

Reaching Home Community Homelessness Report Cross-Referencing Tool

The Reaching Home Community Homelessness Report (CHR) Cross-Referencing Tool forms part of the [CHR: Reporting Tools Homelessness Learning Hub e-course](#).

The purpose of this tool is to clarify how each CHR question aligns with the 35 [Reaching Home minimum requirements \(MRs\)](#) and the [Canadian Alliance to End Homelessness \(CAEH\) Workbook](#).

The CAEH Workbook is an Excel document with four tabs. Questions from each tab have been cross-referenced separately and are identified in this tool as follows:

- **“AYC”** = About Your Community;
- **“BNL”** = By-Name List Scorecard;
- **“CA”** = Coordinated Access Scorecard; and,
- **“PPT”** = Provider Participation Tool.

Annex A includes a list of the nine Reaching Home minimum requirements that do not align with a specific CHR question.

For questions about the CHR, please reach out to your Service Canada representative.

Section 1: Community Context

Community Homelessness Report		Reaching Home Requirements	CAEH Workbook
Section 1: Overview			
1.1	Highlight any efforts and/or issues related to the work that your community has done to prevent and/or reduce homelessness over the last two years.	<p>MR 1: Communities receiving funding from the Designated Communities stream must adopt an outcomes-based approach where they work to achieve pre-determined community-level outcomes.</p> <p>MR 4: All Designated Communities are required to have a Coordinated Access system in place by March 31, 2022.</p>	<p>CA B: Has your community started to operate (or phase in) Coordinated Access?</p> <p>CA C: When did your community begin operating/phasing in Coordinated Access?</p>
1.2	Highlight efforts and/or issues related to the work of increasing access to safe, adequate housing in your community over the last two years.		
1.3	What impact has COVID-19 had on your community's progress with designing and implementing Coordinated Access and a Homelessness Management Information System (HMIS)?		
Community Homelessness Report		Reaching Home Requirements	CAEH Workbook
Section 1: Collaboration Between Indigenous and Non-Indigenous Organizations			
1.4	<p>a) Specific to the design and implementation of Coordinated Access and a Homelessness Management Information System (HMIS), has there been collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the Indigenous Community Advisory Board (CAB)?</p> <ul style="list-style-type: none"> • If answer to 1.4a is yes: b) Describe how this collaboration was undertaken and how it impacted the design and implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future? • If answer to 1.4a is no: b) Describe how this collaboration will be pursued over the coming year. 	<p>MR 6: In communities that receive funding from both the Designated Communities and Indigenous Homelessness streams, cross-stream engagement on the design and use of the Coordinated Access approach is expected.</p> <p>MR 3(b): In Designated Communities where there is also an Indigenous Homelessness Community Entity, the Designated Communities Community Entity is expected to work in partnership with the Indigenous Homelessness Community Entity on the Community Homelessness Report.</p>	<p>AYC 13: Specific to the design and implementation of your By-Name List/Coordinated Access system and HMIS, has there been collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the Indigenous Community Advisory Board (CAB)?</p> <p>PPT: Is the service provider an Indigenous Service Provider?</p>
1.5	<p>a) With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the Indigenous CAB?</p> <ul style="list-style-type: none"> • If answer to 1.5a is yes: b) Describe when this collaboration occurred and what parts of the CHR were informed by these efforts. • If answer to 1.5a is no: b) Describe the efforts that were taken to collaborate and specific plans to ensure it occurs during next year's CHR process. 		
1.6	<p>a) Does your community have a separate Indigenous CAB?</p> <ul style="list-style-type: none"> • If answer to 1.6a is yes: b) Was the CHR also approved by the Indigenous CAB? • If answer to 1.6c is no: c) Please explain how engagement was undertaken. 		

Section 1: Community Context

Additional CAEH Questions for Section 1	
N/A	<ul style="list-style-type: none"> • AYC 1: Key contact information for the workbook (e.g., name, position, email, phone and organization). • PPT: Date Provider Participation Tool was last updated and name of person who updated it. • PPT: Service provider/program name. • PPT: Service provider purpose/mandate. • AYC 4: Which federal Reaching Home funding stream(s) does your community receive: <ul style="list-style-type: none"> ○ Designated Communities (DC) ○ Indigenous Homelessness (IH); ○ Rural and Remote Homelessness (RRH); or. ○ Not funded by Reaching Home. • PPT: Is the service provider funded by Reaching Home? • CA A: Is your community a Reaching Home Designated Community? • PPT: Is the service provider provincial funded? • PPT: Is the service provider a Service Manager or Community-Based Organization funded? • PPT: Is the service provider municipal funded? • BNL A: Is your community part of the Veterans community cohort? • PPT: Is the service provider a Veteran Service Provider? • PPT: Does the service provider add/refer people to the By-Name List OR update the By-Name List? • CA 12.2 (Advanced): Has your community been recognized by CAEH as achieving a Basic Quality BNL?

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Community Homelessness Report	Reaching Home Requirements	CAEH Workbook
Section 2: Governance		
2.1	Is there a governance model for Coordinated Access and has a Coordinated Access lead organization(s) been identified?	<p>MR 9: Communities are required to build an appropriate governance operating model to exercise proper leadership for the planning, implementation and ongoing management of the Coordinated Access system. This includes identifying a lead organization to manage implementation and operationalization of the Coordinated Access system.</p> <p>AYC 3: In your community, which organization serves as the lead for the Coordinated Access system?</p> <p>CA 1.1 (Reaching Home): Has your community identified a Coordinated Access lead organization(s)?</p> <p>CA 1.2 (Reaching Home): Has your community put in place a Coordinated Access governance model?</p> <p>CA 1.2 (Basic): Coordinated Access governance model is documented.</p> <p>CA 1.2 (Basic): Governance model allows for timely decisions on Coordinated Access matters.</p>
2.2	Is there a governance model for your HMIS and has a HMIS lead organization(s) been identified?	<p>MR 26: In all Designated Communities, Community Entities must setup a governance structure to oversee decisions related to implementing and maintaining HIFIS and the data collected.</p> <p>AYC 3: In your community, which organization serves as the lead for the By-Name List and HMIS?</p> <p>CA 2.1 (Reaching Home): Has your community identified a lead organization(s) for a Homelessness Management Information System (HMIS)?</p> <p>CA 2.2 (Reaching Home): Is there a governance model in place for your community's HMIS?</p> <p>CA 2.2 (Advanced): Strong data governance practices are in place.</p> <p>CA 2.2 (Advanced): Indigenous data sovereignty practices are in place.</p>
2.3	Do all service providers receiving funding through the Designated Communities stream to deliver one or more projects participate in Coordinated Access?	<p>MR 7: Reaching Home requires all projects receiving funding from the Designated Communities stream to participate in the Coordinated Access system. This includes, but is not limited to, emergency shelters, transitional housing providers, outreach teams and supportive housing providers.</p> <p>CA 1.3 (Reaching Home): Do all service providers receiving funding through the Designated Communities stream (to deliver one or more projects) participate in Coordinated Access?</p>

