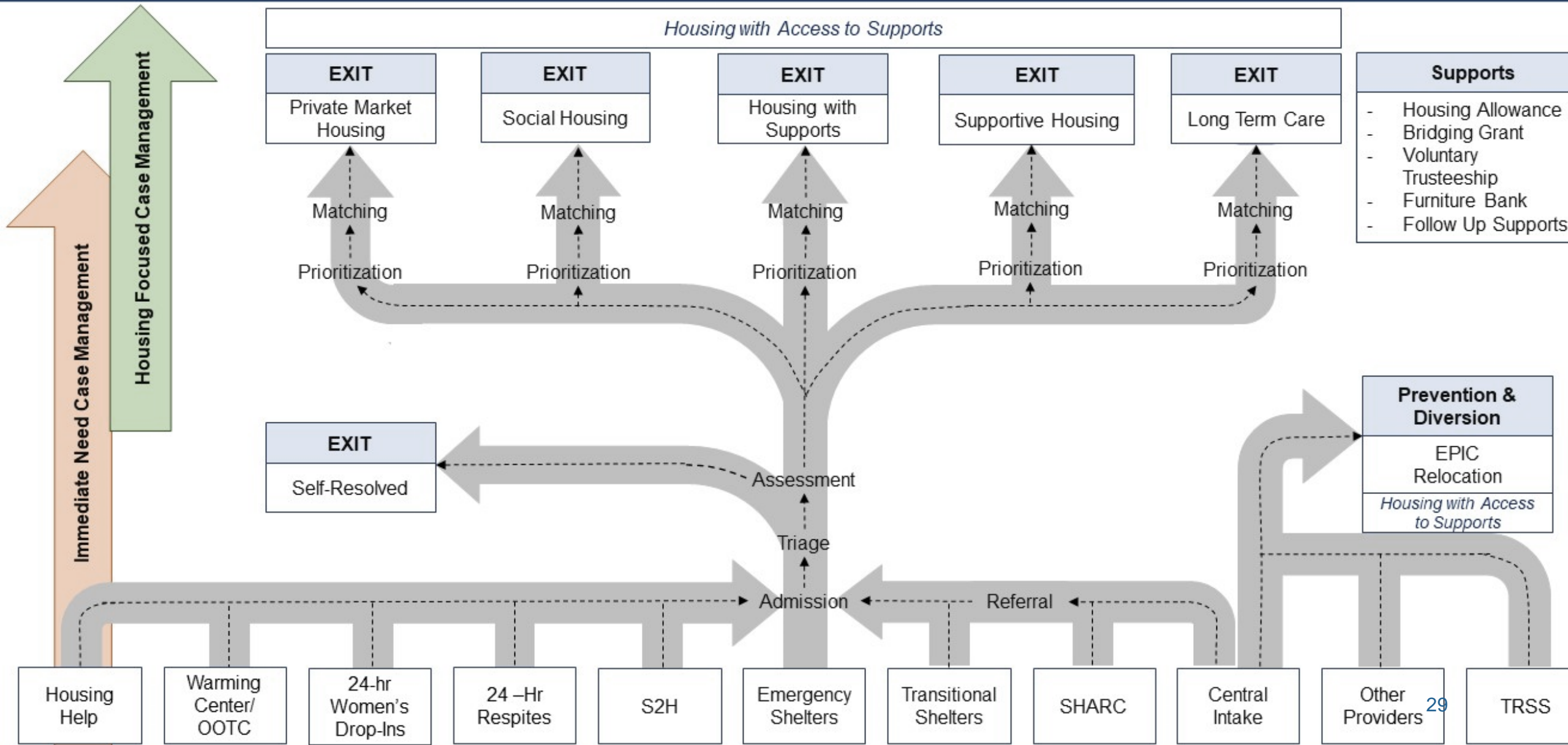
What we are working towards



System level coordination



Ideal Future State for Coordinated Access





Where do we go from here:



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