

BY-NAME LIST

Jacob
JiaQi

Jilli
Jay

Jade
Jane

Jahir
Joe



Ontario By-Name List 2023-2024

Engaging Income Support

November 17, 2023



Land Acknowledgement

From coast to coast to coast, we acknowledge the ancestral territory of all the Inuit, Métis, and First Nations people that call this land home. We recognize the historic and ongoing impacts of colonization and are committed to decolonization of our systems and ongoing reconciliation, guided in our work by the United Nations Declaration on the Rights of Indigenous Peoples, the TRC Calls to Action, MMIWG Calls to Justice and the principles of empowerment and self-determination.

The Canadian Alliance to End Homelessness is committed to equity, dignity, justice and belonging. We are dedicated to serving equity-seeking communities as anti-racist, anti-oppressive and inclusive allies.

Agenda

10 min	Housekeeping and Updates
20 min	The Why & How: Social Assistance Partnerships
30 min	Community Sharing; Questions; Discussion

Housekeeping

1. Today's meeting is being recorded:
 - The recording and PDF will be linked in the BFZ website
2. Please use the chat and/or raise your hand to ask questions throughout
3. Have phones handy for some "Slido" questions with code #Engaging.



Where to Find CoP Calls



Getting to Zero Track Our Progress **Resources** Get Involved About

FRANCAIS

DONATE

CHANGE PACKAGE

ONTARIO PORTAL

<https://bfzcanada.ca/>

BY-NAME LISTS

The information and resources here are intended to answer questions and support your community to develop and sustain a quality By-Name List on your journey to ending chronic and veteran homelessness.

Keep checking back here as we will be regularly updating materials and adding further resources.

What is a By-Name List?	⌵
10 Steps to Create and Use a By-Name List	⌵
By-Name List Scorecard 3.0 & Tools	⌵
Privacy, Consent and Data Sharing	⌵
Homeless Individual and Family Information System (HIFIS)	⌵
Sample By-Name List Excel Workbook	⌵
Sample Data Dashboards	⌵

Where to Find CoP Calls - cont.

10 Steps to Create and Use a By-Name List

Click on the box below to access the three-page **10 Steps to Create and Use a By-Name List** that provides you with the overall steps and links to further resources to help you develop, maintain and use a quality By-Name List. The webinar series below will walk you through the further details of the “10 Steps” and the community of practice presentations provide examples of how communities have created and use a By-Name List.

10 STEPS TO CREATE AND USE A BY-NAME LIST

16 pre-recorded webinars detailing the 10 Steps to create and use a By-Name List



GETTING STARTED WITH A BY-NAME LIST – WEBINAR SERIES

- Introduction to By-Name Lists (a 40 minute on-line course) – [access here](#) and use the key: BNLIIntro
- By-Name Lists – What and Why? – [Recording](#) (25 min) and [Presentation](#)
- 10 Steps to Create and Use a BNL – [Recording](#) (50 min) and [Presentation](#)

Links to CoP calls from 2021/2022 and 2022/2023 are now consolidated in these PDFs



GETTING STARTED WITH A BY-NAME LIST – ONTARIO COMMUNITY OF PRACTICE CALLS

- **Community of Practice Calls 2021-2022** – includes recordings and presentation PDFs for 24 calls focused on getting started with a BNL. Hear from communities both new and experienced with BNLS.
- **Community of Practice Calls 2022-2023** – includes recordings and presentation PDFs for 12 monthly calls focused on expanded BNL implementation and use of BNL data.
- **Community of Practice Calls 2023-2024** – includes recordings and presentations for monthly calls focused on maintaining and improving BNLS and connecting people with the services and supports they need.
 - Calls will begin again on July 14, 2023

New CoP calls for 2023/2024 are listed here



Upcoming CoP calls



SUBSCRIBE



Sign-up for the BFZ-C Newsletter

https://action.caeh.ca/sign_up

Why Engage with Income Support?

- High housing precarity and minimal shelter allowances lead to homelessness
- Prolonged poverty leads to physical and mental health issues, disability and high vulnerability
- Income Support services are key information, assessment and BNL connection points.
- Housing and homelessness is a priority for Income Support services



Social Assistance Transformation



Navigation channels

clear links, protocols, client pathways, etc.

Prioritized access

clients in either direction may be prioritized for service

Shared outcomes

programs have common performance framework or outcomes measures


Joint case management

case managers work across programs to support clients


Integration

from integrated components (e.g., technology, data) to full integration (shared intake, case management, etc.)