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Additional CAEH Questions for Governance	
N/A	<ul style="list-style-type: none"> • CA 1.4: Ensuring key elements of the Coordinated Access system are documented (e.g. policies/protocols) is a governance function. For ease of reference, areas requiring documentation are included and scored below by topic area: <ul style="list-style-type: none"> ○ Reaching Home: 2.4, 11.1, 13.1, 13.2, 13.3, 15.1, 15.2, 15.3, 15.4 ○ Basic: 13.1, 17.1 ○ Advanced: 13.1, 13.4 • CA 1.5: Ensuring providers are adequately trained to effectively deliver Coordinated Access is a governance function. For ease of reference, training is included and scored below by topic area: <ul style="list-style-type: none"> ○ Basic: 11.3 ○ Advanced: 6.1, 9.2, 11.3 • CA 3.1 (Advanced): In the design and implementation of your community's Coordinated Access system, have key stakeholders and other sectors been engaged and have the following key principles, best practices, and approaches been included: <ul style="list-style-type: none"> ○ Peer and lived experience involvement; ○ Housing First philosophy; ○ Strengths-based approaches; ○ Equity lens; ○ Indigenous involvement, Truth and Reconciliation Calls to Action, and Missing and Murdered Indigenous Women and Girls Calls to Justice; ○ Youth-specific considerations; ○ Rights-based approaches; and, ○ Systems Integration (beyond "Homelessness Response Providers"). • CA 4.1 (Basic): Has your community identified dedicated or assigned staffing for Coordinated Access system start-up and initial operation? • CA 4.1 (Advanced): Has your community identified dedicated or assigned staffing to meet Coordinated Access Scorecard quality elements? • CA 5.1 (Basic): Does your community conduct quality assurance processes on your Coordinated Access system throughout the year? • CA 5.1 (Advanced): Does your community conduct a more formalized annual quality assurance process? • CA 5.1 (Advanced): Does your community consult with program participants? • CA 5.1 (Advanced): Does your community consult with participating agencies/programs? • CA 5.1 (Advanced): Does your community use data for improvement? • CA 5.1 (Advanced): Does your community apply a race/ethnicity/Indigenous data lens to identify disproportionality and disparity?

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Community Homelessness Report	Reaching Home Requirements	CAEH Workbook
Section 2: HMIS		
<p>2.4</p> <p>a) Does your community have an HMIS to manage individual-level data and service provider information for Coordinated Access?</p> <p>b) In your community, is HIFIS the HMIS that is being used or will be used?</p> <ul style="list-style-type: none"> • If answer to 2.4b is no: c) Which HMIS is being used? • If answer to 2.4b is no: d) When was it implemented? 	<p>MR 23: The use of HIFIS will be mandatory in all Designated Communities where an equivalent Homelessness Management Information System is not already being used.</p>	<p>AYC 7: Which HMIS does your community currently use?</p> <p>AYC 7.1: What year did your community begin using this system?</p> <p>AYC 8: Which HMIS is your community planning to use?</p> <p>AYC 8.1: What year do you anticipate starting to use this system?</p> <p>BNL H: What software does your community use for its By-Name List (e.g., HIFIS 3, HIFIS 4, ETO, Excel, other)?</p> <p>PPT: Does the service provider use HIFIS or another data system?</p>
<p>2.5</p> <p>Has either a Data Provision Agreement been signed with Employment and Social Development Canada (ESDC) if your community is currently using HIFIS or a Data Sharing Agreement been signed with ESDC if your community is currently using an equivalent HMIS?</p>	<p>MR 25: Community Entities that operate with HIFIS are required to sign a Data Provision Agreement and an End-user License Agreement with ESDC. Community Entities that operate with an equivalent Homelessness Management Information System other than HIFIS are required to sign a Data Sharing Agreement with ESDC.</p>	<p>CA 2.3 (Reaching Home): Has your community implemented:</p> <ul style="list-style-type: none"> • HIFIS (or are planning to implement HIFIS) and have a Data Provision Agreement signed with ESDC; or, • An existing equivalent HMIS and have signed a Data Sharing Agreement with ESDC.

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Community Homelessness Report	Reaching Home Requirements	CAEH Workbook
Section 2: HMIS		
<p>2.6</p> <p>Do you have a set of local agreements to manage privacy, data sharing and client consent in compliance to municipal, provincial and federal laws?</p>	<p>MR 10(a): Communities must develop policies and procedures outlining how the Coordinated Access process operates (for example, the process for evaluating individuals' eligibility for assistance)...</p> <p>At minimum:</p> <ul style="list-style-type: none"> • Standard assessment procedures, including documentation of a set of criteria to support uniform decision-making across access points. • List of prioritization factors and assessment procedures (for example, acuity assessment form, functional impairments including physical disabilities) with which prioritization decisions are made. • Referral procedures, including standardized criteria by which a participating project may justify rejecting a referral. • Protocols for obtaining participant consent to retain and share information for purposes of assessing and referring participants. <p>MR 24: In all Designated Communities, Community Entities must develop a set of local agreements to manage privacy, data sharing, and client consent in compliance to municipal, provincial and federal laws.</p>	<p>BNL 1.1(a) (Basic): Has your community implemented a process to add people experiencing homelessness to the By-Name List, including:</p> <ul style="list-style-type: none"> • Consents; and, • Common questions to capture key information. <p>CA 2.4 (Reaching Home): Does your community have a set of local agreements to manage privacy, data sharing and client consent in compliance with municipal, provincial and federal laws?</p> <p>CA 2.4 (Advanced): Completed a Privacy Impact Assessment (PIA)?</p>
<p>2.7</p> <p>Have you established safeguards to ensure the data collected is secured from unauthorized access?</p>	<p>MR 27: All Community Entities must access a server and establish corresponding security and safeguards to secure the data collected.</p>	<p>CA 2.5 (Reaching Home): Has your community established safeguards to ensure the data collected is secured from unauthorized access?</p> <p>CA 2.6 (Basic): Does your community have clear processes in place for securely sharing client information across participating providers (that respect privacy protocols)?</p>

