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Subject: Coordinated Access Action Bulletin - March 27



Building Hamilton's By-Name Priority List

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 within the next "action cycle".

During the 2nd Learning Session in Denver, Hamilton committed to achieving a quality By-Name List, supported by strategies that have been tested and shown to be effective in other communities. If you recall, this aim was discussed at our last Open House on October 16 at the Library. **We are so excited to announce that Hamilton has met this aim, and has officially been declared the 3rd participating community in Canada to have implemented a quality by-name list! Go Hamilton!** Find out more about what this means by visiting the [20K Homes website](#) or by e-mailing homelesspolicyprograms@hamilton.ca.

Although we have met our Action Cycle 2 Aim, we will continue to revise BNPL policies and processes based on community feedback. Your input and participation is essential to developing a coordinated access system that works for our community. Please do not hesitate to reach out with any questions, concerns or suggestions. Let's keep the momentum going!

What's Happening Now?

New Community Aim Statement

At the 3rd Learning Session that took place in February, Hamilton developed a new aim that will guide our work over the next few months, shifting focus to housing individuals off the BNPL:

Hamilton's homeless serving system will REDUCE our by-name list of active chronically homeless individuals from 205 to 125 by June 30, 2018. In other words, Hamilton's homeless serving system will house 80 individuals from the BNPL with chronic or episodic status and high acuity by June 30, 2018.

This aim will be discussed at planning tables across our community with a close eye on measuring progress towards our goal. **System-wide tools to help track progress are in development. More updates to come!**

Men's Housing Placement Triage

Work is already underway that will inform strategies for housing individuals off the BNPL. Community partners have been collaborating over the past few weeks to accelerate the process by which 10 men on the BNPL get housed by March 31, in accordance with the following prioritization criteria chosen for the men's system during a recent MESC meeting: 13+ acuity; experiencing chronic homelessness; trimorbidity; and considerations of service restrictions.

The Men's Housing Placement Triage is part of a Plan, Do, Study, Act (PDSA) cycle where we test whether this approach should be adopted, adapted or abandoned as a strategy or practice for our community. Please see the definitions section for more information on PDSA cycles.

What's Happening Next?

Shelter Diversion

In addition to the Men's Housing Placement Triage, we are also planning to complete a PDSA cycle at Good Shepherd Centre on shelter diversion. More details and progress updates to come!

Champion Meetings

Quarterly meetings will be organized to check in with Coordinated Access Champions on how they are doing with the By-Name Priority List, what's working and what should be done differently.

Actions Needed

Print current forms and policies

Forms and policies are updated regularly in response to community feedback and as additional partners join Hamilton's Coordinated Access System. Current versions of these documents are found in the Community Shared Site of the BNPL Portal (i.e. FileZilla) and also available within the Attachments Section of this Action Bulletin. Please ensure that you and your team mates are using the correct and most updated forms.

Watch video that helps staff ask clients about Indigenous Ancestry

Core Collaborative Learning (CCL), Hamilton Regional Indian Centre, Good Shepherd Notre Dame House and the City of Hamilton collaborated on a video with input from the Indigenous community that helps staff to ask clients about Indigenous Ancestry during intake.

This video is now available in the Community Shared folder of the Portal (i.e. FileZilla) under "Training Materials" and through [CCL Online](#) for those who have a membership. Please access this video in addition to the other coordinated access and BNPL training materials. CCL Online allows access to tons of helpful resources with over 40 courses for staff working in the homeless-serving sector.

Use the appropriate VI-SPDAT tool

The appropriate version of the VI-SPDAT is to be used by referral sources (e.g. shelters, outreach, transitional housing) based on the individual being assessed, as prescribed by the City of Hamilton. Shelters that serve both youth and adults must administer the appropriate VI-SPDAT based on age. The youth VI-SPDAT (TAY-VI-SPDAT) is a tool designed for youth aged 24 and under. Youth aged 25 are still eligible to be referred to Housing First for Youth, but an adult VI-SPDAT should be conducted in this case. If a youth was assessed using a youth VI-SPDAT but becomes considered an adult before being referred to permanent housing with supports, an adult VI-SPDAT is not required. Please see the VI-SPDAT Policy for more information.

Definitions

The Plan, Do, Study, Act (PDSA) method is a way to test a change idea. PDSA cycles are often short in duration and small in scale so that feedback and findings can be incorporated before broader implementation.

Hamilton first used this method when testing out the Common Consent & Intake Forms. Front-line staff were asked to use the first version of the forms with clients and provide feedback before the forms were finalized. Now with the "draft" watermark removed, the forms have been edited to reflect community needs and incorporate what we heard during the testing phase.

Attachments

Links to all of the current BNPL forms and policies as of March 12, 2018 are provided below.

[Common Intake Form](#)
[Common Consent Form](#)
[VI-SPDAT Policy](#)
[Inactivity Policy](#)



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