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Simcoe County Coordinated Access

A Guide to Implementation

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Land Acknowledgement

OrgCode Consulting Inc. acknowledges the land on which this Guide has been prepared is the traditional territory of the Haudenosaunee and Anishinaabe. This territory is covered by the Upper Canada Treaties, and is within the lands protected by the “Dish with one Spoon” wampum agreement.

Guide to Implementation Acknowledgements

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Authorship

Coordinated Access in Simcoe County: A Guide to Implementation was prepared by OrgCode Consulting Inc. (“OrgCode”). Errors and omissions of the original submission are those of the authors. Upon submission to the Simcoe County Alliance to End Homelessness (SCATEH) Steering Committee, the document may be edited or updated as they see fit.

Introduction

Simcoe County is required to have Coordinated Access as a condition of receiving *Reaching Home* funding from the Government of Canada. The purpose of this document is to outline Coordinated Access implementation in Simcoe County in a manner that is consistent with the *Reaching Home* requirements, and which leverages the unique strengths and opportunities that exist in the very large and diverse community.

This document lays out Coordinated Access implementation for programming within Simcoe County using the Designated Communities investment. In alignment with federal expectations and respected sovereignty, the Indigenous Community through their own federal funding, is responsible for Coordinated Access concerning Indigenous People experiencing homelessness. Discussions facilitated with Indigenous partners focused on aligning practices and principles, where possible.

This document was prepared with input from a broad range of community stakeholders, including 26 key informant interviews and 114 community partners, as well as a review of previous Coordinated Access work undertaken in the community previously.

Coordinated Access Requirements

The following is required for successful implementation of Coordinated Access

- A leadership and governance structure, with a Coordinated Access Lead
- Access points so that people can get onto the By Name List
- Established priorities for intensive and moderate support services, organized by population group (individual adults, unaccompanied youth, families)
- Triage and further assessment as required, relative to community priorities
- Maintenance of the By Name List, and subsets of that List of who is active, and ‘paper ready’¹ for housing
- Mechanism for knowing where there are vacancies on caseloads or in housing to match individual adults, unaccompanied youth, or families from the By Name List
- Matching and housing access² at move-in
- Opportunity to transfer people from one program to another in a client-centred manner, when viable

This implementation guide outlines how Simcoe County meets all of these requirements in Coordinated Access moving forward.

¹ Different housing providers and landlords can have different requirements to access housing. Examples include identification and proof of income.

² As identified in the section on Lists required for CAS, upon referral to an appropriate housing program/service, housing access refers to when the household moves from the “Pending Housing” list to the “Housed” list.

Objectives of Coordinated Access

The overarching objective of Coordinated Access is to help the right person/couple/family achieve housing in the right order using a transparent and fair approach to understanding needs and matching to the most appropriate program to provide housing, and if necessary support, assistance.

Other objectives of Coordinated Access are as follows:

- Understand service demands
- Understand characteristics of households experiencing homelessness
- Collect information that will allow for a fulsome business case to increase supply of housing affordable to people of very low income, with accompanying intensive supports when necessary
- Improve accountability within the system of care as it pertains to housing outputs and outcomes
- Identify areas for improved training and enhanced alignment with evidence informed practices
- Elevate choice for people experiencing homelessness in the selection process from the Priority List
- Collectively and transparently reduce and end homelessness in Simcoe County

Community Coordinated Access Principles

Simcoe County’s Coordinated Access approach is guided by these principles³:

SCATEH Simcoe County Alliance to End Homelessness | **BUILT FOR ZERO** SIMCOE COUNTY | **SIMCOE COUNTY** | **Simcoe County Coordinated Access Guiding Principles**

- 1 RIGHT TO HOUSING** We commit to the right to housing. Everyone is housing ready regardless of their needs.
- 2 PERSON-CENTERED** We will continually improve a system that is trauma-sensitive, low-barrier, and culturally safe, informed by the experience of diverse populations and services. We will create solutions that respect the strengths of the individuals, families, and communities accessing services. We will support people in making connections to community and empower them to find and keep housing.
- 3 HONESTY & INTEGRITY** We commit to truthful, open, and clear communication, and acting in the best interests of the people we support. We respect each other's roles in the system.
- 4 EMPOWERMENT** We will provide resources to help people make informed choices and build on their strengths to define their own success.
- 5 COLLABORATION & INNOVATION** Service providers, funders, and people with lived/living experience all have a voice in the system and are part of the team working to end homelessness. We will be flexible, open to new ideas, and work together to help people access the most appropriate services.
- 6 ACCOUNTABILITY & DATA** Real-time data will drive evidence-based solutions that are adaptable and designed specifically for Simcoe County. We will continue to improve the system to reach functional zero.

