

**From:** Homeless Policy Programs <homelesspolicyprograms@hamilton.ca>

**Sent:** August 7, 2018 12:59 PM

**To:** Homeless Policy Programs <homelesspolicyprograms@hamilton.ca>

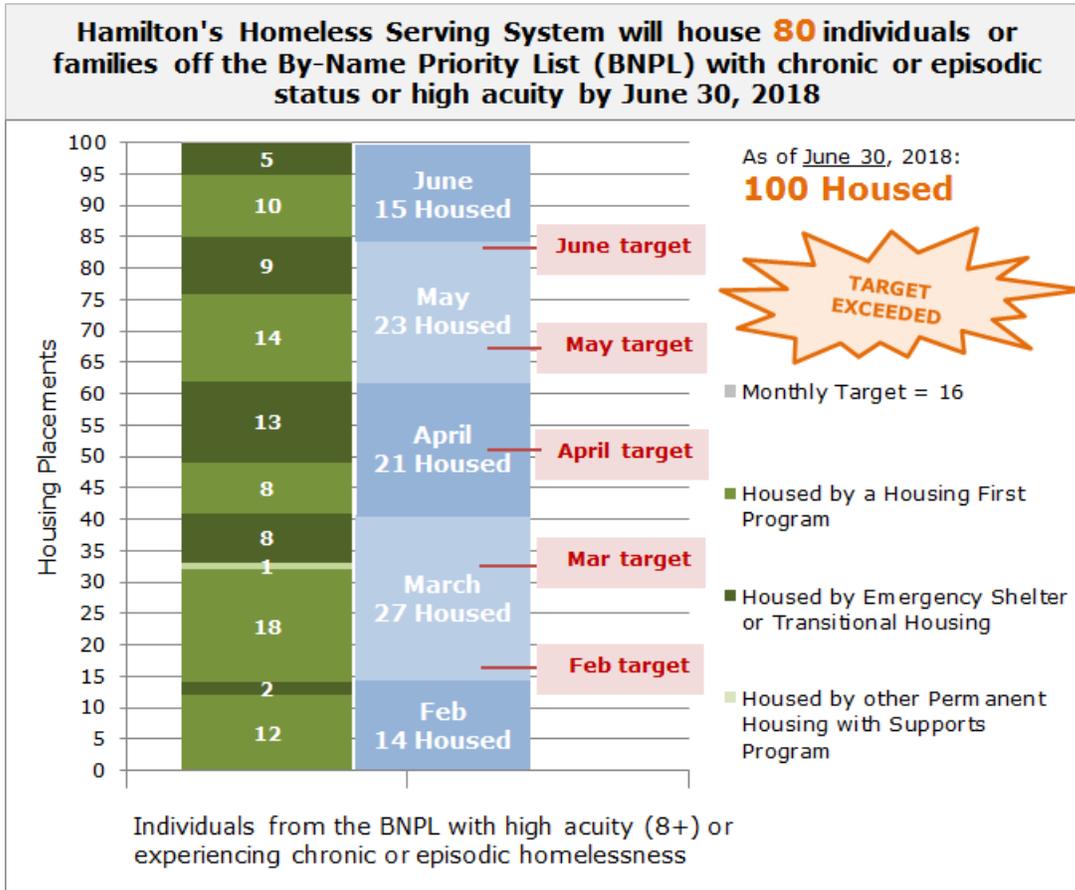
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**Subject:** Coordinated Access Action Bulletin



Please see important updates and action items below for Champions and Managers in Hamilton's Homeless Serving System to share with their respective teams.

# We've Exceeded our Community Aim!



Between February 28 and June 30, 2018, you and your teammates have housed **100** individuals with chronic or episodic status or high acuity off the BNPL.

Some of these individuals were experiencing homelessness for a number of years. Each number on this chart represents a unique person and member of our community who now has a home.

# Current Accomplishments

## System Housing Triage

Participants of the System Housing Triage have been thinking about ways to continue momentum and urgency around permanent housing for high acuity individuals on the BNPL experiencing chronic or episodic homelessness. The System Housing Triage table is collaborating on ways to expedite housing placements for these individuals.