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Additional CAEH Questions for HMIS	
N/A	<ul style="list-style-type: none">• AYC 9/10: What implementation stage is your community at with an HMIS:<ul style="list-style-type: none">○ Establishing governance and planning for implementation;○ Deployed (staged implementation begun);○ Implemented system-wide; or,○ Not currently planning to implement an HMIS – using another software/tools to manage information/data about homelessness in the community (e.g., Excel, Access, HIFIS 3, HelpSeeker, Other).• CA 2.3 (Basic): 90% of "Homeless Response Providers" who "should be" participating in the HMIS/other data system are doing so to some degree.• CA 2.3 (Advanced): Providers participating in the HMIS/other data system are doing so in alignment with local expectations and/or policies/protocols.

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Community Homelessness Report	Reaching Home Requirements	CAEH Workbook
Section 2: Access Points to Service		
2.8	<p>Are access sites available in some form throughout the DC geographic area so that the Coordinated Access system serves the entire DC geographic area?</p>	<p>MR 5: Coordinated Access process must be implemented throughout the geographic area covered by a Designated Community.</p> <p>CA 6.1 (Reaching Home): Are access sites available in some form throughout the Designated Community geographic area so that the Coordinated Access system serves the entire Designated Community geographic area?</p> <p>AYC 2: What geographic area is (or will be) covered by your By-Name List and Coordinated Access (CA) system (e.g. City, County, Region, etc.)?</p>
2.9	<p>Are there processes in place to monitor if there is easy and equitable access to the Coordinated Access system and respond to any emerging issues, as appropriate?</p>	<p>MR 12: Access points must be easily accessed by individuals and families seeking homeless or homelessness prevention services.</p> <p>MR 13: All people experiencing or at-risk of homelessness must have equitable access to Coordinated Access sites, regardless of the way that sites are organized in the community. This includes, but is not limited to, people experiencing chronic homelessness, youth, Indigenous Peoples, veterans and families.</p> <p>CA 6.1 (Reaching Home): Are there processes in place to monitor if there is easy and equitable access to the Coordinated Access system and to respond to any emerging issues, as appropriate?</p> <p>CA 6.1 (Advanced): Is there continual outreach to people who are unsheltered, sheltered, or otherwise homeless, but not actively seeking services?</p> <p>CA 6.1 (Advanced): Has it been assessed that there are enough and the right types of access points?</p> <p>CA 6.1 (Advanced): Is training provided to ensure all access points (including outreach) are offering services throughout the Coordinated Access system in a consistent manner?</p> <p>CA 6.1 (Advanced): Is there some form of annual check-in to confirm consistent service at access points?</p> <p>BNL 2.4 (Advanced): Does your community have a written policy/protocol to connect with people who are unsheltered and get them housed quickly?</p>
2.10	<p>Are there processes in place that ensure no one is denied access to service due to perceived housing or service barriers?</p>	<p>MR 14: Individuals may not be denied access to the Coordinated Access process because of perceived barriers to housing or services (for example, income, drug or alcohol use).</p> <p>CA 6.1 (Reaching Home): Are there processes in place that ensure no one is denied access to service due to perceived housing or service barriers?</p>

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Additional CAEH Questions for Access Points to Service

