

The Homelessness Information Partnership Fredericton (HIPF)

COORDINATED ACCESS PROCESS GUIDE

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Updates

Person Updating	Date	Section(s) Updated
Em Blanchet	April 3, 2023	Removing Names from the By-Name List; Access Points
Em Blanchet	April 6, 2023	Adding People to the By-Name List: Identifying a Veteran; Appendix G
Kayla Cummings & Em Blanchet	August 25, 2023	Review of entire Guide
Kayla Cummings & Em Blanchet	August 29, 2024	Review and update entire Guide

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1. Introduction

In April 2019, the Canadian Federal Government launched Reaching Home, a re-designed homelessness reduction strategy requiring communities to implement a Coordinated Access System. A Coordinated Access System is designed to ensure that people experiencing homelessness receive equitable access to services and are prioritized for available housing resources based on their needs. As a result of the implementation of Coordinated Access, the Homelessness Information Partnership Fredericton was created.

Fredericton's Coordinated Access List is the city's centralized list of all consenting individuals experiencing homelessness in the community. The list is one core piece of a community-driven shift to implement Coordinated Access in Fredericton. Coordinated Access is a single, standardized process to access supports and services, using a common assessment tool for people experiencing homelessness. With improved coordination and streamlined intake practices, the goal is for people experiencing homelessness to be able to access appropriate supports and services more quickly.

This guide serves as the governing document that directs Fredericton's Coordinated Access processes. The Guide includes:

- Overview of System Structure;
- HIFIS & Coordinated Access relationship;
- Overview of Coordinated Access;
- Guiding principles for the Coordinated Access System;
- Information on how to understand who is on the Coordinated Access List;
- Process for matching individuals to housing; and
- Additional information related to process and policy.

2. System Structure

Reaching Home directives for Coordinated Access Systems implementation provided by Infrastructure Canada vary in their application in Designated Communities across the nation. To understand how Coordinated Access functions and is implemented in Fredericton, understanding the governance structure is integral (*Appendix A*).

Federal Programming

Designated Communities receiving Reaching Home funding to implement a Coordinated Access System receive guidance and directives for homelessness reduction strategies. Reaching Home funding requires communities to utilize an outcomes-based approach, wherein measurable targets and outcomes are identified. The five core community-level outcomes, as determined by Reaching Home directives, are reductions in overall homelessness, new inflow to homelessness, returns to homelessness, indigenous homelessness, and chronic homelessness.

Community-level guidance for the implementation of Coordinated Access is facilitated by the Community Entity. Designated Communities must meet the minimum requirements as set out in the Reaching Home Strategy (2024) to receive funding resources. For more on Reaching Home Directives and Requirements visit: <https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html>

Community Entity

Each Designated Community must have a Community Entity to administer and facilitate the implementation of Reaching Home directives and funding. In New Brunswick, the Human Development Council (HDC) is the designated urban Community Entity which encompasses the geographical cities of Saint John, Moncton, and Fredericton. In this role the HDC works with Community Advisory Boards in each city to develop community plans to reduce homelessness and set funding priorities. In addition, the HDC provides backbone support for implementation to the Coordinated Access System.

Coordinated Access Systems are required to use a Homelessness Management Information System (HMIS), such as the federal government's Homeless Individuals and Families Information System (HIFIS), to manage and store individual-level client information and data. As the Community Entity, the HDC oversees the administration of HIFIS and hosts a coordinated team of staff to manage usage of HIFIS for each community and service provider within the community. For more information about the HDC visit: <https://sjhdc.ca/>

Community Advisory Board

The Community Action Group on Homelessness (CAGH) is made up of representatives of stakeholders in the Fredericton area whose aim is to strengthen the community's capacity to reduce and end homelessness in the city. The CAGH functions as Fredericton's Community Advisory Board (CAB) as required by Reaching Home for Coordinated Access implementation and mutually supports the Community Entity. As a CAB, the CAGH is expected to coordinate efforts to address homelessness by utilizing the knowledge base of members to impact priorities, action data, develop and strengthen partnerships, and propose projects to be funded through Reaching Home.

The CAGH represents executive leadership, government stakeholders, and community leaders who, in some capacity, serve or engage with those experiencing homelessness. Meetings are hosted quarterly. A leadership team, known as the Project Evaluation and Review (PEAR) committee, meets to make formal recommendations to the Community Entity (the HDC) on which projects should be funded through Reaching Home (*Appendix A*). CABs and Community Entities collaborate to coordinate the community's approach to reducing homelessness. For more information about the CAGH visit: <https://www.roadhomefredericton.com/>

HIPF Governance Committee

The Homelessness Information Partnership Fredericton (HIPF) Governance Committee is a group of community service providers who meet on a bi-weekly basis to discuss and make pertinent decisions related to Coordinated Access and HIFIS processes and policies in Fredericton. HIPF Governance Committee meetings foster collaboration and improve communication between homelessness serving agencies and other service providers that come in contact with those experiencing homelessness and/or housing instability. Client-specific information is not discussed during HIPF Governance meetings, as that is the function of Case Conference meetings. Any Coordinated Access policy changes or adjustments to process, as well as system updates and projects, are communicated to the Community Action Group on Homelessness (CAGH).

Each agency who holds membership at the HIPF will have one representative attend Committee meetings. To participate in the HIPF Governance Committee, members are required to sign the Homelessness Information Partnership Fredericton Confidentiality Statement (*Appendix B*).

Each participating agency is also required to submit either a HIPF Governance Committee General Membership Application (*Appendix D*) or Voting Membership Application (*Appendix E*), which are re-signed annually at the first HIPF meeting in September. A new agency will occupy a seat at the table once the current Committee members have reviewed and approved the agency's Membership Application. Changes to an agency's primary and/or alternate representative, or any significant change in service or offering to Coordinated Access, require a new Membership Application be completed which will replace the initial application.

