

City of London Housing Stability Service Coordinated Access System

Process Guide



London, Ontario.
March 2022



Introduction

The purpose of the Coordinated Access Guide is to clarify and direct the process and management of Coordinated Access and the By-Name List. This guide will be reviewed and updated on an ongoing basis as the City of London continues to work towards ending homelessness.

Goals of this Guide:

- Produce standards for the operation of London's Coordinated Access System
- Establish community expectations for homelessness response
- Outline priorities and processes for homelessness response
- Ensure transparency between service agencies, the community, and individuals and families experiencing homelessness and housing instability





Background

Housing Stability Action Plan

The Housing Stability Action Plan (HSAP) defines the current environment and future needs of London and area. The HSAP sets the direction for the collective work of the community to address housing stability for 2019 to 2024.

London is continually working towards transforming its homelessness support system, with the goal of having a transparent, standardized and needs-based approach that is data driven and tracks the City of London's progress towards achieving these goals.

Housing First

Housing is a basic right all humans.

Housing First is a philosophy that guides the City of London's homelessness support system through a recover-oriented approach, centred on quickly moving people experiencing homelessness into permanent, stable housing and providing supports and services where needed.

The five core principles of the Housing First approach include:

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

Homeless Individuals & Families Information System (HIFIS)

The Homeless Individuals & Families Information System or HIFIS is a secure, shared database used by a number of community partners within the Housing Stability Support System to manage information about individuals and families who are experiencing homelessness in London. HIFIS allows not only for comprehensive data collection and case management but helps London to better understand what is happening in the community and work collaboratively with partners.



The City of London hosts and maintains the HIFIS system with guidance from the London Homeless Prevention Network (LHPN) and input from the HIFIS Working Group. The By-Name List is currently held on HIFIS.

Built for Zero

The Built for Zero – Canada (BFZ-C) campaign is led by the Canadian Alliance to End Homelessness (CAEH). It is a Canada-wide change effort that helps a core group of leading communities work towards ending chronic homelessness – a first step on the path to eliminating all homelessness in Canada. The structured, supportive, data driven approach focuses on creating a sense of urgency, optimizing local homeless systems, accelerating the adoption of proven practices, and driving continuous improvement.

The City of London has been a part of the Built for Zero campaign since its inception. Through this initiative, the City of London has developed a robust Coordinated Access System that meets CAEH quality standards. London's Coordinated Access System is fully operationalized and measures month-over-month reductions in the number of people experiencing chronic homelessness in the community.

The City of London's Housing Stability Services Team, the HIFIS Community Coordinator, and the Coordinated Access Manager all use the Built for Zero (BFZ) scorecard to monitor activities, report progress, and track next steps. This team meets monthly with London's BFZ-C Improvement Advisor to discuss the By-Name List data, recent or new trends, improvement projects and ideas to ensure ongoing enhancement of London's Coordinated Access system. London's Homeless Prevention Network is currently undergoing a full HIFIS review for data collection, information sharing and onboarding of future organizations.

For more information, visit [Built for Zero - Canada](#).

Governance

London Homeless Prevention Network

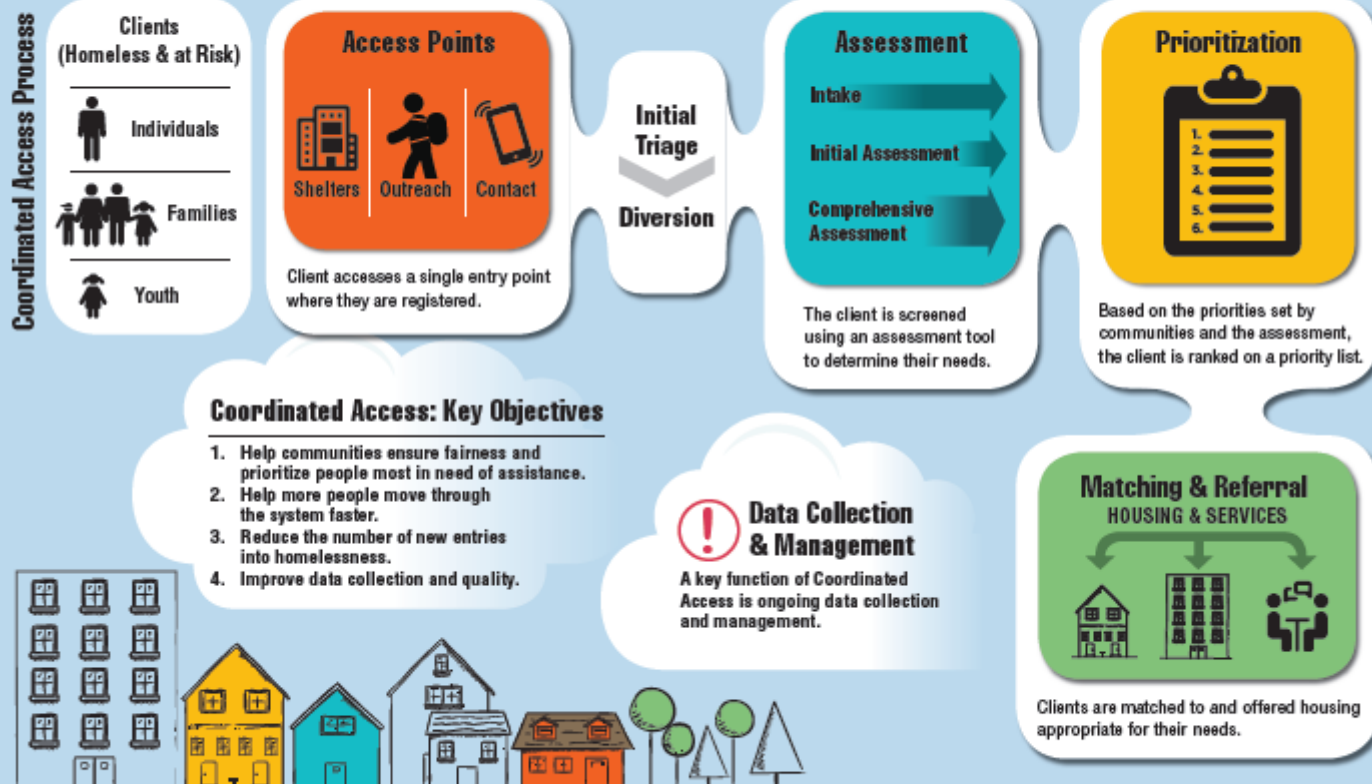
The London Homeless Prevention Network (LHPN) provides an opportunity for organizations and homelessness service providers to share information about resources, identify service needs, and provide feedback to the City of London on the implementation of the Housing Stability Action Plan. The LHPN acts as the Coordinated Access leadership group and oversees the planning and implementation of the Housing Stability Action Plan. The LHPN approves protocols and policies for the Coordinated Access system and makes recommendations as required. The LHPN also acts as the HIFIS working group making recommendations about HIFIS practices.

