London
CANADA

Coordinated Access Presentation

London Housing Advisory Committee: July 14, 2021
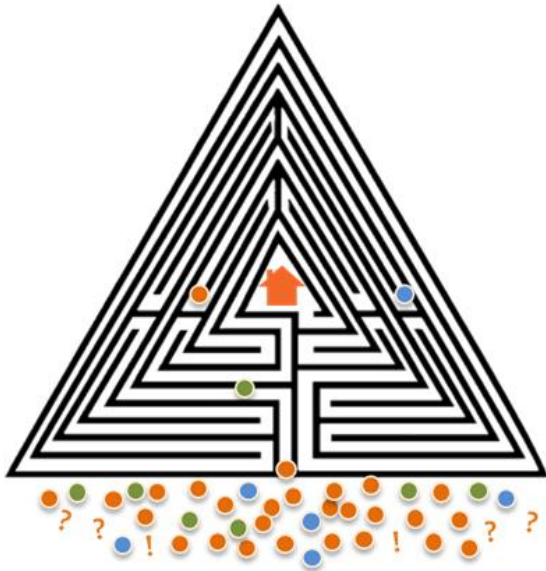
Coordinated Access

A **Coordinated Access system** is the **process** by which individuals and families who are experiencing or at-risk of homelessness are:

- ✓ Directed to **access** points to service
- ✓ Supported through **triage and assessment** to access the right resources in a community
- ✓ Supported to access **specific housing resources** that are managed centrally, if they are eligible and interested in them
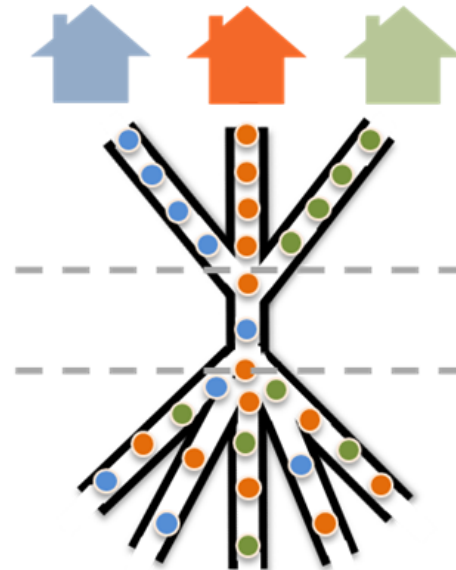
Coordinated Access

- Coordinated Access takes an **integrated systems approach** to addressing homelessness

- It supports **better service integration**, ensuring that service providers are **working together** to match clients experiencing homelessness with available resources in a **consistent and transparent** manner, regardless of where clients are being served

Coordinated Access

Without
Coordinated Access

With
Coordinated Access

Outflow
- Social Housing
- Supportive Housing
- Transitional Housing
- Housing Finders
- Housing Stability Workers
- Rent Supplements
- Housing Allowances

- CA Matches from Priority list

Inflow
- Homeless Prevention Front Desk
- Shelters
- Outreach
- CA Mobile Team

Connect with Housing & Supports

Navigate

Assess

Front Doors into Coordinated Access

Shelters

Community

In person support

Outreach Workers

Social Services

Hospital

Coordinated Access

- Inflow services use a common assessment tool to evaluate individuals' or families' depth of need.

- Assessment results are recorded in HIFIS
  - real-time, person-specific information
  - allows for the triaging of clients in need based on the community's priority populations and acuity assessments

- When a vacancy comes up for housing or housing supports, people are matched to it if they
  - meet the specific eligibility criteria for that housing resource and
  - meet London's community priorities

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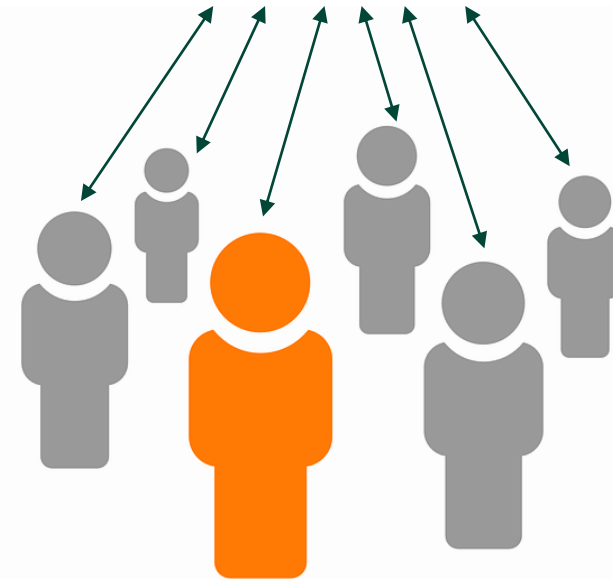# HIFIS = Homeless Individuals and Families Information System

HIFIS serves as the **data collection** and **data management tool** for Coordinated Access.

