



Webinar Session November 2024

By Name Data, Coordinated Access & Getting Shelter Guests 'Document Ready'

An Introduction



Land Acknowledgement

I acknowledge that I am situated on the traditional lands of the Haudenosaunee, Anishinaabek, Lunaapeewak and the Neutral (Attawandaron) peoples.

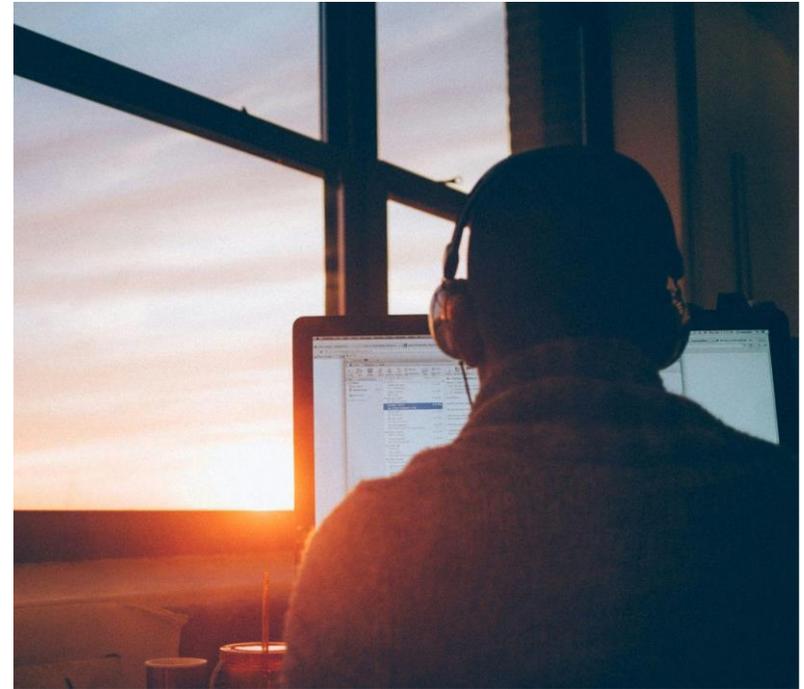
I honour and respect the history, languages and culture of the diverse Indigenous people who call this territory home.

I am grateful to have the opportunity to live, work, and play on this land.



Housekeeping Items

- ✓ Please mute your computer.
- ✓ Attendees can ask questions at any time in the Q&A.
There will be time at the end to respond to your questions.
- ✓ Webinar and slides will be posted on the CSTN website following the session. transformshelter.ca
- ✓ Session will be 90 min. (max)



Introduction to Presenter



Outline for Today

1. Introduction & Housekeeping

- Mission of CSTN
- Proposed Scope & Activities
- Goal of the Webinar Series

2. Presentation

- Introduction to By Name Data, Coordinated Access and 'Document Readiness'
- Application in Shelter

3. Q&A with Kevin Webb

3. What's Next

- Agenda for 2024/25

4. Questions



Housing Focused Shelter Transformation Research & Evaluation

- Link to survey:

- **English** -
https://survey.ucalgary.ca/jfe/form/SV_5drGhNjtdGyU6ea



- Link to survey:

- **French** -
https://survey.ucalgary.ca/jfe/form/SV_egi3FwopWjxj8xM





Our Mission

The Canadian Shelter Transformation Network is a network of homeless shelter leaders and organizations committed to becoming housing-focused and engines for ending homelessness.





Who We Are - Scope & Activities

Resource Development & Capacity Building

- Collecting and posting shelter-based resources
- Developing research and toolkits to support shelter transformation
- Developing a Community of Practice
- Developing a set of national guidelines and certification for housing-focused shelter

Advocacy & Policy

- Articulating a housing-focused role for shelters in ending homelessness
- Acting as a the voice of shelters in the media and in policy discussions



Support - How CSTN Can Assist

Series of webinars delivered by CSTN, other shelter providers and inspiring agents of change

Key Elements to operating an effective shelter

Self-Assessment tools to assess your shelter and its progress to being housing-focused and low barrier