HIPF Governance Committee members, in addition to referring agencies and community partners, will coordinate and strategize outreach and safety plans with those who are experiencing homelessness who are most at risk. Collaboration between HIPF Governance Committee members on safety planning and coordination of support can occur at Case Conference. Community partners will continue to work with individuals to access housing and assist with housing related barriers in an appropriate capacity outside of Fredericton's Coordinated Access System when an individual has not provided consent. This is considered Progressive Engagement.

HIPF Case Conference

Case Conferencing meetings are held bi-weekly to review and case-plan for individuals and families who are at imminent risk of, or are, experiencing homelessness. At these meetings, representatives of HIPF agencies work together to share information, expertise, and identify action steps in case planning for those experiencing homelessness and who are assessed as having complex needs. While matching and referral to housing resources may occur at these meetings, it is important to understand that this body is not a referral destination for the Coordinated Access List, nor does it have its own dedicated housing resources - those are overseen by the HIPF Governance Committee. Case Conferencing should be considered as an additional resource for staff that are supporting high-risk individuals in our community to complete information gathering and sharing.

Case Conferencing is supported by Fredericton's Coordinated Access Facilitator. Agency staff submit names and details for Case Conferencing to the CA Facilitator via email. Workers are only required to provide brief details about the service participant and their case, and those service participants brought forward for discussion must have signed a CA/HIFIS Client Consent Form (*Appendix F*). Staff from agencies who are not regular participants in Case Conferencing may bring a client forward for discussion, or be invited to discuss a mutual client, if said client has provided consent and the worker has signed a Limited Confidentiality Statement (*see Appendix C*) for that one meeting, or a HIPF Confidentiality Statement (*Appendix B*). The Coordinated Access Facilitator can be contacted should any questions arise prior to the meeting. Case Conferencing discussions around service participants will maintain the following standardized structure to maximize efficiency: Status of Document Readiness, Issue, Possible Solution, Action, Responsibility.

Case Conferencing meetings are structured, action-oriented meetings. See *Appendix G* for an example of a meeting agenda. Topics of discussion may include:

- Presentation of information and decisions made in the HIPF Governance meetings;
- Discussion about matching service participants to units brought to the HIPF table;
- Review and discussion of those service participants prioritized for available housing and supports, as well as move or eviction updates;

- Discussion and information sharing about prioritized individuals (e.g. who have been on the list the longest);
- Discussion around how to best support individuals in the community who have high needs; and
- Discussion regarding individuals who may be diverted from homelessness, who are housed and require support, or individuals requiring additional resources from the community provided they have signed a CA/HIFIS Client Consent Form (*Appendix F*).

3. Coordinated Access

Coordinated Access is a community-wide approach that helps communities to build a coordinated response to homelessness. By emphasizing intentional allocation of housing and supports, Coordinated Access works toward improved outcomes, such as increasing outflow and decreasing inflow into homelessness. With improved coordination and efficient intake practices, people experiencing homelessness can access appropriate supports and services more quickly. Fredericton has adopted a Coordinated Access System as a strategy to end homelessness in the city, which includes the following components:

- Homeless Management Information System (HMIS): Reaching Home Canada requires Coordinated Access Systems to utilize a HMIS data collection system. In Fredericton it is the Homeless Individuals and Families Information System (HIFIS). HIFIS collects important person-centred data to assist in advocacy, housing, reporting, and supports the operational activities of homelessness service providers.
- Coordinated Access List (CA List; formerly known as a “By-Name List”): The Coordinated Access List is a real-time list of all consenting people known to be experiencing homelessness in the City of Fredericton. Actively homeless individuals on the Coordinated Access List are prioritized based on their level of need and risk, for available housing resources dedicated to resolving homelessness such as supports, programs, and housing. The CA List is created in HIFIS.
- Community Access Points: Community Access Points are agencies that have regular contact with people who are experiencing homelessness or housing instability. These Access Points are entry points to the Coordinated Access System where trained assessors add/refer individuals and families to the CA List.
- Common Intake: The community utilizes a common intake process which includes a client consent form, client entry in HIFIS or Survey Monkey intake where appropriate, and a common assessment tool (VI-SPDAT), ensuring that processes are as consistent as possible across the system.
- Access to Housing and Supports: Agencies have dedicated housing and housing support services to individuals and families who are connected to the Coordinated Access System. Community partners collaborate to prioritize individuals on the CA List based on level of need and locally identified priorities, and pair them with appropriate housing and supports.

4. HIFIS Usage

The Homeless Individuals and Families Information System (HIFIS) is a Homelessness Management Information System (HMIS) developed by the federal government to support the operational activities of homelessness service providers. The database, and thus the CA list, are used as tools to support the goals of the Coordinated Access System. The database assists the Coordinated Access System in tracking and sharing pertinent data relating to individuals' housing needs in real-time, allowing service providers access to information to serve individuals effectively and efficiently. The use of the data system informs and supports an Outcomes-Based Approach to homelessness. HIFIS is managed by New Brunswick's Designated Community Entity, the Human Development Council (HDC).

Aided by the implementation of HIFIS as the sole homelessness data management system for CA in Fredericton, quality client-centered data is used to inform the community's understanding of the experience of homelessness and inform goals. The CAS utilizes three distinct lists generated in real time in HIFIS: Unique Identifier List, CA List, and Priority lists. All individuals on said lists must have provided informed consent to be in HIFIS.

- The Unique Identifier List is a real-time list of all consenting individuals known to be experiencing homelessness in the Fredericton area. The primary function the list is to identify patterns of inflow/outflow and outcome reporting for Reaching Home directives
- The Coordinated Access (CA) List is a refined list of the Unique Identifier List where only those interested in, eligible for housing, and are engaging in CA are included. The list is used to assist the HIPF table in determining gaps in person-specific data (i.e. ID, arrears, housing needs, etc.) and identify barriers to housing.
- Priority Lists are further simplified versions of the CA List, used to identify individuals that can accept an offer of housing as all needed documentation has been acquired. These lists are filtered and organized based on unit and program eligibility and specifications, best fit, and the HIPF prioritization process. The list can also be used for additional housing resources such housing support, supportive housing, and transitional housing.

Within the Coordinated Access System, the CA List and Priority Lists are the most commonly utilized lists.