N/A	<ul style="list-style-type: none"> • CA 6.1 (Basic): Are 90% of "Homeless Response Providers" who "should" be serving as or referring to access points doing so? • CA 6.1 (Advanced): Are "Other Service Providers" (the key ones beyond Homelessness Response Providers) serving as or referring to access points? • CA 7.1 (Basic): Does your community have one or more after-hour access points where people can receive emergency housing assistance and get connected to the Coordinated Access system after hours? • CA 7.1 (Basic): Does your community have one or more after-hour access points that allows access for all population groups? • CA 7.1 (Basic): Does your community have one or more after-hour access points that passes information along to appropriate staff the next business day? • CA 7.2 (Advanced): Are other systems aware of where to connect people after hours (e.g., hospital, police)? • CA 8.1 (Basic): Does your community have some form of clear, accessible information on your Coordinated Access system (e.g., how to access it and how it works) that is available to participating service providers? • CA 8.1 (Basic): Does your community have some form of clear, accessible information on your Coordinated Access system (e.g., how to access it and how it works) that is available to people at-risk of or experiencing homelessness trying to access the system? • CA 8.1 (Basic): Does your community have some form of clear, accessible information on your Coordinated Access system (e.g., how to access it and how it works) that is available to other service providers and/or key stakeholders? • CA 8.1 (Advanced): Does your community have some form of clear, accessible information on your Coordinated Access system (e.g., how to access it and how it works) that is available to the general public? • CA 8.2 (Advanced): Has community awareness of Coordinated Access been deepened through targeted outreach and information tailored to particular audiences? • CA 9.1 (Basic): Has your community ensured that survivors of domestic violence, dating violence, human trafficking, sexual assault, and stalking can safely access and participate in the Coordinated Access system?
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Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Community Homelessness Report	Reaching Home Requirements	CAEH Workbook
Section 2: Triage and Assessment		
2.11	<p>Is the triage and assessment process documented in one or more policies/ protocols, including an intake protocol for entering people into the Coordinated Access system and/or HMIS when they (re)connect with an access point?</p> <p>MR 11: There must be an established and agreed upon intake procedure for the entry of individuals and families into the system.</p> <p>MR 10(b): Communities must develop policies and procedures outlining how the Coordinated Access process operates (for example, the process for evaluating individuals' eligibility for assistance)...</p> <p>At minimum:</p> <ul style="list-style-type: none"> • Standard assessment procedures, including documentation of a set of criteria to support uniform decision-making across access points. • List of prioritization factors and assessment procedures (for example, acuity assessment form, functional impairments including physical disabilities) with which prioritization decisions are made. • Referral procedures, including standardized criteria by which a participating project may justify rejecting a referral. • Protocols for obtaining participant consent to retain and share information for purposes of assessing and referring participants. <p>MR 15: All Coordinated Access locations and methods (for example, phone, in-person) must offer the same assessment approach using uniform decision making processes.</p>	<p>BNL 1.1(b) (Basic): Has your community implemented a process to add people experiencing homelessness to the By-Name List, including:</p> <ul style="list-style-type: none"> • Consents; and, • Common questions to capture key information. <p>CA 11.1 (Reaching Home): Are intake/triage/assessment policies/ protocols available as written documents?</p> <p>CA 11.1 (Reaching Home): Is there a written intake policy/protocol?</p> <p>CA 11.1 (Basic): Have the intake/triage/assessment policies/protocols been implemented?</p> <p>CA 11.1 (Basic): Are there processes in place to ensure intake/triage/ assessment protocols are used consistently across all access points?</p> <p>CA 11.1 (Advanced): If clients don't complete the full assessment process, is there consistent engagement with them and can they still be served without retribution?</p> <p>CA 11.1 (Advanced): Is there an annual review of written policies/ protocols to ensure alignment?</p>
2.12	<p>Is the same common assessment tool used for all population groups experiencing homelessness (e.g., youth, women fleeing violence, Indigenous peoples)?</p> <p>MR 16: Communities must use a common assessment tool for all population groups (for example, youth, women fleeing violence, Indigenous Peoples) so that there is a shared approach to understanding of people's depth of need. However, the questions and approaches used to conduct the assessment can be adjusted for specific populations (for example, a conversational approach rather than an interview-like approach may be more appropriate for Indigenous clients).</p>	<p>CA 11.2 (Reaching Home): Is the same common assessment tool used for all population groups experiencing homelessness (e.g., youth, women fleeing violence, Indigenous peoples)?</p> <p>CA 11.2 (Advanced): Is the same common assessment tool being used by at least 90% of providers who "should" be using it?</p> <p>AYC 11: What Coordinated Access triage tool(s) does your community use (e.g., VI-SPDAT – adults, youth, families, justice and/or prevention; YAP – youth pre-screen)?</p> <p>AYC 12: What Coordinated Access assessment tool does your community use (e.g., SPDAT – adults, youth, families; YAP; VAT)?</p> <p>PPT: Does the service provider use the common triage/assessment tool?</p>

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Additional CAEH Questions for Triage and Assessment	
N/A	<ul style="list-style-type: none"> • CA 9.2 (Advanced): Have staff involved in Coordinated Access received training in equity/anti-oppression? • CA 9.2 (Advanced): Have staff involved in Coordinated Access received training in trauma-informed care? • CA 9.3 (Advanced): Has an equity/anti-oppression approach been implemented in the Coordinated Access system? • CA 9.4 (Advanced): Has a trauma informed care approach been implemented in the Coordinated Access system? • CA 10.1 (Basic): Does your community ask basic prevention and diversion questions to support people seeking service who are newly homeless or at-risk of homelessness at shelters? • CA 10.1 (Basic): Does your community ask basic prevention and diversion questions to support people seeking service who are newly homeless or at-risk of homelessness at all access points? • CA 10.2 (Advanced): Does your community offer specific services (e.g., specialized program or staff, flexible funding, etc.) for prevention? • CA 10.2 (Advanced): Does your community offer specific services (e.g., specialized program or staff, flexible funding, etc.) for diversion? • CA 11.3 (Basic): Does your community provide initial training to those completing Coordinated Access triage/assessment? • CA 11.3 (Basic): Does your community have a process in place to ensure new staff are adequately trained before conducting triage/assessment? • CA 11.3 (Basic): Does your community maintain a list of people/agencies trained? • CA 11.3 (Advanced): Does your community provide at least annual training opportunities to continue to build skill and alignment with written policies/protocols and consistent application of tools? • PPT: Does the service provider add/refer people to the By-Name List OR update the By-Name List?

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Community Homelessness Report	Reaching Home Requirements	CAEH Workbook
Section 2: Vacancy Matching and Referral		
<p>2.13</p>	<p>Is the vacancy matching and referral process documented in one or more policies/ protocols, including how vacancies are filled from the Coordinated Access Resource Inventory according to agreed-upon prioritization and referral protocols?</p>	<p>MR 10(c): Communities must develop policies and procedures outlining how the Coordinated Access process operates (for example, the process for evaluating individuals' eligibility for assistance)...</p> <p>At minimum:</p> <ul style="list-style-type: none"> • Standard assessment procedures, including documentation of a set of criteria to support uniform decision-making across access points. • List of prioritization factors and assessment procedures (for example, acuity assessment form, functional impairments including physical disabilities) with which prioritization decisions are made. • Referral procedures, including standardized criteria by which a participating project may justify rejecting a referral. • Protocols for obtaining participant consent to retain and share information for purposes of assessing and referring participants. <p>MR 20(a): Referral to housing services must be made based on prioritization guidelines, project-specific eligibility requirements (for example, age restrictions, geographic location) and the specific needs and preferences of the client.</p>
		<p>CA 15.1 (Reaching Home): Is the vacancy matching and referral process documented in one or more policies/protocols, including how vacancies are filled from the Coordinated Access Resource Inventory according to agreed-upon prioritization and referral protocols?</p> <p>CA 2.6 (Advanced): Does your community have clear processes in place for communicating with those waiting on the By-Name List (that respect privacy protocols)?</p> <p>CA 2.6 (Advanced): Does your community have clear processes in place for communicating with referral partners (that respect privacy protocols)?</p>

