



HIPF Governance Committee

TERMS OF REFERENCE

Purpose

The HIPF Governance Committee (the “Committee”) is comprised of organizations committed to the shared goal of reducing homelessness in Fredericton. Members of the table operate under a common objective: integrate and streamline service provision for individuals experiencing homelessness through a Coordinated Access Systems approach by using HIFIS, a homelessness management information system. HIPF Governance table provides oversight for the implementation of HIFIS and Coordinated Access.

Vision

A community where homelessness is rarely experienced and brief when it occurs.

Mission

Governing the implementation of HIFIS and Coordinated Access in Fredericton.

Objectives

By developing and holding the governance structure of HIFIS and Fredericton Coordinated Access approach to homelessness reduction we will...

1. Know all people experiencing homelessness by name and to understand their housing and support needs;
2. Prioritize individuals for housing supports and resources based on level of need and program eligibility;
3. Monitor progress toward achieving reductions in overall homelessness, chronic homelessness, indigenous homelessness, returns to homelessness, and new inflow to homelessness, based on Reaching Home requirements;
4. Commit to the continuous improvement of our system by using information and providing transparent and open communication to all members;
5. Use information to identify the programs, policies and resources needed to reduce and functionally end homelessness in Fredericton; and
6. Implement HIFIS towards streamlined service-provision and data collection.

Core Activities

1. Discuss current housing vacancies for Coordinated Access clients;
2. Identify available program spaces and offer supports and services for individuals on the Coordinated Access list;
3. Make Governance decisions regarding the implementation of HIFIS and Coordinated Access;
4. Identify challenges or area of improvement within Fredericton's Coordinated Access System; and
5. Discuss resources available to individuals experiencing or at risk of homelessness in the community.

Operations

The Coordinated Access Facilitator*, employed through the Human Development Council, provides backbone support to the HIPF Governance Committee in its implementation of Coordinated Access.

**See Appendix A for Coordinated Access Facilitator (CAF) role description.*

Chair

The position of Chair is for a two-year term. The Chair will preside at all meetings, and they will have the primary responsibility of communicating with the Committee and providing support in carrying out the mandate of the Committee. If the Chair is unable to attend a meeting or fulfill their obligations, the Coordinated Access Facilitator will fill the role as required. Where there is no Chair, the Coordinated Access Facilitator will act as proxy.

Membership

Voting membership is limited to:

- 1) non-profit agencies that are committed to addressing issues related to homelessness;
- 2) organizations that adhere to the principles of Coordinated Access; and
- 3) agencies that commit targeted resources to Coordinated Access (resources may be in the form of housing, case management, or other dedicated staff time - e.g., completing HIFIS intakes).

Agencies must meet all the above criteria to become a voting member of the Committee.

Non-voting membership is open to governmental agencies (e.g., representatives of Housing NB, DSD, the healthcare system) and the Human Development Council.

Applications for Membership

Applications for new voting (Appendix B) and non-voting membership (Appendix C), should be submitted to the Coordinated Access Facilitator for review. Applications for new members will be brought forward to the Governance Committee at a regular meeting for consideration and approval. They will be selected based upon the established criteria for membership.

All committee membership will be renewed every September when a representative of the member agency signs a renewed membership form. Existing members do not need to be re-approved.

Member agencies will appoint one person to sit on the Committee as the primary representative. If a primary representative is unable to attend, an alternate, or secondary, may be designated to attend on the primary's behalf. If a member agency changes primary or secondary representatives, a new membership form must be signed.

Membership will be reviewed annually at the first meeting in September.

Decision-Making

All members who serve on the committee as a voting member must have the authority of their respective agency to represent their service in any decision-making process by the network. All perspectives are valued, and all table members are encouraged to provide feedback and insight into issues related to Coordinated Access.

The HIPF Governance Committee will operate in an open and transparent manner and ensure that decisions are made by consensus whenever possible. Where consensus is not possible, decisions will be made on a majority (51%) vote basis. Quorum (50% of voting membership) is required at meetings for the committee to pass decision.

Meeting Times and Locations

The Committee will meet the second Thursday of the month from 9am to 11am. Communication for meetings will be via email. If an agency is unable to attend a meeting, they are asked to email the Coordinated Access Facilitator to inform them. Meetings are held in-person and location is communicated in advance.

Members are expected to attend 75% of the meetings throughout the year (at least 6 of the past 8 meetings) to fulfill the role of an active participant. If a member is absent for more than three consecutive meetings without informing the Coordinated Access Facilitator of their absence, the Coordinated Access Facilitator will connect with the agency to discuss if they still desire to be an active member.

Coordinated Access Facilitator

Job Description

Position Title: Coordinated Access Facilitator

Position Type: Full-time

Reports to: Coordinated Access Project Lead

BACKGROUND and POSITION SUMMARY

Coordinated Access is a way for communities to bring consistency to the process by which people experiencing or at risk of homelessness access housing and support. Core components of a strong Coordinated Access System include utilization of real-time data; and a streamlined service delivery approach with access points to service; a standardized workflow for triage and assessment; prioritization; and vacancy matching and referral.

This position will focus on the day-to-day leadership and implementation of Coordinated Access and work in partnership with decision makers and service providers to ensure the system is operating effectively and equitably for those experiencing homelessness.

KEY RESPONSIBILITIES

Systems Coordination

- Develop a strong understanding of Coordinated Access and HIFIS (Homeless Individuals and Families Information System) implementation as strategies toward addressing chronic homelessness and promote a greater understanding of these within the homeless serving sector and general public.
- Provide backbone support and facilitation of governance/stakeholder committees working to address homelessness and ensure strong communication between these various committees and organizations.
- Facilitate and/or participate as needed in any other related community meetings, committees, and groups regarding housing and support services for people experiencing homelessness and/or significant barriers to stable housing.
- Serve as the main custodian of the Coordinated Access List in HIFIS, ensuring individuals are being added to HIFIS appropriately; that existing clients are being updated and experience of homelessness in community is accurately represented; and that program participants are being housed in the most equitable manner possible.
- Facilitate the Matching and Referral of housing resources to individuals experiencing

homelessness on the Coordinated Access List.

- Identify gaps and challenges and employ a strategy of continuous improvement of the Coordinated Access System.
- Serve as part of a team of Coordinated Access Facilitators working across the province and leverage learnings and best practices in the direct implementation of Coordinated Access.

Reporting Measures

- Become familiar with Reaching Home Minimum Requirements.
- Maintain documentation of policies and protocols governing Coordinated Access, as well as a System Map, and Housing Resource Inventory.
- Have good understanding of HDC agreements with service providers receiving Reaching Home funding.
- Maintain good understanding of information required in the Community Homelessness Report (CHR) and be able to provide input for the report annually.
- Data Analysis and Improvement Work

Communication and knowledge mobilization

- Communicate to public as needed on scale and circumstances of unhoused population – and coordinated efforts to meet the needs of people experiencing homelessness.
- Promote a data-driven culture throughout the community.
- Identify training needs for new and existing staff within the Coordinated Access System.
- Analyze available data to ensure the Coordinated Access System is effective, reflective of local needs, and equitable.
- Utilize data in storytelling to ensure that the insights from it are well received, retained, and acted upon.
- Identify systemic barriers at the community level, and with the Coordinated Access Team, develop data-backed projects aimed at improving specific areas of the System and service users' access to resources.

Homelessness Information Partnership Fredericton (HIPF) 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 HIFIS 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:

Homelessness Information Partnership Fredericton (HIPF)
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: