



**Going from Registry Week to By-Name List
& Coordinated Access in One Year
March 5, 2018**

Presenters



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- Guelph-Wellington
- Kawartha/Haliburton & Northumberland
- Q&A



GUELPH-WELLINGTON **20,000 HOMES** CAMPAIGN

**FROM REGISTRY WEEK TO
COORDINATED ENTRY
IN LESS THAN 12 MONTHS**

Randalin Ellery, Coordinator, Guelph & Wellington Task Force for Poverty Elimination

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BACKGROUND

- Guelph & Wellington Task Force for Poverty Elimination
- April 2015 Service-based Point in Time Count (359 individuals)
- 2015 Housing First programme (1 HF worker for adults)
- Community-based response
- 20,000 Homes
- Partnership: Poverty Task Force (PTF) & County of Wellington Social Services



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BACKGROUND

- December 2015: Sign on to campaign
- January 2016: 20,000 Homes Leadership Committee
- April 2016: Registry Week (including Community Debrief event)
 - Over a three-day period, 295 individuals were identified as experiencing homelessness in Guelph-Wellington
 - Over 125 volunteers
 - 80 people attend the Community Debrief
 - Media coverage



Welcome to a post-Registry Week World



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BACKGROUND

- Additional Housing First worker for adult system
- First Youth Housing First worker for youth system
- Housing First Technical Training & Assistance (Wally Czech)
- OrgCode provides SPDAT training
- Continued to raise awareness & advocate (Push for Change, Speaker's Bureau, Submissions re: Functional Zero, National Housing Strategy, etc.)



By-Name List & Coordinated Entry

This includes the following living situations:

- Coordinated Entry** is a shared and standardized method for connecting people experiencing homelessness to the resources available. Coordinated Entry assesses people's housing-related needs, prioritizes them for resources, and links those in need to a range of types of assistance.

**DOOR
AGENCY**

The VI-SPDAT is a pre-screening, or triage tool that is designed to be used by all providers within a community to quickly assess the health and social needs of homeless persons.

Wyndham House, Welcome In Drop In, Family & Children's Services of Guelph & Wellington County, East Wellington Community Services, Community Resource Centre of North and Centre Wellington, Rural Wellington Community Team, County of Wellington Social Services, Specialized Outreach Services (SOS)



Families and individuals that are prioritized through the Coordinated Entry System will be referred to the appropriate services and supports through a Complex Clients Working Group, made up of key partners in the homelessness-serving system.



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HOW DID WE GET FROM REGISTRY WEEK TO COORDINATED ENTRY IN LESS THAN 12 MONTHS?

KEY COMPONENTS

1. LEADERSHIP
2. ACCOUNTABLE & TRANSPARENT COMMUNICATION
3. INNOVATION
4. ENGAGEMENT



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LEADERSHIP

- 20,000 Homes Leadership Committee
 - Phase 1 (January 2016 – May 2016)
 - Focus on planning and implementing Registry Week
 - Community Champion, Networker, Transformational Leader
- 20,000 Homes Leadership Committee
 - Phase 2 (June 2016 – July 2018) – 80% retention
- 20,000 Homes Operations Committee
 - Inform, problem solve, provide wide-direction
 - Homeless-serving system



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ACCOUNTABLE & TRANSPARENT COMMUNICATION

- Reports: Annual, Progress, Monthly
- Media – traditional & social
- Scorecards & Monthly Reporting
- Demonstrate success & highlight challenges



APRIL 2017

ABOUT THE 20K CAMPAIGN

Organized by the Canadian Alliance to End Homelessness (CAEH), the 20,000 Homes Campaign is “a national movement of communities working together to permanently house 20,000 of Canada’s most vulnerable homeless people by July 1, 2018.” In 2016, the Guelph & Wellington Task Force for Poverty Elimination and the County of Wellington made a strategic decision to co-lead a local movement to support the 20,000 Homes national campaign.

To keep the movement honest, accurate and continuously improving, the campaign will provide timely and public reporting on our progress.

KEY ACHIEVEMENTS: NOVEMBER 2016 – APRIL 2017

1

BY NAME LIST

The Guelph-Wellington By-Name List (BNL) was originally created using data collected during Registry Week in April 2016. In February 2017, Guelph-Wellington 20K Homes introduced a system to add to and update the BNL, giving our community a real time, up-to-date list of people experiencing homelessness. A BNL helps facilitate efficient decisions around how best to refer individuals experiencing homelessness to housing resources. A BNL can also be used to plan estimations of future rates of homelessness, including inflow and outflow and other performance management targets.

