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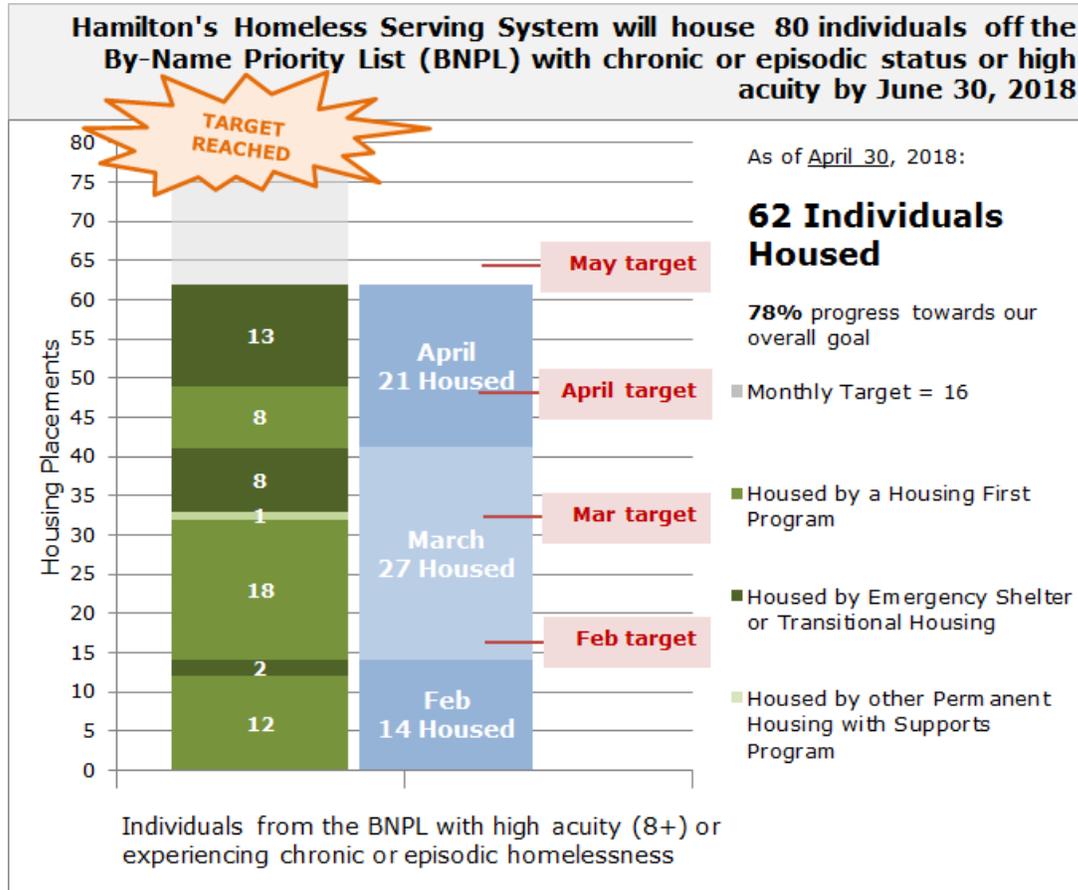
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Subject: Coordinated Access Action Bulletin - June 18 2018



Please see important updates and action items below for Champions and Managers in Hamilton's Homeless Serving System.

Community Aim Statement Progress



Hamilton's Homeless Serving System has housed **62** individuals with chronic or episodic status or high acuity off the BNPL as of March 31, 2018.

We have met 78% of our overall goal already, without including housing placements from May and June!

Some of these individuals were experiencing homelessness for a number of years. Ending homelessness starts with the hard working staff that have supported them in accessing their right to housing. Let's take the time to celebrate this incredible work!

Please see important information in the "Actions Needed" section about tracking housing placements for the purposes of this aim statement.

Current Accomplishments

Shelter Diversion

The Plan, Do, Study, Act (PDSA) Cycle on shelter diversion was launched at Good Shepherd Men's Centre on May 11 and will continue for a period of 90 days.

Shelter staff from men's shelters were offered training from Org Code on Progressive Engagement and Shelter Diversion on April 11 and 12. A recording of this training is available [here](#).

A huge thank you goes out to the staff at Good Shepherd Centre who have jumped head first into this PDSA Cycle! Additionally, thank you to Mission Services, Salvation Army Booth Centre, Families First and Notre Dame for providing advice and findings on Shelter Diversion to inform this Cycle.

Salvation Army Booth Centre & Mission Services are able to see if an individual has been diverted from Good Shepherd Men's Centre in the Turn Away Section of HIFIS. It is important to note that although this section is being used to record diversion, diversion IS a service, not the absence of a service or a turn away from service. Find out more about diversion [here](#). Feedback on how diversion metrics can be recorded in HIFIS is welcomed and appreciated.

Please e-mail feedback, questions or concerns to 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 will take place in Detroit at the end of June. Hamilton will talk about our successes and challenges with developing a coordinated access system, and will use these insights to identify key next steps and drivers to reducing and ending homelessness in our community.

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.

System Housing Triage

The Men's Housing Placement Triage PDSA Cycle, or test cycle, took place from February to March earlier this year.

Additionally, community partners across Hamilton's Homeless Serving System came together earlier this month to quickly provide housing and support to individuals staying outside of Salvation Army Booth Centre. It's amazing what can happen when community comes together!

Participants of these tables have been thinking about ways to continue this momentum. A new PDSA Cycle will begin on June 21 informed by community feedback, and can be seen as a combined version of the Men's Housing Placement Triage and the Salvation Army Case Conferencing Table, centered around permanent housing for individuals on the BNPL. More details to come in terms of what this PDSA Cycle entails!

Actions Needed

Shelter and Transitional Housing staff to report on housing placements

Hamilton's BNPL and progress towards our Community Aim Statement should account for the great work that shelter and transitional housing staff do in housing individuals. If you track housing outcomes by-name, please update client information in your closed site of the BNPL portal or forward this information to homelesspolicyprograms@hamilton.ca. This information is incredibly important in more accurately tracking progress towards our aim

statement of housing 80 chronic, episodic or high acuity individuals experiencing homelessness off Hamilton's BNPL. A huge thank you goes out to the shelter staff who have already started to report this data.

Housing First programs to report on housing placements

Progress towards our Community Aim Statement has been tracked using the data tools submitted by Housing First programs on a monthly basis. Housing First programs are also asked to report housing outcomes on their referral list provided in their closed folder of FileZilla. This will allow us to track our progress more frequently, thus more accurately informing system-wide strategies for ending homelessness.



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