In 2022, London's Housing Stability Services Team will undertake a review of the LHPN structure to help better support the Coordinated Access and HIFIS goals and objectives.



What is Coordinated Access?

Coordinated Access (CA) is a process through which individuals and families experiencing homelessness or at risk of homelessness, are provided access to housing and support services, based on a standardized set of procedures for client intake, assessment of need, and matching and referral to housing.



Coordinated Access System

What is Coordinated Access?

A Coordinated Access system allows service providers to use a shared system to triage, assess and prioritize individuals and families experiencing homelessness through a coordinated and standardized effort. A Coordinated Access System ensures that individuals are receiving the right supports at the right time.

There are three key steps to Coordinated Access:

1. Referring people, in-person or virtually, who are experiencing homelessness to inflow programs* to be added to the By-Name List.
2. Using common intake criteria, assessment tools and prioritization criteria to triage individuals and families for available housing supports.
3. A centrally managed referral process for dedicated housing supports to service individuals and families who are connected to the Coordinated Access System. Vacancies are filled using the By-Name List based on community agreed upon priorities.

*Inflow programs are agencies that have regular contact with individuals and families experiencing homelessness and support them in achieving paper-readiness requirements like identification, income and Vulnerability Index Service Prioritization Assistance Tool (VI-SPDAT) assessment forms to achieve housing.

**Outflow services support individuals and families in finding secure, stable housing.



Ensuring Equal Opportunity

It is the intention of the By-Name List process to ensure that individuals have equitable access to appropriate housing outcomes matched with their individual level of need.

The selection process ensures that community agreed upon prioritization criteria is used to fill all caseload or housing placement opportunities.

Individuals & Families Fleeing Violence

The City of London is working towards supporting individuals and families fleeing violence to complete intakes in a safe and secure way through the Coordinated Access System. To help ensure the safety of these individuals and families, the HIFIS system allows clients to be 'hidden' on the By-Name List. In the event of an opportunity for housing or support placement, the Manager will work with the lead agency to ensure that the 'hidden' client has equitable access to available supports through the Vacancy Referral Process.

By-Name List

The London By-Name List (BNL) is a real-time, up-to-date list of all people known to be experiencing homelessness and connecting regularly with available services in the City of London. The BNL contains demographics, current housing state, housing history and personal history about individuals and families experiencing homelessness in the community and provides agencies with information needed to connect them to the appropriate services and supports.

To be added to the By-Name List, the inflow programs ensure that all relevant client information is updated on HIFIS.

This information includes:

- Client Vitals Page
- Paper Readiness
- Coordinated Access Intake
- Prevention
- Contact Information
- Completed Diversion Tabs
- Signed Consent Form

Once the inflow program has confirmed that all relevant client information is up to date on HIFIS, the client's signed LHPN consent form must be uploaded onto HIFIS in order to be added to the By-Name List.

If a VI-SPDAT Assessment has not been completed at time of intake, the inflow program should use assertive engagement to ensure that a VI-SPDAT Assessment is completed as soon as possible after intake. The VI-SPDAT Assessment should be completed at point of intake as often as possible.

This information is automatically added to the BNL and clients are prioritized based on assessment results and community agreed upon priorities. As individuals are added to the By-Name List, they are referred to eligible housing opportunities or community supports dedicated to ending homelessness become available. Referring agencies will continue to support individuals and families until more appropriate supports or housing opportunities become available. Continued community supports for individuals and families are important to create housing plan opportunities to help resolve their own homelessness and are not solely reliant on limited housing resources to become available.



Housing Stability Service's Housing Management Information System (HMIS) and HIFIS

The City of London will provide the following services with respect to the HMIS:

- Maintain a contract with a cloud provider to host the London Homeless Prevention Network's HIFIS database in a cloud environment.
- Hold the Data Provision Agreement with the Government of Canada for the HIFIS system and manage such things as HIFIS upgrades, HIFIS patches and HIFIS testing and keep participating organizations informed of any and all upgrades.

The City of London has the following responsibilities:

Incident Management:

Facilitation and coordination of response to privacy incidents that involve multiple organizations.

Client Privacy Rights Support:

Facilitating and coordinating responses among organizations where a complaint involves more than one organization.

