COORDINATED ACCESS NIPISSING (CAN) GUIDE

Nipissing District Housing and Homelessness Partnership (NDHHP)

Contents

ACKNOWLEDGEMENTS

Land Acknowledgement

We acknowledge that we are on the traditional territory of the Anishnabe and Algonquin peoples, in the Robinson-Huron, Williams Treaties as well as the Algonquin land claim settlement areas. We would also like to acknowledge the neighboring communities of Nipissing First Nation, Temagami First Nation, and Dokis First Nation. We wish to recognize the long history of First Nations and Métis peoples in Ontario and show respect to them today.

We recognize and deeply appreciate their historic connection to this place. We also recognize the contributions of the Métis, Inuit and First Nations peoples have made in both shaping and strengthening this community, and our province and country.

Community Partner Acknowledgement

We wish to acknowledge the dedicated efforts of the Coordinated Access Nipissing (CAN) affiliated community partners who assisted in developing the policies and procedures specific to the District of Nipissing, outlined within this document.

1.0 INTRODUCTION

Coordinated Access Nipissing (CAN) is a paradigm shift in the way that community agencies serve individuals experiencing homelessness. **Coordinated access systems** are a way for communities to bring consistency to the process by which these populations access housing and related services within a geographic area. The core components of a strong coordinated access system include a housing first approach; real-time data about the supply and demand for housing resources; and a streamlined service delivery approach with access points to service, a standardized workflow for triage and assessment; prioritization; and vacancy matching and referral (definition obtained from Reaching Home).

Within the directives of Reaching Home, communities implementing coordinated access systems are required to implement the use of a Homelessness Information Management System (HMIS). The favoured HMIS that will be used within the processes of Coordinated Access Nipissing (CAN) is the **Homeless Individuals and Families Information System (HIFIS)** version 4.0. This online database is a comprehensive data collection and case management system designed to better understand what is happening in the community and provides agencies with a central client database to support their ongoing collaborative work in the District of Nipissing. Clients entered in HIFIS 4.0 then have the ability to be added to our By-Name List registry.

A **By-Name List (BNL)** is a real-time registry of all known people experiencing homelessness in our community. It includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level. This real-time actionable data supports triage to services and supports, system performance evaluation, and advocacy for the resources necessary to end homelessness in our District's communities (obtained from Built for Zero).

2.0 REACHING HOME DIRECTIVES

The processes and foundation of Coordinated Access Nipissing (CAN) is influenced by the Government of Canada's Reaching Home directives. CAN is a project of the Community Advisory Board (CAB) which is known locally as the Nipissing District Housing and Homelessness Partnership (NDHHP). The NDHHP is responsible for ensuring that Reaching Home directives are met and maintained.

The Reaching Home directives outline minimum requirements and provide guidance specific to the following:
- Eligible activities and expenses.
- The Homeless Individuals and Families Information System (HIFIS).
- Coordinated Access, and the Outcomes-Based Approach.
- Planning and Public Reporting.
- Community and Regional Advisory Boards.
- Capital projects; and,
- Official language minority communities.

A complete breakdown of the Reaching Home directives, can be found here.

3.0 BUILT FOR ZERO CANADA

Built for Zero Canada (BFZ-C) is a national change effort helping a core group of leading communities end chronic and veteran homelessness – a first step to ending all homelessness in Canada. BFZ-C's structured, data-driven approach focuses on creating a sense of urgency, optimizing local homeless-serving systems, accelerating the adoption of proven practices, and driving continuous improvement. Coordinated Access is a central piece of designing and improving a system that is 'built for zero' or built to support an end to homelessness, and as such, is central to the work of communities participating in BFZ-C. For example, Coordinated Access ensures that local systems get the most out of limited resources, rapidly and effectively preventing and ending the homelessness of community members in the greatest need.

A first step in building system capacity to end homelessness is the development of a concentrated real-time database of homelessness achieved through the use of By-Name Data (BND) – previously known as a By-Name List (BNL). The District of Nipissing was recognized for achieving its first operational By-Name List in December of 2021, as per the provincial mandate. In June 2022, the District of Nipissing became a Built for Zero Community. In March of 2024 BFZ Canada updated the terminology it uses to describe the BNL which is now referred to as By-Name Data (BND).

As part of BFZ-C, Coordinated Access Nipissing (CAN) aims to reduce and end homelessness, and more specifically to reach **functional zero** for chronic and veteran homelessness. Without comprehensive BND, Nipissing District would not be able to reliably measure reductions in homelessness overtime or assess whether efforts are making an impact. By-Name Data (BND) also tracks a person's movement through the homeless-serving system to housing outcomes and is therefore an essential tool for coordinating access to housing resources.

> **Functional zero:** the dynamic milestone that indicates a community has solved homelessness for a specific population.

In Nipissing District our BND is referred to as Community Homelessness Data and include all individuals who are identified as actively homeless in the Homeless Individuals and Families Information System (HIFIS) platform. Whereas the CAN Priority List includes actively homeless individuals in HIFIS who have

consented to share their information with CAN agencies for the purpose of being prioritized and matches with resources that support their individualized housing related goals.

The link to the Built for Zero Canada website can be found here.

4.0 COORDINATED ACCESS NIPISSING (CAN) TEAM ROLES AND RESPONSBILITIES

4.1 Affiliated Community Partner Agencies

AIDs Committee North Bay and Area (ACNBA)

Brian Injury Association of North Bay and Area (BIANBA)

Canadian Mental Health Association – North Bay and District (CMHA-NBD)

Crisis Centre North Bay (CCNB)

District of Nipissing Social Services Administration Board (DNSSAB)

Legion Services Bureau

Low Income People Involvement of Nipissing (LIPI)

Nipissing First Nations True Self Debwewendizwin Program

North Bay Indigenous Friendship Centre (NBIFC)

Salvation Army North Bay

The Gathering Place North Bay

4.2 Community Entity

The District of Nipissing Social Services Administration Board (DNSSAB) is the lead agency for Coordinated Access Nipissing, acting as the Community Entity and guiding the District's homeless-serving system.

4.3 HIFIS 4.0 Coordinator

The Coordinated Access Nipissing (CAN) HIFIS 4.0 Coordinator is responsible for assessing and providing feedback to the Community Entity (CE) and CAN Executive Committee regarding the operations of technological services surrounding CAN, as well as reporting to the Community Advisory Board (CAB) with updates on progress associated with configuration, implementation, and maintenance of HIFIS 4.0. The Coordinator provides training to frontline staff, HIFIS Agency Leads, and CAN agency management on the functions of HIFIS 4.0 and works collaboratively with CAN members to ensure that appropriate tools are developed to assist staff with quality data entry.

The HIFIS 4.0 Coordinator is responsible for working with the CE and CAN Executive Committee to establish sub-committees and working groups to support the coordinated access system.

4.4 By-Name Data Coordinator

The Coordinated Access Nipissing (CAN) By-Name Data Coordinator is responsible for the maintenance, upkeep and reliability of the District's By-Name List (BNL) registry of individuals experiencing or at-risk of homelessness.

This Coordinator shall be appointed from the Community Entity (CE), and work closely with the HIFIS 4.0 Coordinator and Executive Committee on all matters surrounding Nipissing's coordinated access system.

4.5 CAN Executive Committee

The Coordinated Access Nipissing (CAN) Executive Committee is comprised of a minimum of one to a maximum of two management-level members (or higher) from each of the associated homelessness service and support agencies whom have signed the Data Sharing Agreement (DSA). These members shall have the ability to make and uphold decisions regarding the operations of their respective organizations.

The role of the CAN Executive Committee is to provide advice, directives and overall direction to the Community Entity (CE) for the purpose of supporting the configuration, launch and monitoring of HIFIS 4.0, as well as the implementation of the District's coordinated access system as required under the directives of Reaching Home. The CAN Executive Committee will operate in an open and transparent manner, in accordance with privacy legislation, and ensure that all decisions are made by majority vote (50% +1).

The full Terms of Reference for the CAN Executive Committee can be found in APPENDIX A.

4.6 CAN HIFIS 4.0 Agency Leads

Each Coordinated Access Nipissing (CAN) community partner agency is responsible for appointing one staff member to act as a representative of their organization as it relates to HIFIS 4.0 by being the first point of contact for communication between the HIFIS 4.0 Coordinator and said organization. The HIFIS 4.0 Agency Leads will support their fellow co-workers in learning and understanding the importance, functionality, and technical aspects of using HIFIS 4.0.

The responsibilities of the HIFIS 4.0 Agency Lead include, but are not limited to, undergoing extensive training to learn and understand HIFIS 4.0, work with the HIFIS 4.0 Coordinator to train other agency staff, support their co-workers f with the onboarding process, work with the HIFIS 4.0 Coordinator to modify or address concerns including changes and updates to user rights, attending HIFIS 4.0 Agency Lead meetings, and alerting the HIFIS 4.0 coordinator of any complex IT issues.

The full Terms of Reference for the CAN HIFIS 4.0 Agency Leads can be found in APPENDIX B.

4.7 CAN Team: Front Line Workers

The Coordinated Access Nipissing (CAN) Team is comprised of front-line staff from CAN community partner agencies, who deliver homelessness prevention, diversion and housing sustainability services and supports to individuals and households who are experiencing or at-risk of homelessness within the District. The CAN Team meets on a weekly basis and works collaboratively to case conference individuals on the CAN Priority List.

The Coordinated Access Nipissing (CAN) Team also collaborates with the HIFIS Coordinator, Data Coordinator, and Executive Committee on change efforts and system improvements to meet the objectives of Coordinated Access and functional zero for chronic and veteran homelessness under BFZ. Through the use of data and HIFIS profile information, the team collaborates on solutions that capitalize on system strengths, address system gaps, and pivot with appropriate responses to meet community needs.

The full Terms of Reference for the CAN Team can be found in **APPENDIX C**.

## 5.0 HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

As of March 31, 2022, the Homeless Individuals and Families Information System (HIFIS) version 4.0 has been implemented as the Nipissing District's Homeless Management Information System (HMIS) under the directives of Reaching Home.

HIFIS 4.0 is a secure shared database used by CAN community partners in Nipissing's homeless-serving system to manage information about individuals and families who are experiencing or at-risk of homelessness. HIFIS 4.0 allows for comprehensive data collection, case management tracking functions, and helps agencies understand what is happening in the community overall to support collaboratively working toward solutions. HIFIS 4.0 also includes the capability to run build-in HIFIS reports as well as the creation of customized reports using Crystal Reports software. The City of North Bay Information Technology (IT) department hosts the HIFIS server and oversees overarching technological, server, and system maintenance of HIFIS 4.0 with input from the Coordinated Access Nipissing (CAN) team.

