



Hastings County

Community and Human Services



Agenda



🏠 Hastings County – Who Are We?

🏠 Coordinated Access

🏠 By-Name List

🏠 Homelessness Landscape

🏠 Next Steps



Hastings County

- **Consolidated Municipal Services Manager**
- **Service Area**
 - Hastings County
 - City of Quinte West
 - City of Belleville
- **Total Population of 145,746***

*2021 Statistics Canada Census

What We Do

- **Child Care**
- **Early Years**
- **Affordable Housing**
- **Social/Community Housing**
- **Social Assistance**
- **Homelessness**
- **Emergency Social Services**
- **Service System Planning**

How We Do It

Services

- Internal Departments
- Funding Sources
- Service Delivery

Community and Human Services Committee

- Oversees the Programs delivered through the Department
- Makes recommendations to Hastings County Council
- Membership
 - Belleville – 4 Representatives
 - Quinte West – 3 Representatives
 - Hastings County – 2 Representatives + the Warden (Non-Voting Member)

Partnerships



Homelessness

Coordinated Access

By-Name List





Hastings County Partnership with BFZ and CAEH



THANK-YOU!

Reaching Home: Canada's Homelessness Strategy

- 🏠 **Hastings County, Community Entity (CE) for RH Funding for the City of Belleville**
- 🏠 **Funding Requirements: Coordinated Access Program by March 31st 2023 & Implement a Homeless Management Information System**
- 🏠 **Coordinated Access Program: Functional By-Name List**



Provincial HPP Requirements

- 🏠 All Service Managers have an operational By-Name List in place to:
- 🏠 better understand homelessness in their communities,
- 🏠 track changes in service needs over time,
- 🏠 effectively coordinate and prioritize service delivery.

People who are homeless, including chronically homeless, obtain and retain housing and support services

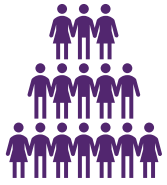
- #/% of participant households experiencing homelessness in HPP
- #/% of participant households experiencing homelessness who received assistance by HPP to obtain housing by provincial priority group by housing type
- #/% of participant households experiencing homelessness assisted by HPP to retain their housing for 12 months or more
- #/% of participant households experiencing homelessness who received HPP community outreach and support services
- #/% of people on BNL who obtain housing
- #/% of households on BNL housed through HPP
- # of people who become homeless (new or return to BNL)
- Change in # of people on BNL
- #/% change in units of supportive housing stock preserved and created
- Emergency shelter usage
- Emergency shelter capacity

Reduction in chronic homelessness

- #/% of people experiencing homelessness by provincial priority group, including chronic homelessness



Current Homelessness Strategies



Enumeration – November 2021



Coordinated Access & By-Name List



Homeless Individuals and Families Information System (HIFIS)