Audit Log Review:

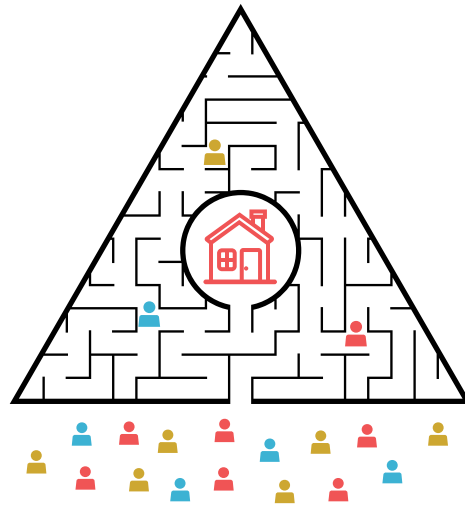
Reviewing audit logs for potential incidents that affect personal Information or hosted services infrastructure; notifying organizations of incidents in the hosted services environment that affect the organizations.

Data Quality:

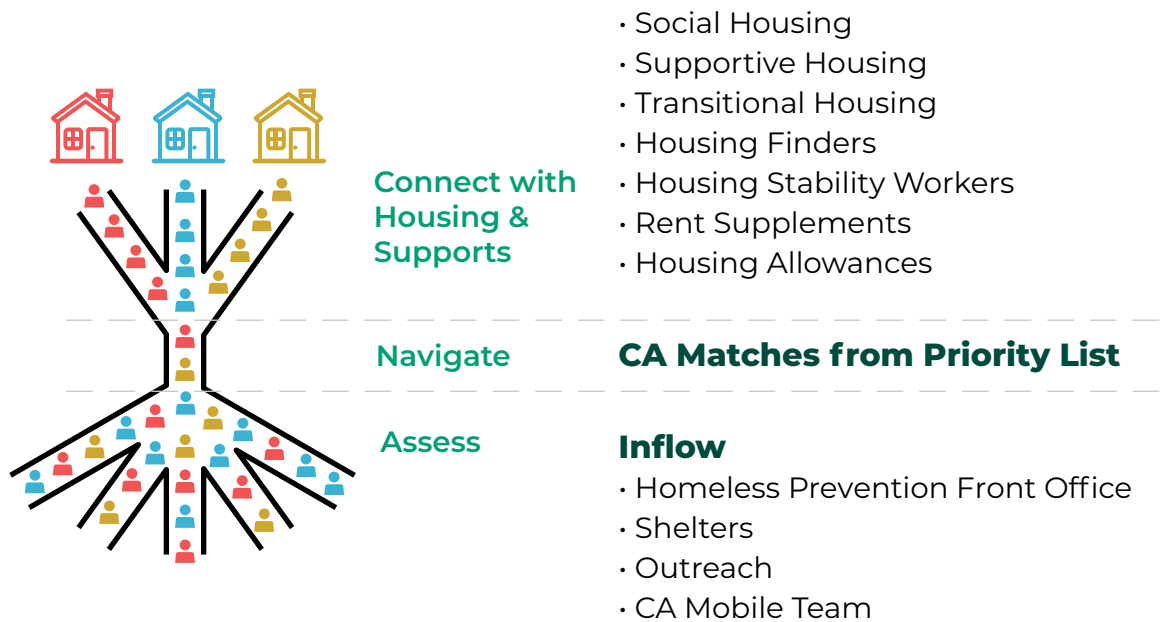
Monitoring data quality issues and errors from organizations upload and informing organizations.

The City of London will make reasonable efforts to establish data security requirements to be maintained by both the City of London and participating organizations, review and assess modification requests and execute modifications subject to available resources, need and compatibility with the HIFIS software.

