

Homelessness Coordinated Access System

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Report Summary

This presentation and report provides information regarding the implementation of a Coordinated Access System as a requirement under the Federal Reaching Home funding agreement.

Relationship to the Strategic Plan, Health Impact Assessment and Community Energy & Emissions Plan (CEEP)

This report supports Council's Strategic Plan in the area of Quality of Life and Place as it aligns with the Population Health Priorities of Indigenous Youth, Mental Health, Housing, and Healthy Streets by reporting on persons who are homeless or at risk of homelessness. This report has no relationship to the Community Energy and Emissions Plan.

Financial Implications

Funding for the implementation of a Coordinated Access System is provided under the Federal Reaching Home funding agreement

Background

The City of Greater Sudbury is required to implement a Coordinated Access System by March 31, 2022 under the Federal Reaching Home funding agreement. The implementation of a Coordinated Access System was approved by Council following the Emergency Shelter System review in March 2018.

A Coordinated Access System is an integrated process that streamlines how individuals experiencing homelessness access housing resources in a community. Through this system individuals and/or families experiencing homelessness are connected to community agencies with trained staff and assessed using a common assessment tool to determine the individual or family's level of need. The assessment is used to prioritize and match them to housing or housing support services available in the community that meet their level of need. A Coordinated Access System also provides the opportunity to improve collaboration and coordination in the homelessness and housing sector, which has been identified as a key priority of the 2013 Housing and Homelessness Plan and the 2021 Homelessness Consultation.

A key component of a Coordinated Access System is a By-Name List; a real-time list of individuals and

families experiencing homelessness in the community who are interested in housing or housing support services and have consented to having their name added to the list. Under Provincial Guidelines, Service Managers were expected to begin developing their By-Name List in April 2021 and have it operational by January 1, 2022.

The By-Name List collects key data points required to prioritize individuals and households on the list for available housing resources.

Data points collected include:

- Length of time experiencing homelessness
- Current sleeping arrangements
- Contributing factors to homelessness
- Acuity (level of need)
- Demographics (i.e. Indigenous status, gender, age)

To meet the deadline, the development of a Coordinated Access System within Greater Sudbury was initiated in 2019, and is led by the Housing First Steering Committee. Data sharing agreements, a process guide and required documents have been developed, approved and signed off by community partners.

In March 2021, the Homeless Individuals and Families Information System (HIFIS) 4.0 was implemented within the City of Greater Sudbury. HIFIS 4.0 is a web-based data collection program that allows for sharing of information between homelessness services providers and supports the Coordinated Access System.

In June 2021 there were 48 staff from nine participating agencies trained as access points to add individuals to the By-Name List. Staff from access points are required to complete a common assessment tool, a consent and an addition form to add a person to the list. Individuals experiencing homelessness will have the choice of completing an assessment using the Vulnerability Index- Service Prioritization Decision Assistance Tool (VI-SPDAT) or the Indigenous Assessment Tool (Wiidookodaadiwin Ozhi) administered by one of the Indigenous led agencies.

The By-Name List will be held and maintained by City of Greater Sudbury Social Services Staff and shared regularly with the partnering agencies. The list maintains a real time snapshot of people experiencing homelessness in the community and seeking housing support. Participating community agencies began referring individuals and families to the By-Name List on June 30, 2021. As of August 10, there are 35 individuals on the By-Name List, 28 are experiencing chronic homelessness and 16 have indicated they have frequented sleeping unsheltered. Demographically, 21 individuals identify as male and the average age is 43.

Agencies currently participating in the Coordinated Access System include:

- Centre de santé communautaire du Grand Sudbury – as lead agency for the Homelessness Network- includes Community Outreach Team
- Canadian Mental Health Association – Sudbury/Manitoulin
- Salvation Army Cedar Place
- Sudbury Action Centre for Youth (SACY)
- N'Swakamok Native Friendship Centre
- Ontario Aboriginal Housing Services
- Monarch Recovery Services
- Sudbury District Nurse Practitioner Clinic
- City of Greater Sudbury

These organizations may act as both an access point for adding individuals to the By-Name List or to provide housing resources that individuals from the list can be matched to. Resources may include: the Housing First program, housing case managers, addiction supportive housing, and Indigenous housing program. Weekly meetings are held with participating agencies (Homelessness Assessment Review Team- HART) to identify individuals on the list who are highest priority for housing resources that meet their level of

need. The individual is then connected to the available housing resource using a warm hand off approach. Weekly matching meetings started on July 21 2021.

To ensure a fair and transparent process, the HART process guide is available on the City of Greater Sudbury website (<https://www.greatersudbury.ca/live/homelessness-initiatives/homelessness-programs-and-services/homelessness-coordinated-access-system/>).

Key outcomes and performance measures

The By-Name List will provide valuable real time information about the number of people experiencing homelessness in our community, the number of new inflows into homelessness, the number of people moved to housing or those who have become inactive (due to loss of contact or move out of community). It will also measure the number of people who were housed and have subsequently returned to homelessness.

The implementation of Coordinated Access System and By-Name List is intended to support the community to meet key outcomes including:

- Chronic homelessness is reduced
- Homelessness is reduced overall and for specific populations (i.e. Indigenous)
- New inflows into homelessness are reduced
- Returns to homelessness are reduced

Coordinated Access supports service integration, and ensures service providers are working together to reach shared-community level outcomes. Outcomes will be reported to the Federal government as part of the funding requirements and to Community Services Committee as part of the annual reporting on homelessness. The collection of community-wide data will be used to identify gaps in the homelessness and housing sector and to inform the allocation of future resources.

Resources Cited

City of Greater Sudbury Ten-Year Housing and Homelessness Plan update (2019-2023)
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=27902.pdf>

Emergency Shelter Review and Recommendation
<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1351&itemid=15924&lang=en>

Homelessness Consultation Update
<https://pub-greatersudbury.escribemeetings.com/filestream.ashx?DocumentId=40023>