
For Information

REPORT TITLE: Update on the Coordinated Access System for Persons Experiencing Homelessness

FROM: Sean Baird, Commissioner of Human Services

OBJECTIVE

To provide an update on the development and upcoming implementation of the coordinated access system in Peel for persons experiencing homelessness.

REPORT HIGHLIGHTS

- The Regional Municipality of Peel is the designated Community Entity or fund administrator for Reaching Home: Canada's Homelessness Strategy.
 - The Region of Peel Housing Services and the Peel Alliance to End Homelessness led the co-design of coordinated access in Peel with the support of vulnerable-sector service providers across the community.
 - The coordinated access system will be fully operational by the spring of 2022
 - Staff will return to Council in 2023 to report on the first year of operation.
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DISCUSSION

1. Background

The Regional Municipality of Peel is the designated Community Entity for Reaching Home: Canada's Homelessness Strategy ('Reaching Home') in Peel (Regional Council Report 2019-03-28; Resolution No. 2019-237). Reaching Home is a federal program that supports the goals of the National Housing Strategy, providing funding and guidance to communities to address their local homelessness needs.

This report provides Regional Council with an update on the development of the coordinated access system in Peel, a requirement under Reaching Home directives.

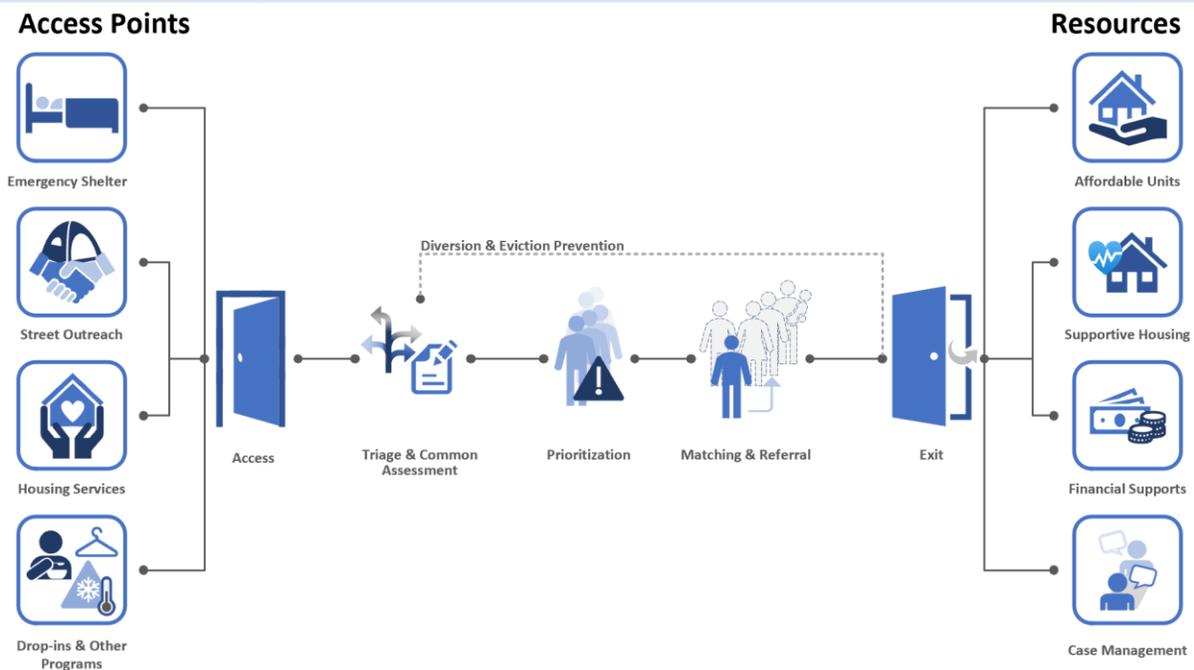
2. Design

In October 2020, the Coordinated Access Co-Design Working Group was assembled, led by the Region of Peel's Housing Services and the Peel Alliance to End Homelessness. The Working Group was comprised of participants from across homelessness and other vulnerable-sector service providers, as well as Peel residents with lived experience of homelessness. The group's purpose was to design a coordinated access approach that fulfilled the requirements set out in the Reaching Home Directives that fit within our local context.

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The final approach is described below and depicted in Figure 1.

Fig. 1 - Peel Coordinated Access Process



a) Access Points

Access Points are the participating service providers who perform initial triage and, where diversion is not possible, conduct the common intake and assessment to provide entry to the coordinated access system for consenting households. Electronic files are created in a centralized database, and individuals and families are added to the By-Name List, where they are prioritized for service according to vulnerability.

Access Points support households to resolve their homelessness in accordance with their respective organizational mandates. They work together through regular case conferencing to leverage supports and knowledge, and to ensure that households are receiving services that are best aligned to their current needs.

At the time of launch, the network of Access Points participating in coordinated access includes the following service providers:

Caledon Community Services	Region of Peel, Housing Services
Canadian Mental Health Association Peel-Dufferin	Restoration and Empowerment for Social Transition Centre (R.E.S.T.)
Elizabeth Fry Society Greater Toronto Area	Services and Housing in the Province
Our Place Peel	St. Leonard's Place Peel
Regeneration Outreach Community	The Salvation Army

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b) Prioritization

Coordinated access fosters distribution of resources in a manner that is equitable and transparent, by relying on a community-driven prioritization approach. The model organizes the By-Name List in order of priority based on the criteria identified. A full depiction of the model can be found in Appendix I.

c) Coordinated Access Resource Inventory

The coordinated access system includes a centralized inventory of resources designated for households in the system. Resources may be provided or administered by a variety of participating Resource Providers, but are distributed transparently and equitably to households according to the prioritization approach, regardless of where they entered the system or which provider they are currently receiving service from.

Housing resources in the Coordinated Access Resource Inventory include: permanent housing placements, portable subsidies, supportive housing placements, intensive case management services, and flexible funding supports. The Inventory draws from a variety of sources, including Reaching Home-funded capital investments, the Home for Good program, and the Region of Peel's needs-based subsidy allocations.

The table below lists current service providers administering coordinated access housing resources. Over time, the coordinated access network will seek to leverage further resources to grow the inventory.

Coordinated Access Resource Providers	
Canadian Mental Health Association Peel-Dufferin	Region of Peel, Housing Services
Elizabeth Fry Society Greater Toronto Area	Services and Housing in the Province
Our Place Peel	The Salvation Army

3. Implementation

Coordinated access is expected to be fully functional in the spring of 2022 following fulfilment of legal requirements and completion of service provider training. Once operational in the Housing Services Technology Platform, Housing Services will utilize the real-time data to fulfill reporting obligations and to work with internal partners to monitor outcomes and inform system planning and improvement.

Region of Peel staff is working with the Peel Alliance to End Homelessness to formalize a communications campaign to build client and community awareness and understanding of coordinated access.

Staff will return to Council in 2023 to report on the first year of operation.

CONCLUSION

The implementation of coordinated access is a mandatory requirement of Reaching Home and strengthens collaboration with vulnerable sector providers. Coordinated Access equips the

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housing system with real-time, comprehensive understanding of homelessness across the community, and is an important step forward in ending chronic homelessness in Peel.

APPENDICES

Appendix I - Coordinated Access Prioritization Model

Authored By: Stephanie Pendergast, Specialist Housing Transformation