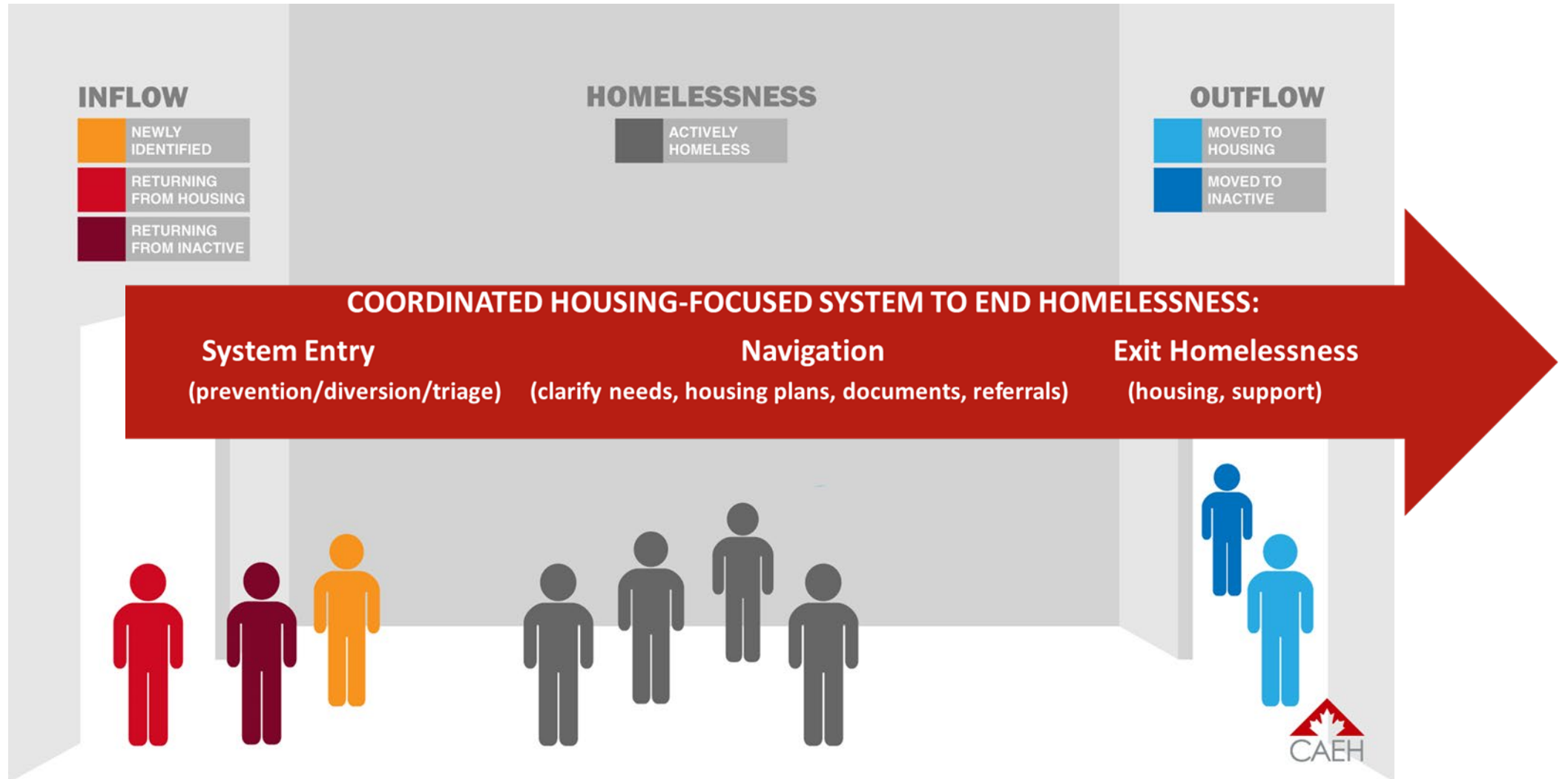


Partnerships with Bridge Street United Church and Grace Inn Shelter



New Community Response Team (CRT) within Hastings County

Design Your System to End Homelessness



What is a By-Name List?



Dynamic rather than static

Known and consenting



A By-Name List is a **(real-time)** list of **(all people)** experiencing homelessness in your community.

A By-Name List Provides Two Levels of Data

1

Person-Specific Data

(ex. name, housing needs and preferences, etc.)

2

System-Level Data

(active homelessness, inflow, outflow)

Benefits of a By-Name List

Smarter triage

- Target **limited housing resources** to the most vulnerable individuals and families
- Stretch resources further by **connecting people to the most appropriate and available** support to meet their needs.

Improved systems

- Use **aggregate data** to see trends and **identify improvement opportunities** across your system.
- **Test new strategies** and know quickly whether your efforts are reducing homelessness.

Resource advocacy

- Use the data to understand the **gaps in resources** in your community and to know what types of housing and support services are needed.
- Ground your advocacy in **concrete data** - **Data to quantify exactly what housing resources are needed to end homelessness. A powerful tool to make big requests!**

System Level Data to Drive Improvement

Use total active homelessness as real-time count and to monitor overall progress

Use inflow data to target prevention efforts


Use outflow data to monitor and accelerate move-ins





Who is becoming homeless and why?

Who is losing contact with our services?

 **INFLOW:**
NEWLY IDENTIFIED

 **INFLOW:**
RETURNED FROM HOUSING

 **INFLOW:**
RETURNED FROM INACTIVE

 **OUTFLOW:**
HOUSING MOVE-INS

 **OUTFLOW:**
MOVED TO INACTIVE

Are housing programs working?

Who is coming back into contact with our services?

What's working to help people get housed?



Quarterly Report Card

A quarterly data report card will be published to share information regarding the number of people experiencing homelessness in our community. The goal of the report card is to promote transparency and accountability in the homeless serving system, while focusing our combined service efforts on individuals and families in the most need.

The report card is a valuable tool to provide concrete data to support coordinated efforts to reduce homelessness throughout Hastings County.



