



Peterborough Homelessness Coordinated Access System

Process Guide
April 2019


peterborough
Social Services

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Acknowledgements

The Peterborough Coordinated Access System Guide would not be possible without the support and generosity of many communities who are one step ahead in terms of investment, process and practice to end homelessness. Reflections of their hard work are seen throughout this Process Guide. Many thanks to the City of Kawartha Lakes, City of Hamilton, Guelph- Wellington Township, Waterloo Region, the Canadian Alliance to End Homelessness and OrgCode Consulting for their willingness to share their documents and immense expertise. These communities are leading the charge to end homelessness in Canada.

Introduction

The purpose of the Peterborough Homelessness Services Coordinated Access Process Guide is to direct the process of providing coordinated access to community resources dedicated to homelessness. The guide will be updated on an ongoing basis as the community grows in its work to end homelessness.

Goals of this Guide:

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

The Peterborough Coordinated Access System is designed to organize community level responses to homelessness. Individuals and families who are experiencing homelessness or a housing crisis will be connected to Community Entry Points where trained workers will use a common assessment tool to evaluate the individual or family's depth of need (acuity), collect information used to prioritize them for housing and/or support services, and then connect them to housing focused interventions as they become available.

Guiding Principles

In 2017, the Peterborough Coordinated Access Working Group was formed to develop a formal framework for homelessness response. This committee developed this framework from the following principles:

- Homelessness Response is about resolving not just managing homelessness
- People have the capacity to resolve their own homelessness and sustain their own housing, and services and supports will be provided from a client centred framework and developed in consultation with those with lived expertise
- The Coordinated Access System is committed to minimizing the number of households and individuals who are discharged into homelessness including those who are leaving hospitals, treatment centres, group homes or the criminal justice system
- The Coordinated Access System is committed to minimizing the number of households and individuals who are exited back to homelessness from housing, only to have to be re-screened, and re-prioritized, and wait again for supportive housing
- An individual's or family's depth of need will guide support and housing interventions
- Any individual or family experiencing housing loss or homelessness should have equitable access to service and support
- Equitable access includes recognizing that any youth experience of homelessness is significant, and should be prevented or rapidly resolved whenever possible
- Equitable access includes recognizing that Indigenous homelessness is more than a lack of a physical shelter and support responses, and any responses to indigenous homelessness, while municipally supported, should be informed and led by indigenous stakeholders
- Validated research and local data, where available, will direct decisions, housing intervention strategies and investments
- Community Partners in the Coordinated Access System are committed to providing high quality, consistent and low-barrier services to those experiencing homelessness

System Standards

Service Agencies interacting with individuals and families experiencing homelessness agree to participate in the Peterborough Coordinated Access System and to meet the following standards:

- To treat all clients with respect and dignity
- To make every effort to assist clients to be diverted from shelters where possible
- To collaborate in addressing process issues for the purpose of evaluating service efficiency and effectiveness
- To comply with any and all applicable laws and regulations concerning the confidentiality of client records, storage of client files or communications in addition to the terms of this agreement
- To ensure privacy, confidentiality and integrity of client, employee and administrative data on automated systems and install antivirus protection and a firewall
- To participate in various training sessions to ensure housing focused services and work to align shelter and program practices with the Coordinated Access System

Background

In March of 2018 the community learned that there were at least 259 people identified as experiencing homelessness in the City and County of Peterborough during the Point-in-Time Count and Registry Week. This reinforced the importance of developing an effective homelessness response. Coordinated Access Systems are a proven practice that will complement the efforts already underway.

In the last few years great strides have been made to address homelessness and housing instability in the City and County of Peterborough. These efforts include (but are not limited to): adoption of a Housing First Philosophy, creation of the 10-year Housing and Homelessness Plan, the Biennial Homelessness Count, the 20,000 Homes Campaign and Built for Zero Canada.

Housing First

Housing First is a philosophy that guides our service system that states that housing is a basic right for all humans. We believe the first step towards housing stability is finding and securing housing, and that access to housing is not contingent on readiness or compliance. Housing First programs provide supports from a variety of agencies to help people keep their housing.

The Peterborough 10-year Housing and Homelessness Plan (HHP)

The plan was released in February 2014 and lays out a vision to ‘eliminate long-term homelessness and ensure quality housing that all residents can afford’ (see [appendix](#) to link to the plan). The Peterborough HHP includes several goals specifically related to homelessness that demand a shift in service delivery away from emergency response to focus on collaborative supports to prevent homelessness, address chronic homelessness, and promote success in housing across the City and County.

The Biennial Homelessness Count

The first Point-In-Time Count took place in 2016. In March of 2018, Peterborough hosted its first joint Point-In-Time Count and Registry Week. This initiative provided a snapshot of homelessness in Peterborough City and County and offered decision makers a chance to reflect and understand the supports needed to assist those in need. See the iCountPTBO infographic on the following page and [appendix](#) for a link to the full report titled ‘A Roof Over My Head’.

Homelessness Counts (sometimes referred to as Homelessness Enumeration) has become mandatory for Municipal Service Managers and will be required every two years.



at least **259** People identified were experiencing homelessness in Peterborough.

142

Absolute Homelessness

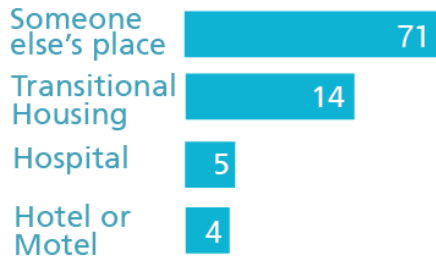
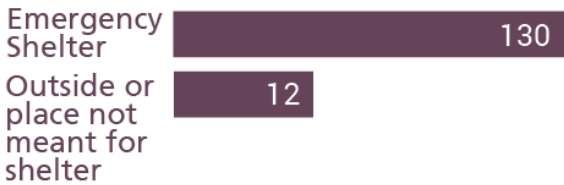
94

Provisionally Accommodated

23

Unknown Arrangement

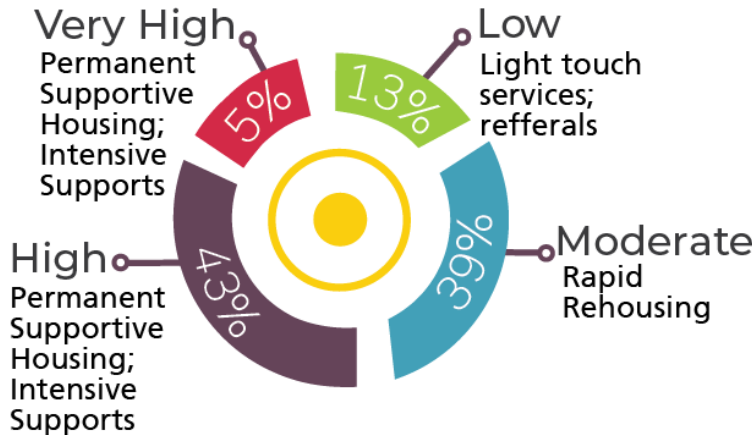
Sleeping Arrangements



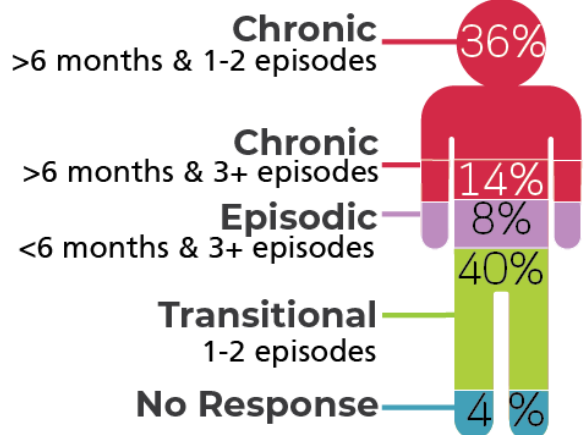
TOP 3 REASONS FOR HOMELESSNESS



Acuity



History Of Homelessness



Top Barriers to Finding Housing





Quick Facts

- Have a source of income > 94%
- Have employment income > 9%
- Attended post secondary school > 22%
- Have been involved in the child welfare system > 30%

