



# Guelph-Wellington Coordinated Entry System Guide

**Version 1**

**February 2019**

## Acknowledgement

This guide was developed by the County of Wellington Housing Services Department in collaboration with the local Guelph-Wellington Coordinated Entry System Door Agencies and housing and homelessness stakeholders, based on the experience and support from a number of leaders in coordinated access systems across North America including Community Solutions, Canadian Alliance to End Homelessness, Built for Zero Collaborative, OrgCode Consulting Inc., Homeward Trust, the Calgary Homeless Foundation Coordinated Access and Assessment Policies and Procedures (February 2015), the Institute for Global Homelessness (IGH) Leadership Program, Region of Waterloo - Prioritized Access to Housing Stability (PATHS) and Windsor Essex By-Names Prioritized List Process Guide. We extend our thanks and appreciation to all these groups for their support in the development of this guide.

If you have any questions regarding this guide, please contact:

The County of Wellington Housing Services Department at 519.837.2670 extension 3150.

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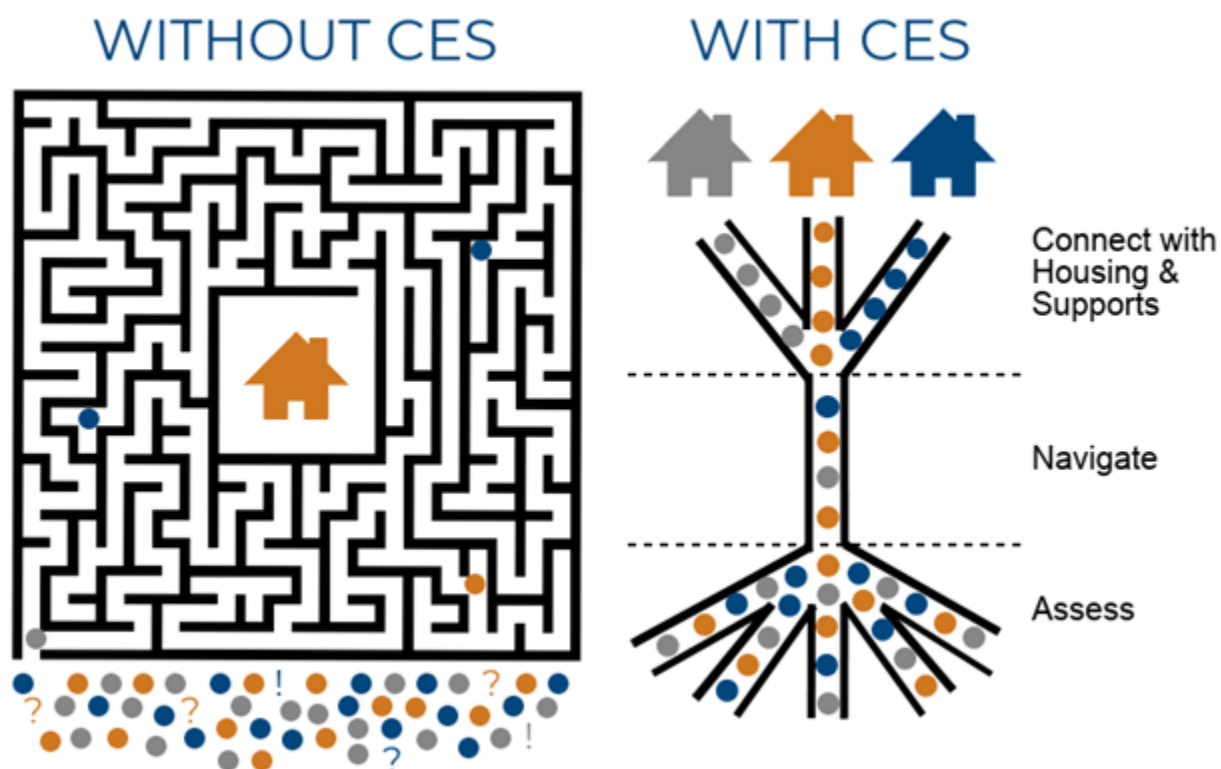
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## 1. Introduction

Coordinated Entry is a standardized approach to assessing a homeless individual or family's, needs and the services they may require to achieve housing stability. Having an effective Coordinated Entry System streamlines access to housing and supports for homeless individuals and families.

The Guelph-Wellington Coordinated Entry System was implemented in 2017 to improve coordination and service delivery among Wellington County's Housing Stability System to individuals and families that are experiencing homelessness or at risk of homelessness. Service Providers that make up the Housing Stability System work together to assess people's housing-related needs, prioritize them for resources, and links those in need to housing and a range of supports.

This guide has been developed to assist Service Providers understand and deliver the standardized CES process, including sharing information, intake and assessment process, prioritization and by-name-list administration.



## What is the Guelph-Wellington Coordinated Entry System?

Coordinated Entry is a shared and standardized method for connecting individuals or families experiencing homelessness or at risk of homelessness to the resources available within the County of Wellington Housing Stability System (Appendix A).

Families and individuals are assessed using OrgCode's Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) at a door agency. The VI-SPDAT's a pre-screening, or triage tool that is designed to be used by all providers within a community to quickly assess the health and social needs of homeless persons. VI-SPDAT's are completed immediately with families and individuals if there has been a previous experience of homelessness. If this is the first experience of homelessness, the VI-SPDAT will be completed after 7-14 days if they have not secured housing.

Door Agencies include: Community Resource Centre of North and Centre Wellington, County of Wellington Social Services, East Wellington Community Services, Family & Children's Services of Guelph and Wellington County, Rural Wellington Community Team, Specialized Outreach Services (SOS), Welcome In Drop In Centre, Women in Crisis, and Wyndham House.

