Ontario By-Name List 2022-2023

Sustaining Your By-Name List

March 31, 2023

Land Acknowledgement

From coast to coast to coast, we acknowledge the ancestral territory of all the Inuit, Métis, and First Nations people that call this land home. We recognize the historic and ongoing impacts of colonization and are committed to decolonization of our systems and ongoing reconciliation, guided in our work by the United Nations Declaration on the Rights of Indigenous Peoples, the TRC Calls to Action, MMIWG Calls to Justice and the principles of empowerment and self-determination.

The Canadian Alliance to End Homelessness is committed to equity, dignity, justice and belonging. We are dedicated to serving equity-seeking communities as anti-racist, anti-oppressive and inclusive allies.

CAEH

Agenda

5 mins   Opening, housekeeping, and updates

10 mins   Overview of Best Practices in Sustaining Your By-Name List

30 mins   Peer presentations

15 mins   Questions and discussion

CAEH

Housekeeping

1. Today's meeting is being recorded:
   - The recording and PDF will be linked in the BFZ website

2. Please use the chat and/or raise your hand to ask questions throughout

3. Have phones handy for some "Slido" questions.

slido

CAEH

Where to Find CoP Calls

https://bfzcanada.ca/

BY-NAME LISTS

The information and resources here are intended to answer questions and support your community to develop and sustain a quality By-Name List on your journey to ending chronic and veteran homelessness.

Keep checking back here as we will be regularly updating materials and adding further resources.

What is a By-Name List?	
10 Steps to Create and Use a By-Name List	
By-Name List Scorecard 3.0 & Tools	
Privacy, Consent and Data Sharing	
Homeless Individual and Family Information System (HIFIS)	
Sample By-Name List Excel Workbook	
Sample Data Dashboards	

5

Where to Find CoP Calls - cont.

What is a By-Name List?

10 Steps to Create and Use a By-Name List

Click on the box below to access the three-page **10 Steps to Create and Use a By-Name List** that provides you with the overall steps and links to further resources to help you develop, maintain and use a quality By-Name List. The webinar series below will walk you through the further details of the "10 Steps" and the community of practice presentations provide examples of how communities have created and use a By-Name List.

10 STEPS TO CREATE AND USE A BY-NAME LIST

16 pre-recorded webinars - 6 new and 10 recently updated are now available here

GETTING STARTED WITH A BY-NAME LIST – WEBINAR SERIES

- By-Name Lists – What and Why? – **Recording** (20 min) and **Presentation**
- 10 Steps to Create and Use a BNL – **Recording** (50 min) and **Presentation**
- Leadership and Governance – **Recording** (40 min) and **Presentation**

Links to CoP calls from 2021/2022 are now consolidated in this Word document

GETTING STARTED WITH A BY-NAME LIST – ONTARIO COMMUNITY OF PRACTICE CALLS

- **Community of Practice Calls 2021-2022** – includes recordings and presentation PDFs for 24 calls focused on getting started with a BNL. Hear from communities both new and experienced with BNLs.

- **Community of Practice Calls 2022-2023** – includes recordings and presentation PDFs for monthly calls focused on expanded BNL implementation and use of BNL data.
  - BNL Community Engagement and Communication (May 13, 2022) – **Recording** and **PDF 1 of 2** and **PDF 2 of 2**
  - Outreach Coverage and Coordination (June 10, 2022) – **Recording** and **PDF**
  - BNL Related Homelessness Prevention Program (HPP) Indicators (July 8, 2022) – **Recording** and **PDF**
  - HIFIS and BNLs (August 12, 2022) – **Recording** and **PDF**

New CoP calls for 2022/2023 are listed here

CAEH

LIVE

BREAKING
NEWS

CAEH

Community of Practice 2023-2024 Survey Coming Soon!

Connecting Your BNL to Correction Systems CoP (Mar 10, 2023)

Ontario Solicitor General (SolGen) Community Reintegration Planning Tables

- Community Reintegration (CR) Planning Tables are intended to enable stronger relationships between correctional staff, the justice sector, and community partners to enhance community reintegration planning and implementation - by supporting a person-centered, collaborative, multidisciplinary and multisectoral approach to release planning for high needs individuals.