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Community Homelessness Report	Reaching Home Requirements	CAEH Workbook
Section 2: Vacancy Matching and Referral		
<p>2.14</p> <p>Are all housing resources funded through the Designated Communities stream identified as part of the Coordinated Access Resource Inventory?</p>	<p>MR 8: Reaching Home funded projects providing housing placement (for example, rapid rehousing, transitional housing, supportive housing) and associated supports (for example, case management) must receive referrals and fill vacancies through the Coordinated Access process.</p>	<p>CA 13.1 (Reaching Home): Are all housing resources funded through the Designated Communities stream included in the Coordinated Access Resource Inventory?</p> <p>CA 13.1 (Basic): Have 90%+ of "Homelessness Response Providers" who "should" be dedicating housing resources to the Coordinated Access Resource Inventory doing so?</p> <p>CA 13.1 (Basic): For "Homelessness Response Providers" that have dedicated housing resources to the Coordinated Access Resource Inventory, have these commitments been documented?</p> <p>CA 13.1 (Advanced): Have "Other Service Providers" dedicated housing resources to the Coordinated Access Resource Inventory?</p> <p>CA 13.1 (Advanced): For "Other Service Providers" that have dedicated housing resources to the Coordinated Access Resource Inventory, have these commitments been documented?</p> <p>PPT: Does the service provider commit housing resources to the Coordinated Access Resource Inventory? If so, how many units/housing spaces, subsidies and/or case management spaces (caseloads)? Has this commitment been documented?</p> <p>PPT: Does the service provider operate more housing resources than they dedicate to the Coordinated Access system?</p>
<p>2.15</p> <p>For each housing resource in the Coordinated Access Resource Inventory, have eligibility requirements been documented?</p>	<p>MR 20(b): Referral to housing services must be made based on prioritization guidelines, project-specific eligibility requirements (for example, age restrictions, geographic location) and the specific needs and preferences of the client.</p>	<p>CA 13.2 (Reaching Home): For each housing resource in the Coordinated Access Resource Inventory, have eligibility requirements been documented?</p> <p>CA 13.2 (Advanced): Have all participating providers minimized the mandatory eligibility and intake criteria to only what is absolutely required (e.g., by law, or funders)?</p> <p>PPT: For each housing resource, has eligibility criteria been documented?</p>

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Community Homelessness Report	Reaching Home Requirements	CAEH Workbook
Section 2: Vacancy Matching and Referral		
<p>2.16</p> <p>For each type of housing resource in the Coordinated Access Resource Inventory, have prioritization criteria, and the order in which they will be applied, been documented?</p>	<p>MR 17: Prioritization is established through a series of triaging factors, including but not limited to an acuity assessment score from the common assessment tool. It is also important to note, that only information relevant to factors listed in the Coordinated Access written policies and procedures may be used to make prioritization decisions.</p> <p>MR 19: As part of the planning process, communities must establish a set of prioritization criteria for each project type (for example, rapid rehousing, supportive housing).</p> <p>MR 20(c): Referral to housing services must be made based on prioritization guidelines, project-specific eligibility requirements (for example, age restrictions, geographic location) and the specific needs and preferences of the client.</p>	<p>CA 13.3 (Reaching Home): For each type of housing resource in the Coordinated Access Resource Inventory, have prioritization criteria, and the order in which they will be applied, been documented?</p> <p>CA 13.3 (Basic): For each type of housing resource in the Coordinated Access Resource Inventory, if there are different prioritization factors for different populations, have these been outlined?</p> <p>CA 13.3 (Advanced): Priorities are reviewed on an annual basis.</p>
<p>2.17</p> <p>Do the vacancy matching and referral policies/protocols specify how individual choice in housing options will be respected (allowing individuals and families to reject a referral without repercussions) and do they include processes specific to dealing with vacancy referral challenges, concerns and/or disagreements (including refusals of referrals)?</p>	<p>MR 21: Referral must remain person-centred allowing participants self-determination and choice without repercussions or consequences, other than the natural consequences that occur with choice (for example, clients who refuse a housing placement would maintain their spot on the Priority List).</p> <p>MR 22: Methods of dealing with referral challenges, concerns or disagreements such as refusal of various referrals must be in place.</p>	<p>CA 15.2 (Reaching Home): Do policies/protocols specify how individual choice in housing options will be respected (allowing individuals and families to reject a referral without repercussions)?</p> <p>CA 15.2 (Basic): Are people offered choice in housing options (where available)?</p> <p>CA 15.2 (Advanced): Is there a process to identify and record people's housing needs and "must-have" preferences to support matching?</p> <p>CA 15.4 (Reaching Home): Do policies/protocols include processes specific to dealing with vacancy referral challenges, concerns and/or disagreements (including refusals of referrals)?</p> <p>CA 15.4 (Basic): Do policies/protocols include standardized criteria and/or processes by which a participating provider may justify rejecting a referral?</p> <p>CA 15.4 (Advanced): Do policies/protocols include a process for participants to request to have prioritization or referral decisions or rejections reviewed?</p> <p>CA 15.4 (Advanced): Do policies/protocols include special circumstances related to prioritization, matching and referral?</p>

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Community Homelessness Report	Reaching Home Requirements	CAEH Workbook
Section 2: Vacancy Matching and Referral		
2.18	<p>Are vacancies from the Coordinated Access Resource Inventory filled using the list of people waiting for housing resources who are offer-ready (i.e., the unique identifier list filtered to a Priority List)?</p>	<p>MR 18: In order to manage prioritization for referral and placement in a housing program, communities must maintain a Priority List.</p> <p>CA 15.3 (Reaching Home): Are vacancies from the Coordinated Access Resource Inventory filled using the list of people waiting for housing resources who are offer-ready (i.e., the unique identifier list filtered to a Priority List)?</p> <p>CA 15.3 (Basic): When filling vacancies from the Coordinated Access Resource Inventory, are factors outside your prioritization policy/protocols not used?</p> <p>CA 15.3 (Basic): When filling vacancies from the Coordinated Access Resource Inventory, have side doors been closed (i.e., participating providers do not intake people outside the Coordinated Access process)?</p>
Additional CAEH Questions for Vacancy Matching and Referral		
N/A	<ul style="list-style-type: none"> • PPT: For housing resources, is the service provider reporting vacancies in a timely way? • CA 13.4 (Advanced): Does your community effectively identify affordable market rent vacancies to pair with case management spaces and to support prevention, diversion and rapid housing? • CA 13.4 (Advanced): Are landlord procurement policies/protocols in place? • CA 14.1 (Basic): Does your community have a process in place for participating housing resource providers to provide updates about vacancies and/or available resources as soon as they are known? • CA 14.1 (Basic): Are 90% of participating providers who have committed housing resources to the Coordinated Access Resource Inventory following the vacancy update process? • CA 16.1 (Advanced): Does your community provide Coordinated Access navigation "pre-match" and "post-match" supports to help people on your List move from homelessness to housed? • CA 17.1 (Basic): Does your community routinely use a documented case conferencing process focused on problem solving, in order to advance the progress of people on your List toward housing? • CA 17.1 (Advanced): Does the case conferencing process include those outside of Homelessness Response Providers (as appropriate)? • CA 17.1 (Advanced): Does the case conferencing process map other case conferencing tables that exist in your community? • CA 17.1 (Advanced): Does the case conferencing process connect with other case conferencing tables (as appropriate)? • CA 18.1 (Advanced): Does your community regularly review and collaborate on solutions for people identified as being close to "aging into" chronic status? • CA 18.1 (Advanced): Does your community develop specific housing and service interventions to prevent people from becoming chronically homeless? 	