Governance

Coordinated Access is organized and overseen by SCATEH.

³ Guiding Principles were developed by SCATEH community partners during the summer and autumn of 2019.

Coordinated Access governance structure illustration



SCATEH will form a Coordinated Access Leadership Group. The recommended Leadership Group structure contains the following:

- 4 Executive Directors of Service Providers
 - 1 of whom is an Indigenous organization (serving any or all population groups)
 - 1 of whom is from an organization that serves families
 - 1 of whom is from an organization that serves unaccompanied youth
 - 1 of whom is from an organization that serves individual adults
- 3 people with lived expertise
 - 1 of whom has experienced homelessness or is experiencing homelessness as an unaccompanied youth
 - 1 of whom has experienced homelessness or is experiencing homelessness as an individual adult
 - 1 of whom has experiencing homelessness or is experiencing homelessness as a member of a family
- 1 HIFIS representative
- 1 representative from the County
- Coordinated Access Lead (non-voting chair of Leadership Group)

The Coordinated Access Lead attends the meetings of the Coordinated Access Leadership Group, and participates in discussion, but does not have a say in consensus or voting that occurs to give direction to themselves.

The Terms of Reference for the Coordinated Access Leadership Group is included in Appendix B.

The Coordinated Access Lead sits within Community Connection/211 Central East Ontario. The duties of the Coordinated Access Lead are included in Appendix C.

⁴ Employment and Skills Development Canada. *Reaching Home Coordinated Access Guide*. Her Majesty the Queen in Right of Canada, 2019.

The Coordinated Access Lead convenes, manages and chairs the Coordinated Access Working Group. The Coordinated Access Working Group is recommended to contain the following:

- Coordinated Access Lead
- 4 mid-level managers or supervisors from service providers participating in Coordinated Access
 - 1 of whom is a representative from an Indigenous organization (serving all or any population group)
 - 1 of whom is a representative from a family serving organization
 - 1 of whom is a representative from an organization serving unaccompanied youth
 - 1 of whom is a representative from an organization serving individuals adults
- 4 frontline staff from service providers participating in Coordinated Access
 - 1 of whom is a representative from an Indigenous organization (serving all or any population group)
 - 1 of whom is a representative from a family serving organization
 - 1 of whom is a representative from an organization serving unaccompanied youth
 - 1 of whom is a representative from an organization serving individuals adults
- 3 people with lived experience
 - 1 of whom has experienced homelessness or is experiencing homelessness as an unaccompanied youth
 - 1 of whom has experienced homelessness or is experiencing homelessness as a member of a family
 - 1 of whom has experienced homelessness or is experiencing homelessness as an individual adult
- 1 HIFIS representative
- 3 members at large
- 1 representative from the County

The responsibilities and Terms of Reference for the Coordinated Access Working Group are included in Appendix B.

Homelessness is a Requirement to be Housed and Supported through Coordinated Access

Although homelessness prevention activities are essential to reduce the inflow into the homelessness response system, Coordinated Access is not a prevention program, nor is it a program that rehuses and supports people that are currently housed. The individual adult, unaccompanied youth, or family served through Coordinated Access must meet the federal definition of homelessness⁵, which is defined as follows:

⁵ From the National Housing Strategy, as adopted by *Reaching Home*. <https://www.canada.ca/en/employment-social-development/programs/homelessness/directives.html#h2.2>

HOMELESSNESS IS THE SITUATION OF AN INDIVIDUAL OR FAMILY WHO DOES NOT HAVE A PERMANENT ADDRESS OR RESIDENCE; THE LIVING SITUATION OF AN INDIVIDUAL OR FAMILY WHO DOES NOT HAVE STABLE, PERMANENT, APPROPRIATE HOUSING, OR THE IMMEDIATE PROSPECT, MEANS AND ABILITY OF ACQUIRING IT.

IT IS OFTEN THE RESULT OF WHAT ARE KNOWN AS SYSTEMIC OR SOCIETAL BARRIERS, INCLUDING A LACK OF AFFORDABLE AND APPROPRIATE HOUSING, THE INDIVIDUAL/HOUSEHOLD'S FINANCIAL, MENTAL, COGNITIVE, BEHAVIOURAL OR PHYSICAL CHALLENGES, AND/OR RACISM AND DISCRIMINATION.