6.0 PRIVACY AND DATA SHARING

The District of Nipissing has a Data Sharing Agreement (DSA) that has been signed by all participating agencies to outline and agree to protections in storing and sharing client data. Additionally, a Confidentiality and User Agreement (CUA) is signed by all staff that will be accessing and using HIFIS 4.0 outlining the roles and responsibilities in handling client information and use of HIFIS in general.

7.0 COORDINATED ACCESS NIPISSING (CAN) PROCESSES AND NAVIGATION
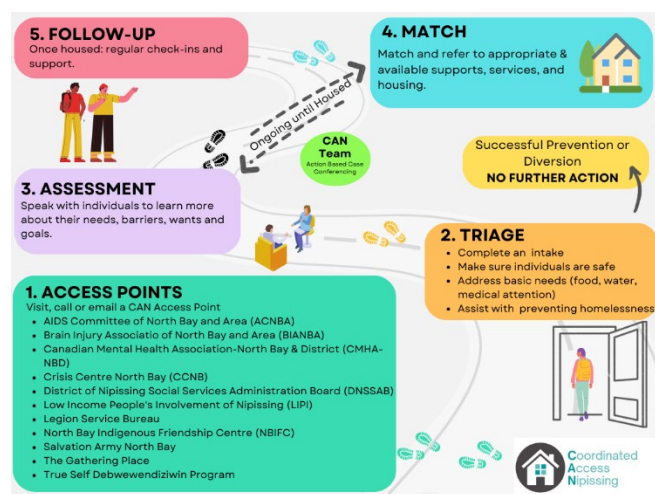
7.1 Access Points

Access points are service providers that have contact with people experiencing homelessness while supporting them in resolving their homelessness and finding secure housing. Trained staff at each access point will be responsible for creating or updating profiles for homeless and **at-risk of homelessness** clients using the

> **At-Risk of Homelessness:** people who are not homeless, but whose current economic and/ or housing situation is precarious or does not meet public health and safety standards.

CAN Common Intake (APPENDIX X) and CAN Common Consent (APPENDIX X). Agency staff will then use the Coordinated Access Nipissing (CAN) common assessment tool, known locally as the Homelessness Information Assessment (HIA) (APPENDIX X) to determine the client's depth of need, collect information that is required to support prioritization, matching and referral to housing resources, and support connection to housing resources through CAN.

Should an access point encounter a person that they are not equipped to serve or assess, they would work with that individual or household to connect them to an alternative Coordinated Access Nipissing (CAN) or third-party community partner that would be more appropriate for that household's needs and goals. Correspondence with a community access point can be done in-person, virtually, over the phone or by e-mail.

Information about the services, supports, and funding that CAN Access points are providing individuals should be added to HIFIS on a daily or weekly basis to ensure that the profiles of individuals who are homeless, continue to stay 'active' in the database. An individual whose profile is not updates with Client Management records will go in-active after a period of 60 days. Once an individual's profile is inactive they will be removed from the CAN Priority List and will no longer be included in aggregate Community Homelessness Data (CHD).

Access points allow for a no-wrong-door approach, in that people experiencing homelessness can be prioritized, referred, and matched to housing resources through Coordinated Access Nipissing (CAN) regardless of which door they entered or which service they accessed.

7.1.1 Access Points by Geographic Location

The following table includes information related to which CAN Access Points provide services in the geographic communities found within Nipissing District.

A 24/7 phone number has also been designated to receive calls after-hours and during weekends.

Crisis Centre North Bay 24/7 Phone Line	(705) 474-1031

The True Self Peer Outreach Support Team (POST) also provides support for individuals who are living unsheltered and may need support. Their current hours of operation and phone number can be found here under the 'District-Wide Unsheltered Persons Response.

COMMUNITY	ACCESS POINT(S)
North Bay	**Crisis Centre North Bay** 24/7 1651 Cassells St. North Bay (705) 474-1031 info@crisiscentre-nb.on.ca **Nipissing First Nations True Self Debwewendizwin Program** Monday – Friday 8:30 am to 4:30 pm POST Team- 8:00 am – 8:00 pm Sunday to Saturday 257 Main St. E North Bay (705) 474-4058 info@trueself.ca **Low Income People Involvement of Nipissing** Monday, Wednesday, Thursday 10:00 am – 4:00 pm Friday 10:00 am – 2:00 pm 127 Main St. E North Bay (705) 472-1337 lipi@lipinipissing.com **AIDs Committee North Bay and Area** Monday-Thursday 8:30 am – 4:00 pm Friday 8:30 am- 3:30 pm Closed for lunch 12:00 pm – 1:00 pm. 147 McIntyre St. W North Bay (705) 497-3560 oaacnba@gmail.com **District of Nipissing Social Services Administration Board** Monday- Friday: 8:30 am – 4:30 pm 200 McIntyre St. E North Bay (705) 474-2151 Ext. 4558

	HousingAccess@dnssab.ca
	North Bay Indigenous Friendship Centre Monday – Friday 8:30 am – 4:30 pm 980 Cassells St. North Bay (705) 472-2811 reception@nbifc.org **Brain Injury Association of North Bay and Area** Monday – Friday 8:30 am to 4:30 pm 245-101 Worthington St. E North Bay (705) 478-8664 Brain Injury Association of North Bay and Area **The Gathering Place North Bay** Monday – Friday 8:30 am – 4:30 pm 1181 Cassells St. North Bay (705) 474-7687 admin@thegatherinplacenorthbay.ca **Canadian Mental Health Association – North Bay and District** Monday – Friday 8:00 am – 4:00 pm 222 Main St. E North Bay (705) 476-4088 contactus@nbd.cmha.ca **The Salvation Army North Bay** Monday – Friday 8:30 am – 4:30 pm 134 McIntyre St. E North Bay (705) 474-7859 The Salvation Army **Legion Services Bureau** Monday – Friday 8:15 am to 3:45 pm 202- 107 Sheriff Ave North Bay 705-472-8650 Legion Services Bureau

West Nipissing Mattawa Mattawan Temagami East Ferris Chisholm Bonfield Calvin Papineau-Cameron South Algonquin Unincorporated Nipissing North and Nipissing South	**Crisis Centre North Bay** 24/7 1651 Cassells St. North Bay (705) 474-1031 info@crisiscentre-nb.on.ca **Nipissing First Nations True Self Debwewendizwin Program** Monday – Friday 8:30 am to 4:30 pm POST Team- 8:00 am – 8:00 pm Sunday to Saturday 257 Main St. E North Bay (705) 474-4058 info@trueself.ca **Low Income People Involvement of Nipissing** Monday, Wednesday, Thursday 10:00 am – 4:00 pm Friday 10:00 am – 2:00 pm 127 Main St. E North Bay (705) 472-1337 lipi@lipinipissing.com **AIDs Committee North Bay and Area** Monday-Thursday 8:30 am – 4:00 pm Friday 8:30 am- 3:30 pm Closed for lunch 12:00 pm – 1:00 pm. 147 McIntyre St. W North Bay (705) 497-3560 oaacnba@gmail.com **Brain Injury Association of North Bay and Area** Monday – Friday 8:30 am to 4:30 pm 245-101 Worthington St. E North Bay (705) 478-8664 Brain Injury Association of North Bay and Area **District of Nipissing Social Services Administration Board** Monday- Friday: 8:30 am – 4:30 pm 200 McIntyre St. E North Bay (705) 474-2151 15-94 King St. Sturgeon Falls (705) 753-5400 540 Valois Drive, Mattawa (705) 744-0395 9 Post St. Whitney (613) 637-1117 (705) 474-2151 Ext. 4558 HousingAccess@dnssab.ca

7.2 CAN COMMON Consent

Clients may consent to have their HIFIS 4.0 profile information shared with other CAN agencies by providing either verbal or written consent. Client consent will be recorded via HIFIS 4.0 and will be valid for a duration of two (2) years, unless noted otherwise. Clients who present to Coordinated Access Nipissing (CAN) agencies as either homeless or at-risk of homelessness will be provided with an opportunity to complete a Coordinated Access Nipissing (CAN) Common Consent Form **(APPENDIX D)**. Prior to completing a CAN Common Consent, HIFIS users associated with CAN agencies are required to check HIFIS first to see if a profile for that individual already exists. If there is already a profile in the database, then HIFIS users are instructed to only re-do the consent process with individuals/household members if the consent is going to expire in approximately 60 days. Otherwise HIFIS users are instructed to update the pre-existing HIFIS profile using the fields listed in the CAN Common Intake discussed below (APPENDIX E)

If an individual provides verbal or written consent to share their information with CAN Agencies then HIFIS users would add a Coordinated Access + Explicit consent to that individuals profile. If a parent/guardian provides consent for their dependent then HIFIS users would select the 'Inherited' consent type. If an individual does not consent to have their profile information, or the information belonging to their dependent(s) shared with other CAN agencies, the agency is still required to create a profile for the client in HIFIS 4.0. However, the consent would be added as 'declined-anonymous'. A declined-anonymous consent profile can only be seen by the agency that created the profile.

Should a client decline consent, they may still receive the services and supports from the agency at which they presented. A declined-anonymous HIFIS profile can only be seen by HIFIS users belonging to the agency that created the profile. Individuals with a declined-anonymous profile may also decided to receive services from other CAN agencies at which time they would be asked to complete the CAN Common Consent. Individuals may have multiple declined-anonymous profiles at multiple CAN agencies or may decide to change their consent type to Coordinated Access + Explicit over time. As consent types change profiles may be merged or current consents may be ended early as outlined in the **CAN Consent and Profile Merging Process (APPENDIX E)**. The information for individuals with declined-anonymous consent will not be shared with the Coordinated Access Nipissing (CAN) partnership. However, aggregate statistics will be included in monthly Community Homelessness Data (CHD) that is derived direct from the HIFIS system. See section XX.XX for more information about CHD.

A client may also withdraw their consent at any time, by making a request Coordinated Access Nipissing (CAN) community partner. This request will then be forwarded to the HIFIS Community Coordinator to be actioned based on the processes outlined in the **CAN Consent and Profile Merging Process (APPENDIX E)**.

A HIFIS Consent Example Script **(APPENDIX F)** and a Consent in HIFIS Cheat Sheet **(APPENDIX G)**

7.3 CAN COMMON Intake

A *Coordinated Access Nipissing (CAN) Common Intake* **(APPENDIX H)** can be completed at any CAN access point across Nipissing District. Should a client present to a third party or non- CAN agency as homeless or at-risk of homelessness, a referral to a CAN partner agency should be made to ensure that individuals are added to the HIFIS 4.0 system. CAN access points should be prepared to receive referrals from third party agencies and complete the CAN Intake process to ensure that individuals experiencing or at-risk of homelessness are provided with an opportunity to provide consent to share their information with CAN agencies and if eligible, be included in the *CAN Priority List* (see Section 7.5.3).