Section 2: Coordinated Access and Homelessness Management Information System (HMIS)

Community Homelessness Report	Reaching Home Requirements	CAEH Workbook
Section 2: Summary Comment		
<p>2.19 Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements? In particular, please describe your community's efforts to set-up or improve the Coordinated Access governance structure, including processes to ensure that policies and protocols, as approved by the governance group(s), are being implemented across the system as intended to achieve desired results.</p>	N/A	N/A
Section 2: Public Access to Results		
<p>2.20 As outlined in the Directives, communities are required to make results of the CHR publicly available. How will the public have access to the summary results of this CHR? For example, which website will be used to publish the results?</p>	<p>MR 3(a): Communities receiving funding from the Designated Communities funding stream will be required to complete and publish annual public reports known as the Community Homelessness Report to track their progress towards targets and outcomes.</p>	N/A

Section 3: Community-Level Data

Community Homelessness Report	CAEH Workbook
Section 3: Community-Level Data Context	
<p>3.1</p> <p>a) Does your community use the Reaching Home definition of chronic homelessness?</p> <p>If 3.1a is no: b) How does your community define chronic homelessness?</p>	<p>AYC 5: What definition does your community use to measure chronic homelessness:</p> <ul style="list-style-type: none"> • Federal Reaching Home or Homelessness Partnering Strategy; • Provincial; or, • Other. <p>AYC 6: How does your community determine if a person or family is experiencing chronic homelessness (e.g., self-report, HMIS, other)?</p>
<p>3.2</p> <p>Does your community update chronic homelessness status over time?</p>	<p>BNL 7.2 (Basic): Does the By-Name List include processes to allow updates to reflect chronic homeless status changes over time?</p> <p>BNL 8.1 (Advanced): Does the By-Name List include newly identified chronic homelessness data that can be broken out by "aged in" and "newly added"?</p> <p>CA 18.1 (Basic): Does your community prevent homeless individuals from becoming chronically homeless by identifying and tracking who is close to meeting the definition of chronic homelessness on your List?</p>
<p>3.3</p> <p>a) When your community asks individuals and families where they lived before they became homeless, is the "prior living situation" defined as where they were <i>immediately</i> before homelessness?</p> <p>If 3.3a is no: b) Why is there a possible time gap? How far back could the "prior living situation" apply?</p>	<p>N/A</p>
<p>3.4</p> <p>Do you have a written policy/protocol that specifies the number of days of inactivity after which state is changed from "active" to "inactive"?</p>	<p>BNL 4.1 (Basic): Does your community have a comprehensive inactivity policy/protocol for the By-Name List that is being followed?</p> <p>BNL 4.1 (Advanced): Does your inactivity policy/protocol include the following inactivity categories:</p> <ul style="list-style-type: none"> • Left community; • Deceased; • Public institution; • No longer meets criteria; and, • Lost contact (i.e., inactive according to a community's inactive policy)?

Section 3: Community-Level Data

Community Homelessness Report		CAEH Workbook
Section 3: Step 1 – Select Data Source		
3.5	<p>Does your community currently have a unique identifier list (a List) that has the following characteristics:</p> <p>3.5.1 Unduplicated information for each individual/household 3.5.2 Contained in one document/database 3.5.3 Includes people experiencing homelessness who are active 3.5.4 Consent given to be on the list</p> <p><i>If the answers to any question from 3.5.1 to 3.5.4 are “Not yet”, all remaining questions in this Section are locked.</i></p>	<p>BNL B: Does your community have a By-Name List?</p> <p>CA 12.1 (Reaching Home): Do you have one unique identifier list (called a By-Name, Coordinated Access or Priority List) from which any sub-lists are drawn (i.e., the By-Name List is filtered to a Priority list)?</p> <p>BNL 6.1 (Basic): Does your By-Name List include a HMIS ID or other unique identifier?</p> <p>BNL 3.4 (Basic): Is the By-Name List contained in one database?</p> <p>BNL 9.1 (Basic): Does the BNL include information on "housing status" (homeless or housed)?</p>
3.6	<p>Does the List have any data that can be reported for this reporting period (i.e., April 1, 2020, to March 31, 2021)?</p> <p><i>If the answer is “No”, all remaining questions in this Section are locked.</i></p>	<p>BNL C: When did your community begin using a By-Name List?</p>
Community Homelessness Report		CAEH Workbook
Section 3: Step 2 – Define the Data		
3.7	<p>What is the date range for available data from the List for this fiscal report?</p> <p>First date in reporting period: Last date in reporting period:</p>	N/A
3.8	<p>a) Which household types does the List include?</p> <p>If Families is selected in 3.8a: b) Does the List include family members like dependents, or just the head of household?</p> <p>If Families is selected in 3.8a: c) Can the List report data by unique individuals? This means that each family member will be reported separately.</p>	<p>BNL F: How does your community report family By-Name List data?</p> <p>BNL 7.2 (Advanced): Does the By-Name List include processes to allow updates to reflect changes to population statuses over time (e.g., youth to adult or single to family)?</p>