Sharing tools and opportunities for peer learning from members that can assist with implementing change in your shelter

CSTN Support Where to find our tools

Go to CSTN website: transformshelter.ca





Goal of the Webinar Series

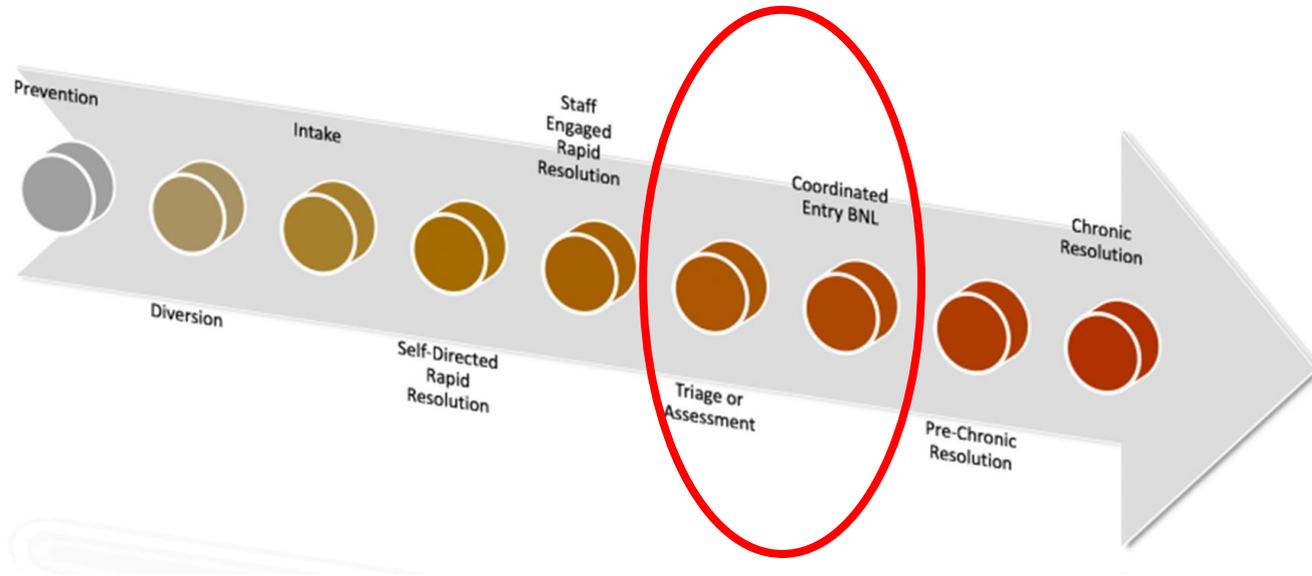
- **Strengthen** shelter services to improve housing outcomes for individuals and families experiencing homelessness across Canada
- **Align** emergency shelters' goals with those of the broader community's goals in which they are situated
- **Provide** low barrier, safe and housing-focused shelter
- **Establish** clear service expectations for shelter guests wherever they may seek shelter

Webinar Series - Proposed Topics for 2024/25

Session Topic	Date
By Name List, Coordinated Access & Getting Shelter Guests 'Document Ready'	Nov. 27, 2024
Impressions of Safety and Potential Barriers to Address	Dec. 18, 2024
Motivational Interviewing and Assertive Engagement in a Shelter Setting: Rolling with Resistance to the Re-Housing Process	Jan. 29, 2025
Shifting Roles of Shelter Staff	Feb. 26, 2025
Change Management: The Role of Leadership Understanding Change Management in the Shelter Transformation Process	Mar. 26, 2025
External Health & Community-Based Partnerships with Low Barrier Housing-Focused Shelters	Apr. 30, 2025
Make the Most of Your Meetings: Action Oriented Care Conferencing in Low-Barrier Housing-Focused Shelters	May 28, 2025



Today's Topic Where does it fit in our system?



By-Name Data





What is By-Name Data?

A **real-time list of all people experiencing homelessness** in our community.