Once the client has presented themselves to a CAN access points, staff have confirmed if there is or is not a profile already in HIFIS, and Consent has been verified, staff are instructed to gather the information required in HIFIS which is outlined in the **CAN Common Intake Form** (APPENDIX H)

7.4 Documenting Services, Supports, Interactions

HIFIS users are responsible for documenting the services, supports and interactions that occur related to the individual and/or household members. Documenting services, supports and interactions ensures that profiles are kept 'active' in the HIFIS system and also ensures that agencies are able to produce accurate reports and statistics related to service delivery, when applicable.

HIFIS Users can use a variety of Client Management modules to document service delivery and keep profiles active. The modules used by CAN agencies includes:

- **Admissions** is used by emergency shelters to document individuals who are admitted to shelter
- **Case Management** is used by service providers to document information related the steps being made to work with an individual or household member to achieve specific goals.
- **Goods and Services** is used by service providers to document items or supports offered to an individual or household. This can include items like last months rent, moving expenses, arrears, food, clothing etc. Services can include one-time service interactions such as, providing a referral, visiting your agency, using the telephone, etc.
- **Housing Placement** is used by transitional housing providers and rent subsidy/supplement programs to document when someone has moved into housing. This module allows for the tracking of subsidies and follow-ups, related to the housing situation.
- **Group Activities** is used by agencies to document when multiple individuals have either received the same service or have attended the same event or activity. Group activities can be used to document individuals who have attended a drop-in centre, workshop, agency visit, been interacted with during outreach etc.

7.4.1 Timely and Accurate Updates

All Coordinated Access Nipissing (CAN) agency staff will ensure client updates are completed in HIFIS 4.0 in a real-time manner, with data entry and updates not lagging by any more than **5 business days** after contact.

7.4.2 Client State and Inactivity

There are four Client State categories in HIFIS which includes Active, Inactive, Archived, and Deceased.

When a HIFIS profile is 'Active' this means that the profile has either been created or information has been added to a Client Management module in the last 60 days (Admissions, Case Management, Goods/Services, Housing Placement, Group Activities). Providing updates on client service, support and interactions is important to ensure they remain "ACTIVE" in the HIFIS system. Profiles what are active, and currently homeless will be included in our monthly aggregate Community Homelessness Data (CHD). Whereas, profiles that are active, documented as homeless, over the age of 16, and have a Coordinated Access + Explicit Consent will be included in the CAN Priority List.

A HIFIS profile will automatically switch to 'Inactive' 60 days after the profile has been created if no Client Management information is added. Once Inactive, the profile will automatically re-activate when a service, support, or interaction is documented.

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A client profile status can be manually changed to archived if they have moved out of Nipissing District and are no longer staying in the District.

If a client has passed away, a HIFIS Agency Lead or member of the Supervisor/Management team can either proceed by

   a) Contacting the HIFIS Coordinator requesting that the individual's profile be updated to reflect this update
   b) Updating the individuals profile themselves by editing the Client Details module.

Overall, client profile state is a critical component of maintaining an accurate and actionable understanding of each individual's unique situation and the overall homelessness situation in the community.

7.5 Assessment and Prioritization

Individuals who are homeless and have a profile in HIFIS will be assessed using a common assessment tool and prioritized for housing resources based on their initial eligibility for the housing resource being considered, identified housing needs/interests, and their acuity of need score as it relates to the requirement of the resource.

7.5.1 Homelessness Information Assessment (HIA)

Coordinated Access Nipissing (CAN) has collaboratively developed a common assessment tool for individuals who are experiencing or at imminent risk of homelessness. This assessment tool is known locally as the ***Coordinated Access Nipissing Homelessness Information Assessment (HIA)*** (APPENDIX I).

The HIA includes three sections covering questions related to: housing needs, barriers impacting homelessness, and local questions.

The information gathered in the HIA can be documented using an electronic form and entered into HIFIS within 5 business days or can be added directly into HIFIS. The HIA is located in the Client Vitals section of someone's HIFIS profile. HIFIS users are instructed to add an HIA intake and CAN agencies are responsible for reviewing and updating the HIA every 6 months or more often if someone's circumstances drastically changes. There should only be one HIA listed in someone's profile and it is a working document meaning that the responses to the HIA questions will change over time given the individuals circumstances.

The Housing Needs section of the HIA includes questions related to the type or location of housing that the household requires. This information is used for matching purposes (see Section CCC)

The Barriers Impacting Homelessness section includes information to determine what someone's overall risks and acuity of need are in comparison to other individuals on the CAN Priority List.

Local Questions section of the HIA form includes questions related to transiency and movement into Nipissing District from other areas.

7.5.2 CAN Priority Matrix

Prioritization is the process and action of deciding the relative importance and urgency of serving a particular household ahead of another based on transparent and defensible criteria. The purpose of prioritization is to have a clear process that both connects clients with appropriate resources and helps communities to reach their goals.

In Nipissing District, the *CAN Priority Matrix* (APPENDIX J) is used to determine the acuity score, out of 22 overall points, for people on the CAN Priority List. The Priority Matrix includes a combination of information obtained during the intake process and questions found in the HIA common assessment tool. The following charts includes definitions of terms used in the *CAN Priority Matrix.*

TERM	DEFINITION
Chronically Homeless	An individual becomes chronically homeless if they have been homeless for a period of 6 months or more in the last year OR 18 months or more in the last three years.
Mental Health	Individuals who identify as someone with symptoms of mental health issues, mental illness, or mental distress including, but not limited to anxiety, depression, bipolar disorder, psychosis, schizophrenia, borderline personality disorder, PTSD, and OCD.
Developmental Cognitive Disability	Conditions that result in difficulties with intellectual functioning and/or behavioral characteristics that may require specific services. This includes but is not limited to conditions such as Fetal Alcohol Syndrome Disorder (FASD), Down Syndrome, Autism Spectrum Disorders (ASD), neurodevelopmental disabilities, acquired brain injuries and other developmental delays.
Physical Disability	Individuals who present with impaired and/or limited physical functioning, mobility, stamina or dexterity including, but not limited to spinal cord injuries, visual and/or audio impairments, Tourette Syndrome, rheumatoid arthritis, amputations, and multiple sclerosis (MS).
Acute/Chronic Medical Condition	**Acute** medical conditions refer to the sudden and severe onset of physical health conditions. This includes, but is not limited to broken bones, pregnancy, pneumonia, respiratory infections, and burns. **Chronic** medical conditions refer to the long-developing conditions that may last one-year or more and require ongoing medical attention or may limit activities of daily living. This includes, but is not limited to heart disease, cancers, diabetes, Alzheimer's, kidney and/or liver disease, stroke, and COPD.
Recent Institutional Discharge	This pertains to individuals who have been discharged from an institutional setting in the last 60 days including: jails, prisons, remand centres, rehabilitation centres, hospitals, treatment centres, and centres for mental health, foster care and/or the Child Welfare system.
Environmental Displacement	The displacement of an individual in the last 60 days from their most recent housing because of environmental factors including, but not limited to flooding, fire, tornado, wind, or condemned buildings.

TERM	DEFINITION
Fleeing Violence and/or Victimization	Individuals who have **fleeing violence** and victimization in the last 60 days which can be related to situations such as domestic violence, intimate partner violence, human trafficking and parental violence. Individuals **fleeing victimization** are leaving a situation where they have been singled out for cruel and/or unjust treatment. This includes, but is not limited to, physical abuse, emotional abuse, elder abuse, economic victimization, harassment, and theft.
LGBTQ2S+ Community	This includes individuals who identify as Lesbian, Gay, Bisexual, Transgender, Queer, Two-Spirit, or other diverse identities.

7.5.3 Acuity of Need

Based on the Priority Matrix categories, each individual on the CAN Priority List is assigned to a category of having either a low, medium or high acuity of need. It is important to determine which scores on the above assessment tool will be classified as 'low', 'medium' and 'high' acuity for the purposes of resource matching. Coordinated Access Nipissing (CAN) clients will be matched to housing services and supports based on their level of need and acuity scores. These services and supports (listed in the Housing Resource Inventory) are sorted by the level of acuity they serve. The differentiation is as follows:

Acuity Level	Score Range
Low Acuity	1 - 3
Medium Acuity	4 - 9
High Acuity	10 +

7.5.4. CAN Priority List

Individuals who are over the age of 16, are active in HIFIS, are listed as homeless, and have consented to their information being collected and shared with Coordinated Access Agencies will be eligible for the Coordinated Access Nipissing (CAN) Priority List. Individuals on the CAN Priority List will be prioritized for resources brought forward to CAN based on their overall eligibility for the resource as documented in HIFIS and their priority score in relation to the resource being offered. To be prioritized, an individuals HIFIS profiles must also reflect that they are currently homeless, and their profile must be active, meaning that a service or support has been documented in HIFS in the last 60 days.

The CAN Priority List is divided into 4 Tiers:

1. Evaluate which includes active, homeless, 16+ profiles with a CAN Consent that either have not completed an HIA yet, or the HIA on file is more than 6 months old.
2. Not Ready which includes individuals who have been brought forward to the CAN Team for case conferencing and although they are active, homeless, 16+ with a CAN consent, have expressed to one or more CAN agencies that they are not currently interested in permanent or transitional housing.
3. Connect includes individuals who are on the CAN Priority List, who have had an HIA completed in the last 6 months or less and are ready to be matched with resources available or resources that have been brought forward to CAN for matching.

4. Standby includes individuals who are currently on the CAN Priority List but actually have acquiring housing and have a move-in date in the near future.

7.6 Matching
Once clients have been assessed and assigned a priority score, the Coordinated Access Nipissing (CAN) partnership can assess a client's needs and triage them to appropriate services and supports based on their needs. This matching process will be done with the highest priority clients using case conferencing methods and the Housing Resource Inventory as a comprehensive database tool.

7.6.1 Housing Resource Inventory
Coordinated Access Nipissing (CAN) is dependent on dedicated housing and support resources to serve people experiencing homelessness. People experiencing homelessness on the CAN Priority List are prioritized, referred, and matched to housing resources available in Nipissing District that best match the client's needs and eligibility criteria. The Housing Resource Inventory is a detailed list of all resources available in Nipissing District that are associated with housing and homelessness supports. However, some services and supports outlined on the Housing Resource Inventory will be available only to individuals who are on the CAN Priority List or a percentage of spots will be allocated to individuals on the CAN Priority List depending on pre-determined service agreements. Housing resources available in Nipissing District will include case management spaces, subsidies, units, and other services and supports in the housing sector.

The Housing Resource Inventory is subject to change, as research is done to ensure all possible resources across Nipissing District are included. The Inventory will also highlight if a client's eligibility for a specific program or service is contingent on their name being included on the By-Name List (BNL). Consistent updates will also be made available and communicated to ensure the CAN team is working with the most up-to-date information.

