

# Coordinated Access Update October 2020

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**Presented at:** TAEH-SSHA Housing and Homelessness Forum

**Date:** October 7, 2020



# What work has been happening?

1. Launching **SMIS enhancements** to support front-line staff and Coordinated Access implementation
2. Connecting people to RGI housing through the **Rapid Housing Initiative**

# SMIS Enhancements

## Why did we make these changes?

- To support a transition towards a more user-friendly, client-centred, and housing-focussed information management system.
- Balance between addressing important issues in SMIS and quick implementation
- To advance the development of a Coordinated Access approach to service delivery and connection to housing, in line with Federal Reaching Home funding directives.
- To enable more accurate and fulsome data collection to inform Toronto's By Name List and represent the first step in expanding demographic fields to better represent those using Toronto's shelter system.

# SMIS Enhancements

## Changes informed by

- Federal Reaching Home directives for CA
- Research on jurisdictions operating HMIS Systems
- Consultations with stakeholders across a variety of shelters
- Focus groups, interviews, client journey mapping, on-site observations
- SMIS Demos and feedback through SSHA staff and leadership
- Meetings with NSSM providers piloting new intake form
- Expert advice/input: TICAB, 2-Spirited People of the 1st Nations, TAEH, TSN, the City's Data for Equity unit, SSHA's CABR Committee, the Toronto Newcomer Office

# SMIS Enhancements

## Summary of key changes

### Global Release

- Mandatory, updated Indigenous identity field
- Updated Gender Dropdown
- Enhanced Client Summary Screen
- Displayed Total # of Bed Nights
- “Chronically Homeless” Flag
- Discharge Fields Editable for 2 weeks
- Improved Case Notes Usability
- Improved display of OW/ODSP data from SAMS for DOS intake
- New Referral Message with information about program

# SMIS Enhancements

## Summary of key changes

### Pilot release

**New SMIS intake that integrates an initial assessment and additional demographic questions:**

- Pronoun (free text)
- Contact information for client
- Client Details (incl. Indigenous identity, racial identity, veteran status, refugee status)
- Support Details with triage
- Housing Essentials
- Client's Contacts



# Rapid Housing Initiative

# Overview

The Rapid Housing Initiative (RHI) is a pilot project in partnership with TCHC to permanently move eligible, low support, shelter clients into vacant TCHC units

- Temporary measure during COVID -19
- To help alleviate stress on the shelter system



# Partnerships

- **TCHC**
- **Furniture Bank**
- **Follow-up Support Agencies**
  - 18 agencies throughout GTA
- **TESS / Housing First**
  - Expedited HSF process (3staff) / expedited Bridging Grant process (1staff)
- **Office of Partnerships Donations**
  - Over \$1,200,200 in product and gift cards donated to RHI and Regent Park Project

# Eligibility

- Be eligible for RGI housing
- Have an active application in TAWL
- Be currently living in a shelter and on the By Name list
- Completed Housing Support Screening Tool
- Be willing to accept Follow-up Supports and rent pay direct
- Require Low follow-up supports

# Matching/Connecting

- Identify shelters through an internal list
- Match clients on the BNL to vacant TCHC units
- Prioritize high occupancy shelters whenever possible

# Total Number of Clients Housed to Date

As of October 1<sup>st</sup>, 2020

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<b>Total Number of Individuals Housed</b>	<b>361</b>
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- VAW allocated units 14
  - Total Number of Units from TCHC 404
-