Once assessed, families and individuals are added to the Guelph-Wellington By-Name List (BNL). A By-Name List is a real-time, up-to-date list of all people experiencing homelessness in our community. BNL's allow communities to know every person experiencing homelessness by name to facilitate decisions around how best to refer individuals experiencing homelessness to housing resources.

The by-name list will inform referrals to appropriate housing services and supports. Families and individuals that are prioritized through the Coordinated Entry System will be referred to the appropriate services and supports through a Housing Stability Working Group, made up of key partners in the housing stability system.

## Guiding Principles of Guelph-Wellington Coordinated Entry System

The Guelph-Wellington Coordinated Entry System (CES) is guided by the principles and goals outlined in "A Place to Call Home" A 10-year Housing and Homelessness Plan for Guelph-Wellington, Five Year Update, the 20,000 Homes Campaign, and the philosophy of Housing First.

The benefits of the CES for our community are:

- Creation of a real time, up to date By-Name List of all people experiencing homelessness in our community and the ability to track each person's progress towards a housing placement
- Enhanced coordination among homeless system providers
- Adoption of a Common Assessment Tool to assess client vulnerability and need

- Ability to prioritize services based on who needs it the most and matching them to resources that fit their needs
- Ability to better understand the inflow and the outflow of clients within the homeless system
- Provides the data required to assist with future system planning and advocacy
- Reduce the number of people experiencing homelessness or at risk of homelessness

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<sup>1</sup>.

The five (5) core principles are as follows<sup>2</sup>:

- 1) Immediate access to permanent housing with no housing readiness requirements;
- 2) Consumer choice and self-determination;
- 3) Recovery oriented;
- 4) Individualized and client-driven supports; and
- 5) Social and community integration.

## 2. Background

In 2014, the County commissioned an implementation plan to establish more specific strategies to address homelessness, with a focus on Housing First. In 2015, a new Housing First programme was established. This programme is delivered by two community agencies – Welcome In Drop In Centre and Wyndham House – who employ three intensive case managers, who collectively support an average of 45 youth and adult households experiencing chronic homelessness. As of January 2018, 12 individuals have successfully completed the Housing First programme, which is to say they are maintaining housing stability and require low level supports.

In 2016, the County of Wellington and the Guelph and Wellington Task Force for Poverty Elimination signed on to co-lead a local campaign with “20,000 Homes” - a national change movement focused on ending chronic homelessness in 20 communities and housing 20,000 of Canada’s most vulnerable homeless people by July 1, 2020. To kick off the local campaign, the County and Poverty Task Force co-hosted the first ever Registry Week in Guelph-Wellington in April 2016. The data collected during Registry Week 2016 was used to start a By-Name List (BNL). This list identifies individuals experiencing homelessness by name and vulnerability score (captured through a standardized assessment tool), and is used to inform referrals to housing-specific supports and services. Guelph-Wellington was the fourth community in Canada to achieve a quality BNL.

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<sup>1</sup> Based on Canadian Observatory on Homelessness 2017

<sup>2</sup> Based on Housing First in Canada: Supporting Communities to End Homelessness 2013

In February 2017, the Guelph-Wellington 20,000 Homes Campaign worked with community partners to develop and implement a Coordinated Entry System (CES). The CES is a client-centered and standardized process for assessing and prioritizing housing related needs. Since its implementation, the CES process is used to prioritize an individual's housing needs, reducing homelessness, and improving the community's response to homelessness.

In April 2018, a follow up PiT Count/Registry Week was held, with funding support from the federal Homelessness Partnering Strategy. The need to develop a specialized outreach strategy to connect with Indigenous peoples experiencing homelessness was identified during the planning process. Funding from the Guelph Community Health Centre's Indigenous Healing & Wellness Program supported the hiring of an Indigenous Homelessness Community Coordinator to focus on engaging the Indigenous community in the count.

In March 2019, after reaching the national goal of housing 20,000 individuals the 20,000 Homes Campaign announced it will relaunch as Built for Zero Canada (BFZ-C.) The County of Wellington will continue with BFZ-C, ambitious national change effort helping a core group of leading communities end chronic homelessness.

BFZ-C uses a structured, supportive and data-driven approach that focuses on optimizing local homeless systems, accelerating the adoption of proven practices and driving continuous improvement.

### 3. Adding to the BNL

In order to participate in the CES, staff at Door Agencies complete an Oath of Confidentiality (Appendix B). Door Agencies that are using the Homeless Individuals and Families Information System (HIFIS) will be required to sign the County of Wellington HIFIS Data Sharing Protocol Agreement (Appendix C).

Consent and confidentiality agreements allow Service Providers that make up the Housing Stability System to work together to find appropriate supports and housing placement for households.

#### BNL Eligibility

Each Door Agency Lead has access to the current Guelph-Wellington By-Name List. If the family or individual is already on the By-Name List, the Common Assessment Tool will only be updated if there has been a major life event that could change the previous survey results.

Staff at Door Agencies will determine if the family or individual is experiencing homelessness in one of the following ways<sup>3</sup>:

- **Unsheltered:** Living on the streets or in places not intended for human habitation

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<sup>3</sup> <http://www.homelesshub.ca/sites/default/files/COHhomelessdefinition.pdf>

- **Emergency sheltered:** Staying in overnight shelters for people who are homeless, as well as shelters for those impacted by family violence
- **Provisionally accommodated:** Those whose accommodation is temporary or lacks security of tenure
- **Risk of homelessness:** Referring to people who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards.