2

COORDINATED ENTRY SYSTEM

A Coordinated Entry System (CES) is a shared and standardized method for connecting people experiencing homelessness to the resources available. Working with 8 different Door Agencies, families and individuals are assessed using a common assessment tool (VI-SPDAT). They are then added to the BNL, which informs referrals to appropriate housing services and supports. The Guelph-Wellington CES was launched in February 2016.

3

NATIONAL HOUSING STRATEGY

A local submission was provided to the Federal government to inform the development of the National Housing Strategy.

HOUSING ON THE HILL

Guelph-Wellington joined housing advocates from across the country to lobby Members of Parliament in Ottawa.

FUNCTIONAL ZERO CONSULTATIONS

Individuals experiencing homelessness in Guelph-Wellington were engaged to inform research focused on defining an “end to homelessness.”



- START WITH WHAT YOU'VE GOT
 - Database
 - Staff capacity

START WHERE YOU ARE.
USE WHAT YOU'VE GOT.
DO WHAT YOU CAN.



- Peers
- Politicians
- Door Agencies

- Peers
- Politicians
- Door Agencies





- No housing.....definitely no permanent supportive housing
- Privacy & ethics
- Staff capacity & expertise
- Responding to & engaging with individual's most at-risk

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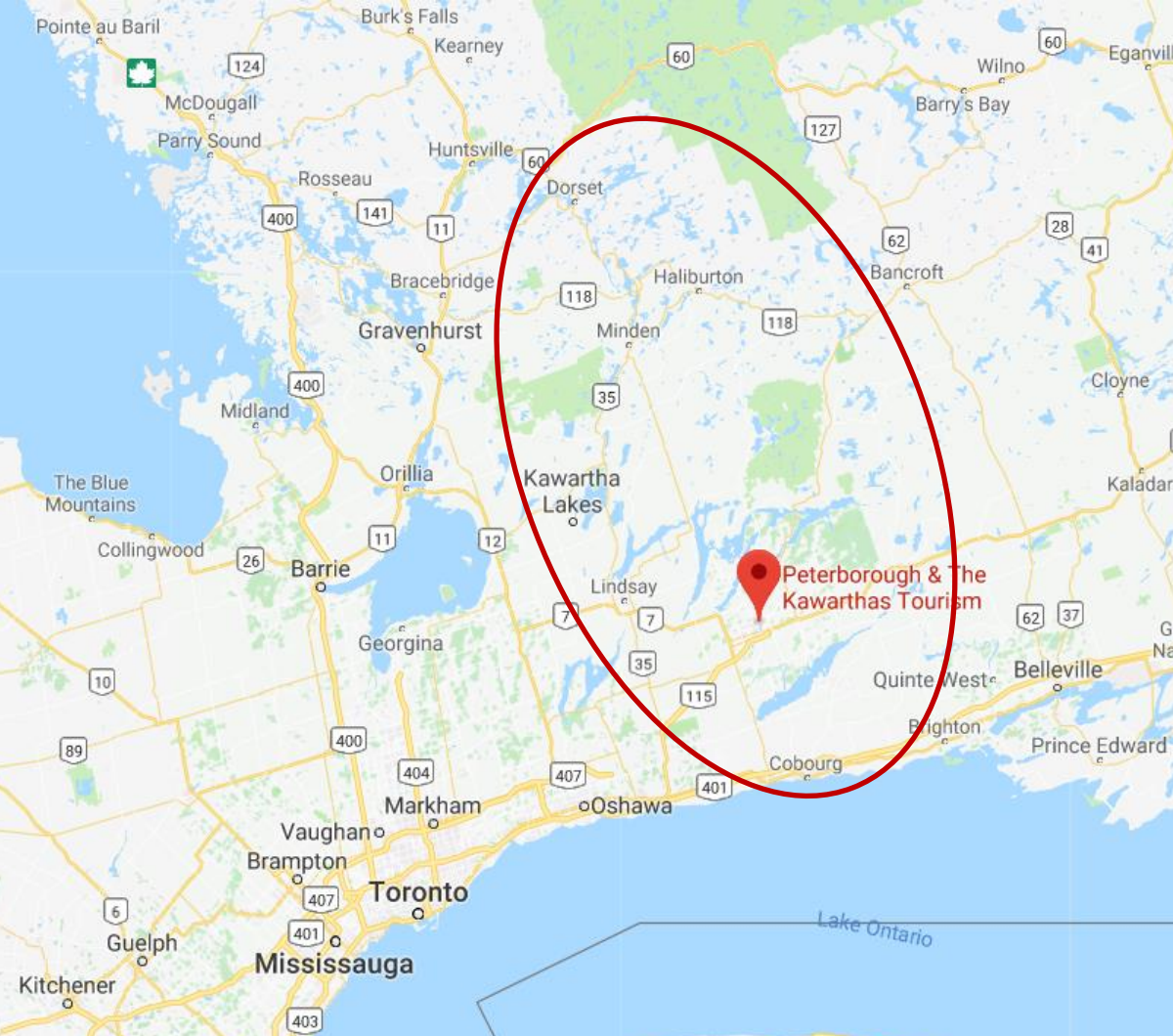