- Partnership announced May 2022 for CR Planning Tables - ministry entering into agreement with CMHA Ontario (who will act as the Transfer Payment Agency on behalf of the Provincial HSJCC) to support the development and operationalization of CR Planning Tables.

- CR Planning Tables will be established at designated sites using a two-phased approach beginning in late summer/early fall 2022. Initial phase sites have been identified as:
  - Elgin-Middlesex Detention Centre (EMDC)
  - Toronto South Detention Centre (TSDC)
  - Maplehurst Correctional Complex (MHCC)
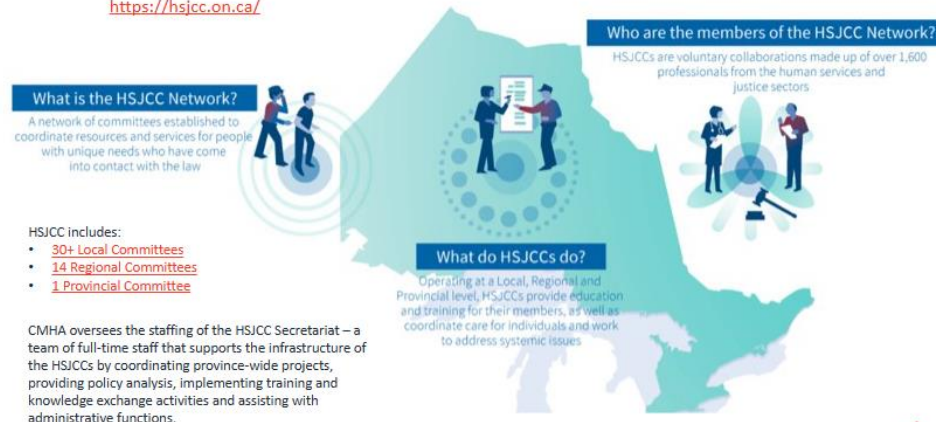 - Kenora Jail
  - Brockville Jail

25 New Reintegration Officers in 2022

- The community reintegration officers are specialized probation and parole officers who will:
  - Work collaboratively with institutional staff to provide enhanced supports and services for offenders.
  - Facilitate information sharing between corrections staff, justice partners, and community-based service providers.
  - Build and facilitate opportunities for community partners, agencies, or local committees to link individuals to an array of social, labour and faith-based programs.

- These staff are located at the following: Brockville Jail, Elgin-Middlesex Detention Centre, Kenora Jail, Maplehurst Correctional Complex, Quinte Detention Centre, Sarnia Jail, Thunder Bay Jail and Correctional Centre, Toronto South Detention Centre, Toronto East Detention Centre, and Vanier Centre for Women

Human Services and Justice Coordinating Committee

https://hsjcc.on.ca/

What is the HSJCC Network?
A network of committees established to coordinate resources and services for people with unique needs who have come into contact with the law

Who are the members of the HSJCC Network?
HSJCCs are voluntary collaborations made up of over 1,600 professionals from the human services and justice sectors

What do HSJCCs do?
Operating at a Local, Regional and Provincial level, HSJCCs provide education and training for their members, as well as coordinate care for individuals and work to address systemic issues

HSJCC includes:
- 30+ Local Committees
- 14 Regional Committees
- 1 Provincial Committee

CMHA oversees the staffing of the HSJCC Secretariat – a team of full-time staff that supports the infrastructure of the HSJCCs by coordinating province-wide projects, providing policy analysis, implementing training and knowledge exchange activities and assisting with administrative functions.

Ontario Birth Certificate Fee Waiver Program

ServiceOntario

Fee Waiver Program

Assisting individuals who are marginally housed or experiencing homelessness to obtain a birth certificate

Eligibility

To participate in this program, an organization must:

- Be a registered not-for-profit corporation;
- Have a mandate to assist Ontarians who are marginally-housed or experiencing homelessness;
- Not receive any other public funding for the payment of birth certificate fees; and
- Only seek waiver of the payment of a fee for a replacement birth certificate on behalf of individuals who are marginally-housed or experiencing homelessness.

How to participate

- Complete the Application to Participate in the Fee Waiver Program for Homeless and Marginally-Housed Individuals;
- Agree to a security assessment and agree to implement necessary security recommendations at the organization's own expense (see below for further details); and
- Enter into a defined term agreement with the Ministry of Government and Consumer Services to provide this service.