Example of Urban
Homelessness



Example of Rural
Homelessness

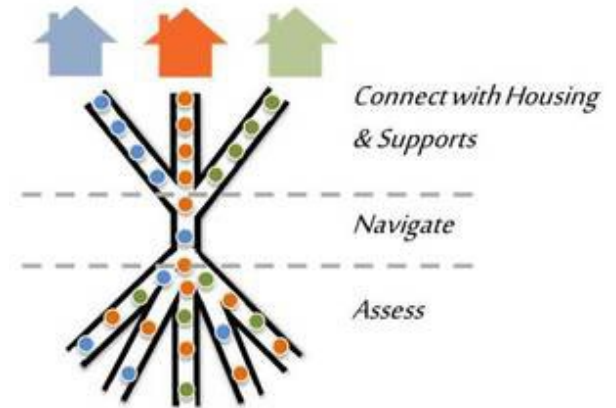
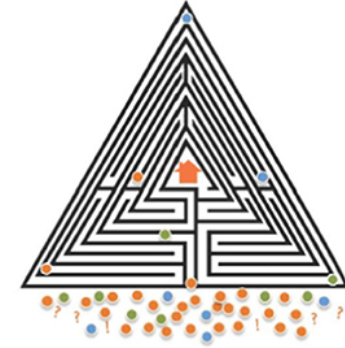


Coordinated Access (CA)

- A strong CA system uses a By-Name List along with a standardized and coordinated process for:
 - 🏠 **Access** (common intake, ex. input same info into HIFIS database)
 - 🏠 **Triage** (ex. common community priority standards)
 - 🏠 **Prioritization** (ex. chronic, unsheltered population for housing programs)
 - 🏠 **Matching/referral** to housing programs and other services across **all** the agencies and organizations in the community (ex. through case conferencing meetings)

Why do we use Coordinated Access?

- 🏠 Consistency and transparency for people's pathway to housing across diverse programs
 - 🏠 No wrong door – can be connected to housing and supports from any service provider in the system
 - 🏠 Connects the emergency side of the system with the solution (housing) side of the system
- 🏠 Moves away from “first-come, first-served”
 - 🏠 Right support, for the right person, at the right time

