



WINDSOR ESSEX BY-NAMES PRIORITIZED LIST PROCESS GUIDE

**ORIGINATED: MARCH 2017
MODIFIED: DECEMBER 2020
VERSION: 4.0**

ACKNOWLEDGEMENTS

This guide was developed by The City of Windsor Housing Services Department in collaboration with the local Built for Zero team. It is based on the experience and support of Community Solutions and Canadian Alliance to End Homelessness' Built for Zero Collaborative, OrgCode Consulting Inc., Homeward Trust, the Calgary Homeless Foundation Coordinated Access and Assessment Policies and Procedures (February 2015), the Institute for Global Homelessness (IGH) Leadership Program, Region of Waterloo - Prioritized Access to Housing Stability (PATHS) and Windsor Essex housing and homelessness stakeholders. We extend our thanks and appreciation to all of these groups for their support in the development of this guide.



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1. INTRODUCTION

The Windsor Essex By-Names Prioritized List, hereinafter referred to as the BNPL, is Windsor Essex's centralized list to prioritize supports and services for people experiencing chronic homelessness, episodic homelessness and/or have high acuity. The BNPL is a community-wide shift to implement a coordinated access system within Windsor Essex. Coordinated Access (Appendix A) is a single, standardized process to access supports and services, using a common assessment tool for people experiencing homelessness. With improved coordination and efficient intake practices, people experiencing homelessness will be able to access appropriate supports and services more quickly.¹ Transparent progress reporting is key to continuous improvement, so communities are providing timely and public reporting on their progress. Click on the following link to see [Windsor Essex's community progress in reducing chronic homelessness](#)²

The BNPL is a real-time tracking tool, with a single entry point, maintained by the City of Windsor, of all people experiencing homelessness. The community uses it to access supports and services provided by a variety of community stakeholders to effectively respond to people experiencing homelessness in Windsor and Essex County.

Prioritization is established through a series of triaging factors based on evidence-based research and tools, including but not limited to OrgCode's Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT).³ The VI-SPDAT has been adopted as the common triage tool in Windsor Essex to assess the level of acuity for people experiencing homelessness. The VI-SPDAT determines the level of vulnerability as low, mid, or high. Other prioritizing factors taken into consideration, but not limited to, include length and history of homelessness, current sleeping arrangements, health status, vulnerability to victimization, household type, number of children and/or pregnancy, youth and seniors, and veteran and Indigenous status. Community stakeholders are responsible to respond appropriately to people experiencing homelessness.⁴

This guide serves as the governing document that directs the BNPL process in Windsor Essex.

The BNPL Process Guide includes:

- Background information on the development of the BNPL;
- Detailed information on the different ways people can access the BNPL;
- A framework for BNPL maintenance; and
- How staff maintaining / managing the BNPL are accountable.

¹ Calgary Homeless Foundation - Backgrounder: Coordinated Access and Assessment

² Built for Zero Canada

³ Zero: 2016 By-Name List Special Ops Learning and Recommendations for Practice

⁴ Based on Reaching Home: Canada's Homelessness Strategy Directives 2020

1.1 PURPOSE AND PRINCIPLES OF THE BNPL

The BNPL process is grounded in the principles and goals of the *Home, Together: Windsor Essex Housing and Homelessness Master Plan* and based on Housing First principles.⁵ Information collected in the BNPL Workbook serves six main purposes:

- 1) To know people experiencing homelessness by name and understand their housing and support needs;
- 2) To prioritize offers of supports and services based on depth of need through the BNPL;
- 3) To monitor progress toward functionally ending homelessness;
- 4) To inform continuous improvement, and to understand gaps and system pressure points;
- 5) To ensure accountability of program outcomes to funders; and
- 6) To demonstrate clearly what resources are needed in order to functionally end homelessness in our community.⁶

Housing First, a recovery-oriented approach to ending homelessness, involves moving people experiencing homelessness, particularly people experiencing chronic homelessness – rapidly from the street or emergency shelters into stable and long-term housing, with supports. The goal is to encourage housing stability and improved quality of life for persons served by Housing First and, to the extent possible, foster self-sufficiency.⁷

The six (6) core principles are as follows:⁸

- 1) Rapid housing with supports;
- 2) Offering people a choice in housing;
- 3) Separating housing provision from other services;
- 4) Providing tenancy rights and responsibilities;
- 5) Integrating housing into the community;
- 6) Strength-based and promoting self-sufficiency.

The purpose of creating the BNPL is to end chronic, episodic and high acuity homelessness and to reach “functional zero,” ending chronic and episodic homelessness in Windsor and Essex County. Functional Zero is a relative measurement of the state of homelessness in a community.⁹ That is, the availability of services and resources match or exceed the demand for them from the target population. Functional Zero recognizes that homelessness and risk cannot be completely

⁵ Based on the Homeless Hub – Housing First

⁶ Based on Waterloo Prioritized Access to Housing Stability Process Guide – Region of Waterloo - Community Services

⁷ Based on Reaching Home: Canada’s Homelessness Strategy Directives

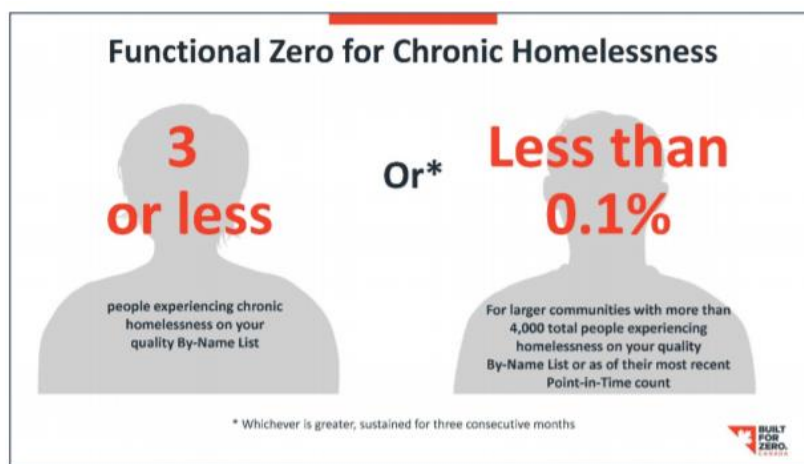
⁸ Based on Reaching Home: Canada’s Homelessness Strategy Directives

⁹ Discerning “Functional Zero”: Considerations for Defining and Measuring an End to Homelessness in Canada

eradicated nor can efforts undermine personal choice in some instances.¹⁰ The BNPL will support Windsor Essex to meet Functional Zero by tracking the inflow into and outflow out of homelessness and matching the most vulnerable people in our community with supports and services that are most appropriate for that person, at that time. The BNPL will give community agencies the ability to provide supports and services more effectively and efficiently by:

- Implementing a system-wide entry point through coordinated access and common assessment for people experiencing homelessness with triaging to appropriate supports and services;
- Offering appropriate supports and services based on prioritizing factors; and
- Developing greater coordination within the sector

The figure below denotes how the Canadian Alliance to End Homelessness will measure functional zero.



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¹⁰ Alina Turner, Tom Albanese and Kyle Pakeman, “Discerning ‘Functional and Absolute Zero’: Defining and Measuring an End to Homelessness in Canada” *University of Calgary, The School of Public Policy* (Volume 10 Issue 2 January 2017) http://homelesshub.ca/sites/default/files/Absolute-Zero-Turner-Albanese-Pakeman_0.pdf.

¹¹ Built for Zero Canada.

2. BACKGROUND

In 2018, the City of Windsor in collaboration with the Homeless Coalition of Windsor Essex County conducted its second coordinated Point in Time (PiT) Count. The Coordinated PiT Count was held during the week of April 17th, 2018 and included the Canadian Alliance to End Homelessness Built for Zero Canada registry week, the Government of Canada's Point in Time Count and Province of Ontario's Homelessness Enumeration Activity. Trained community volunteers worked throughout the city and county to survey persons, families, and youth in shelters, on the streets, and at community service agencies that support people experiencing homelessness.¹² The VI-SPDAT was used to triage people experiencing homelessness as low, medium, or high acuity. Acuity can be defined as the depth or severity of an individual's need. The higher the acuity the greater the level of supports that an individual or family needs to maintain housing stability.¹³

At the time of the 2018 PiT Count, it was determined that on any given night, 197 people experience homelessness in the Windsor Essex area. Given the limitations of the PiT Count, the number of people experiencing homelessness is likely the minimum number of people experiencing homelessness in Windsor Essex. Highlights from the 2018 PiT Count include:

- 1) Most adults surveyed had been homeless 6 months out of the past 12 months;
- 2) On average it had been almost 176 days since participants had permanent stable housing;
- 3) 22 per cent of people identified as Indigenous;
- 4) 26 per cent were youth (16-24);
- 5) 74 per cent were single male between 25-49 and 25 per cent were women;
- 6) Average age for onset of homelessness was 30 years old;
- 7) 52 per cent of single adults were identified as experiencing chronic homelessness, which is defined as continuous homelessness for six months or more.¹⁴

PiT Counts are a great opportunity for Windsor Essex to advance housing and support efforts while supporting the creation and maintenance of its own BNPL of people experiencing homelessness. The information and data collected during the 2021 PiT Count will be added/updated into the BNPL. Since its creation in May 2018, the BNPL includes the names and background information of people who are experiencing homelessness thereby triaging those persons by name and risk factors so they are able to access appropriate supports and services based on level of need. The BNPL has grown to be an important resource for the 30-plus agencies in Windsor and Essex County who refer to it on a regular basis and attend weekly case conference meetings to identify

¹² Based on the City of Windsor 2018 Point in Time Count & 20,000 Homes Campaign Registry Week Final Report September 2018.

¹³ Reaching Home: Coordinated Access Guide.

¹⁴ Based on the City of Windsor 2018 Point in Time Count & 20,000 Homes Campaign Registry Week Final Report September 2018

and match support and housing resources to eligible active households.

2.1 INDIGENOUS HOMELESSNESS

By better understanding Indigenous homelessness, Windsor Essex acknowledges Indigenous people's right to access housing and services. Data collected will better provide insight to both the City and Indigenous partners to reduce and end Indigenous homelessness. During the 2018 PiT Count, of the 197 people experiencing homelessness 22% identified as Indigenous. Unfortunately in Windsor Essex, the Point in Time event again confirmed that Indigenous peoples are overrepresented in the homeless population. As is the case in urban centres across the country – and in all major urban centres across Ontario - homelessness is disproportionately represented amongst Indigenous persons (First Nation, Metis, Inuit). The poor living conditions on Reserves across the country, bleak employment prospects, experiences of discrimination and racism, and rates of trauma and abuse because of the legacies of colonization and Residential Schools have been well documented.¹⁵

In order to achieve reconciliation and work towards repairing the effects of intergenerational trauma inflicted by residential school, we must foster healing and work towards stronger partnerships with Indigenous communities.¹⁶ Building upon strong relationships between the City of Windsor and local Indigenous leadership, we aim to design a system that not only responds to Indigenous homelessness, but also respects, honours and promotes the strength and resiliency of Indigenous peoples.

2.2 YOUTH HOMELESSNESS

Each year in Canada, over 35,000 youths aged 16 to 24 experience homelessness. In Windsor Essex, youth account for 26% of the homeless population. This number does not reflect the “hidden homeless”- those youth who are couch-surfing and not accessing services, therefore making it difficult to measure. These numbers are stark and many experts worry it is becoming increasingly hard for homeless youth to transition into a safer, more stable situation given the current housing crisis.¹⁷

Some youth may lack the skills necessary to live on their own. Others may have come from homes that were unable to teach the life skills necessary to live on their own or transition into adulthood and some youth may not have the education or necessary skills to obtain and maintain employment. Often youth do not have the skills to look for housing and if they do, they often face discrimination from landlords. Our community needs to shift the way we address youth homelessness by helping those find their way back into stable housing with necessary supports to enable them to maintain and sustain their housing, participate in school, and foster health and wellness.

¹⁵ 2018 Homelessness Point in Time Count and Registry Week for Windsor.

¹⁶ 2016 Homeless Hub, The State of Homelessness in Canada

¹⁷ Homeless Hub, The Roadmap for the Prevention of Youth Homelessness

2.3 VETERAN HOMELESSNESS

Veteran homelessness is a growing issue in Canada. The State of Homelessness in Canada 2016 reports there are 2,950 veterans staying in shelters making up 2.2% of shelter use. The 2018 PiT Count found 3% of persons identified as being a veteran.

A small majority of the veteran population face difficulties transitioning from military life to civilian life and face the risk of homelessness, mental illness and substance use. As the number of veterans returning from active duty grows, those who experience homelessness may suffer from alcohol and other substance abuse as well as combat-related trauma, military sexual trauma and Traumatic Brain Injury (TBI) in addition to other traumatic stressors.¹⁸

Locally, shelters using HIFIS now enter information about Veteran status among other basic characteristics for clients at shelter. Many shelters across Canada, classify anyone who has been in military as a Veteran.¹⁹

¹⁸ Homeless Hub. What do we know about Veteran Homelessness in Canada.

¹⁹ The Extent and Nature of Veteran Homelessness in Canada. Government of Canada.

3. ACCESS TO THE BNPL

The following chapter describes how people are added to the BNPL. Addition and prioritization for services through the BNPL will take place after the following steps have been completed:

- 1) Basic diversion and prevention questions are asked to determine if the person can be diverted from homelessness;
- 2) Eligibility to be added to the BNPL is determined;
- 3) *BNPL Addition/Update and Consent Form* completed, if required;
- 4) VI-SPDAT;
- 5) Desire to participate is demonstrated; and
- 6) Imminently Houseable (documentation to enter a program has been completed for people who are matched to a specific program through the BNPL).

People added successfully to the BNPL are not guaranteed any specific support, program, or service. This means that service providers in the community, despite the level of support they provide, will continue housing support coordination, case management and engagement with people added to the BNPL and/or until they are matched with appropriate supports and services (e.g. housing or income referrals, assistance obtaining identifications etc.).

People who are ineligible for the BNPL or those waiting to receive supports and services through the BNPL are able to receive housing support from other agencies and/or programs. This may include but is not limited to shelters, drop-in centres, transitional housing, or other community agencies.

3.1 DIVERSION AND HOMELESSNESS PREVENTION

People should be diverted or prevented from homelessness wherever possible. Successful diversion uses the first point of contact as an opportunity to problem solve the current housing situation.²⁰ Diversion is a tool used to prevent the use of emergency shelter by helping people to identify safe and appropriate alternatives. Diversion is not saying “no” to providing service but instead working to prevent people from entering shelter when other housing options can be explored. Homelessness prevention is sustaining an existing safe and appropriate tenancy when a person presents for service.

People who are newly homeless or at-risk of homelessness are to be added to the BNPL only after basic homelessness prevention and diversion questions have been asked by staff at the agency where the person has presented. If diversion or homelessness prevention attempts are unsuccessful, referring agencies are to then assess BNPL eligibility.

²⁰ Canadian Alliance to End Homelessness Reboot, July 2017.

3.2 ELIGIBILITY

Eligibility to access the BNPL will be determined after confirming that:

- 1) People are currently experiencing homelessness; and
- 2) Has legal status in Canada.

3.3 BNPL ADDITION/UPDATE AND CONSENT FORM

In order to be added to the BNPL and eligible to receive supports and services, people will be required to complete the *BNPL Addition/Update and Consent Form* (See Appendix B). These forms are completed by trained staff within the community. When the completed form is submitted online, the information shall be entered into the BNPL database within one week.²¹ The worker who submitted the *BNPL Addition/Update and Consent Form* along with the VI-SPDAT will receive confirmation when the referral has been received and added to the BNPL.

BNPL Community Table Group members, referring agencies, and the BNPL coordinators will work collaboratively to develop an outreach and safety plan for people who are “On the Radar.” The term outreach conceptually is defined as when a worker goes outside of their agency to try to engage with people experiencing homelessness. Outreach attempts are often required because many people who are experiencing homelessness are disconnected from mainstream agencies and/or housing services and supports.²²

Outreach increases the chances that a person experiencing homelessness will be able to access various supports or services by building supportive relationships, and providing people with education and support. Community level outreach will be provided collaboratively by the Windsor Essex Community Outreach Table (COT) in addition to the referring agency and community partners.

²¹ Based on the Region of Waterloo Prioritized Access to Housing Stability’s (PATH’s) procedure. The goal would be eventually to enter BNPL data in real time through an online database (e.g. HIFIS).

²² Based on Homeless Hub - Outreach

The following illustration displays how the BNPL relates to the Stages of Change model:

By-Names Prioritized List Categories

BNPL STATUS	STAGES of CHANGE
On The Radar (basic non-identifying information for database)	Pre-Contemplative
Added to BNPL (Actively Homeless) (BNPL addition form, consent, eligibility determined)	Contemplative
Engagement & Document Ready (Housing Needs and Preferences, Basic and Program specific information)	Preparation
Priority List (Ready to be prioritized for program offer)	Preparation
Assigned (Accepted Case Management Resources) (Service agreement process)	Action
Removed from BNPL (Housed/Inactive) (Housed, left community, lost contact, passed away)	-

3.4 TRIAGE

Windsor Essex has adopted the VI-SPDAT as the common triage tool to determine acuity and obtain information regarding people experiencing homelessness. The VI-SPDAT is administered by trained and registered housing, homelessness and other community agencies within Windsor Essex. If a person scores “mid” or “high” acuity on a VI-SPDAT and meets the BNPL eligibility criteria, they are prioritized on the BNPL as further discussed in Section 4.3. Completing the VI-SPDAT is voluntary; however failure to complete a VI-SPDAT may decrease a person’s prioritization on the BNPL. Community engagement will be required to engage with the person to complete the VI-SPDAT in order to appropriately reflect the person’s prioritization on the BNPL to receive supports and services.

3.5 VI-SPDAT TRAINING

Ongoing VI-SPDAT trainings will be offered by the BNPL Coordinator and/or designated certified Windsor Essex SPDAT Trainer(s). VI-SPDATs will be regularly monitored and reviewed by the City of Windsor or designate and “refresher training” may be required at any time to continue the use and administration of the VI-SPDAT.

To maintain fidelity, processes and procedures will be implemented to oversee the administration of VI-SPDATs.

Please note that additional training is required prior to use of the SPDAT or “full SPDAT,” this involves training from OrgCode Consulting Inc., or local staff who have been certified as a “Train the Trainer.” For the purposes of the BNPL, administration of the SDPAT or “full SPDAT” is not required.

3.6 UPDATING VI-SPDATS

VI-SPDATs can be updated when a significant life change has occurred (e.g. change in current sleeping arrangements, household type, or household composition). For updated information including the most recent VI-SPDAT scores, the *BNPL Addition/Update and Consent Form* can be submitted.

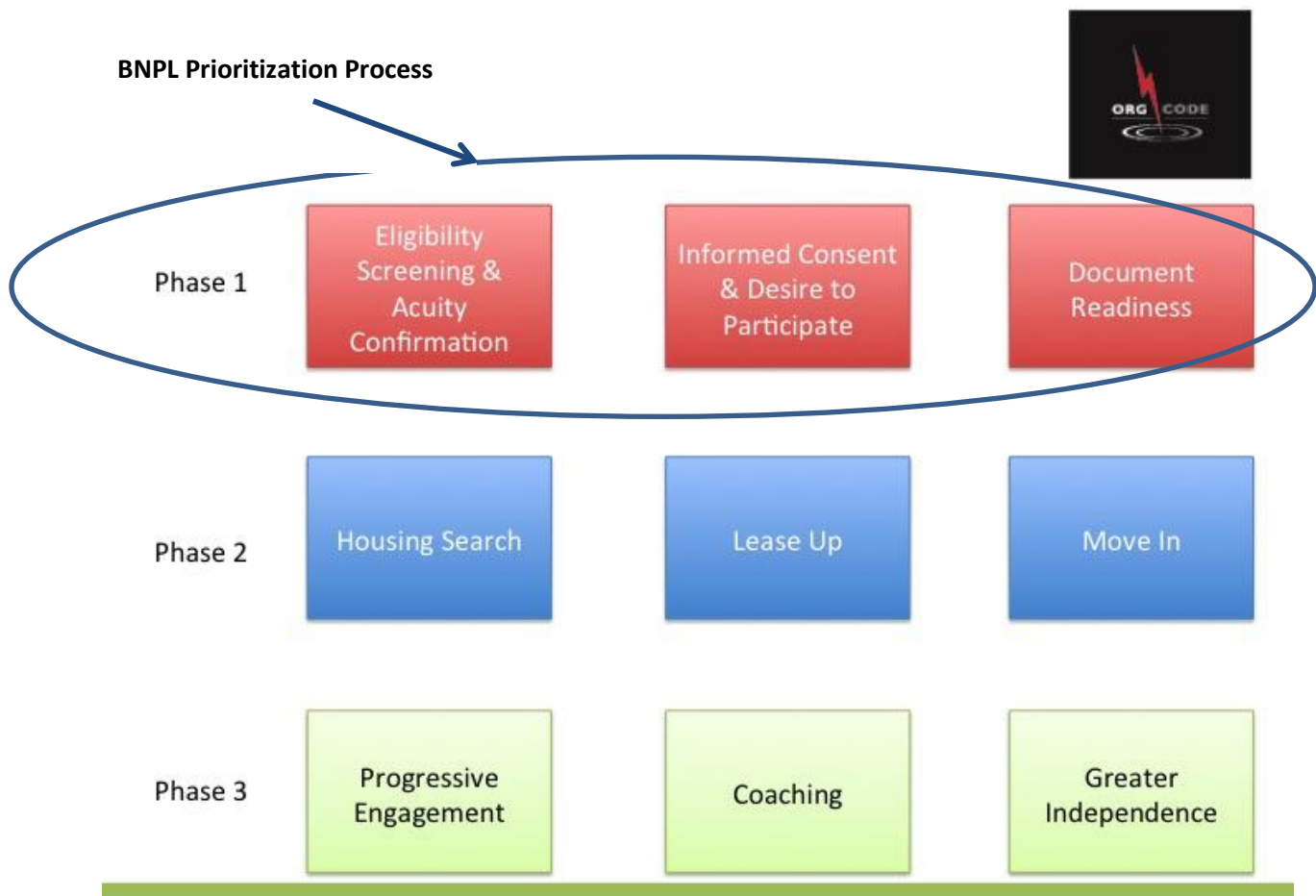
3.7 IMMINENTLY HOUSEABLE - DOCUMENT READY

Imminently houseable is a term that signifies that the required documentation has been completed and/or obtained for people who are matched to a specific program through the BNPL.

People need to be “Imminently Houseable” to receive supports and services from specific agencies which are identified as most appropriate for their identified needs.

People who are successfully added to the BNPL are not guaranteed any specific agency, support, program, or service. This means that community partners, despite the level of support they provide, will continue housing support coordination, case management and engagement with people added to the BNPL and/or they are matched with appropriate supports and services (e.g. housing or income referrals, assistance obtaining identification, etc.).

Phase 1 of the *Overall BNPL Service Delivery* (Appendix D) diagram below illustrates the process of how people waiting on the BNPL will receive supports and services.²³



Note: The BNPL is based on the Housing First principles including “no housing readiness requirements”²⁴.

²³ Based on OrgCode - 3 Phases to Operationalize Homelessness to Housing

²⁴ Based on Housing First In Canada – Supporting Communities to End Homelessness - Homeless Hub

4. ASSIGNMENT

Once a person is added to the BNPL, they are prioritized to be considered for available program spaces. This section provides further information about prioritization and program matching processes.

4.1 BNPL COMMUNITY TABLE

The BNPL Community Table is a community group comprised of community stakeholders that meet on a regular ongoing basis to assess available supports and services, problem-solve systemic barriers to accessing supports and services, and determine when a support and/or service is available for a program match. The BNPL Community Table meetings foster collaboration, and improve communication.²⁵ Housing First and its principles should be the guiding philosophy for all participating community stakeholders and their programs.

In order to participate on the BNPL Community Table, each member will be required to sign the *BNPL Community Table and Workbook Oath of Confidentiality Form* (See Appendix E) as well as each participating agency will be required to sign a *Memorandum of Understanding* (See Appendix F).

The BNPL Community Table will meet on an ongoing basis in order to complete the following tasks:

- 1) Participate to identify known persons to be added to the BNPL;
- 2) Participate to identify who has available program spaces and are able to offer supports and services to those with the highest prioritization;
- 3) Problem-solve how to reduce systemic barriers for supports and services;
- 4) Identify people on the BNPL who are considered the most vulnerable and develop safety plans in regards to temporary shelter options until their vulnerability decreases or they are safely housed; and
- 5) Provide suggestions, feedback and recommendations to the City of Windsor for the BNPL process and the BNPL Process Guide, as required.

BNPL Community Table members, in addition to referring agencies and community partners will coordinate and strategize outreach and safety plans with people on the BNPL who are most at risk and have not provided consent to complete the *BNPL Addition/Update and Consent Form*.

Updates regarding engagement through outreach will be provided during the BNPL Community Table meetings using non-identifying information. Progressive Engagement strategies will be used to complete the *BNPL Addition/Update and Consent Form* (Appendix B) to move the person from

²⁵ Based on Zero: 2016 By Name List Special Ops Learning and Recommendations for Practice Version 1.0

“On the Radar” to a status of “Actively Homeless” for prioritization and program matching (See Appendix C).

4.2 PROGRAM AVAILABILITY

BNPL Community Table members will report available program spaces at BNPL Community Table meetings. Program matches will be determined by individual BNPL Community Table members based on their program’s specific eligibility criteria. The person with the highest prioritization that meets the agency’s eligibility criteria will be matched with the available program space. Community partners will continue to be responsible to provide housing support and service coordination, case management and engagement with people added to the BNPL until such time as an alternate community partner assumes that responsibility.

4.3 PROCESS FOR PRIORITIZATION

For the purposes of the BNPL, prioritization is determined based on the following criteria in no particular order:

1. VI-SPDAT score;
2. Chronic Homelessness;
3. Episodic Homelessness;
4. Current sleeping arrangements;
5. Household type;
6. Health status;
7. Vulnerability to victimization;
8. Age;
9. Children in household;
10. Pregnancy;
11. Veteran status; and
12. Indigenous status.

The BNPL Community Table will prioritize program offers based on overall prioritization score in addition to specific program eligibility criteria. In instances where 2 or more people have the same scores, the following considerations will be used where a tiebreaker is needed:

1. VI-SPDAT Score;
2. Current Sleeping Arrangements;
3. Length of Time of Homelessness;
4. Age; and
5. Household Type (adult, youth, family).

4.4 PROGRAM MATCHING

Program matching is the process and action of formally connecting a person or family with an open spot on a case management caseload, a housing subsidy, and/or a vacant unit. This process is essentially a match that coordinated access makes between the needs and prioritization of the individual or family experiencing homelessness and available supports and services. In the program matching process, the individual with the highest priority is offered housing and support services first.²⁶

4.4.1 Interagency Matching

An Interagency Match is a program transfer that occurs between agencies during the BNPL Community Table meetings for people on the BNPL who are already connected to a program but need to transfer to an agency with more appropriate supports (e.g. WEHC to CMHA). To give respect and autonomy to individual agencies, transfers that occur to a different program/stream within the same agency do not need to be discussed at BNPL Community Table Meetings. The person will be accepted into the appropriate supports and services prior to new people from the BNPL. While a person is waiting to be matched, they will continue to be supported by the original program support and/or service.

4.4.2 New BNPL Offers

A New BNPL Offer occurs when a new person waiting on the BNPL has been prioritized for the next available program space. These offers take place after interagency matching. The BNPL Community Table will review prioritized persons identified on the BNPL and discuss which programs have the identified capacity/space for New BNPL Offers and are best matched for the person at that time.

4.4.3 Rejecting a Match

Service providers participating in the BNPL Community Table under rare circumstances may reject a match made to their program. Decisions to reject a match should respect collaboration across providers, participants of the BNPL Community Table and/or any other collaborative table including the Windsor Essex Situation Table. Providers are to work together to problem-solve and identify solutions to support those who have been prioritized for housing resources if a particular program wishes to reject their referral. These decisions must be made in alignment with a Housing First approach while adhering to the criteria and process outlined below:

Process for Rejecting a Match

1. Participating programs are to indicate when staff wish to reject a match during the BNPL Community Table program matching process or directly to the Program Development Officer.

²⁶Canadian Alliance to End Homelessness, Coordinated Access scorecard Guide, 2020

2. The BNPL Community Table will discuss and consider the following to collaboratively determine whether the match can be rejected, and how to best support the participant and the program staff that wish to reject the match:
 - Is the participant eligible to be supported by a different program?
 - Does the participant have a program preference? Is the participant interested in receiving support from a different program?
 - If the rejection is due to a poor relationship with a staff person, is the program able to accept the participant by providing supports through alternate staff?
3. Participants are provided with transparent and timely reasoning for a discontinuation of service if a program has already notified the participant of an offer of support or has begun providing support to the participant before an official program match has been recorded on the BNPL.
4. Participants rejected by a program are to remain on the BNPL and the number of program matches a participant is offered is recorded on the BNPL, in accordance with the BNPL Process Guide.

Criteria for Rejecting a Match

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

Rejection due to Service Restriction

Providers may put forward a potential rejection to the BNPL Community Table for consideration and discussion if they have been program matched with a participant where there is a current service restriction in place barring or limiting access to their specific program. In the incident where an imminent resolution to the service restrictions or barring is not possible.

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

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

Other Considerations

These grounds are not meant to be exhaustive. Other reasons for rejecting a match at the BNPL Community Table may be considered, in consultation with BNPL Community Table members and the City to ensure the program rejecting the match adheres to the processes and principles outlined in this section.

Appeals of Decisions to Reject a Match

All decisions to reject a match are appealable to the City of Windsor's Housing Services Department at 519-255-5200, ext 5362.

4.5 NOTIFICATION OF PROGRAM MATCH

All new program matches are recorded at the BNPL Community Table meetings. Once a program match has been identified, the referring agency will conduct a warm transfer to the new agency offering the new program space within two business days, contacting the person waiting on the BNPL to arrange the initial meeting and providing the person with specific program information. This meeting creates an opportunity to further discuss the program with the person who has been identified to receive an offer, explain what services/supports may be expected, gauge their interest in the program, and determine next steps.

All attempts the staff person makes to notify the person of their offer will be recorded by the program offering support. If the person on the BNPL declines a program offer, they will remain on the BNPL and the program/worker offering support will notify the BNPL Community Table at the next meeting of the declined offer. The number of service provisions a person is offered and receives will also be documented in the BNPL. If a person cannot be found within two weeks to offer supports and services, the next person who matches the program will be contacted. Referring agencies and BNPL Community Table members will continue to attempt to engage in outreach based on best practices which are at least once in a two-week period for 90 days, starting from the date of the initial program offer.²⁷

In order to receive supports and services, the person must agree to complete the intake and adhere to the program requirements of the accepting agency which may include but is not limited to home visits.

At no particular time shall a person be screened out of the BNPL due to perceived barriers related to supports and services, including but not limited to, too little or no income, active or a history of substance use disorder, mental wellness, domestic violence history, resistance to receiving services, the type or extent of disability – related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, indigenous status, sexual orientation, or criminal record²⁸.

²⁷ Based on Los Angeles' By-Names List

²⁸ HUD Notice CPD-17-01 Issued January 23, 2017

5. ACCOUNTABILITY

5.1 DATABASE MANAGEMENT

The BNPL is maintained in a secure Excel database managed by the Program Developer Officer. The BNPL workbook is the working document that generates a person's prioritization score based on the factors listed in Section 4.3 and assigns the person a prioritized ranking which includes but is not limited to "Actively Homeless", "Housed", "Inactive".

"Actively Homeless" reflects the information of people who are currently homeless. "Housed" reflects the information of people who are currently permanently housed. "Inactive" reflects the information of people who move to another community, have passed away or could not be found or engaged with homelessness service providers for more than 90 days. A person who has been out of contact will only be placed as "Inactive" after engagement attempts have been conducted which includes a minimum of 6 attempts, occurring once every two weeks over 90 days.²⁹

A person who has accepted a program offer will remain on the BNPL "Actively Homeless" until they are permanently housed, at which point they would move to the "Housed". A person does not need to be permanently housed by a program offered through the BNPL in order to be transferred to "Housed".

The information within the BNPL is updated in real time.

5.2 VIEWING THE BNPL

The BNPL Community Table meetings will occur on an ongoing basis, where copies of the BNPL will be viewed electronically for discussion. All BNPL information accessed or viewed is to be treated as confidential in written, electronic, printed, and all other forms. The City of Windsor will designate who will have access to modify and share the BNPL workbook.

5.3 VOLUNTARY WITHDRAWAL FROM THE BNPL

A person can voluntarily withdraw their name from the BNPL at any time by contacting the referring agency. The contacted staff will complete the *BNPL Addition/Update and Consent Form* including the persons' first and last name, unique identifier, and date that consent was withdrawn and submit to the BNPL. The Program Development Officer will change the status to "No Consent - Inactive" within the BNPL database.

²⁹ Based on Los Angeles Homeless Services Authority By Names List

5.4 UPDATING AND MAINTAINING THE BNPL

The Program Development Officer will be responsible for updating information in the BNPL in real time. BNPL Community Table members and/or community partners can provide updated information by completing the *BNPL Addition/Update and Consent Form*. (See Appendix B).

5.5 REMAINING ON THE BNPL

The BNPL is a prioritized list for supports and services. People on the BNPL may remain in “Actively Homeless” for some time based on their prioritization; however, it is expected that people on the list will continue to access resources and supports within the community including, but not limited to shelters, drop-ins, and other community agencies. The purpose of creating the BNPL is to ensure people experiencing homelessness are connected to supports and services through a coordinated yet accessible process, meeting each person’s needs with the supports and services that are most appropriate and demonstrating unmet need.³⁰ In conjunction, this will allow for strategic community wide planning so that the most vulnerable people in our community obtain the services needed and will assist Windsor Essex to end chronic homelessness and reach “functional zero”.

5.6 CONCERNS RELATED TO THE BNPL

Any concerns regarding the BNPL, can be submitted in writing to the Coordinator, Housing Administration & Development at the City of Windsor at sshousing@citywindsor.ca.

³⁰ District of Columbia Coordinated Assessment and Housing Placement Policy and Procedures, September 6, 2016

6. APPENDICES

APPENDIX A: COORDINATED ACCESS

What is Coordinated Access?

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

Coordinated Access Process

Clients
(Homeless & at Risk)



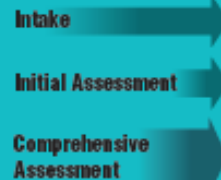
Access Points



Client accesses a single entry point where they are registered.

Initial
Triage
↓
Diversion

Assessment



The client is screened using an assessment tool to determine their needs.

Prioritization



Based on the priorities set by communities and the assessment, the client is ranked on a priority list.

Coordinated Access: Key Objectives

1. Help communities ensure fairness and prioritize people most in need of assistance.
2. Help more people move through the system faster.
3. Reduce the number of new entries into homelessness.
4. Improve data collection and quality.



Data Collection & Management

A key function of Coordinated Access is ongoing data collection and management.

Matching & Referral
HOUSING & SERVICES



Clients are matched to and offered housing appropriate for their needs.



Employment and
Social Development Canada

Emploi et
Développement social Canada

Canada

APPENDIX B: BNPL ADDITION/UPDATE AND CONSENT FORM



Windsor Essex By Names Prioritized List

Application	
Application Type: <input type="checkbox"/> New <input type="checkbox"/> Update	Date: <input style="width: 100%;" type="text"/>
<input type="checkbox"/> I confirm that I have written and/or provide verbal consent to disclose the information contained in this form with a variety of community stakeholders as it pertains to the Windsor Essex By Names Prioritized List administered and managed by the City of Windsor.	
<input type="checkbox"/> I withdraw my consent to disclose information contained in the Windsor Essex By Names Prioritized List administered and managed by the City of Windsor.	

Note: If update is selected. Only complete the fields that have changed including all required fields. If available, also include applicant's date of birth.

Applicant		
Unique Identifier: <input style="width: 100%;" type="text" value="If unknown, enter N/A"/>		
First Name: <input style="width: 95%;" type="text"/>	Last Name: <input style="width: 95%;" type="text"/>	
Preferred Name: <input style="width: 95%;" type="text"/>	Preferred Language: <input style="width: 95%;" type="text"/>	
Street: <input style="width: 95%;" type="text"/>	City: <input style="width: 95%;" type="text"/>	
Province: <input style="width: 95%;" type="text"/>	Country: <input style="width: 95%;" type="text"/>	
Phone Number: <input style="width: 95%;" type="text"/>	Email: <input style="width: 95%;" type="text"/>	Gender: <input style="width: 95%;" type="text"/>
Date of Birth: <input style="width: 95%;" type="text"/>	Age: <input style="width: 95%;" type="text"/>	<input type="checkbox"/> Unsure <input type="checkbox"/> Declined

Alternate Contact Information	
First Name: <input style="width: 95%;" type="text"/>	Last Name: <input style="width: 95%;" type="text"/>
Phone Number: <input style="width: 95%;" type="text"/>	<input type="checkbox"/> (Check if Yes). Do we have your permission to speak to this person regarding you and the personal and confidential information in this form?

Partner/Spouse		
First Name: <input style="width: 95%;" type="text"/>		Last Name: <input style="width: 95%;" type="text"/>
Date of Birth: <input style="width: 95%;" type="text"/>	Age: <input style="width: 95%;" type="text"/>	<input type="checkbox"/> Unsure <input type="checkbox"/> Declined
Would you like to access supports and services with your partner?: <input style="width: 95%;" type="text"/>		

Additional Information		
Household Type: <input style="width: 95%;" type="text"/>	Children in Household?: <input style="width: 95%;" type="text"/>	Number of Children in Household?: <input style="width: 95%;" type="text"/>
Expecting?: <input style="width: 95%;" type="text"/>	Veteran?: <input style="width: 95%;" type="text"/>	
Indigenous Status Identified?: <input style="width: 95%;" type="text"/>	Indigenous Services Requested?: <input style="width: 95%;" type="text"/>	

Community Currently Residing in / Connected with	
Community Currently Residing in / Connected with:	Other - specify:
<input type="checkbox"/> Street/Outdoors <input type="checkbox"/> Emergency Shelter <input type="checkbox"/> Couch Surfing <input type="checkbox"/> Hotel/Motel <input type="checkbox"/> Hospital <input type="checkbox"/> Transitional Housing <input type="checkbox"/> Incarcerated <input checked="" type="checkbox"/> Current Unit	

History of Homelessness		
How long has it been since you have lived in permanent stable housing?	Years:	Months:
Number of episodes of homelessness in the last 12 months:	Date Housing Search Began:	

Source of Income			
<input type="checkbox"/> OW	<input type="checkbox"/> ODSP	<input checked="" type="checkbox"/> OSAP	<input type="checkbox"/> Self-Employment
<input checked="" type="checkbox"/> CPP	<input checked="" type="checkbox"/> OAS	<input type="checkbox"/> GIS	<input checked="" type="checkbox"/> WSIB
<input type="checkbox"/> Employment Insurance	<input type="checkbox"/> Veteran pension		
If possible, include OW/ODSP worker's name and phone number.			
Worker's Name:		Worker's Phone Number:	

Services Requested			
<input type="checkbox"/> Housing	<input type="checkbox"/> Mental Health	<input type="checkbox"/> Addictions	<input type="checkbox"/> Financial Aid
<input type="checkbox"/> Legal	<input type="checkbox"/> Health Care	<input type="checkbox"/> Counselling	<input type="checkbox"/> Dentistry
<input checked="" type="checkbox"/> Employment	<input type="checkbox"/> Life Skills	<input type="checkbox"/> Case Management	<input type="checkbox"/> Trusteeship

VI-SPDAT			
<input type="checkbox"/> VI-SPDAT Declined	VI-SPDAT Completed Date:		
<input type="checkbox"/> VI-SPDAT(Single Adult)	<input type="checkbox"/> TAY-VI-SPDAT(Youth)	<input type="checkbox"/> VI-F-SPDAT(Family)	<input type="checkbox"/> JD-VI-SPDAT(Justice Discharge)
Score	Score	Score	Score

Agency Match / Housing Updates/ Other Information			
Assigned Agency:			
Program Name:			
Date Documents Collected:	<input type="checkbox"/> Service Provision Refused	Date Refused:	
Date Housed:	Housing Type:		
Housing Location:	Other - specify:		
Date of Last Contact:	Date Left Community:	Date Deceased:	

Agency Information	
Agency completing the form:	[Redacted]
Name of the staff submitting the form:	[Redacted]
Phone Number:	[Redacted]
Email:	[Redacted]
Staff name who administered VI-SPDAT (if different):	[Redacted]

Additional Comments:

WRITTEN CONSENT

I consent to the sharing of my information and/or the information of my dependent children (as it applies to your individual situation).

I, _____ and my spouse _____ understand that:

By signing this form, I/we consent to be added to the By-Name Prioritized List and the sharing of this information between agencies in the housing stability system in order to be considered for support to housing services

If I/we do not sign this form, I/we understand that I/we can still access services at this agency

I/we have read or have had read to me, and understand all of the parts of this consent form and give consent

Signature: _____ Date: _____

Signature: _____ Date: _____

Witness: _____ Date: _____

OR VERBAL CONSENT

The individual and individuals spouse has read, or has had this consent form read to them, and understands all parts and provides verbal consent.

Witness (Staff): _____ Agency: _____

Date: _____
(MM/DD/YYYY)

OR VOLUNTARY WITHDRAWAL (REMOVE CONSENT)

I have read or have had read to me, and understand all parts of this consent form and DO NOT give consent.

Removing Consent – By signing below, I understand that I have requested to remove consent.

Signature: _____ Date: _____

Signature: _____ Date: _____

Witness: _____ Date: _____

By-Names Prioritized List (BNPL) – Consent Information

What is the By-Names Prioritized List?

The BNPL is a coordinated access system, meaning a single, standardized process to access supports and services, using a common assessment tool for people experiencing homelessness. This centralized list prioritizes people experiencing homelessness based on need to access appropriate supports and services.

What information is included on the list?

Information included on the BNPL is taken from the BNPL Addition/Update and Consent Form submitted online to the City of Windsor. This form is completed by trained individuals working with people experiencing homelessness who have consented to provide their information for the purpose of prioritization and matching to appropriate supports and services.

Who will see the list?

Community Partners who have completed the VI-SPDAT and BNPL Process training, signed a Confidentiality Agreement, and entered into a Memorandum of Understanding (MOU) will see the BNPL. Community Partners are located within Windsor Essex and support people who are experiencing homelessness or are at-risk of homelessness. If you wish to see a detailed list of the Community Partners who have access to information on the BNPL, please contact Coordinator, Housing Administration and Development at sshousing@citywindsor.ca.

What if I change my mind about giving consent?

You can remove your consent at any time by speaking to the Community Partner 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 BNPL Coordinator. If you choose to withdraw your consent, your status on the BNPL will be changed to “No Consent – Inactive” and you will no longer be prioritized for supports and services.

What if there’s some information that I don’t wish to share?

If there is information you do not wish to share, you can decline questions. Declining a question does not stop you from being added to the BNPL. If you have concerns with any of the questions, please discuss with the Community Partner that is currently supporting you.

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

A Community Partner will be required to share your information if:

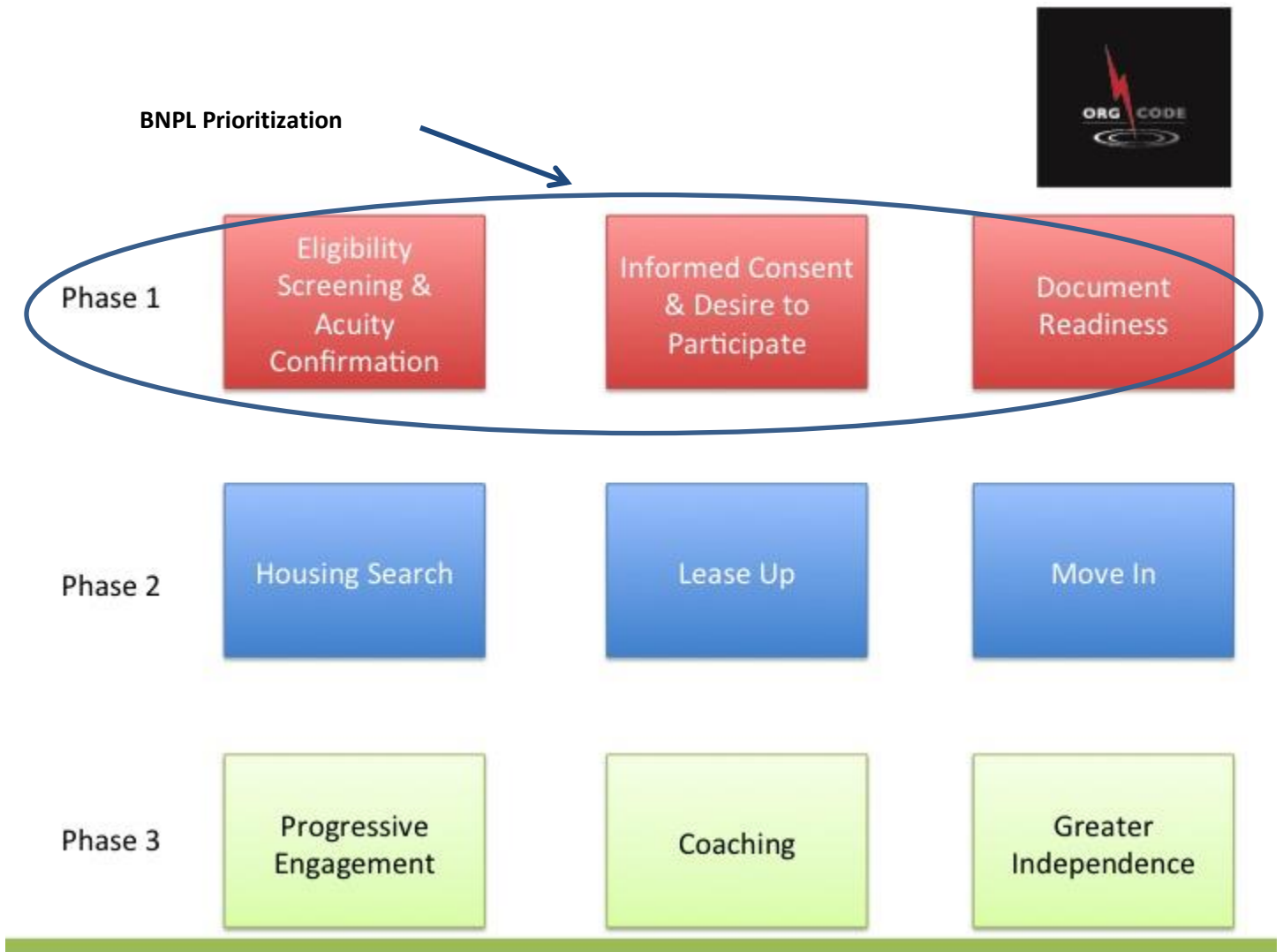
- A child has experienced or may be at-risk of abuse or harm;
- If a person is a threat to themselves or another person; and/or
- If a court order requires information to be shared.

APPENDIX C: BY-NAMES PRIORITIZED LIST CATEGORIES

BNPL STATUS	STAGES of CHANGE
On The Radar (basic non-identifying information for database)	Pre-Contemplative
Added to BNPL (Actively Homeless) (BNPL addition form, consent, eligibility determined)	Contemplative
Engagement & Document Ready (Housing Needs and Preferences, Basic and Program specific information)	Preparation
Priority List (Ready to be prioritized for program offer)	Preparation
Assigned (Accepted Case Management Resources) (Service agreement process)	Action
Removed from BNPL (Housed/Inactive) (Housed, moved, lost contact, passed away)	-

APPENDIX D: OVERALL BNPL SERVICE DELIVERY

Phases to Operationalize Homelessness to Housing³¹



³¹ Based on OrgCode - 3 Phases to Operationalize Homelessness to Housing

APPENDIX E: BNPL COMMUNITY TABLE AND WORKBOOK OATH OF CONFIDENTIALITY



HOUSING AND CHILDREN'S SERVICES

The BNPL includes confidential information and should be treated sensitively. The workbook is locked for editing by only the BNPL Program Developer, but can be viewed by BNPL Community Table members after signing the applicable forms which include the *BNPL Community Table and Workbook Oath of Confidentiality Form* and the *Memorandum of Understanding*. The BNPL will be updated in real time. Should you like to know the agencies participating on the BNPL Community Table please contact Coordinator, Housing Administration & Development, City of Windsor at sshousing@citywindsor.ca

BNPL Community Table Sharing Protocol

I, _____ (FULL NAME), AS AN EMPLOYEE OF _____ (HOME AGENCY), WHICH IS A MEMBER OF THE HOUSING AND HOMELESSNESS SYSTEM OF WINDSOR ESSEX, UNDERSTAND AND AGREE THAT THE FOLLOWING CONDITIONS WILL APPLY TO MY PARTICIPATION IN THE BNPL COMMUNITY TABLE AND BNPL WORKBOOK.

1. Any information, written, electronic, printed, and all other forms received or acquired in connection with my participation is considered confidential. Confidential information includes all records which in any way would divulge information in regards to individuals served by member agencies of the housing and homelessness system (past or present).
2. All information distributed or discovered about individuals identified on the BNPL, including his/her circumstances and services/supports received, will be held in confidence by me. I understand that it is my responsibility to ensure that electronic and paper copies of any related documents will be kept secure and destroyed (e.g., erased or shredded) when no longer needed.
3. I will act in a professional manner in the performance of my duties as a member of the BNPL Community Table and housing and homelessness system. I understand that I will not release, share, disseminate, or discuss information acquired through my participation in the BNPL Community Table beyond other authorized members of the housing and homelessness system and only then as is necessary to inform decision making.

4. This information (electronically or in hard copy) will not be released, shared, or discussed beyond the BNPL Community Table without prior authorization from the City of Windsor Housing and Children’s Services.

BNPL Workbook Sharing Protocol

5. The BNPL will not be shared (electronically or in hard copy form) with any community members outside of the BNPL Community Table. Please direct any questions to the BNPL Program Developer.
6. This information (through paper or electronic copy) will not be released, shared, or discussed beyond the BNPL Community Table without prior authorization from the City of Windsor Housing and Children’s Services.
7. It is your responsibility to ensure that paper copies are secure and shredded when no longer needed.

Thank you for your cooperation.

Member’s Signature _____ Date Signed _____

MM - DD - YYYY

Signature of City of Windsor – Housing and Children’s Services

Confidentiality Notice: This correspondence (including any attachments) may contain information which is confidential and/or exempt from disclosure under application law, and is intended only for the use of the designated recipient(s) listed above. Any unauthorized use or disclosure is strictly prohibited. If you are not the intended recipient, or have otherwise received this message by mistake, please notify the City of Windsor at sshousing@citywindsor.ca.

APPENDIX F: MEMORANDUM OF UNDERSTANDING (MOU)



HOUSING AND CHILDREN'S SERVICES

MOU between the Service Agency participating in the Windsor Essex By-Names Prioritized List and The Corporation of the City of Windsor as Service Manager.

Name and Address of Service Manager: **The Corporation of the City of Windsor**
Attn: Community Development and Health
Commissioner
Suite 301
400 City Hall Square East
Windsor, ON, N9A 7K6

Name and Address of Service Agency: _____

Authorization: **Council Resolution M451-2015**

Commencement Date: **February 1, 2018**

Purpose

The parties are signing this MOU for the purpose of providing people who are at risk of or who are currently experiencing homelessness with supports and services through a prioritized list.

Covenants of the Service Agency

The Service Agency agrees to participate in the Windsor Essex By-Names Prioritized List ("BNL") and to comply with the following standards:

- To comply with any and all applicable laws and regulations concerning the confidentiality of participant records, files or communication in addition to the terms of this agreement
- To secure privacy, confidentiality and integrity of consumer, employee and administrative data on automated systems and install antivirus protection and a firewall
- Treat all consumers with respect and kindness
- Collaborate to address process issues for the purpose of evaluating service efficiency and effectiveness
- Provide all program eligibility criteria to the BNL Community Table
- Participate in BNL Community Table meetings and provide consumer information to the BNL Program Developer, as required
- Abide by the policies and procedures of the BNL

- Meet with BNL Coordinators, BNL Community Table members and the Service Manager when requested to discuss concerns and issues around the BNL

If completing referrals, the Service Agency agrees to:

- Attend required training on the BNL Process Guide, referral process and administration of the VI-SPDAT
- Administer VI-SPDAT to consumers attempting to access the BNL
- Record VI-SPDAT scores on the *By-Names Prioritized List Addition and Consent Form*
- Be knowledgeable of data confidentiality and consumer confidentiality rights and be able to explain these rights to each person assessed
- Obtain a signed consent form for each consumer whose information is being added to the BNL
- Refer people who are ineligible for homeless assistance services to other, more appropriate community resources

If receiving BNL referrals, the Service Agency agrees to:

- Accept and promptly act on consumer referrals through the BNL
- Participate in BNL Community Table meetings requested to resolve issues or concerns regarding program matches / offers
- Abide by consumer eligibility and acceptance determination decision
- Comply with fair housing legal requirements in all housing transactions and tenant selection plans and procedures

Termination of MOU

This MOU becomes effective upon execution of the parties and will remain in effect unless terminated by any of the following:

1. Upon 60 days written notice by one party to the other;
2. Upon mutual consent of the parties; or
3. Upon filing of bankruptcy or liquidation of either party.

Upon termination, the confidentiality clauses of this MOU shall remain in effect and binding upon the parties.

Miscellaneous

1. Amendments

This MOU may be amended only in writing signed by the parties. The parties agree to make a good faith effort to agree on any amendments as may be necessary to achieve the goals and commitments set forth here.

2. Notices

All notices provided herein shall be in writing and served upon the parties at the mailing address for each party outlined on the first page of this MOU.

3. Non-exclusive

The parties agree that this MOU is non-exclusive in that both parties shall have the right to provide services to other entities and receive services from other entities independent of the BNL.

4. Indemnification and Hold Harmless

The Service Agency shall indemnify and hold harmless the Service Manager, its councillors, officers, servants and agents, from any acts or omissions and any and all claims, liabilities, injuries, suits, and demands and expenses of all kinds which may result or arise out of any alleged misconduct or neglect caused or alleged to be caused by that party, its employees, or representative in the performance or omission of any act or responsibility of that party under this MOU.

Counterparts

- 5. This MOU may be signed in counterparts, each of which is effective and binding as an agreement.

In witness whereof, the parties hereto have executed this MOU

Service Agency:

Signature: _____ Date: _____

I have authority to bind the corporation

The Corporation of the City of Windsor:

Signature: _____ Date: _____

Signature: _____ Date: _____

I/We have authority to bind the corporation

APPENDIX G: BNPL TERMS OF REFERENCE FOR COMMUNITY TABLE MEMBERS

Accepted Case Management Resources (Program Match): This is the service agreement process where a program match has been identified and the referring agency will conduct a warm transfer to the new agency offering the new program space within two business days.

Actively Homeless (formerly inflow): Refers to consenting people who enter into homelessness and have engaged with a participating BNPL agency within the previous 90 days.

Active Search: After a worker has attempted to notify a person on the BNPL of a program match and cannot be found within two weeks, the referring agency and/or other community partners in collaboration with the Community Outreach Table will continue to conduct a search by attempting to contact the person at least once in a two-week period for 90 days, starting from the date of the initial program match.

At Risk: Exposure to vulnerable circumstances which could result in increased harm for people experiencing homelessness or at risk of homelessness.

At Risk of Homelessness: Refers to people who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards.³²

Best Practices: Refers to practices and procedures rooted in evidence-based research to implement the BNPL.

BNPL Community Table: A community group comprised of community stakeholders that meet on a regular ongoing basis to assess available supports and services, problem-solve systemic barriers to accessing supports and services, and determine when a support and/or service is available for a program match.

By-Names Prioritized List: Refers to a real-time list of people experiencing homelessness that includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level. The real-time actionable data supports triage to appropriate supports and services, system performance evaluation, and advocacy.³³

Chronic homelessness: Refers to individuals, often with disabling conditions (e.g. chronic physical or mental illness, substance abuse problems), who are currently homeless and have been homeless for six months or more in the past year and/or homeless 18 months out of the past three years including time spent unsheltered, emergency shelters and couch surfing.

³² Definition taken from Canadian Observatory on Homelessness

³³ Definition taken from 20K Homes Campaign

Current Sleeping Arrangements: The place where a person is currently sleeping, including streets/outdoors, couch surfing, hospital, incarcerated, transitional housing, hotel/motel, shelters.

Episodic homelessness: Refers to individuals, often with disabling conditions, who are currently homeless and have experienced 3 or more episodes of homelessness in the past year (of note, episodes are defined as periods when a person would be in a shelter or place not fit for human habitation, and after at least 30 days, would be back in the shelter or inhabitable location).³⁴

Families: Households of 2 or more people and include 2 adults who are married/living together as well as head(s) of household with a child or children.³⁵

Functional Zero: Functional Zero is a relative measurement of the state of homelessness in a community. Functional Zero recognizes that homelessness and risk cannot be completely eradicated nor can efforts undermine personal choice in some instances.³⁶ The BNPL will support Windsor Essex to meet Functional Zero by tracking the inflow into and outflow out of homelessness and matching the most vulnerable people in our community with supports and services that are most appropriate. The Canadian Alliance to End Homelessness measures achieving Functional Zero chronic homelessness as less an 0.1% of your most recent total actively homeless numbers on the BNPL **OR** 3 people or less for 3 months or more measured by BNPL.³⁷

Hidden Homelessness: Refers to situations where people do not have a permanent address or residence and are staying with others (e.g. family, friends, acquaintances) or paying for short-term rental accommodations (e.g. motels) on a temporary, basis with no security of tenure.³⁸

HIFIS: The Homeless Individuals and Families Information System (HIFIS) is a comprehensive data collection and case management system designed to better understand what is happening in your community and to work collaboratively.³⁹

High acuity: A person will be considered high acuity if they have a VI-SPDAT score of 8+ as a youth or single adult, or 9+ as a family.

Homelessness: Describes the situation of an individual, family or community without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.⁴⁰

Housed/Inactive (formerly Outflow/Inactive): Refers to when an individual has been permanently housed, moves out of Windsor-Essex, or has deceased.

²¹ Definitions adapted from 20K Homes Campaign

³⁵ Definitions adapted from Canadian Alliance to End Homelessness

³⁶ Alina Turner, Tom Albanese and Kyle Pakeman, “Discerning ‘Functional and Absolute Zero’: Defining and Measuring an End to Homelessness in Canada” *University of Calgary, The School of Public Policy* (Volume 10 Issue 2 January 2017) http://homelesshub.ca/sites/default/files/Absolute-Zero-Turner-Albanese-Pakeman_0.pdf

³⁷ Definition adapted from Canadian Alliance to End Homelessness

³⁸ Reaching Home Community Homelessness Report: Reference Guide

³⁹ Reaching Home: Canada’s Homelessness Strategy

⁴⁰ Definition taken from Canadian Observatory on Homelessness

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. There are five core principles of Housing First:

- 1) Immediate access to permanent housing with no housing readiness requirements;
- 2) Consumer choice and self-determination;
- 3) Recovery orientation;
- 4) Individualized and participant-driven supports; and
- 5) Social and community integration.⁴¹

Imminently Houseable: Means that all required documentation is completed for people to be offered specific programs through the BNPL.

Inactive: A person is moved to the Inactive List when contact cannot be made for 90 consecutive days.

Indigenous Homelessness: Describes the situation of First Nations, Métis and Inuit individuals, status and non-status persons, families or communities lacking stable, permanent, appropriate housing, or the immediate prospect, means or ability to acquire such housing.⁴²

Interagency Transfer: An Interagency Transfer is the program transfer that occurs between agencies during the BNPL Community Table meetings for people on the BNPL who are already connected to a program but need to transfer to a partner with more appropriate supports (e.g. WEHC to CMHA).

Legal status: Having legal status means you are authorized to enter and remain in Canada as a temporary or permanent resident under the Immigration and Refugee Protection Act, as a Canadian citizen under the Citizenship Act or as a Registered Indian under the Indian Act.⁴³

Mid acuity: A person will be considered mid acuity if they have a VI-SPDAT score between 4-7 as a youth or a single adult, or 4-8 as a family.

New BNPL Offer: Is when a new person waiting on the BNPL has been prioritized by the BNPL Community Table for the next available program space. These offers take place after interagency transfers.

No Consent: When a person does not consent to be added to the BNPL, they are considered to be “On the Radar”. Non-identifying information is used to add them to the BNPL and they are categorized as “No Consent” to track the number of individuals who do not provide consent.

Transitional Housing: Refers to temporary or time-limited accommodations with stays ranging from a few months to a few years. The living environment is supportive and includes programming

⁴¹ Definition taken from the Homeless Hub – Housing First

⁴² Definition adapted from Canadian Observatory on Homelessness

⁴³ Government of Canada

appropriate for the population group being served with the goal of helping people transition to more independent living at discharge.⁴⁴

Veteran Homelessness: Describes situation of any former member of Canadian Armed Forces along with Allied Forces, RCMP, Reservists, Veteran civilians and former Canadian Rangers lacking stable, permanent, appropriate housing or immediate prospect, means and ability of acquiring it.⁴⁵

Voluntary Withdrawal: A person can request to have their name removed from the BNPL at any time. The BNPL Addition/Update and Consent Form should be submitted and person will be identified as Inactive – No Consent.

Warm Transfer: A collaborative process in which the person is an active contributor in the transference of their information from a referring program stream/agency to an accepting program match. Both referring and accepting programs collaborate to ensure that the person is supported until a smooth and transparent transition is complete.⁴⁶

Youth: Persons aged 16-24. Youth can be head of households and are able to live independently and are legally able to rent on their own.⁴⁷

Youth Homelessness: Describes the situation and experience of young people between the ages of 13 and 24 who are living independently of parents and/or caregivers, but do not have the means or ability to acquire a stable, safe or permanent residence.⁴⁸

⁴⁴ Homelessness Learning Hub

⁴⁵ Definition from Built for Zero Canada, Functional Zero Homelessness, September 2020

⁴⁶ Definition adapted from York Region, Intake Network Warm Transfer Protocol, 2012 and Agency for Healthcare Research and Quality 2017

⁴⁷ Definitions adapted from Canadian Alliance to End Homelessness

⁴⁸ Definition adapted from Canadian Observatory on Homelessness