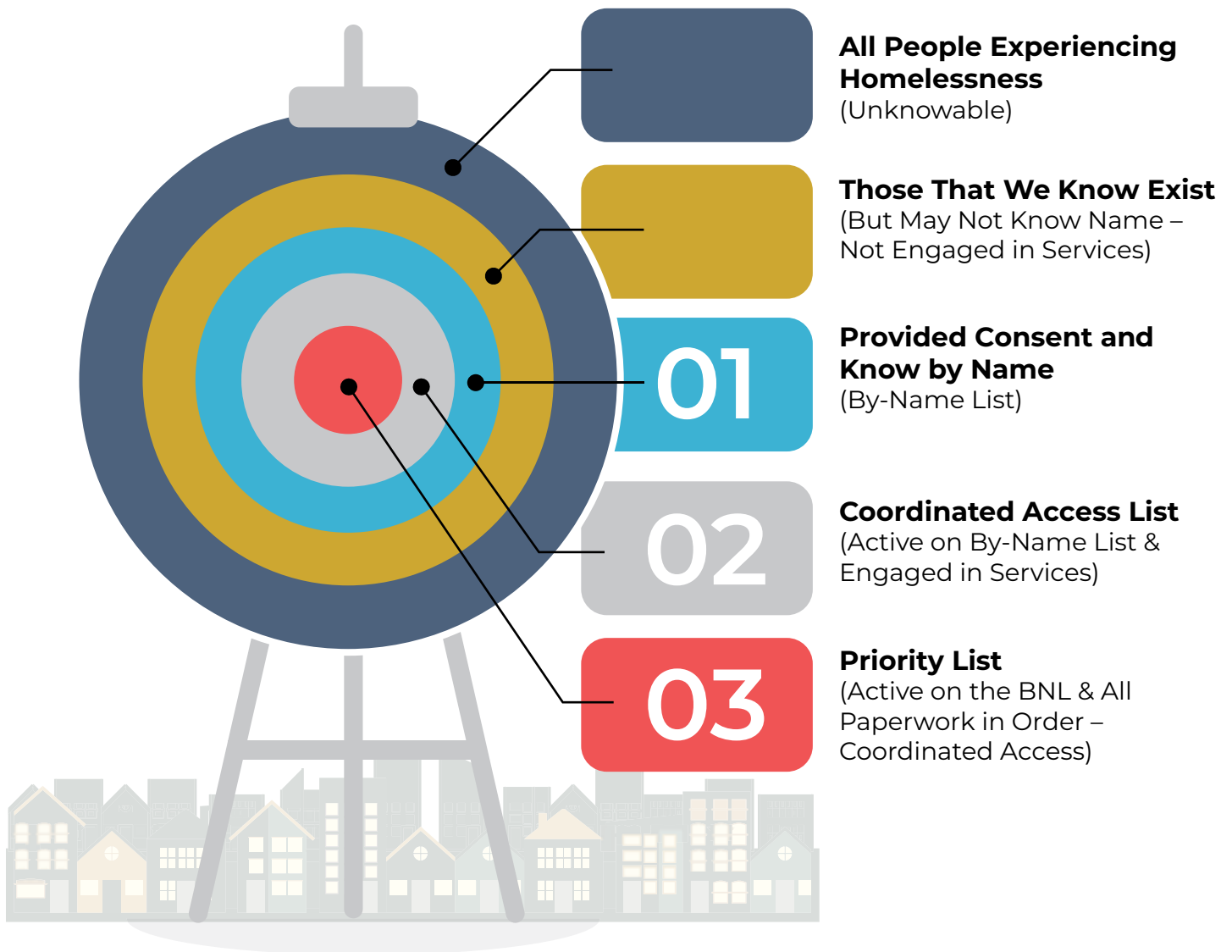
Without Coordinated Access



With Coordinated Access



By-Name List, Coordinated Access & Priority List – What is the Difference?



Eligibility

People are eligible to be added to the City of London By-Name List if they meet the following criteria:

- At least 16 years old
- Experiencing Homelessness - See: Appendix A – Canadian Definition of Homelessness
- Residing in London or Middlesex Region or have a meaningful connection to London and Middlesex
- Consent to participate
- System interaction within the past 60 days

Relevant client information is up-to-date on HIFIS including:

- Vitals Page
- Paper Readiness
- Coordinated Access Intake
- Prevention
- Contact Information
- Completed Diversion Tabs

People are added to the BNL once consent has been obtained and their information is updated on HIFIS. Ideally, the VI-SPDAT is also completed at intake, helping the homelessness support system better understand an individual's housing needs. If clients are missing information at the time the BNL intake, they may still be added to the BNL if they have signed or verbal consent. It is important to note that declining to answer certain questions or not completing the VI-SPDAT may impact an individual's prioritization for supports. Inflow programs should use assertive engagement to ensure that any missing information is updated as quickly as possible. Timely updates must be recorded on HIFIS.





Adding Names to the By-Name List

Inflow programs will identify representatives who have authority to add individuals to the By-Name List. By adding clients to the By-Name List, agencies agree to continue to serve individuals within their organization's mandate.

The following client information is to be added or updated on the HIFIS system:

- Client Vitals Page
- Paper Readiness
- Coordinated Access Intake
- Prevention
- Contact Information
- Completed Diversion Tabs
- Completed Consent Form

If an agency encounters an individual that they are not equipped to serve or assess, they must make a connection to an inflow program where the individual can receive support and be added to the BNL. This connection can be made by assisting the person to locate an agency that meets their immediate needs and book an appointment. Travel arrangements to support prevention and diversion efforts are supported internally by the Centralized Access Team.

Inflow Programs

The London By-Name List is designed to organize community-level responses to homelessness. Individuals experiencing homelessness will be connected to inflow programs where trained staff will use a common assessment tool to determine an individual's depth of need (acuity), collect information used to prioritize for housing and/or support services and then connect them to housing-focused solutions as they become available.

Inflow programs are identified agencies across London who have regular contact with individuals currently experiencing or at risk of homelessness and have been trained to assess individuals' needs.



Emergency Shelters and Resting Spaces

- Centre of Hope - Men's and Women's Emergency Shelter
- Men's Mission Services - Men's Emergency Shelter
- Youth Opportunities Unlimited (YOU) Youth Shelter - Youth Shelter
- Unity Project - Men's and Women's Emergency Shelter
- London Cares - resting spaces

Outreach

- London Cares

Coordinated Access

- City of London

Collection of Information

Everyone who is added to the By-Name List must sign a LHPN Consent Form when possible.

A person may decline to provide consent to be added to the By-Name List. This decision does not prevent access to services. Community partners will continue to assertively engage with the person who declines to provide consent to ensure their access to services and supports.

HIFIS Specialist

Each organization will identify and support their own staff person to assume a HIFIS Specialist role.

The role of the HIFIS Specialist is to:

- Support the organization staff in using the HIFIS application
- Set up new users in HIFIS, set and reset passwords when required and decommission users as required
- Provide troubleshooting support to users and act as first point of contact for all HIFIS support for their organizations
- Be assigned other duties and responsibilities as required by the organization

Data Entry

The required information from an individual who consents to be added to the By-Name List will be entered or updated in the Homeless Individuals and Families Information System (HIFIS). The inflow program is to ensure that client information is updated into HIFIS when appropriate. The inflow program should ensure that the LHPN consent is gathered and uploaded into HIFIS.

Identity Protection

Individuals must sign a LHPN Consent Form before being added to HIFIS. Programs using HIFIS to access an individual's information should do so for the purpose of fulfilling their agency's mandate and/or to support the client.

If a client or agency feels that their information has been accessed inappropriately, the HIFIS Community Coordinator and Housing Stability Services Team can download an audit log at any time and review all activity on a client's profile to ensure proper privacy procedures are being adhered to.

Confidentiality Considerations

All By-Name List client information will be confidential and subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Participating agencies have their own confidentiality practices about data management. Part of the BNL development process is working with agencies to share information professionally and respectfully with mutually agreed upon data sharing agreements.

It is important for the individual to understand that even though efforts will be made to protect their anonymity:

- If they have already provided consent to be added to the BNL, their information may have been seen by agency staff. and
- If the individual provides their information to another agency in the Coordinated Access System without expressing their concerns about privacy, their information may be seen by other agency staff.