Each Door Agency Lead has access to the current Guelph-Wellington By-Name List. If the family or individual is already on the By-Name List, the Common Assessment Tool will only be updated if there has been a major life event that could change the previous survey results.

### Administering the Common Assessment Tool (CAT)

A Common Assessment Tool uses a standardized scoring system to assist communities in determining the appropriate level of intervention for the homeless individual or family. These interventions, in all cases, should result in a permanent housing placement and facilitate referrals to the existing inventory of housing availability<sup>4</sup>. The CAT being used in Guelph-Wellington to add individuals and families to the By-Name List is the VI-SPDAT. There are three versions being used for different populations:

- VI-SPDAT – Includes individual adults 25 years and over
- TAY-VI-SPDAT – Includes unattached youth 24 years and younger
- F-VI-SPDAT – Includes family units (households with dependents under 18)

Trained Door Agency staff will choose the appropriate VI-SPDAT (Appendix D) to be completed with the individual or family. Prior to completing the assessment staff will review the Introductory Script and the HIFIS Collection and Release of Information (Appendix E).

The completed CAT and HIFIS Collection and Release of Information are submitted to the Guelph-Wellington Coordinated Entry System Lead to be entered into the BNL. Door Agencies have a checklist to assist with the steps outlined above (Appendix F). At any time, an individual can request to be removed from the BNL by informing the County of Wellington's Housing Stability Coordinator.

For individuals that want to be added to the BNL who are not able to complete the CAT, Door Agency staff will complete a consent to add them to the BNL and create a plan to continue engaging the individual to complete the CAT.

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<sup>4</sup> <https://cmtysolutions.org/minimum-requirements-common-assessment-tool>



## Updating the BNL

The BNL is currently managed by the County of Wellington Housing Stability Coordinator in a secure Excel database. Door Agency Lead staff have access to the BNL hosted by the County of Wellington in a secure location and can update an individual's status (see Appendix G). Door Agencies update the BNL on a monthly basis to ensure that the BNL is as up to date as possible to assist with avoiding delays in prioritizing individuals for service. All BNL information viewed or accessed in all forms, written, electronic or printed, is to be treated as confidential in all forms. Work is underway to use HIFIS to manage the BNL in real time.

## Inflow and Outflow

The BNL tracks the status change for each individual. Inflow represents the number of individuals that are currently homeless in our community. Inflow consists of individuals that have become newly identified as homeless, returned from a housing placement, or returned from inactive status. Outflow reflects the number of individuals that have found a permanent housing placement or become inactive (moved, no contact, incarcerated).

INFLOW	OUTFLOW
<ul style="list-style-type: none"><li>newly identified</li></ul>	<ul style="list-style-type: none"><li>permanent housing placement</li></ul>
<ul style="list-style-type: none"><li>returned from a housing placement</li></ul>	<ul style="list-style-type: none"><li>become inactive (moved, no contact, incarcerated)</li></ul>
<ul style="list-style-type: none"><li>returned from inactive status</li></ul>	

## Inactivity Status

In the case where an individual or family has not been in contact with a Door Agency and meets the criteria in the BNL status for "Inactive" their status on the By-Name List may be changed to "Inactive". If the individual or family reconnects with a Door Agency, the Door Agency will update the status to "Active".

### INACTIVE:

- Inactive - No Contact - after 90 days of no contact (status changed after 3 contact attempts).
- Inactive – Moved to Other Community
- Inactive – Incarcerated (status changed after 90 days of incarceration).
- Inactive – Systems – i.e. hospitalization, institutionalization (status changed after 90 days).

## Prioritization

Once an individual has been added to the BNL they are prioritized for housing supports when programme spaces become available. Programme matches are determined by the eligibility criteria for an agency. The individual with the highest prioritization that meets the programmes eligibility criteria will be matched.

Prioritization is determined based on the following criteria and matched within a programmes eligibility requirements:

1. VI-SPDAT Score
2. Chronic Homelessness
3. Household Type (adult, youth, and family)
4. Age

While an individual is waiting to be matched, they can continue to access supports and resources in the community and services will continue to be offered by the referring Door Agency.

## 4. Housing Stability Working Group (HSWG)

The Housing Stability Working Group (HSWG) is a community group of service providers that meet regularly to improve the continuity of care for people experiencing homelessness with the highest complexity of needs, by developing a strategic case plan with relevant stakeholders. The HSWG meetings will foster collaboration and communication among community partners to support the individuals on the BNL.

Service providers participating in the HSWG complete an Oath of Confidentiality (Appendix B) and agree to the HSWG Terms of Reference (Appendix H). The main roles and responsibilities of the HSWG are as follows:

1. Ensure the BNL is up to date
2. Address placement of people into programs with available space based on triaging those with the highest need
3. Problem solve how to reduce barriers for supports and services
4. Identify gaps and barriers, provide feedback and recommendations for policy changes to the Guelph-Wellington 20,000 Homes Operations Committee to become part of the larger policy change that is being undertaken.

## Dispute Resolution

If a systemic or case specific dispute arises, the following procedures will be used to resolve them.

Examples of case specific disputes are:

- accuracy of assessment scores
- prioritization on the BNL
- program placement

Disputes of this nature will be addressed using the steps below:

1. Members of the HSWG will discuss the issue during their meeting and seek a resolution.
2. If a resolution is not achieved during Step 1, the Housing Stability Coordinator will bring the issue forward to the Housing Stability Manager. The Housing Stability Manager will involve other managers as necessary depending on the issue to seek a resolution.
3. If Step 1 and 2 are not able to resolve the issue, it will be brought forward to the Built for Zero Operations Committee to recommend a resolution.