There is no cost to participate in the program.

What security measures is an organization required to take to participate in the program?

Since birth certificates are foundational identity documents, organizations will need to undertake adequate measures to ensure the safety, security and confidentiality of birth certificates, completed birth certificate applications, internal application processes, assigned ID numbers, and any other information the organization may have as a result of involvement with sensitive personal information related to participation in this program.

BIRTH · NAISSANCE

Ontario

Birth Certificate
Certificat de naissance

Ontario

Fact Sheet Service Ontario BC Fee Waiver

For further information please email:
feewaiverprogram@ontario.ca
or contact Service Ontario at 1-800-461-2156 (Outside of Toronto) or 1-416-325-8305 (in the Greater Toronto Area)
TTY: 416-325-3408

CAEH

Supporting Senior's Homelessness Program

FACT SHEET

Supporting Homeless Seniors Program

As part of the Supporting Homeless Seniors Program, the Government of Canada is committed to ensuring that seniors in Canada receive the Canada Pension Plan (CPP), Old Age Security (OAS) and/or Guaranteed Income Supplement (GIS) benefits for which they are eligible. There may be vulnerable seniors in our communities—particularly those who are homeless or at risk of becoming homeless, and who are incapable of managing their own affairs—who are not receiving the benefits for which they are eligible. For these seniors, third-party administrators act on their behalf to ensure they receive their benefits.

You or your organization can reach out to these vulnerable seniors to become a third-party administrator on their behalf.

What does the Supporting Homeless Seniors Program do?

- Through the Supporting Homeless Seniors Program, individuals or organizations can manage CPP, OAS and/or GIS benefits on behalf of a senior who is incapable of managing his or her own affairs due to a mental or physical illness or impairment, and who is homeless or at risk of becoming homeless.
- These individuals or organizations apply for and receive CPP, OAS and/or GIS benefits on behalf of the senior they represent, and then pay out the benefits in the best interest of that person.

Who can apply to administer benefits through the Supporting Homeless Seniors Program?

An organization or individual is able to apply, if there is no existing authorized person or agency already appointed under a federal or provincial law to manage a vulnerable senior's affairs. This includes:

- qualified individuals (such as a family member, friend, lawyer, social worker)
- agencies
- non-profit and registered charitable organizations
- municipalities

How do I apply to the Supporting Homeless Seniors Program?

In order to apply, please complete and submit the two online forms below, from the Service Canada website:

1. Certificate of Incapability (ISP-3505);
2. Whichever of the following applies:
   - if you are an individual, complete the Agreement to administer benefits under the Old Age Security Act and/or the Canada Pension Plan by a Private Trustee (ISP-3506); or
   - if you are an organization, complete the Agreement to administer benefits under the Old Age Security Act and/or the Canada Pension Plan by an Agency or Institution (ISP-3507).

Service Canada will notify you once your application has been assessed.

Contact us

Click   servicecanada.gc.ca
          (www.servicecanada.gc.ca/eng/audiences/
          partners/thirdparty.shtml)
Call   1-800-277-9914
Visit   Service Canada Centre
          (www.servicecanada.gc.ca/cgi-bin/sc-srch.
          cgi?ln=eng)

You can download this publication by going online: publicentre.esdc.gc.ca
This document is available on demand in multiple formats by contacting:
1 800 O-Canada (1-800-622-6232), teletypewriter (TTY) 1-800-926-9105

© Her Majesty the Queen in right of Canada, 2015
droitsdauteur.copyright@HRSDC-RHDCC.gc.ca

Cat. No.: Sin15-1/19-2015E-PDF   ISBN: 978-0-660-03167-5
ESDC Cat. No.: SC-327-07-15

Service Canada

Fact Sheet Supporting Senior's Homelessness Program

Program Released April 2022

Contact us
Click: Supporting Homeless Seniors Program: How to act as a third-party administrator
Call: 1-800-277-9914
Visit: Service Canada Centre

CAEH

HART Tools Launched

The following Housing Assessment Resource Tools (HART) were launched on a webinar March 29

Housing Need Assessment Tool

A census-based tool that measures core housing need and affordable shelter costs by income category, household size, and priority populations. Our methods allow governments to set effective housing targets that will lift Canadians out of chronic housing need and homelessness.

→ HOW MUCH HOUSING DO WE NEED?

Land Assessment Tool

A mapping tool that assesses suitable public land for non-profit affordable housing, based on proximity to key services and amenities. It allows governments to effectively use land, including housing on top (of libraries, health centres etc.) to maximize deeply affordable homes.

→ WHERE CAN WE BUILD IT?

Property Acquisitions Tool

A policy-based tool that help prevent the loss of affordable housing through property acquisition by governments, non-profit housing providers and Community Land Trusts.

→ HOW DO WE PRESERVE AFFORDABILITY?

New Program Participants HPP-HIFIS Report Available

ACRE Consulting

ACRE Consulting's Unofficial HPP Report

Program Participants

See page 1 for parameters and report information. Not printed on all pages to conserve space.

2. Participants Experiencing Homelessness

New and Ongoing Households

	Overall	Priority Populations		
		Chronic	Indigenous	Youth
# of households that were New in HPP	3	2	0	1
# of households that were Ongoing in HPP	11	9	7	2
Total	14	11	7	3

Participants by Service Category

	Overall	Priority Populations		
		Chronic	Indigenous	Youth
# of households that participated in Emergency Shelter Solutions	7	6	3	1
# of households that participated in Housing First - ICM	9	7	6	1
# of households that participated in Reaching Home	2	2	0	1
Total	14	11	7	3

Congratulations to communities that have completed the CAEH ON BNL 2022 Working Checklist!

- **Algoma County**
- Brantford-Brant
- Bruce County
- **Chatham-Kent**
- Cochrane District
- Dufferin County
- Durham Region
- Grey County
- Guelph-Wellington
- Haldimand-Norfolk
- Halton Region
- Hamilton
- Hastings County
- Huron County
- Kawartha-Haliburton

- **Kenora District**
- Kingston
- Lambton County
- Lanark County
- Leeds & Grenville
- Lennox & Addington
- London
- Muskoka District
- **Manitoulin-Sudbury**
- Niagara Region
- Nipissing District
- **Northumberland County**
- Oxford County
- Parry Sound

- **Peel Region**
- Peterborough
- Rainy River
- Renfrew County
- Sault Ste. Marie
- Simcoe County
- Stratford-Perth-St. Marys
- St. Thomas-Elgin
- Sudbury
- Timiskaming
- **Toronto**
- Waterloo Region
- Windsor-Essex
- York Region

CAEH

ON BNL Confirmation PRIZES, PRIZES, PRIZES!

Congratulations

Manitoulin -Sudbury

- Previous winners: Dufferin County, Sault Ste. Marie, Bruce County, St. Thomas-Elgin, Sudbury

CAEH

Sustaining Your By-Name List

CAEH

BNL Continuous Improvement

- Use the CAEH BNL Scorecard to work towards Basic, Advanced & Veteran BNL elements

BUILT FOR ZERO. CANADA

By-Name List Scorecard

Link to By-Name List Scorecard Guide

#	Question	Basic 10 / 10	Advanced 11 / 11	Veteran Quality 6 / 10
1	Provider participation	✓	✓	X
2	Unsheltered homeless	✓	✓	X
3	Comprehensiveness	✓	✓	X
4	Inactivity policy	✓	✓	✓
5	Timely and accurate data	✓	✓	✓
6	Unique identifier	✓	✓	✓
7	Population data	✓	✓	X
8	Homelessness inflow	✓	✓	✓
9	Housing status and outflow	✓	✓	✓
10	Time on list	✓	✓	✓
11	Key connections at inflow	n/a	✓	

Review Data Monthly

- At a minimum pull and review monthly aggregate BNL data (total active homeless, inflow and outflow data)

- Ensure BNL data is within 5% reliability threshold

- Use this data to monitor changes, progress, and inform system improvements

- Communicate data to partners

CAEH

Manage Up

- Share, share, share with leadership organization-wide and community influencers
- Continue to get and re-affirm leadership buy-in and commitment
- Leaders can be anyone you work with or your system touches – cultivate your connections and turn them into effective leaders