7.6.2 Housing Resource Availability
Landlords, housing providers, or organizations that have housing resources available can complete a *Housing Resource Availability Form (HRAF) (*APPENDIX K) to find an eligible match for their resource from the CAN Priority List. The HRAF form allows providers to identify the eligibility requirements for someone being considered for their resource including, age, gender, income level, and overall acuity of need as identified in the prioritization score.

Housing Resource Availability Forms are submitted to CANipissing@dnssab.ca after which the DNSSAB forwards the form and any related information to the Coordinated Access Nipissing (CAN) Team who work together to determine eligible matches from the CAN Priority List.

7.6.3 Matching Process
When a resource is brought forward to Coordinated Access Nipissing, the DNSSAB forwards the Housing Resource Availability Form (HRAF) to the CAN Team. From there, the CAN Team filters and sorts the CAN Priority list to determine a list of individuals in the 'Connect' Tier who are eligible for the resource. For example, if it's a resource for seniors only, then the CAN Priority List is filtered by age to only include those who are over the age of 65. Then, the CAN Team uses the Acuity score identified on the HRAF form to

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determine those on the CAN Priority list who are eligible for the service and also match the acuity level of the resource. If there are no individuals in the Connect Tier that meet the eligibility and acuity requirements, then the CAN Team moves and completes the same matching assessment with the 'Evaluate' Tier.

Once individuals have been identified, the CAN Team appoints a lead for each individual/household who is responsible for contacting the individual to complete required paperwork, determine if the individual is interested in applying or being considered further for the resource.

7.7 Coordinated Access Nipissing (CAN) Team Responsibilities

As discussed in Section 4.7, the CAN Team is made up of a team of front-line staff from Coordinated Access Nipissing (CAN) agencies.

The CAN Team meets on a weekly basis to case conference individuals and households who are on the CAN Priority List. They work as a team to move individuals thought the Tier Process of Evaluate, Not Ready, Connect, and Standby and match households to resources that become available through contact with housing providers and through Housing Resource matching requests.

7.7.1 What is Action-Based Case Conferencing?
Successful action-based case conferencing consists of three (3) necessary factors:

1) The process is interagency; members work collaboratively as a team which includes more than one service provider in the homelessness sector,
2) The process is client centered; meeting clients where they are at and discussing how to best support them on their path to housing, and
3) Front-line staff working directly with clients experiencing homelessness are the primary attendees of case conferencing meetings.

Action-based case conferencing is **not** used for administrative purposes, nor a meeting for agency updates. The focus of action-based case conferencing should solely be on the client(s) selected for that meeting.

7.7.2 Meeting Structure
There are four (4) roles of action-based case conferencing that the Coordinated Access Nipissing (CAN) team will appoint:

1. **Facilitator**
   Responsibilities
   - Ensures the meeting adheres to the set agenda
   - Creates an environment that allows for creative problem-solving to obtain the best from each attendee's experiences, ideas and resources
   - Prompts the discussion as needed to ensure that each individual client moves through the system as quickly as possible while being cared for by the local service providers

   Key Indicators of Success
   - High-quality next steps collected for each client during action-based case conferencing

2. **Scribe**
   Responsibilities

- Recording the commitments and updates collected during each action-based case conference meeting

Key Indicators of Success
- Next steps of action are updated in the Sessions tab of a Case Management goal for all clients at the focus of the meeting
- Case Management Case States are updated to reflect which Tier the individual is currently at.

3. Team Members
Responsibilities
- Provide client status updates based on the actions taken since the previous meeting
- Work collaboratively to decide best next steps for each client
- Strategize how to support each client in their housing journey
- Update HIFIS 4.0 client profiles accordingly

Key Indicators of Success
- Clients brought to action-based case conferencing meetings are matched to housing services and supports that best fit their needs

7.7.3 Documenting Case Conferencing in HIFIS

The CAN Team documents client updates and next steps using the Case Management module in HIFIS. CAN Team members are responsible for adding Session notes to an applicable Case Management goal associated with the situation. The Case Management session notes are exported into a HIFIS Custom report which is sent to the CAN Team ahead of their weekly meeting. The Case Management exported report is used to help the group navigate from one household to another in a timely and efficient manner. The Case Goal, Case State, and most recent session date associated with the individual is also included in the CAN Priority List.

7.7.4 Case Conferencing Loop

An individual's journey to housing is not necessarily a step-by-step process. Many individuals will experience the 'loop' (as seen below) until they are successfully housed or receive the services and supports they need.
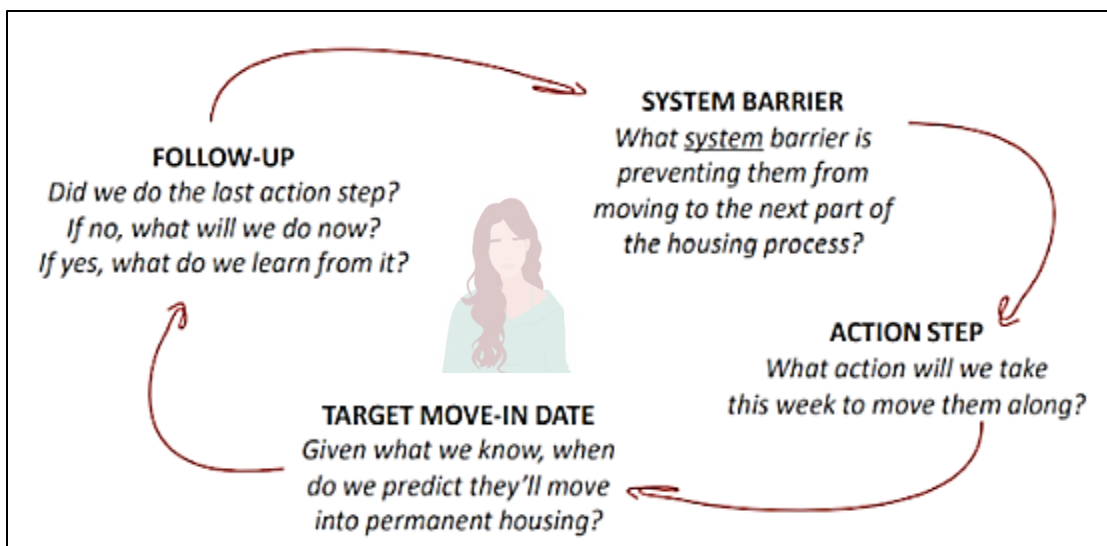

Figure 7.7 the Case Conferencing Loop

When a client is first presented to the Coordinated Access Nipissing (CAN) Team during action-based case conferencing, they begin their journey in the 'loop'. The CAN Team will receive the client's information including their name, background, income, and housing needs. From here, the CAN Team will highlight any system barriers that the client is currently facing that may be preventing them from moving to the next step in their housing journey.

The CAN Team will determine which action steps could be taken to assist the client and a specific CAN Team member will be assign to be a lead in the case. During the following action-based case conference CAN Team meeting, a status update on the client will be given and new tasks/goals will be set. This process will repeat itself until the client has been successfully housed.

APPENDIX A: Coordinated Access Nipissing (CAN) Executive Committee Terms of Reference

<u>PURPOSE</u>

The role of the Coordinated Access Nipissing (CAN) Executive Committee is to provide advice, directives and overall direction to the Community Entity (CE) for the purpose of supporting the configuration, launch and monitoring of the Homeless Individuals and Families Information System (HIFIS) 4.0, the District of Nipissing's coordinated access system and By-Name List (BNL) registry of homelessness, as required under the directives of Reaching Home. The Executive Committee will support these directives by providing guidance to the Community Entity (CE) on key issues including:

- Annual Review of the Data Sharing Agreement
- Annual Review of the Data Access Protocol for External Requests of HIFIS 4.0 Aggregate Data
- Development and ongoing review of Coordinated Access Nipissing (CAN) documents such as the:
    - By-Name List (BNL) registry of homelessness
    - Terms of Reference
    - Data Sharing Agreement
    - HIFIS 4.0 Common Consent
    - Confidentiality Agreement(s)
    - Intake Process documents
    - Training documents
    - Other applicable documents that may arise
- Development and ongoing review of District-wide coordinated access processes including outer rural communities

HIFIS 4.0 and the By-Name List (BNL) will ensure that the District has access to real-time client information that:

- Promotes an efficient service system with limited redundancy
- Allows for data driven decision making
- Supports clients' needs through effective access to services and supports

<u>COMMITTEE MEMBERSHIP</u>

Each community partner signing the CAN Data Sharing Agreement shall appoint representative(s) who holds a position of management-level or higher, with the ability to make and uphold decisions regarding the operations of their respective agency.

Each service provider will be required to name a **<u>minimum of one</u>**, and a **<u>maximum of two</u>** members to the CAN Executive Committee including one person to act as a substitute, to ensure that there is representation at any and all meetings.

Each organization participating on the CAN Executive Committee will be provided **<u>1 vote</u>** per issue regardless of the number of members they have taking part at the table.

The CAN Executive Committee consists of the following service providers:

- Crisis Centre North Bay (CCNB)

- Low Income People Involvement (LIPI) of Nipissing
- AIDs Committee of North Bay and Area (ACNBA)
- North Bay Indigenous Friendship Centre (NBIFC)
- The Salvation Army North Bay
- The Gathering Place North Bay
- Nipissing First Nations True Self (NFN)
- Canadian Mental Health Association North Bay and District (CMHA-NBD)
- Legion Services Bureau of North Bay
- Brain Injury Association of North Bay and Area (BIANBA)
- District of Nipissing Social Services Administration Board (DNSSAB) Housing Programs
- District of Nipissing Social Services Administration Board (DNSSAB) as the Community Entity

Participating service providers will be required to commit to the following implementation actions prior to the configuration of their organizations HIFIS 4.0 users:

- Sign the Coordinated Access Nipissing (CAN) Data Sharing Agreement
- Consistent staff training and onboarding
- Appoint a HIFIS 4.0 Agency Lead
- Appoint CAN Team representatives
- Align internal processes to support Coordinated Access Nipissing

The representative in attendance for each service provider shall have the authority to provide feedback and make decisions during Committee meetings, unless it is decided that a decision will be made following the CAN Executive Committee members reporting to their respective organizations.

The District of Nipissing Social Services Administration Board (DNSSAB) is the Community Entity (CE) under Reaching Home.