Youth at RISK

58%

of those surveyed experienced homelessness before the age of 25



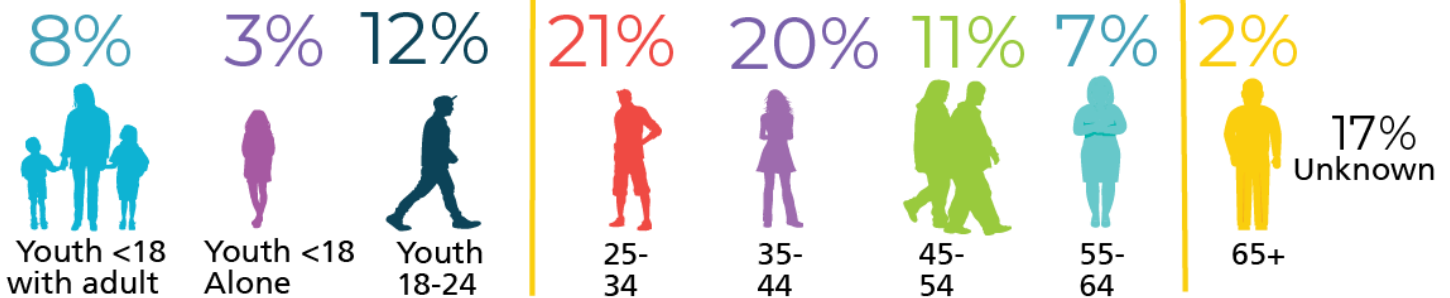
Identified as Indigenous or Indigenous Ancestry



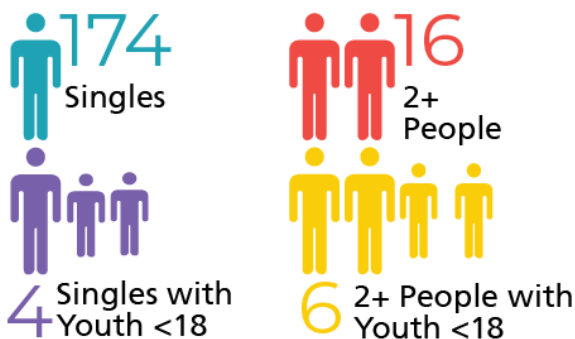
9

People Surveyed are Veterans

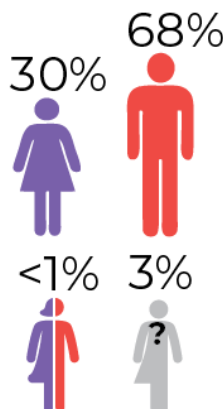
Age of People Identified as Homeless



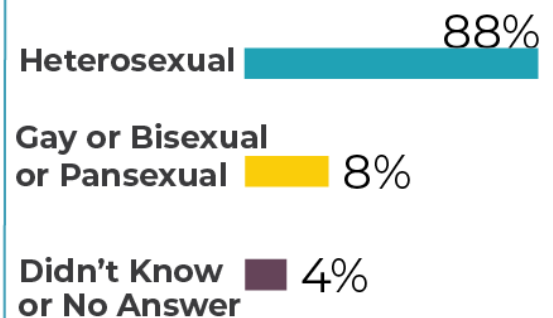
Household Type



Gender



Sexual Orientation



Between March 20-23, 2018

Respondents

364 People Approached



200 Surveys Completed



Volunteer Info

80+ Volunteers



400+ Volunteer Hours



Survey Locations



17 City



11 County



9 Street Routes



Homelessness Individual and Family Information System (HIFIS)

In 2017 the City of Peterborough Social Services, in collaboration with local shelter providers implemented HIFIS. This implementation moved forward with the goal of improving communication between service providers enabling them to provide better collaborative service to clients. The data entered in to HIFIS will also provide the opportunity to learn more about shelter users in the City and County of Peterborough.

HIFIS is a secure, shared database used by Social Services, emergency shelters and the Warming Room to manage all information about individuals and families who are experiencing homelessness in Peterborough. The database is administered and maintained by Social Services' Homelessness System Data Administrator (see the [appendix](#)), and will serve as the database for the By-Name Priority List.

Built for Zero Canada

Built for Zero Canada is an ambitious national change effort helping a core group of leading communities end 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.

In Peterborough, Built for Zero will drive our work towards our ultimate goal of ending chronic homelessness by 2025, leaving no one behind. Built for Zero Peterborough will be a transformative community change effort shifting how we:

- Act on homelessness,
- Provide services, and
- Coordinate access to meet our community's needs.

For more information visit www.bfzcanada.ca

20,000 Homes Campaign

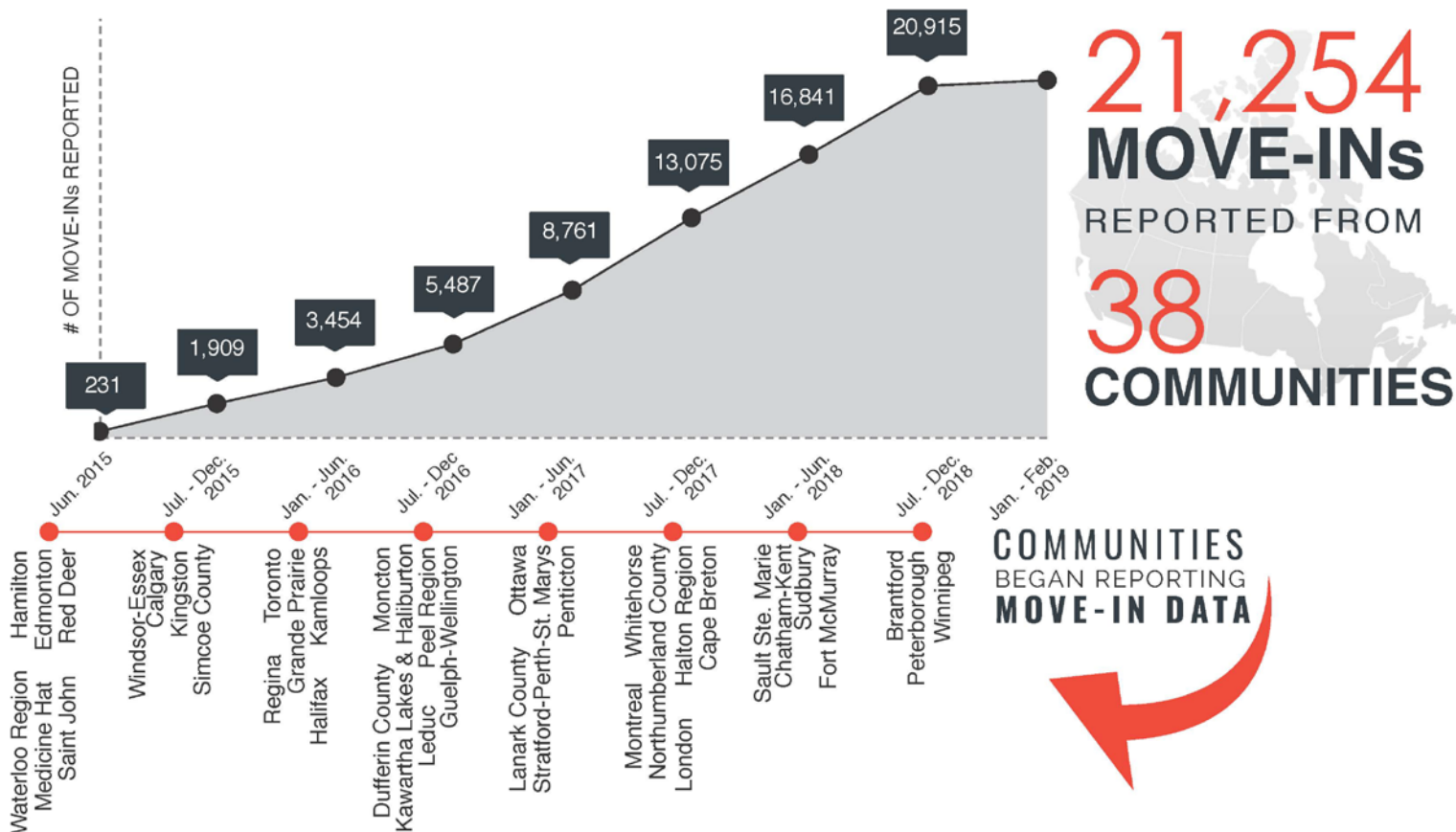
Before it became Built for Zero Canada, the campaign was called 20,000 Homes: national effort to house 20,000 of Canada's most vulnerable homeless people by July 1st 2020. The campaign was powered by the Canadian Alliance to End Homelessness which brought together communities from across the county to help meet the goal of ending chronic homelessness.