GUELPH-WELLINGTON 20,000 HOMES CAMPAIGN

THANK YOU.

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Kawartha/ Haliburton & Northumberland



Kerri Kightely



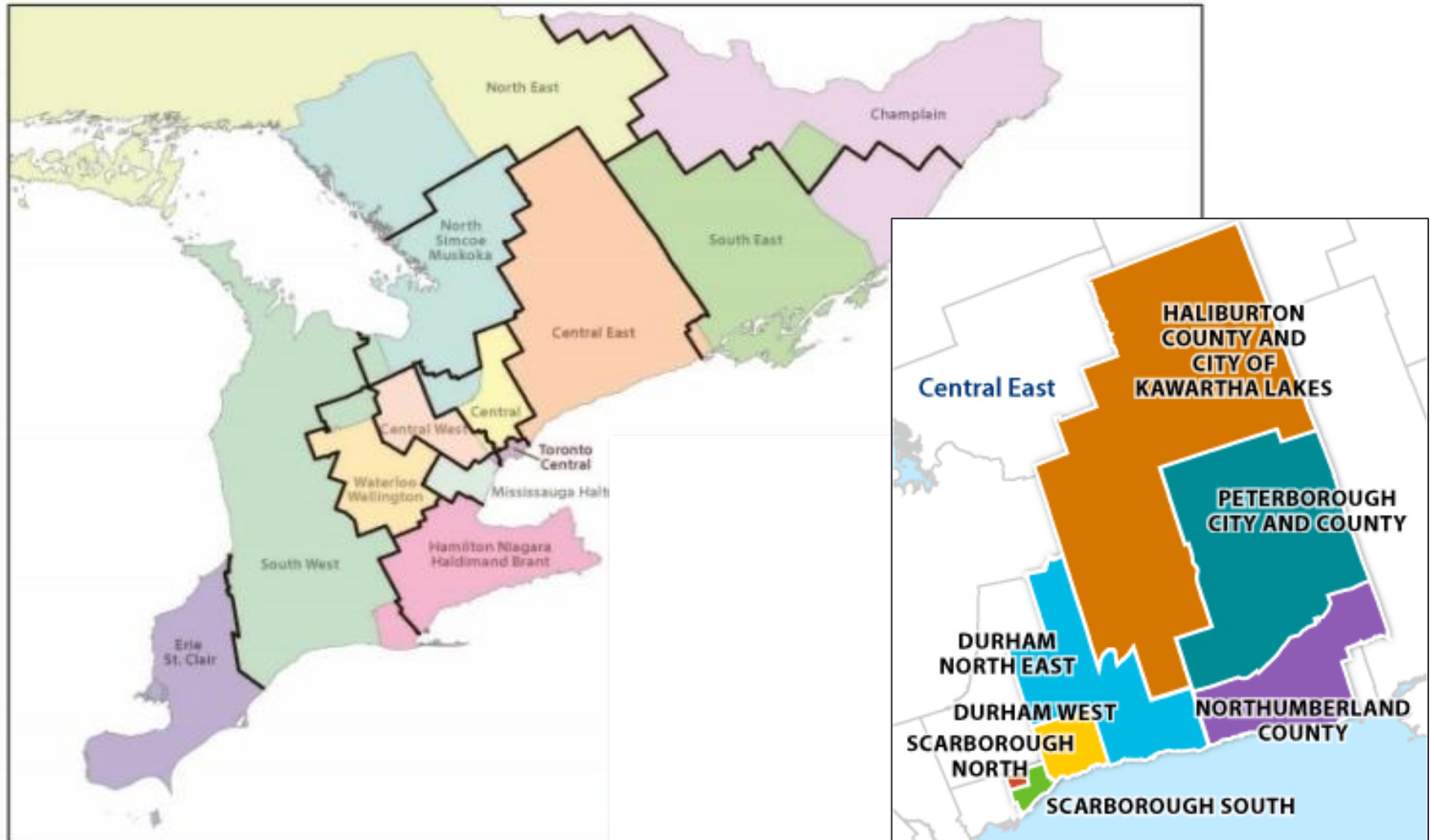
BY-NAME LIST DEVELOPMENT

City of Kawartha Lakes, County of Haliburton,
Northumberland County
March 5, 2018



County of Haliburton

Northumberland, Peterborough, City of Kawartha Lakes, County of Haliburton





Because a couch is not a home...