PRINCIPLES

1. All agencies that provide front-line and direct homelessness prevention, diversion and housing sustainability services and express an interest in using HIFIS 4.0 as a tool to achieve coordinated access shall be given the right to participate in Coordinated Access Nipissing (CAN) in an appropriate and equitable fashion under the same terms and conditions offered to all other participants
2. All homelessness prevention, diversion and housing sustainability supporting agencies that use HIFIS 4.0 in Coordinated Access Nipissing (CAN) shall have **one voting member per agency** having an equal voice in the decision-making processes.
3. The Coordinated Access Nipissing Executive Committee will operate in an open and transparent manner, in accordance with privacy legislation, and ensure that all decisions are made by majority vote – 50% + 1.

RESPONSIBILITIES OF THE EXECUTIVE COMMITTEE MEMBERS

1. Act as the common voice of Coordinated Access Nipissing, working in a collaborative and transparent manner to utilize HIFIS 4.0 and the District's By-Name List (BNL), as outlined in the Data Sharing Agreement (DSA), Consent process, training documents, and any other agreed upon procedural documents, that are approved by the Executive Committee.

2. Responsible for informing and approving any amendments to the Data Sharing Agreement (DSA), and/or any of is subsequent appendices, as well as other agreed upon procedural documents created through the consensus of the Committee.
3. Assist in the development and ongoing review of the referral process for non-CAN agencies and rural communities of the Nipissing District.
4. Assist in the development and ongoing review of action-oriented case management processes executed by the CAN Team, which are aimed at identifying current systemic and individual barriers, and supporting clients through assessment, matching and navigation of relevant services and supports in all communities of Nipissing.
5. Assess and recommend project for funding to the Community Entity (CE)
OR
Receive and approve reports reflecting the overall costs and operation of Coordinated Access Nipissing (CAN) as presented by the Community Entity (CE)

RESPONSIBILITIES OF THE HIFIS 4.0 COORDINATOR

1. Responsible for assessing and providing feedback to the Community Entity (CE) and Executive Committee regarding the operation of services surrounding Coordinated Access Nipissing (CAN)
2. Responsible for working with the CE and Executive Committee to establish sub-committees and working groups to support CAN, including particular topics such as:
   - The By-Name List
   - Data management
   - HIFIS 4.0 specialists
   - Advisory committees
   - Other sub-committees that include a broader representation of interested stakeholders
3. Responsible for reporting to the Community Advisory Board (CAB) members with updates on progress associated with implementation, configuration and maintenance of HIFIS 4.0 and Coordinated Access Nipissing (CAN).
4. Pulling the HIFIS 4.0 Coordinated Access Unique Identifier List and distributing to the By-Name List Coordinator for weekly updates

RESPONSIBILITIES OF THE BY-NAME LIST COORDINATOR

1. Responsible for assessing and providing feedback to the Community Entity (CE) regarding the operation of services surrounding Coordinated Access Nipissing (CAN)
2. Responsible for the upkeep, maintenance and organization of the District of Nipissing's By-Name List registry
3. Preparing the prioritized client list for CAN Team meetings using the defined acuity assessment tools to determine prioritization

RESPONSIBILITIES OF THE COMMUNITY ENTITY

1. Responsible for ensuring that the implementation of Coordinated Access Nipissing and HIFIS 4.0 is in line with the directives of Reaching Home.
2. Responsible for reporting to the Government of Canada on Reaching Home project implementation and financial expenditures.

GUESTS

Guests may attend/present at meetings upon the consensus of the Coordinated Access Nipissing Executive Committee.

Guests will request attendance through contacting the CAN Executive Committee, and completing Coordinated Access Nipissing Guest Attendee Confidentiality Agreement (see APPENDIX A).

Guests may be members of Tertiary community partner agencies, or other community organizations working directly with the client to address their housing needs.

ADMINISTRATIVE SUPPORT

The Community Entity (CE) will provide administrative support and functions.

MEETINGS

Coordinated Access Nipissing Executive Committee meetings will be held on a monthly basis, with no fewer than eight (8) meetings per calendar year.

DECISION-MAKING PROTOCOL

All decisions made at the Coordinated Access Nipissing (CAN) Executive table will be made by a majority vote – 50% +1. Should quorum not be met, decisions will be made using the following processes:

1. An email will be sent from the Coordinated Access Nipissing (CAN) Executive Administrator requesting one vote from each agency sitting on the committee, with a set deadline

2. Should the agreed upon voting deadline not be met, the decision for matters to be made in a timely manner lies with the CE to maintain the momentum of progress

REVIEW OF THE TERMS OF REFERENCE

The Terms of Reference will be reviewed annually by the Coordinated Access Nipissing (CAN) Executive Committee and/or when necessary, as requested.

APPENDIX B: Coordinated Access Nipissing (CAN) HIFIS 4.0 Agency Leads Terms of Reference

PURPOSE

The Homeless Individuals and Families Information System (HIFIS) 4.0 Agency Lead will act as their organizations point of contact person for training, support, troubleshooting, and recommendations in direct collaboration with the Community Entity's (CE) HIFIS 4.0 Community Coordinator.

FUNCTIONS

The primary function of a HIFIS 4.0 Agency Lead is to:

- Act as a representative of their organization as it relates to HIFIS 4.0 by being the first point of contact for communication between the HIFIS 4.0 Community Coordinator and said organization
- Support their fellow co-workers in learning and understanding the importance, functionality, and technical aspects of HIFIS 4.0
- In collaboration with the HIFIS 4.0 Community Coordinator, provide ongoing training and initial troubleshooting support to their co-workers
- Provide basic troubleshooting of HIFIS 4.0 to their co-workers, and communicating with the HIFIS 4.0 Community Coordinator about changes in the administration functions of Coordinated Access Nipissing's (CAN) HIFIS 4.0 settings
- Enhance communication between Coordinated Access Nipissing (CAN) organizations as it relates to the HIFIS 4.0 training, troubleshooting, and ongoing maintenance

RESPONSIBILITIES

- Undergo extensive training with the HIFIS 4.0 Community Coordinator to learn and understand the functionality of HIFIS 4.0 including how to add a client, update client profiles, document housing placement, and update client information related to housing supports, goods and services provided, and case management, etc.
- Work with the HIFIS 4.0 Community Coordinator and the By-Name List Coordinator to learn and understand the functionality of HIFIS 4.0 as it relates to the By-Name List and client case management
- Work with the HIFIS 4.0 Community Coordinator to provide HIFIS 4.0 training to current and new staff, with an emphasis on organization-specific processes.
- Identify and support new staff with the onboarding process of becoming familiar with HIFIS 4.0 including:
  - Contacting the HIFIS 4.0 Community Coordinator and providing them with information and credentials (name, position, contact information, access level, user rights) for the purposes of creating their HIFIS 4.0 'User' profile
  - Providing the new co-worker with HIFIS 4.0 training through the use of the Coordinated Access Nipissing (CAN) HIFIS 4.0 Training Guide
  - Reaching out to the HIFIS 4.0 Community Coordinator regarding specific questions and training support that new co-workers may need in regards to HIFIS 4.0 and cannot be addressed at the organization level
- Alert the HIFIS 4.0 Community Coordinator when a co-worker has left the organization so the User account for that person can be de-activated

- Work closely with the HIFIS 4.0 Community Coordinator to modify or address organization and CAN HIFIS 4.0 concerns including changes and updates to user rights, deleting incorrect HIFIS 4.0 entries, with manager direction and approval
- Alert the HIFIS 4.0 Community Coordinator if complex HIFIS 4.0 issues occur so that the Coordinator can alert the IT Support Team responsible for supporting HIFIS 4.0
- Address initial HIFIS 4.0 questions and collect HIFIS 4.0 feedback from staff
- Attend HIFIS 4.0 Agency Lead meetings to discuss each home organization's use of the shared system
- Sharing HIFIS 4.0 updates, tips, and supporting documents sent from the HIFIS 4.0 Community Coordinator with all co-workers assigned to HIFIS 4.0 within their organization

OBJECTIVES

The objectives of the HIFIS 4.0 Agency Lead is to:

- Ensure all staff are trained effectively on HIFIS 4.0
- Ensure all staff learn and understand the functions of HIFIS 4.0 as it relates to the District's By-Name List (BNL) and client case management
- Ensure all staff understand changes to HIFIS 4.0 software or reports as they occur
- Ensure all staff understand and comply with Data Sharing Agreement and its appendices
- Ensure staff have unhindered access to HIFIS 4.0, by providing troubleshooting and ad hoc support
- Help resolve HIFIS 4.0 issues in a timely manner by addressing or escalating the issues to the HIFIS 4.0 Community Coordinator

MEMBERSHIP

Membership in this group is comprised of one staff member selected by each organization who is a part of *Coordinated Access Nipissing (CAN).* Each CAN organization will be required to have **one** HIFIS 4.0 Agency Lead.

MEETINGS

The group will connect by teleconference with the HIFIS 4.0 Community Coordinator of the CE to undertake HIFIS 4.0 training specific to Agency Leads. Prior to the Phase 1 launch of HIFIS 4.0, the HIFIS 4.0 Agency Lead Group may need to meet more frequently to complete necessary work. Once HIFIS 4.0 is operational, meetings will occur on a monthly basis, as issues arise, and/or as required.

STRUCTURE

The CAN HIFIS 4.0 Agency Lead Group is one of two working groups struck to support Coordinated Access in Nipissing District. The CAN Executive Committee may provide decision-making support to the HIFIS 4.0 Specialist Group when required.

APPENDIX C: Coordinated Access Nipissing (CAN) Team Terms of Reference

PURPOSE

The role of the Coordinated Access Nipissing (CAN) Team is to carry out the duties and responsibilities required to implement the District of Nipissing's coordinated access system as required under the directives of Reaching Home. The CAN Team will support these directives by providing coordinated services and supports to individuals experiencing homelessness or at-risk of experiencing homelessness, using the Homeless Individuals and Families Information System (HIFIS) 4.0.

The purpose of using this data platform in the development of Coordinated Access Nipissing (CAN) is to ensure that the District has access to real-time client information that:

- Promotes an efficient service system with limited redundancy
- Allows for data driven decision making
- Supports clients' needs through effective access to services and supports

MEMBERSHIP

The CAN Team membership will consist of front line staff and supervisors from agencies highlighted in the CAN Data Sharing Agreement who deliver homelessness prevention, diversion and housing sustainability services and supports to individuals and households who are experiencing or at-risk of homelessness within the Nipissing District.

