Centralized Access to Housing and Support Services in Waterloo Region

PATHS Service Navigation Chart

**Homeless?**

- **Yes**
  - Check HIFIS for next steps on housing plan
    - If no existing plan: Complete service agreement, HIFIS consent and SPDAT
    - Determine access as below:
      - 0-3 Acuity
        - Access to Level 2 Services
        - Diversion from Chronic system
        - Lutherwood Housing Resource Centers for self-directed housing search
        - Street outreach
        - Shelters
        - CHAC eligibility
        - *No offer readiness support from Service Navigation
      - 4-17 Acuity
        - Less than 6 months or 18 months in last 3 years
        - Complete CHAC Homeless request
        - Add to HIFIS
        - *Exhaustive Housing Search required prior to PATHS Application – unless incapable and unsupported
      - 4-17 Acuity
        - More than 6 months or 18 months in last 3 years
        - Move to PATHS Application below for access to level 3 and 4 supports
  - PATHS Application+ full offer readiness
    - CHAC, HIFIS, Consents, agreements, ID, Income References, Housing Wait lists, Capacity Assessments, Here24/7, ASH (connectivity, Service Resolution if applicable) continue to self-search for housing
    - Prioritization Matrix for PATHS housing and support offers - Longest chronicity offered first
    - 4-9 Acuity= Level 3 HBS supports in scattered site
    - 10-17 Acuity= Level 4 HBS supports in fixed or scattered site

- **No**
  - No SPDAT
  - No access to Homeless system
  - Referral to Prevention + Diversion Services
    - https://www.lutherwood.ca/housing
  - Prevention and Diversion telephone line:
    - 519-624-9133
    - Lutherwood Housing Resource Centre
    - 519-749-2450
    - Here24/7: 1 844-437-3247

**PATHS Eligibility:**

- Be currently living without permanent housing
- Have exhausted a market rent search
- Have high or medium level of acuity
- Agree to in-home visits
- Have lived in Waterloo Region for at least one year (currently or in the past)
- Consent to service
Homelessness Definition Clarity Project

Federal and BFZ-C Definition Information

The two definitions below (Chronic homelessness and Indigenous homelessness) are from Reaching Home: Canada’s Homelessness Strategy Directives. For further information on other definitions adopted by BFZ-C, see the BFZ-C Functional Zero Q&A.

Reaching Home: Chronic Homelessness

Chronic homelessness refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria:
- they have a total of at least 6 months (180 days) of homelessness over the past year
- they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days).

The definition also includes times spent in the following contents:
- Staying in unsheltered locations, that is public or private spaces without consent or contract, or places not intended for permanent human habitation (Canadian Observatory on Homelessness (COH) Typology: 1.1 and 1.2).
- Staying in emergency shelters, including overnight shelters for people experiencing homelessness (including those for specific populations, such as youth, families, and newcomers), shelters for people impacted by family violence, and emergency shelters for people fleeing a natural disaster or destruction of accommodation (COH Typology: 2.1, 2.2, and 2.3).
- Staying temporarily with others without guarantee of continued residency or the immediate prospects for accessing permanent housing, or short-term rental accommodations (for example, motels) without security of tenure (COH typology: 3.2 and 3.3).

It does not include situations where individuals have access to secure, permanent housing, whether subsidized or not. The definition also does not include time spent in transitional housing or in public institutions (for example, health and corrections), although individuals who are discharged into homelessness from transitional housing or public institutions can be considered chronically homeless if they were experiencing chronic homelessness upon entry to transitional housing or the public institution.

At this time, it is not required for Reaching Home communities to adopt the new chronic definition (however, this new definition will be used for the upcoming Point-In-Time Count and will be integrated into HIFIS).

Reaching Home: Indigenous Homelessness

Recognizing the diversity of Indigenous Peoples in Canada, and that Indigenous Peoples may choose to refer to themselves in their own languages, the following definition of Indigenous homelessness is inclusive of First Nations, Métis, and Inuit, status and non-status persons, regardless of residency or membership status.

For the purposes of Reaching Home, and subject to revision based on ongoing engagement and consultation with Indigenous Peoples, Indigenous homelessness refers to “Indigenous Peoples who are in the state of having no home due to colonization, trauma and/or whose social, cultural, economic, and political conditions place them in poverty. Having no home includes: those who alternate between shelter and unsheltered, living on the street, couch surfing, using emergency shelters, living in unaffordable, inadequate, substandard and unsafe accommodations or living without the security of tenure; anyone regardless of age, released from facilities (such as hospitals, mental health and addiction treatment centers, prisons, transition houses), fleeing unsafe homes as a result of abuse in all its definitions, and any youth transitioning from all forms of care”