A home for everyone is key.



20K Homes Registry Week - 2016

	Kawartha Lakes & Haliburton	Northumberland County
Dates	August 22-24, 2016	November 14-18, 2016
Commitment	24 high acuity - housed with supports	3 high acuity - Housed with supports
Survey Tool	VI-SPDAT + local (single only)	VI-SPDAT + local Prev-VI-SPDAT (family and single)
Number Surveyed	112 individuals	59 individuals 18 families (+26 children)
Follow up	All	All



County of Haliburton

After Registry Week

	Kawartha Lakes & Haliburton	Northumberland County
Follow up 0-4	Municipal Housing Help Staff - Connected to financial/community resources, CWL	Municipal OW – Community Outreach Staff - Connected to financial/community resources, CWL
Follow up 5-7	Municipal Housing Help Staff - Connected to financial/community resources, CWL	Community partners assigned as lead to follow up and offer connections.
Follow up 8+	Community partners	Community partners
BNL Tracking	8+ only	8+ only



County of Haliburton

After Registry Week

- Continued identification of vulnerable individuals and families known to be homeless
 - Identified through Community Partners
 - VI-SPDAT at 14 days
 - 8+ added to the BNL and brought forward to case conferencing
- Homelessness Coordinated Response Team (HCRT)
 - Bi-weekly case conferencing
 - Focus on 8+ individuals and families
 - Make recommendations and decisions on ICM resources
- Collaborative work to improve dedicated resources for housing and supports



County of Haliburton



Hospital



Shelter

Housing
Resource

VAW
Programs

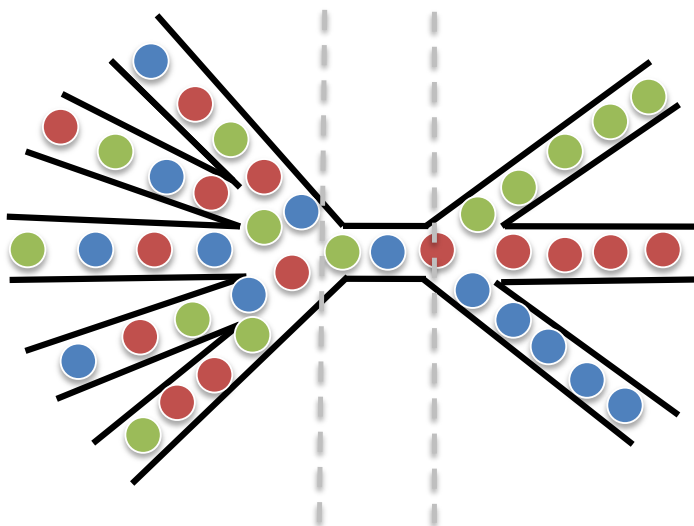
CAS

Police

Mental
Health

20K
Homes or
PiT
Counts

Homelessness Coordinated Entry & Response



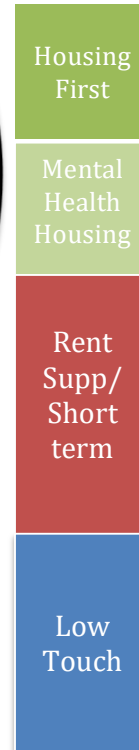
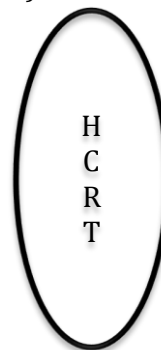
Assess
(VI-SPDAT)

Navigate

Connect with
housing &
supports

By Name List
(Organized by Acuity
using VI-SPDAT)

Resources
(Matched to Acuity)



All individuals and families experiencing homelessness are screened with the Vulnerability Index–Service Prioritizations Decision Assistance Tool (VI-SPDAT) and directed toward appropriate resources and supports for housing stabilization.