One of the stated outcomes intended for Reaching Home is a 50% reduction in chronic homelessness by 2027/28. Chronic homelessness is defined by the Government of Canada as⁶:

REFERS TO INDIVIDUALS WHO ARE CURRENTLY EXPERIENCING HOMELESSNESS AND WHO MEET AT LEAST 1 OF THE FOLLOWING CRITERIA:

THEY HAVE A TOTAL OF AT LEAST 6 MONTHS (180 DAYS) OF HOMELESSNESS OVER THE PAST YEAR

THEY HAVE RECURRENT EXPERIENCES OF HOMELESSNESS OVER THE PAST 3 YEARS, WITH A CUMULATIVE DURATION OF AT LEAST 18 MONTHS (546 DAYS)

CHRONIC HOMELESSNESS INCLUDES TIME SPENT IN THE FOLLOWING CONTEXTS:

STAYING IN UNSHELTERED LOCATIONS, THAT IS PUBLIC OR PRIVATE SPACES WITHOUT CONSENT OR CONTRACT, OR PLACES NOT INTENDED FOR PERMANENT HUMAN HABITATION.

STAYING IN EMERGENCY SHELTERS, INCLUDING OVERNIGHT SHELTERS FOR PEOPLE EXPERIENCING HOMELESSNESS (INCLUDING THOSE FOR SPECIFIC POPULATIONS, SUCH AS YOUTH, FAMILIES, AND NEWCOMERS), SHELTERS FOR PEOPLE IMPACTED BY FAMILY VIOLENCE, AND EMERGENCY SHELTERS FOR PEOPLE FLEEING A NATURAL DISASTER OR DESTRUCTION OF ACCOMMODATION.

STAYING TEMPORARILY WITH OTHERS WITHOUT GUARANTEE OF CONTINUED RESIDENCY OR THE IMMEDIATE PROSPECTS FOR ACCESSING PERMANENT HOUSING, OR SHORT-TERM RENTAL ACCOMMODATIONS (FOR EXAMPLE, MOTELS) WITHOUT SECURITY OF TENURE.

IT DOES NOT INCLUDE SITUATIONS WHERE INDIVIDUALS HAVE ACCESS TO SECURE, PERMANENT HOUSING, WHETHER SUBSIDIZED OR NOT. THE DEFINITION ALSO DOES NOT INCLUDE TIME SPENT IN TRANSITIONAL HOUSING OR IN PUBLIC INSTITUTIONS (FOR EXAMPLE, HEALTH AND CORRECTIONS),

⁶ Developed by *Reaching Home* through consultation with the Homelessness Data Advisory Committee.
<https://www.canada.ca/en/employment-social-development/programs/homelessness/directives.html#h2.2>

ALTHOUGH INDIVIDUALS WHO ARE DISCHARGED INTO HOMELESSNESS FROM TRANSITIONAL HOUSING OR PUBLIC INSTITUTIONS CAN BE CONSIDERED CHRONICALLY HOMELESS IF THEY WERE EXPERIENCING CHRONIC HOMELESSNESS UPON ENTRY TO TRANSITIONAL HOUSING OR THE PUBLIC INSTITUTION.

Community Priorities

Priorities are established by population group. These community priorities are in effect until December 31, 2022. The Government of Canada acknowledges the sovereignty of Indigenous communities to establish their own priorities for Indigenous people experiencing homelessness served through Indigenous organizations. However, to increase the alignment of the community priorities established for the Reaching Home-Designated Communities funding stream to the Reaching Home-Indigenous Communities funding stream, OrgCode consulted with local Indigenous partners to determine if community priorities had yet been established for the Indigenous funding stream and to share the community priorities identified as part of this project⁷. The priority groups and the ranking provided below come directly from the Reaching Home expectations and Community Partners Survey with more than 110 responses.

Individual Adults

Moderate Support Time Limited Engagement	Intensive Support Longer-term or Permanent Engagement
Chronic	Chronic
Indigenous	Indigenous
Survivor of domestic/intimate partner violence	Living with mental illness, chronic illness and/or addiction
Has children in care that will be reunited upon housing acquisition	Unsheltered 3 or more months in the last 12 months
Any documented disability	Homeless 3 or more years out of last 5 years
Frequent service user	55 years old or older

An individual adult will be a priority for moderate support with time-limited engagement (e.g., Rapid ReHousing), in the following order:

⁷ Although not an identified objective for this specific CAS project, OrgCode acknowledges that future revisions to the Community Priorities should continue to strive for alignment with the Indigenous Stream Community Priorities, if these have been identified in December 2022 (the end date established for the current Community Priorities). Also, given the over-representation of Indigenous Peoples in the population of people experiencing homelessness in the County (29% according to the 2018 PIT Count and 24% according to the December 2020-March 2021 By Name List), it is recommended that future Provincial (CHPI and Home for Good) and Federal (Reaching Home) investments better reflect the need for Indigenous-led and Indigenous-delivered re-housing and support programs in the County. According to Simcoe County Committee of the Whole meeting minutes in February and March of 2020, 1.5% of CHPI/Home for Good funding and 14.5% of the Reaching Home allocation was allocated to the only Indigenous agency delivering Housing First aligned services in the County. With such a limited investment, the evidence informed practice of having assessments completed with Indigenous households by Indigenous workers is currently impossible to achieve within Simcoe County's Coordinated Access processes.

- 1st offers of assistance goes to an individual that meets all 6 criteria
- 2nd offers of assistance goes to an individual that meets any 5 out of 6
- 3rd offers of assistance goes to an individual that meets any 4 out of 6
- 4th offers of assistance goes to an individual that meets any 3 out of 6
- 5th offers of assistance goes to an individual that meets any 2 out of 6
- 6th offers of assistance goes to an individual that meets any 1 out of 6.

An individual adult will be a priority for intensive support with longer-term and perhaps even permanent engagement (e.g., Housing First, Supportive Housing, Intensive Case Management), in the following order:

- 1st offers of assistance goes to an individual that meets all 6 criteria
- 2nd offers of assistance goes to an individual that meets any 5 out of 6
- 3rd offers of assistance goes to an individual that meets any 4 out of 6
- 4th offers of assistance goes to an individual that meets any 3 out of 6
- 5th offers of assistance goes to an individual that meets any 2 out of 6
- 6th offers of assistance goes to an individual that meets any 1 out of 5.

Youth

Moderate Support Time Limited Engagement	Intensive Support Longer-term or Permanent Engagement
Chronic	Chronic
Indigenous	Indigenous
Is neither employed nor in school	Younger Youth (under 18)
Frequent service user	Living with mental illness, chronic illness and/or addiction
Survivor of domestic/intimate partner violence	Foster care experience
Unsheltered 3 or more months in last 12 months	No family contacts

A youth will be a priority for moderate support with time-limited engagement (e.g., Rapid ReHousing), in the following order:

- 1st offers of assistance goes to a youth that meets all 6 criteria
- 2nd offers of assistance goes to a youth that meets any 5 out of 6
- 3rd offers of assistance goes to a youth that meets any 4 out of 6
- 4th offers of assistance goes to a youth that meets any 3 out of 6
- 5th offers of assistance goes to a youth that meets any 2 out of 6
- 6th offers of assistance goes to a youth that meets any 1 out of 6.

A youth will be a priority for intensive support with longer-term and perhaps even permanent engagement (e.g., Housing First, Supportive Housing, Intensive Case Management), in the following order:

- 1st offers of assistance goes to a youth that meets all 6 criteria
- 2nd offers of assistance goes to a youth that meets any 5 out of 6
- 3rd offers of assistance goes to a youth that meets any 4 out of 6
- 4th offers of assistance goes to a youth that meets any 3 out of 6
- 5th offers of assistance goes to a youth that meets any 2 out of 6
- 6th offers of assistance goes to a youth that meets any 1 out of 6.

Families

Moderate Support Time Limited Engagement	Intensive Support Longer-term or Permanent Engagement
Chronic	Chronic
Indigenous	Indigenous
Survivor of domestic/intimate partner violence	Larger families (6 or more people)
Unsheltered 3 or more months in last 12 months	Homeless 3 or more years out of last 5 years
One or more household members is an older adult (55+)	Has engagement with any Children’s Aid, including children in care
Frequent service user	One or more family member lives with mental illness, chronic illness and/or addiction

A family will be a priority for moderate support with time-limited engagement (e.g., Rapid ReHousing), in the following order:

- 1st offers of assistance goes to a family that meets all 6 criteria
- 2nd offers of assistance goes to a family that meets any 5 out of 6
- 3rd offers of assistance goes to a family that meets any 4 out of 6
- 4th offers of assistance goes to a family that meets any 3 out of 6
- 5th offers of assistance goes to a family that meets any 2 out of 6
- 6th offers of assistance goes to a family that meets any 1 out of 6.