Privacy Breach Response Process

Any unauthorized access to, or disclosure of, personal information related to the By-Name Priority List must be reported.

The following steps should be taken in the event of a privacy breach:

- Notify the HIFIS Community Coordinator of the breach, as well as anyone else from the agency who should be involved in addressing the breach, such as a Privacy Officer. The Information and Privacy Commissioner of Ontario may be contacted.
- Retrieve and secure any information that has been disclosed.
- Ensure no copies of the information have been made or retained by an individual who was not authorized to receive it. Retain their contact information in case a follow-up is required.
- Determine if the breach would allow unauthorized access to any other information and take necessary steps such as changing passwords or shutting down the system.
- Notify all affected individuals of the privacy breach at the first reasonable opportunity.
- Improve policies and procedures to ensure that a breach of this kind does not occur again.

The Housing Stability Services Team will designate a Privacy Officer to act as a single point of contact with respect to breaches of personal information and to handle requests for personal information from external parties.

In cooperation with the HIFIS, each organization and the City of London's support services will be maintained for such things as problem-solving issues that arise from time to time. London's Homeless Prevention Network is currently undergoing a full HIFIS review for data collection, information sharing and onboarding of future organizations.

Updating the By-Name List

HIFIS should be updated often with any changes in client's information and status, including permanent housing move ins and/or changes to housing status. Any agency using HIFIS and having contact with an individual on the By-Name List should update their information in a timely manner (within 24 hours of receiving the update.)

This information can include:

- Contact information (Client Details)
- Identification (ID Profile)
- Income (Financial Profile)
- New VI-SPDAT assessment (SPDAT Module)

The By-Name List will only show individuals who are actively experiencing homelessness in the London and Middlesex Region. For an individual to be active on the Region's By-Name List Report in HIFIS, they must meet all of the criteria below:

- The individual has provided explicit consent to be on the LHPN HIFIS Network and has been recorded in HIFIS as 'Explicit Consent.'
- The individual is 'active' on HIFIS. This means they have interacted with a HIFIS using agency in the past 60 days.
- The individual must have a housing status of 'homeless', 'chronically homeless', or 'transitional' (i.e. hospital, jail) in HIFIS.

Individuals who have a status of 'inactive' or 'housed' will not show up on the Region's BNL. When an individual's status changes from 'Actively Homeless' to 'Inactive' or 'Housed', they will automatically be removed from the BNL.



The status definitions are:

Active:

People who are actively homeless in the community, including those who:

- Are newly identified
- Have returned from housing
- Have returned from inactive status

Inactive:

People who are not actively homeless, including those who:

- Have been stably housed
- Moved away from London and Middlesex Region
- Have lost contact
- Are deceased
- Have withdrawn consent

LHPN Consent does not have to be re-signed unless:

- The client had previously withdrawn consent; and/or
- It has been more than 24 months since their last consent was signed.

Tracking People Without a Full Assessment

A person may decline to provide consent for their information to be added to the By-Name List. The decision to decline consent does not prevent access to service. The agency should continue to provide the client support services and actively engage the client to obtain consent for the BNL and complete the assessment.

Removing People from the By-Name List

An individual may withdraw consent to be on the BNL at any time and can make this request through their service provider or through inflow programs. If an individual withdraws consent to be on the BNL, their name will automatically be removed from the BNL. This also applies if the individual becomes deceased. If the individual withdraws their consent to be on the BNL (Explicit Consent), London and Middlesex Region will cease collecting and updating information about the individual. If the individual re-engages with the homelessness support system, a new consent form needs to be completed.

Note: If an individual withdraws HIFIS Consent (Explicit Consent) at any point, they will automatically be removed from the By-Name List. For an individual to be 'active' on the BNL, they will need to consent to being on the BNL and having their information shared on HIFIS.

By-Name List Inactivity Policy

The Inactivity Policy is a critical component to both the maintenance of London's By-Name List and to a robust Coordinated Access system. Without this policy, the Coordinated Access system can experience delays in referral procedures, have difficulty assessing individuals housing needs and lose contact with individuals completely.

To ensure an efficient and up-to-date 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.

Policy

If a household has had no contact with a HIFIS agency, and they have no services or shelter stays in HIFIS for the past 60 days, the household will automatically become inactive on HIFIS and will no longer appear on the BNL.

If a person has been removed from the BNL due to inactivity and they re-engage with a HIFIS service provider, they will automatically be re-added to the By-Name List, provided they still have an active LHPN consent and a housing status of "homeless", "chronically homeless", or "transitional" on HIFIS. An individual can be referred to housing opportunities once they have fully re-engaged with the system, which may include reassessment of their vulnerability.

The VI-SPDAT may not need to be completed again if an individual's score is recorded in HIFIS within the six months or if there have been no major life changes in the person's life.





Common Assessment Tool

The Tool – VI-SPDAT

The Vulnerability Index – Service Prioritization Decision Assistance Tool, or the VI- SPDAT, is a triage tool for people working in the housing and homelessness sector. This tool allows the assessors to identify who should be recommended for each housing and support intervention. This tool moves the discussion from who is eligible for a service intervention to who is in the greatest need of that intervention. Like a triage station in an emergency room, this tool allows the housing and homelessness system to respond efficiently and appropriately to individuals based on need.

Participants can expect the same screening tool regardless of provider, and providers can standardize screening across workers and organizations. The tool allows London's Coordinated Access System to efficiently target resources towards those participants who need them the most. Appropriate interventions are based on acuity scores.

Partners in London's Homelessness Support System participating in London's BNL and Coordinated Access System are trained on how to use VI-SPDAT Version 2.0 for Adults and Families and Youth.

When to Complete the Assessment and Which Tool to Use

Version 2.0 of the Adult, Youth and Families VI-SPDAT are to be conducted by inflow programs.