In 2018 Peterborough joined the campaign and created a leadership table to begin the work of implementing a Coordinated Access System to address homelessness in Peterborough City and County. The campaign ended when it met and exceeded its goal in March 2019 and announced that it would be transitioning to Built for Zero Canada. See page the following page for the 20,000 Homes Final Move In Report summarizing its success in Canada.



20,000 HOMES FINAL MOVE-IN REPORT

Built for Zero Canada (BFZ-C) is an ambitious national change effort helping a core group of leading communities end chronic homelessness – a first step on the path to eliminating all homelessness in Canada. BFZ-C is building on the success of the 20,000 Homes Campaign after participating communities exceeded their goal by housing 21,254 people between June 2015 and February 2019.



TOTAL MOVE-INS INCLUDES THE NUMBER OF INDIVIDUALS EXPERIENCING CHRONIC, EPISODIC, AND/OR HIGH ACUITY HOMELESSNESS THAT MOVED INTO LONG-TERM HOUSING. SOME COMMUNITIES WERE ABLE TO PROVIDE A BREAKDOWN OF THEIR TOTAL MOVE-INS:

9,751

CHRONIC MOVE-INS

Chronic homelessness - those experiencing homelessness for 6 months or more in the past year.

3,980

EPISODIC MOVE-INS

Episodic homelessness - those who have experienced 3 or more episodes of homelessness in the past year.

8,289

HIGH ACUITY MOVE-INS

High Acuity - based on individuals score on the common assessment, indicating a high level of vulnerability.

SOME COMMUNITIES WERE ALSO ABLE TO REPORT MOVE-IN DATA ON SPECIFIC SUB-POPULATIONS. WHILE THIS DATA IS LIMITED, IT DOES PROVIDE DEEPER INSIGHTS INTO THE OVERALL MOVE-IN DATA.

245

VETERANS

1,609

UNACCOMPANIED YOUTH

4,543

INDIGENOUS / INDIGENOUS ANCESTRY

Definitions

Canadian Definition of Homelessness

Peterborough has adopted the Canadian definition of homelessness and indigenous homelessness. These definitions help clarify what situations fall into the scope of 'homelessness'.

In summary, the Canadian Definition of Homelessness includes people who are:

Unsheltered

- Living outside (sidewalks, parks, forests, etc.)
- Living in places not intended for permanent human habitation (cars, garages, out buildings, shacks, tents, etc.)

Emergency Sheltered

- Emergency overnight shelters for people who are homeless
- Shelters for individuals/families affected by family violence
- Shelters for people affected by a natural disaster (fire, flood, etc.)

Provisionally Accommodated

- Interim housing for people who are homeless
- Temporary living with other people (couch surfing, staying with family, etc.)
- Short-term rental accommodation without security of tenancy
- People in institutional care with no guarantee of permanent housing upon release (hospital, corrections facilities, treatment facilities, etc.)
- Reception centers for recently arrived immigrants and refugees

For the complete typology of homelessness as defined by the Canadian Observatory on Homelessness, see the [appendix](#).

Canadian Definition of Indigenous Homelessness

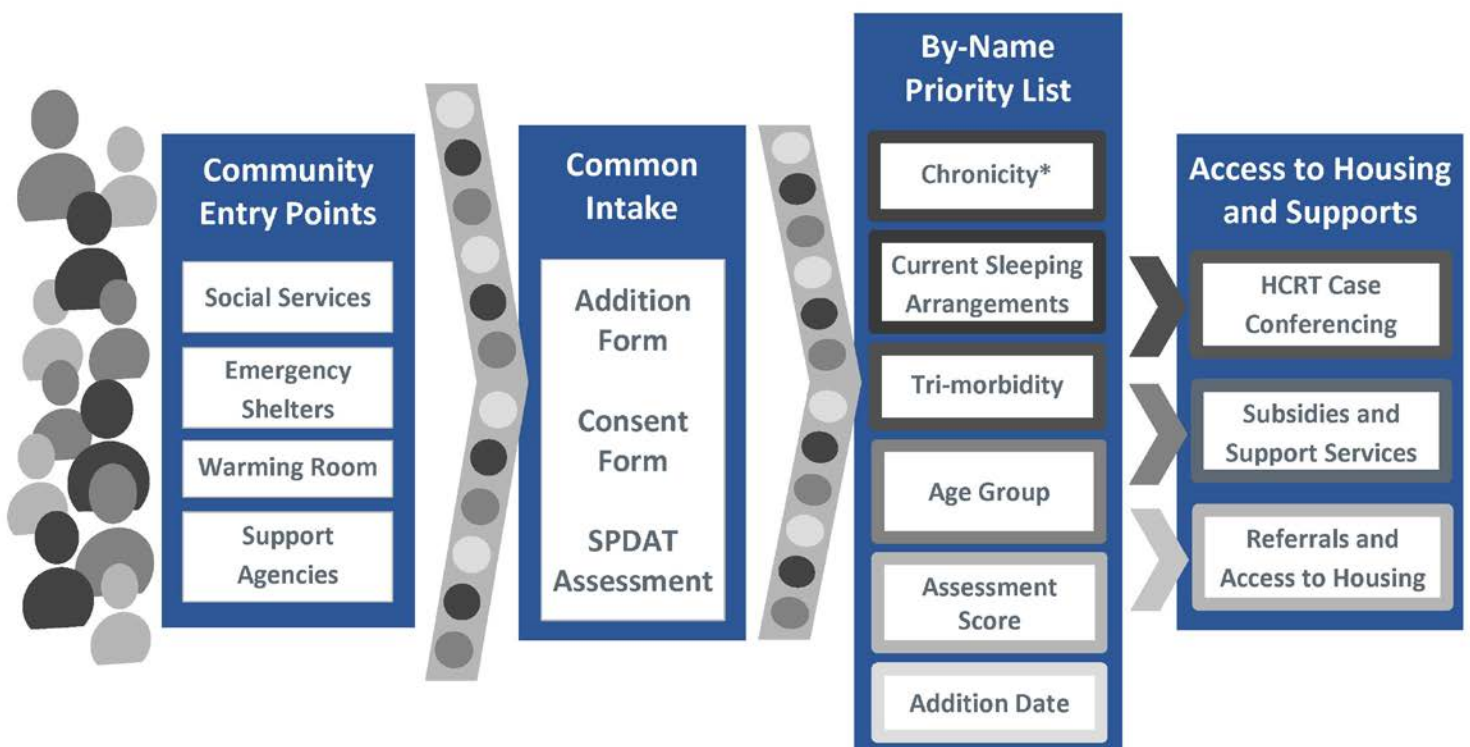
In 2017, The Canadian Observatory on Homelessness, together with elders, indigenous leaders and scholar Jesse Thistle PhD, published the *Indigenous Definition of Homelessness in Canada*. This definition of homelessness acknowledges the typologies of homelessness outlined in the Canadian Definition of Homelessness, but also acknowledges that 'unlike the common colonialist definition of homelessness, Indigenous homelessness is not defined as lacking a structure of habitation; rather, it is more fully described through a composite lens of Indigenous worldviews. These include: individuals, families and communities isolated from their relationships to land, water, place, family, kin, each other, animals, cultures, languages and identities. For the complete definition of Indigenous Homelessness see the [appendix](#).

Coordinated Access System Overview

Coordinated Access is an emerging methodology that helps communities to organize their response to homelessness, and improve outcomes with intentional housing and supports allocation.

In short, Coordinated Access includes the following components (see corresponding Sections for more details):

- [Community Entry Points](#) – agencies that have regular contact with people who are experiencing homelessness or housing instability. Community Entry Points are trained assessors, and will add individuals and families to the By-Name Priority List and support them in resolving their homelessness and finding and securing housing.
- [Common Intake](#) – use of the same consent form, addition form and assessment tool will ensure that processes are the same across the system.
- [By-Name Priority List](#) – a real-time, up-to-date list of all people known to be experiencing homelessness. Contains demographics, personal history and information about housing need.
- [Access to Housing and Supports](#) – agencies have dedicated specific housing and support programs to service individuals and families who are connected to the Coordinated Access System. Vacancies will be filled using the By-Name Priority List based on level of need and locally defined priorities.