A family will be a priority for intensive support with longer-term and perhaps even permanent engagement (e.g., Housing First, Supportive Housing, Intensive Case Management), in the following order:

- 1st offers of assistance goes to a family that meets all 6 criteria
- 2nd offers of assistance goes to a family that meets any 5 out of 6
- 3rd offers of assistance goes to a family that meets any 4 out of 6
- 4th offers of assistance goes to a family that meets any 3 out of 6
- 5th offers of assistance goes to a family that meets any 2 out of 6
- 6th offers of assistance goes to a family that meets any 1 out of 6.

System Inventory & Housing and Support Availability

Coordinated Access applies to all housing and support programs that receive any funding through *Reaching Home* or through any funding program dedicated to housing and homelessness administered by the County. Any housing and support program must accept referrals exclusively through Coordinated Access. There are no side doors or deals to modify access outside of the policies, procedures and implementation guide for Coordinated Access.

Housing and support providers that have a spot on their caseload or a vacancy in their building must contact the Coordinated Access Lead who will then make matches based upon which individual adult, unaccompanied youth or family meets the prioritization criteria.

It is the responsibility of the housing and support program to make their vacancy known to the coordinator. This should occur as rapidly as possible so as to avoid gaps in full caseloads or vacancy loss.

By Name List, Active List, Inactive List, Priority List, Pending Housing List and Housed List

There are six lists at play in Coordinated Access in Simcoe County. The lists are managed exclusively by the Coordinated Access Lead.

LIST	DESCRIPTION
By Name List	There are three By Name Lists: individual adults, unaccompanied youth, families. To be on a By Name List the household has to have consented to participate in Coordinated Access, consented to share their information on the By Name List, have their triage completed, and have their assessment completed.
Active List	This is a subset of the By Name List. These are households where there has been at least one service transaction in the last 60 days and the organization is working to get all documentation in order.
Inactive List	This is a subset of the Active List. These are households where it has been 61 or more days since a service transaction has occurred.
Priority List	This is a subset of the Active List. These are households where all of their documentation is complete and they are “imminently houseable”. A short list of candidates from the Priority List is provided to a housing support provider or housing provider when there is a spot on a caseload or a vacancy in a building.
Pending Housing List	This is a subset of the Priority List. These are households that are being actively assisted to secure housing.
Housed List	This is a subset of the Pending Housing List. These are households that have successfully moved into housing.

Access Points

Access points are the way an individual or family gets on the By Name List and engaged in the housing process. The access points in Simcoe County are:

- Street Outreach: all street outreach programs function as mobile access points.
Shelters: all shelters function as fixed-site access points
211: call or text 211 to access the By Name List as a virtual access point

Triage, Assessment and Documentation & Income

The following progressively engaging approach is used to assist people achieve housing in Simcoe County:

STEP ONE: Diversion

Any individual adult, unaccompanied youth or family encountered that seeks shelter services or calls/texts 211 will first have diversion attempted to find a safe and appropriate alternative to shelter. The household is NOT triaged at this time, nor are they on any list. They are not considered to be part of Coordinated Access at this time.

STEP TWO: Rapid Resolution

If diversion is not possible and the household ends up in shelter or a motel, there is a two-week period of intensive assistance to help them safely resolve their homelessness independent of Coordinated Access. Only if they are incapable of securing housing in the first two weeks of shelter or motel stay does Coordinated Access consent and triage begin.

STEP THREE: Consent & Triage

The individual adult, youth or family provides explicit, recorded consent to participate in the Coordinated Access process, including sharing information amongst service providers that are involved in Coordinated Access, and seeing information on the By Name List

Triage requires the use of the Prioritization Screening Form and would likely be completed by shelter staff, outreach workers or whomever assisted with the intensive rapid resolution activities.

STEP FOUR: Assessment

Assessment examines depth of need, strengths and barriers to housing access. If information from the triage needs to be confirmed through other sources, this occurs through the assessment process.

STEP FIVE: Added to By Name List

Once triage and assessment are completed, information is to be submitted to the Coordinated Access Lead to be verified. If all is in order, the individual adult, youth or family is added to their respective By Name List.

STEP SIX: Assistance with Documentation & Income (Maintain on Active List)

While on the By Name List, the organization that placed the household on the By Name List is responsible for assisting the individual or family in securing income if not already in place, and is required to compile all necessary documentation. If there are no service transactions in a 60 day period, the individual or family is moved to Inactive.