If an individual or family is at risk of or are currently experiencing homelessness, the VI-SPDAT is to be completed at the time of intake to determine depth of need. This only applies if the VI-SPDAT is out of date by six months or there was a declared change in life circumstance. To efficiently support individuals and families it is recommended that workers allow clients to conduct a self-directed housing search when appropriate by the inflow program. Workers may also use discretion when administering the VI-SPDAT to supplement responses through conversations and observations with the client. This helps ensure that the VI-SPDAT is accurately reflecting a client's circumstance to match them to the most appropriate housing or program opportunity. VI-SPDAT results are found under "Client Management" then by clicking "VI-SPDAT" tab.



All other referral sources must complete the VI-SPDAT with clients when they are added to the By-Name List so that acuity score can be added and used to triage permanent housing and supports.

The appropriate version of the VI-SPDAT is to be used by referral sources based on the individual being assessed, as prescribed by the City of London. The youth VI-SPDAT (TAY-VI-SPDAT) is a tool designed for youth aged 24 and under.

Adults aged 25 are still eligible to be referred to Housing First for Youth, but an adult VI-SPDAT should be conducted in this case. If a youth was assessed using a youth VI-SPDAT but becomes considered an adult before being referred to permanent housing with supports. An adult VI-SPDAT is not required.

Refusal to Participate

Upon entry into London's Coordinated Access System, an individual or family is asked to sign a LHPN consent form that allows partner agencies access to their information for the purpose of housing. An individual's decision to decline signing the LHPN consent form or complete the VI-SPDAT does not prevent their access to service. The worker will continue to actively engage with the individual or family to sign consent and complete the VI-SPDAT.

Scoring the Assessment

After having thanked the client, take the time to score the tool and answer any questions the participant may have about consent, where the information will be stored, and what the scoring means. The score indicates level of acuity. Appropriate Housing Intervention referrals are listed below for each VI-SPDAT score range along with specific examples of local programs.

Please be advised this is not intended to be an exhaustive list of all homelessness programs in London.

Low score (0-3)

Rent Stability Program: Individuals who do not require intensive supports but may still benefit from access to affordable housing, rent supplements, housing listings and community level resources to resolve their own homelessness.

Medium Score (4-7)

Rapid Re-Housing: Individuals with moderate health, mental health and/or behavioural 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 Score (8+)

Housing First Program: Individuals who need permanent housing with ongoing access to wrap around supports and case management to remain stably housed.

Reassessment

VI-SPDAT is to be completed upon intake through inflow programs. After the initial VI-SDPAT has been completed the expectation is that it will be updated every six months as interactions occur and files are being reviewed by inflow programs supporting the individual or family.





Prioritization of Access

The Housing Stability Services Division has identified key indicators that will determine an individual's place on the By-Name Priority List.

Youth

The youth prioritization criteria is used when the housing opportunity comes from a youth-specific housing provider or program.

The top indicators identified for youth in priority order include:

- Indigenous
- Chronic Homelessness*
- Veterans
- Urgent Safety
- New to Homelessness
- Unsheltered
- Tri-morbidity**
- Ageing in and out of care (23 and 24).

Single Adults

The top indicators identified for single adults in priority order include:

1. Indigenous
2. Chronic Homelessness*
3. Veterans
4. Urgent Safety
5. New to Homelessness
6. Unsheltered
7. Chronic Health Condition
8. Tri-morbidity**

*Chronic Homelessness is defined as an individual who is currently homeless and has been homeless for a total of six months or 180 days over the past year.

**Tri-morbidity is the presence of mental health, physical health, & substance use issues.



Families

The top indicators identified for families in priority order include:

1. Indigenous
2. Chronic Homelessness*
3. Veterans
4. Unsheltered
5. Urgent Safety
6. Emergency Services
7. Tri-Morbidity**
8. First time homelessness

*Chronic Homelessness is defined as families who are currently homeless and have been homeless for a total of six months or 180 days over the past year.

**Tri-morbidity is the presence of mental health, physical health, & substance use issues.

Notes

In the event of a tie, the household's date of consent on the By-Name List will be used as a tiebreaker in ascending order.

Priority criteria will be reviewed at least once a year in consultation with the community. It is important to note that factors outside of those listed in the prioritization policy cannot be used.

Please note that this priority criteria was last revised in February of 2021.

Filling of Vacancies

London Homeless Prevention Network Matching to Housing Programs, Units with Support and Winter Response

Draft: June 2, 2020

Updated: November 18, 2021

Purpose: To define matching process for Homeless Prevention Housing Stability Programs (Programs).

Definitions:

Program Eligibility: Housing Programs have defined eligibility criteria which at minimum includes that individuals/families are on the Coordinated Access List and have an [low/medium/high] acuity determined through a VI-SPDAT.

System Priority The Coordinated Access System's Priority List is used to select individuals/families to be matched to programs to support housing stability. The Priority List is generated by HIFIS and sorted based on priority, as defined by the London Homeless Prevention Network.

Programs: Programs assist people to secure housing with supports. Housing programs include the Housing Identification Program, Rent Stability Program, Rapid Rehousing Program and Housing First Program.

Practice

The Program notifies Homeless Prevention when there is capacity in the program for new matches.

Homeless Prevention uses the Coordinated Access List to determine names of individuals/families to match to the Program based on program eligibility and system priority.

Homeless Prevention enters a 'Watch Concern' in the individual's HIFIS file stating "Match to [Program Name] [Program Type] Pending Approval".



Homeless Prevention provides the name(s) to program for approval.

The program confirms approval with Homeless Prevention. Homeless Prevention will then close the Watch Concern in HIFIS and include a note describing the outcome.