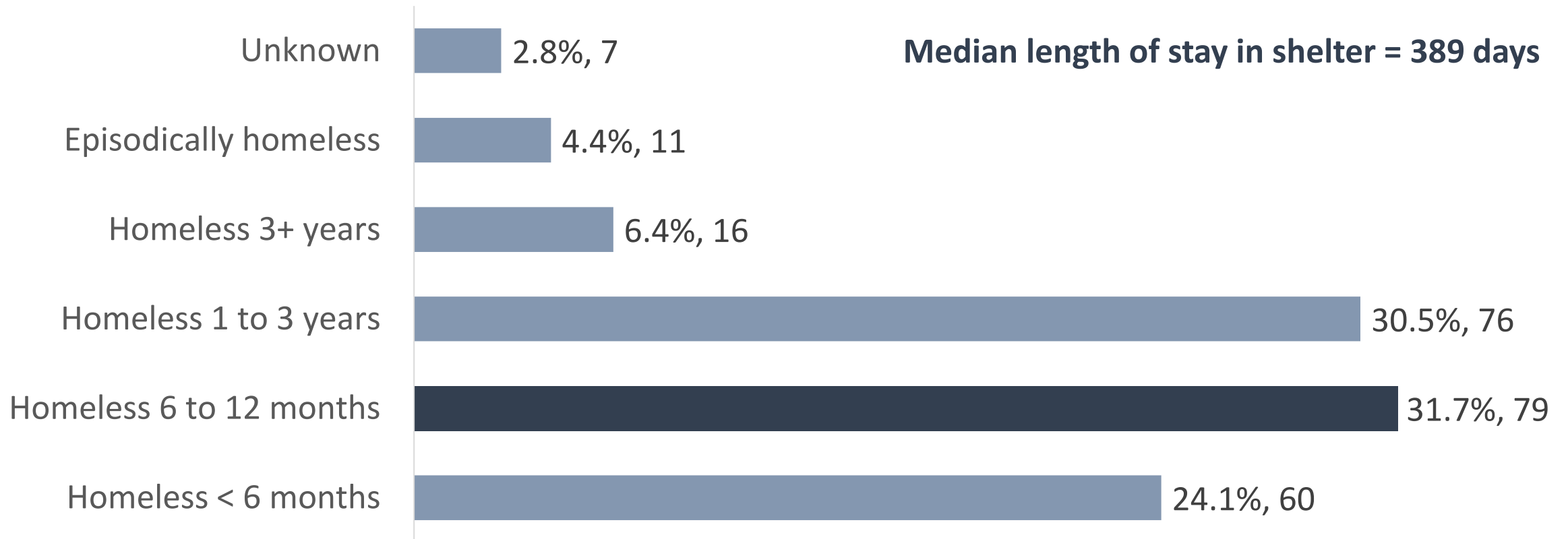
# Rapid Housing Initiative

Profile of Clients Housed\*

*\*based on 249 households housed up to September 14*

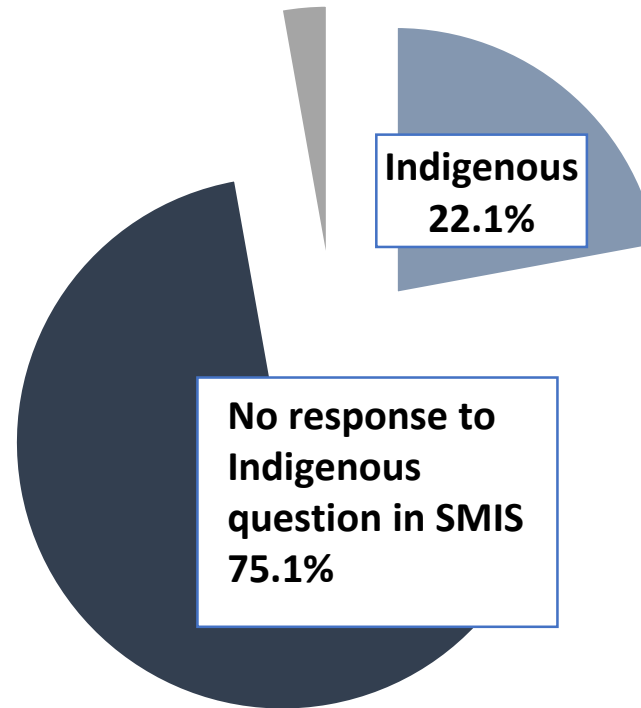
# 73% of RHI clients are chronically homeless (based on SMIS bed nights)

Rapid Housing Clients Length of Homelessness:



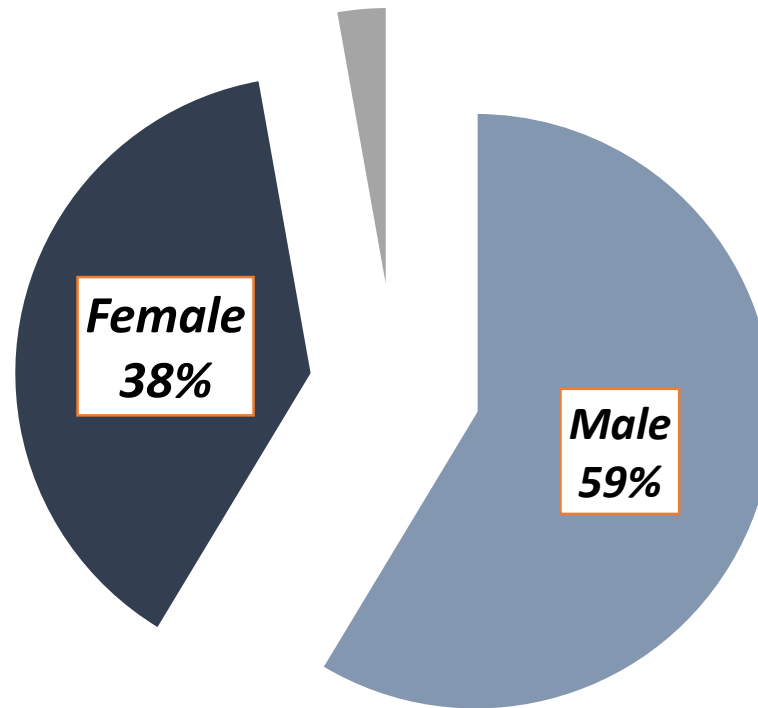
# 22% of RHI clients identify as Indigenous (based on optional SMIS question)

Indigenous Identity of Rapid Housing Clients:



# 59% of RHI clients identify as male

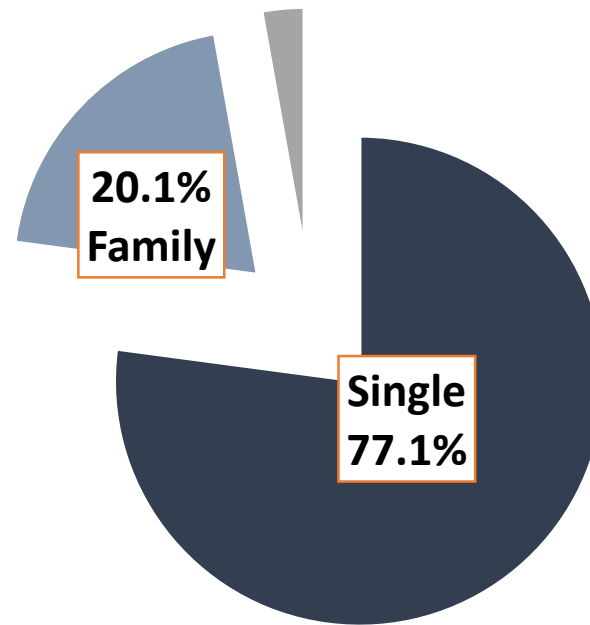
Gender of Rapid Housing Clients:





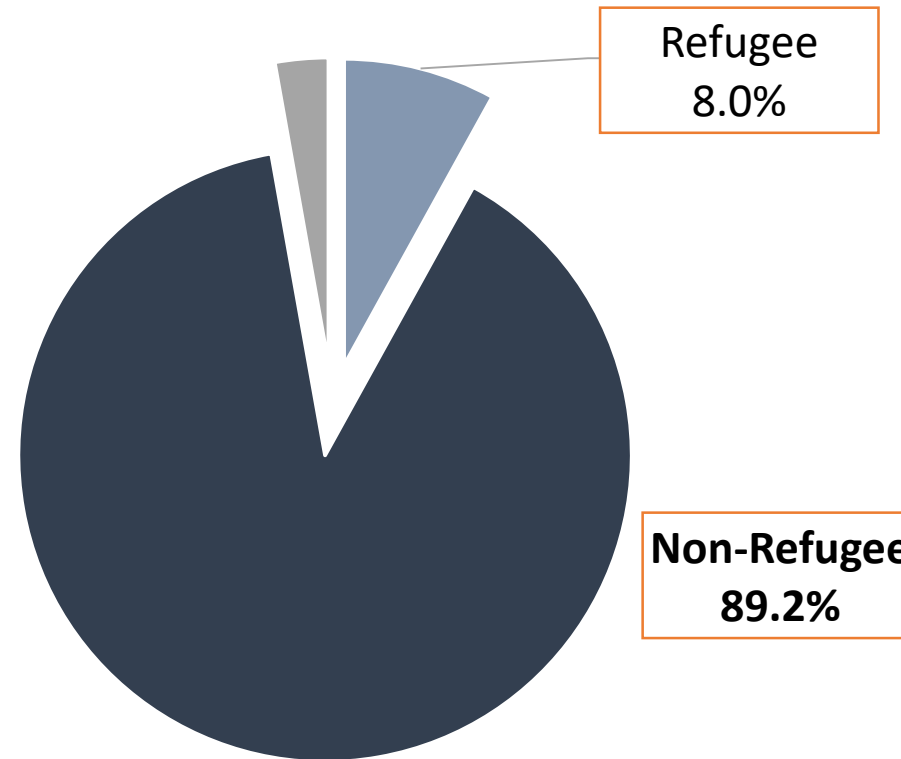
# Roughly 3 out of 4 RHI clients are single

Family Size of Rapid Housing Clients:



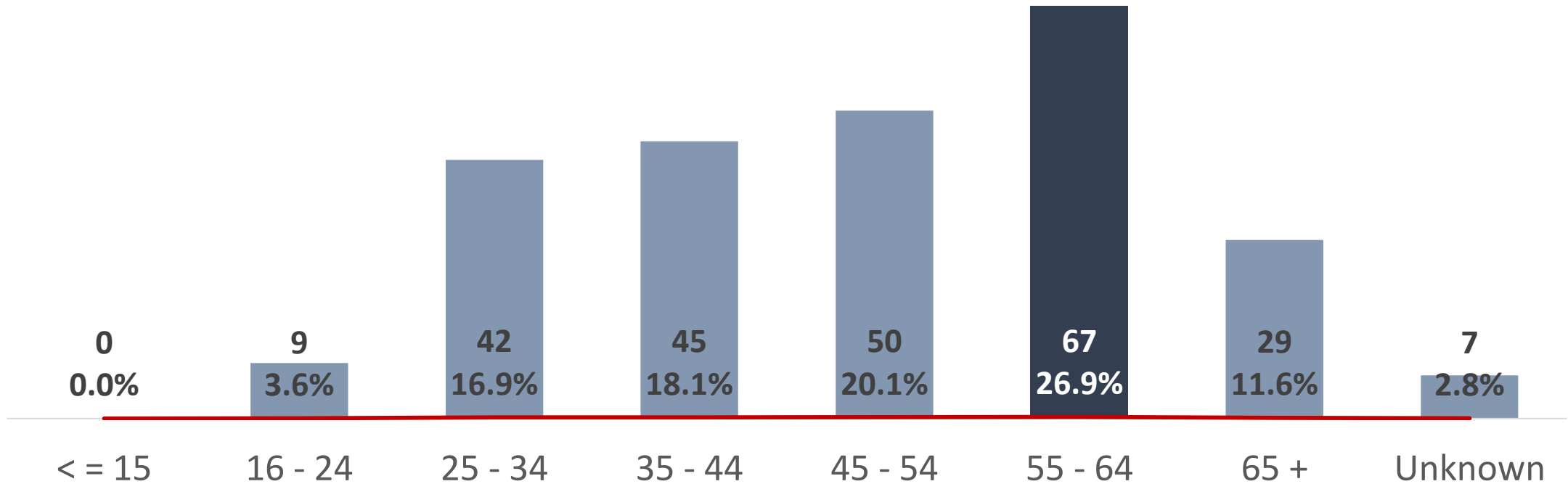
# Almost 90% of RHI clients are non-refugees