HIPF agencies can add individuals to the CA List directly if they are a HIFIS user by creating a client file and designating the appropriate consent type (i.e. "Coordinated Access & Explicit"). When a client file is created, HIPF agencies enter information related to the individuals' experience of homelessness and housing. Information such as housing preferences, document readiness status, health considerations, housing status/current sleeping arrangements, case management, and so on is tracked and collected. For more information on HIFIS processes and training modules visit: <https://sjhdc.ca/coordination/hifis-help/>

HIPF agencies can inquire about using HIFIS by emailing HIFIS@sjhdc.ca. Following the inquiry, the Human Development Council facilitates discussions with the agency to determine if access/usage is appropriate. All agencies using HIFIS must participate in HIFIS training relevant to their program and sign Data Sharing Agreements.

Some agencies may have modified access to HIFIS depending on the organization's mandate and extent of homelessness service delivery, such as demographics served. These user rights will be outlined in their Data Service Agreements. Through HIFIS, agencies can utilize the database to track and store information to assist in case management, diversion, and prevention for those experiencing homelessness. HIFIS usage is monitored by the HIFIS support team and audits are conducted regularly to ensure protection and security of client information. All individuals added to HIFIS are automatically assigned a HIFIS file number, which is used to anonymize data reporting.

5. Intake

Individuals eligible and in need of housing resources dedicated to the Coordinated Access System must be on the CA List hosted in HIFIS (please see section “7. *Coordinated Access List*” for more information on the CA List). Agencies with HIFIS-trained staff can directly add individuals to the CA List. For more information about HIFIS resources and help document visit: <https://sjhdc.ca/coordination/hifis-help/>.

Agencies which do not have access to HIFIS can complete a HIFIS Intake (*Appendix H*). Submissions will be reviewed, and a client file created by the HIFIS support team within one week. The agency/individual completing the form will receive confirmation when intake has been entered by the Coordinated Access Facilitator or HIFIS support team.

For those that have re-entered the system, service providers can update their client file directly in HIFIS (e.g. Housing History, Consent module, Document Readiness table). Agencies without access to HIFIS will communicate with the CA Facilitator to ensure all necessary updates are provided and entered into HIFIS.

Information relating to an individual's document readiness status, housing needs, housing history, and case management can be added to a client's HIFIS file in real-time by HIFIS users. Document Ready refers to the possession of all necessary items required to accept a housing offer - typically for subsidized housing. Items may include government issued identification, active Housing NB waitlist application, payment plans for any arrears, and income to maintain the cost of rent. Housing Needs are the preferences or requirements an individual has for housing; needs may include, but are not limited to, the size/number of bedrooms, accessibility considerations, housing type (i.e. family, single, couple), pet-friendly options, etc. As support is ongoing and needs are subject to change, service providers update client files to reflect their current reality.

People who are added to the CA List are not guaranteed any specific support, program, service, or housing type, nor are timelines for housing offers ever certain. Service providers in the community will continue to support and engage those added to the CA List until they are matched with appropriate supports and services (e.g. a housing program to meet their needs). Both those who are ineligible for the CA List and those waiting to receive housing and/or supports through the CAS can continue to receive supports from agencies and/or programs, including shelters, drop-in centres, etc.

Consent

For an individual to be on the CA List, and therefore considered or discussed for available housing resources, they must provide informed consent. Informed consent supports an ethical Coordinated Access System wherein the participant is aware of how their information is collected and used to support them in their experience of homelessness and toward housing. In Fredericton, individuals are asked to sign the Coordinated Access/HIFIS Client Consent Form (*Appendix F*). In an effort to be proactive, the HIPF

strives to re-confirm consent for those that have re-entered the homelessness system or have experienced chronic homelessness for more than a year. By reconfirming, informed consent is maintained throughout an individual's experience of homelessness.

Individuals are not required to provide CA/HIFIS Client Consent to receive support and services in the community. When this consent is not provided, the individual will not be eligible for housing resources dedicated to the CAS but can still receive supports and services available in the community. For individuals that are not able to provide informed consent, service providers will continue to build relationships to work toward housing goals and CAS participation.

There are three instances where the process around consent may vary. First, an individual provides limited consent, where consent is provided to some but not all HIPF agencies. Here, the individual will be classified as "Declined-Anonymous" in HIFIS and only viewable to the current providing agency. Under this designation the individual will not be eligible for CA housing resources, but their information may be used for aggregate data. Second, an individual has withdrawn their consent. The individual will have "Coordinated Access", and "Explicit" consents closed, wherein their client file will not be accessible until consent is provided once again. This process may change depending on the expressed wishes of the individual withdrawing consent. Lastly, in the event an individual is deceased, support staff will inform HIFIS administrators, and the client file will be flagged as such in HIFIS. At this point all consents are closed and the individual's file is no longer available to service providers, however the individual's aggregate data may still be reported on.

Access Points

Community Access Points are HIPF agency locations which have regular contact with individuals who are at risk of or experiencing homelessness and which employ staff who have been trained to assess individuals' and families' housing needs and barriers. At Access Points, intakes can be completed and individuals experiencing homelessness can be added to the CA List.

Agencies are divided into Primary and Secondary Access Points. Primary Access Points are agencies that work directly with individuals who are experiencing homelessness. These agencies are not limited by other criteria to provide service delivery. Secondary Access Points are agencies that indirectly work with and refer clients to the Coordinated Access System. All Access Points are represented on the HIPF Governance Committee and can administer a VI-SPDAT triage tool. The following agencies are considered Access Points or referring agencies in the Coordinated Access System:

Primary Access Points

- Fredericton Downtown Community Health Centre
- The Fredericton Homeless Shelters Inc.
 - Grace House for Women
 - St. John House for Men
- John Howard Society of Fredericton
 - Fredericton Housing First Services - Intensive Case Management and Outreach
 - Oak Centre Shelter
 - Ironwood Resource Centre
- River Stone Recovery Centre

Secondary Access Points

- Youth In Transition (Chrysalis House)
- Gignoo Transition House Inc.
 - May submit intakes for their clients who are imminently homeless (e.g. will be exiting space or leave under other circumstances without alternative housing in place).
- Horizon’s Fredericton Addictions and Mental Health (FACT)
 - May submit intakes for their clients who meet the definition of homelessness.
- St. Mary’s First Nation (SMFN)
 - May submit intakes for community members who meet the definition of homelessness.
- Under One Sky Friendship Centre

Referral Agencies:

- New Brunswick Department of Social Development
 - Staff will refer individuals to primary access points when appropriate.
- Housing New Brunswick
 - Staff will refer individuals to primary access points when appropriate.
- Fredericton Police Force
 - Mental Health Coordinator will refer individuals to primary access points when appropriate.

