**2024-2028 Reaching Home Directives: Documentation Checklist**

This is a checklist of all the mandatory documentation (i.e., written materials that describe, explain or instruct) referenced in the following sections of the Reaching Home Directives:

* Homeless Individuals and Families Information System (HIFIS)
* Coordinated Access and Outcomes-Based Approach
* Community Advisory Boards and Regional Advisory Boards

Note that the same document can meet more than one requirement. For example, the triage and assessment process may be documented in a manual that includes all of the policies/protocols that are required (consent form, initial triage steps, more in-depth assessment, etc.).

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| **Coordinated Access and Community Advisory Board Minimum Requirements** | |
|  | 1. **Written Terms of Reference for the integrated, community-based governance structure.** At minimum, membership includes the following:   **Federal homelessness roles:** Community Entity, Community Advisory Board, HICC (Housing, Infrastructure and Communities Canada), Coordinated Access Lead and Homelessness Management Information System (HMIS) Lead.  **Homelessness roles from other orders of government:** Provincial or territorial government, local designation(s) relative to managing provincial or territorial homelessness funding (as applicable), as well as municipal government and/or local designation(s) relative to managing municipal homelessness funding (as applicable).  Local groups with a mandate to prevent and/or reduce homelessness (as applicable).  Local Indigenous partners[[1]](#footnote-2).  Population groups the Coordinated Access system intends to serve.  Types of service providers that help prevent homelessness and those that help people transition from homelessness to safe, appropriate housing in the community.  People with lived experience of homelessness.  See [Reaching Home Coordinated Access Minimum Requirement 3](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. **Documented roles and responsibilities for the Coordinated Access Lead and HMIS Lead.**   See [Reaching Home Coordinated Access Minimum Requirement 4](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. **Document that identifies how various homeless-serving sector roles and groups are integrated and aligned** in support of the community’s overall goals to prevent and reduce homelessness. At minimum, includes the following roles and groups:   Community Entity  Community Advisory Board  Coordinated Access Lead and HMIS Lead  Provincial or territorial and/or municipal designation(s) relative to managing homelessness funding (as applicable)  Local groups with a mandate to prevent and/or reduce homelessness (as applicable)  Local Indigenous partners  See [Reaching Home Coordinated Access Minimum Requirement 5](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. **Written Community Advisory Board (CAB) documentation.** At minimum, includes the following:   Terms of Reference  Engagement strategy that explains how the CAB intends to:   * Achieve broad and inclusive representation. * Coordinate partnerships with the necessary sectors and systems to meet its priorities (e.g., beyond the homeless-serving sector). * Integrate local efforts with those of the province or territory.   Procedures for addressing real and/or perceived conflicts of interest (e.g., members recuse themselves when they have ties to proposed projects), including the membership of elected municipal officials.  Procedures for assessing and recommending project proposals for Reaching Home funding (e.g., supporting a fair, equitable, and transparent assessment process as set out by the Community Entity).  Exclusive and shared responsibilities between the CAB and Community Entity.  Membership terms and conditions, including:   * Recruitment processes; * Length of tenure; * Attendance requirements; * Delegated tasks; and, * Having at least two seats available for the alternate Community Entity and CAB/Regional Advisory Board (RAB) member, where applicable.   See the [Reaching Home Community Advisory Boards and Regional Advisory Boards Directive](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc8). |
|  | 1. **System map** that identifies/describes the service providers that participate in Coordinated Access and includes the following:   Name of the organization and/or service provider  Type of service provider (e.g., emergency shelter, supportive housing)  Funding source(s)  Eligibility for service (e.g., youth)  Capacity to serve (e.g., number of units)  Role in the Coordinated Access system (e.g., access point)  Role with maintaining quality data used for a Unique Identifier List (e.g., keep data up-to-date for housing history)  If the service provider currently uses HIFIS (or existing, equivalent HMIS)  Of note, the Resource Inventory forms part of the system map.  See [Reaching Home Coordinated Access Minimum Requirements 8, 9 and 10](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. **Written prioritization criteria**, and the order in which they are applied, for each housing-related resource in the Resource Inventory. At minimum, depth of need (i.e., acuity) is a factor in prioritization.   See [Reaching Home Coordinated Access Minimum Requirement 11](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. Document that describes the process(es) (often referred to as **service navigation or case conferencing processes**) in place to ensure that people are being supported to move through the Coordinated Access process. At minimum, includes processes that:   Help people to identify and overcome barriers to accessing appropriate services and/or housing-related resources.  Keep people’s information up-to-date in HIFIS (or existing, equivalent HMIS) (e.g., interaction with the system, housing history, as well as data used to inform eligibility and prioritization for housing-related resources).  See [Reaching Home Coordinated Access Minimum Requirement 12](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. Document that describes **access points** in place.   See [Reaching Home Coordinated Access Minimum Requirement 13](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. **Document that describes processes in place to monitor if there is easy, equitable and low-barrier access to the Coordinated Access system and to respond to any issues** that emerge, as appropriate.   See [Reaching Home Coordinated Access Minimum Requirement 14](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. Written **triage and assessment policies/protocols** that address the following:   **Consents:** Ensuring that people have a clear understanding of the Coordinated Access system, as well as how their personal information will be shared and stored. Includes addressing situations where people may benefit from services, but are not able or willing to give their consent.  **Intakes:** Documenting that people have connected or reconnected with the Coordinated Access system and have been entered into HIFIS, including obtaining or reconfirming consents, creating or updating client records, and entering transactions in HIFIS.  **Initial triage:** Ensuring safety and meeting basic needs (e.g., food and shelter), and guiding people through the process of stopping an eviction (homelessness prevention) or finding somewhere to stay that is safe and appropriate besides shelter (shelter diversion).  **More in-depth assessment:** Gathering information to gain a deeper understanding of people’s housing-related strengths, depth of need, and preferences, including through the use of a common assessment tool(s) to inform prioritization for vacancies in the Resource Inventory.  **Community referrals:** Gathering information to understand what services people are eligible for and identifying where they can go to get their basic needs met, get help with a housing plan and/or connect with other related resources.  **Housing plans:** Documenting people’s progress with finding and securing housing (with appropriate subsidies and/or supports, as applicable).  **Using a person-centered approach:** Tailoring use of common tools to meet the needs and preferences of different people or population groups (e.g., youth), while also maintaining consistency in process across the Coordinated Access system.  See [Reaching Home Coordinated Access Minimum Requirement 15](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. Documentation that describes the common, **unified triage and assessment process** being applied across all population groups in the community.   If more than one triage and/or assessment tool is being used, this document describes:  When each tool should be used (e.g., tools used only for youth verses those that can be used with more than one population group).  When a person/family could be asked to complete more than one tool (e.g., if an individual becomes part of a family or a youth becomes an adult).  How the matching process will be managed in situations where more than one person/family is eligible for the same vacancy and, because data to inform prioritization was collected using different tools, results are not the same (e.g., one tool gives a higher score for depth of need than the other).  See [Reaching Home Coordinated Access Minimum Requirement 16](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. Written **vacancy matching and referral** policies/protocols that address the following:   **Roles and responsibilities:** Describing who is responsible for each step of the process, including data management.  **Prioritization:** Identifying how prioritization criteria is used to determine an individual or family’s relative priority on the Priority List (a subset of the broader Unique Identifier List) when vacancies become available (i.e., how the Priority List is filtered and/or sorted).  **Referrals:** What information to cover when referring an individual or family that has been matched and how their choice will be respected, including allowing individuals and families to reject a referral without repercussions.  **Offers:** What information to cover when a provider is offering a vacancy to an individual or family that has been matched and tips for making informed decisions about the offer.  **Challenges:** How concerns and/or disagreements about prioritization and referrals will be managed, including criteria by which a referral could be rejected by a provider following a match.  **Resource Inventory management:** Steps to track real-time capacity, transitions in/out of units, occupancy/caseloads, progress with referrals/offers, and housing outcomes.  See [Reaching Home Coordinated Access Minimum Requirement 17](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
| **HIFIS Minimum Requirements** | |
|  | 1. **Signed Data Provision Agreement** with Housing, Infrastructure and Communities Canada. Note that this document is created by Housing, Infrastructure and Communities Canada and provided for signature.   See [Reaching Home HIFIS Minimum Requirement 4](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc5). |
|  | 1. Local **agreements to manage privacy, data sharing and client consent** related to the HMIS, including:   A Community Data Sharing Agreement  A Client Consent Form  See [Reaching Home HIFIS Minimum Requirement 4](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc5). |
| **Outcomes-Based Approach Minimum Requirements** | |
|  | 1. Written policy/protocol (“**Inactivity Policy**”)that describes how interaction with the homeless-serving system is documented. At minimum, includes the following:   Defines what it means to be “active” or “inactive”.  Defines what keeps someone “active” (e.g., data entry into specific fields in HIFIS).  Specifies the level of effort required by service providers to find people before they are made/confirmed as “inactive”.  Explains how to document a person’s first time as “active”, as well as changes in “activity” or “inactivity” over time.  Explains how to check for data quality (e.g., run a report that shows the clients that are about to become inactive and work with outreach workers to update their files and keep them active, as needed).  See [Reaching Home Outcomes-Based Approach Access Minimum Requirement 3](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. Written policy/protocol that describes **how housing history is documented**. At minimum, includes the following:   Defines what it means to be “homeless” or “housed” (e.g., define a housing continuum that shows which housing types align with a status of “homeless” versus “housed”).  Explains how to enter housing history consistently.  Explains how to check for data quality (e.g., run a report that shows the percentage of clients that have complete housing history, so that “unknown” fields can be updated).  See [Reaching Home Outcomes-Based Approach Access Minimum Requirement 4](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. Documented monthly and annual **baselines, reduction targets and progress** for the Reaching Home community-level core outcomes (once all minimum standards for reporting are met):  * Overall homelessness  Monthly  Annual * Newly identified as experiencing homelessness  Monthly  Annual * Returns to homelessness  Monthly  Annual * Indigenous homelessness  Monthly  Annual * Chronic homelessness  Monthly  Annual   This information is included in the annual Community Homelessness Report.  See [Reaching Home Outcomes-Based Approach Access Minimum Requirement 8](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. Documentation that demonstrates **how data is being used to inform action** related to preventing and reducing homelessness.   This information is included in the annual Community Homelessness Report.  See [Reaching Home Outcomes-Based Approach Access Minimum Requirement 9](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |
|  | 1. Documentation that demonstrates **efforts being made to improve data quality**.   This information is included in the annual Community Homelessness Report.  See [Reaching Home Outcomes-Based Approach Access Minimum Requirement 9](https://www.infrastructure.gc.ca/homelessness-sans-abri/directives-eng.html#_toc6). |

1. Indigenous partners includes, but is not limited to, the Indigenous Homelessness stream Community Entity and/or Community Advisory Board, as well as local Indigenous governments and Indigenous-led organizations. It also includes Distinctions-Based partners: First Nations, Inuit and/or Métis, including those with a modern treaty or self-government agreement. [↑](#footnote-ref-2)