Notes include:

- [Program Name] – No contact
- [Program Name] – Confirmed for Intake
- [Program Name] – No capacity for match
- [Program Name] – Not Eligible

The Program adds a Program Participation Goal in the individual's HIFIS file. Once the match to the Housing Program is confirmed, the Housing Program matches individuals/families with supports to secure housing.

- Housing First programs match people to Housing Finders
- Rent Stability and Rapid Rehousing programs match people to the Housing Identification Program
- Units may be available for participants of Programs

Housing Stability Services – Coordinated Access Matching to Units

Draft: November 17, 2021

Purpose

At no particular time shall a person be screened out of the housing services 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 wellness, domestic violence history, resistance to receiving 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

Definitions

Program Eligibility:

Housing Programs have defined eligibility criteria which at minimum includes that individuals/families are on the Coordinated Access List and have a [low/medium/high] acuity determined through a VI-SPDAT.

System Priority:

The Coordinated Access System Priority List is used to select individuals/families to be matched to programs to support housing stability. The Priority List is generated by HIFIS and sorted based on priority, as defined by the London Homeless Prevention Network.

Programs:

Programs assist people to secure housing with supports. Housing programs include the Housing Identification Program, Rent Stability Program, Rapid Rehousing Program and Housing First Program.

Units:

Units are apartments that are available for matching through the Coordinated Access System Priority List.



Practice

All individuals and families matched to units will also be matched to supports through the Housing Stability System. Matches to housing programs are made through the Coordinated Access System Priority List following the Matching to Housing Support Program policy and System Priorities.

Housing Stability Services will complete a chart outlining the matching requirements for each building (Appendix A). This will be the guide for matching to the building. Changes to the guide will be dated and details provided on the Change Tracker (Appendix B)

Matches to units will be approached in the following order:

- Individuals and families who are currently matched to programs through the Coordinated Access Priority List and experiencing homelessness will be considered for units first based on unit eligibility. Programs will work with individuals and families to determine if the unit meets the needs and choice of the household.
- Individuals and families maintain their priority stats without penalty when/even if they reject the available unit. They will be referred to the next available housing support.
- Individuals and families will be newly matched to Housing Support Programs based on program capacity and eligibility for both the program and available units at the location (example: household size).
- Housing Support Programs may include one program providing support for a building or multiple programs providing support for the building.
- Housing Support Programs will determine through the intake process the match to both the Housing Support Program and the unit.
- Refusals of referrals are expected to be rare, however may occur if the Housing Support Program has a history of violence with the client, or if the supports available are appropriate for the individual's or family's level of acuity. Housing Support Programs are to discuss their wish to not accept a referral of a prioritized individual or family with the Manager of Coordinated Access.

- If the participant is not a match for both the Housing Support Program and the unit, they will be returned to the Priority List for future matching.

A list of occupants will be completed using the Occupancy List (Appendix A).

Criteria for Rejecting a Match

- The following criteria are not meant to be exhaustive but rather serve as key examples. Other reasons for rejecting a referral may be considered, in so far as the program rejecting the referral adheres to the processes and principles outlined in this section.

Rejection due to Service Restriction

- Providers may put forward a potential rejection to be considered because the participant being matched has a current service restriction in place barring them, or limiting access to connecting with the housing service agency or housing provider

Rejection due to a History of Violence and/or Abuse with Staff

- A referral may be rejected based on a history of violence toward program staff. However, at no particular time shall a person be screened out of housing services entirely due to perceived barriers related to supports and services, including resistance to receiving services.

Other Considerations

- These grounds are not meant to be exhaustive. Other reasons for rejecting a match may be considered, in consultation with the housing program or provider and the housing stability services team Table members and insuring the rejected match adheres to the processes and principles outlined in this section.

Appeals of Decisions to Reject a Match

- All decisions to reject a match are appealable to the City of London's Housing Stability Services Team by emailing Homelessprevention@london.ca



Appendix A

Unit Matching

Building:

Eligibility Detail:

Housing Support Programs (if specific program):

Unit Size	Rent	Number of Units	Low Acuity	Medium Acuity	Notes
Bachelor					
One bedroom					
Two bedrooms					
Three bedrooms					
Other					

Appendix B

Change Tracking

Building:

Date	Change Details

Appendix C
Change Tracking

Unit #	HIFIS Number	Acuity	Unit Size	Unit Rent	Housing Allowance	Program	Move In Date





Appendix

Appendix A – COH: Definition of Homelessness

Canadian Definition Of Homelessness

Canadian Observatory on Homelessness¹

DEFINITION

Homelessness describes the situation of an individual, family or community without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. It is the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination. Most people do not choose to be homeless, and the experience is generally negative, unpleasant, unhealthy, unsafe, stressful and distressing.

Homelessness describes a range of housing and shelter circumstances, with people being without any shelter at one end, and being insecurely housed at the other. That is, homelessness encompasses a range of physical living situations, organized here in a **typology** that includes 1) **Unsheltered**, or absolutely homeless and living on the streets or in places not intended for human habitation; 2) **Emergency Sheltered**, including those staying in overnight shelters for people who are homeless, as well as shelters for those impacted by family violence; 3) **Provisionally Accommodated**, referring to those whose accommodation is temporary or lacks security of tenure, and finally, 4) **At Risk of Homelessness**, referring to people who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards. It should be noted that for many people homelessness is not a static state but rather a fluid experience, where one's shelter circumstances and options may shift and change quite dramatically and with frequency.



The problem of homelessness and housing exclusion is the outcome of our broken social contract; the failure of society to ensure that adequate systems, funding and supports are in place so that all people, even in crisis situations, have access to housing and the supports they need. The goal of ending homelessness is to ensure housing stability, which means people have a fixed address and housing that is appropriate (affordable, safe, adequately maintained, accessible and suitable in size), and includes required income, services and supports to enhance their well-being and reduce the risk that they will ever become homeless. This means focusing both on prevention and on sustainable exits from homelessness.