Build in Visibility
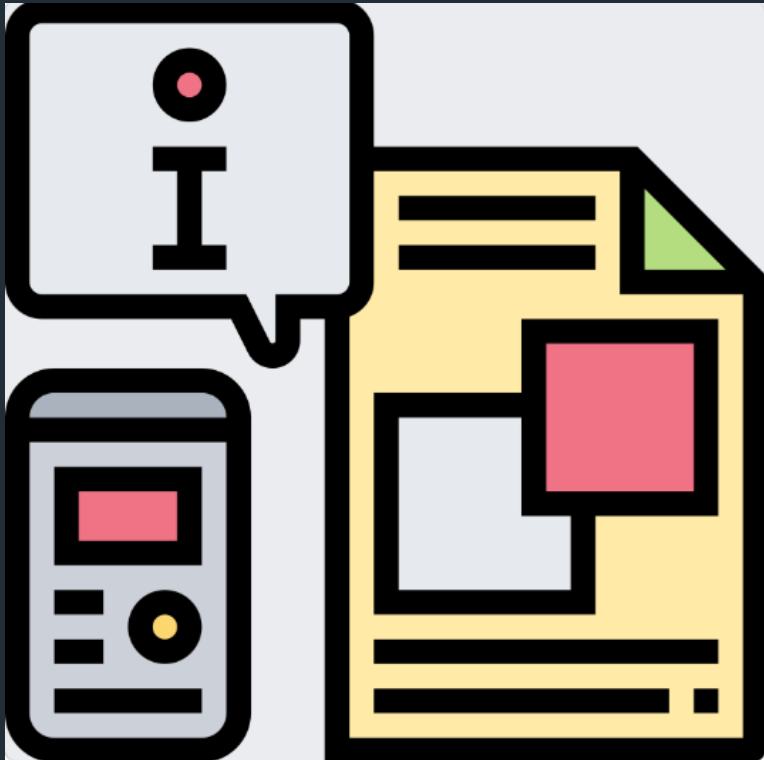
- Continue, and build on, community education efforts. Develop a community education plan

- The media is your friend – cultivate media relationships to celebrate progress, to highlight challenges, to advocate for resources, myth-bust and increase public support

- Leverage reports to council/committee as an opportunity to gain support and educate

- Social media can be an effective information and advocacy tool

- Keep the urgency alive!

CAEH

Education and Training

- Formalize a training curriculum for new and changing staff and community agencies

- Continue to assess training and education needs as your system and community challenges evolve

- Document and maintain policies and procedures and make them accessible to staff

- Implement an information-sharing process for HMIS or system changes or updates

Be Responsive to Change
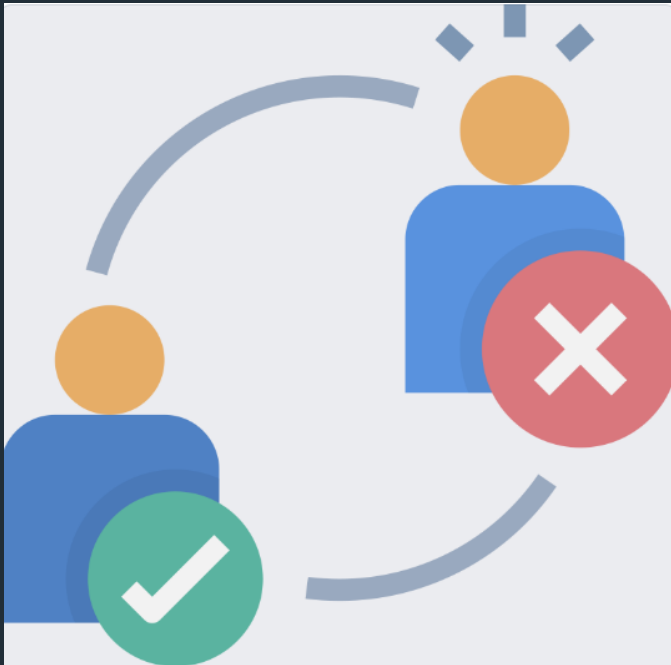
- Be on the look-out for new and emerging homeless serving partners that can expand community reach

- Talk to your community to discover and respond to new unsheltered hot-spots

- Continually assess and address system changes and impacts of change

- Plan and document how to onboard, and exit, homeless serving partners

CAEH

Community Sharing

Greater Sudbury

Greater Sudbury

- Total Population: 166,004 (2021 Census)