☑ **Household/individual level:**

- Supports coordinated access and prioritization for services/supports
- Know all individuals 'by-name'

☑ **Systems level:**

- Provides an understanding of homeless inflow and outflow

*It is not a chronological 'wait list' and it is not connected to only one program.

Updating By-Name Data

For a By-Name-List to work effectively, the information on it needs to be:

- ✓ Accurate
- ✓ Current
- ✓ Continual

We don't check the Weather Network once a year to see if it's going to rain.

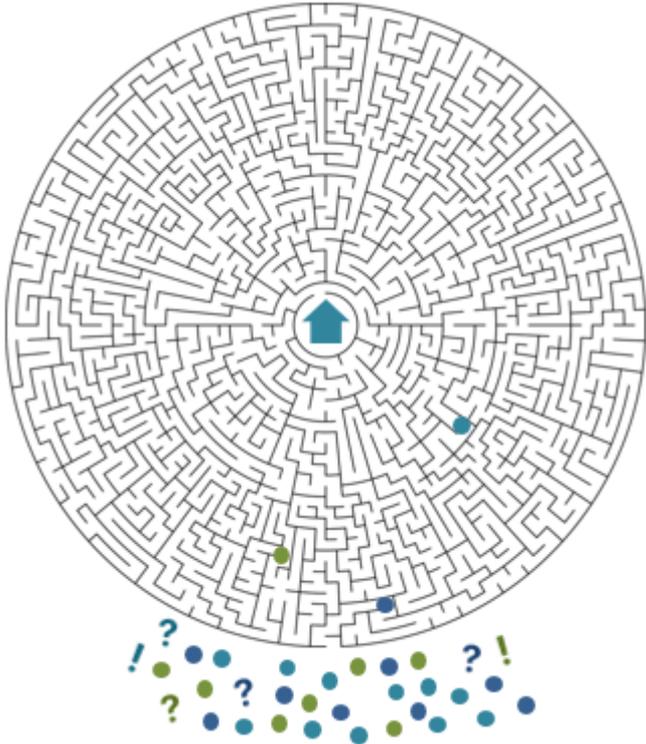
We can't support individuals properly based on one-time information.



Coordinated Access



Service Provision: How we've historically operated



- ✓ No (or limited) triaging based on level of need or priority
- ✓ Limited ability to ensure that people are getting connected to the right services at the right time
- ✓ Much dependent on who you know, and how well they can navigate
- ✓ Often times first come, first served



What is Coordinated Access?

At the most basic level...

CA is a process to get the right person/family to the most appropriate housing intervention, in the right order, using a common assessment tool and agreed upon prioritization and matching processes.

Homelessness Response System

Demand Data

**Process to assess,
prioritize, and match**

Supply Data

By-Name-List

- ✓ Quality list of all people experiencing homeless
- ✓ Person-level data for CA
- ✓ Aggregate data for systems-level understanding