STEP SEVEN: Documentation and Income Complete

Once documentation is complete, and income is secured, the organization assisting the household notifies the Coordinated Access Lead to move the household from the Active List to the Priority List. Once the household is on the Priority List they are considered to be in a position where they can be housed without any other requirements to be fulfilled, unless required by a private market landlord.

STEP EIGHT: Match to Program or Housing Unit (Take Off Priority List)

Whenever there is a vacancy on a caseload or a vacancy in a housing unit, the Coordinated Access Lead is to be notified. They will generate a list of no more than 5 households that meet the priority criteria, and that short list is provided to the housing support provider or the housing operator to select a household and make the offer of assistance. These shortlisted candidates may be part of a case conference, especially for those households that are intended to be served through more intensive and longer-term programs. Once the offer of assistance has been made, and the household accepts, the Coordinated Access Lead is to be notified again who will remove the household from the Priority List and places the household on the Pending Housing List.

Matching

All housing support programs, regardless of intensity of supports, receive program participants exclusively through Coordinated Access. All dedicated housing units for people experiencing homelessness receive tenants exclusively through Coordinated Access.

If the household is matched to a caseload where work needs to transpire to find a unit and manage move-in, the organization receiving the match through Coordinated Access has no more than 60 days to help the household achieve housing. Agency staff will actively support this housing location activity. If housing is not secured in that timeframe, the household returns to the Priority List.

Case Conferencing for Matched Households

As part of the matching process, especially for households that have been prioritized for intensive, longer-term or permanent supports, a case conference may be organized at the discretion of the Coordinated Access Lead or at the request of the referring organization or receiving organization of the household that is being matched.

The intention of the case conference is to discuss the approach to supports, and continuity of existing care, that is likely to be prudent for the household to continue or be put into place to assist with housing security. The intention is not to come up with reasons why the household cannot be assisted. Case conferences are intended to be action-oriented. Tasks agreed upon in the case conference are to be followed up on in a timely manner.

The referring entity (e.g., the street outreach provider, the shelter, etc.), based upon the complexity of presenting issues and strengths of the household, may request that the household attend the case conference as well. The intention is to provide the household an active voice in their own future.

Case Conferencing for Unmatched Households

The Coordinated Access Lead at their sole discretion may organize a case conference to discuss households that are on the By Name List that meet one or more of the priority criteria established for their population group, but are not being shortlisted or matched in the process of helping households achieve housing off of the BNL. The intention of the case conferencing for unmatched households is to either instigate a particular match or develop a plan of action for what it will take for the household to end up matched. No entity can require “housing readiness” for any household to get matched.

Case Conferencing for Households That Return to Homelessness

The organization providing support to the household that loses their housing may request a case conference with relevant local service providers and Coordinated Access Lead to discuss support needs to increase the likelihood of housing success once rehoused. The household that lost their housing must desire to be rehoused for the case conference to occur. The household that lost their housing should be invited to participate in the case conference. The case conference should occur at a location most convenient to the impacted household. If the household wishes to be re-housed and continue receiving supports, the service provider must continue working with the household during the re-housing and support process or while arranging for a transfer to another, more appropriate, program/service.

Warm Transfer

As the household transitions from the emergency response component of the system of care (e.g., street outreach, shelter, drop-in) to the housing response component of the system of care, a warm transfer should occur within 10 days of the referral being made in the matching process. It is the responsibility of the Coordinated Access Lead to email the referring entity from the emergency response component and the case manager or housing provider that will be providing supports to advise them of the need to arrange a warm transfer. It is the responsibility of the emergency response component of the system to notify the household of the upcoming warm transfer. In the overwhelming majority of instances, the warm transfer should occur within the most natural setting of the household. For example, if the unaccompanied youth is staying in shelter, the warm transfer should occur in the shelter; if the individual adult is staying in an unsheltered location, the warm transfer should occur in the unsheltered location. Warm transfers take the meeting to the household rather than expecting the household to come to the meeting. Once the warm transfer has occurred, the household moves to the Pending Housing List.

Housing Access & Move In

Once a household moves into their unit, the Coordinated Access Lead is to be notified to move the household from the Pending Housing List to the Housed List. It is the responsibility of the organization that is housing the household to ensure all administrative aspects of the tenancy, and payment of rent – preferably direct from a 3rd party – are in place, as well as providing the supports necessary to assist the household in staying housed.