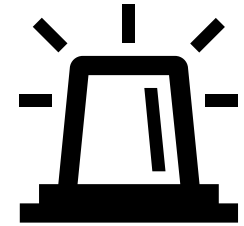


Coordinated Access in Action

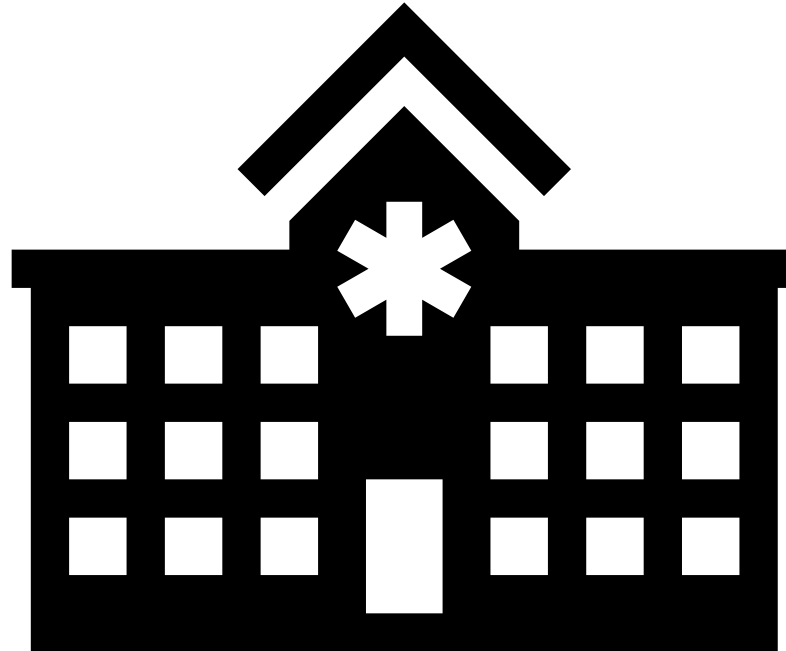
Intake



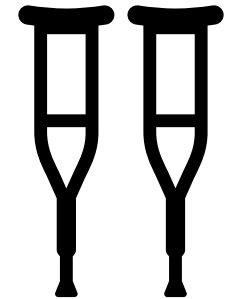
Prioritization



Assessment



Referral



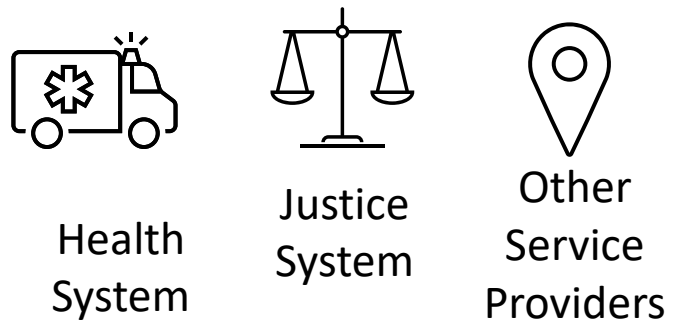
Service provider roles with a By-Name List

IDENTIFY PEOPLE EXPERIENCING HOMELESSNESS

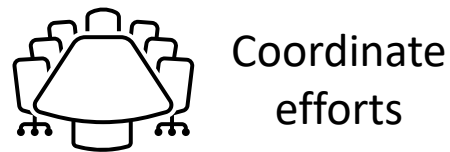
ADD & UPDATE BNL



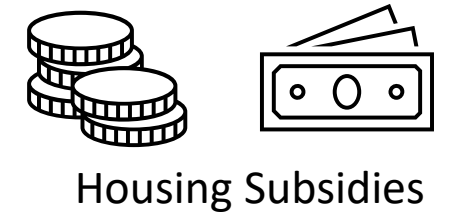
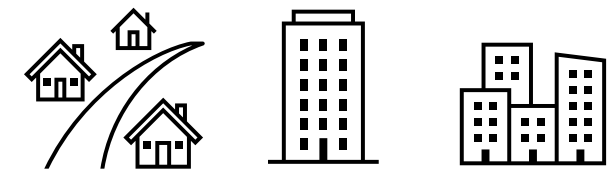
Meal Programs