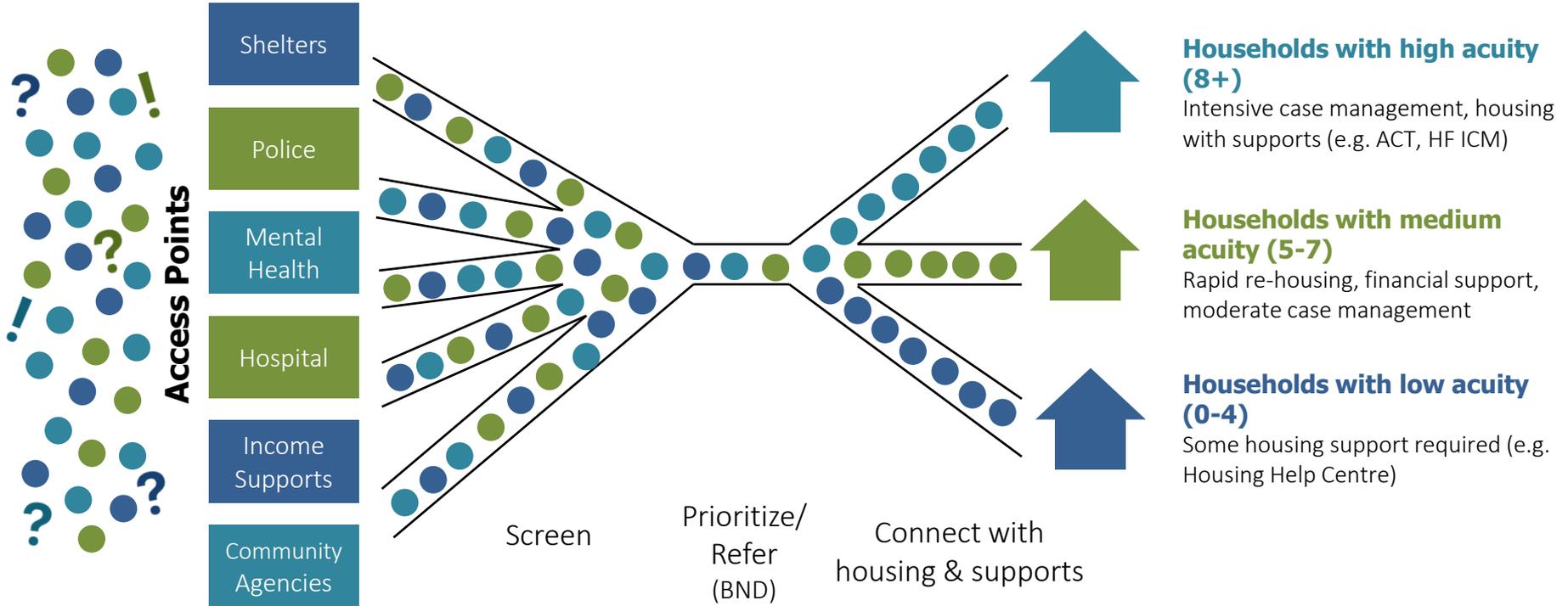
Coordinated Access

- ✓ Standardized, coordinated process for matching housing interventions to people on the BNL

Housing Resource List

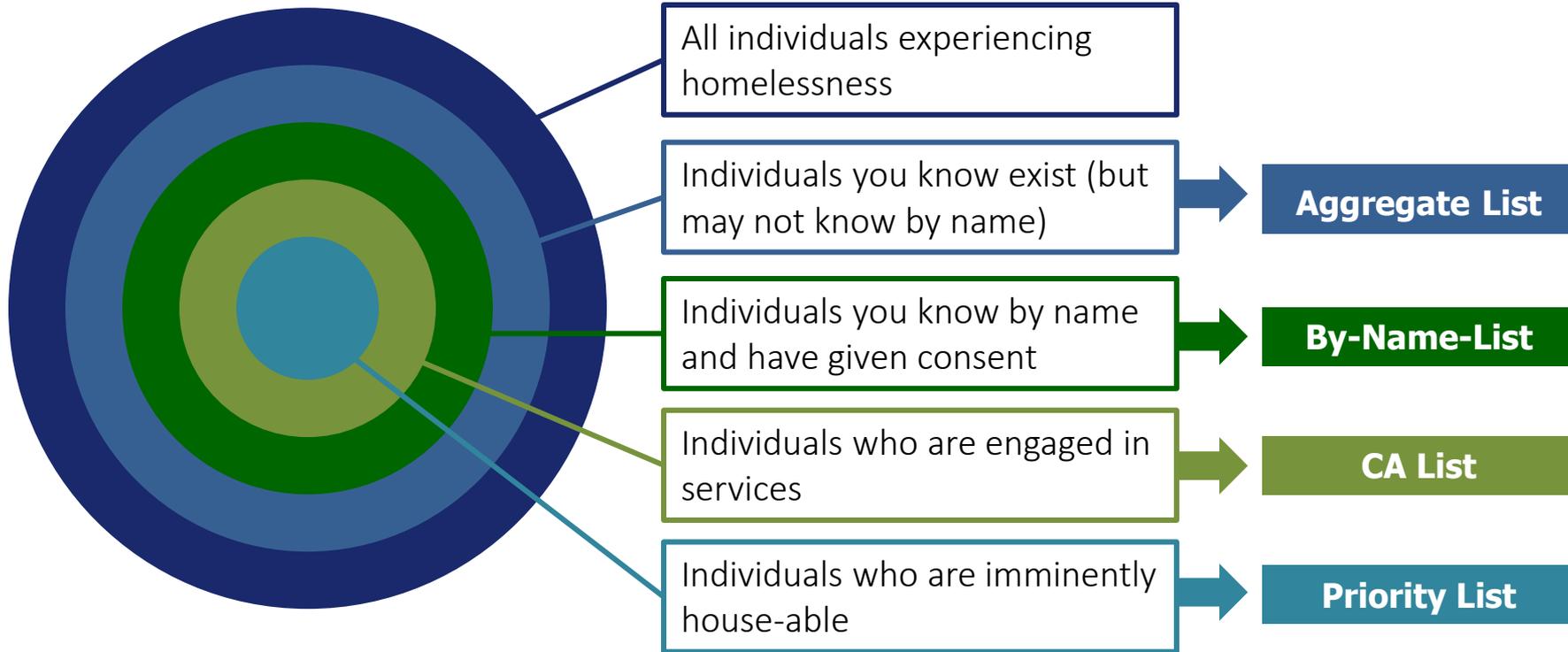
- ✓ Quality list of all housing resources and interventions in a community
- ✓ Mapping and managing of housing intervention data