- QBNL Established: Mar 2022

- CA: Reaching Home Mar 2022

- BNL #'s: Chronic 160; All Homelessness 190

- HMIS: HIFIS 4 (BNL in Excel)

- BNL Lead Agency: City of Greater Sudbury

Greater Sudbury

How are you ensuring data reliability and integrity within your BNL?	- Balanced By-Name List data since October 2021 - Use the CAEH Excel Workbook for the By-Name List - Submit monthly data to Built for Zero - Provide new staff with training to add or receive program matches from the By-Name List - Continued engagement with individuals residing in encampment sites through Community Outreach or Client Navigators in alignment with the Encampment Response Plan - By-Name List Coordinator tracks intakes and updates to ensure forms are completed accurately and fully completed - Provide updated training to participating agencies when process changes occur
How do you identify and add new service providers to your BNL/CA system?	- Gather feedback from current partners about engaging additional partners - Interested community partners reach out about participating - Data Sharing Agreements are signed with agencies who participate in Coordinated Access - Provide staff with training to add or receive program matches from the By-Name List - Processes and policies are documented in a Process Guide available on the City's website
Does Ontario Works participate in your BNL/CA systems? How do they participate?	- Client Navigators are located in the Social Services office (Ontario Works) - Referrals from OW Caseworkers to Client Navigators to add individuals to the By-Name List - Update Client Navigators when individuals become housed - Support diversion and prevention efforts through the Community Homelessness Prevention Initiative (CHPI)
What challenges exist and how are you planning to address those challenges?	- Difficulty locating individuals when program vacancies become available - Building relationships and trust with individuals residing in encampment locations - Coordinated Access Working Group meets regularly to discuss solutions to arising challenges and new opportunities
Key contact for more information	Cindy Junkala, Coordinator of Shelters/Homelessness Cindy.Junkala@greatersudbury.ca Gail Spencer, Manager of Housing Stability and Homelessness Gail.Spencer@greatersudbury.ca Margaret Beighton, Data Analysis Administrator (BNL Coordinator/HIFIS Lead) Margaret.beighton@greatersudbury.ca

Community Sharing

Region of Durham

Region of Durham

- Total Population: 696,992 (2021 Census)

- QBNL Established: Oct 2020

- CA: Reaching Home & CAEH Basic Quality Apr 2021

- BNL #'s: Chronic 202; All Homelessness 289; Veteran 0

- HMIS: HIFIS 4 (BNL in HIFIS)