This list is subject to change as Fredericton’s Coordinated Access System continues to evolve and new community needs are identified. It is recommended that the initial access point to which an eligible individual presents should complete an intake; however, if this is not possible due to extenuating circumstances, the individual should be directed or referred to another community access point and follow-up conducted at a later date. Other Fredericton agencies and organizations who engage with an individual experiencing homelessness should direct and/or refer the individual to a Primary Access Point.

6. Assessment

Fredericton has adopted the Service Prioritization Decision Assistance Tool (SPDAT) as the community’s common assessment tool. The tool is used to determine acuity and obtain information on the type, and level, of supports required by an individual experiencing homelessness. The Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT), or Transitional Age Youth Vulnerability Index Service Prioritization Decision Assistance Tool (TAY-VI-SPDAT) for those under the age of 24, may also be used as a triage tool prior to completing the full SPDAT.

Note that someone’s score on the VI-SPDAT, TAY-VI-SPDAT, or SPDAT does not directly impact their prioritization on the CA List but rather indicates key areas where they may require support and the type of housing programs for which they may be eligible. For example, if a person obtains a score of 4-7 on the VI-SPDAT they may be served most effectively by a Rapid Rehousing program. These programs are designed for individuals who require low to moderate wrap-around supports. A score of 8 or higher on a VI-SPDAT may indicate they would benefit from a Housing First program. These programs are tailored for individuals who require more intensive, moderate to high support. Those who have not completed either a VI-SPDAT or full SPDAT will still be added to the CA List provided their HIFIS client file meets all the requirements as listed in Section 8 “Adding People to the CA List” of this guide.

It is important to note that the VI-SPDAT **is not and was never intended as an assessment tool and will no longer be updated past Version 3**. HIPF agencies are expected to complete at minimum a VI-SPDAT with individuals upon entry into the CA system. The HIPF recognizes that completion of

assessment tools may not always be appropriate upon immediate entry into the CAS but will be completed at the earliest appropriate time as a requirement of Document Readiness. Housing supports assigned to an individual are encouraged and expected to complete a full SPDAT assessment with their service participant prior to/at the time of housing, and every three months thereafter, to help inform case planning as recommended by its creators, OrgCode. In addition to understanding the intensity of housing supports required for an individual, the purpose of a full SPDAT is for the client and agency/program conducting the assessment to have a greater understanding of the specific areas in which the client may require increased support to maintain their housing.

VI-SPDATS and SPDATs are entered securely into HIFIS, where only scores are visible to other agencies. Scoring can assist in showing an individual's risk level throughout their homelessness experience and into stable housing with support. Through these assessment tools, HIFIS assesses an individual's tri-morbidity based on answers to selected questions. When an individual is identified as tri-morbid they may have more complex needs due to experienced mental health, physical health, and substance use. By using the common assessment tool to identify tri-morbidity, the process becomes standardized.

VI-SPDAT Acuity Levels

- **Low Acuity (0-3)** – No formal housing intervention: Individuals who do not require intensive supports but may still benefit from access to affordable housing, housing listings, and community-level resources to solve their own homelessness.
- **Mid Acuity (4-7)** – Rapid Re-Housing: Individuals or families with moderate health, mental health and/or behavioural health issues, but who are likely to be able to achieve housing stability with medium to short term access to financial and/or support services.
- **High Acuity (8+)** – Permanent Supportive Housing: Individuals or families who need permanent housing with ongoing access to services and case management to remain stably housed.

Common Assessment Training

SPDATs and VI-SPDATs will be regularly monitored and reviewed, and “refresher training” may be required at any time to continue the use and administration of the SPDAT. To maintain fidelity, processes and procedures will be implemented to oversee the administration of VI-SPDATs. For more information on how to access SPDAT training for new staff or refreshers, contact the Fredericton CA Facilitator.

7. Coordinated Access List

The Coordinated Access (CA) List, formerly known as the By-Name List, is a list of consenting individuals in the community that are interested in and eligible for housing resources. Individuals added to the CA List are prioritized based on their level of need and risk for available dedicated housing resources. Client specific information relating to housing needs and document readiness is added to HIFIS by agencies. Real-time lists are used to support referrals, strategically prioritize those who are known to be most in need for the limited housing resources available and identify gaps in service and information to be addressed by the homelessness response system.

The information stored in the CA List serves the following purposes in supporting the Coordinated Access System:

1. To know people experiencing homelessness by name and to understand their housing and support needs;
2. To equitably prioritize resources based on level of need;
3. To inform continuous improvement and to understand gaps and system pressure points;
4. To clearly demonstrate what resources are needed in order to reduce/address homelessness in our community;
5. To track the community's homelessness inflow and outflow;

Principles

CA is grounded in the principles of Housing First: a recovery-oriented approach to ending homelessness that centres on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services as needed. The five core principles of Housing First are as follows:

1. Immediate access to permanent housing with no intrinsic requirements;
2. Consumer choice and self-determination;
3. Recovery-oriented;
4. Individualized and client-driven supports; and
5. Social and community integration.

Note that while these are best practices which we seek to carry out in our community and through our operations, we acknowledge that resources in housing choice are limited, and we are not always able to provide housing based on consumer choice and self-determination. It is the community's hope that through advocacy and community development, this will become a reality. However, we strive to allow consumer choice where possible. For more in-depth information on Housing First, please visit the Housing First Toolkit developed by the Canadian Alliance to End Homelessness at <https://housingfirsttoolkit.ca/>.