Examples of systemic disputes are:

- administrative or procedural differences
- differences in service philosophy, principles, or policies

Disputes of this nature will be addressed using the steps below:

1. Staff will identify the nature of the dispute and discuss it with their manager.
2. Managers identified as part of the dispute will discuss the issue to seek a resolution.
3. If a resolution is not achieved during Step 2, the Housing Stability Manager will bring the issue forward to the Built for Zero Operations Committee to recommend a strategy to resolve the issue.

## Appendix A: Guelph-Wellington Coordinated Entry System

### Guelph-Wellington Coordinated Entry System

Coordinated Entry is a shared and standardized method for connecting people experiencing homelessness to the resources available. Coordinated Entry assesses people's housing-related needs, prioritizes them for resources, and links those in need to a range of types of assistance.



**A family or individual is experiencing homelessness or at-risk of experiencing homelessness.**

This includes the following living situations:

1. Unsheltered (i.e. sleeping on the streets)
2. Emergency sheltered
3. Provisionally sheltered (i.e. couch surfing)
4. At-risk of homelessness (people whose economic and/or housing situation is precarious or does not meet public health and safety standards)



**Families and individuals are assessed using the VI-SPDAT at a door agency.**

The VI-SPDAT's a pre-screening, or triage tool that is designed to be used by all providers within a community to quickly assess the health and social needs of homeless persons. VI-SPDAT's are completed immediately with families and individuals if there has been a previous experience of homelessness. If this is the first experience of homelessness, the VI-SPDAT will be completed after 7-14 days if they have not secured housing.

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**Once assessed, families and individuals are added to the Guelph-Wellington by-name list.**

A By-Name List is a real-time, up-to-date list of all people experiencing homelessness in our community. BNL's allow communities to know every person experiencing homelessness by name to facilitate decisions around how best to refer individuals experiencing homelessness to housing resources.



**The by-name list will inform referrals to appropriate housing services and supports.**

Families and individuals that are prioritized through the Coordinated Entry System will be referred to the appropriate services and supports through a Housing Stability Working Group, made up of key partners in the housing stability system.

For more information on Guelph-Wellington Coordinated Entry System:  
[www.wellington.ca](http://www.wellington.ca) | 519.837.2670 x3712 | [housingstability@wellington.ca](mailto:housingstability@wellington.ca)

Alternate formats available upon request



## Appendix B: CES Oath of Confidentiality



### Guelph-Wellington Coordinated Entry System Oath of Confidentiality

Organization: \_\_\_\_\_ Staff Name: \_\_\_\_\_

I agree that I will faithfully discharge my duties as a staff member of a participating door agency involved with the Guelph-Wellington Coordinated Entry System and will observe and comply with the following:

1. To respect the privacy, confidentiality and security of the Guelph-Wellington Coordinated Entry System and participant survey information not in the public domain, confidential information and personal information, which I understand as any information that could reasonably be retraced to a specific individual. I will take all reasonable precautions to prevent any unauthorized collection, use, disclosure and destruction of this information while I am affiliated with the Guelph-Wellington Coordinated Entry System.
2. Unless legally authorized to do so, I will not use or disclose any of the information, as listed above, that comes to my knowledge or possession by reason of my role with the Guelph-Wellington Coordinated Entry System, including after I cease to be affiliated with the Guelph-Wellington Coordinated Entry System.
3. I agree to keep survey responses in a locked cabinet or drawer in an area that is only accessible by staff.
4. I agree to send completed surveys to the County of Wellington by one of these two secure methods only: 1) Fax to the County of Wellington Housing Stability staff line (519-821-5306), 2) delivery of the original hard copy survey to the attention of Brianne Cox at 129 Wyndham Street North, Guelph ON, N1H 4E9.
5. During transport of the surveys between the collection site, Door Agency, and the County of Wellington, I agree to keep all surveys in my immediate personal possession in an envelope marked "confidential" with the contact information for the Guelph-Wellington Coordinated Entry System Lead, County of Wellington - Brianne Cox, in case of loss.
6. Upon termination of my agency's engagement with the Guelph-Wellington Coordinated Entry System, or upon request at any time by the Guelph-Wellington Coordinated Entry System, all documents and other material that contain any of the information, as listed above, that I have in my possession and/or control will be promptly delivered by me to the Guelph-Wellington Coordinated Entry System Lead.
7. At the Guelph-Wellington Coordinated Entry System written direction, I will erase all of the information, as listed above, that is stored electronically in all devices, including but not limited to computers, laptops, USB and other storage devices or media and mobile phones.
8. I understand and agree that a breach of this oath is just cause for termination of my affiliation with the Guelph-Wellington Coordinated Entry System.
9. I agree to refer to the Guelph-Wellington Coordinated Entry System Lead, County of Wellington - Brianne Cox, for any other information required for me to understand and fulfill my obligations as set out herein.

I make this oath on the \_\_\_\_ day of \_\_\_\_\_, 2019, as evidenced by my signature on this agreement.