Social Assistance Transformation Opportunities




Social assistance caseworkers will become an integral part of the support network that helps people **stabilize their lives** so they can achieve their full potential and job success.



By helping people stay employed, **housed**, and safe, the system can help them before they need to turn – or return – to social assistance



People are most likely to achievesuccess when the rest of their lives are stable. This includes having a **safe place to live**



Freeing up time for caseworkers to focus on supporting people in addressing barriers to employment – like childcare and **housing**.

Stages of Engagement

- Inform
- Consult
- Involve
- Collaborate
- Empower



Homelessness System Participation Options

1. Referrals and updates to the By-Name List
2. Participating in Coordinated Access (providing housing resources and filling vacancies using common assessment, triage, priority and matching, participating in case conferencing)



Meaningful
participation
+
Co-Creation
=
Ownership

slido



Engaging Income Support

① Start presenting to display the poll results on this slide. Vote at [Slido.com](https://www.slido.com) with the code **#Engaging**



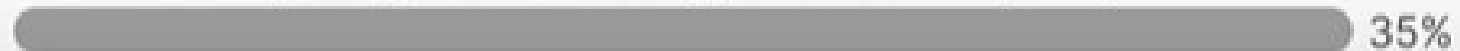
Join at
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#3592 577

Is Income Support currently participating in your BNL and/or Coordinated Access system? *

Yes - Participating in BNL and Coordinated Access



Yes - Participating in BNL: Adding and Referring only



No - not participating in either BNL or Coordinated Access





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#3592 577

☰ Active poll

20 

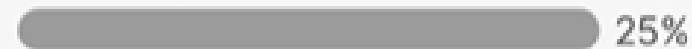
Are discussions occurring locally to improve and coordinate homelessness services roles and responsibilities because of Social Assistance Transformation? *

Yes



65%

Not sure



25%

No



10%



Join at
slido.com
#3592 577

Active poll

3 

If Income Support is NOT participating in BNL or Coordinated Access locally, what do you feel is the main barrier?

N/A

Lots of changes within their own system limit availability to be involved

They are able to refer through our housing support workers or shelter workers instead of a direct referral