*Individuals under the age of 25 are grouped with those who are chronically homeless, even if they do not meet the definition of chronically homeless due to their age

**Individuals under the age of 25 and over the age of 64 are prioritized above other individuals with the same priority level

What is the Peterborough City and County Homelessness Coordinated Access System?

A Coordinated Access System is a community wide strategy to help prevent homelessness and to match individuals and families experiencing homelessness to housing and support resources. Using a Housing First approach, participating agencies in Peterborough work together to assess people's housing related needs, and connect them to available supports to find and keep housing.

"Housing First is a program model, a systems approach, and a philosophy that recognizes housing as a basic human right and focuses on helping people experiencing homelessness obtain housing stability."

Serving People Who Are At-Risk of, or Experiencing Homelessness



This includes individuals and families who are:

1. Unsheltered (sleeping outside)
2. Emergency Sheltered
3. Temporarily Sheltered (couch surfing)
4. At-risk of homelessness

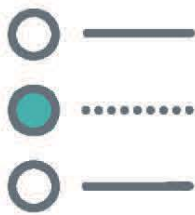
Community Entry Points and Common Assessment



Agencies trained to identify and assess people who are homeless or at risk of becoming homeless, and working with them to:

1. Prevent homelessness
2. Divert from emergency shelter when possible
3. Assess needs and make connections to landlords, supports and available housing

Peterborough By Name Priority List (BNPL)



Once assessed, people are added to the Peterborough By-Name Priority List, a real-time, up to date list of all people experiencing homelessness in Peterborough. The BNPL helps community partners know every person experiencing homelessness by name, understand what their unique needs are, and then prioritize them for the most appropriate and available housing intervention.

Matching to Available Resources



Peterborough's BNPL matches dedicated support and housing resources, as they become available, prioritized to meet an individual or family's depth of need. These resources can include affordable, supportive, or transitional housing, rent supplements, support workers and more.

This print resource was adapted from the Wellington-Guelph Coordinated Entry Working Group.

Community Entry Points

Community Entry Points are identified agency locations in Peterborough who have regular contact with people who are at risk of or who are experiencing homelessness and have been trained to assess individuals and families' needs.

It's important to remember that individuals and families do not have to be added to the By-Name Priority List by a Community Entry Point. Any agency in the City or County of Peterborough can add an individual or family to the By-Name Priority List by completing the intake process. By adding them to the list, that agency must agree to keep contact with them and continue to serve them within their agency's mandate.

If an agency encounters individuals or families that they are not equipped to serve or assess, they must make a connection to a Community Entry Point for intake. This connection can be made by assisting the individual or family in locating a more appropriate agency, booking an appointment or making travel arrangements. See [appendix](#) for list of Community Entry Points.

Common Intake

Individuals or families that a) meet the definition of homelessness, (b) have been experiencing homelessness for 14+ days and (c) who reside in/have a meaningful or historic connection to the City and County of Peterborough should be connected with the Coordinated Access System and added to the By-Name Priority List.

There are 4 parts to Coordinated Access Intake: Consent, Collection of Information, Assessment and data entry.

Consent

Everyone who is connected with the Coordinated Access System and added to the By-Name Priority List must sign a Housing & Homelessness Service System Consent Form.

An individual or family may refuse to provide consent to be a part of the Coordinated Access System and added to the By-Name Priority List. The decision to decline consent does not prevent access to services. Community partners will continue to assertively engage with the person(s) who refuse to provide consent to ensure their access to services and supports.

Collection of Information

In order to properly assess an individual or family's need a certain amount of personal information is needed. This information will be collected using the most appropriate By-Name Priority List Addition Form.

For more information on the data collected and a link to the forms, see the [appendix](#).

Assessment

Youth serving agencies in the Coordinated Access System will use the YAP to assess youth under the age of 25 at the point of intake (see [appendix](#) for link to the tool). If the youth is still experiencing homelessness after 14 days service agencies will complete a VI-SPDAT or a Full SPDAT. All other agencies will use the VI-SPDAT to assess individuals who have been experiencing homelessness for 14 days or more.

The Vulnerability Index Service Prioritization Decision Assistance Tool, or the VI-SPDAT, is a triage or screening tool used by people working in the housing and homelessness sector. It allows assessors to identify who should be recommended for which housing and support resource and determine who is in greatest need of that intervention.

The VI-SPDAT (see [appendix](#)) is a short, self-reporting screening tool that measures an individual's health and social needs quickly, to help identify the best type of support and housing intervention needed based on their score:

- **Low score (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 resolve their own homelessness.
- **Medium Score (4-7)** – Rapid Re-Housing: Individuals or families with moderate health, mental health and/or behavioral 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 Score (8-13)** – Permanent Supportive Housing: Individuals or families who need permanent housing with ongoing access to services and case management to remain stably housed.
- **Very High Score (14+)** – Permanent Supportive Housing: Individuals or families who need permanent housing with ongoing access to services and supports (possibly 24/7) and case management to remain stably housed.

The SPDAT suite of tools includes specialized triage and full assessment tools for single adults, families and youth. In some circumstances, when a VI-SPDAT does not produce an accurate measurement of the depth of need, the full SPDAT will be used to determine acuity. Refer to the score comparison chart in the [appendix](#) to understand how VI-SPDAT versions and Full SPDAT versions are compared to ensure accurate translation of acuity for prioritization purposes. Community training on effective use of the SPDAT tools will be ongoing to ensure universal understanding and practice of screening and assessment.

Data Entry

All of the data collected from an individual or family will be entered into the Homeless Individuals and Families Information System (HIFIS) which automatically adds them to the By-Name Priority List. Community Entry Points that have access to HIFIS will perform this data entry in-house within 12 hours of collection and keep paper copies on file for their records.

Agencies that do not have access to HIFIS must forward the paperwork to the By-Name Priority List Coordinator by fax or in-person (see [appendix](#) for contact information).

When faxing personal information, reduce the risk of a privacy breach with the following tips:

- Always include a cover sheet that lists the sender, receiver and says 'CONFIDENTIAL'
- Be 100% sure that the receiver's number is accurate and has been entered into the fax machine correctly
- Contact the recipient to ensure that they have received it
- If you are able to use a more secure method of delivery (i.e. hand deliver) then do it
- Ensure that the receiver is prepared to receive the confidential document – don't send personal information to someone new without speaking to them first

If personal information is sent to someone who was not meant to receive it, it constitutes a privacy breach. In the event of a privacy breach, the agency that breached privacy is responsible for executing the privacy breach protocol in the [appendix](#).

By-Name Priority List

A By-Name Priority List is a real-time, up-to-date list of all people known to be experiencing homelessness in our Community. The list will contain key information about individuals and families experiencing homelessness that will help local agencies connect them to appropriate services. This information includes: demographics, current state of housing, housing history, personal history and housing needs. The By-Name Priority List is generated using data that is pulled from HIFIS and is updated daily by homelessness serving agencies in Peterborough.

By developing and maintaining a high-functioning By-Name Priority List we will:

- have actionable household data
- understand system in-flow and out-flow
- provide prioritized access to services
- evaluate system performance
- advocate for policy and resource changes
- monitor progress toward ending chronic homelessness

The By-Name Priority List will be managed by a Coordinator who will:

- Perform data entry for agencies who do not have access to HIFIS
- Monitor for data quality
- Facilitate frequent updates by following up with agencies
- Advise the filling of vacancies in dedicated housing and support programs
- Ensure adherence to privacy legislation
- Process requests for information

Adding to the By-Name Priority List

Any agency can add an individual or family to the By-Name Priority List by completing the intake process and sending the information to the By-Name Priority List Coordinator by fax or by hand delivery (see [appendix](#) for contact info). By adding them to the list, that agency must agree to keep contact with them and continue to serve them within their mandate.

If an agency encounters individuals or families that they are not equipped to serve or assess, they must make a connection to a Community Entry Point for intake. This connection can be made by assisting the individual or family in locating a more appropriate agency, booking an appointment or making travel arrangements. See [appendix](#) for list of Community Entry Points.