In the spirit of the Truth and Reconciliation Commission's Calls to Action, the definition of homelessness recognizes the overrepresentation of Indigenous Peoples (including First Nations, Inuit, and Métis) amongst Canadian homeless populations resulting from colonization and cultural genocide. The Definition of Indigenous Homelessness in Canada highlights the necessity of considering the historical, experiential, and cultural perspectives of Indigenous Peoples, as well as the ongoing experience of colonization and racism as central to understanding and addressing Indigenous homelessness. In addition, numerous populations, such as youth, women, families, people with mental health and/ or addictions issues, people impacted by violence, seniors, veterans, immigrants, refugees, ethno-racial and racialized people, and members of LGBTQ2S communities experience homelessness due to a unique constellation of circumstances and as such the appropriateness of community responses has to take into account such diversity.

1. In 2012, the COH (formerly the Canadian Homelessness Research Network) established a working group with leaders from the areas of research, policy and practice, to develop, refine and test a new definition. The COH Working Group included: Dr. Stephen Gaetz, Director, Canadian Observatory on Homelessness, York University; Carolann Barr, Executive Director, Raising the Roof; Anita Friesen, Senior Policy Advisor, Program Policy and Planning, Family Violence Prevention and Homeless Supports, Alberta Human Services; Bradley Harris, Social Services Consultant, The Salvation Army; Charlie Hill, Executive Director, National Aboriginal Housing Association; Dr. Kathy Kovacs-Burns, Associate Director, Health Sciences Council, University of Alberta; Dr. Bernie Pauly, Associate Professor, School of Nursing, University of Victoria; Bruce Pearce, President, Canadian Housing Renewal Association; Alina Turner, VP Strategy, Calgary Homeless Foundation; Allyson Marsolais, Project Manager, Canadian Observatory on Homelessness. Based on national consultation, the definition was revised in 2017

Sourced from Canadian Observatory on Homelessness -
<https://www.homelesshub.ca/sites/default/files/COHhomelessdefinition.pdf>

Appendix B – Consent Form

London Homeless Prevention Network

Consent to Share Personal & Health Information and Give Permission to Allow the London Homeless Prevention Network to Work Together to Solve Your Homelessness

Who we are

The London Homeless Prevention Network (LHPN) is a group of organizations working together to help individuals and families end their experience of homelessness.

The Network includes:

- Mission Services of London
- London Cares
- The City of London
- Youth Opportunities Unlimited (YOU)
- Atlohsa Family Services
- Impact London
- Anova
- Sanctuary London
- The Salvation Army Centre of Hope
- St. Leonard's Community Services
- Street Level Women at Risk
- Unity Project for the Relief of Homelessness
- CMHA Middlesex
- London Middlesex Community Housing
- Ark Aid Mission
- Regional HIV/AIDS Connection

The organizations of the London Homeless Prevention Network may change from time to time. You can get an updated list of members by contacting any one of the organizations.



The organizations of the LHPN are using a secure and safe shared computer system called HIFIS, which allows each organization of the LHPN to access and share, with the client's permission, personal and health information with each other. The computer system in which your personal and health information is stored is secure.

By sharing information in this way, the Network can provide better services and supports to individuals and families experiencing or at risk of experiencing homelessness. The information also helps to better understand homelessness in the City of London, so that policies and programs can be improved.

What we collect

Organizations of the LHPN may collect personal and health information including name, age, gender identification, income, health status and housing history.

What we do with your information

- Your personal and health information will be shared on the computer system with other organizations of the LHPN to provide appropriate services and supports.
- The LHPN will also use this information for statistical and research purposes. It is important to note that this information will be provided only on a collective and anonymous basis as not to indicate any personal identifying information. Your name will not be shared.
- This collective and anonymous information might also be provided to the City of London, the Government of Canada, and the Province of Ontario to support policy analysis, research, and evaluation of existing policies and programs respecting homelessness.

What we won't do with your information

The personal and health information collected will not be used for any purpose other than providing services to you and to support research and policy work regarding homelessness. The organizations in the LHPN will not release your information without your consent to anyone else except for the purpose set out above and unless there is a legal requirement to do so, or a serious concern about your safety or the safety of others.

The organizations in the LHPN will try to contact you to renew this consent one year from when it is provided.

You can change your mind and withdraw consent to share information to organizations in the LHPN at any time by contacting any organization of the London Homeless Prevention Network. If consent is withdrawn, the information currently in the system will remain in the system; however, no future information will be collected for the shared computer system. A new consent agreement with any one of the organizations of the LHPN can be signed at any time.

Questions, comments and/or concerns can be sent to the Manager, Homeless Prevention at Citi Plaza, 355 Wellington Street, Suite 248, P.O. Box 5045, London ON N6A 4L6 or via email at homelessprevention@london.ca

Date: _____

Place of signing: _____
Agency/Institution/Organization

Regarding the personal and health information of: _____
Participant

Date of birth: _____

I _____ allow my personal and health information
(Name of participant or substitute decision maker)

(or in the case of a substitute decision maker, the name of the individual named above) to be exchanged among organizations in the London HMIS Network for the reasons stated above.

Signed: _____ Print Name: _____

Staff Name / Witnessed by: _____ Print Name: _____

Date: _____

NOTICE OF COLLECTION OF PERSONAL INFORMATION

The personal information collected on this form is collected under the authority of the Housing Services Act, 2011, S.O. 2011, c. 6, Sched. 1 and will be used to assist individuals in acquiring and maintaining housing. Questions about this collection should be addressed to the Manager, Homeless Prevention at 300 Dufferin Ave., London, ON N6A 4L9. Tel: 519-661-2489 x.5032, email: ccooper@london.ca.





London
CANADA