- Provides the most up-to-date and inclusive view of a participant's service use

- Supports coordinated case management across agencies, for participants using multiple services
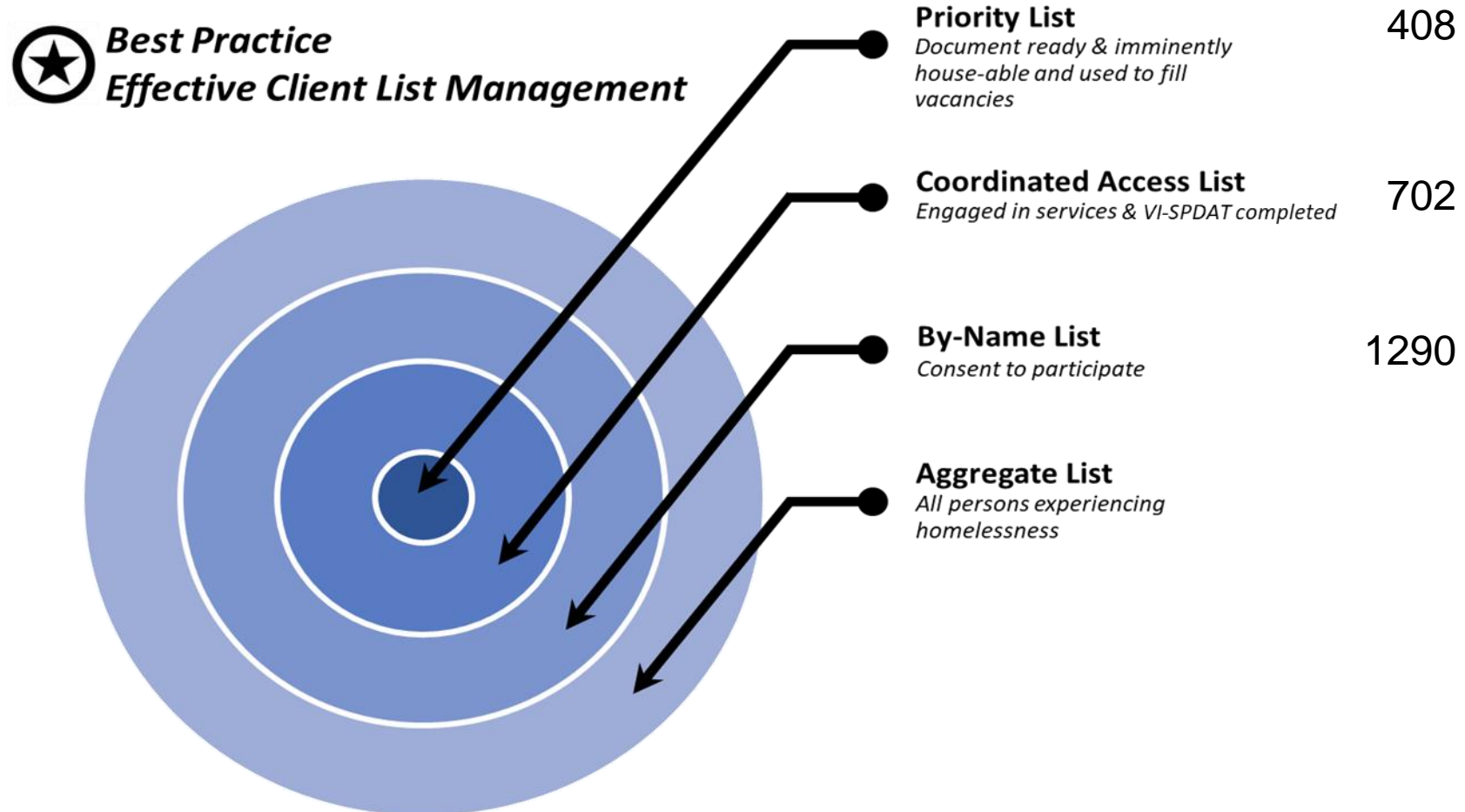
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Interrelated Lists

Best Practice
Effective Client List Management

Priority List
Document ready & imminently house-able and used to fill vacancies
408

Coordinated Access List
Engaged in services & VI-SPDAT completed
702

By-Name List
Consent to participate
1290

Aggregate List
All persons experiencing homelessness

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Eligibility Criteria

- Requirements that must be met for a person to be accepted into a program

- Different programs have different eligibility criteria, example:
  - CMHA Housing First Program – Eligibility Criteria: High Acuity, Mental Health

Prioritization Criteria

- Criteria that determines, of all those that are eligible, who gets offered a spot first

Community Priorities 2021

Youth	Families	Single Adults
Indigenous	Indigenous	Indigenous
Chronic homelessness	Chronic homelessness	Chronic homelessness
Veterans	Veterans	Veterans
Urgent safety	Unsheltered	Urgent safety
New to homelessness	Urgent Safety	New to homeless
Unsheltered	Trimorbidity	Unsheltered
Trimorbidity	Emergency Services	Chronic health condition
Ageing in to and out of care (23 and 24)	First Time homeless	Trimorbidity of one or more family members

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Coordinated Access Stats

From January 1, 2021 to June 30, 2021 Coordinated Access:

- Supported over 2400 inquiries from individuals and families at risk or currently experiencing homelessness

- 158 of the 374 intakes Coordinated Access completed were prevented or diverted from experiencing homelessness through intervention efforts

- Coordinated Access supported 226 housing placements

Coordinated Access Contact

Coordinated Access can be reached **Monday to Friday 8:30-4:30**:
In Person: Citi Plaza, 355 Wellington Street, Suite 248 London ON, N6A 4L6
Phone: **519-661-HOME (4663)** or **1-833-932-2297**
Email at **homelessprevention@london.ca**.
For direct Coordinated Access inquires please contact the
Coordinated Access Manager, **John D'Oria**, at **jdoria@london.ca**.

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