Every individual on the CA List should have equitable access to housing opportunities. To ensure equity, the CA Facilitator will monitor the names on the list in order to identify whether an individual is repeatedly prioritized without being chosen for housing. If an instance arises wherein an individual has been prioritized four times without being offered housing, the individual's name will be discussed at Case Conferencing. For example, if an individual who is scoring 'High Acuity' has repeatedly arrived at the top of the prioritized names but has not been offered housing or support, the name will be brought forward for consideration and discussion.

Core Outcomes

The goal of the CAS is to address core outcomes identified by the homeless response system, such as reductions in overall homelessness, new inflow into homelessness, returns to homelessness, indigenous homelessness, and chronic homelessness. The CA List provides data driven insight on the experience of homelessness, allowing the community to assess patterns for core outcomes and develop community plans to address. In Fredericton, the CA list is utilized to target resources to those most in need, and to reduce chronic homelessness. According to Reaching Home: Canada's Homelessness Strategy, 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).

Measurement of chronicity does not include time where individuals have had access to secure, permanent housing, transitional housing or time spent in public institutions such as hospitals or correctional facilities. Individuals who are discharged into homelessness from public institutions can be considered chronically homeless if they were experiencing chronic homelessness upon entry into the public institution (Reaching Home, 2024). Fredericton is committed to ending chronic homelessness as this is the first step in addressing all homelessness in Fredericton. Chronic homelessness has been identified by the HIPF as an area for prioritization which is aligned with the Governments of Canada's goal to end chronic homelessness, the National Strategy, and the federal Reaching home program.

Eligibility

Homelessness is defined by Reaching Home as, “The situation of an individual or family who does not have a permanent address or residence, and does not have the immediate prospect, means, and ability of acquiring it. More specifically, homeless episodes can include time spent: in emergency shelters...; unsheltered locations or places not intended for human habitation [i.e. sleeping rough]; staying temporarily with others...without guarantee of continued residency (“couch surfing”); or, in short-term rentals with no security of tenure [i.e. motels/hotels]...” Individuals must meet the definition set out to be eligible for resources and services provided by the Coordinated Access system. Individuals that are at imminent risk of homelessness are best served through prevention services. Prevention services provide support to individuals at imminent risk to reduce the likelihood of entry into the homelessness response system.

Eligibility for the CA list, and resources dedicated to the Coordinated Access System, is determined after confirming that:

1) People are currently experiencing homelessness;

- a. The situation of an individual or family who does not have a permanent address or residence, and does not have the immediate prospect, means, and ability of acquiring it. Often experienced as sleeping rough, staying in an emergency shelter, VAW shelter, emergency hotel/motel/hostel, or couch surfing. It does not include those who are at risk of homelessness.

2) Have legal status in Canada;

- a. To be eligible for the CA List, an individual must hold Canadian Citizenship, Permanent Residency, or be a government-sponsored refugee or refugee claimant.
- b. If an individual does not have legal status in Canada, they can still receive assistance and services from agencies within the Coordinated Access System and otherwise; however, they will be ineligible for housing offers through the BNL as recipients of a housing subsidy through Housing New Brunswick require a piece of Canadian

Government-issued identification or document that would be accepted in place of one.

3) Are Consenting;

- a. Individuals must have informed consent for their information to be shared with agencies participating in the Coordinated Access System.

At no particular time shall a person be screened out of the CA List due to perceived barriers related to supports and services, including but not limited to: too little or no income, active or a history of substance use disorder, mental health issues, domestic violence history, disengagement with or disinterest in services, the type or extent of disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, Indigenous status, sexual orientation, or criminal record

Tracking Inflow and Outflow

The CA List is an essential tool for tracking homeless inflow and outflow. Inflow represents the number of individuals that have been newly identified as homeless, returned from a housing placement, or returned from inactive status. Outflow reflects the number of individuals that have been moved into permanent housing or become inactive (e.g., moved out of the city or have had no contact with homelessness services for 90+ days). Fredericton’s inactivity policy (*Appendix J*) outlines the conditions that must be met to mark an individual as “inactive”. This is important to ensure the CA List remains a real-time priority list and that the matching and housing support process can be completed as quickly as possible. Without an inactivity policy, the CAS can experience delays in its referral procedures due to the time spent searching for households in the community who agencies have not been able to reach through multiple attempts, often for many months.

Prioritization

Individuals on the CA List are prioritized to be considered for available housing resources which may include housing case management, a housing subsidy, and/or a housing unit. Prioritization is reviewed yearly, at minimum, by the HIPF Governance Committee and is agreed upon by HIPF representatives unanimously or through voting as outlined in the HIPF’s Terms of Reference.

Each month housing programs inform the CA Facilitator of housing resources becoming available, triggering Fredericton’s prioritization process. In Fredericton a dynamic prioritization model is utilized for available housing resources. The prioritization model is broken down into the following: 1) housing resource eligibility criteria, including document readiness status 2) equitable housing distribution and 3) dynamic discussion at Case Conference.

Equitable Housing Distribution

Equitable housing distribution is based on demographic data of equity deserving groups, as listed in Table 1, on the CA List. Equity deserving groups are those that may experience collective barriers to acquiring and receiving resources. The groups are reviewed and determined by the HIPF Governance Committee annually and influenced by data, best practices, and research. Real-time data is collected which shows the representation of an equity group on the CA List and is used to determine how housing resources should

be distributed. Annually the HIPF Governance Committee determines an overall housing target where the data is applied and future projected changes in housing resources are considered. Annual housing targets for priority groups are based on the CA List’s housed numbers every 6 months. Targets are regularly reviewed at each HIPF Governance Committee meeting. When a housing resource has been identified, the HIPF Governance Committee selects at minimum one group that has not met their identified target which will be used to filter a priority list.

Table 1.