Community Sharing

The District of Timiskaming & Hastings County

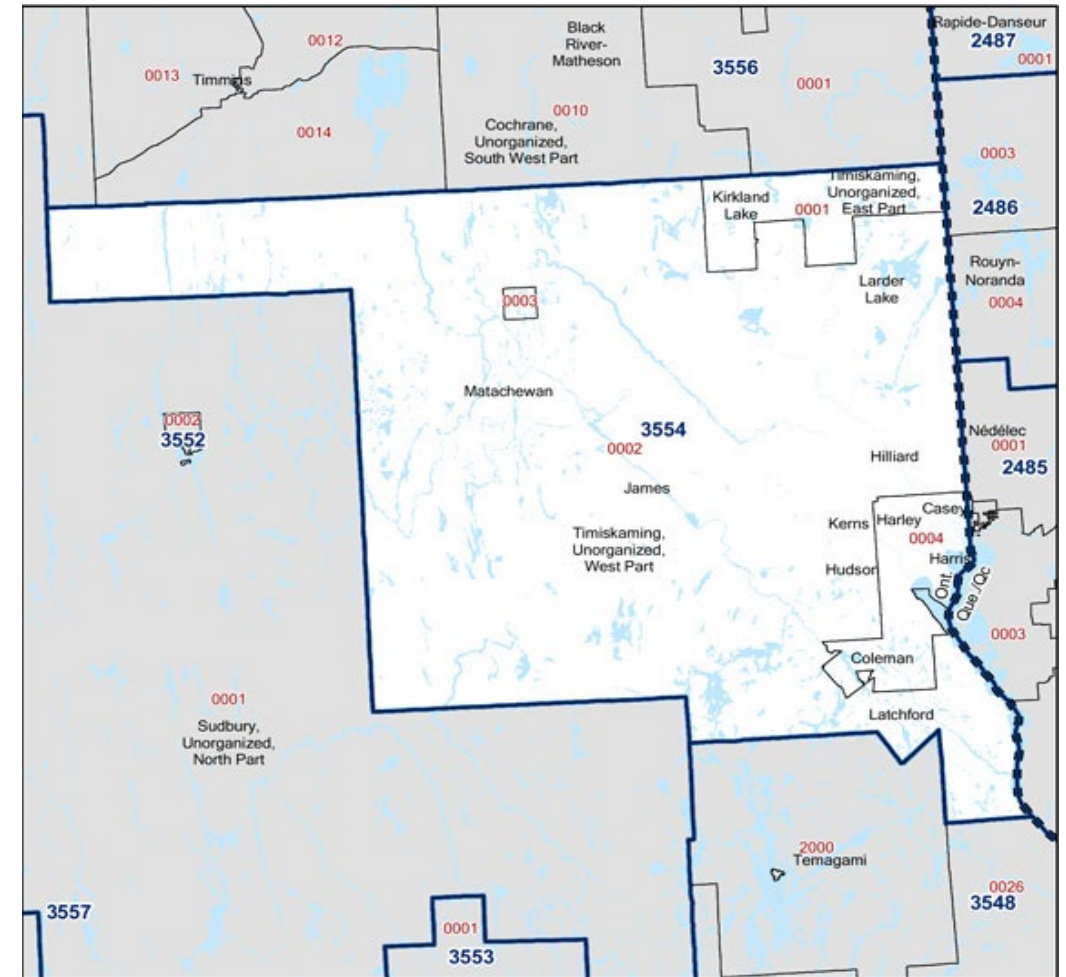


Timiskaming



Who We Are

- Population 32,251
- Geographical area 13,299.92 square km; population density 2.4 per square km
- 1 City, 4 Towns, 17 Townships, 1 village, 2 Unorganized Areas
- Median household income \$59,630
- CHPI-Rent Energy Bank administered by OW; 1 Housing & Community Outreach Coordinator for Homeless Prevention
- 1 DV Shelter in District (no Emergency Shelters)
- In 2022 we (DTSSAB) completed the conversion of one of our Family duplexes into a 6 room all male transitional Home (Hope Haven) in Kirkland Lake that is currently being operated by the Salvation Army.
- We have also completed the construction of a 12-bed gender neutral emergency shelter (Zack's Crib) that will be operated by the Zack's Crib Committee. We are hopeful that it will be opened in late November – early December. Work also continues in the development of a transitional facility in Kirkland Lake in partnership with the CMHA.



The District of Timiskaming is situated in North-Eastern Ontario and is composed of 23 municipalities with populations in one city, towns and townships ranging from 99,20 people to 97 people (Statistics Canada, 2016).

OW & ODSP Engagement in Timiskaming

How does OW &/or ODSP participate in your homeless serving system?

OW caseworkers meet with clients and complete the BNL questionnaire, then a warm referral is made to our HPP Outreach Coordinator.

ODSP caseworkers refer clients directly to our HPP Outreach Coordinator.

What strategies did you use to obtain buy-in for participation?

Effective communication is necessary.

Our HPP Outreach Coordinator met in-person with OW and ODSP to explain the process and the purpose of BNL, and how we all can make a difference in our community.

Are there any lessons learned or advice you can give others in recruiting OW/ODSP participation?

Be present and encourage integration among programs.

What are your next steps for increasing or improving homeless serving system participation?

Continue with effective communication among staff, management and outside agencies.

Contact Information:

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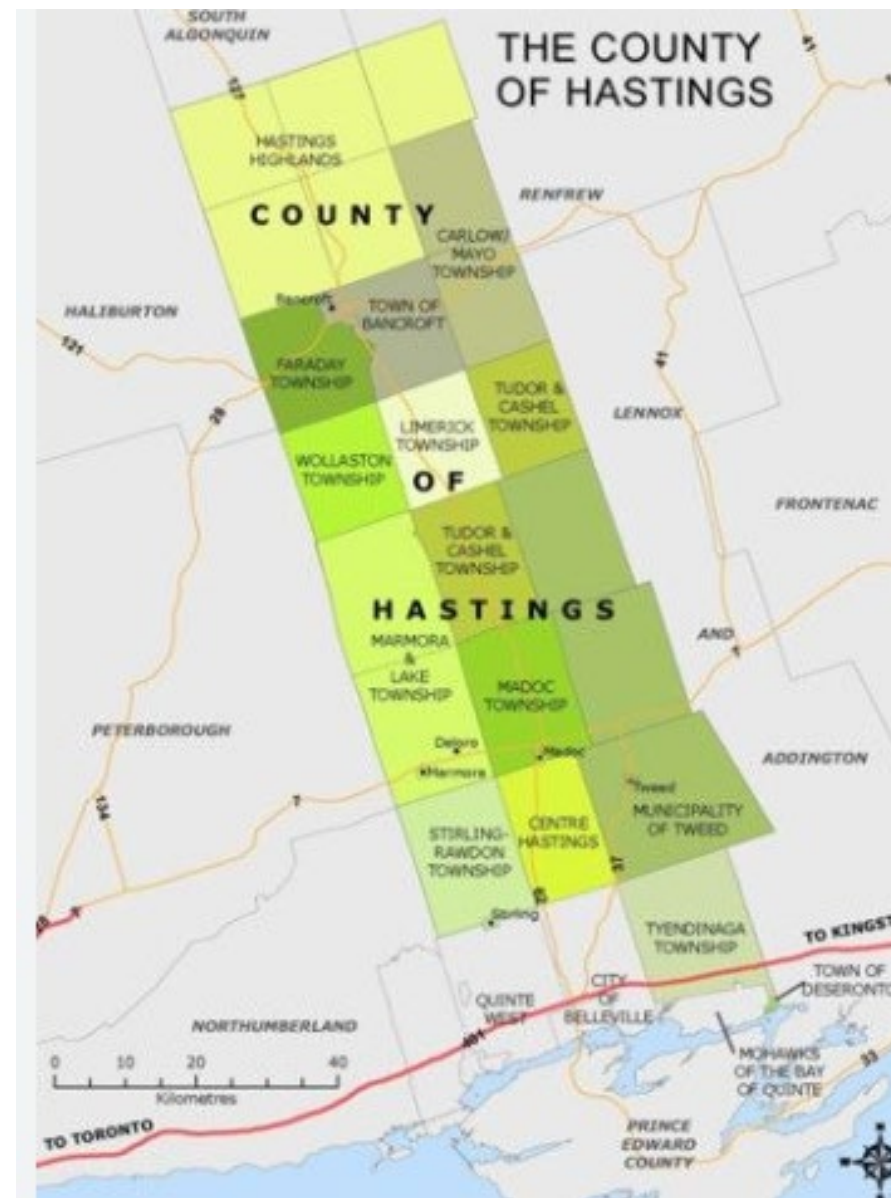
Hastings County





Who We Are

- Population **145,746**
- Geographical area **5,291** square km; population density **7.5** per square km
- The cities of Belleville and Quinte West are separated municipalities
- Median household income (\$75,000)



Hastings County, the 2nd largest County in Ontario, is located on the boarder of Eastern and Central Ontario and is composed of 14 local municipalities.



OW & ODSP Engagement in Hastings County

How does OW &/or ODSP participate in your homeless serving system?

OW and ODSP case workers refer clients to the Community Response Team (CRT) for Coordinated Access/BNL Intake.

What strategies did you use to obtain buy-in for participation?

We met with each OW office to present about BNL and Coordinated Access.

ODSP referrals to the CRT before CA, the CRT CW maintains communication with ODSP CW.

Relationship building is key – it is all about cultivating relationships.

Are there any lessons learned or advice you can give others in recruiting OW/ODSP participation? (What's working well; What can be improved?)

There was some time between office presentations and not all staff were able to attend.

Keep it simple; make it easy. Stay flexible.

What are your next steps for increasing or improving homeless serving system participation?

Follow-up meetings with CWs.

CA presentation with ODSP.

OW Common Assessment

Contact Information:

Lisa McEwen

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A photograph of four white paper cutouts of human figures holding hands in a line. They are placed on a dark surface against a light blue background. The figures are simple, with no facial features, and their arms are extended to hold the hands of the others.

Open Discussion about Current Social Assistance Partnerships, Roadblocks or Expansion Plans

Resources for further information

Previous Community of Practice Calls:

- BNL Community Engagement and Communication (May 13, 2022) – [Recording](#) and [PDF 1 of 2](#) and [PDF 2 of 2](#)
- Linking BNL to Community Housing (December 9, 2022) – [Recording](#) and [PDF](#)
- Engaging Stakeholders with Cornwall and Nipissing (November 12, 2021) [Recording](#) and [PDF](#)

Previous Webinar:




- Engaging Partners – [Recording](#) (29 minutes) and [Presentation](#)

Building the Will:

- [Stakeholder Faction Analysis Worksheet](#) (*Word*)
- [Stakeholder Engagement Planning Worksheet](#) (*Word*)
- [Stakeholder and Communications Worksheet](#) (*Excel*)
- [Stakeholder Power/Interest Worksheet](#) (*PDF*)
- [See Yourself As a Partner: Guide to Community Partnership Development](#) (ESDC, 2017)
- [Moving from Buy-In to Ownership \(Tamarack\)](#)
- [IAP2's Public Engagement Spectrum](#)

Thank You

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