Refugee Status of Rapid Housing Clients:

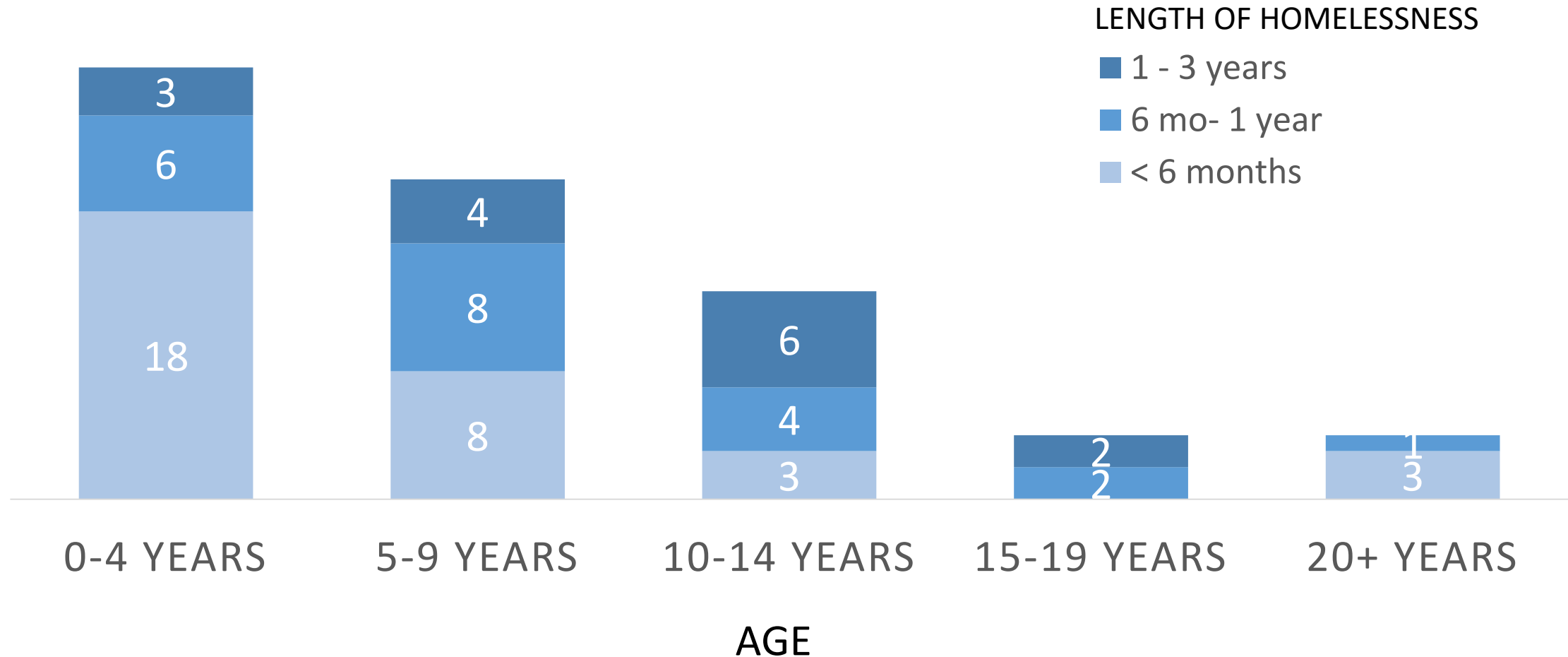


# 41% of RHI clients are seniors (55 years or older)

Age of Rapid Housing Clients:



# 40% of dependents were < 5 years old 33% experienced chronic homelessness





*Questions?*