	Equity Groups	Target to be housed (%)
1	Chronic Homelessness	75%
2	Gender	Women - 33% Men - 64% Non-binary - 3%
3	LGBTQIAS+ Status	Incompatible with current HIFIS version
4	Age—Youth and Seniors	under 27 - 14% 27 to 59 - 76% over 59 - 10%
5	Indigenous Identity	19%

Dynamic Discussion

Following the distribution of a priority list, HIPF agencies discuss matching participant(s) to the available housing resource(s) at the following scheduled Case Conference. This is referred to as “unit matching discussion”. During unit matching discussion, agencies collaborate to identify an appropriate match to the available housing resource. The following factors are considered when prioritizing and matching:

- 1) Physical health/well-being concerns which increase safety risk.
- 2) Participant’s preference and needs for housing.
- 3) Engagement with supports and services.
- 4) Perceived housing sustainability.

- 5) Ability to meet multiple equitable housing targets.
- 6) Length of time homeless.
- 7) Alternative avenues for housing, funding, and supports that have been explored.
- 8) Vulnerability in community (e.g. capacity for decision making, risk of victimization, and competency).
- 9) Participant is at a situational crossroad.

Matching and Referral

HIPF Governance Committee members will report available program or unit spaces to the CA Facilitator prior to or during each HIPF Governance Committee meeting. Program and unit matches will be determined based on individual programs' eligibility criteria, unit specifications, and HIPF prioritization. When a unit or program caseload is available, priority lists by the CA Facilitator are composed of document ready participants, filtered based on client needs, program or unit specifications, identified equitable housing distribution targets, and organized in descending order of lifetime days homeless. These lists are sent to HIPF representatives of entities that provide housing support. Representatives identify and communicate to the CA Facilitator those individuals they believe would be a successful match for the housing resource—typically those who are eligible for their own program's housing supports. During Case Conference, dynamic unit matching discussion occurs, and individuals are identified as matches for housing resources.

Program Matching & Placement Process

1. Before the last HIPF Governance meeting of the month the CA Facilitator will ask housing programs of available housing units or rent supplements, as well as available housing support placements;
2. During the HIPF Governance meeting, members will identify an equity deserving group to be prioritized based on review of current housing targets and active homelessness representation for the upcoming available units;
3. Following the meeting, the CA Facilitator will filter the list to prioritize only those who are eligible for an available unit (eligibility factors may include age, whether the individual has pets, accessibility needs, or requires a space for children to visit);
 - a. Low-High Acuity levels are included, and program representatives should identify individuals who are well suited to the level of acuity the building/landlord can accommodate, as well as program eligibility;
4. Priority Lists for each available unit are forwarded to appropriate HIPF Governance Committee representatives by the CA Facilitator to identify suitable matches;
 - a. Case Managers are encouraged to collect pertinent information on prospective clients during case conferencing meetings, or by other means necessary, to determine a best fit for their program and the unit in question;
 - b. The HIPF agencies housing program will identify an individual/family from the list provided and connect with them to ensure that they are eligible and interested in the housing program and unit (e.g., conduct follow-up assessment, interview, etc.);
5. HIPF Governance Committee representatives send names of suitable matches to the CA Facilitator before the next Case Conference wherein the table will have a unit matching discussion to determine “best fit” for the housing resource;

- a. Additional name(s) will be identified for the unit(s) as a back-up in the event the original chosen match declines unit, is declined by landlord, or if they can not be located within one week of the offer;
6. Once a program match has been identified, the referring agency will conduct a warm transfer to the new agency offering a program space within two business days (if applicable);
 - a. When applicable, Housing NB will be notified of a housing match, and will send a letter of offer for housing to the appropriate case worker;
 - b. The case worker will not inform the client until a housing offer has been received via email. The case worker will then present the housing offer and support services to the individual/family;
 - c. If the individual/family accepts the offer, appropriate steps will be taken to create a case plan, complete a referral agreement with the landlord, and where appropriate, connect the individual/ family to other necessary services;
 - d. Should the individual or family not accept or decline the offered housing or supports, they will remain on the CA List without penalty and a back-up name will be provided the housing offer (*Note: if an individual has declined 3 separate housing offers, Housing NB may decline to provide the individual any further offers of subsidized housing. It is stressed that workers and programs have an understanding of their clients' housing needs and preferences prior to requesting a formal Offer of Housing);
 - e. If a selected individual or family cannot be found within one week to offer supports and services, a back-up name will be provided the housing offer.

Atypical Circumstances

There are certain circumstances where the Committee may divert from the above processes:

1. An individual has received an offer of housing and not been approved for the unit by the landlord, in which case the individual would be considered top priority for the next available unit for which they are eligible;
2. A rare unit becomes available, for example one that is accessible, in which case priority lists might only include those who have pets or who require an accessible unit.

8. Other Processes

Identifying a Veteran

According to Veterans Affairs Canada, a **veteran** includes any former member of the Canadian Armed Forces along with former members of an Allied Forces (e.g., U.S./U.K veteran), former members of the RCMP, former Reservists, Veteran Civilians, and former Canadian Rangers.

A **Veteran experiencing homelessness** includes those who do not have stable, permanent, appropriate housing, or the immediate prospect, means, and ability of acquiring it (paraphrased from COH and the Government of Canada's National Housing Strategy - *Built for Zero-Canada*, <https://bfzcanada.ca/veterans/>).

Under the Veteran Connections to Home project funding, Fredericton also takes action toward reductions in Veteran homelessness. To do this, there are several steps agencies and front-line staff take to ensure Veterans are connected to specific resources for which they may be eligible. Doing so will also mean that

limited community resources are reserved for those individuals who may not have access to the same benefits. The process of identifying Veterans experiencing homelessness is as follows:

1. Staff and intakes at Community Access Points present the question of Veteran status as, "Have you served in the Canadian or Allied Armed Forces or completed basic training? Are you a former member of the RCMP?"
2. When someone answers "Yes" to the above question they will select the appropriate option on the participant's client file in HIFIS.
3. Staff can contact the CA Coordinator, via email, for resources and documentation to assist in confirming Veteran Status.

Once confirmed to have a history of service, the CA Facilitator will note it in a secure location on HIFIS.