The CAN Team will consist of representatives from the following service agencies:

- Crisis Centre North Bay (CCNB)
- Low Income People Involvement (LIPI) of Nipissing
- AIDS Committee North Bay (ACNBA)
- North Bay Indigenous Friendship Centre (NBIFC)
- The Salvation Army North Bay
- The Gathering Place North Bay
- Nipissing First Nations True Self Debwewendizwin (NFN)
- Canadian Mental Health Association North Bay and District (CMHA-NBD)
- Legion Services Bureau of North Bay
- District of Nipissing Social Services Administration Board (DNSSAB) Housing Programs

Participating service providers will be required to commit to the following prior to the configuration and implementation of HIFIS 4.0 at their respective agencies:

- Consistent staff training and onboarding
- Aligning internal processes to support Coordinated Access Nipissing

PRINCIPLES

4. All agencies that provide front-line and direct homelessness prevention, diversion and housing sustainability services and express an interest in using HIFIS 4.0 as a tool to achieve coordinated access shall be given the right to participate in Coordinated Access Nipissing (CAN) in an

appropriate and equitable fashion under the same terms and conditions offered to all other participants.

RESPONSIBILITIES OF THE CAN TEAM MEMBERS

6. Meet collectively on a bi-weekly basis; or as needed either in emergent cases, in-person or virtually to review the current housing status and related needs of prioritized individuals as identified in the By-Name List (BNL).
7. Work collectively as a CAN Team to conduct action-oriented case management by identifying current systemic and individual barriers and assigning specific tasks to CAN Team members intended to support clients throughout the process of assessment, matching, and navigation of relevant services and supports.

RESPONSIBILITIES OF THE HIFIS 4.0 COORDINATOR

5. Responsible for assessing and providing feedback to the Community Entity (CE) regarding the operation of services surrounding Coordinated Access Nipissing (CAN).
6. Responsible for reporting to the Community Advisory Board (CAB) members with updates on progress associated with implementation, configuration and maintenance of HIFIS 4.0 and Coordinated Access Nipissing (CAN).
7. Pulling the HIFIS 4.0 Coordinated Access Unique Identifier List and distributing to the By-Name List Coordinator for weekly updates

RESPONSIBILITIES OF THE BY-NAME LIST COORDINATOR

4. Responsible for assessing and providing feedback to the Community Entity (CE) regarding the operation of services surrounding Coordinated Access Nipissing (CAN)
5. Responsible for the upkeep, maintenance and organization of the District of Nipissing's By-Name List registry
6. Preparing the prioritized client list for CAN Team meetings using the defined acuity assessment tools to determine prioritization

RESPONSIBILITIES OF THE COMMUNITY ENTITY

3. Responsible for ensuring that the implementation of Coordinated Access Nipissing and HIFIS 4.0 is in line with the directives of Reaching Home.
4. Responsible for reporting to the Government of Canada on Reaching Home project implementation and financial expenditures.

GUESTS

Guests may attend/present at meetings upon the consensus of the Coordinated Access Nipissing Executive Committee.

Guests will request attendance through contacting the CAN Executive Committee, and completing Coordinated Access Nipissing Guest Attendee Confidentiality Agreement (see APPENDIX A).

Guests may be members of Tertiary community partner agencies, or other community organizations working directly with the client to address their housing needs.

ADMINISTRATIVE SUPPORT

The Community Entity (CE) will provide administrative support and functions.

MEETINGS

Coordinated Access Nipissing Team meetings will be held on a bi-weekly basis, with no fewer than twenty (20) meetings per calendar year.

REVIEW OF THE TERMS OF REFERENCE

These Terms of Reference will be reviewed annually by the Coordinated Access Nipissing (CAN) Executive Committee and/or when necessary, as requested.

Coordinated Access Nipissing (CAN)

Consent for the Collection and Release of Relevant Information

I_____, date of birth,_____

    Name of Client (please print)   *dd / mm / yyyy*

understand that the _____ "Agency name", is

part of the Coordinated Access Nipissing (CAN) and authorize the CAN Nipissing to collect and release information that they consider necessary to represent me, subject to any express instructions from me.

Coordinated Access Nipissing (CAN) Partner Agencies are dedicated to assisting individuals and families who are experiencing homelessness and housing instability. In order to deliver and review programs to ensure that the services are meeting the needs of community members, information about you as a service participant will be collected and stored into the Homeless Individual and Families Information System (HIFIS) 4.0, and on the District of Nipissing's By-Name List registry.

What this means for you

- Your information will be shared between partner agencies ONLY as needed to support you to connect with housing and supports
- Providing consent will allow staff to speak with you and each other about your housing needs to support you to find and keep stable, permanent housing
- Partner agencies will neither request from each other, nor provide to each other, information which is not directly related to assessing or removing barriers to resolving your housing needs
- Your information and other identifying information will NOT be shared with anyone other than a partner agency unless
  - A child under 18 has experienced abuse or harm or may be at-risk of harm;
  - If there is reasonable suspicion that a child, dependent adult, and/or elderly adult has been abused;
  - Someone is a threat to themselves or another person;
  - If you have made a threat to harm an identified victim; or
  - If a court order requires information to be shared; and/or
  - If a serious incident involving a person occurs on Service Provider property.
  - If they hear and believe that you or a family member is in danger of harming themselves or someone else;

- For public health or for public safety
- You can identify information that you feel is sensitive or could affect your safety and request that this information not be shared with partner agencies
- At any time, you can request a list of the personal information that has been collected about you, with whom it is being shared, and what it is being used for
- You may withdraw your consent to share information at any time
- Information collected will be entered into HIFIS 4.0 – a secure database. Approved partner agencies delivering housing and support programs will have access to this information
- To help support the continued investment into homelessness and housing programs, the partner agencies may share non-identifying, aggregate data in community reports as well as reports to the Canadian Federal Government and the Government of Ontario
- Providing consent for your information to be shared among partner agencies is voluntary. Refusing to do so will not limit your access to housing services or supports that you are otherwise eligible to receive.

==This page of this document can be saved to the client's file in HIFIS 4.0 OR can be given to the client for their own record==

Consent for the Collection of Information

To be Completed by the Service Participant

By signing this form:

- I give permission for my personal information to be entered into HIFIS 4.0, and the District of Nipissing's By-Name List registry
- I understand that this information may be shared among the Partner Agencies of Coordinated Access Nipissing (CAN) where I receive or may receive services to obtain or maintain housing
- I understand that I have the right to receive an electronic or paper copy of all information shared between agencies if I request this in writing.
- I understand that I can cancel this authorization at any time by written request

Once signed, this consent form will be ***valid for a period of up to 24 months***. After this timeframe, a new consent form will be requested through the next point of contact with Partnering Agencies.

Client Name (printed)	Signature	Date

Staff Name (printed)	Signature	Date

☐ **I have read, or have had read to me, and understand all parts of this consent set out above and am providing written consent.**

☐ **I have read, or have had read to me, and understand all parts of this consent set out above and have provided verbal consent.**

☐ ***If providing written or verbal consent above, I also provide consent to share information collected in HIFIS before the date listed above.***

☐ Verbal or written consent provided above, also relates to my dependents (under 16 years of age). Please list dependents in table below.

☐ I do not provide consent for my information or my dependents information (under the age of 16) listed below to be shared with CAN partner agencies. My profile and the profiles of my dependents listed below will therefore be hidden from other agencies in the Coordinated Access Nipissing data system.

Full Name of Dependent (s)	Date of Birth of Dependent

Disclose of Information with Third Party Agencies Outside of Coordinated Access Nipissing (CAN):

I give permission and authorize CAN agencies staff to release and share information about my housing situation to representatives from the following additional agencies:

1. _____

2. _____

3. _____

4. _____

5. _____

☐ **I have read, or have had read to me, and understand all parts of this consent set out above and am providing written consent.**

☐ **I have read, or have had read to me, and understand all parts of this consent set out above, and have provided verbal consent**.

Client Name (printed)   Signature   Date

| Staff Name (printed) | Signature | Date |

<u>Steps to add Common Consent to HIFIS 4.0</u>.

☐ Review Common Consent Form with the individual(s) in the household.

☐ Scan/save the client consent form and attach the consent to the client's profile in HIFIS 4.0.

☐ **If the individual provided verbal/written consent, select Coordinated Access + Explicit.**

☐ **If a parent/guardian provides consent, select 'inherited' for all dependents in their household**

☐ **If the individual did not provide consent, select Declined – Anonymous.**

☐ **If a parent/guardian <u>does not</u> provide consent, then select 'Declined-Anonymous' for all of their dependents as well.**

<p align="center">**<u>Do not use the Explicit consent only.</u>**</p>

☐ **If the client does NOT provide consent to disclose the information with CAN agencies then:**

1. Proceed to create the client's profile in HIFIS

2. Select **Declined-Anonymous** as the Consent Type. This will allow YOUR agency to see the client's name   but all other CAN agencies will only see the client's name as Declined-Anonymous

3." For more information on the Consent process please see the *Consent Cheat Sheet* and *Consent Script* in the Coordinated Access Nipissing (CA) HIFIS 4.0 Training Guide and Dropbox account.

APPENDIX E: CAN HIFIS Consent and Profile Merging Process
(Version 2, May 2024)

When a profile should be merged, consent ended early, left as is, etc.

Situation:	Profile Consent Type	Action:
There are two or more profiles that are the same person based on first name, last name, date of birth, contact information, family members, demographic details and if possible, the existence of the individual has been verified with SAMS	All profiles being examined have a Coordinated Access + Explicit or Inherited Consent type	These profiles should be merged. The profile with the oldest Coordinated Access + Explicit consent date start is 'merged and deleted' into the more recently created Coordinated Access + Explicit profile.
There are two or more profiles that are the same person based on first name, last name, date of birth, contact information, family members, demographic details and if possible, the existence of the individual has been verified with SAMS	All profiles have a Declined-anonymous consent	No action should be taken. This individual has declined their information to be shared at two or more CAN agencies. Therefore, each agency has created a profile.
The individual already has a Coordinated Access + Explicit profile in place. CAN staff do not check HIFIS first before completing the CAN Common Consent again. The individual agreed to share their information with CAN agencies. The CAN Staff proceed to create a new profile with Coordinated Access + Explicit consent, despite the alert that pops up that says that there is already a profile with the same name and date of birth.	One or more Coordinated Access + Explicit or Inherited consent profiles.	These profiles should be merged. The profile with the oldest Coordinated Access + Explicit consent date start is 'merged and deleted' into the more recently created Coordinated Access + Explicit profile.
The individual already has a Coordinated Access + Explicit profile in place. CAN staff do not	Coordinated Access + Explicit profile already in place. Staff adds a new declined-anonymous profile.	Staff cannot add a declined-anonymous consent to the current Coordinated Access + Explicit profile, therefore they have to

