

The City of Kawartha Lakes and County of Haliburton

Homelessness Services Coordinated Access System Process Guide May 2021

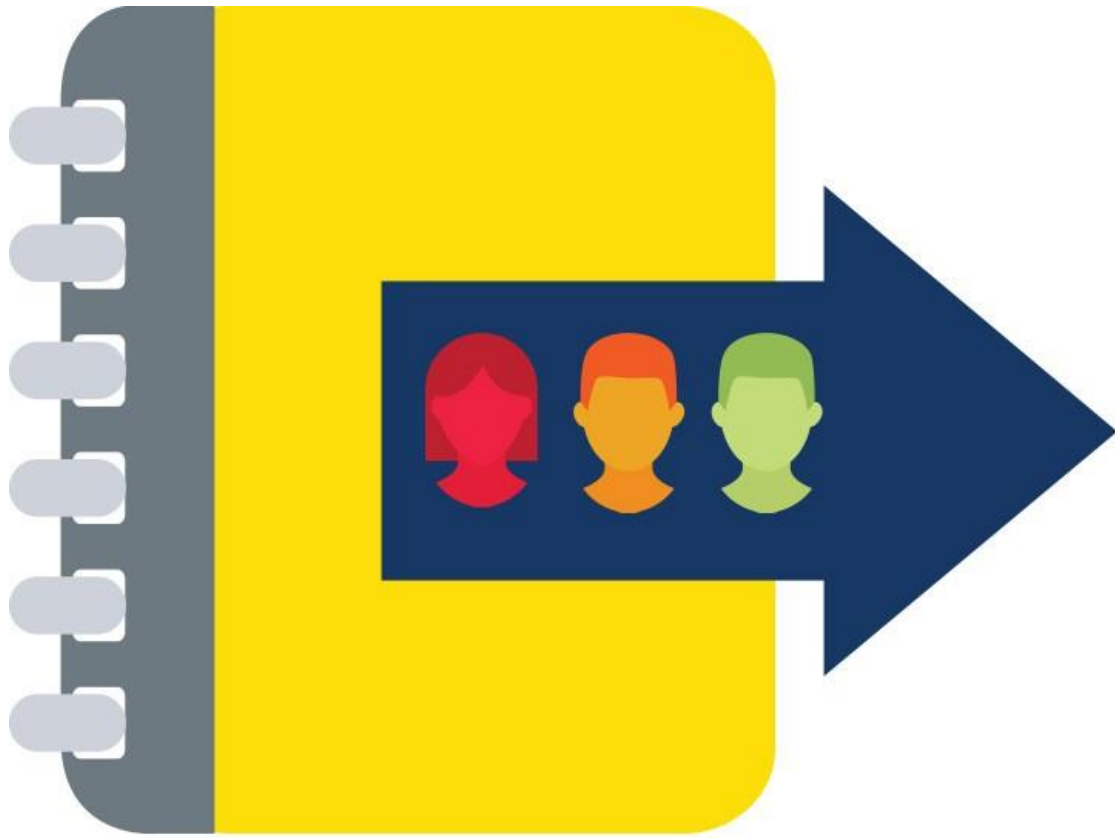


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1. Introduction and Purpose

The purpose of the City of Kawartha Lakes and County of Haliburton County (CKL-H) Homelessness Services Coordinated Access Process Guide is to clarify and direct the process and management of coordinated access to, and allocation of community resources dedicated to ending homelessness.

Goals of the Coordinated Access Process Guide:

- Produce standards for the operation of a Coordinated Access System
- Establish community expectations and process for homelessness response
- Make local priorities transparent to the community and people who access CKL-H Homelessness Support Services
- Establish priorities for homelessness response and a process to regularly review those priorities through verifiable data and community experience

The CKL-H Coordinated Access System is designed to organize community level responses to homelessness. Individuals and families who are experiencing homelessness or a housing crisis are directed to community level access points where trained workers use a common triage assessment tool to evaluate the individual or family's depth of need (acuity), prioritize them for housing and/or support services, and then help to match them to available housing focused interventions. Assessment of an individual's or family's acuity allows each housing intervention to match the level of support intensity that an individual or family may need to resolve their homelessness.



2. Guiding Principles

The Shared Values and Principles have been developed by community partners involved with resolving homelessness in CKL-H and are designed to guide collaborative efforts in CKL-H. The following values and principles are to serve as a foundation for behaviour of organizations providing service delivery to clients experiencing homelessness or at risk of homelessness.

1. Ethical

Our ethics and moral philosophy will be evident in how we work with our organizations, how we work together, in our community and most importantly in our service provision.

2. Equity

We commit to providing services in an equitable way to ensure opportunities for success to all people we serve.

3. Flexibility

We will maintain a flexible approach to responding to client barriers, funding changes and new best practices.

4. Collaboration

All partners commit to a goal of community improvement, which includes transparency, trust and communication. This also includes the utilization of resources to improve service delivery. Utilizing resources to improve and inform service delivery by all partners as well as communication between partners.

5. Integrity

We will work with integrity – grounded in our commitment to our shared values - to ensure we are providing the correct service/support in the right way to meet the needs on the individual/family.

6. Non-Judgmental

Services, supports, policies and procedures will be designed and delivered in a person-centered approach in an environment that is safe (physically, emotionally and culturally) and free from judgement.

7. Evidence Informed

Our system design, decision making and service delivery will be informed by current, promising and emerging evidence.

8. Respect & Compassion

We are committed to treating all individuals/families with dignity, respect and compassion.

9. Housing Focused

We believe that housing is a basic human right and the solution to homelessness.

10. Social Justice

People have the right to services and resources needed to support a quality life experience.

In addition to the principles listed above, the Coordinated Access Framework is also based on Housing First Principles. Housing First is a recovery-oriented approach to ending homelessness that centers on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services as needed.¹

The five (5) core principles of Housing First are:²

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



3. Background

The [CKL-H 10-Year Housing and Homelessness Plan](#) (HHP), “Building Strong Communities”

was released in 2019 and provides a road map for the years 2020-2029. This document is an update to the original 10 year HHP that was released in 2014. The updated plan outlines ambitious steps to reduce and effectively eliminate chronic homelessness by 2021 and overall homelessness by 2025. To achieve this goal of ending homelessness the plan outlines 17 objectives that include the need to increase portable housing benefits, implement prevention and diversion programs and improve the Coordinated Access system through regular feedback from stakeholders, including individuals with lived experience.

CKL-H is a participating community in the Canadian Alliance to End Homelessness Built for Zero Campaign. Through the campaign CKL-H is committed to better understand the homeless population by collecting person-specific data through a Coordinated Access System (CAS) and quality by-names list (BNL). A quality BNL allows municipal partners to keep track of who is homeless in the community, what their depth of need is and match them to appropriate and available housing interventions. The BNL is updated on an ongoing basis as homeless individuals and families continue to be identified in the community through the coordinated access system.

3.1 Canadian Definition of Homelessness

CKL-H has adopted the Canadian definition of homelessness. This definition helps to clarify for the community what situations fall into the scope of 'homelessness'.

In summary, the Canadian Definition of Homelessness⁴ 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 (short-term motel stay etc.)
 - 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 [Appendix B: Canadian Definition of Homelessness](#).

3.2 Key Approaches

Our efforts to end homelessness are grounded in our Guiding Principles. As a system, we have work to do to ensure our actions align with our Guiding Principles. The following are

commitments to improvement in the areas of equity, social justice, and collaboration.

Peer and Lived Experience Voice / Leadership

Incorporating the knowledge of people with lived experience is necessary for developing effective responses to homelessness. Often policy is developed for people experiencing homelessness without their expertise or consultation. While this power dynamic cannot be completely disrupted, we commit to meaningfully engaging and taking leadership from people with lived experience of homelessness. This will be accomplished by creating a lived experience sub-committee of the Homelessness Response Committee or creating a position on the committee for someone with lived experience. This committee or person will be meaningfully engaged to participate in the committee and compensated adequately for their expertise.

Truth and Reconciliation Calls to Action and Missing and Murdered Indigenous Women and Girls Calls to Justice

The City of Kawartha Lakes and County of Haliburton sit within the traditional territory of the Mississauga Anishinabe people, a territory that historically extends from Long Point on Lake Erie to Gananoque and north of Huntsville ^{6,7}. The agreement that allows settlers to occupy the City of Kawartha Lakes as guests today is Treaty 20 and was signed in 1818. In 1923 the Williams Treaty was negotiated which further disenfranchised the Mississauga people by denying hunting and harvesting rights across the traditional territory. It is well documented that this treaty process was not conducted in good faith on behalf of the Canadian government and resulted in the loss of traditional territory, way of life (ceremonial hunting and fishing practices) and starvation among other injustices ^{6,7}.

As a result of both historical and ongoing practices of colonization and land dispossession, as well as systemic racism that exists in public institutions, Indigenous peoples are disproportionately affected by homelessness. Most recent census data found that in CKL-H 2.8% of people identify as having Indigenous ancestry. Registry Week data reveals that 17% of survey respondents identified as Indigenous or having Indigenous ancestry. As Metis-Cree scholar Jesse Thistle writes, '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.'⁵ In our community, this isolation is a direct result of settler occupation of Mississauga Anishinabe territory. The resilience of the Mississauga people should be honoured and our relationships with all Indigenous peoples should be situated in the knowledge of how we came to live and work in this territory.

To address Indigenous homelessness, our system will take direction from local First Nations and Indigenous organizations to support their housing initiatives and efforts to end homelessness. Our system will also commit to taking up the Truth and Reconciliation Calls to Action and MMIWG Calls to Justice. We are taking immediate action on Truth and Reconciliation Call number 57 to provide cultural awareness training for all staff in the homelessness system.

We commit to working with Indigenous organizations and First Nations to determine how best to implement MMIWG Calls to Justice 4.6, 4.7, and 7.1. These call on all levels of government to develop housing that meets the needs of Indigenous women, girls and 2SLGBTQQIA people; to ensure that shelters, housing, and services are available and appropriate to cultural needs; and to recognize that services are most effective when they are designed and delivered by the Indigenous people they are supposed to serve. These efforts also align with

the strategy set out by the 10 Year Housing and Homelessness Plan and are supported by our Guiding Principles of ensuring that our services are grounded in equity, collaboration, and social justice.

For the complete definition of Indigenous homelessness as published by the Canadian Observatory on Homelessness, see [Appendix C: Definition of Indigenous Homelessness in Canada](#).

System Integration

Individuals experiencing homelessness often interact with the justice, health, and child welfare systems. To address the inter-sectoral gaps that contribute to homelessness, the homelessness system will engage with these institutions to ensure that individuals are not discharged into homelessness. We commit to building partnerships with organizations in each of these sectors.

3.3 Homelessness Service System Roles and Responsibilities

- **Homelessness Response Steering Committee**
 - The committee consisting of Executive Directors and/or Program Managers of each member organization will meet quarterly or as needed to make decisions on issues identified
- **City of Kawartha Lakes Human Services**
 - Co-chair the Housing Coordinated Response Team
 - Document potential system gaps, identify needs of the committee and advocate to ensure clients are not left out of the process.
 - Ensure the Coordinated Access Guide, HCRT Terms of Reference and system forms are up to date
 - Manage the By Name List and provide capacity building support for member organizations
- **Member Organizations**
 - Commit to attending all HCRT case conferencing meetings or send an alternate in their place that has the authority to make program matching decisions
 - Make referrals to the By Name List when working with a client that is experiencing homelessness
 - Agree not to accept a client into their allocated programs without the prioritization and resulting referral from the BNL
 - Commit to working collaboratively to address homelessness with the understanding that any other therapeutic or service goals are more difficult to achieve when someone is experiencing homelessness

3.4 Diversion:

An effective strategy to end chronic homelessness includes diverting individuals and families from the shelter system wherever possible. Diversion involves strategizing with people seeking access to shelter to come up with safe and appropriate alternatives to shelter by problem solving and leveraging natural supports to prevent housing loss. Diversion is not the denial of service; it is itself a service that offers an alternative to the traumatic experience of homelessness. A successful shelter diversion pilot was operated by A Place Called Home in 2019. This program will be expanded and formalized in 2020.



4. 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):

1. Community Entry Points (Section 4.2)
2. Common Assessment (Section 4.3)
3. By-Name List (Section 4.4)
4. Housing and Supports Inventory (Section 4.5)

The one pager document below outlines the Coordinated Access System in CKL-H.⁶

The City of Kawartha Lakes and County of Haliburton

Homelessness Coordinated Access System

A Coordinated Access System is a community wide strategy to help prevent homelessness and match individuals and families experiencing homelessness to housing and support resources. Using a **Housing First approach**, participating agencies in City of Kawartha Lakes and County of Haliburton (CKL-H) 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 Experiencing Homelessness

This includes individuals and families who are:

1. Unsheltered (sleeping outside, vehicle etc.)
2. Emergency Sheltered
3. Temporarily Sheltered (couch surfing, motel etc.)

Community Entry Points and Common Assessment

Agencies trained to identify and assess people who are homeless, and are working with them to:

1. Divert from emergency shelter when possible
2. Assess needs and make connections to landlords, supports and available housing
3. Continue to assertively engage with the individual and help remove any barriers to securing and maintaining housing.



Community Entry Points include: A Place Called Home, Fourcast, CMHA, CKL Human Services, Haliburton Highlands Health Services, Women's Resources, YWCA-Minden

CKL-H By Name List (BNL)

Once assessed, people are added to the CKL-H By-Name List; a real-time, up to date list of all people experiencing homelessness in CLK-H. The BNL 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.



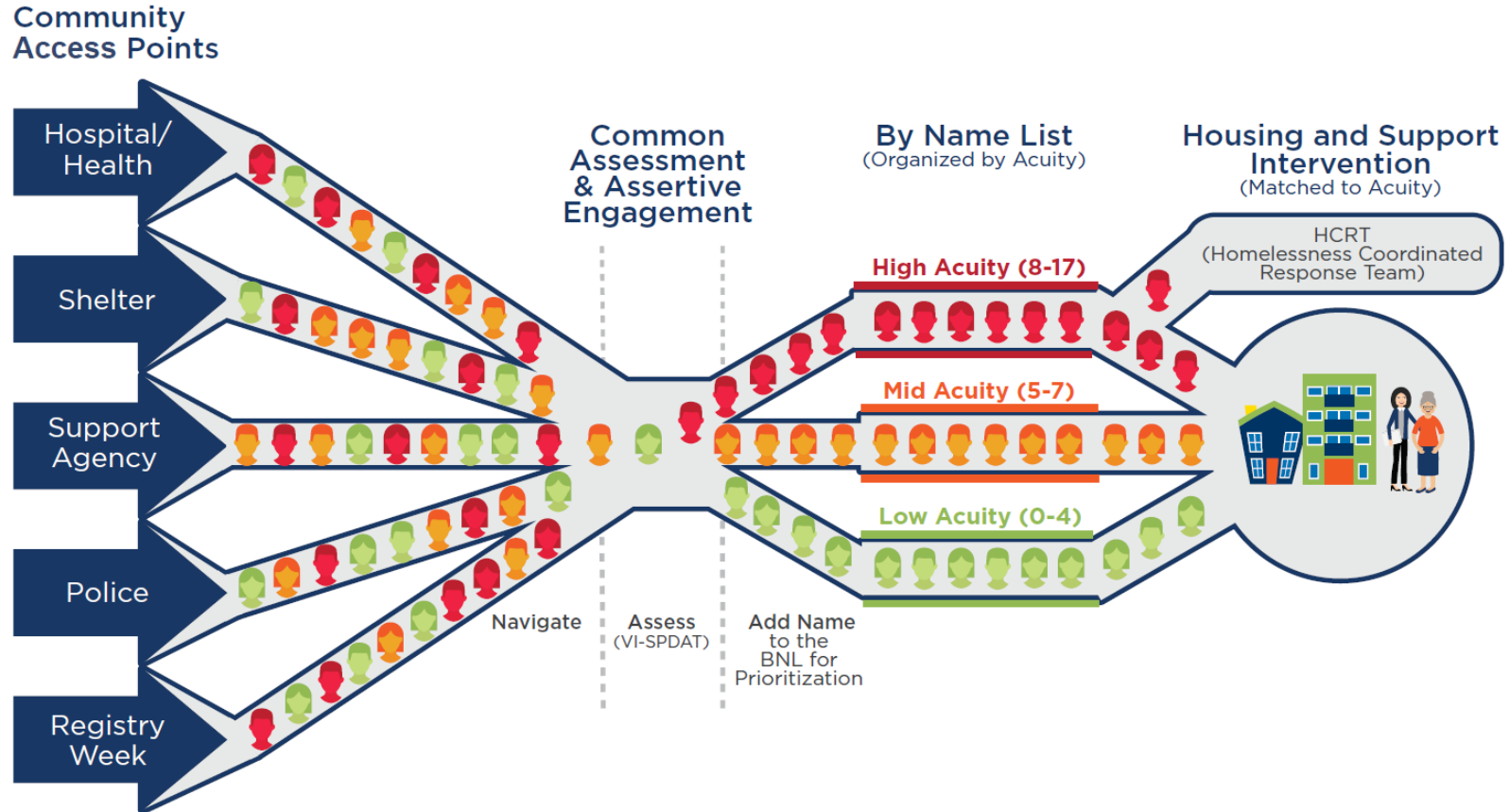
Matching to Available Resources

CKL-H's BNL 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, financial assistance, rental search support and more.



4.1 Diagram of Coordinated Access System Flow

Coordinated Access System



4.2. Community Access Points

Community Access Points (CAP) are identified agency locations in CKL-H who have regular contact with those experiencing homelessness and have been trained to assess individuals and family's needs. Community Access Points ensure that anyone experiencing homelessness in the CKL-H area has equitable access to available housing and supports that are appropriate to their needs.

When an individual or family presents as homeless in the community, they will be directed to an identified CAP to begin the process of assessment and referral to appropriate supports. Agency staff at CAPs will be trained to help individuals and families be diverted from homelessness wherever possible. If an individual or family has been homeless for 14+ days without being able to resolve their own homelessness, the CAP will:

- Gain consent to collect information
- Complete an assessment to determine their unique needs
- Identify barriers to finding and keeping housing.

Should an individual or family present as homeless at an agency who is not identified as an access point, they will be connected with the closest, most appropriate CAP for assessment. All CAPs will be provided with on-going training to ensure common practices, assessment skills

and process knowledge.

4.2.1 Community Response to Unsheltered Individuals & Families Living Rough

When an individual or family is known to be living outside, or living rough, members of the public, or community partners are encouraged to contact A Place Called Home to engage an assertive outreach team to engage with the individual or family and introduce them to local services and support. A Place Called Home will coordinate an appropriate response together with the System Navigator, or community police partner to ensure a wellness check is arranged as soon as possible.

To enhance our capacity to identify individuals that are not connected to the system, the System Navigator will respond to calls from and conduct outreach with partners outside of the homelessness system such as libraries and foodbanks. The primary goal of this outreach is to make connections and warm referrals to the BNL so individuals can be prioritized for housing.

4.2.2 Consent to Participate

After diversion attempts, if an individual or family has not been able to resolve their homelessness after 14 days, they will be approached to discuss housing solutions, complete a VI-SPDAT and sign a consent form to allow the individual or family to be added to the BNL. For those who score with high acuity (8+), an additional multiagency HCRT consent will be completed that allows CKL-H and HCRT case conferencing partners access to their data, and approves information sharing among HCRT partners to support care planning for housing stabilization. (See [Appendix D: CKL-H HCRT Multi-Agency Consent Form](#))

Consent is valid for 12 months and will be renewed annually when needed.

4.2.3 What to do in the case of a Refusal of Consent to participate?

An individual or family may refuse to provide consent for their information to be added to the BNL. The decision to decline to complete the VI-SPDAT or BNL consent form will be tracked and does not prevent access to service. If the person presents as likely to be low acuity, they will be directed to Housing Help services to support rapid re-housing. If the person presents as likely to be high acuity because of health and history of homelessness, the referring worker will continue to actively engage the client to complete the assessment and obtain consent.

4.2.4 Confidentiality Considerations

All client 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, particularly those in population specific sectors, are concerned about sharing client information with other service providers. Part of the BNL development process is working with agencies to share information professionally and respectfully with mutually agreed upon data sharing agreements.

4.2.5 Considerations for Individuals or Families Fleeing Violence

Any individual or family fleeing violence who has concerns about their information being seen by anyone in the Coordinated Access System will be given the option to be a 'hidden client' in the BNL. This 'hidden status' will prevent anyone else in the system from seeing or updating their information, other than the BNL Coordinator. Should an update be needed, the lead agency will be required to contact the BNL Coordinator with the updated information. The BNL 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 BNL Coordinator will work with the lead agency to ensure that the 'hidden' client has equitable access to the available supports. (See [Appendix E: CKL-H By-Name List Identity Protection Process](#)).

All CAP's will have to sign a Memorandum of Understanding that outlines minimum privacy expectations, and agree to participate in staff training, quality improvement initiatives, and ongoing monitoring to ensure that personal information collection, storing and sharing standards are being met.

4.3 Common Assessment

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 each housing and support intervention, moving the discussion from simply who is eligible for a service intervention to who is eligible and in greatest need of that intervention. Similar to a triage station in a hospital emergency room, this tool allows the housing and homelessness system to efficiently prioritize people and respond based on need.

A standardized screening tool, like the VI-SPDAT is an important component of a coordinated system of care because it allows for standard data collection, prioritization and expectations by participants and workers. VI-SPDAT scores help the community to prioritize who has the greatest depth of need.

The VI-SPDAT (see [Appendix G: VI-SPDAT for Single Adults](#)⁷) 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 three categories:

- **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 financial and/or support services.
- **High Score (8+) – Permanent Supportive Housing:** Individuals or families who needs permanent housing with ongoing access to services 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. Each group will be assessed using the tool specific to their population to ensure accuracy of score. 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 [Appendix H: SPDAT Scoring Comparison Chart](#) 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.

4.3.1 Case Conferencing and Collaboration

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

The function of the HCRT table is to bookmark a consistent, community case conferencing opportunity to review prioritized and new cases ensuring all opportunities for housing readiness and permanent housing are available for those who are identified as the most vulnerable within our community. The HCRT table will focus on identifying and addressing systems and community level barriers to permanent housing by sharing resources and expertise.

An individual or family will not be encouraged to 'sit and wait' for housing and support resources, but with support from HCRT agencies will be encouraged to create their own housing plan and be offered existing resources to move toward housing stability. HCRT case conferencing meetings are intended to review these plans and share creative solutions or expertise that lead agencies can bring back to the individual or family for consideration.

The agencies represented at HCRT are experts at supporting people experiencing homelessness within our community, and as such they will lead the discussion in determining the service path of the individual, recognizing that the client will have the final input in their own care plan. The City will work in a coordination role to ensure appropriate consent is acquired, facilitate the discussion, and manage administrative details (coordinate the process and procedures). For those who score high on the VI-SPDAT triage assessment, an additional multi-agency consent will be completed that allows CKL-H and HCRT case conferencing partners to share information to support case planning for housing stabilization. (See [Appendix D: HCRT Multi- Agency Consent Form](#)).

Agency staff attending a HCRT meeting will be required to sign a confidentiality agreement.

For further reference see [Appendix I – CKL-H Homelessness Coordinated Response Team – Terms of Reference and Operations Manual](#)

4.4 By-Name List

A By-Name List (BNL) is a real time, up to date list of all people known to be experiencing homelessness and listed by unique identifiers such as name, current state of housing,

presenting risks and vulnerabilities.

After an individual or family has been homeless for 14 days and unable to be diverted from shelter or unable to resolve their own homelessness, system-wide partners will begin the process to add the individual or family to the CKL-H BNL. To be added to the BNL, the following information is needed:

- BNL Addition and Consent Form (See [Appendix F: CKL-H By-Name List Addition and Consent Form](#))
- VI-SPDAT triage assessment

This information will be added to the BNL and prioritized based on assessment results. As individuals are added to the BNL, they will be referred to appropriate housing intervention or community supports dedicated to resolving homelessness as those resources become available. In the interim, referring agencies will continue to work with the individual or family until more appropriate supports or housing opportunities become available. This continued community support is pivotal for individuals and families to have opportunities to create housing plans that resolve their own homelessness and are not reliant on limited resources to become available.

A high functioning BNL can be used to track progress towards ending long-term homelessness. The data acquired on the in-flow to and out flow from homelessness can be used to illuminate the strengths and gaps in our system, and to advocate for additional resources to meet the needs of our community. Paired with strong evaluation of outcomes and program investments, the BNL is a valuable tool to help the community to invest in appropriate responses, and ensure high quality, effective intervention.

4.5 Housing and Supports Inventory

The City of Kawartha Lakes is working to secure dedicated inventory to address homelessness in the area. Currently housing providers and funded resources through community agencies have been dedicated to support and house individuals with high acuity who are experiencing homelessness. Additional housing destinations and supports are being proposed with community partners, housing providers and through investments in affordable housing. (See [Appendix J: CKL-H Homelessness Supports and Housing Destination Inventory](#)).

Each housing destination and support resource has an established set of eligibility criteria. Those eligibility criteria are matched with the profile of the individuals or families on the BNL according to priority.

Connections to permanent housing solutions through CKL-H BNL are made by matching housing and support interventions to the level of acuity of the individual or family.

These interventions include but are not limited to:

- Housing First Intensive Case Management Services
- Shelter and Community-Based Case Management Services dedicated to housing and homelessness
- Portable Housing Benefits (when connected to a collaborative care plan)
- Permanent Supportive Housing Solutions
- Dedicated housing stock through community housing partners

Each of the above housing destination and support resources have an established set of eligibility criteria. Those eligibility criteria are matched with the profile of the individuals or families on the BNL, and available housing and/or supports are offered to individuals or families according to CKL-H's set priorities. (See Section 6.1 Prioritization and Selection Criteria).

4.6 Standards of Care for Re-Housing and Supports

In December 2019 community agencies that offer housing and supports in CKL-H came together and developed the following Standards of Care for Re-Housing and Supports. These Standards of Care are to govern internal program operations and are identified as the minimum expectations for the delivery of services in CKL-H.

1. **Trauma Informed Practice:** Services are delivered with the recognition that trauma has likely been experienced by clients. Activities focus on stabilization, risk minimization, improved wellness and recovery within a housing stabilization journey with clients;
2. **Professionalized Staffing:** Professional development is an integral component in ensuring trained staff and the adoption of best, promising and evidence informed practices and tools. Assessment and case management skills are required for all housing support staff hired.

3. **Transparency in Expectation, Engagement, Support Provision and Exit Planning:** client centered engagement and service planning ensure client-centered choice, collaboration and engagement. All activities promote increased housing stability, wellness and housing retention.
4. **Collaboration is essential in increasing housing stability and improved wellness for clients moving from homelessness to housing.** Agencies are committed to:
 - a) Pre-planning with community partners and the client for potential at-risk tenancies;
 - b) Creating partnerships – formal and informal – to increase access to services, supports and resources that will increase housing stability and improved wellness of clients.
 - c) Case conferencing is an important tool for advocacy, improved access to services, eviction prevention and service planning;
 - d) Capitalizing on opportunities to evaluate/debrief client files/situations to improve service delivery and collaboration is essential for practitioner, program and system enhancements;
 - e) Mobilization is essential when households are at-risk of eviction or when all attempts of eviction prevention have been explored.
5. **Evaluating Progress – of clients and programs.** Agencies are committed to:
 - a) Ensuring service planning is tied to assessment/re-assessment of clients' needs and goals;
 - b) Creating support plans that are client-centered, housing focus and dedicated to the promotion of wellness;
 - c) Ensuring assessments regarding housing stability and risk are regularly completed to ensure eviction prevention, harm to self/others and harm reduction planning;
 - d) Establishing professional practices that include assessment and service planning to enhance goal achievement, self-sufficiency, social inclusion and housing stability.
6. **Client-Centered Participation, Engagement and Service Planning.** Agencies are committed to:
 - a) Ensuring that the intensity, duration and frequency of supports –matches the needs of the client, wherever resources are available.
 - b) Consistent employing assertive re-engagement is consistently practiced to active tenant participation and service planning.
 - c) Providing harm reducing and wellness promotion supports to all clients in a respectful and dignified manner.



5. The CKL-H By-Name List – Detailed Process and Function

The BNL database holds information for all known individuals and families who are currently experiencing or who have experienced homelessness in CKL-H. Please see [Appendix L:](#)

[CKL-H By-Name List Process](#) to see a detailed outline of the BNL Process.

The database includes individual level information about people experiencing homelessness on the indicators listed in [Appendix M: List of Indicators for CKL-H BNL Database](#). The database includes personal and demographic information as well as information about a person's housing and health. It is necessary to collect this information in order to:

- a) Prioritize/match permanent housing offers and resources for people based on their depth of need and housing preferences
- b) Progress towards housing people systematically through making optimal resource allocations and continuous system improvements
- c) Coordinate information for reporting to funders, community partners and others
- d) Monitor CKL-H's progress towards ending homelessness

The City of Kawartha Lakes is solely responsible to update and maintain the BNL. The CKL-H BNL coordination staff will compile information from:

- Homelessness Enumeration (every 2 years)
- Shelter data
- Community outreach data
- HCRT meetings

The BNL will be updated at minimum monthly and will be used to provide reports to the community on:

- Inflow and Outflow to and from homelessness
- Housing placement durations
- Demographic information about homeless population

This information will be reviewed quarterly to assess trends, identify gaps in the system and inform future planning.

5.1 Eligibility

People are eligible to be added to the BNL if they meet these criteria:

- Experiencing Homelessness for at least 14 days
 - See [Appendix B– Canadian Definition of Homelessness](#)
 - See [Appendix C- Definition of Indigenous Homelessness In Canada](#)
 - Individuals are typically identified as homeless by presenting at shelter, being served through the Ross Memorial Hospital to Homes (H2H) program, identified by the Mental Health Response Team, or present for services at community agencies.
- Staying in the City of Kawartha Lakes or Haliburton County, who have a historic or meaningful connection to CKL-H.

- Efforts will be made to repatriate households that have been stranded in the area or are connected by supports to other communities. In these cases, the household will not be added to the BNL.
- Consent to participate
 - Individuals must provide signed consent to have their information shared with the City for the purpose of the BNL and to receive resources through homelessness prevention benefits or the intensive permanent housing case management. Please reference [Appendix F – CKL-H By-Name List Addition and Consent Form](#)
- VI-SPDAT completed score
 - Front line staff will complete VI-SPDAT with all individuals experiencing homelessness to be eligible for the BNL. Please reference [Appendix G - VI-SPDAT for Singles](#) (and links to VI-SPDAT for families and Transitional Age Youth VI-SPDAT)
- The initiation of Document Readiness by the lead agency
 - Lead agencies will begin the process of getting the client “document ready” by ensuring they meet identification and eligibility requirements to be housed. Please reference [Appendix N – CKL-H By Name List Document Ready Form](#).

5.2 Adding Names to the CKL-H By-Name List

City of Kawartha Lakes staff will have the sole authority to add and remove names to the By-Name List.

Organizations that can recommend an addition to the BNL include:

- Emergency Shelters
- Transitional Housing providers
- Outreach teams
- Community Partners providing in-community supports to those experiencing homelessness
- Community Partners who identify people within their scope of practice who are experiencing homelessness.

Select representatives from each organization will be identified to send to the BNL Coordinator with the client information including VI-SPDAT score, consents, addition form and confirm document readiness. Documents can be sent by fax, delivered in person or uploaded to the secure BNL webpage managed by the BNL Coordinator.

Please do not email any addition forms, VI-SPDAT's or any other documents that could contain personal and confidential information about an individual between agencies or to the BNL Coordinator.

If contact is lost with a participant, or they return to homelessness after a period of housing, the VI-SPDAT assessment will be updated to reflect any major change in the participant's life circumstances.

People who are successfully added to the BNL are not guaranteed any specific support, program or service. Individuals and families should be encouraged to participate in finding resolutions to their own homelessness when intensive supports are not readily available. Addition to the BNL does not exclude people from continuing to access and benefit from other community support services.

Once an individual is added to the BNL, the identified Lead Agency will continue to support individuals and families throughout the BNL process until they are matched with the appropriate supports and services. Lead agencies will continue to support clients added to the BNL including but not limited to the following:

1. Continue to engage with the client and encourage them to find resolutions to their own homelessness
2. Provide housing support coordination and case management
3. Obtain consents from collateral partners and invite partners to attend case conferences to help remove barriers to the individual
4. Gather and complete the document readiness process, ensuring the client will be document ready if offered a housing and/or program vacancy
5. Provide updates to the BNL coordinator or share any relevant updates at HCRT

5.3 Removing Names from the CKL-H By-Name List

A person may request to have their name removed from the BNL at any time. They may do so by making this request through their service provider or another Coordinated Access Point where the request will be forwarded to the BNL Coordinator.

If an individual becomes deceased or requests their name be removed from the list, their name will be moved to the 'inactive' list. In the case of withdrawal of consent or request to have information removed from the BNL, the City of Kawartha Lakes will cease collecting and updating information about the individual and move the individual to inactive with consent withdrawal noted. Should the individual wish to re-engage with the homelessness response system, a new BNL Addition and Consent form will need to be completed through a community entry point.

5.4 Inactive Status on the CKL-H By-Name List

Individuals or families will be moved to inactive on the BNL if they are known to:

- have become stably housed;
- become deceased;
- are missing or without contact for 90 days or more; or
- have moved out of the area.

If an individual or family's status changes, their name will be moved back to the 'active' list without the need to collect additional information. If more than 12 months have passed since

the original consent was signed, the individual or family will be required to sign a new consent form. In all cases, information collected to date will remain in the master BNL database.

*Note: this does not apply to individuals who requested removal from the BNL, who require a new BNL Consent and Addition form.

5.5 Updating VI-SPDAT's & SPDAT's

VI- SPDAT:

If an individual re-enters the homelessness system and it has been more than six months since a VI-SPDAT was conducted, the worker should consider conducting a new assessment. Reassessment is necessary only if the client has had significant life changes since the last VI-SPDAT completion. Even with a change in circumstances, the assessment may not produce a different total score, so reviewing the assessment for accuracy with the client is advised. For example, if a person has been to the emergency room twice in the past month, they may have already scored a "1" in that section on their previous VI-SPDAT, therefore another VI-SPDAT would not necessarily yield a different acuity score. Any change in VI-SPDAT score should be documented and forwarded to the BNL coordinator for an update.

Full SPDAT Assessment:

A full SPDAT may be recommended when the VI-SPDAT is viewed to not accurately reflect the acuity of the individual. In this case, the full SPDAT score will be forwarded to the BNL coordination staff for assessment of acuity for priority status on the BNL.

The full SPDAT assessment will be completed with individuals and families who are connected to any housing or intensive supports programs. The full SPDAT forms the foundation of the care plan for housing stabilization and will be updated on the following schedule:

- At point of move-in to housing
- 30 days' post move-in
- Every 3 months following unless something significant has changed.

The full SPDAT will also be used to better understand acuity for individuals and families who remain on the active BNL after 90 days without housing. Referring agencies will be encouraged to re-connect with individuals to gain more information about their barriers to housing and work together with community partners to support resolution of identified barriers.

5.6 Updating housing changes on the BNL

The lead agency is responsible for ensuring consent is up to date to update the BNL if the housing status of a household has changed. For example, if an individual was staying in emergency shelter and then found housing independent of CAS placement - this change needs to be noted on the BNL. Other examples of housing status updates include: a person being incarcerated, an individual or family moving from a shelter to sleeping rough and an individual moving from the area. BNL updates can be done through the [CKL-H online form](#). If 12 months have passed since BNL consent was signed, the worker should obtain consent before providing an update.



6. Acuity Based Matching to Housing and Support Interventions

The BNL helps CKL-H to organize responses to homelessness to ensure that housing and support interventions best match an individual or family's unique needs. The BNL is organized according to acuity, or depth of need. This matching process is guided by priorities set by the community in consultation with enumeration initiatives and program outcomes data.

The BNL coordination staff will maintain an up to date list of available, dedicated housing inventory, support resources and the corresponding eligibility criteria. When a housing unit becomes available, a list of the top four (4) individuals or families, with the highest acuity score, who meet the established criteria will be provided to the housing provider for selection.

6.1 Prioritization and Selection Criteria

The Housing and Homelessness Service System has identified 6 key priorities that all BNL referrals will be sorted into. Within each priority, the following rules will be applied to determine individuals' placement on the list:

- Individuals and families who live outdoors or live rough will be given priority
- Individuals who present as tri-morbid, having mental health, physical health, and substance use concerns will be given priority
- Within each priority level, individuals with higher VI-SPDAT scores will be given priority
- If there is still a tie after the above rules have been applied, the start date of the current episode of homelessness will be used to determine priority. If the individuals were added on the same date, both names will be put forward to the housing provider to decide.

Table 1: Prioritization and Selection Criteria

Level	Type of Homelessness	Age	Current Location	Tri-Morbidity	VI-SPDAT Score	Intake
Priority 1	Chronically Homeless*	All	Sleeping Outdoors	Yes	Descending	Oldest to Newest
Priority 2	Chronically Homeless	All	Sleeping Outdoors	No	Descending	Oldest to Newest
Priority 3	Chronically Homeless	All	Sheltered**	Yes	Descending	Oldest to Newest
Priority 4	Chronically Homeless	All	Sheltered	No	Descending	Oldest to Newest
Priority 5	Not Chronically Homeless	All	Sheltered	Yes	Descending	Oldest to Newest
Priority 6	Not Chronically Homeless	All	Sheltered	No	Descending	Oldest to Newest

***Note** – Sheltered refers to individuals who are emergency sheltered or provisionally accommodated. (See [Appendix B: Canadian Definition of Homelessness](#).)

****Note** – Chronic Homelessness is defined as an individual or family who is currently homeless and has been homeless for more than an accumulated 6 months in the past 12 months.

For more information, see [Appendix O: CKL-H By-Name List Prioritization and Selections Criteria](#).

Priority criteria will be reviewed at least once a year, in consultation with the community. Data to support priority setting will include homelessness enumerations, housing first evaluation outcomes and support service statistics.

6.2 Client Notification Process

When a dedicated housing or support resource becomes available and document readiness has been completed, the following steps are taken to inform a client that a housing opportunity is available to them:

- The City will review criteria for the available housing and/or support unit and produce a list of four individuals or families who meet the criteria for the unit.
- The list of four will be selected based on descending acuity within the priority; tie breakers will be assigned by chronological date of addition to the BNL.
- The list of four will be forwarded to The support agency and/or housing destination staff along with corresponding Consent, Document Readiness, and completed VI-

SPDAT.

- The support agency and/or housing destination staff will select an individual or family from the list of four provided.

Matching Process:

After receiving the information from the City, the support agency will select one of the four individuals/families and will connect with the individual or family and make sure the client has clear expectations of the program and where they would live. The referring agency should be notified of the selection by the support agency, and be willing to contribute towards the housing plan. During this meeting the following should be reviewed and completed:

- Tenant rights / responsibilities
- Sample lease
- Consent forms
- Coordinated care plan
- Intake documents

Should the individual accept the offer of housing and/or supports, connections will be offered to trustee services. The By Name List Coordinator should be made aware of the successful match.

Should the individual or family not accept the offered housing or supports, they will remain on the BNL 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 a household is in receipt of Social Assistance, the case worker should be informed to assist in locating the client. The case worker should utilize any recent contact information available to locate the individual or family.

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 BNL coordination staff at Human Services. The BNL coordinator will update the list accordingly and the appropriate agencies will seek to engage with the individual if and when they re-engage 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 BNL.

6.3 Measures to Ensure Housing Placement Opportunities

It is the intention of the BNL process to ensure that individuals have equitable access to appropriate housing outcomes matched with their individual level of need. The selection process described above ensures that agencies committed to the BNL inventory 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 automatically be assigned the next available unit that meets their individualized criteria and satisfies their location choice.

6.4 Community Housing Opportunities Outside BNL Inventory

Housing opportunities arise for clients on the BNL who are also on the centralized waitlist for community housing. To ensure the success of these housing opportunities the following process will be followed:

1. BNL Coordinator is informed that a BNL client is being housed in Community Housing (either through Special Priority or the chronological waitlist)
2. If the client has a high depth of need, the BNL Coordinator will ask that the lead agency sets up a case conference. If there is no identified lead agency, less formal supports providers will be invited to attend with the client's consent.
3. Case conference takes place. Where possible, the client and the landlord or property manager should be involved to build a housing stability care plan.
4. The housing stability care plan should be in place for at least the first six months of the tenancy, and provide options for the landlord / property manager to access if issues arise that put the tenancy at risk.

6.5 Measures to Prevent Re-Entry into Homelessness

There may be some special cases where an individual who had previously been prioritized from the BNL may face a housing unit termination, transfer or an instance where an individual may benefit from transferring to another service provider. The Coordinated Access 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 BNL Coordinator and any connected service providers to discuss any and all options besides exiting to homelessness.

As the household has already been previously prioritized for community supports and/or a unit off the BNL, that priority will stand unless either;

- a) the individual has achieved their own goals of housing stabilization and no longer requires the supports from the supportive housing program or;
- b) the individual ends their engagement or service with that agency on their own after the agency has completed a case conference and assertively attempted re-engagement.

6.6 Inquiries Regarding BNL Status & Process

Any concerns related to the selection process can be provided by email to bnlcoordinator@kawarthalakes.ca

6.7 Changes to the CAS Process Guide

Formal updates to the guide will be made on a yearly basis and approved by the Homelessness Response Steering Committee. Changes to process may occur with the consensus of the committee on an on-going basis as the community grows in its work to prevent and end homelessness with individuals and families. New evidence-informed best practices that are being used by others, both nationally and internationally, will also be reviewed and adopted to our local context to inform this guide. All changes will be recorded in the change log.

Date	Section Titles	Description and Implications	Change Made By
2021.05.14	6.4 Community Housing Opportunities Outside the BNL	Requirement that case conference and housing stability plan are developed for BNL clients housed through the community housing waitlist	Madeline Porter

Endnotes

¹ “Housing First,” Canadian Observatory on Homelessness, 2018, <https://www.homelesshub.ca/solutions/housing-accommodation-and-supports/housing-first> (accessed November 23, 2018).

² Stephen Gaetz, Fiona Scott & Tanya Gulliver (Eds.), “Housing First in Canada: Supporting Communities to End Homelessness,” (Toronto: Canadian Homelessness Research Network Press, 2013), 5-6.

³ “Building Stronger Communities: The City of Kawartha Lakes and the County of Haliburton Housing and Homelessness Plan 2020-2029”, (City of Kawartha Lakes, 2019), 31.

⁴ Canadian Observatory on Homelessness, “Canadian Definition of Homelessness,” (Toronto: Canadian Observatory on Homelessness Press, 2012).

⁵ Jesse Thistle, “Indigenous Definition of Homelessness in Canada,” (Toronto: Canadian Observatory on Homelessness Press, 2017).

⁶ Leanne Simpson, “Dancing on Our Turtle’s Back: Stories of Nishnabeg Recreation, Resurgence and a New Emergence,” (Winnipeg: ARP Books, 2011).

⁷ Gidigaa Migizi (Doug Williams), “Michi Saagiig Nishnaabeg: This is Our Territory,” (Winnipeg: ARP Books, 2018)

⁸ This resource was adapted from the Wellington-Guelph Coordinated Entry Working Group.

⁹ For additional information on the SPDAT suite of tools, including versions for families and youth, please visit www.orgcode.com/spdat

¹⁰ This resource was adapted from the Wellington-Guelph Coordinated Entry Working Group.

¹¹ For additional information on the SPDAT suite of tools, including versions for families and youth, please visit www.orgcode.com/spdat

Appendix A: By Name List Statuses

Chronic

Individual or family who is currently homeless and has been homeless for more than an accumulated 6 months in the past 12 months.

Episodic

Individual or family who is currently homeless and has experienced three or more episodes of homelessness in the last year

Transitional

Individual or family who is currently homeless, low acuity, and has not experienced homelessness more than twice in the last year

High Acuity

Individual or family who score and 8 or higher on the VISPDAT and has been homeless for less than 6 months in the last year

Appendix B: Canadian Definition of Homelessness

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

Appendix C: Definition of Indigenous Homelessness in Canada

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

Appendix D: CKL-H Homelessness Coordinated Response Team (HCRT) Multi-Agency Consent Form

Homelessness Coordinated Response Team (HCRT) Consent for the Collection and Sharing of Personal Information

What is HCRT?

- The Homelessness Coordinated Response Team is made up of agencies who work together to help people experiencing homelessness find and keep permanent, affordable housing.

What information is shared at HCRT?

- Only information related to helping you to find and keep housing will be shared. This includes the personal information on the By-Name-List Addition Form and on the completed VI-SPDAT survey.
- When necessary, Personal Health Information and information about any legal issues that might impact your housing needs will be shared between HCRT agencies.

Why are we collecting your personal information and how will it be used?

- Your information will be used to connect you to available housing and support services. HCRT agencies work as a team to support you to find housing and stop you from becoming homeless again.
- The information we collect will be used to update the By-Name List which is used to match individuals to available housing and supports.
- Non-identifiable data will be used to evaluate programs and services.

How will your information be shared?

- Your information may be shared using electronic communication platforms such as email and video teleconference
- We are taking the precautions necessary to ensure that your information and privacy is protected, but there is an additional risk that information can be disclosed when it is shared electronically

What if you change your mind about your personal information being shared?

- Giving consent for your information to be shared at HCRT is voluntary. Refusing to give consent will not limit your access to emergency shelter.
- You can remove your consent at any time by speaking to the agency that is currently supporting you. You should let them know that you do not want your information shared any longer and an update will be sent to the By-Name-List Coordinator.

What if there is some information you don't want to share?

- If you feel that sharing some of your personal information could impact your safety, please let staff know so a plan can be made to support you safely.

Are there times when information may be shared without your consent?

- Agency staff are required to share personal information if:
 - A child has experienced or may be at risk of abuse or harm
 - A person is a threat to themselves or another person; or
 - A court order requires information to be shared

Consent for the Collection and Sharing of Personal Information

- By signing below, I give my permission for my personal information, including any relevant Personal Health Information and legal information that may impact my housing needs, to be shared between the following partner agencies:

City of Kawartha Lakes – Human Services Division
Four Counties Addiction Services Team (Fourcast)
Canadian Mental Health Association – HKPR
A Place Called Home
Haliburton Highlands Health Services
Ross Memorial Hospital
John Howard Society – Kawartha Lakes Haliburton

Women's Resources
YWCA Peterborough Haliburton
Kawartha Lakes Haliburton Housing Corporation
Kawartha Lakes Police Service
Ontario Disability Support Program
Ontario Provincial Police
Kawartha Participation Projects

- I understand that my information may be shared between agencies in the following formats: in person meetings, teleconferencing, video teleconferencing
- I understand and accept the risks and limitations to privacy of electronic communications
- I understand that HCRT agencies will only share information about me that is necessary for them to plan, provide and evaluate the services that I have requested and/or received. They will neither request from each other, nor provide to each other, information that is not directly related to assessing or removing barriers to resolving my housing needs.
- I understand that my consent to participate is completely voluntary and that I may withdraw my consent at any time but that withdrawal of consent will not apply to information which has already been shared.
- I understand that if I can refuse to sign this form and if I do not sign I will not be prevented from accessing service at this agency or any of the agencies listed above.
- I understand that my consent is valid for 12 months or until such time as I withdraw my consent. Consent will be renewed annually.
- This information is collected under the authority of the Housing Services Act 2011 sections 12, 13.1 and 19.1, for the purpose of enumeration, and delivering and evaluating homelessness and services. If I have questions about this consent form, I can contact: bnlcoordinator@kawarthalakes.ca
- I have read or have read to me and understand all of the parts of this consent form and give consent.

Name of Participant

Signature (of Client/Guardian/Trustee)

Signature of Witness

Date Signed

Date Signed

Appendix E: CKL-H By-Name List Identity Protection Process



CKL-H By-Name List Identity Protection Process

Individuals who wish their involvement with the Coordinated Access System to remain hidden for the sake of their safety, can be protected in the By-Name List Database.

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

1. Ask the individual if they have any concerns about any of the staff at agencies in the Coordinated Access System seeing their information in the BNL.
 - a. If the individual answers “No”, proceed with addition form as usual.
 - b. If the individual answers “Yes”, proceed with Step 2.
2. Ask the individual if they have already signed consent to be entered into the BNL system by completing a BNL referral with another agency in the Coordinated Access System.
 - a. If the individual answers “No”, continue to work independently with the individual until they are comfortable with providing consent.
 - b. If the individual answers “Yes”, or is not sure, forward the individual’s addition package to the BNL Coordinator for processing. If the individual is not in the BNL Database, the Coordinator will add them in and make sure that any personal identifiers will be hidden from the other agencies.
3. The Lead Agency will be made aware of the assigned personal Unique Identifier that will be assigned to the individual by the BNL Coordinator.
4. If that Unique Identifier is put forward for a matching process, the BNL Coordinator will connect with the Lead Agency to ensure that the individual consents to personal identifying information being shared with the program or housing provider or that a solution where all parties involved can participate in the process is agreed upon.

Notes:

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.
- 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.

Appendix F: By Name List Addition and Consent Package

What is the City of Kawartha Lakes-Haliburton (CKL-H) By-Name-List (BNL)?

- The BNL is an up-to-date list of all individuals and families experiencing homelessness in the KL-H area. The BNL is located on a secure database hosted by the City of Kawartha Lakes that allows information to be shared by agencies working together to help you find and maintain a place to live. People identified as being at the greatest risk are offered available housing services and supports first. The BNL does not guarantee access to housing so it is important that you continue to work with the agencies supporting you to look for housing solutions.

What personal information is collected?

- With your consent, the following information will be collected and added to the BNL: Name, Date of Birth, all information on the Addition Form (Page 2&3), information gathering during the VI-SPDAT assessment, and your contact information.
- When necessary, Personal Health Information and information about any legal issues that might impact your housing needs will be collected.

Why are we collecting your personal information and how will it be used?

- The goal of the BNL is to match homeless individuals and families to available and appropriate housing and support services based on their unique needs.
- Your information will be used to connect you to available housing and support services
- Non-identifiable data will be used to evaluate programs and services.

How will your information be shared?

- Your information may be shared using electronic communication platforms such as email and video teleconference
- We are taking the precautions necessary to ensure that your information and privacy is protected, but there is an additional risk that information can be disclosed when it is shared electronically

What if you change your mind about your personal information being shared?

- Giving consent for your information to be shared with the agencies that have access to the BNL is voluntary. Refusing to give consent will not limit your access to emergency shelter but it may limit the re-housing options available to you.
- You can remove or your consent at any time by speaking to the agency that is currently supporting you but your cancellation will not be retroactive. If you remove consent, any information collected to the time of cancellation will be hidden in the data base and removed from the By Name List. If your consent expires (after 12 months) only your name will be visible to community partners. We will attempt to keep in touch with you to make sure your consent and housing situation is up to date.

What if there is some information you don't want to share?

- If you feel that sharing some of your personal information could impact your safety, please let staff know so a plan can be made to support you safely.

Are there times when information may be shared without your consent?

- Agency staff are required to share personal information if:
 - A child has experienced or may be at risk of abuse or harm

- A person is a threat to themselves or another person; or
- A court order requires information to be shared

Consent for the Collection and Sharing of Personal Information

- By signing below, I give permission to the City of Kawartha Lakes – Housing Services Division to add my personal information, including any relevant Personal Health Information and Legal information that may impact my housing needs, to the City of Kawartha Lakes and County of Haliburton By-Name List.
- I understand that the following agencies will have access to my information on the By Name List:

City of Kawartha Lakes- Human Services Division
 Four Counties Addiction Services Team
 (Fourcast)
 Canadian Mental Health Association-HKPR,
 A Place Called Home
 Women's Resources
 Kawartha Lakes Haliburton Housing Corporation
 Kawartha Participation Projects

Haliburton Highlands Health Services
 Ross Memorial Hospital
 John Howard Society-Kawartha Lakes
 Haliburton
 Kawartha Lakes Police Services
 YWCA Peterborough Haliburton
 Ontario Disability Support Program
 (ODSP)

- I understand that these agencies will only share information about me that is necessary for them to plan, provide and evaluate the services that I have requested and/or received. They will neither request from each other, nor provide to each other, information that is not directly related to assessing or removing barriers to resolving my housing needs.
- I understand that for the purposes of matching me to available supports, my information may be shared between agencies in the following formats: in person meetings, teleconferencing, video teleconferencing
- I understand and accept the risks and limitations to privacy of electronic communications
- I understand that my information may be shared between agencies in the following formats: in person meetings, teleconferencing, video teleconferencing
- I understand and accept the risks and limitations to privacy of electronic communications
- I understand that this consent is valid for 12 months and will be reviewed annually. I can contact Housing Services if I would like my name to be removed from the By-Name List. If I have questions about this consent form I can contact: bnlcoordinator@kawarthalakes.ca
- This information is collected under the authority of the Housing Services Act 2011 sections 12, 13.1 and 19.1, for the purpose of enumeration, and delivering and evaluating homelessness and services.
- I have read or had read to me the information contained on this form and understand it.

First and last name: (please print)	
Signature:	Date:
First and last name of witness (please print)	
Signature:	Date:

CKL-H By-Name List **SINGLE ADULT** Addition and Consent Form

Any individual experiencing homelessness for 14 or more days in the City of Kawartha Lakes and the County of Haliburton is eligible to be added to the By-Name List (BNL). It is the responsibility of the agency that added the individual to the By Name List to maintain contact with the individual and continue to provide service to them in accordance with their agencies mandate.

Consent, Privacy and Agency Information

Has the client signed BNL Consent?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Consent Date: (DD/MM/YYYY)	
Does the client have any concerns about sharing consent with agencies in the Coordinated Access System?	If YES , proceed according to the Identity Protection Protocol.		
Does the client want to be anonymous?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Referral (DD/MM/YYYY):	
Referring Agency:		Referring staff member:	

Basic Client Information

Citizenship status:

Household Type:

☐ Single Adult
 ☐ Family
 ☐ Youth (16-24)
 ☐ Senior (60+)
 ☐ Couple
 ☐ Youth Head of Household

Primary Community:

☐ Lindsay
 ☐ Fenelon Falls
 ☐ Bobcaygeon
 ☐ Minden
 ☐ Haliburton
 ☐ Other: _____

What community is the client willing to live in? Please check all that apply.

☐ Lindsay
 ☐ Fenelon Falls
 ☐ Bobcaygeon
 ☐ Minden
 ☐ Haliburton
 ☐ Omemee
☐ Any community in CKL
 ☐ Any community in COH
 ☐ Any community in CKL and COH
☐ Other: _____

History of Homelessness

Current housing/shelter situation:

☐ Emergency Shelter
 ☐ Outside
 ☐ Couch Surfing
 ☐ Hospital
 ☐ Incarcerated
 ☐ Motel
☐ Transitional Housing
 ☐ Room
 ☐ Unknown
 ☐ Vehicle
 ☐ Other: _____

In total, how many times (#) has the client been homeless over the past year?		When did this current episode of homelessness start? (DD/MM/YYYY)	
In total, how many months has the client been homeless over the past 12 months?			
What is the cause of the client's homelessness? (Check all that apply)	<input type="checkbox"/> Conflict <input type="checkbox"/> Hospitalization <input type="checkbox"/> Incarceration <input type="checkbox"/> Mental Health <input type="checkbox"/> Addiction	<input type="checkbox"/> Relationship breakdown <input type="checkbox"/> Unaware of tenant rights <input type="checkbox"/> Eviction <input type="checkbox"/> Other (please describe) _____	

Is the client connected to any supports? (check all that are applicable):

- | | | | |
|---|---------------------------------------|---------------------------------------|-----------------------------------|
| <input type="checkbox"/> ICM- FourCast | <input type="checkbox"/> ICM – HHHS | <input type="checkbox"/> Housing Help | <input type="checkbox"/> ABI – CM |
| <input type="checkbox"/> CMHA Case Management | <input type="checkbox"/> CCAC | <input type="checkbox"/> KPP | <input type="checkbox"/> Trustee |
| <input type="checkbox"/> JHS Transitional Housing | <input type="checkbox"/> Other: _____ | | |

Housing Search Information			
Does the client require an accessible or modified unit?	<input type="checkbox"/> Yes <input type="checkbox"/> No	# bedrooms required?	
What are the client's sources of income? <input type="checkbox"/> OW <input type="checkbox"/> ODSP <input type="checkbox"/> OBIP <input type="checkbox"/> CPP <input type="checkbox"/> Pension (Other) <input type="checkbox"/> Employment <input type="checkbox"/> Other: _____			
Client's monthly income:		Name of OW/ODSP Worker:	
Does the client have any of the following valid government issued ID? <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Social Insurance Number <input type="checkbox"/> Driver's License <input type="checkbox"/> Health Card <input type="checkbox"/> Passport <input type="checkbox"/> Status Card <input type="checkbox"/> PR Card <input type="checkbox"/> Armed Forces ID			
Any Additional Assets: <input type="checkbox"/> Yes <input type="checkbox"/> No		Document Readiness completed: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Is there any other information that can be useful when matching the client to housing?			
Assessment Please complete the population specific VI SPDAT. Youth age 16 -24 should complete the TAY-VI SPDAT, those with children that will be living with them should complete the Family VI SPDAT. Failure to provide assessment will result in the individual not being prioritized on the list. Would you like to present this client to HCRT? If client scores 8 or higher on the VI SPDAT, is under 18, or sleeping outside, please complete and attach HCRT consent. <div style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</div>			

Any questions about this form or the intake process can be forwarded to the BNL Coordinator at bnlcoordinator@kawarthalakes. Please fax completed packages to 705 328-2875

VI-SPDAT Introductory Script

My name is _____ [interviewer name] and I work for _____ [organization or agency name]. I have a 10-minute survey that I would like to complete with you. The answers will help us determine how we can go about supporting and housing you. Some other things to know about this survey:

- Most of the questions only require a 'yes' or 'no' answer or one-word answer.
- I'll be honest, some questions are personal in nature, but you can skip or refuse any question at any time.
- The information collected goes in to the City of Kawartha Lakes and County of Haliburton By-Name List, a shared database that all our shelters and housing providers can access, and once it is there, other providers in the community will not make you complete this survey multiple times.
- If you do not understand a question, let me know and I would be happy to explain. If it seems to me that you don't understand a question, I will also do my best to explain it to you without you needing to ask for clarification.
- All personal information you provide is confidential. What I learn today or the answers you provide will not stop you from being able to access other supports or services in the community.

One last thing to chat about. A lot of people say what they think I want to hear instead of the truth and that's okay. It is up to you what you chose to share. The more honest you are the better we can figure out how best to support you.

Thank you for taking the time to complete this document with me. It has helped us to determine what level of support you may need. As a community we are trying to assist clients with finding housing options as quickly as possible with the limited resources that are available.

Appendix G: Link to VI SPDAT V3

https://www.dropbox.com/sh/h20cpgph7bhrvbw/AAC56tTjQUs-8ID9En9dVgP2a/VI-SPDAT%20V3%20for%20Single%20Adults%20Tools?dl=0&preview=VI-SPDAT+V3+Canadian+Single+Adults.pdf&subfolder_nav_tracking=1

Appendix H: SPDAT Scoring Comparison Chart



SPDAT Score Comparison Chart

	Single Adult		Youth		Family		Justice
Intervention Recommendation	VI-SPDAT	FULL SPDAT	VI-SPDAT	FULL SPDAT	VI-SPDAT	FULL SPDAT	VI-SPDAT
LOW ACUITY No Housing Intervention (Diversion)	0-3	0-19	0-3	0-19	0-3	0-26	0-3
MID ACUITY Rapid Re-Housing	4-7	20-34	4-7	20-34	4-8	27-53	4-7
HIGH ACUITY Permanent Supportive Housing/ Housing First	8 - 13	35-49	8 - 13	35-49	9+	54-80	8+
	14 - 17	50-60	14 - 17	50-60			

Appendix I: KL-H Homelessness Coordinated Response Team – Terms of Reference and Operations Manual

Preamble

The Homelessness Coordinating Response Team (HCRT) is a case conferencing mechanism that connects homelessness services in the City of Kawartha Lakes and County of Haliburton. The intention of HCRT is to foster a coordinated and integrated approach to service for people experiencing homelessness. HCRT uses existing resources and expertise to eliminate barriers to permanent housing placement and support housing retention. HCRT works closely with the City of Kawartha Lakes Coordinated Access System and By Name List to support the community's goal of ending chronic homelessness.

Mandate

Leverage existing resources and expertise of a collaborative team to achieve optimal housing placements and supports for those experiencing homelessness or at risk of homelessness.

Membership

Core Members:

- A Place Called Home
- Canadian Mental Health Association – HKPR
- Four Counties Addiction Services Team (Fourcast)
- City of Kawartha Lakes Human Services
- Haliburton Highlands Integrated Health Services
- John Howard Society
- City of Kawartha Lakes Social Services
- Kawartha Lake Haliburton Housing Corporation
- Women's Resources
- YWCA Minden
- Kawartha Lakes Police
- Ontario Disability Support Program

Membership will be comprised of ideally supervisor or manager-level staff that have knowledge of client situations as well as decision making authority regarding the resources available from their agency. Organizations should assign one person to participate in HCRT meetings consistently.

Meeting Schedule

Meetings are generally scheduled as a 1.5 hour meeting every other Wednesday and take place at Either the Lindsay FourCAST, CKL Human Services or over video teleconference.

Meeting Protocols

- Every HCRT member, and all visiting attendees will sign an Oath of Confidentiality Form.
- Human Services staff will chair the meetings and update the By Name List with relevant information. Regrets when unable to attend can be sent to bnlcoordinator@kawarthalakes.ca
- Meetings will follow this general format:

- Introductions
 - Approval of agenda
 - New referrals
 - Client strengths and assets
 - Barriers to housing
 - Next steps to move them closer to housing
 - Client updates
 - Good News stories
 - Community Updates
- Human Services staff will send action items to members following the meeting and will follow up to determine progress prior to the next meeting.
 - An administration meeting will be held on a quarterly basis to discuss emerging challenges, process improvements and gather feedback.
 - All HCRT members are responsible for notifying the Homelessness System Coordinator of client names (first name, last initial) to be added to the agenda as new referrals, updates, or discharges by 2pm on the Tuesday before the scheduled HCRT meeting. Notification can be left by voicemail at 705-324-9870, extension 3123 or faxed to 705-328-2875

Accountability

HCRT members are accountable to the following stakeholders:

- their clients
- their own agency
- each other
- The Homelessness Response Steering Committee
- funders

Reporting

Each member will report on HCRT developments to their own supervisor/manager and/or Executive Director on a frequency and through a process (e.g. supervision) to be determined by the member's agency.

A quarterly report of HCRT activities (number of clients on By Name List, number of clients successfully housed, ect.) will be provided to the HCRT partners.

REVIEW DATE:

August, 2021

**City of Kawartha Lakes and County of Haliburton
Homelessness Coordinated Response Team (HCRT)
Operating Manual**

HCRT Eligibility Criteria:

HCRT exists to provide coordinated, integrated and seamless service to individuals and families who are homeless, and who;

- Have been homeless for 14+ days
- Score an 8+ on the VI-SPDAT triage tool OR is sleeping outside OR is age 18 or younger
- Are unable to self-resolve homelessness and has agreed to engage with the HCRT team
- Currently resides in the City of Kawartha lakes or County of Haliburton. Sometimes support may begin in anticipation of an individual or family's return to the area.

Referral Process

- Any member can bring forward an individual or family for discussion at the HCRT table.
- When bringing forward a case to HCRT, the above eligibility criteria should be met
- If criteria are met, complete and provide a copy of the following to the Homelessness System Coordinator:
 - CKL By-Name List Addition and Consent Form
 - HCRT Consent for the collection and sharing of information
 - VI SPDAT Triage tool (use Youth VI SPDAT age 16 -24, and family tool for those with children)
- Referrals can be made by external sources (outside of HCRT current membership) through one of the team members.

Responsibilities for referring worker

- Have all consents in place and up to date before presenting an individual or family. Consents expire after one year of being signed.
 - Be prepared to present the case and provide the following information:
 - Basic overview of individual or family's current state of homelessness
 - Brief history of housing and homelessness
 - Brief overview of individual or family's barriers to obtaining and maintaining housing
 - Summary of what supports the individual or family would like from HCRT
 - Summary of support that the referring worker would like from HCRT To add an individual or family to the HCRT agenda, provide initials and By Name List Client Number by fax or other pre-approved electronic file transfer mechanism to the Homelessness System Coordinator by 2pm on the Tuesday before the scheduled HCRT meeting. If a new referral, provide HCRT presentation form, BNL Addition Package including VI SPDAT and BNL and HCRT consents to Homelessness System Coordinator by fax 705-328-2875 or by voicemail 705-324-9870, extension 3123.
- Be willing to work with appropriate HCRT partners and the client(s) to address barriers to permanent housing.
- Be respectful of client situations and information shared.

Client Update

Client list will be reviewed monthly regarding client status, housing updates, and discharges. Client Updates will be shared with the HCRT table where appropriate. All updates should be added to the agenda to help to prepare HCRT partners in advance of the meeting.

Discharge

Clients will be discharged from HCRT for the following reasons:

- Individual or family withdraws consent
- Individual or family is connected to housing and is progressing towards housing stability
- Individual or family is deceased

If a client meets any of the above criteria, the Homelessness System Coordinator should be notified using the BNL Update form. The Coordinator will make note in the By Name List data base. Members are responsible for remaining connected to clients according to their organization's mandate to ensure housing success. If a client leaves the area or cannot be located the client will be moved to the inactive list in the By Name List data base. As long as their consent is valid, they can be presented at HCRT if they return to the area or reconnect with their worker. A client can remove their consent for HCRT and still remain active on the By Name List provided the By Name List consent is valid.

Appendix J: CKL-H Homelessness Supports and Housing Destination Inventory

CKL-H Homelessness Supports and Housing Destination Inventory



Landlord Name	Support Agency Name	Program Type	Building Description	Number of Units	Unit size(s)	Household Type (Individuals/couples/families/youth/seniors)	BNL client priority	Other Notes
Various-private	FourCast- HPS ICM	Housing Intensive Case Management	Various	3-6	Various	Various	1,2,3,4	Portable Housing Benefit (PHB)
KLH Housing Corp.	FourCast- HPS ICM	Housing Intensive Case Management	Riverview Apts.(2), Sussex Place (2), Willabond Apts.(2), Flynn Gardens (3)- Lindsay	9	1 bedroom	Individuals, couples, youth, seniors	1,2,3,4	PHB
KLH Housing Corp.	FourCast- HPS ICM	Housing Intensive Case Management	Cottingham Court – Omemee(1), Little Bob Gardens, Bobcaygeon (1), Cliffside Villa, Fenelon Falls (1)	3	1 bedroom	Individuals, couples, youth, seniors	1	PHB
KLH Housing Corp.	FourCast- HPS ICM	Housing Intensive Case Management	Nayoro Place (1), Red Pines (1), - Lindsay	2	3-4 bedroom	Families	1,2,3,4	PHB
KLH Housing Corp.	FourCast- CHPI ICM	Housing Intensive Case Management	68 Lindsay Street	24	1 bedroom	Individuals, couples, youth, seniors	1,2,3,4	Affordable Housing Program
KLH Housing Corp.	HHHS-Integrated Mental Health Services	Housing Intensive Case Management	Devan Court - Lindsay(4), 610 Mountainview - Haliburton (1), 6 Parkside Street-Minden (2), 4977 County Rd. 21-Haliburton (3), 57 Parkside Street-Minden (1)	11	1 bedroom	Individuals, couples, youth, seniors	5,6	
KLH Housing Corp.	Kawartha Participation Projects	Case Management -Supportive Housing	Devan Court – Lindsay(1)	1	1 bedroom	Individuals, couples, youth, seniors	2,4,5	PHB



Landlord Name	Support Agency Name	Program Type	Building Description	Number of Units	Unit size(s)	Household Type (Individuals/couples/families/youth/seniors)	BNL client priority	Other Notes
Market Square Non Profit Housing Corp.	CMHA	Case Management	40 Main Street – Bobcaygeon (6), 35 Cambridge Street South – Lindsay (3)	9	1 Bedroom	Individuals	2,4,5,6	Rent Supp.
Kawartha Housing Services Inc.	CMHA	Case Management	2 Hamilton Street – Lindsay (16)	16	1 bedroom	Individuals	2,4,5,6	DOOR Housing Allowance

Appendix L: CKL-H By-Name List Process

The City of Kawartha Lakes and County of Haliburton (CKL-H) By-Name List (BNL) is a real time, up to date list of all people known to be experiencing homelessness in CKL-H. Once individuals are added to the BNL they will be prioritized based on their level of need and vulnerability. They will be referred to an appropriate housing intervention or community supports dedicated to resolving homelessness as those resources become available.

Step 1: Community Access Points

Individuals or families experiencing homelessness connect with Community Access Points (CAP) in the CKL-H. These CAP's are agencies that regularly encounter individuals or families who are experiencing homelessness and are either:

1. Unsheltered (sleeping outside, vehicle etc.);
2. Emergency Sheltered; or
3. Temporarily Sheltered (couch surfing, motel etc.)

Community Access Points include: A Place Called Home, FourCast, CMHA, CKL Human Services, Haliburton Highlands Health Services, Women's Resources, YWCA-Peterborough Haliburton, John Howard Society



Step 2: Check Status on BNL

When an individual or family presents as homeless at a CAP, the agency should check the BNL to see if the individual is already on the BNL. If YES, please update their status in the BNL. If NO, please continue to Step 3.



Step 3: Additions and Common Assessments

If an individual has been experiencing homelessness for at least 14 days, CAP's will complete the BNL Consent Form, BNL Addition Form and the appropriate VI-SPDAT Assessment.

**TAY-VI-SPDAT:**

Independent youth who is 16-24 years old.

**VI-SPDAT:**

Individual adults, 25 years and older. If a couple with no children, administer a separate VI-SPDAT with each individual.

**F-VI-SPDAT:**

Parent/guardian with dependent children (under 18 years old) or who would regain custody of their children (under 18 years old) if they find housing.

*If an individual or family presents with a VI-SPDAT score of 8 or higher, the Lead Agency worker may also complete a Homelessness Coordinated Response Team (HCRT) Addition and Consent Form to engage in case conferencing. This can be completed at any point of engagement with the individual or family.

All addition forms and documents for the BNL and HCRT can be faxed, delivered in person or sent through the secure file sharing system Zendto.

Step 4: Prioritization on the BNL

Individuals and families are prioritized on the BNL for the appropriate housing and supports based on their situation and priority criteria. Individuals and families should be encouraged to participate in finding resolutions to their own homelessness when intensive supports are not readily available.



Step 5: Lead Agency Role

Once an individual is added to the BNL, the identified Lead Agency will continue to support individuals and families throughout the BNL process until they are matched with the appropriate supports and services. Lead agencies will continue to support individuals or families added to the BNL including but not limited to the following ways:



1. Continue to engage with the individual or family and encourage them to find resolutions to their own homelessness
2. Provide housing support coordination and case management
3. Obtain consents from collateral partners and invite partners to attend case conferences to help remove barriers that have previously prevented the individual or family from finding and maintaining housing
4. Gather and complete the document readiness process, ensuring the individual or family will be document ready if offered a housing and/or program vacancy
5. Provide updates to the BNL coordinator or share any relevant updates at HCRT

Step 6: Document Readiness

Lead agencies will prepare the individual to be “housing ready” by completing the Document Readiness Form with the individual. Once that has been completed, the Lead Agency should fax it to the BNL Coordinator or send it through Zendto.



Step 7: Matching Process

When a dedicated housing or support resource becomes available on the BNL and “Document Readiness” has been completed, a list of 4 individuals or families who meet the criteria for the unit and/or program will be sent to the provider. One individual from that list of 4 will be selected by the provider and offered the spot within that unit and/or program. The individual or family will have the final determination of whether they will accept or decline the offered spot.



*Please note, that all administrators completing entries are required to complete training and this document is not meant to substitute for these training sessions. For more information, please contact the BNL Coordinator at bnlcoordinator@kawarthalakes.ca.

Appendix M: List of Indicators for CKL-H BNL Database

List of Indicators for CKL-H By-Name List

The following indicators are collected about people experiencing homelessness in order to prioritize them and match them to housing:

Demographic Information:

- First Name
- Last Name
- Alias/Nickname (if applicable)
- Date of Birth
- Gender Identity
- Veteran Status
- Citizenship/Immigration Status
- Indigenous Identity or Ancestry
- Youth Head of Household
- Primary community currently connected
- Any family members
- Household Type (Single Adult, Youth, Family, Couple, Senior)

General Information

- Consent Date and Expiry Date
- Consent Version
- Client Contact Information- phone, email, location
- Agency/Caseworker Contact Person
- Agency Lead

Assessment and Housing Needs

- VI-SPDAT Assessment
- Full SPDAT Assessment (when needed)
- Housing Updates- housing type, place name, county, city, duration
- Source of Income
- Priority Code (TBD)
- List Status
- Homelessness status (chronic, episodic, high acuity)
- Shelter/Housing Situation at time of survey
- Notes

Appendix N: CKL-H By-Name List Document Ready Form



CKL-H By-Name List Document Readiness Form

To be completed by agency member and client

Once an individual or family has been added to the BNL, please complete the Document Readiness Form and either fax it to the BNL Coordinator or send it through Zendto. If you have any questions, please email the BNL Coordinator at bnlcoordinator@kawarthalakes.ca

Housing Services can support any individuals or families in trying to attain any of the documents listed below and can support the document readiness process in collaboration with the Lead Agency.

Personal Information	
First Name:	Last Name:
Middle Name:	DOB (DD/MM/YYYY):
BNL Unique ID:	Citizenship Status:
Identification	
*Please attach proof of at least one of the following forms of identification	
<input type="checkbox"/> Birth Certificate	<input type="checkbox"/> Passport
<input type="checkbox"/> Permanent Residence Card	<input type="checkbox"/> Status Card
<input type="checkbox"/> Armed Forces ID	
Social Services Assistance	
Please select the box if you receive any of the following:	
<input type="checkbox"/> Ontario Works	<input type="checkbox"/> ODSP
<input type="checkbox"/> CPP Disability	<input type="checkbox"/> Other: _____
Pension Monthly Income	
Please select the box if you receive any of the following:	
<input type="checkbox"/> OAS	<input type="checkbox"/> Gains
<input type="checkbox"/> W.S.I.B.	<input type="checkbox"/> C.P.P.
<input type="checkbox"/> OMERS	
<input type="checkbox"/> Other Pensions: _____	
*Please attach a bank statement for at least one month verifying pension monthly income. If unable to do so, please connect with Housing Help .	
Employment monthly income:	
*Please select and attach the appropriate proof of employment	
<input type="checkbox"/> 8 weeks (2 months) of pay stubs	<input type="checkbox"/> Letter from Employer
Housing Declaration	
I declare that I do not own or have any access to housing.	Initials:
I do own housing or property but I am unable to access it because of a court order or other legal concerns	Initials:

Declaration

I authorize The City of Kawartha Lakes to verify the information provided on this form.

Disclosure of your personal information:

- The City of Kawartha Lakes Human Services Department will disclose the personal information provided by you in this form to the following parties:
 - To any social agency providing any form of assistance to you, or other government subsidy under the Ontario Works Act 1997, the Ontario Disability Support Program act 1997, or the Child Care and Early Years Act, 2014, or any government department responsible for social housing programs under the Housing Services Act: or the City of Kawartha Lakes and or/ the individual housing provider housing portfolio operating agreement:
 - Canada revenue agency for the purpose of confirming income and asset statements, at any time during the term of this application process to any agent working on behalf of the City of Kawartha Lakes and/or individual housing provider for the purposes of complying with the Housing Services Act.
 - I authorize and agree that City of Kawartha Lakes or the individual housing provider may collect, use and disclose the personal information that I have provided in this form and its attachments as described above. I understand and acknowledge that, in addition to the foregoing, the individual housing provider will also collect, use and disclose my personal information as required or permitted by law.
 - I declare that all the information given on this form is true to the best of my knowledge and that I have not withhold or left out any requires information.
 - I agree to inform The City of Kawartha Lakes or their designate, of any changes to my income, assets, contact information or household composition.
 - I understand that the information given for this assessment may be used for the purpose of making decisions or verifying eligibility for assistance under the Housing Services Act, the Ontario Disability Support Program Act, 1997 or the Ontario Works Act 1997 or the Child Care and Early Years Act, 2014.

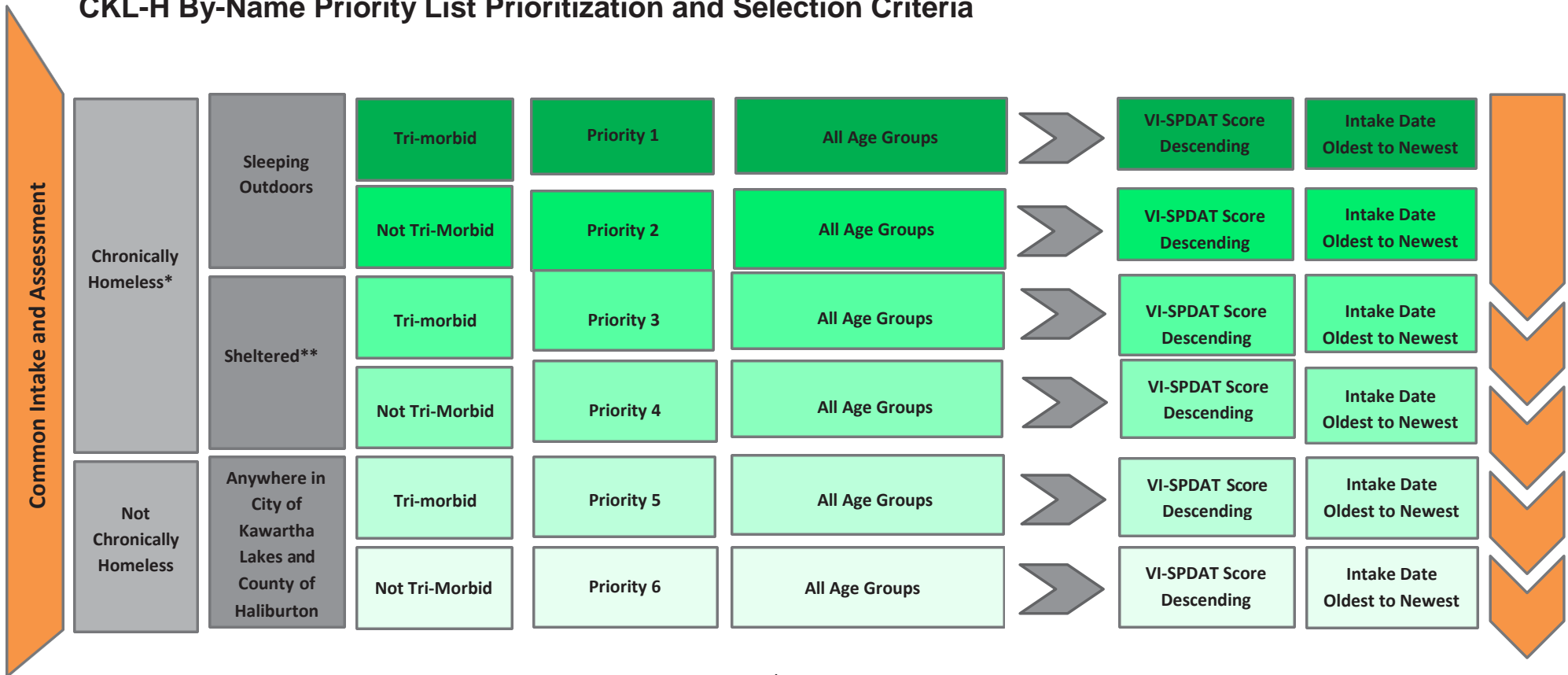
Signature:

Date:

Appendix O: CKL-H By-Name List Prioritization and Selection Criteria



CKL-H By-Name Priority List Prioritization and Selection Criteria



*

*Note – Chronic Homelessness is defined as an individual or family who is currently homeless and has been homeless for more than an accumulated 6 months in the past 12 months.

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

This resource was adapted from the City of Peterborough – Social Services' By-Name Priority List Prioritization and Selection Criteria Flow Chart