

Homelessness Information Partnership Saint John (HIPSJ) Governance Committee

TERMS OF REFERENCE

Purpose

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

Objectives

By developing and upholding the governance structure of HIFIS and Saint John’s Coordinated Access approach to homelessness reduction we will...

1. Know all people experiencing homelessness by name and 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 Saint John;
6. Implement HIFIS toward streamlined service-provision and data collection.

Core Activities

1. Discuss current housing vacancies for Coordinated Access clients;
2. Identify available program spaces and supports for the individuals on the Coordinated Access List;
3. Make governance decisions regarding implementation of HIFIS and Coordinated Access;
4. Identify challenges or areas of improvement within Saint John's Coordinated Access System;
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, will provide backbone support to the HIPSJ Governance Committee.

**See appendix A for CAF role description.*

Chair

The Chair position is for a two-year term. The Chair will preside over all meetings and is responsible for supporting the Committee to achieve its objectives. If the Chair is unable to attend a meeting or fulfill their obligations, the Coordinated Access Facilitator will fill the role as required.

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 (*see Appendix B*); 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 government agencies (e.g., representatives of Housing NB, DSD, the healthcare system) and the Human Development Council.

Applications for Membership

Application for new voting or non-voting membership (*Appendices C and D*), should be submitted to the Coordinated Access Facilitator (CAF) for review, and applications will be shared by the CAF with the Committee at a regular meeting for consideration and approval. Members will be selected based upon the established criteria for membership. Member agencies appoint one person to sit on the Committee; if a member is unable to attend, an alternate may be designated to attend on that member's behalf.

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

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. All perspectives are valued, and all table members are encouraged to provide feedback and insight into issues related to Coordinated Access. Examples of items that may require a vote relate to prioritization factors, matching and referral of housing resources, or common assessments used.

The 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 (75%) vote basis.

To ensure fairness, transparency, and inclusivity in decision-making processes, members who represent or are directly affiliated with an organization or individual submitting the request are kindly asked to abstain from voting to ensure a fair process. In such cases, the total number of voters will be reduced by one, meaning that 75% of the remaining votes will be required for approval.

Votes will typically be held at a regular meeting, with each voting representative asked to state their decision. However, for circumstances that may arise between meetings which are time sensitive, votes may be requested and submitted by email from/to the Chair or Coordinated Access Facilitator. Quorum (50% of voting membership) is required for a decision to be passed.

Meeting Times and Locations

The Committee will meet monthly on the 2nd Wednesday of the month at 2pm-3:30pm. Communication for meetings will be sent via email. If an agency is unable to attend a meeting, they are asked to email the Coordinated Access Facilitator or Chair to inform them in advance. If a representative wishes to invite another staff member or student to a meeting as an observer, they are expected to submit a request to the CAF or Chair at least one day in advance of the meeting in question.

Members are expected to attend 75% of the meetings throughout the year (at least 9 of the past 12 meetings) in order 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 CAF will explore with the agency whether they still desire to be an active member.

Agenda Creation

The Coordinated Access Facilitator, together with the Chairs of the respective tables (including the Community Council on Homelessness [CCH], Homelessness Information Partnership Saint John [HIPSJ], and Case Conferencing), will meet approximately one week prior to each HIPSJ meeting to draft the agenda.

As part of the collective responsibility of the HIPSJ table, all members are encouraged to submit agenda items for consideration. The Coordinated Access Facilitator will send an email ahead of the agenda creation meeting to invite submissions. All suggested agenda items will be included; however, if any items are deemed unnecessary or more appropriate for a future meeting, HIPSJ may decide to defer them either before or during the meeting. Following this meeting, the Coordinated Access Facilitator will finalize, format, and circulate the agenda to all HIPSJ members preferably by the last Friday before the upcoming HIPSJ meeting.

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.

Principles of Coordinated Access in Saint John

- 1) Housing First Philosophy
 - a. Goal to move individuals out of homelessness as quickly as possible.
 - b. Including the element of program participant choice wherever possible.
 - c. As few barriers to receiving service as possible.
- 2) Using real-time data (HIFIS) to inform decision-making and service provision
- 3) Client-focused programs and services (shift from program-focused approach)
- 4) Communication between community partners (shift from siloed organizations).

Homelessness Information Partnership Saint John (HIPSJ) Voting Membership Application

As an applicant for voting membership for the HIPSJ Governance 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 for HIFIS intakes, etc.)?

4) Telephone Number:

5) Email Address:

6) Main Representative:

7) Alternative Representative:

Appendix D

**Homelessness Information Partnership Saint John (HIPSJ) 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: