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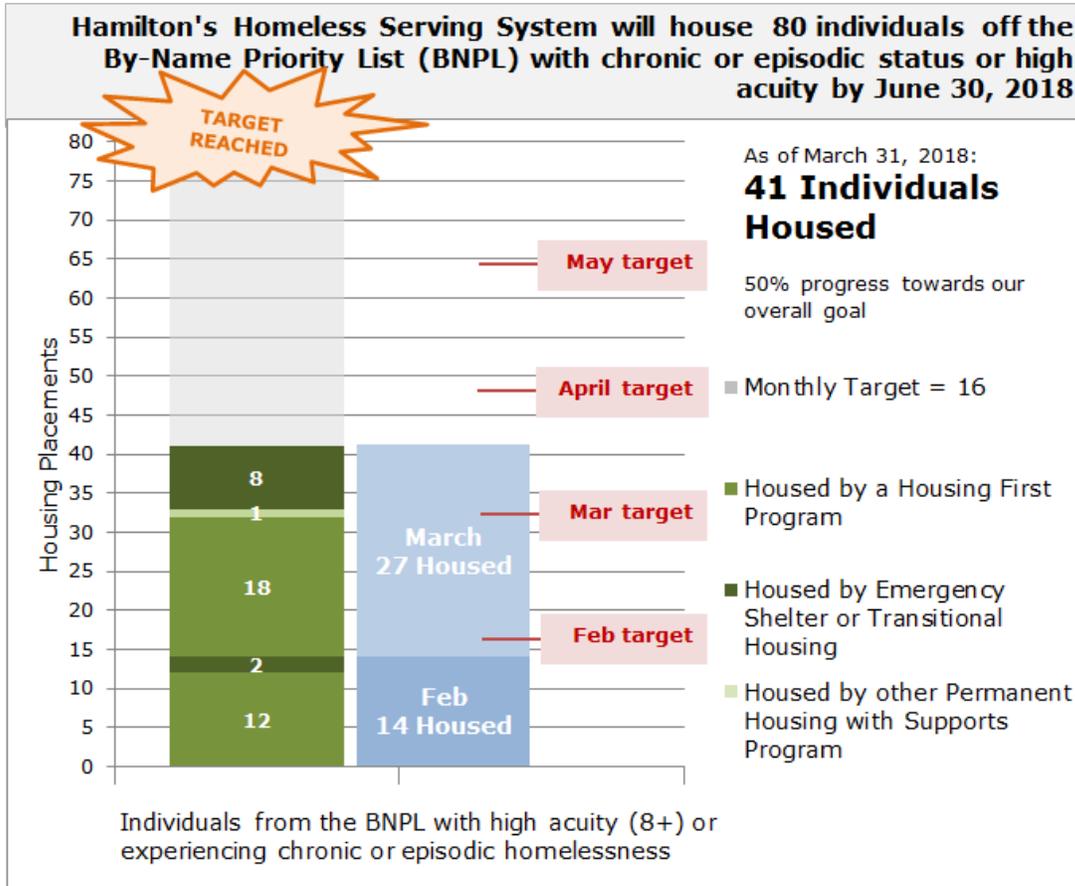
**Subject:** Coordinated Access Action Bulletin



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

**A friendly reminder that the 2018 Point in Time Connection Debrief is taking place today, Friday May 4, 1:00 pm, at City Hall.** Hope to see you there!

# Community Aim Statement Progress



Hamilton has developed a new aim that will guide our work over the next few months:

**Hamilton's Homeless Serving System will house 80 individuals experiencing homelessness off the By-Name Priority List (BNPL) with chronic or episodic status or high acuity (8+) by June 30, 2018.**

Hamilton's Homeless Serving System has housed **41** individuals with chronic or episodic status or high acuity off the BNPL as of March 31, 2018.

Let's take the time to celebrate this amazing work! Ending homelessness starts with the hard working staff that have supported these individuals to realize their right to housing.

Please see the "Action Needed" Section of this Action Bulletin for some next steps to improve how we track progress towards our Community Aim Statement.

## Sharing Action Bulletins

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 ideas 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

Please do not hesitate to e-mail [homelesspolicyprograms@hamilton.ca](mailto:homelesspolicyprograms@hamilton.ca) with any feedback, questions or concerns.

## Current Accomplishments

### Men's Housing Placement Triage

The Men's Housing Placement Triage Plan, Do, Study, Act (PDSA) Cycle or pilot cycle concluded on March 31, 2018. The goal of this PDSA Cycle was to accelerate the process by which 10 men on the BNPL became housed by March 31, in accordance with the following prioritization criteria chosen for the men's system during a MESC meeting: 13+ acuity; experiencing chronic homelessness; trimorbidity; and considerations of service restrictions. Over the course of the month, 3 of the men discussed were housed.

Participants of this PDSA Cycle provided feedback during the last meeting and through an online survey. This feedback is currently being analyzed by the Homelessness Policy & Programs team to inform recommendations for accelerating housing placements off the BNPL moving forward. Evaluation findings and recommendations will be shared with participants of the PDSA Cycle.

# What's Happening Next?

## Shelter Diversion

A Plan, Do, Study, Act (PDSA) Cycle on shelter diversion will take place at Good Shepherd Men's Centre starting in May for a period of 90 days. A warm thank you goes out to Good Shepherd staff for agreeing to pilot Shelter Diversion. Findings from this PDSA Cycle will inform recommendations for all emergency shelters in Hamilton. Consultation throughout this PDSA Cycle will also include women and youth shelters in our community.

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 and materials used for the purposes of the PDSA Cycle will be shared with emergency shelters shortly.

Shelter Diversion is about helping individuals at the front door to identify immediate alternative housing arrangements, and supporting or connecting them with services and assistance to help them return to permanent housing. Diversion IS a service, not the absence of a service or a turn away from service. Find out more about diversion [here](#).

Thank you to the Families First program for providing advice and findings on Shelter Diversion to inform this PDSA Cycle.

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

## 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](mailto: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.

### **Ensure you are using the most 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). Please ensure that you and your team mates are using the correct and most updated forms.

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You are receiving this communication as part of Hamilton's Homelessness Serving System working together to develop a Coordinated Access System in Hamilton.

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