check HIFIS first before completing the CAN Common Consent again. The individual then says that they do not want their information shared with CAN agencies. They only want their information and their dependents information shared with the access point they are currently receiving services from.		proceed by creating a new profile with Declined-Anonymous consent. The agency will be asked to end the consent early of the profile that has a Coordinated Access + Explicit consent in place at the time. They will then create a new profile that is declined anonymous. Staff from that agency will be instructed to only add information to the declined-anonymous consent profile going forward. The original Coordinated Access + Explicit profile's consent was ended. Therefore, there is no consent in place and users from all CAN agencies will continue to be able to see the original Coordinated Access +Explicit profile that was shared but will no longer be able to add or edit information.
The individual has a Coordinated Access + Explicit profile. The consent is going to expire in 60-90 days. CAN staff have presented the CAN Common Consent to this individual to determine how they would like to consent going forward. The individual, when presented with the CAN Common Consent, has indicated that they do not want their information to be shared with other CAN agencies.	Client currently has a Coordinated Access +Explicit that is due to expire.	The agency will be asked to end the consent early of the profile that has a Coordinated Access + Explicit consent in place at the time. They will then create a new profile that is declined anonymous. Staff from that agency will be instructed to only add information to the declined-anonymous consent profile going forward. The original Coordinated Access + Explicit profile's consent was ended. Therefore, there is no consent in place and users from all CAN agencies will continue to be able to see the original Coordinated Access +Explicit profile that was shared but will no

		longer be able to add or edit information.
An individual with a profile in HIFIS has contacted a CAN agency and has asked that their Coordinated Access + Explicit Consent be revoked. They only want their information seen by the agency they are currently speaking with.	A Coordinated Access +Explicit profile is currently in place.	CAN agency staff are asked to end the consent early of the profile that has a Coordinated Access + Explicit consent in place at the time. They will then create a new profile that is declined anonymous. Staff are required to obtain this request from the individual in writing. The client can email the agency and that email can be forwarded to CANipissing@dnssab.ca or the individual can email CANipissing@dnssab.ca directly. The individual can also write a note/letter and that brief letter can be scanned/emailed to CANipissing@dnssab.ca or mailed to the DNSSAB's mailing address: 200 McIntyre Street East, North Bay, ON. The HIFIS Administrator can administratively Hide the profile. The two profiles will not be merged but instead the original Coordinated Access + Explicit profile still exist but will be hidden so agencies cannot see it. All information in the hidden profile will still contribute towards data for reporting needs. Additionally, CAN agencies that had added information to the Coordinated Access + Explicit profile that no longer has an active consent, and has been Administratively Hidden can request retrieval of Client Service Delivery information at any time by

		contacting the HIFIS Coordinator at CANipissing@dnssab.ca

APPENDIX F: CAN Common Consent Example Script

(Version 2, October 2023)

When a new client enters the HIFIS 4.0 system for the first time OR their most recent CAN Common Consent Form has expired, you must ask them to review and complete a CAN Common Consent Form. Please support the client in understanding the consent process. Below is an example of a script and steps to follow. Please adapt these ideas to reflect what is natural for you.

Example Script

Introduce yourself, present the concept of Coordinated Access/ the By-Name List and invite the individual to complete a consent form

- This is a consent form that you can sign to be a part of Coordinated Access Nipissing
- By signing this form, you will get access to the services and supports you are here for today as well as other services offered through Coordinated Access Nipissing that can help you find and keep a home.
- Your information will be recorded and protected in a database that is ONLY shared with Coordinated Access Nipissing agencies.
- Declining to sign the form will not limit your access to emergency services like Street Outreach and Emergency Shelter, but may limit some other housing and service options available to you through the By-Name List.
- You have the option to keep your information hidden from other Coordinated Access agencies. Your information will still be added to our data management system but will only be viewed by people who work at this agency.

- The District of Nipissing, provincial and Federal government collects anonymous information from the database to make future service improvements. Your name and identity will never be included in reports.

Explain:

- Once you sign the consent form we will keep a copy in your file.

- The consent is valid for 24 months (2 years)

- You can change your consent at any time by visiting a Coordinated Access Nipissing agency.

- You can see your signed consent form and ask for a copy by visiting a Coordinated Access Nipissing agency and asking for a copy of your consent.

- Ask if they have any questions

Note: Upload a completed Common Consent Form in the Consent Module in HIFIS 4. OR add a consent to the Client Vitals module when adding a new client.
Contact Information: CANipissing@dnssab.ca

APPENDIX G: CAN Common Consent Cheat Sheet
(Version 2, October 2023)

Before adding a profile to HIFIS 4.0 always check HIFIS 4 **FIRST** to see if the individual you are assisting already has a profile in HIFIS 4.0:

- If there is already a profile, review the **Consent** module found under **Client Information** to determine what kind of consent they currently have.

- If the consent will expire in the next 60 days, please complete a new consent form to ensure that the individual's profile does not become locked.

- If there is already a profile in HIFIS and it will not be expiring in the next 60 days then you do NOT have to re-do consent. Proceed with adding information to their profile as required.

CONSENT DROP-DOWN OPTION in HIFIS 4.0	DEFINITION

Version 4: December 2024

Coordinated Access + Explicit	**"Coordinated Access + Explicit"** should be selected when the individual has provided verbal or signed consent to share their information. Selecting this option means that the individual has given consent for you to collect and share information with other Coordinated Access Nipissing (CAN) Agencies.
Inherited	If the individual proving consent has dependents in their household, then select 'inherited' for all children whose parent/guardian provided consent. The **"Inherited"** option is used for dependents under the age of 16 who's parent/guardian have consented to share their information. This means that the Family Head has given consent for you to collect and share information in HIFIS 4 about their dependent child.
Declined - Anonymous	If an individual does NOT consent to their information being shared with CAN partner organizations you MUST select **'Declined-Anonymous'** as the consent type. **Select 'Declined-Anonymous' for all dependents whose parent/guardian declined consent.**
Explicit	**DO NOT select 'Explicit' only as a consent option.** If you choose Explicit consent only then the individuals name can not appear on the By-Name List. If the individual has given verbal/written consent, please ensure that you ALWAYS select Coordinated Access + Explicit Consent.

For more information contact: CANipissing@dnssab.ca

Coordinated Access Nipissing (CAN) Common Intake Form

> **PLEASE** add the information on this form to the individual's
> or head of household's HIFIS 4.0 profile within **five business days.**

SECTION A: AGENCY INTAKE INFORMATION

Intake Date:	(DD/MM/YYYY)	**Agency Name:**	
Completed By (staff name):			

SECTION B: CLIENT IDENTITY AND CONSENT (for head of household)

Last Name:	**First Name:**	
Middle Name:	**Alias:**	
Date of Birth: (DD/MM/YYYY)	**Age:**	
Has Client Identity been Verified?	☐ Yes, Identification Provided	☐ No

OW/ODSP Member ID (if applicable):

Contact Information	Telephone #:	
	Email address:	

Based on client information above, check HIFIS 4.0 to see if client has a current profile:

☐ **Client already has a profile, with a CAN Consent that will be valid for at least 60 days.**
(Indicate consent type below and update profile sections below with any new information.)

☐ **Client already has a profile and the consent will expire in the next 60 days or less.**
(Complete a new CAN Common Consent and update profile sections below with any new information)

☐ **Client does <u>not</u> have a profile in HIFIS 4.0,**
(Complete CAN Common Consent (indicate type below) and complete all CAN Common Intake sections found within this form)

Consent Type:	☐ Coordinated Access + Explicit (By-Name List)	☐ Inherited (for dependents under 16)	☐ Declined-Anonymous (data will be hidden from other agencies)

SECTION C: HOUSING HISTORY STATUS

Current Housing Status:	☐ Currently Homeless	☐ At Imminent Risk of Homelessness	☐ At Risk of Homelessness (Not Imminent)
*Where are you currently staying?	☐ Emergency Shelter (Low Barrier, 4 Elms, Overflow) ☐ Violence Against Women Shelter ☐ Hotel/Motel (staying temporarily NOT overflow)	☐ Couchsurfing (Friend/Family's House) ☐ Transitional Housing (Northern Pines, Future's, Suswin Village, etc.) ☐ Hospital: with no fixed address	☐ House or apartment- Rented ☐ Room Rental ☐ House or apartment – owned ☐ Hospital: with fixed address ☐ Treatment Program: with fixed address ☐ Jail/Prison: with fixed address

	☐ Unsheltered location (park, vehicle, abandoned building, tent)	☐ Treatment Program: with no fixed address ☐ Jail/Prison: with no fixed address	☐ Other: Click or tap here to enter text.
When did you start staying at this location/situation?	Date: _____ (DD/MM/YYYY) _____ ☐ days ☐months ☐ years:		
Current Address/Location, if applicable			

	From: (DD/MM/YYY)	**To: (DD/MM/YYY)**	**Type/Location:**
In total, how long has individual/household been homeless in the past 3 years? (if homeless for several times, add those times for an overall total)			
	Instructions: Add this information to a person's HIFIS profile. Individuals/households on the By-Name List are prioritized based on how long they have been homeless (chronicity). Add a Housing History record to match how long the individual or household members have been homeless. Ensure that this information is added for each member of the household (including dependent children).		

SECTION D: DEMOGRAPHIC INFORMATION:

Gender Identity	☐ Male ☐ Female ☐ 2-Spirit	☐ Unknown ☐ Transgender: male to female ☐Transgender: female to male	☐ Non-Binary ☐ Not Listed ☐ Undeclared/Refused
Service in Military or RCMP:	☐ Canadian Armed Forces- Regular or Reserves ☐ Veteran - Civilian ☐ Veteran - Allies ☐ Don't Know		☐ Former (or current) RCMP ☐ Not a Veteran ☐ Decline to Answer
Indigenous Status	☐ First Nations ☐ Métis ☐ Inuit ☐ Non-Indigenous		☐ Non-Status (Indigenous but without Status) ☐ Self-Identify (Indigenous ancestry) ☐ Don't Know ☐ Decline to Answer
Citizenship/ Immigrant Status	☐ Canadian Citizen – Born in Canada ☐ Permanent Resident ☐ Student Visa ☐ Work Visa ☐ Visitor Visa		☐ Canadian Citizen – Born Outside of Canada ☐ Refugee ☐ Refugee Claimant ☐ Other: Click or tap here to enter text.
Geographic Region:	What municipality is client/household currently staying in: Click or tap here to enter text.		