\_\_\_\_\_  
Staff Signature

## Appendix C: County of Wellington HIFIS Data Sharing Protocol Agreement

AGREEMENT FOR  
THE CORPORATION OF THE COUNTY OF WELLINGTON  
HIFIS DATA SHARING PROTOCOL

This Agreement is dated this \_\_\_\_\_ day of \_\_\_\_\_, 2019  
*{Date to be filled in by the Corporation of the County of Wellington, who will sign agreement last}*

**BETWEEN:**

**The Corporation of the County of Wellington (“the County”)**

and

**Name of provider**

The above-noted parties to this Agreement hereby agree as follows:

1. ESDC owns all right, title and interest in the Homeless Individuals and Families Information System Software (“HIFIS Software”), an electronic data collection software that may be used by service providers to improve the efficiency of their day to day operations. ESDC has granted a non-exclusive, non-transferable and non-assignable right to the County to use a registered copy of the full version of the HIFIS Software.
2. The parties agree to the terms and conditions contained in the Corporation of the County of Wellington HIFIS Data Sharing Protocol, attached to this Agreement as Schedule A, which is incorporated into and forms a part of this Agreement.
3. This Agreement together with Schedule A constitutes the entire agreement between the parties regarding the subject matter contained in Schedule A.
4. Each party warrants that it has full authority to enter into and perform this Agreement, and that the person signing this Agreement on behalf of the named party is properly authorized to sign it, and each party further acknowledges that it has read this Agreement and Schedule A, understands it, and agrees to be bound by it.
5. This Agreement shall come into force on the date first written above.
6. This Agreement may be executed and delivered in any number of counterparts with the same effect as if all parties had all signed and delivered the same document and all counterparts will be construed together to be an original and will constitute one and the same Agreement.



7. Any notice required to be given by the parties to each other under this Agreement will be sufficiently given if delivered or if sent by prepaid registered mail as follows:

The County: 74 Woolwich Street,  
Guelph, ON N1H 3T9

Name of Provider: Provider address

or to such other address as any of them may indicate in writing.

Any notice given hereunder by prepaid registered mail will be deemed to have been received on the 5<sup>th</sup> day after depositing such notice with a post office.

8. A party shall not assign this Agreement without the prior written consent of the other party, which consent may be withheld in their absolute discretion.
9. This Agreement shall enure to the benefit of and be binding upon the Parties hereto and their successors and assigns, provided that this paragraph shall in no way derogate from the provisions of section 7 hereof restricting the ability to assign this Agreement.
10. The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement. Any invalid or unenforceable provision shall be deemed to be severed.
11. This Agreement shall be governed by and construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein and shall survive indefinitely.

IN WITNESS WHEREOF the parties hereto have executed this Agreement SIGNED, SEALED AND DELIVERED dated this \_\_\_\_\_ day of \_\_\_\_\_ 2019.

**County of Wellington**

**Name of Provider**

Per: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

Per: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

I have authority to bind the Organization

I have authority to bind the Corporation

## Appendix D: VI-SPDAT

### VI-SPDAT (Adult - 25 years and older)

Adapted for Guelph-Wellington

#### ADMINISTRATOR TO COMPLETE:

Survey #:		Date survey completed:	
Staff Name:		Door Agency:	

#### VI-SPDAT INTRODUCTORY SCRIPT:

##### What is the purpose?

We are asking families and individuals in Guelph-Wellington currently experiencing homelessness or at-risk of homelessness to complete this survey. The families and individuals that complete the survey will be added to the Guelph-Wellington By-Name List to help local service providers make appropriate referrals for housing supports and services. This requires local organizations to use, disclose to each other and otherwise share with each other your information.

##### What does participation involve?

As a participant, you will be asked questions about your history of housing and homelessness, risks, socialization and daily functioning, and wellness. The survey is expected to take less than 7 minutes to complete. Participation in this survey is voluntary. Only "Yes", "No", or one-word answers are being asked. Any question can be skipped or refused. You can stop the survey at any time and withdraw your consent. At this point, the Door Agency administering the survey will destroy the partially completed survey.

##### Where will my information be stored?

Your survey responses and information will be recorded in the Homeless Individuals and Families Information System (HIFIS) secure database. This database is used by Service Providers within Wellington County's Housing Stability System to document and share information. The paper copy of your survey will be stored in a locked location only accessible by staff.

#### BASIC INFORMATION:

First Name:	Nickname:	Last Name:
In what language do you feel best able to express yourself?		
<input type="checkbox"/> English <input type="checkbox"/> Other: _____		
What gender do you identify with?		
<input type="checkbox"/> Male <input type="checkbox"/> Not Listed _____		
<input type="checkbox"/> Female <input type="checkbox"/> Don't know		
<input type="checkbox"/> Trans Male <input type="checkbox"/> Declined to answer		
<input type="checkbox"/> Trans Female <input type="checkbox"/> Two Spirit		
<input type="checkbox"/> Gender queer/Gender Non-Conforming		
Date of Birth (e.g. January 10, 1980):		



**HISTORY OF HOUSING AND HOMELESSNESS:**

Are you: <i>Please check one</i> <input type="checkbox"/> Currently experiencing homelessness (i.e. unsheltered, emergency sheltered, couch surfing) <input type="checkbox"/> At-risk of homelessness		
Where do you sleep most frequently? <i>Please check one</i> <input type="checkbox"/> Emergency shelter <input type="checkbox"/> Unsheltered (e.g. outdoors, bank lobby, etc.) <input type="checkbox"/> Couch surfing <input type="checkbox"/> Other: _____ <input type="checkbox"/> Declined to answer		
How many <b>months</b> has it been since you lived in permanent stable housing?	# of months	Refused
In the last year, how many times have you been homeless?	# of times	Refused

**RISKS**

In the past <b>six months</b> , how many times have you....			
Received health care at an emergency room?	# of times	Refused	
Taken an ambulance to the hospital?	# of times	Refused	
Been hospitalized as an inpatient?	# of times	Refused	
Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centres, and suicide prevention hotlines?	# of times	Refused	
Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?	# of times	Refused	
Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?	# of times	Refused	
Have you been attacked or beaten up since you've become homeless?	Yes	No	Refused
Have you threatened or tried to harm yourself or anyone else in the last year?	Yes	No	Refused
Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that makes it more difficult to rent a place to live?	Yes	No	Refused
Does anybody force or trick you to do things that you do not want to do?	Yes	No	Refused