- BNL Lead Agency: Region of Durham

Region of Durham

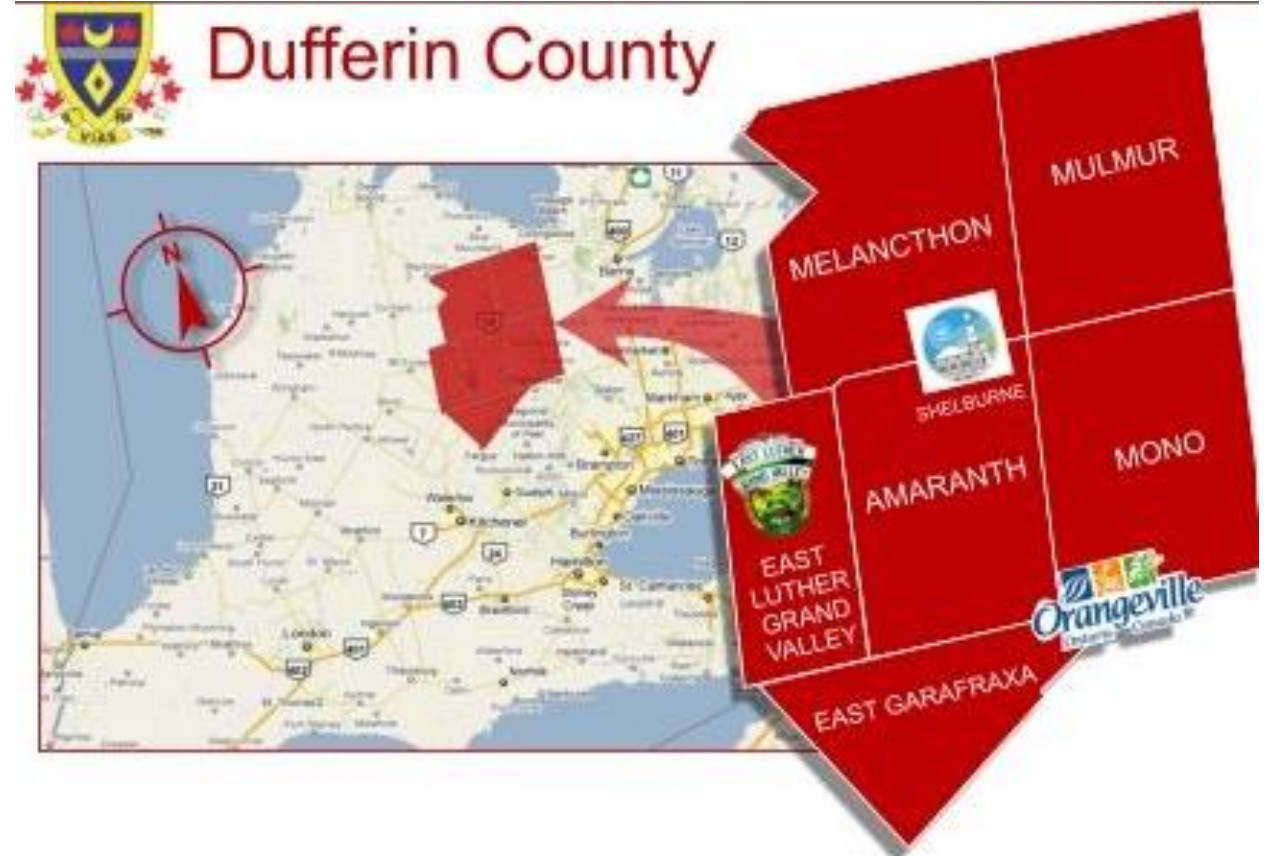|	
How are you ensuring data reliability and integrity within your BNL?	• Started our BNL on Excel in July 2020 and shifted to HIFIS in July 2021 • Leading new and ongoing training for HIFIS users on data reliability and integrity and meeting with agencies 1:1 to provide additional supports
How do you identify and add new service providers to your BNL/CA system?	• Initially started with 5 service providers to get our BNL implemented • We started small and gradually added all agencies who receive homelessness funding from Region • We work on identifying and adding new service providers to our BNL/ CA system through information sharing, presentations, and conversations with agencies to decide who should be connected to the BNL/ CA and in what capacity
Does Ontario Works participate in your BNL/CA systems? How do they participate?	• The Region of Durham Service Manager team is currently located within the Income and Employment Supports Division (IESD) as of February 2022, which is where OW is housed • There are currently connections between OW and BNL in terms of getting clients connected to the BNL, information sharing, etc. • We are continuing to build capacity within IESD to support the BNL and further embed homelessness initiatives within IESD • We also currently have six Sector Tables for different areas of our system and each Sector Table is co-chaired by an IESD Supervisor and a Sector Expert • These include Shelter Sector, Street Outreach Sector, Hubs & Daytime Services Sector, Homelessness Prevention Sector, Housing Outflow Sector, and Health Initiatives Sector
What challenges exist and how are you planning to address those challenges?	• Challenges with keeping information up to date on HIFIS and keeping clients Active and engaged on the BNL • Working on data integrity and ongoing HIFIS training to help staff understand how to keep clients Active on the BNL, and the importance of doing so • Challenges with the vacancy matching process which is currently a static process involving agencies letting Kazzrie know when a vacancy becomes available and Kazzrie sending the top names from the list • Agencies have expressed challenges in regards to connecting with BNL clients to offer housing and program opportunities • We are exploring how to create a more dynamic process through case conferencing to help match clients to opportunities and adjust our prioritization criteria • As with many other communities, we are facing challenges with growing BNL numbers for those who are actively experiencing homelessness
Key contact for more information	Alyxandra Riddell Alyxandra.Riddell@Durham.ca Kazzrie Cormick kcormick@cdcd.org

Community Sharing

Dufferin County

Dufferin County

- Total Population: 66,257 (2021 Census)