Coordinated Access System: Creating flow



Coordinated Access Creating a Flow





Source: OrgCode Inc.



Getting Shelter Guests 'Document Ready'





What is 'Document Readiness'?

Refers to:

The process of ensuring that individuals or households experiencing homelessness have all the necessary documentation to qualify for housing programs or services.

Activities can include:

- Securing essential documents
- Proactive support
- Document storage and accessibility



Document Readiness

Why does it matter?

- Eligibility Verification
- Reducing Delays
- Equity



Document Readiness

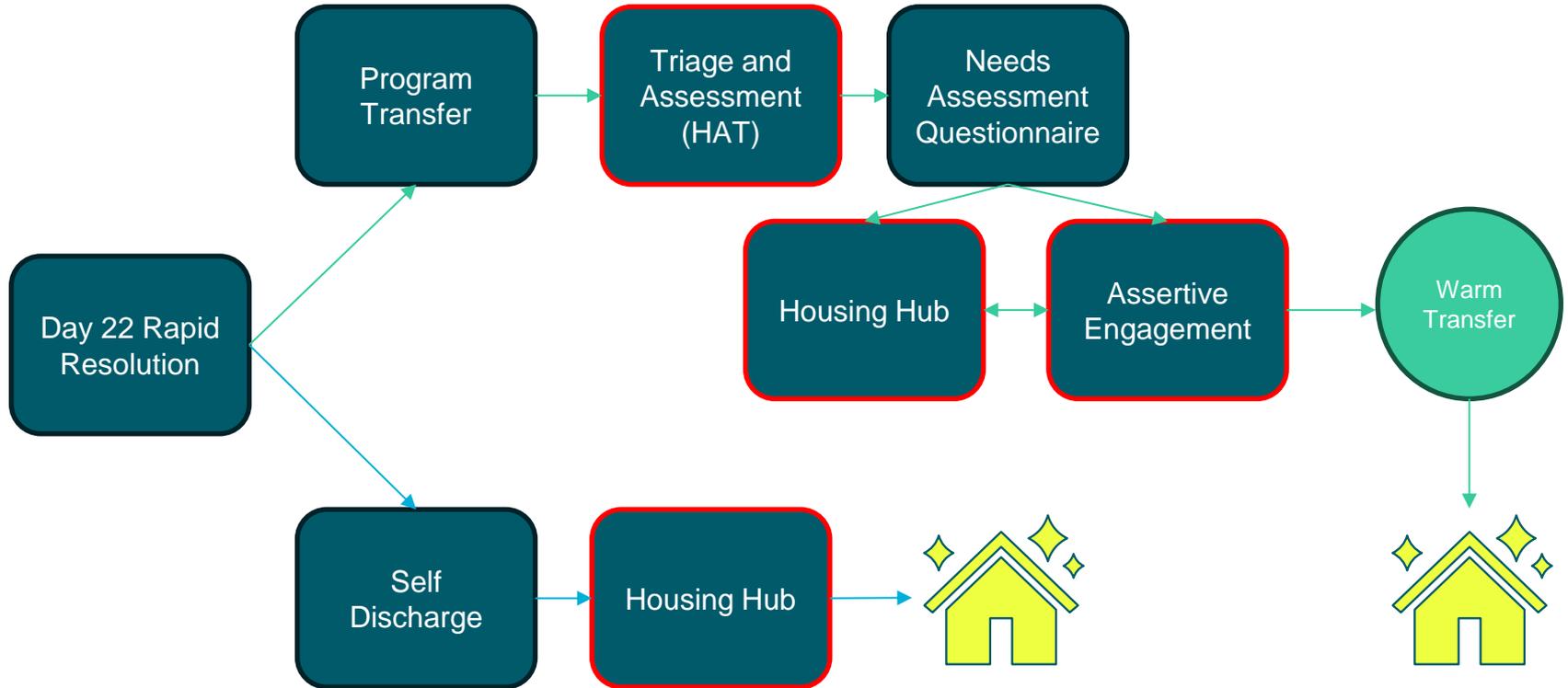
Some practices to incorporate:

- Standardized Checklists
- Early Assessment
- Cross-Agency Collaboration
- Flexibility

Document Readiness at the DI



The Calgary Drop-In Centre



The Calgary Drop-In Centre

Triage and Assessment (HAT)

- Data driven assessment tool
- “Assigns” a housing stream
- Stepping off point for housing work
- Done prior to NSQ
- Included is the Guest Needs Assessment

Assertive Engagement

Assertive engagement is a proactive approach to building relationships and providing support

- Dedicated Staff
- Internal by-name list & tracking
- Continuous collaboration with CAA

Housing Hub

- The 7-11 of Housing
- Staffed by dedicated workers
- Increased availability to check in to CAA
- Access to other supports and housing options

Access to Services

- Onsite access to ID and Tax services
- Onsite access to income supports

The Calgary Drop-In Centre

Warm
Transfer

Demographics

Name				DOB	
Phone			Email		
Gender		Pronouns			
Emergency Contact			Phone		

DI Contact

DI Case Manager					
DI Case Manager Phone					
DI Case Manager Email					

Identification Information

Identification Type	Yes/No	Number	Copy Attached
Personal Health Care Number			
Drivers Licence			
Birth Certificate			
Provincial ID Card			
Passport			
Status Card			

Financial Information

Banking Institution					
Institution Branch					
Income Support Worker			Phone		
Income Source			Monthly Amount		
Taxes completed present year			Last Year Completed		

Medical Information

Prescribed Medication			
Dispensing Pharmacy			
Family Doctor			
Family Doctor Clinic			
Physical Health Diagnosis			
Mobility Issues			
Mental Health Doctor			
Mental Health Doctor Clinic			
Mental Health Diagnosis			
Community Treatment Order		Contact	
Next Community Treatment Meeting			
Other Professional Medical Supports			
Medical Goals			

Substance Use Information

Interested in sobriety support			
Current Addiction Supports			
Previous Tx/Addictions Supports			
What worked well?			
What did not work well?			
Sobriety Goals			
Primary DOC			
Secondary DOC			
Comfort level using NARCAN			
Overdose in last 6 months		If yes how many times	

The Calgary Drop-In Centre

Behavioural Profile

Rapport Building Insight	
Social Profile	
Client Hobbies/Interests	
Prompts or Reminders Needed	
Past Employment History	
Employment Goals	
Journey at the DI	
Other	

Additional Goals

Goal	Actions

Housing History

Last Time Housed		Length	
What worked well			
What did not			
Housing Goals			
Housing Supports			
Crisis Plan Completed		Attached	
Budget Completed		Attached	
Move-Out Package Completed			
Additional Comments			

Individuals Comments	
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Thank You!



**CANADIAN SHELTER
TRANSFORMATION NETWORK**

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Find CSTN Group on Facebook