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Country of Birth:	
Clients Language(s) of Service:	

SECTION E: FINANCIAL PROFILE

Income Source(s)	Amount	Expenses	Amount	Assets	Amount
	$		$		$
	$		$		$
	$		$		$
	$		$		$
	$		$		$

PLEASE NOTE: If individual or household is currently homeless (emergency shelter, couch surfing, sleeping unsheltered) complete the
Coordinated Access Nipissing (CAN) Homelessness Information Assessment

Section F: FAMILY INFORMATION

Is there anyone staying with you tonight who is a part of your household?	☐ Yes	☐ No

Family Member #1

Relationship to Head of Household:		
Consent:	☐ Coordinated Access ☐ Inherited (for dependents)	☐ Declined-Anonymous

First Name:	Last Name:		
Alias:	Identify confirmed with ID?	☐ Yes	☐ No
Date of Birth:	Age:		

Gender Identity	☐ Male ☐ Unknown ☐ Non-Binary ☐ Female ☐ Transgender: male to female ☐ Not Listed ☐ 2-Spirit ☐ Transgender: female to male ☐ Undeclared/Refused
Disability/Barriers/Medical Issues:	
Veteran Status:	
Indigenous Status:	
Citizenship/Immigrant Status:	
Country of Birth:	

Family Member #2

Relationship to Head of Household:		
Consent:	☐ Coordinated Access ☐ Inherited (for dependents)	☐ Declined-Anonymous

First Name:	Last Name:		
Alias:	Identify confirmed with ID?	☐ Yes	☐ No
Date of Birth:	Age:		

Gender Identity	☐ Male ☐ Unknown ☐ Non-Binary ☐ Female ☐ Transgender: male to female ☐ Not Listed ☐ 2-Spirit ☐ Transgender: female to male ☐ Undeclared/Refused
Disability/Barriers/Medical Issues:	
Veteran Status:	

Indigenous Status:	
Citizenship/Immigrant Status:	
Country of Birth:	

Family Member #3			
Relationship to Head of Household: Click or tap here to enter text.			
Consent:	☐ Coordinated Access	☐ Inherited (for dependents)	☐ Declined-Anonymous
First Name:		Last Name:	
Alias:		Identify confirmed with ID?	☐ Yes ☐ No
Date of Birth:		Age:	
Gender Identity	☐ Male ☐ Female ☐ 2-Spirit	☐ Unknown ☐ Transgender: male to female ☐ Transgender: female to male	☐ Non-Binary ☐ Not Listed ☐ Undeclared/Refused
Disability/Barriers/Medical Issues:			
Veteran Status:			
Indigenous Status:			
Citizenship/Immigrant Status:			
Country of Birth:			

Family Member #4			
Relationship to Head of Household:			
Consent:	☐ Coordinated Access	☐ Inherited (for dependents)	☐ Declined-Anonymous
First Name:		Last Name:	
Alias:		Identify confirmed with ID?	☐ Yes ☐ No
Date of Birth:		Age:	
Gender Identity	☐ Male ☐ Female ☐ 2-Spirit	☐ Unknown ☐ Transgender: male to female ☐ Transgender: female to male	☐ Non-Binary ☐ Not Listed ☐ Undeclared/Refused
Disability/Barriers/Medical Issues:			
Veteran Status:			
Indigenous Status:			
Citizenship/Immigrant Status:			
Country of Birth:			

Family Member #5			
Relationship to Head of Household:			
Consent:	☐ Coordinated Access	☐ Inherited (for dependents)	☐ Declined-Anonymous
First Name:		Last Name:	
Alias:		Identify confirmed with ID?	☐ Yes ☐ No
Date of Birth:		Age:	
Gender Identity	☐ Male ☐ Female ☐ 2-Spirit	☐ Unknown ☐ Transgender: male to female ☐ Transgender: female to male	☐ Non-Binary ☐ Not Listed ☐ Undeclared/Refused
Disability/Barriers/Medical Issues:			

Veteran Status:	
Indigenous Status:	
Citizenship/Immigrant Status:	
Country of Birth:	

Family Member #6			
Relationship to Head of Household:			
Consent:	Coordinated Access	Inherited (for dependents)	Declined-Anonymous
First Name:		Last Name:	
Alias:		Identify confirmed with ID?	☐ Yes ☐ No
Date of Birth:		Age:	
Gender Identity	☐ Male ☐ Female ☐ 2-Spirit	☐ Unknown ☐ Transgender: male to female ☐ Transgender: female to male	☐ Non-Binary ☐ Not Listed ☐ Undeclared/Refused
Disability/Barriers/Medical Issues:			
Veteran Status:			
Indigenous Status:			
Citizenship/Immigrant Status:			
Country of Birth:			

APPENDIX I: Coordinated Access Nipissing (CAN) Homelessness Information Assessment (HIA)
(Version 5: April 2023)

If the individual/household is currently homeless (emergency shelter/overflow, couch surfing, unsheltered location) please complete all sections below.

HOUSING NEEDS			
We are trying to understand the different kinds of homes that people are looking for. We would like to create more options. In an ideal world, where would you like to call home?			
Which of the following communities in Nipissing District would you be interested living in? (select all that apply):			
☐ North Bay	☐ Sturgeon Falls	☐ Mattawa/Mattawan	☐ West Nipissing- Other (Field, Verner, Lavinge, Cache Bay, Crystal Falls etc.)
☐ East Ferris (Corbeil, Astorville)	☐ Chisholm	☐ Temagami	☐ East Nipissing (Bonfield, Calvin, Rutherglen, Papineau-Cameron etc.)
☐ South Algonquin (Whitney)	☐ Nipissing First Nation	☐ Bear Island First Nation	☐ Unincorporated Nipissing North/South (Redbridge, Thorne, Tilden Lake)
☐ Nearby but Outside of Nipissing District (Powassan, Callander etc,)			

Does anyone in the household require an accessible housing unit/home?		☐ Yes	☐ No
How many people live in the household:	**Adults:**	**Children (under 16 years of age):**	
How many bedrooms are needed based on household size? (select all that apply):			
☐ Room Rental	☐ Bachelor	☐ 1 Bedroom	☐ 2 Bedroom
☐ 3 Bedroom	☐ 4 Bedroom	☐ 5 Bedroom	☐ 6 Bedroom
Would you be interested moving into a congregate living environment? (ex. Northern Pines, Future's, Suswin Village etc.)		☐ Yes	☐ No
Do you have a pet?		☐ Yes	☐ No
Do you have a vehicle and require parking?		☐ Yes	☐ No

BARRIERS IMPACTING HOMELESSNESS					
Do you or a member of your household experience any of the following barriers?					
Mental Health/Illness	☐ Yes	☐ No	Substance Use	☐ Yes	☐ No
Developmental/ Cognitive Disability	☐ Yes	☐ No	Physical Disability (including visual/hearing impairment)	☐ Yes	☐ No
Acute/Chronic Medical Condition	☐ Yes	☐ No	Other:		
Would anyone in your household benefit from support(s) in order to successfully maintain housing?				☐ Yes	☐ No
If yes, please describe the types of support(s) that may be needed:					
☐ Mental Health Supports	☐ Substance Use Supports		☐ Transitional Supports	☐ Brain Injury Supports	
☐ DSO Related Supports	☐ Physical Accessibility Supports		☐ Trusteeship	☐ Budgeting/Financial	
☐ No Supports Needed	☐ Employment Skills/Supports		☐ Medical/Health Related Supports	☐Tenancy Related Supports (Rent Smart etc.)	

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Do you or a member of your household identify as a member of the LGBTQ2S+ community?	☐ Yes	☐ No

In the last 60 days have you or a member of your household been discharged from or left:

☐ Correctional/Jail	☐ Treatment-Medical	☐ Treatment- Mental Health/Addictions

Date of Discharge from Institutional setting: _____ (YYYY/MM/DD)

In the last 60 days have you or a member of your household been displaced from home due to:

☐ Fire/Flood	☐ Unsafe Housing (mold, condemned building etc.)	☐ Fear for Personal Safety (Physical/Sexual Abuse)
☐ Psychological/emotional abuse	☐ Financial Abuse	

Date of Displacement: _____ (YYYY/MM/DD)

LOCAL QUESTIONS	
How long have you lived in Nipissing District?	_____ (YYYY/MM/DD)
If you have lived in Nipissing District for 10 years or less, please complete the next 3 questions:	
Where did you live before coming to Nipissing District?	
What was the main reason(s) that you came to Nipissing District?	
How did you arrive in Nipissing District?	

Staff Use only:

➢ Please add the information on this form to the individual or head of household's HIFIS 4.0 profile within **five business days.**

➢ Add all responses to Client Information > Client Details > Custom Tables section of the individual/ head of household's HIFIS 4.0 profile.

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APPENDIX J: Coordinated Access Nipissing (CAN) Priority Matrix
(Version 2: July 2024)

Allocation of Priority Score Points

All information in the CAN Intake and Homelessness Information Assessment must be added to someone's HIFIS profile. The BNL Priority Score is only applied to people who are over the page of 16 and are eligible to be on the CAN Priority List. This means that they

1) Consented to share their name with Coordinated Access Nipissing and have Coordinated Access + Explicit listed as their Consent type in HIFIS
2) Their HIFIS profile is currently active, meaning their profile was either created or a 'Client Management' record was added in the last 60 days
3) Their Housing History module currently lists them as homeless.

Age	Indigenous Status	Length of Time Homeless (Chronicity over 1 year or 3 years)	Housing History Location	Mental Health	Developmental/Cognitive Disabilities	Physical Disabilities	Acute/ Chronic Medical Conditions	Substance Use	Recent Institutional Discharge (in last 60 days)	Fleeing Violence and/or Victimization (in last 60 days)	Environmental Displacement (in last 60 days)	Member of LGBTQ2S+ Community	Overall Assessment Score based on Priority Matrix

1 point if between the ages of 16-24, Otherwise 0 points	1 point if identifies as (Metis, First Nations on/off Reserve, Inuit, Self Identifies, Otherwise, 0 points	2 points if chronically homeless, Otherwise, 0 points,	3 Points if Housing Type is: Makeshift or Street/vehicle/encampment or campsite/abandoned building, 2 points if Housing Type is Emergency Shelter, Violence Against Women-Emergency Shelter, or Couch-Surfing, 1 point if Housing	2 points if yes, Otherwise, 0 points	1 point if yes, Otherwise, 0 points	1 point if yes, Otherwise, 0 points	2 points if yes, Otherwise, 0 points	2 points if yes, Otherwise, 0 points	1 point if yes (Discharged from Correctional/Jail; Discharged from Treatment-Medical; or Discharged from Treatment-Mental Health) and recent within last 60 days (based on todays date), Otherwise, 0 points	1 point if Financial ABUSE within the last 60 days (based on todays date); 2 points if Psychological/emotional Abuse within the last 60 days (based on today	2 Points if "Fire/Flood" or "Unsafe Housing (mold, condemned building etc,) within last 60 days, Otherwise, 0 points.	1 point if yes, Otherwise 0 points.	**Total Number of Points out of 22**	Low Acuity is 1-3 Points	Medium Acuity is 4-9 Points	High Acuity is 10+ Points

			History Type is any of the Transitionally Housed options (jail, hospital, treatment, detox etc.) Otherwise, 0 points					s date); 3 points if fear for Fear for Personal Safety within the last 60 days (based on todays date); Otherwise, 0 points.	

APPENDIX K: Housing Resource Inventory Form (HRAF)
 (Version 5: April 2023)