Section 3: Community-Level Data

Community Homelessness Report	CAEH Workbook
Section 3: Step 3 – Report the Data	
<p>Complete the Population Groups table below using the date range indicated in Question 3.7 for the following mandatory groups:</p> <ul style="list-style-type: none"> • Overall homeless; • Chronically homeless; and, • Indigenous peoples. <p>Communities may report on additional groups and include any related definitions (e.g., youth, seniors, veterans, families, women).</p> <p>For each group, mandatory and optional, report the number of unique individuals (or households where not available) who:</p> <ul style="list-style-type: none"> • 3.9.1 Were homeless (Measures Cumulative Homelessness) • 3.9.2 Were new to homelessness (Measures Inflow) • 3.9.3 Returned to homelessness from housing (one or more times) (Measures Inflow) • 3.9.4 Returned to homelessness from transitional status (one or more times) (Measures Inflow) • 3.9.5 Returned to homelessness from unknown status (one or more times) (Measures Inflow) • 3.9.6 State changed from inactive to active (one or more times) (Measures Inflow) • 3.9.7 Moved from homelessness to housing (one or more times) (Measures Outflow) • 3.9.8 Status changed from homelessness to transitional (one or more times) (Measures Outflow) • 3.9.9 Status changed from homelessness to unknown (one or more times) (Measures Outflow) • 3.9.10 State changed from active to inactive (one or more times) (Measures Outflow) 	<p>BNL 7.1: Does the BNL include information on the following demographics and population statuses:</p> <ul style="list-style-type: none"> • Length of time homeless (Basic) • Indigenous Identity (Basic) • Capture whether "first time" homeless (Advanced) • Single or Family (Basic) • Age (Basic) • Gender Identity (Basic) • Veteran Status (Basic) • Confirmed Veteran Status (Veteran) • Race/ethnicity (Advanced) • Multiple Populations (Basic) • Others for which your community has population/condition specific housing resources (if any) (Advanced) <p>BNL E: What age range defines unaccompanied youth on the By-Name List in your community?</p> <p>BNL 8.1 (Basic): Does the By-Name List include the following three data points representing “inflow” into homelessness:</p> <ul style="list-style-type: none"> • Newly identified; • Returns from homelessness; and, • Returns from inactive. <p>BNL 9.2 (Basic): Does the By-Name List include information on these two data points representing “outflow” from homelessness:</p> <ul style="list-style-type: none"> • Housing move-ins; and, • Moved to “inactive” (as per inactivity policy).

Section 3: Community-Level Data

Community Homelessness Report	CAEH Workbook
Section 3: Step 3 – Report the Data	
<p>Complete the Prior Living Situations table for all individuals (or households where not available) that were homeless for the date range indicated in Question 3.7.</p> <p>Mandatory reporting includes three groups:</p> <ul style="list-style-type: none"> • New to homelessness; • Returned to homelessness; and, • Total. <p>3.10 For each group, report the number of unique individuals (or households where not available) with the following prior living situations:</p> <ul style="list-style-type: none"> • Public institutions; • Transitional housing; • Permanent housing; • Unknown; and, • Total. 	<p>BNL 11.1 (Advanced): Does the By-Name List include information about where people were immediately before they became homeless, including transitions from:</p> <ul style="list-style-type: none"> • Hospital, inpatient facility, or residential rehabilitation; • Corrections/justice/prison; • Child protection; • Family violence shelter/protection; • Housing (new – not returning); and, • Another community.

Section 4: Community-Level Outcomes

Community Homelessness Report	CAEH Workbook
Section 4: Step 1 – Confirm List Comprehensiveness	
4.1	<p>Is the List updated on a regular basis, monthly at minimum?</p> <p>CA 12.1 (Basic): Does your community have one list of all people experiencing homelessness updated at least monthly?</p> <p>BNL 1.3 (Basic): Has your community implemented a process to update the information for people experiencing homelessness on the By-Name List?</p> <p>BNL 1.4 (Basic): Do 90% or more of Homelessness Response Providers either directly update OR participate in a process to update the By-Name List so information about people experiencing homelessness is kept up-to-date?</p> <p>BNL 1.4 (Veteran): Do 90% or more of Veteran Service Providers either directly update OR participate in a process to update the By-Name List so information about people experiencing homelessness is kept up-to-date?</p> <p>BNL 1.4 (Advanced): Do 90% or more of Other Service Providers (key ones) either directly update OR participate in a process to update the By-Name List so information about people experiencing homelessness is kept up-to-date?</p> <p>BNL 5.1 (Basic): Does your community have a comprehensive policy/protocol for keeping the By-Name List accurate (including timelines for provider data submissions and data quality assurance processes)?</p> <p>BNL 5.2 (Basic): Are these timely and accurate data processes followed (including, at minimum, monthly data submissions from providers)?</p>
4.2	<p>Does the List currently include only information about people experiencing chronic homelessness?</p> <p>Note: If the answer is yes, Outcome 1 and Outcome 2 are locked.</p> <p style="text-align: center;">N/A</p>
4.3	<p>Does the List include individuals and families served through outreach to all locations (hotspots) across the community where people are living unsheltered (i.e., staying in places not meant for human habitation)?</p> <p>BNL 2.1 (Basic): Have hotspots for unsheltered homelessness been clearly mapped and updated regularly?</p> <p>BNL 2.1 (Veteran): Have hotspots for unsheltered veterans been clearly mapped and updated regularly (in consultation with veteran service providers)?</p> <p>BNL 2.2 (Basic): Have outreach services for unsheltered homelessness been clearly mapped and updated regularly?</p> <p>BNL 2.3 (Basic): Have efforts been coordinated (based on mapping in BNL 2.1 and BNL 2.2) to ensure adequate coverage of unsheltered hotspots?</p> <p>BNL 3.1 (Basic): Does your community have a By-Name List process to include people experiencing unsheltered homelessness?</p>