Updating the By-Name Priority List

It is the responsibility of agency that added the individual to the By-Name-Priority List to maintain contact with the individual and continue to provide service to them in accordance with their agencies mandate. If the primary agency or contact changes, the Coordinator must be notified.

The By-Name Priority List must be updated every month (minimum) with the individual or family's current state of housing. This includes permanent housing move-ins.

If new information is available, it should also be included such as:

- Contact information (cell phone, email)
- Lead Case Worker/Agency Contact
- Financial Information (employment, assistance)
- New assessments (in the event of significant life changes)

For those agencies who do not have access to HIFIS updates can be provided to the Coordinator by phone, email, fax or in person (see [appendix](#) for update form).

If sending updates by email, **do not** include the individuals name and birthday. Use the person(s) HIFIS **clientID**. If you do not know their **clientID** contact the Coordinator by phone.

When faxing personal information, reduce the risk of a privacy breach with the following tips:

- Always include a cover sheet that lists the sender, receiver and says 'CONFIDENTIAL'
- Be 100% sure that the receiver's number is accurate and has been entered into the fax machine correctly
- Contact the recipient to ensure that they have received it
- If you are able to use a more secure method of delivery (i.e. hand deliver) then do it
- Ensure that the receiver is prepared to receive the confidential document – don't send personal information to someone new without speaking to them first

If personal information is sent to someone who was not meant to receive it, it constitutes a privacy breach. In the event of a privacy breach refer to the privacy breach protocol in the [appendix](#).

All persons on the By-Name Priority List will be given a status that is dependent on the updates that are provided by agencies.

The status definitions are as follows:

- **Active** indicates individuals who are actively homeless in the community, including those who:
 - are newly identified
 - have returned from housing
 - have returned from inactive status
- **Inactive** indicates individuals who are not actively homeless, including those who:
 - have been stably housed (90+ days)
 - moved away from the community
 - have lost contact (90+ days)
 - are deceased
 - have withdrawn consent

Note that consent does not have to be re-signed regardless of an individual's status on the list unless:

- they had previously withdrawn consent
- it has been more than 12 months since their last consent was signed

Contact the Coordinator if you are not sure if a client has active consent.

Removing Names from the By-Name Priority List

An individual or family may request to have their name(s) removed from the By-Name Priority List at any time. They may do so by making a request through their service provider who will in turn contact the Coordinator. They also have the option to contact the Coordinator directly as listed on the consent form.

Unless requested, names will only be removed from the list when their status becomes **Inactive**.

Access to Housing and Supports

The Coordinated Access System is dependent on dedicated housing and support resources to serve individuals and families experiencing homelessness. The Peterborough Coordinated Access System will work on building relationships with community partners to ensure that there are resources equipped to serve people experiencing all degrees of homelessness.

The resources dedicated to the system will include (but are not limited to):

- Housing Now program supports
- mental health and addiction supportive housing
- rent supplements (both connected to support services and not connected)
- permanent supportive housing solutions
- case management services

Each of the resources has a set of eligibility criteria. Those eligibility criteria will help ensure that individuals and families are only matched to resources that will best support them in resolving their homelessness.

Prioritization of Access

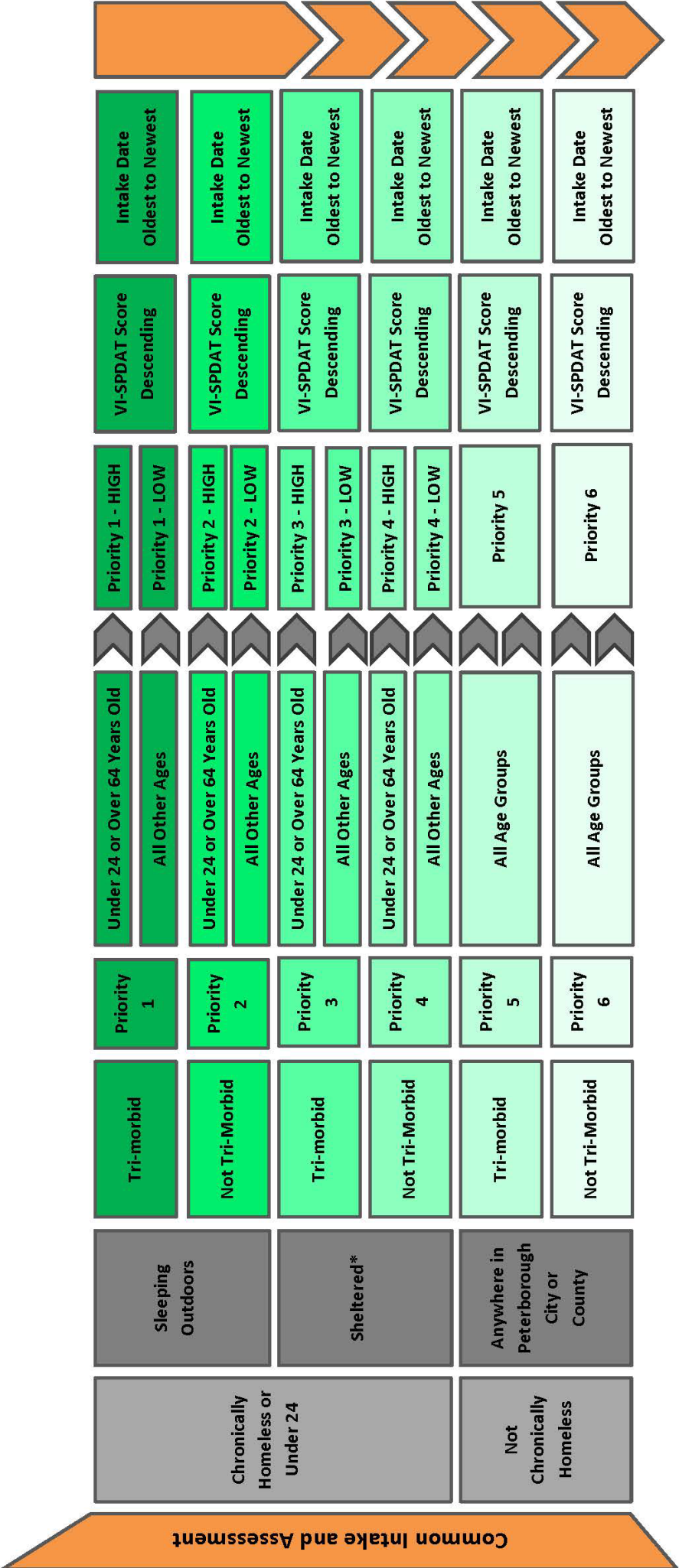
The Housing & Homelessness Service System has identified key indicators that will help determine an individual’s place on the By-Name Priority List: chronicity, current sleeping arrangements, trimorbidity, age group, VI-SPDAT score, and intake date.

Using these indicators individuals and families experiencing homelessness will be sorted into 6 priorities that will determine the order of the List. Youth under 25 will be included with those who are chronically homeless regardless of how long they have been homeless.

Priority Level	Chronicity	Current Sleeping Arrangements	Trimorbid	Age	VI-SPDAT Score	Intake Date
1 HIGH	Chronically Homeless	Sleeping Outdoors	Yes	16-24 or 65+	Descending	Descending
1 LOW	Chronically Homeless	Sleeping Outdoors	Yes	All other age groups	Descending	Descending
2 HIGH	Chronically Homeless	Sleeping Outdoors	No	16-24 or 65+	Descending	Descending
2 LOW	Chronically Homeless	Sleeping Outdoors	No	All other age groups	Descending	Descending
3 HIGH	Chronically Homeless	Sheltered*	Yes	16-24 or 65+	Descending	Descending
3 LOW	Chronically Homeless	Sheltered	Yes	All other age groups	Descending	Descending
4 HIGH	Chronically Homeless	Sheltered	No	16-24 or 65+	Descending	Descending
4 LOW	Chronically Homeless	Sheltered	No	All other age groups	Descending	Descending
5	Not Chronically Homeless	Any Homelessness	Yes	All age groups	Descending	Descending
6	Not Chronically Homeless	Any Homelessness	No	All age groups	Descending	Descending

*Note – Sheltered refers to individuals who are emergency sheltered or provisionally accommodated.