Transfers from Moderate Support to More Intensive Support, or Vice Versa

Some households served by moderately intensive programs will experience sustained difficulties in staying housed, and will benefit from transfer to more intensive housing supports. Likewise, some households receiving intensive supports will reach a point of sustained stabilization and demonstrated independence and will no longer require the intensity of support they are receiving and can transfer to a more moderately intensive program. Coordinated Access allows for both of these scenarios.

Transferring from Moderate Intensity to Higher Intensity

In exceptional circumstances, a request may be made by the supporting organization to have a household transferred to a higher intensity of service. The request is made to the Coordinated Access Lead using the Request for Change in Service Intensity Form outlined in Appendix D. Upon receipt of the Request for Change in Service Intensity being submitted, the Coordinated Access Lead will consider the request factoring in availability of higher intensity services, the priority of the household, and the urgency with which a transfer may be necessary to continue having the household stay housed. Whilst the transfer is being considered, the organization requesting the transfer is expected to provide the greatest intensity of service possible through their own organization until the most intensive service is in place. If at all possible, returns to homelessness should be avoided in the transfer process.

Transferring from Higher Intensity to Moderate Intensity

Some households receiving intensive supports will not require the same intensity of support after they have stabilized, and demonstrated ongoing stability for a sustained period of time. Intensive support service providers are encouraged to transfer households to less intensive service when this is the case. The request is made to the Coordinated Access Lead using the Request for Change in Service Intensity Form outlined in Appendix D. Upon receipt of the Request for Change in Service Intensity being submitted, the Coordinated Access Lead will consider the request factoring in availability of moderate intensity services, the priority of the household, and the demonstrated stability. While generally not as urgent as transfers for more intensive services, there still may be a need to make the transfer occur in a timely fashion, especially if it makes it possible to move more people off the By Name List into more intensive service programs.

Warm Transfer Required

A warm transfer is required whenever there is a transfer between levels of intensity. The organization making the transfer is responsible for coordinating with the organization receiving the transfer to meet with the household being transferred, in their current home. If the household experiences homelessness again during the transfer process, the meeting shall occur wherever the household being transferred is located or feels would be most beneficial to them. Once the warm transfer is completed, the organization receiving the transfer notifies the Coordinated Access Lead that they now have support responsibilities at the Housed List is amended accordingly.

When A Household Housed Through Coordinated Access Loses Housing

A household that was housed through Coordinated Access that loses their housing is reinstated on the Priority List, should they desire to be rehoused, and will be considered along with other households on the Priority List. When a household loses their housing, the Coordinated Access Lead is to be notified to move the household from the Housed List to the Priority List.

Updates to Coordinated Access Approach

This approach to Coordinated Access will be in place until December 31, 2022 at which time, under the direction of SCATEH, the processes, approach or priorities may be amended.

APPENDIX A: PRIORITIZATION SCREENING FORMS BY POPULATION GROUP

INDIVIDUAL ADULT PRIORITIZATION SCREENING

NAME: _____

DATE OF BIRTH: _____

WHAT DOCUMENTATION DOES THIS PERSON HAVE?

- BIRTH CERTIFICATE
- DRIVERS LICENSE
- OHIP CARD
- PROOF OF INCOME ASSISTANCE OR EMPLOYMENT INCOME
- PASSPORT
- STATUS CARD

WHAT IS THEIR SOURCE AND AMOUNT OF MONTHLY INCOME:

SOURCE: _____

MONTHLY AMOUNT \$ _____

DOES THIS PERSON MEET THE FEDERAL DEFINITION OF CHRONIC HOMELESSNESS?

- YES
- NO
- NOT SURE

DOES THIS PERSON IDENTIFY AS INDIGENOUS?

- YES
- NO
- NOT SURE

DOES THIS PERSON LIVE WITH A MENTAL ILLNESS, CHRONIC ILLNESS OR SUBSTANCE USE DISORDER?

- YES
- NO
- NOT SURE

HAS THIS PERSON BEEN UNSHELTERED 3 OR MORE MONTHS IN THE LAST 12 MONTHS?

- YES
- NO
- NOT SURE

HAS THIS PERSON BEEN HOMELESS 3 OR MORE YEARS OUT OF THE LAST 5 YEARS?

- YES
- NO
- NOT SURE

IS THIS PERSON 55 YEARS OF AGE OR OLDER?

- YES
- NO
- NOT SURE

IS THIS PERSON A SURVIVOR OF DOMESTIC/INTIMATE PARTNER VIOLENCE?