Do you ever do things that may be considered risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that?	Yes	No	Refused
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#### **SOCIALIZATION & DAILY FUNCTIONING**

Is there any person, past landlord, business, bookie, dealer, or government group like the CRA that thinks you owe them money?	Yes	No	Refused
Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?	Yes	No	Refused
Do you have planned activities, other than just surviving, that make you feel happy and fulfilled?	Yes	No	Refused
Are you currently able to take care of basic needs, like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?	Yes	No	Refused
Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused to become evicted?	Yes	No	Refused

#### **WELLNESS**

Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?	Yes	No	Refused
Do you have any chronic health issues with your liver, kidneys, stomach, lungs, or heart?	Yes	No	Refused
Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	Yes	No	Refused
When you are sick or not feeling well, do you avoid getting help?	Yes	No	Refused
Are you currently pregnant?	Yes	No	Refused
Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?	Yes	No	Refused
Will drinking or drug use make it difficult for you to stay housed or afford your housing?	Yes	No	Refused
Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program, or other place you were staying, because of:			
A mental health issue or concern?	Yes	No	Refused
A past head injury?	Yes	No	Refused
A learning disability, developmental disability, or other impairment?	Yes	No	Refused
Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?	Yes	No	Refused



## Appendix E: HIFIS Collection and Release of Information

### CLIENT HIFIS COLLECTION AND RELEASE OF INFORMATION

I/We

\_\_\_\_\_  
(Name of Applicant – 16 years or older)

\_\_\_\_\_  
(Name of Co-Applicant, if applicable)

consent to share information within the Housing Stability System in Wellington County. My information will be used to provide services to me and/or my family. My information may also be used to inform future service improvements. My information will be recorded in the Homeless Individuals and Families Information System (HIFIS) secure database. This database is used by Service Providers within Wellington County's Housing Stability System to document and share my information.

I understand that I may withdraw or limit my consent at any time. I confirm that I have reviewed the attachment titled "Important Information about Consent".

**I have read, or have had read to me, and understand the consent set out above.**

\_\_\_\_\_  
Signature (Applicant or Substitute Decision Maker) Date of Birth \_\_\_\_\_ Date Signed \_\_\_\_\_

\_\_\_\_\_  
Signature (Co-Applicant) Date of Birth \_\_\_\_\_ Date Signed \_\_\_\_\_

\_\_\_\_\_  
Signature of Witness, Title, Service Provider Name Date Signed \_\_\_\_\_

- ☐ I have read, or have had read to me, and understand all the parts of this consent form and have provided verbal consent.
- ☐ Any consent given also relates to my dependents. Please list any dependents below:

Name of Dependent	Date of Birth for Dependent:
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

#### Use Only If: No Consent Given or Removing Consent

- ☐ I have read, or have read to me, and understand all parts of this consent form and **DO NOT** give consent.
- ☐ Removing Consent: By signing below, I understand that I have requested to remove consent.

\_\_\_\_\_  
Signature – Person 16+ Date of Birth \_\_\_\_\_ Date Signed \_\_\_\_\_

#### Notice of Collection:

This personal information is collected under the authority of the Housing Services Act, S.O. 2011, c.6, Schedule 1, and will be used for the purposes of providing housing related services and supports, and may be used to inform future service improvements. The personal information may also be used by authorized staff at the County of Wellington in its role as database Host for the purposes of administering and maintaining the database on which the personal information is kept. Questions about this collection should be directed to: Wellington County Clerk's Office, Information Management Coordinator T 519.837.2600 x2522, 74 Woolwich St., Guelph ON N1H 3T9.

## Important Information about Consent

### **What does this consent form mean for me and my information?**

In Wellington County, Service Providers that make up the Housing Stability System work together to increase housing affordability, prevent homelessness, and end chronic homelessness. In their work, Service Providers may support the same person or family to help them find and keep a home. With your consent, and **only as needed**, Service Providers will share information with each other in order to provide you with better service.

### **What if I do not want to share my information?**

Providing consent for your information to be shared is voluntary. Refusing to do so will not limit your access to emergency services like Emergency Shelter, but may limit some housing options available to you. For example, without consent your name cannot be added to the waiting list for more housing support.

### **What information will be shared?**

Once your name is entered into the HIFIS database, staff within the Housing Stability System will have access to your name and basic information about you, such as "Date of Birth" and "Gender Identity". Only staff who are assigned to provide you with service have approval to access information in your file. At any time you can ask for copies of the personal information that is collected about you, you can find out who it is shared with, and you can ask what it is used for.

### **Who will have access to my information?**

Staff from the following agencies would have access to your information for the purposes of providing you with services in the Housing Stability System: Wellington County Social Services, Welcome In Drop In Centre, Wyndham House, Michael House, Ramoth House, Coordinated Entry System Door Agencies (East Wellington Community Services, Community Resource Centre of North and Centre Wellington, Family and Children Services of Guelph & Wellington County, Specialized Outreach Services, Stonehenge Therapeutic Community, Women in Crisis, Canadian Mental Health Association Waterloo Wellington, Guelph Community Health Centre, Rural Wellington Community Team), Salvation Army, Dunara Homes for Recovery and Waterloo Wellington Local Health Integration Network.

In addition, anonymized information will be shared with the Government of Canada for the purposes of research, evaluation and administration related to housing and homelessness in Canada. This sharing will never include your name or identifying information.

Information within the HIFIS database is secure and not shared or used for any other purpose without your consent, unless required by law.