Individuals are chosen to be discussed in a transparent and standardized way, as follows:

- Selection criteria is applied to the BNPL to form an initial list of those eligible for a triage discussion. More specifically, those eligible for discussion are individuals with high acuity (8+), chronic or episodic status on the BNPL who:
  - Have been referred to a Permanent Housing with Supports program but not connected to housing, including those that were referred and subsequently unassigned, and who;
  - Have remained on the BNPL for 60+ days and had contact with the homeless serving system in the last 14 days.
- After this list has been populated based on the above criteria, the list is then sorted by highest acuity and then by longest stay in the system as per the BNPL.
- Then the top 2 individuals from each service stream (men's, women's, youth, Indigenous) are chosen for discussion.

Please visit the [PDSA Cycle Plan](#) for more information, including the 5 goals of the System Housing Triage table.

The broad and diverse representation of staff on the System Housing Triage table, across various agencies and sectors in Hamilton's Homeless Serving System, showcases community dedication towards a common goal - to end homelessness!

Please e-mail feedback, questions or concerns to [homelesspolicyprograms@hamilton.ca](mailto:homelesspolicyprograms@hamilton.ca).

# What's Happening Next?

## Learning Session in Detroit

The [Community Liaisons](#) for the Built for Zero (BFZ) / 20K Homes Campaign in Hamilton join other local leaders from over 50 communities in Canada and the U.S. to participate in Learning Sessions. After each Learning Session communities work on aim statements for what they would like to achieve over the next few months.

The fourth Learning Session took place in Detroit at the end of June. Hamilton spoke about our successes and challenges with developing a coordinated access system, and have used these insights to identify key next steps and drivers to reducing and ending homelessness in our community. The Community Liaisons developed a work plan from now until the next Learning Session in November, including the continuation of PDSA Cycles currently underway (e.g. Shelter Diversion and System Housing Triage); community use and understanding of BNPL data; and connecting other Permanent Housing with Supports providers into the coordinated access process.

Your input and participation is essential to developing a coordinated access system that works for staff and the people we serve. Please do not hesitate to reach out with any questions, concerns or suggestions by e-mailing [homelesspolicyprograms@hamilton.ca](mailto:homelesspolicyprograms@hamilton.ca).

## Actions Needed

### **Champions and Managers to share Action Bulletins with their teams**

These Action Bulletins are shared with Coordinated Access Champions and Community Liaisons of the Built for Zero / 20,000 Homes Collaborative in Hamilton.

Champions are a main point of contact from each agency participating in Coordinated Access and Hamilton's By-Name Priority List. Champions are asked to share these Action Bulletins with their respective teams and bring forward their questions and concerns to the City and Community Liaisons.

Here are some examples for how Champions or Managers may share this Action Bulletin with their teams:

- Bring the most recent Action Bulletin to regular team meetings or shift changes for discussion.
- Post Action Bulletins in the staff room.
- Forward Action Bulletins to the team via e-mail.

### **Housing First to report on program assignment and placement**

Progress towards our Community Aim Statement was tracked using the data tools submitted by Housing First programs on a monthly basis. Housing First programs are also asked to report program assignment and housing outcomes on the Excel sheet provided in their closed site of FileZilla for the purposes of updating the BNPL. This will allow us to more accurately inform system-wide strategies for ending homelessness. Housing First providers submit this information in the Excel sheet under the following header rows:

#### Housing Referral (If Applicable)

Provider Assigned	Date Assigned	Move-In Date
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#### Housing Unassignment (If Applicable)

Provider Unassignment	Date of Unassignment	Previously Housed Date	Unassignment Reason
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### **Check the BNPL to see the status of referrals to Housing First programs**

Direct referrals to Housing First programs are sent through Hamilton's By-Name Priority List (BNPL) for individuals with high acuity (8+) and who are experiencing chronic or episodic homelessness. Housing First providers work through their referral list to assign individuals to their respective programs. The BNPL does not automatically assign individuals to Housing First programs, meaning not all of those who are eligible to receive support through a Housing First program will be automatically picked up by an Intensive Case Manager. Referral sources such as outreach services, transitional housing and emergency shelter staff, can check the status of whether or not an individual accessing service has been assigned to a Housing First program on the BNPL under the "Housing Referral" section.



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