- QBNL Established: July 2019

- CA: Reaching Home Jan 2020; CAEH Basic Quality Oct 2020; Advanced Feb 2021

- BNL #'s: Chronic 9; All Homelessness 25; Veteran 0

- HMIS: HIFIS 4 (BNL in Excel)

- BNL Lead Agency: County of Dufferin

- Achieved 10% below chronic baseline Nov 2019; 50% below baseline Mar 2022; Currently 53% below baseline

Dufferin County

How are you ensuring data reliability and integrity within your BNL?	Data is only submitted once balanced…..sometimes we oops but it is corrected quickly. • Juli does BNL management and Andrea does reporting, so always 2 sets of eyes on data • Andrea uses data balancing workbook prior to submission to BFZ-C
How do you identify and add new service providers to your BNL/CA system?	Being a small community, we are lucky to know all agencies in Dufferin and we have engaged all of them to be a part of the CAT • Some agencies aren't at the table due their mandates not being housing, however they are very aware of us and collaborate when needed. i.e. OPP, DCAFS (Dufferin Child and Family Services)
Does Ontario Works participate in your BNL/CA systems? How do they participate?	The Housing Stability team transitioned from being a part of housing to now being a part of OW. We are all in the same office so though they don't actively add names to the BNL, they refer clients to us on an immediate basis. • OW works directly with the Housing Support Workers to support clients by sharing information etc. • Andrea and Juli have access to SAMS so they can confirm info that otherwise may be missed, such as: move-ins, out of area, actually housed when disclosed not.
What challenges exist and how are you planning to address those challenges?	We have a few things in the works • Lack of units – current PDSA involves a marketing materials and strategy to recruit landlords • Introducing Rent Smart as a tool for BNL to have an advantage when applying for units. (they can state they have Rent Smart and even provide a copy of the graduation certificate) • Leveraged HPP funding so all shelters will be consistent on supports provided for a priority towards housing and all data will be collected in a consistent format
Key contact for more information	Juli Griffin or Andrea Smith at 519-941-6991 x2110 or hst@dufferincounty.ca

Community Sharing

Chatham-Kent

Municipality of Chatham-Kent

- Total Population: 104,316 (2021 Census)

- QBNL Established: June 2018

- CA: Reaching Home & CAEH Basic Quality Jan 2020

- BNL #'s: Chronic 55; All Homelessness 136; Veteran 0

- HMIS: HIFIS 4 (BNL in Excel)

- BNL Lead Agency: Municipality of Chatham-Kent, Employment & Social Services

- Achieved 10% below chronic baseline May 2022; Currently 40% below baseline

Municipality of Chatham-Kent

How are you ensuring data reliability and integrity within your BNL?	• BNL is updated at least monthly to BFZ-C • On-going refresher emails to HIFIS users • Data is verified and analyzed monthly • Community data is used a lot to inform and guide programs and planning
How do you identify and add new service providers to your BNL/CA system?	• Just onboarded CK's first outreach partner
Does Ontario Works participate in your BNL/CA systems? How do they participate?	• OW participates, but not all OW CMs have access to HIFIS • Key details are relayed to OW CMs • Monthly the BNL is sent to OW CMs through an excel where CMs can provider any updates or adding individuals to the BNL, that information is then incorporated in the BNL
What challenges exist and how are you planning to address those challenges?	• Housing market is limited with no supportive housing for individuals with higher needs • Homelessness is not a priority for other systems, currently working on partnership with healthcare • Weekly summary of BNL is sent to staff • Weekly summary shared on social media to share accurate information and used as a real education piece with the public to keep the conversation going- to combat some for the NIMBY discourse • Good news and victories shared with HIFIS users and service providers
Key contact for more information	Sherri Gray sherrig@chatham-kent.ca Kim Crew KimberlyC@chatham-kent.ca

Questions & Discussion

CAEH

Thank You

Marie Morrison, Director

📞 (226) 749-0531

✉ marie@caeh.ca

🖥 **bfzcanada.ca**

Facebook @endinghomelessness

Twitter @CAEHomelessness

Instagram @CAEHomelessness

YouTube Canadian Alliance to End Homelessness

CAEH Canadian Alliance to **End Homelessness**