**What if I change my mind about giving consent?**

You can remove your consent to share your information at any time by speaking to staff at this Service Provider. You should let them know that you want to stop sharing information about yourself. If you withdraw your consent, staff can no longer make updates to your file. However, it is important to note that the information you've already shared in HIFIS 4 continues to be viewable by staff that provide you with services in the Housing Stability System.

**What if there's some information that I don't wish to share?**

If you feel that some of your information is sensitive, or that sharing certain details could impact your safety or the safety of others, please discuss this with staff right away.

**Are there times when this Service Provider may have to share my information without my consent?**

Yes, staff are required to share personal information if:

- A child has experienced abuse or harm or may be at-risk of abuse or harm;
- Someone is a threat to themselves or another person;
- If a court order requires information be shared; and/or
- If a serious incident involving a person occurs on Service Provider property.



## Appendix F: CES Door Agency Checklist

### Guelph-Wellington Coordinated Entry System DOOR AGENCY CHECKLIST

#### Before Administering the Common Assessment Tool (CAT):

Determine if the family or individual is experiencing homelessness in one of the following ways:

<b>UNSHELTERED:</b>	Living on the streets or in places not intended for human habitation
<b>EMERGENCY SHELTERED:</b>	Staying overnight in shelters for people who are homeless, as well shelters for those impacted by family violence.
<b>PROVISIONALLY ACCOMMODATED:</b>	Those whose accommodation is temporary or lacks security of tenure (e.g. couch surfing).
<b>RISK OF HOMELESSNESS:</b>	Referring to people who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards.

Determine if the family or individual is already on the current Guelph-Wellington By-Name List.

A copy of the current By-Name List is available from your Door Agency Lead. If the family or individual is already on the By-Name List, please do not administer the CAT again unless there has been a major life event that could change the previous survey results.

#### Administering the Common Assessment Tool:

VI-SPDAT's are completed immediately with families and individuals if there has been a previous experience of homelessness. If this is the first experience of homelessness, the VI-SPDAT will be completed after 7-14 days if they have not secured housing.

Make sure the correct CAT is being administered.

<b>TAY-VI-SPDAT:</b>	Independent youth, 16-24 years old
<b>VI-SPDAT:</b>	Individual adults, 25 years and older
<b>F-VI-SPDAT:</b>	If a couple with no children, administer a VI-SPDAT with each individual. Parent/guardian with dependent children (under 18 years)

#### Review the Introductory Script on the CAT.

The Introductory Script explains the purpose of the By-Name List, benefits and privacy.  
This information can be summarized.

#### Review the Consent and Release of Information and obtain consent.

Once the Consent and Release of Information is signed, Door Agency staff need to witness the Consent.  
The Important Information About Consent can be summarized to the participant and given to them.

#### Complete the CAT and submit it to the Guelph-Wellington Coordinated Entry System Lead.

Completed CAT and Consent can be submitted by:

- |   |   |
|---|---|
| <input type="checkbox"/> Place it in the envelope provided, marked confidential, and drop it off at: 129 Wyndham Street N, Guelph, Attention: Brianne Cox | <input type="checkbox"/> Fax the CAT and Consent to Brianne Cox at 519.821.5306 |
|---|---|

Alternate formats available upon request



## Appendix G: BNL Statuses

### **Permanently housed**

A family or individual is considered 'permanently housed' if their housing situation meets all the following criteria:

- There is no designated length of stay (i.e. it is meant to be long-term)
- They have a tenancy agreement that provides them protection under the Residential Tenancy Act

This includes individuals that have moved back to a family home (i.e. family reunification).

### **Temporarily housed**

A family or individual is considered 'temporarily housed' if their housing situation meets any of the following criteria:

- There is a designated length of stay
- It is meant to bridge the gap between homelessness to permanent housing
- They are not protected under the Residential Tenancy Act

All BNL statuses of temporarily housed status will be reviewed after 90 days to determine if the housing placement is more permanent in nature.

### **Active: Homeless**

Anyone that completes the VI-SPDAT will automatically fall into this category. This category should be checked if a family or individual previously fell into a different category and has returned to homelessness (e.g. a person completed the VI-SPDAT when they were homeless. They were then housed and updated as 'permanently housed.' They then lost their permanent housing and have returned to homelessness

### **Active: Connected**

A family or individual is considered to be Active Connected when they are currently experiencing homelessness, but have been connected to a housing-specific program or worker (e.g. Housing First).

### **Inactive - No Contact**

The participant is moved to Inactive - No contact status after 90 days of no contact. After the door agency has identified that an individual or family should be moved to Inactive – No Contact the lead door agency (County of Wellington Social Services) will attempt to contact each individual or family 3 times using the contact information available before they are moved to an inactive status.



**Inactive – Moved to Other Community**

If it is known that the individual or family has left the community to reside in a new location outside of Guelph-Wellington that is not considered temporary, they will be immediately changed to an Inactive – Moved to Other Community status.

**Inactive – Incarcerated**

Participant should be moved to Inactive – Incarcerated status after 90 days of incarceration.

**Inactive – Systems** (hospitalization, institutionalization)

Participant should be moved to Inactive - Systems status after 90 days of hospitalization or institutionalization.

**Return from Inactive Status**

Individuals that return to the community should be returned to the “Active” By Name List. If appropriate complete a new VI-SPDAT, this can include a major life event. If the participant has been inactive for over 6 months a new VI-SPDAT should be completed.

## Appendix H: Housing Stability Working Group (HSWG) Terms of Reference



### **Guelph-Wellington Coordinated Entry System: Housing Stability Working Group**

#### **Terms of Reference**

Revised March 2019

#### **Background**

In spring 2016, the County of Wellington and Poverty Task Force joined the 20,000 Homes Campaign and completed a Registry Week. Through Registry Week, a short voluntary health and housing survey was administered with as many people as possible experiencing homelessness over April 25<sup>th</sup> to April 27<sup>th</sup>, 2016. The survey pre-screened people as experiencing low, medium or high acuity (depth of need).