BY-NAME LIST

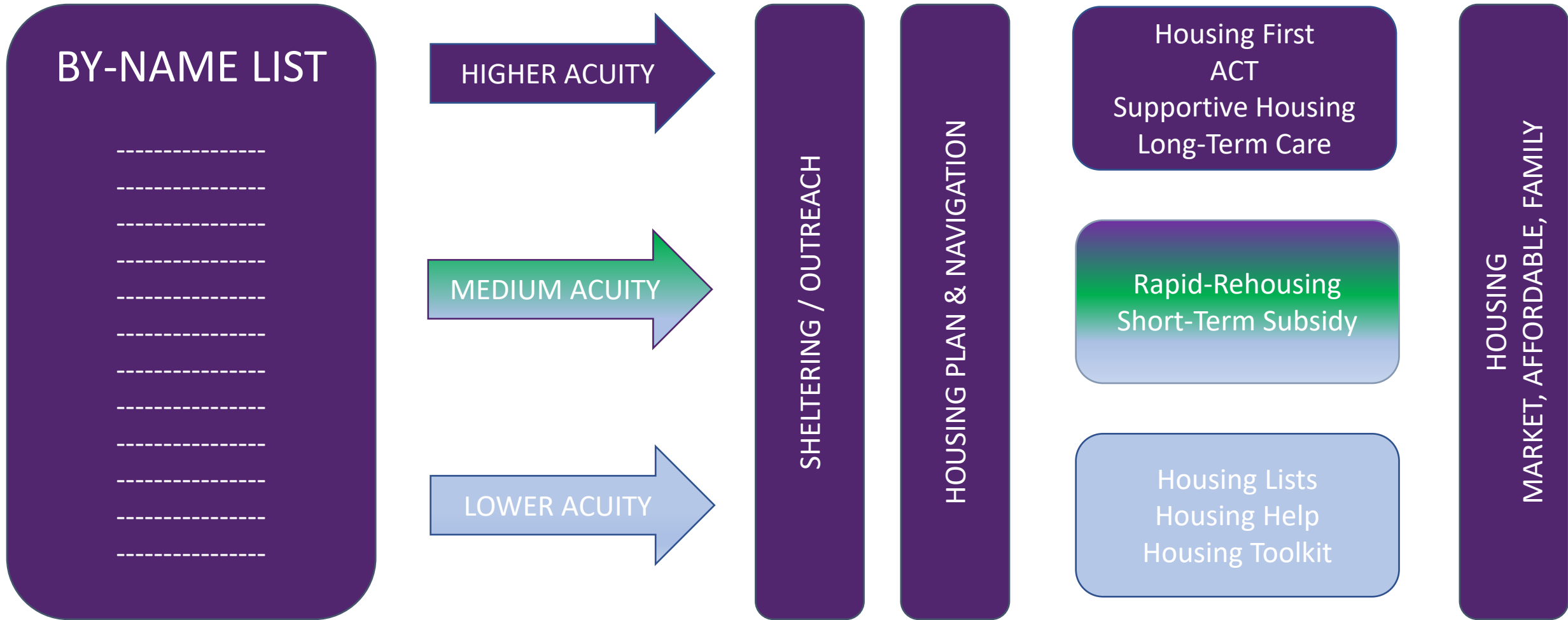


HOUSE FROM BNL

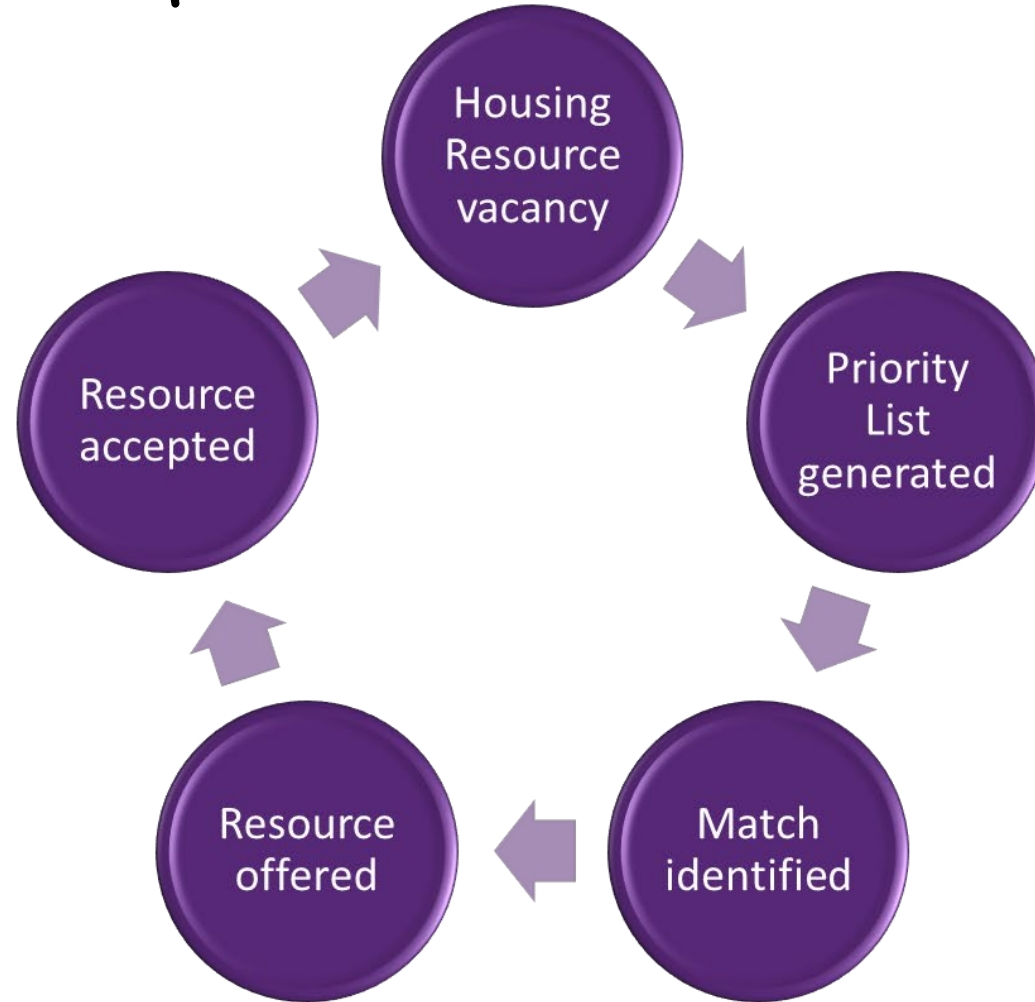


PROVIDE HOUSING RESOURCES

Match need to service - something for everyone



Matching and Referral Process



Next Steps

- Future of the Coordinated Access Program
- Virtual Access Points



Thank-you