Section 4: Community-Level Outcomes

Community Homelessness Report		CAEH Workbook
Section 4: Step 1 – Confirm List Comprehensiveness		
4.4	Does the List include individuals and families across the community staying in all shelters for people experiencing homelessness (e.g., emergency shelters, hostels, hotel/motel stays paid for by a service provider)?	BNL 3.1 (Basic): Does your community have a By-Name List process to include people staying in emergency shelter?
4.5	Does the List include individuals and families across the community staying in transitional housing?	BNL 3.1 (Basic): Does your community have a By-Name List process to include people staying in transitional housing?
4.6	Does the List include individuals experiencing homelessness across the community staying in institutions (e.g., jail or hospital)? (Note that if the stay exceeds your inactivity policy, their state on the List changes to inactive.)	BNL 3.1 (Basic): Does your community have a By-Name List process to include people staying in public institutions?
4.7	Does the List include individuals and families across the community who are experiencing hidden homelessness?	BNL 3.1 (Basic): Does your community have a By-Name List process to include people experiencing hidden homelessness?
4.8	Is the total number of people on the List served through outreach and in shelters as of March 31, 2021, higher than the number of people who were <i>unsheltered</i> or <i>in shelter</i> according to your most recent Point-in-Time Count?	N/A
4.9	<p>Consider your answers to Questions 4.1 to 4.8. In your opinion, does your List include all of the individuals and families experiencing homelessness in your community, as much as is possible right now?</p> <p>Note: If the answer is “No”, all other questions are locked.</p>	<p><u>Additional CAEH Considerations on Comprehensiveness:</u></p> <ul style="list-style-type: none"> • BNL G: When a person experiencing homelessness first comes into contact with the homelessness response system in your community, when are they added to the By-Name List? • BNL 1.2 (Basic): Do 90% or more of Homelessness Response Providers either directly add OR participate in a process to add people experiencing homelessness to the By-Name List? • BNL 1.2 (Veteran): Do 90% or more of Veteran Service Providers either directly add OR participate in a process to add people experiencing homelessness to the By-Name List? • BNL 1.2 (Advanced): Do 90% or more of Other Service Providers (key ones) either directly add OR participate in a process to add people experiencing homelessness to the By-Name List? • BNL 3.2 (Basic): Does the By-Name List include people who have provided consent, but have not yet completed a full intake or assessment? • BNL 3.3 (Basic): Does the By-Name List include at least 90% of all known and consenting people experiencing homelessness (adults, youth and families)? • BNL 3.3 (Veteran): Does the By-Name List include at least 90% of all known and consenting veterans experiencing homelessness (adults, youth and families)? • BNL 3.5 (Advanced): Does your community anonymously track people experiencing chronic homelessness who have not yet provided consent and include them in your overall number of people experiencing homelessness?

Section 4: Community-Level Outcomes

Community Homelessness Report		CAEH Workbook
Section 4: Step 2 – Define the Data Set		
4.10	Did you have the List in place on or before April 1, 2019? Note: If the answer is “No”, cells “2019-20” in the Outcomes tables are locked.	N/A
4.11	Did you have the List in place on or before April 1, 2020? Note: If “No”, all other questions are locked.	N/A
Community Homelessness Report		CAEH Workbook
Section 4: Step 3 – Report the Data		
4.12	Outcome # 1: Fewer people experience homelessness overall (homelessness is reduced overall). Given your answers in Steps 1 and 2, report annual result(s). Where applicable, add a target for 2027-28.	Data reported monthly for chronic homelessness (BFZ-C).
4.13	Outcome #2: Fewer people experience homelessness for the first time (new inflows into homelessness are reduced). Given your answers in Steps 1 and 2, report annual result(s). Where applicable, add a target for 2027-28.	“New to List” data reported monthly for chronic homelessness (BFZ-C).
4.14	Outcome #3: Fewer people return to homelessness from housing (returns to homelessness are reduced). Given your answers in Steps 1 and 2, report annual result(s). Where applicable, add a target for 2027-28.	Data reported monthly for chronic homelessness (BFZ-C).
4.15	Outcome #4: Fewer Indigenous peoples experience homelessness (Indigenous homelessness is reduced). Given your answers in Steps 1 and 2, report annual result(s). Where applicable, add a target for 2027-28.	N/A
4.16	Outcome #5: Fewer people experience chronic homelessness (chronic homelessness is reduced). Note: The target automatically populates at 50% of 2019-20 or 2020-21 (if no data is available for 2019-20).	Data reported monthly (BFZ-C).
Additional Considerations for Tracking Milestones		
N/A	<p><u>BNL 10.1: (Basic):</u> Does the By-Name List include date-stamps for the following:</p> <ul style="list-style-type: none"> • Date first added; • Date moved to outflow (move-in or moved to inactive); and, • Date reactivated on the List from housing or inactive status. <p><u>BNL 10.1: (Advanced):</u> Does the By-Name List include date-stamps for the following:</p> <ul style="list-style-type: none"> • First assessed; • Required documentation completed; • Matched to a housing resource; and, • Referred and/or accepted a housing resource. 	

Annex A: Other Reaching Home Minimum Requirements

The following nine Reaching Home minimum requirements do not align with a specific CHR question:

- **MR 2:** Communities receiving funding from the Designated Communities stream must develop a Community Plan.
- **MR 28:** If a community is going to invest in a capital project, the community and project sponsor must demonstrate they [are]... linking with the province or territory... encouraging leveraging... [and] ensuring sustainability.
- **MR 29:** As part of the application process for a sub-project, capital project applicants must follow the Sustainability Checklist in order to demonstrate that the minimum project sustainability standards have been addressed.
- **MR 30:** As Reaching Home allocations are annual, multi-year projects must be managed (expensed) on a fiscal year basis.
- **MR 31:** Applicable to organizations which own a property or have a long-term lease, capital renovation projects may be subject to monitoring for up to 5 years after the project end-date to ensure recipients are compliant with the terms of their funding agreement with Employment and Social Development Canada.
- **MR 32:** Community Advisory Boards and Community Entities are expected to identify Official Language Minority Communities within their community and ensure that appropriate services and supports are available in both official languages where there is significant demand.
- **MR 33:** The role of the Community Advisory Board and Community Entity [is to]... identify the Official Language Minority Community...; engage the Official Language Minority Community...; [and] assess the specific needs of the Official Language Minority Community.
- **MR 34:** When an Official Language Minority Community is identified and the assessment indicates additional and specific needs for that group, the community (Community Advisory Board and Community Entity) must have a plan in place to ensure these needs are appropriately addressed.
- **MR 35:** In accordance with the Community Entity funding agreement, the Community Entity... shall:
 - make Project-related documentation and announcements available (for the public and prospective Project participants, if any) in both official languages;
 - actively offer Project-related services in both official languages;
 - encourage members of both official language communities to participate in the Project; and,
 - provide its services, where appropriate, in such a manner as to address the needs of both official language communities.