Registry Week led to the creation of a By-Name List (BNL) that enabled the prioritization of the people with the greatest need for housing stability assistance in our community and to house 30 individuals in six months. Prioritization focused on identifying people experiencing persistent homelessness and a high degree of vulnerability based on the VI-SPDAT, FI-VI-SPDAT, and TAY-SPDAT score, length of time homeless, use of shelters and other crisis services, and worker insight and knowledge. A proportional balance of resources was offered to youth, adults, and families in Wellington County.

After the initial BNL was created and resources were assigned, there was a need to keep the BNL updated to continue to prioritize offers of available resources. The implementation of a Housing Stability Working Group (HSWG) will work to address the needs of clients that have been prioritized on the BNL and coordinate care among providers and systems. The HSWG will track support assignments, housing progress, and outcomes.

#### **Mandate**

To improve the continuity of care for people experiencing homelessness with the highest complexity of needs, by developing a strategic case plan with relevant stakeholders.

#### **Membership**

All members have a vested interest supporting individuals experiencing homelessness or at risk of homelessness with complex needs in a plan towards stabilization.

Will comprise of at least one member from:

Agency
Canadian Mental Health Association
Community Resource Centre
East Wellington Community Services
Family and Children's Services
Guelph-Wellington Women in Crisis
Rural Wellington Community Team
Specialized Outreach Services
Stonehenge Therapeutic Community
Welcome In Drop In Centre
Wellington County Social Services
Wyndham House

All members will be solution-focused and work in the best interest of the client.

Members may be participating as information sources on client cases while others may have direct contact with the clients and provide direct service delivery. All members are committed to participate and contribute in one of the above ways.

#### **Roles & Responsibilities**

The responsibilities of the Housing Stability Working Group members are defined as follows:

- Ensure that all relevant information is provided regarding the use of services and the clients themselves.
- Ensure that personal information of the clients is respected and protected.
- Provide open and honest feedback on gaps, overlaps and opportunities regarding support services.
- Participate in good faith, with respect, integrity and ethically towards the common goal of ending homelessness with a client centered approach.
- Ensure the communication of results and recommendations to the appropriate stakeholders.
- Operate under the principle sharing of client information is necessary to ensure effective provision of services, continuity of care and efficient use of resources.
- Ensure adequate and appropriate representation at the Housing Stability Working Group meetings.
- Ensure previous minutes and actions items, as reported in the Record of Decision are reviewed.
- Assign action items as required to member organizations and ensure closure on action items.

## **Process**

- Within the Coordinated Entry System, individuals prioritized through the BNL will be referred to the HSWG for case planning and service coordination. The Housing Stability Coordinator manages all referrals to the HSWG.
- The Housing Stability Coordinator generates a client list that is brought forward to the HSWG meeting. The HSWG works from the top of the list down to develop a Coordinated Care Plan, including housing placement. HSWG will address placement of people into programs with available space based on triaging those with the highest need.
- Pending capacity, HSWG may not be able to find appropriate housing placement for the number 1 person on the list during a particular meeting. The list would be updated, and the process would commence anew.
- The HSWG will have access to an up-to-date inventory and available spaces across the homeless serving system to ensure referrals are not made into program already full; this list would be provided by the Housing Stability Coordinator at each meeting.
- The Housing Stability Coordinator will record all decisions made on a client-by-client basis and serve as the communication point-person for the HSWG.
- Once a Coordinated Care Plan is established, a Case Lead on each case will be established who will serve as the point-person for particular clients with accountability for advancing the Coordinated Care Plan. Progress on Coordinated Care Plans will be reported by Case Leads at HSWG meetings. The Housing Stability Coordinator will refer inquiries specific to client service delivery to appropriate Case Leads.
- Where barriers arise or policy change is needed, the HSWG will bring these to the Guelph-Wellington 20,000 Homes Operations Committee to become part of the larger policy change that is being undertaken.

## **Attendance**

Members required for the Housing Stability Working Group meetings are:

1. Housing Stability Coordinator (Chair)
2. Member organizations can bring additional appropriate representatives based on the agenda for a specific meeting but organization representatives should remain consistent for each meeting.
3. Minimum attendance requirements at the discretion of the chair based on the meeting agenda (i.e. specific items being tabled for approval).

Anyone wanting to attend as a guest must be invited by the Chair and will complete an Oath of Confidentiality.

## **Meetings**

The Housing Stability Working Group will meet at minimum monthly on a regular basis and with additional meetings at the discretion of the Chair. Meetings will be scheduled in coordination with members and will strive to respect various business deadlines and other commitments of the members.

## **Agenda**

1. Introductions
2. Member updates
3. Updates on current HSWG clients & placements
4. New cases: review clients proposed for HSWG list & discuss best placement; ensure Case Lead established to develop Coordinated Care Plan (including completion of full SPDAT)
5. System barriers emerging

## **Confidentiality**

Respect for confidentiality is the cornerstone of trust and confidence as well as a legislated obligation. HSWG members must at all times respect the confidentiality of service participants, all matters dealt with during in-camera meetings and matters related to personnel must be held in strict confidence.

All members will sign an Oath of Confidentiality.

## **Conflict of Interest**

All members shall assume the responsibility to identify a fellow member/member organization's potential conflict of interest situations should they not recognize it themselves.

## **Terms of Reference Review**

These Terms of Reference shall be reviewed and approved by the HSWG in annually.