**Note – Chronic Homelessness is defined as an individual or family who is currently homeless and has been homeless for a cumulative 180 days in the past 12 months.



Filling of Vacancies

When a dedicated housing or support resource becomes available the following steps are taken to inform a client that a housing opportunity is available to them:

1. The By-Name Priority List Coordinator will filter the By-Name Priority List to only include those who are eligible for the available resource
2. Four (4) names will be taken from top of the List, which is ordered in accordance with the prioritization chart
3. The names will be forwarded to the housing and/or support provider
4. The support and/or housing destination staff will select an individual or family from the list of four provided
5. The housing and/or support destination staff will connect with the individual or family and offer the available housing and/or support services
6. If the individual or family accepts the offer of housing and/or supports, appropriate steps will be taken to update and complete a care plan, complete a referral agreement with the landlord where appropriate, and connect the individual or family to other services (i.e. trustee, health, food)
7. Should the individual or family not accept the offered housing or supports, they will remain on the List without penalty and the organization will select another individual or family from the original list of four to offer the housing and/or supports

The maximum amount of time the system searches for someone before reporting back is 14 days. Housing and support service providers should make every effort to locate the individual or family to connect them to the available housing and/or supports including consultation and collaboration with other community partners.

If the 14 day mark has been reached and the housing and/or support destination agency has still not successfully housed the individual, they will go on to the next individual from the list of four, and contact the By-Name Priority List Coordinator to provide the update. The Coordinator will update the list accordingly and the appropriate agencies will seek to engage with the individual if and when they reengage with the system. If the system loses contact with a client for 90 days, whether they have moved away, or disengaged, they will be moved to an “inactive” status on the List.

If needed see the Dispute Resolution Process in [appendix](#) if disagreements arise between service providers during this process.

The Coordinated Access System operates under the principal that both households and landlords have a choice when vacancies are filled. In the event that there is only 1 household provided by the By-Name Priority List Coordinator to fill the vacancy, the service provider/landlord that dedicated the resource must choose that household or provide a statement in writing to the Homelessness Program Manager at Social Services explaining why they were not chosen.

Rent Supplements

Rent supplements will be issued on a case-by-case by-request basis. If a service provider has a client that needs a rent supplement to secure or maintain housing, the following will take place:

1. The service provider contacts the By-Name Priority List Coordinator describing the client's situation
2. The Coordinator determines if there is an appropriate rent supplement available
3. The Coordinator makes any necessary connections/referrals to issue the rent supplement if the client is eligible

Case Conferencing and Collaboration

The Homelessness Coordinated Response Team (HCRT) is a bi-weekly case conference meeting set between system stakeholders to review and case-plan for individuals and families with high acuity (score 8+ on the VI-SPDAT). At HCRT agency representatives work together to share information, expertise and case planning for those experiencing homelessness and who are assessed as having many complex needs.

It is important to understand that HCRT is not a referral destination. It does not have dedicated housing or supports – that is the function of the By-Name Priority List. Instead HCRT needs to be considered as an additional resource for workers that are supporting high-risk individuals in our community. The case collaboration and shared expertise that can be gained from HCRT is its true purpose.

The HCRT table is supported by the By-Name Priority List Coordinator. For those who score high on the VI-SPDAT a worker can decide to present the case to HCRT. An additional multi-agency consent needs to be completed that includes the broader list of agencies that participate at HCRT. The Coordinator can be contacted to arrange for a presentation at HCRT. See [appendix](#) for links to HCRT consent form and terms of reference.

Special Considerations

Ensuring Equal Opportunity

It is the intention of the By-Name Priority List process to ensure that individuals have equitable access to appropriate housing outcomes matched with their individual level of need. The selection process described in previous sections ensures that agencies that have committed resources to the List have the ability to choose which individual or family will best fit the support caseload or housing placement opportunity.

To ensure that an individual is not excluded from selection, the maximum number of times an individual can be put forward to a housing/support destination for selection is four (4). After being put forward four times, without selection, the individual or family will be intensely supported to meet selection criteria for the next available unit that meets their individualized criteria and satisfies their location choice. The By-Name Priority List Coordinator will inform housing providers and case leads when this occurs.

Indigenous Peoples Experiencing Homelessness

Peterborough Social Services acknowledges that a local Indigenous priority is needed to address the overrepresentation of Indigenous people experiencing homelessness in the area. To develop this priority, Peterborough Social Services staff will consult with Indigenous partners and local elders in 2019 through the 10 year housing and homelessness plan review process. The aim of these consultations is to collaboratively develop and prioritize a meaningful local response to Indigenous homelessness.

Individuals and Families Fleeing Violence

Any individual or family fleeing violence who has concerns about their information being seen by anyone in the Housing and Homelessness Service System will be given the option to be a 'hidden client' in HIFIS. This 'hidden' status will prevent anyone else in the system from seeing or updating their information. Should an update be needed, the lead agency will be required to contact the By-Name Priority List Coordinator with the updated information. The Coordinator will not release information to anyone except the client and/or the lead agency for any reason. In the event of an opportunity for housing or support placement, the Coordinator will work with the lead agency to ensure that the 'hidden' client has equitable access to the available supports. See [appendix](#) for full process.

Individuals and Families Living Rough

Peterborough Social Services has developed a protocol for actively connecting with people who are living outside, or in places that were not intended for human habitation. To ensure that these individuals and families have opportunities to access shelter, support services and are prioritized on the By-Name Priority List, support workers will make every effort to assertively and respectfully engage with people who may not already be connected to services. See [appendix](#) for the full process.

Preventing Re-entry to Homelessness

There may be some special cases where an individual who had previously prioritized and housed from the BNPL may face a housing unit termination, transfer or an instance where an individual may benefit from transferring to another service provider. The Coordinated Entry System seeks to minimize the number of households and individuals who are exited back to homelessness, only to have to be re-screened, and re-prioritized, and wait again for supportive housing.

If the current housing provider is seeking to terminate the tenancy or is requiring the household to transfer, staff should contact the By-Name Priority List Coordinator and any connected service providers to discuss any and all options besides exiting to homelessness. The household's priority level on the List prior to being housed will be considered when looking at rapid-rehousing options. A record of the solution will be kept for process evaluation.

Privacy and Security

All personal information will be fully confidential and subject to Municipal Freedom of Information and Protection of Privacy Act. Currently agencies have their own confidentiality practices when it comes to data management. Agencies partners in the Coordinated Access System are concerned about sharing client information with other service providers.

To ensure that information is collected, stored and protected with the highest standards, the following measures are in place:

- All agencies using HIFIS must sign a Data Sharing Agreement
- HIFIS are required to sign a User Advisory Agreement to become a user of HIFIS
- User activity is audited randomly to ensure appropriate use and improve data quality
- HIFIS users are asked to 'Attest' for their agency when accessing a client file for the first time
- HIFIS users are unable to perform new actions with clients whose consent forms are expired (*Enforced Consent feature of HIFIS to be implemented in 2019*)
- Clients with no activity within 3 years are set to inactive in HIFIS– only certain users have access to view a list of inactive clients
- Access to the HIFIS database is limited to users on approved networks
- Access to modules is restricted unless staff need it to perform their duties
- Inactivity after 15 minutes will result in the user being logged out of HIFIS

Youth and Seniors

Youth Serving Agencies will use the triage version of the Youth Assessment Prioritization (YAP) tool at point of intake with an individual age 16-24 who presents as homeless. After fourteen days, should the youth (or youth-led family) not be diverted from homelessness, or rapidly re-housed, the youth will be invited to complete the full Transitional Aged Youth SPDAT and have their name added to the Peterborough By-Name Priority List for prioritization. Youth who are staying in emergency shelters will have the SPDAT score added to their HIFIS profile, and youth outside of shelter will be invited to sign consent and provide their information to be added to HIFIS and the Peterborough By-Name Priority List.

Appendices

Definitions of Homelessness

The Canadian Observatory on Homelessness (COH) is a research institute housed at York University that is dedicated to bridging the gap between research, policy and practice in the pursuit of solving homelessness. They work to conduct research in an effort to develop more effective solutions to homelessness. The website for the COH is: www.homelesshub.ca.

