

Mapping Your Homelessness & Housing Response Resources for Coordinated Access



HIFIS Regional Workshop

November 26-27, 2019

Vancouver

Objective



To discuss what information is required to build up the Coordinated Access Housing & Homelessness Resource Inventory



Overview



- Supply & Demand
- Housing & Homelessness Resource Inventory
- Putting it All Together





Resource Supply & Demand



Goal is to work toward **four community-level outcomes:**

- ↓ **Chronic** homelessness is reduced;
- ↓ Homelessness is reduced **overall**, and for **specific populations** (incl. **Indigenous Peoples**);
- ↓ New **inflows** into homelessness are reduced; and
- ↓ **Returns** to homelessness are reduced.



Key Information for HIFIS



Clients



Housing Resources



Understanding Resource Demand

- Demographic information of people experiencing homelessness
 - Age
 - Gender
 - Length of time homeless
 - Depth of need or acuity
 - Number of rough sleepers
 - First time versus chronic homelessness



Clients



Understanding Resource Demand

- Aggregate Information
 - Are some groups over-represented in the homeless population?
 - Which ones?
 - Is homelessness increasing or decreasing?
 - For which population groups?



HIFIS captures demand-side information

Client information is recorded in HIFIS modules :

- *Client Information>Details/Vitals, Housing History*
- *Client Management>Assessment*

Client service interactions can be organized and tailored with :

- *Mandatory fields*, to ensure information is captured
- *Lookup Tables (Drop-down menus)*, to customize how data is collected and defined
- *Custom tables and questionnaires*, to capture client information not in default setting

Front Desk ▾ Communications 2 ▾ PIT Count ▾ Reports ▾ Administration ▾

Client Information ▾
Client Management ▾

+

Client 1 Client 1

File Number	0000001113
Service	Provider 1.3 - Room 1 : Bed 1
Current Stay	
Gender	Male
Date of Birth	1980-01-01 (39)
Family	No

Client - Vitals

Vitals | Contact Info | Physical Appearance

Custom Tables

Consent Type	Explicit
Full Name	Client 1 Client 1
Gender	Male
Alias	
File Number	0000001113
Date of Birth	1980-01-01
Date of Birth Known	Yes
Approximate Age	39
Information Verified	Yes
Country of Birth	Canada
Province/Territory of Birth	N/A
City of Birth	N/A
Disability	No
MedicAlert	No
Veteran Status	Not a Veteran
Citizenship/Immigrator Status	Canadian Citizen Status
Indigenous Status	Non-Indigenous
Geographic Region	This Community
Client State	Active
Client is	Visible

HIFIS captures demand-side information

- Upcoming features:
 - Identifications of individuals who experience chronic homelessness using *housing history*
 - Calculation of inflow and outflow



Understanding Resource Supply

Coordinated Access Resource Inventory

Service Providers that are being **directly** matched by the Coordinated Access process, when there is a **vacancy**

Could Include:

- Housing Units
- Rental Subsidies
- Case Manager spot

Housing Services Directory

General community resources that a person can be referred to for support

Could include:

- Legal Aid
- Housing Support Centre
- Community Health Centre



Understanding Resource Supply

Required Information includes:

- Agency Name
 - Each of the programs of the agency
 - Eligibility of the program (who is the program serving?)
 - Capacity of the program (how many spaces?)
 - Funding streams (who funds each program?)
 - Intake or referral process ** (if Housing Services Directory)



HIFIS captures supply-side information

- How resources and services are organized and delivered can be set-up in HIFIS using the following features:
 - *HIFIS Service Providers*, to classify and bundle housing & homelessness services and resources
 - *Housing Units*, to manage housing units a client can be placed in
 - *Goods and Services*, to record support provided to a individual
 - *HIFIS Programs*, to track client interaction / transactions for reporting
 - *Directory of Services*, to record location that a client visit or where a service is received (e.g., clinic)

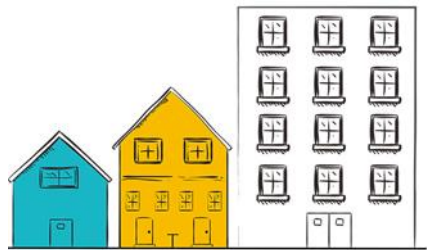


HIFIS captures supply-side information

- Upcoming features:
 - Dynamic tracking and follow-up of referrals
 - Managing vacancies for housing case workers



Resource Supply & Demand



Housing Resources

Determine a match based on
eligibility of program



Clients

Determine priority based on
prioritization criteria



How does supply information map onto Coordinated Access (CA)?

- Triage & Assessment
 - Understanding the Directory of Services helps to create effective community referrals
 - Creates stronger communication across service providers
- Vacancy matching and referral
 - Understanding **occupancy** and **eligibility** is required for effective matches



How does demand information map onto Coordinated Access (CA)?

- Access points
 - Demand shapes what types of access points may be required
- Community-desired outcomes
 - Overrepresented populations may shape community-desired outcomes



Putting it All Together

Community-level outcome = Reduce chronic homelessness

Vacancy = Supportive housing **spot opens up** for an older woman

Match = Only older women are eligible – they are **sorted from the Priority List**

Prioritize = Only women experiencing chronic homelessness can be **prioritized**

Referral = The woman who was identified as a #1 priority is **offered the spot**



Housing Resources



Clients

Determine a match based on
eligibility of program

Determine priority based on
prioritization criteria



Building out from the core





Questions?



www.hifis.ca



support@hifis.ca



1-866-324-2375