After Registry Week - Challenges

- Capacity
 - Data management (no HIMS)
 - Housing and supports inventory
 - Key roles missing
- Communications
 - What is Coordinated Entry? (and what does it look like here?)
 - Difference between the BNL and CWL
 - Large scale change to homelessness response
- Structure and MOU
 - Leadership buy-in and knowledge
 - Limited expertise
 - Trickle down from leadership to front line



County of Haliburton

Coordinated Entry Framework

- **Community Entry Points**

- Social Services (CKL and Haliburton)
- Housing Help
- A Place Called Home
- Fourcast
- John Howard Society
- YWCA
- Women's Resources
- Ross Memorial Hospital
- HHHS – Mental Health Services

- **Common Assessment Tool**

- VI-SPDAT
 - Measures Acuity (Depth of Need)

- **By Name List**

- Organized by acuity to know who is the most vulnerable (Microsoft Access)

- **Priority Based Matching to Housing and Support Resources**



County of Haliburton

CKLH Prioritization

Priority	Chronic	Length of Time Homeless	Tri-morbid	Location	VI-SPDAT Score
Priority 1	Yes	2 or more years	Yes	Outdoors	13+
Priority 2	Yes	Does not matter	Does not matter	Outdoors	8+
Priority 3	Yes	2 or more years	Yes	Sheltered*	13+
Priority 4	Yes	Does not matter	Does not matter	Sheltered*	8+
Priority 5	Yes	Does not matter	Does not matter	Sheltered*	4-8
Priority 6	No	1+ episodes in last 12 months	Does not matter	CKL or Haliburton	4-8



Hospital

Shelter

Housing
Resource

John
Howard

CAS

Police

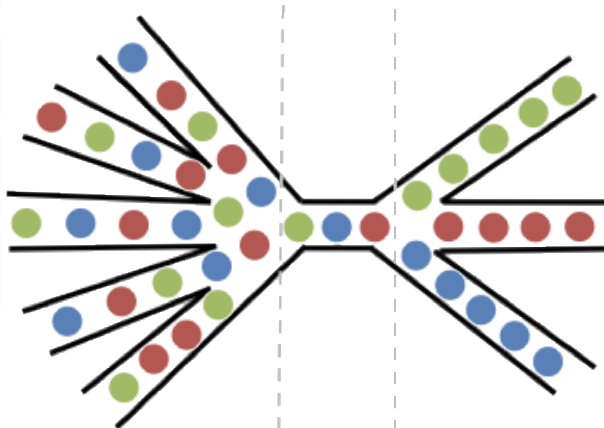
Mental
Health

Income
Supports

Situation
Table

Registry
Week

Homelessness Coordinated Entry & Response

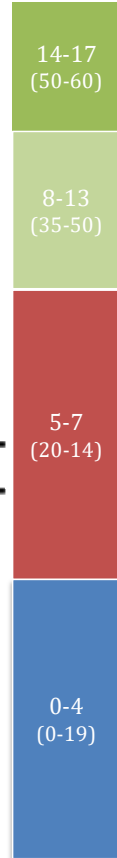


Assess
(VI-SPDAT)

Navigate

**Connect with
housing &
supports**

By Name List
(Organized by Acuity)



H
C
R
T

Resources
(Matched to Acuity)



General

Youth

Indigenous

20 Units –
CHPI, HPS

24 HFG

11 Units
(CHPI,
HPS)

JHS
Transition
House (5)

15 PHB

All individuals and families experiencing homelessness are screened with the Vulnerability Index–Service Prioritizations Decision Assistance Tool (VI-SPDAT) and directed toward appropriate resources and supports for housing stabilization.

Coordinated Entry Framework

Next Steps

- **Training of all System Players**
 - VI-SPDAT (common assessment)
 - Coordinated Entry process
 - Function of case conferencing
- **Communication Strategy**
 - Process is well known
 - Clear Pathways for agencies and individuals
 - Regular, clear communication of outcomes
- **Increased partnerships for inventory**
 - Dedicated housing and support destinations
 - Continued landlord engagement and community partnership building



County of Haliburton

What BNLs look like now?

	CKL-H	Northumberland
Enumeration	Registry Week	Registry Week
Database	Microsoft Access	Excel
By Name List	all known 8+	Some 8+
HCRT	Yes	Yes
Prioritization	Yes	No
Dedicated Housing Resources	Yes	Just started
In-flow / Out-flow reporting	Only for 8+	No
# of people housed	60 (8+)	23 (8+); 26 (0-7)

QUESTIONS?

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County of Haliburton