In collaboration with dozens of partners the COH has authored four definitions to build consistency across the county:

Canadian Definition of Homelessness

<https://www.homelesshub.ca/sites/default/files/COHhomelessdefinition.pdf>

Canadian Definition of Indigenous Homelessness

<https://www.homelesshub.ca/sites/default/files/attachments/COHIndigenousHomelessnessDefinition.pdf>

Canadian Definition of Youth Homelessness

<https://www.homelesshub.ca/sites/default/files/attachments/Definition%20of%20Youth%20Homelessness.pdf>

Canadian Definition of Ending Homelessness

https://www.homelesshub.ca/sites/default/files/attachments/Ending_Homelessness_Definition.pdf

List of Personal Information for the By-Name Priority List

The following personal information is collected about people experiencing homelessness through the Coordinated Access System:

- First Name
- Last Name
- Middle Name (if applicable)
- Alias/Nickname (if applicable)
- Date of Birth
- Gender Identity
- Veteran Status
- Citizenship/Immigration Status
- Aboriginal Status
- Geographic Region
- Family members & their information
- Consent
- Client Contact Information
- Lead Agency Contact Person
- YAP Assessment (for youth)
- VI-SPDAT Assessment
- Full SPDAT Assessment (when needed)
- Housing History
- Income

Community Entry Points

Any agency in the City or County of Peterborough can add an individual or family to the By-Name Priority List by completing the intake process. However, if an agency encounters individuals or families that they are not equipped to serve or assess, they must make a connection one of the Community Entry Points below for intake:

- Peterborough Social Services
- Housing Resource Centre
- FourCAST
- CMHA Haliburton Kawartha Pine Ridge
- YES Shelter for Youth and Families*
- Brock Mission for Men*
- Cameron House for Women*
- Warming Room Community Ministries*
- YWCA Crossroads* (victims of domestic violence and their families)

*Individuals should not be connected to emergency shelter unless they are in immediate need of shelter. When possible, individuals and families should be diverted from shelter and referred to other support agencies.

Sending Information to the By-Name Priority List Coordinator

If you do not have access to HIFIS, send all information to: **Erin Forrest**
eforrest@peterborough.ca
Phone: 705-748-8830 x 3768
Fax: 705-876-4610

Dos

- Make sure you have the current paperwork
- Follow up to make sure paperwork is received
- Fax information using privacy best practices
- Hand deliver paperwork to Social Services when possible

Don'ts

- Use outdated forms
- Send identifying personal information by email
- Send information through postal service

10-year Housing and Homelessness Plan

https://www.peterborough.ca/Living/City_Services/Housing_Services/10-year_Housing_and_Homelessness_Plan.htm

A Roof Over My Head 2018 Enumeration Report

<https://www.peterborough.ca/Assets/City+Assets/Social+Services/Documents/Reports+and+Research/Emergency+Shelter+and+Assistance/A+Roof+Over+My+Head.pdf>

Essential Documents

ALL DOCUMENTS AVAILABLE AT IN SHARED FOLDER BELOW:

www.bit.ly/PTBO_homelessness

The following documents are essential to ensuring legal and effective data collection as we serve individuals and families in our community. Always download a new copy and avoid printing too many at one time – they may change before you use them!

Intake Package for Single Adults

Contains

- Consent Form
- VI-SPDAT
- Addition Form
- HCRT Consent (optional, only for those who score 8+ on VI-SPDAT)

www.bit.ly/PTBO_homelessness_intake_single_adult

Intake Package for Youth

Contains

- Consent Form
- Addition Form
- HCRT Consent (optional, only for those who score 8+ on VI-SPDAT)
- YAP
- VI-SPDAT

www.bit.ly/PTBO_homelessness_intake_youth

Intake Package for Families

Contains

- Consent Form
- Addition Form
- VI-SPDAT
- HCRT Consent (optional, only for those who score 8+ on VI-SPDAT)

www.bit.ly/PTBO_homelessness_intake_family

Update Form

www.bit.ly/PTBO_homelessness_update_form

Homelessness Coordinated Response Team – Discharge Form

www.bit.ly/PTBO_homelessness_hcrt_discharge

Homelessness Coordinated Response Team – Terms of Reference

www.bit.ly/PTBO_homelessness_hcrt_TofR

Assessments

The suite of common assessment tools the Peterborough Coordinated Access System has chosen to use is the suite of Service Prioritization Decision Assistance Tools – SPDATs. These assessments are evidence informed approaches to assessing an individual's or family's acuity. All these assessments (with the exception of the Youth Assessment Prioritization Tool) have been developed by OrgCode Consulting. A variety of resources and training can be found on their website: www.orgcode.com.

Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT)

The Vulnerability Index series of tools is to be used for the purpose of pre-screening an individual or family. The use of this survey can help determine which clients need a full assessment and which may benefit from rapid rehousing or low-touch supports. This tool is appropriate for any front line staff to use when serving homeless individuals and families.

Single Adult Assessment Tool (VI-SPDAT)

www.bit.ly/PTBO_homelessness_vi_spdat

Single Youth Assessment Tool (TAY-VI-SPDAT)

www.bit.ly/PTBO_homelessness_tay_vi_spdat

Family Assessment Tool (F-VI-SPDAT)

www.bit.ly/PTBO_homelessness_f_vi_spdat

Full - Service Prioritization Decision Assistance Tool (SPDAT)

The Full SPDAT assessments provide a more in-depth view of the individual or family's needs. This tool should only be used by a certified assessor.

Single Adult Assessment Tool (SPDAT)

www.bit.ly/PTBO_homelessness_adult_spdat

Single Youth Assessment Tool (Y-SPDAT)

www.bit.ly/PTBO_homelessness_youth_spdat

Family Assessment Tool (F-SPDAT)

www.bit.ly/PTBO_homelessness_family_spdat

Youth Assessment Prioritization Tool (YAP)

Youth serving agencies in the Coordinated Access System will also use the YAP to assess youth under the age of 25 at the point of intake.

www.bit.ly/PTBO_homelessness_yap

SPDAT Scoring Comparison Charts

To help estimate where an individual might score on a Full-SPDAT assessment when you only have a VI-SPDAT completed, use the charts below as a guide.

Single Adults

	Low Acuity	Mid Acuity	High Acuity	Very High Acuity
VI-SPDAT	0-3	4-7	8-13	14-17
Full-SPDAT	0-19	20-34	35-49	50-60

Single Youth

	Low Acuity	Mid Acuity	High Acuity	Very High Acuity
VI-SPDAT	0-3	4-7	8-13	14-17
Full-SPDAT	0-19	20-34	35-49	50-60

Family

	Low Acuity	Mid Acuity	High Acuity	Very High Acuity
VI-SPDAT	0-3	4-8	9-15	16-22
Full-SPDAT	0-26	27-53	54-64	65-80

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:

1. Notify the By-Name Priority List Coordinator of the breach, as well as anyone else from your agency who should be involved addressing the breach (i.e. Privacy Officer). The Information and Privacy Commissioner of Ontario may be contacted.
2. Retrieve and secure any information that has been disclosed.
3. Ensure no copies of the information have been made or retained by the individual who was not authorized to receive it. Retain their contact information in case you need to follow up with them.
4. Determine if the breach would allow unauthorized access to any other information (i.e. HIFIS) and take necessary steps such as changing passwords or shutting down the system.
5. Notify all affected individuals of the privacy breach at the first reasonable opportunity. Contact the By-Name Priority List Coordinator for letter templates if needed.
6. Improve policies and procedures to ensure that a breach of this kind does not occur again.

Process for Individuals Who Are Living Rough

In the event that a person is found living rough/ camping on public or city property, the following steps are to be taken to maximize harm reduction.

