Coordinated Access
A National Movement

Community Engagement Event
September 13, 2022
Queensbury Convention Centre
Blackfoot Nation

Treaty 6 Territory

Metis Nation Region III
The CAEH leads a national movement of individuals, organizations and communities working together to end homelessness in Canada.

cae.ca
Our Mission

Helping communities and organizations end homelessness with expert training and technical assistance.
<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2018 (%)</th>
<th>2021</th>
<th>2021 (%)</th>
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</thead>
<tbody>
<tr>
<td>Unsheltered</td>
<td>6</td>
<td>2%</td>
<td>68</td>
<td>17%</td>
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<tr>
<td>Emergency Sheltered</td>
<td>106</td>
<td>37%</td>
<td>105</td>
<td>26%</td>
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<tr>
<td>Provisionally Accommodated</td>
<td>155</td>
<td>54%</td>
<td>191</td>
<td>47%</td>
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<tr>
<td>Unsure</td>
<td>19</td>
<td>7%</td>
<td>46</td>
<td>11%</td>
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<tr>
<td>Total</td>
<td>286</td>
<td>100%</td>
<td>410</td>
<td>100%</td>
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</table>
Root Causes of Homelessness

Public Perception

Mental Illness

Reality

Education

Health

Employment

Child Protection

ACE’s

- Justice
- Housing
- Trauma
- Poverty

Poor Choices

Addiction
- Treatment compliance + psychiatric stability + abstinence
- Shelter placement
- Transitional housing
- Permanent housing

Level of independence
Housing Stability is NOT a Linear Process
"We cannot solve our problems with the same thinking we used when we created them."

Albert Einstein
ADDICTED2SUCCESS.COM

Paradigm Shift
In Providers
Point of View
WHO IS HOMELESS? HOW ARE THEY SERVED?

REW and/or VARYING LEVELS of BASIC SUPPORT

Varying Levels of Intensive Supports

80% Transitionally Homeless

10-15% Episodic

5-10% Chronic
When a flower doesn’t bloom, you fix the environment in which it blooms, not the flower
-Alexander Den Heijer
Small Group Discussion

At Tables (shift to create similar sized groups) discuss and create a collaborative response to the following question:

If you were responsible for ensuring someone experiencing chronic homelessness, with significant physical health, mental health, and addiction challenges, who wants to get off the street and improve their life, gets to the best possible place(s) for this to happen, what specific steps would you say are the most effective?

- Assign a notetaker
- Record your steps
- Be prepared to share

You have 10 minutes.
What is a Coordinated Access System?

In the announcement of Reaching Home: Canada’s Homelessness Strategy, Minister Duclos introduced a new federal requirement for the implementation of Coordinated Access Systems.

A Coordinated Access System is a community-wide system that streamlines the process for people experiencing homelessness to access housing and supports and is an essential step to smarter, faster, more coordinated housing system. In this blog we briefly describe that these systems are, how they work and provide links for more information.
Improving Access and Coordination of Mental Health and Addiction Services: A Provincial Strategy for all Manitobans
2018

Minister of Health, Seniors and Active Living – Strategic Plan
- Improving **access** and **coordination** of services
- Individuals with:
  - Substance abuse use/addiction
  - Mental health
  - Illness
- Across a range of high need populations
- Across spectrum of approaches
  - Prevention and harm reduction
  - Inter-sectoral partnerships
  - Human resources
  - Knowledge exchange
“A complex concept and experts agree that several aspects are relevant. If services are available and in adequate supply, then the opportunity to obtain service exists, and a population may 'have access' to services. However, access is also related to the affordability, physical accessibility and acceptability of services. Furthermore, services available must be relevant and effective if the population is to 'gain access to satisfactory health outcomes'. The availability of services, and barriers to access, have to be considered in the context of the differing perspectives, health needs and material and cultural settings of diverse groups in society. “

“Can be considered at two inter-related levels. One can consider coordination of individual or family treatment and recovery support (e.g., the work of a service coordinator) as well as coordination of the overall network or system of service providers (e.g., the work of an inter-agency planning committee). A definition that is appropriate for both levels refers to the process by which multiple services and recovery supports, often provided by multiple sectors and service providers, are synchronized to address the needs and strengths of each person and family seeking assistance.”
The process by which multiple services and recovery supports, provided by multiple sectors and service providers, are synchronized to assist each person and family seeking assistance by ensuring they can obtain, afford, and benefit from those services and supports in the context of individuals and diverse groups health needs and material and cultural settings.
Access to the System

• Agreed upon process for intake
• Access points giving full coverage
  • Geographically
  • All levels of need
• Includes diversion
Determination of Needs

- Which circumstances are the priority
- Not first come first served
- Standardized consistent process
- Included vulnerabilities and strengths
- Highest level of need first
- Case Conferencing
**Referral Process**

- Mapping of services and resources
- Matching process
- Connection to resources based on community-driven guidelines
- Real time system communication
- Policies to guide process
- Case conferencing
• Dedicated management body
• Neutral from funding
• Approved by system participants
• Provide oversight
  • Guidance
  • Monitoring and evaluation
  • Development of Policies and Procedures
  • Ensure best practices
  • Maintain consistency
  • Gather feedback including that of LE
  • Ensure fidelity to established community process and Housing First principles
Housing First Key Principles
Housing is a human right

Choice and control for service users

Separation of housing and treatment

Recovery orientation

Harm reduction

Active engagement without coercion

Person-centred planning

Flexible Support for as long as is required
Paradigm Shift: Housing First

- Homeless
- Shelter placement
- Transitional housing
- Permanent housing

Level of independence

Ongoing Flexible Support
Harm Reduction
Another Perspective

Typical “Housing Readiness”

- Homeless → Shelter → Transitional → Permanent
- Fail Points: Medical, Behavioral, Mental
- Income, Landlord Relationship

Housing First

- Homeless → Permanent
- Medical, Behavioral, Mental, Income, Landlord Relationship

Life Stability
Housing First & Baseball
One ongoing inning!
As many players on the field as they want!

Constant curve balls, screwballs, sliders, and change ups!
No fence. Never an automatic home run.

Always up to bat! Never leave anyone stranded!

Coaches on 1st, 2nd, and 3rd to guide the way.

Housing First

No Longer Require Intense Supports

Always up to bat! Never leave anyone stranded!
Data Management

- Should have system wide method for inputting, storing, and monitoring
- HMIS
- Use data to inform system and identify gaps
- Should be real time person-specific data
- Know those experiencing homelessness

- Document needs
- Effectively triage
- Provide access to housing and resources
- Monitor system performance
- Notice fluctuations
- Identify problems
- Respond in real time
Real-time data is the foundation for ending homelessness

Understand inflow to target prevention & fix systems.

Understand who is becoming homeless and why.

Returns from housing tell us if our programs are working.

Use actively homeless data to get the right people into the right housing.

Understand overall system movement.

Understand rate of housing to focus acceleration efforts.
Do Not Automate
Person-Centred approach to understanding needs/wants

Involving the participant

Connect with Housing & Supports/resources driven by the participant

Navigate

Assess

Person-Centred approach to understanding needs/wants
SYNERGY

“The interaction of elements that when combined produce a total effect that is greater than the sum of the individual elements, contributions, etc.; or in other words, “The whole is greater than the sum of its parts.”
Thank You

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