High Acuity +

Fredericton has determined that there are gaps in services and housing supports for some of the most vulnerable in our community. Some individuals who are in the High Acuity category have been prioritized for housing repeatedly, but the current supports offered through Housing First models do not meet their needs. In an effort to continue gathering this information and highlight these specific needs, Fredericton has implemented a process whereby individuals whose needs are not being met by the current forms of housing in Fredericton are designated as High Acuity + (HA+) on the CA List. HA+ designation does not exclude those individuals from housing, but rather provides data to support the need for alternative housing in Fredericton. Case workers and HIPF organizations continue to provide services, search for alternative housing options, and utilize HA+ data to advocate for additional/specialized housing in community.

The following criteria should be met to move someone into the High Acuity + category:

- Individual must be Chronically Homeless;
- Capacity to support housing is beyond the services currently provided in Fredericton.

Dispute Resolution

If a systemic or case-specific dispute arises, the following procedures will be used to resolve them.

Examples of case-specific disputes:

- Accuracy of assessment score
- Prioritization on the CA List
- Program placement

Disputes of this nature will be addressed using the following steps:

1. Members of the HIPF Governance Committee will discuss the issue at the next meeting and seek resolution;

2. If a resolution is not achieved, the **HIPF Governance Committee Chair** (Facilitator at this time) and CA Facilitator will consult their Coordinated Access advisors to recommend a solution.

Examples of systemic disputes:

- Administrative or procedural differences
- Differences in service delivery, principles, or politics

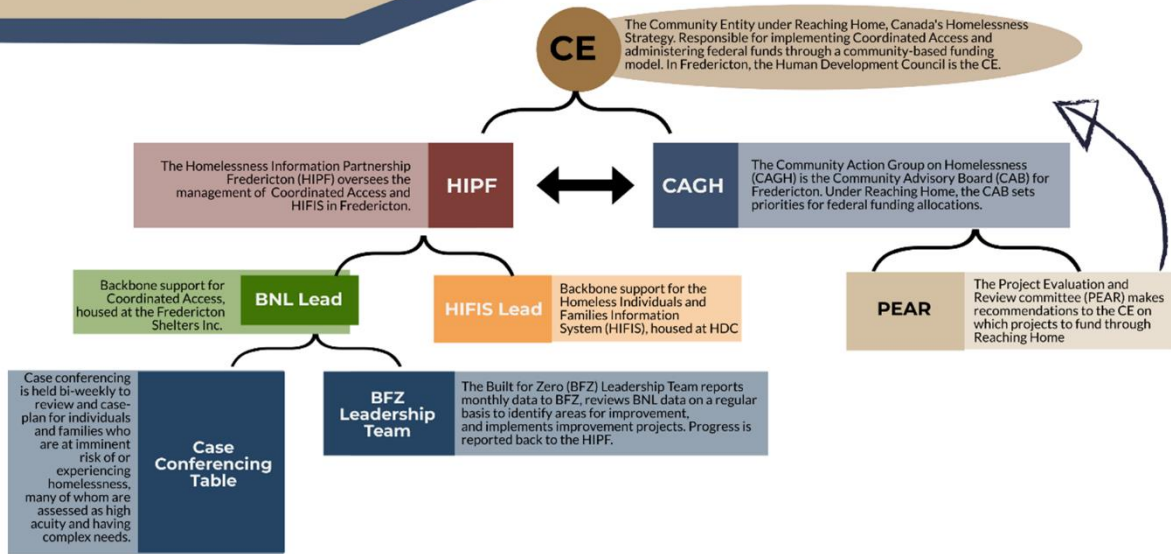
Disputes of this nature will be addressed using the following steps:

1. Staff will identify the nature of the dispute and discuss with their manager;
2. Managers of the organizations identified as part of the dispute will discuss the issue to seek a resolution;
3. If a resolution is not achieved, the CA Facilitator will consult their CA advisors to recommend a strategy to resolve the issue.

FREDERICTON Reaching Home Governance flowchart

November 2021

V.2 DRAFT



Homelessness Information Partnership Fredericton (HIPF) Coordinated Access Confidentiality Statement

To be completed by every representative of every agency that will have access to the Client Information.

I, _____, of _____,
(Name) (Name of organization)

am aware that as a service provider/member/guest of the Homelessness Information Partnership Fredericton (HIPF) I will have access to confidential information for the purposes of assessing the appropriateness of applications for housing or support services. I agree to maintain all personal information pertaining to clients in the strictest of confidence and will take all reasonable steps to protect the privacy of clients and abide by the Privacy Policies in my organization with respect to access, storage and sharing of client information. In particular, I will:

- 1) Treat all client information as completely confidential, and only engage in discussion or review of such information as required in the course of my association with HIPF or the performance of my professional duties.
- 2) Not release, distribute, or otherwise provide access to such information to any person, agency, or organization without the required prior authorization of the client and/or the HIPF.
- 3) Not download, copy, forward, or share copies of the BNL which I may receive via email.
- 4) Ensure that Client Information is kept in a secure location at all times where the information can only be accessed by authorized personnel; and
- 5) Equally, ensure that any information I am entrusted with remains confidential and secure at all times and shall be returned, deleted or destroyed as directed by HIPF.

I acknowledge a responsibility to report any instances of unauthorized disclosure of Client Information or if a client's privacy has otherwise been breached. I further acknowledge my obligation to report any activity which is fraudulent, unethical, or criminal. I further understand that improper disclosure of Client Information will be cause for the HIPF to recommend my removal from the Committee.

Signature: _____ **Date:** _____

***Homelessness Information Partnership Fredericton (HIPF)
Limited Confidentiality Statement***

I _____, of _____
(Name) (Name of organization)

Am aware that as a guest of the Homelessness Information Partnership Fredericton (HIPF) I will have access to confidential information for the purposes of assessing the appropriateness of applications for housing or support services. I agree to protect the privacy of applicants/clients and abide by the privacy policies of my organization with respect to access, storage, and sharing of client information. I recognize that by signing this agreement I am entitled to attend one By-Name List or Case Conferencing meeting on the following date:

This Confidentiality Statement will become void at the end of the meeting on the above date. To attend future By-Name List or Case Conferencing meetings, I will be required to sign a renewed HIPF Confidentiality Statement.