1. The organization that finds the person contacts Social Services and provides them with the following information:
 - Date found
 - Name (if acquired)
 - Location Description
 - Action taken when the person was found
2. An email with the above information is to be sent to the following people :
 - Katie Hawley (primary contact)
 - Bill Smith (primary contact)
 - Cathy Robertson (cc)
 - Dorothy Olver (back-up contact)
3. The finding agency will also CC the other lead representatives from the following agencies:
 - Rob Anderson (Recreation - primary)
 - Terri-Lynn Johnston (Recreation - secondary)
 - Dan Smith (Peterborough Police)
 - John Czerniawski (Public Works – primary)
 - Phil Jacobs (Public Works – Secondary)
4. Social Services will have 5 days to conduct outreach and develop a moving plan with the individual. The outreach will consist of:
 - Bill Smith will visit the site and leave a letter with his contact information
 - Bill will conduct several follow-up visits
 - A moving plan will be developed and communicated with Public Works
5. If outreach is unsuccessful within 5 days or the moving plan cannot be execute, Public Works will issue a 5-day Trespass Order. It will state:
 - They have 5 days to leave the area
 - Their belongings will be collected and stored at Public Works
 - Their belongings will be stored for 30 days, and can be picked up between 7am and 4:30pm
 - They can contact Bill at Social Services to retrieve their belongings
6. Social Services and Public works will each keep track of the incidents, actions taken, and outcomes as they occur

Identity Protection Process

Clients who wish their involvement with the Housing and Homelessness Service System to remain hidden for the sake of their safety, can be protected in the Homeless Individuals and Families Information System (HIFIS).

When completing addition forms with clients, the following procedure should be followed:

1. Ask the client if they have concerns about any of the staff at agencies in the Housing and Homelessness Service System seeing their information in the HIFIS.
 - If the client answers “No”, proceed with intake as usual.
 - If the client answers “Yes”, proceed to Step 2.
2. Ask the client if they have already signed consent to be entered in the HIFIS system by staying in a local shelter or by completing a By-Name Priority List referral with another agency within the Housing and Homelessness Service System.
 - If the client answers “No”, continue to work independently with the client until they are comfortable with providing consent.
 - If the client answers “Yes” or is not sure, forward the client’s intake package to the By-Name Priority List Coordinator for processing. If the client is not in HIFIS the Coordinator will add them anonymously, and if they are in HIFIS the coordinator will make their profile hidden.

It is important for the client to understand that:

- If they have already provided consent to be in HIFIS, their information may have been seen by agency staff.
- If they stay at an emergency shelter in the future, those staff will not know about this arrangement. They should request to be booked into shelter anonymously for their own safety.
- If the client provides their information to another agency in the Housing and Homelessness Service System without expressing their concerns about privacy, their information may be seen by other agency staff.

Key System Contacts

- Brock Mission and Cameron House
 - Executive Director - Bill McNabb - billmc@bellnet.ca
 - Brock Supervisor - *vacant position*
 - Cameron Supervisor - Nicole Lacey - nicole_lacey03@hotmail.com
- Canadian Mental Health Agency – Haliburton Kawartha Pine Ridge
 - Director of Corporate Services – Linda Saunders – lisaunders@cmhahkpr.ca
 - Director of Programs and Services – Gord Langill - glangill@cmhahkpr.ca
 - Program Manager – Jennifer Bain – jbain@cmhahkpr.ca
- City of Peterborough – Housing and Social Services
 - Social Services Division Manager - Ellen Armstrong - earmstrong@peterborough.ca
 - Homelessness Program Manager - Dorothy Olver - dolver@peterborough.ca
 - Housing Program Manager - Rebecca Morgan-Quin - rmorgan-quin@peterborough.ca
 - Supervisor - Katie Hawley - khawley@peterborough.ca
 - Program Integrity Officer – *vacant position*
 - Outreach Case Manager – Bill Smith – wsmith@peterborough.ca
 - Homelessness System Data Administrator - Erin Forrest - eforrest@peterborough.ca
- Four Counties Addictions Services Team
 - Executive Director - Donna Rogers - drogers@fourcast.ca
 - Regional Housing Coordinator – Trent Anderson – tanderson@fourcast.ca
 - Supervisor - Sonya Trotter - strotter@fourcast.ca
 - Supervisor – Greg Ross – gross@fourcast.ca
- Housing Resource Centre
 - Executive Director – Kristen Armbrust - karmbrust@ccrc-ptbo.ca
 - Supervisor - Rosemary O'Donnell - rodonnell@ccrc-ptbo.ca
- Peterborough Housing Corporation
 - CEO and General Manager – Darlene Cook – dcook@ptbohousingcorp.ca
 - Assistant Director, Strategic Partnerships - Lisa Smith – lismith@ptbohousingcorp.ca
- Salvation Army
 - Supervisor - Jurgen Rausch - Jurgen_Rausch@can.salvationarmy.org
- Warming Room Community Ministries
 - Director - Christian Harvey - christian@warmingroom.ca
 - Operations Coordinator - Casey Watson - cwatson@warmingroom.ca
 - Warming Room Coordinator – Tammy Kuehne – tkuehne@warmingroom.ca
 - HOME Coordinator – Michael Vanderherberg – mvanderherberg@warmingroom.ca
- YES Shelter for Youth and Families
 - Executive Director - Meagan LaPlante - mlaplante@yesshelter.ca
 - Shelter Supervisor – Caitlin Currie – ccurrie@yesshelter.ca
 - Prevention & Housing Supports Manager – Kevin St. Louis – kstlouis@yesshelter.ca
 - Transitional Housing Coordinator – Annette Pedlar – apedlar@yesshelter.ca
- YWCA Crossroads
 - Executive Director - Lynn Zimmer - lzimmer@ywcapeterborough.ca
 - Shelter Manager - Ariel O'Neill - aoneill@ywcapeterborough.org

Housing and Supports Inventory

To help estimate where an individual might score on a Full-SPDAT assessment when you only have a VI-SPDAT completed, use the charts below as a guide.

Rent Supplements

	Available \$	Acuity	Age(s)	Genders	Households
Housing Choice	\$225,000/yr	All	All	All	Any
Municipal	\$24,000/yr	All	All	All	Any
Municipal Youth	\$20,000/yr	All	16-24	All	Any

Note: Rent Supplements attached other housing and programs are not listed in this chart.

Transitional Housing

	Units/Places	Acuity	Age(s)	Genders	Rent Supps
Abbott House	6	Mid	16 - 24	All	\$16,200/yr
Brock SIL	15	All	18+	Males	\$54,000/yr
Cameron House SIL	8	Low-Mid	18+	Females	\$19,200/yr
Rights of Passage	6	All	16-24	All	TBD
Sherbrooke House	3	Low-Mid	16-24	All	TBD

Supportive Programs

	Units/Places	Acuity	Age(s)	Genders	Rent Supps
ASH & MASH	24	Very High	All	All	TBD
HOME	8	Very High	All	All	\$18,600/yr
Housing Now for Chronic ICM	24	Very High	All	All	\$24,000/yr
Housing Now for Youth ICM	8	Very High	16-24	All	\$48,000/yr
Reaching Home ICM	20	High	All	All	TBD

Every housing and support listed in this section is subject to change. Check the change log in the [appendix](#) to see if recent changes have been made to this section.

Dispute Resolution

In the event of a case specific dispute or a systemic dispute all parties the following procedures will be used to resolve them.

Case Specific disputes could be related to:

- accuracy of assessment scores
- prioritization on the By-Name Priority List, or
- selection for housing or program vacancies.

Any case specific disputes will be addressed using the steps below:

1. Workers discuss issues with one another and seek resolution.
2. Workers involve their respective supervisors to seek resolution. A face-to-face meeting is preferred.
3. Managers/Directors will resolve the dispute.

Should a question be raised about accuracy of an assessment, prioritization on the By-Name Priority List or selection outcomes for a specialized housing intervention, the By-Name Priority List Coordinator and/or Peterborough Social Services representative should be included in steps 2 and 3.

Systemic Disputes could be related to:

- administrative or procedural differences
- differences in service philosophy, principles or policies, or
- resource shortages, which may require harmonization of systems.

Any systemic disputes will be addressed using the steps below:

1. Front line staff identifies the nature of the dispute.
2. Front line staff informs their supervisor and/or Manager/Director.
3. Managers/Directors discuss the issue and when necessary forwards the issue to the Housing & Homelessness Steering Committee
4. The Housing & Homelessness Steering Committee recommends a strategy for resolution of differences.

Change Log

As changes to this guide occur, they will be recorded in this change log.

Date	Section Titles	Description & Implications	Change Made By
2019-03-27	All	Guide publically released	Erin Forrest

Thank you to the working group for its contributions to the development of this guide.



United Way
Peterborough & District
uwpeterborough.ca