In particular, I will:

- Treat all client data as confidential, and only engage in discussion of such information as required in the course of my professional duties.
- Not release or otherwise provide access to such information to another person, agency, or body without the required prior authorization by the client and/or the HIPF.
- Ensure that confidential information is kept in a secure location at all times.
- Equally ensure that any information I am entrusted with remains confidential and secure.

I acknowledge a responsibility to report any instances where privacy has been breached or confidentiality appears to be misused to cover actions that might be fraudulent, unethical, or criminal in their intent. I accept that the HIPF will treat such reports in confidence and will protect me from negative sanctions if such reporting was honestly taken without malicious intent on my part. I also understand that improper disclosure of client information may be cause for the HIPF to rescind any future invitations to participate in committee meetings.

Signature: _____ **Date:** _____

Homelessness Information Partnership Fredericton (HIPF)

Governance Committee

General Membership Application

- 1) Agency Name:

- 2) What is your Agency's mission/mandate?

- 3) Telephone Number:

- 4) Email Address:

- 5) Main Representative:

- 6) Alternative Representative:

Homelessness Information Partnership Fredericton (HIPF)

Governance Committee

Voting Membership Application

As an applicant for voting membership for the HIPF Committee, please confirm that your agency meets all the following designated criteria (Check all that apply):

- Your agency is a non-profit committed to addressing issues related to homelessness.

- Your agency adheres to the principles of Coordinated Access.

- Your agency commits targeted resources to Coordinated Access (resources may be in the form of housing, case management, or other dedicated staff time - e.g., completing BNL intakes).

- 1) Agency Name:

- 2) What is your Agency's mission/mandate?

- 3) In what form do you contribute resources to Coordinated Access (housing units, case management, service navigation, operate as an access point, etc.)?

- 4) Telephone Number:

- 5) Email Address:

6) Main Representative:

7) Alternative Representative:

The Homelessness Information Partnership Fredericton (HIPF)

Coordinated Access/HIFIS Client Consent Form

I _____ understand that this agency is part of the Homelessness Information Partnership Fredericton, a group of agencies working together to reduce homelessness in Fredericton.

By signing this form I consent to my personal information being stored in a secure database called HIFIS (Homeless Individuals and Families Information System) AND to having my personal information, relevant to my housing situation, reviewed by members of the HIPF in order to connect me with housing or other related services.

- I recognize that only authorized staff who have access to this database and who are serving me will be viewing my personal information.
- I acknowledge that the agencies in the community with which my personal information will be shared may change over time and I have the right to see a current list of agencies involved, and ask for exceptions, if I so choose.

I UNDERSTAND THAT:

- If I choose not to sign this form, I am still eligible to receive services;
- I can change my mind and withdraw consent to share my information at any time by submitting a written request to this agency;
 - Note: If you do withdraw your consent, you understand that information already in HIFIS will remain in the system. No future information will be collected for the shared computer system and your information will not be accessible;
- I have a right to see a copy of my client record upon request;
 - Requests should be made via a letter of request to HIFIS@sjhdc.ca by the client and/or a supporting agency.
- I have been informed and understand that some non-identifiable information will be shared with the Government of Canada, purely for reporting or research purposes.

Your signature (or mark) below indicates that you have read (or been read) all of the information provided above and agree

Client full name (please print): _____ DOB (YY/MM/DD): _____

Signature: _____ Date: _____

___ Check if Consent was given verbally

Witness (please print name): _____ Signature: _____

Agency: _____

Homelessness Information Partnership Fredericton (HIPF)

Case Conferencing Table

[INSERT DATE], 2023 — 9am-10:30am

Meeting Agenda

- 1. Welcome**
- 2. Approval of minutes**
- 3. Unit matching/housing related updates**
 - New units
 - i.** Unit matching discussion
 - Moves
 - New matches
 - i.** [Insert names from last unit matching until they are housed for update on status]
 - Housing related updates
- 4. Follow up/Review of past action items**
- 5. Reporting updates (inactive/housed/unknowns):**
 - [Insert names of reports/attachments]
- 6. Other Business/Questions**
 - Review of new Critical Safety
 - Review of “Light touch”
 - Any unsheltered hotspots that may need outreach?
 - Anyone we have lost contact with/are looking for/are concerned about?
- 7. Celebrations!**
- 8. Client Discussions**

[Insert names identified by Coordinated Access Facilitator for community discussion; insert names receive by community partners for discussion]

- Example:
 - **John Doe (9:40am-9:55am)**
 - Community partners asked to be in attendance: Peter Parker, Frodo Baggins, Louis Lane.
 - Document Readiness status: Needs income.

Appendix I

CA List Intake for Non-HIFIS users

Please see below the hyperlink to the corresponding intake for non-HIFIS users:

- <https://www.surveymonkey.com/r/FrederictonIntakes>

Homelessness Information Partnership Fredericton (HIPF) Inactivity Policy

Background

To ensure an efficient assessment and referral process, referral sources and destinations must have the ability to contact and connect with households as soon as a housing opportunity is available. Without an inactivity policy, the Coordinated Access System can experience delays in its referral procedures due to the time spent searching for households in the community who they have not been able to reach through multiple attempts, often for many months. Due to this loss of contact it is difficult for the system to determine whether these households are still in need of housing.

Policy

If an individual has had no contact with a HIPF service provider AND has not had a service delivery in HIFIS in **3 months (90 days)**, the individual will become inactive. When identified as inactive, the individual will no longer appear on the Coordinated Access List and will not be eligible to access housing resources dedicated to the HIPF. Those that have not been seen in 75 days, are flagged and reviewed on a bi-weekly basis with HIPF service providers. If an individual has connected with the homelessness response system after inactivity, a service delivery can be provided in HIFIS and the individual will return to the Coordinated Access List. Once returned to the Coordinated Access List the individual will be eligible for housing resources provided through the HIPF. Please visit the following HIFIS services deliveries: https://drive.google.com/file/d/1i0jiIo7X3pN_LKJ-17iUuC8aNKyA167/view?usp=drive_link