- YES
- NO
- NOT SURE

DOES THIS PERSON HAVE CHILDREN IN CARE THAT WILL BE REUNITED ONCE HOUSING IS ACQUIRED?

- YES
- NO

- NOT SURE

DOES THIS PERSON HAVE A DOCUMENTED DISABILITY?

- YES – THEY HAVE A DISABILITY AND DOCUMENTATION OF IT
- YES – THEY HAVE A DISABILITY BUT DO NOT HAVE DOCUMENTATION FOR IT
- NO
- NOT SURE

HAS THIS PERSON BEEN TO THE HOSPITAL EMERGENCY ROOM, BEEN AN INPATIENT IN HOSPITAL, HAD INTERACTIONS WITH POLICE, AND/OR BEEN INCARCERATED TOTALLY 10 OR MORE TIMES IN THE LAST 6 MONTHS?

- YES
- NO

- NOT SURE

UNACCOMPANIED YOUTH PRIORITIZATION SCREENING

NAME: _____

DATE OF BIRTH: _____

WHAT DOCUMENTATION DOES THIS PERSON HAVE?

- BIRTH CERTIFICATE
- DRIVERS LICENSE
- OHIP CARD
- PROOF OF INCOME ASSISTANCE OR EMPLOYMENT INCOME
- PASSPORT
- STATUS CARD

WHAT IS THEIR SOURCE AND AMOUNT OF MONTHLY INCOME:

SOURCE: _____

MONTHLY AMOUNT \$ _____

DOES THIS YOUTH MEET THE FEDERAL DEFINITION OF CHRONIC HOMELESSNESS?

- YES
- NO
- NOT SURE

DOES THIS YOUTH IDENTIFY AS INDIGENOUS?

- YES
- NO
- NOT SURE

IS THE YOUTH YOUNGER THAN 18?

- YES
- NO
- NOT SURE

DOES THIS PERSON LIVE WITH A MENTAL ILLNESS, CHRONIC ILLNESS OR SUBSTANCE USE DISORDER?

- YES
- NO
- NOT SURE

WAS THIS YOUTH EVER IN THE FOSTER CARE SYSTEM?

- YES
- NO
- NOT SURE

DOES THE YOUTH HAVE FAMILY CONTACT?

- YES
- NO
- NOT SURE

IS THE YOUTH EMPLOYED OR IN SCHOOL?

- YES
- NO

- NOT SURE

IS THIS PERSON A SURVIVOR OF DOMESTIC/INTIMATE PARTNER VIOLENCE?

- YES
- NO

- NOT SURE

HAS THIS PERSON BEEN TO THE HOSPITAL EMERGENCY ROOM, BEEN AN INPATIENT IN HOSPITAL, HAD INTERACTIONS WITH POLICE, AND/OR BEEN INCARCERATED TOTALLY 10 OR MORE TIMES IN THE LAST 6 MONTHS?

- YES
- NO
- NOT SURE

HAS THIS PERSON BEEN UNSHELTERED 3 OR MORE MONTHS IN THE LAST 12 MONTHS?

- YES
- NO
- NOT SURE

FAMILY PRIORITIZATION SCREENING

NAME HEAD OF HOUSEHOLD 1: _____

NAME HEAD OF HOUSEHOLD 2: _____

NAMES OF CHILDREN IN DESCENDING ORDER OF AGE: _____

DATE OF BIRTH HOH 1: _____

DATE OF BIRTH HOH 2: _____

DATE OF BIRTH CHILD 1: _____

DATE OF BIRTH CHILD 2: _____

DATE OF BIRTH CHILD 3: _____

DATE OF BIRTH CHILD 4: _____

FOR INTERGENERATIONAL FAMILIES:

OTHER ADULTS WITH THE FAMILY

NAME: _____

AGE: _____

NAME: _____

AGE: _____

NAME: _____

AGE: _____

OTHER CHILDREN WITH THE FAMILY

NAME: _____

AGE: _____

NAME: _____

AGE: _____

NAME: _____

AGE: _____

WHAT DOCUMENTATION DO FAMILY MEMBERS HAVE?

HEAD OF HOUSEHOLD 1	<ul style="list-style-type: none"><input type="radio"/> BIRTH CERTIFICATE<input type="radio"/> DRIVERS LICENSE<input type="radio"/> OHIP CARD<input type="radio"/> PROOF OF INCOME ASSISTANCE OR EMPLOYMENT INCOME<input type="radio"/> PASSPORT<input type="radio"/> STATUS CARD
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HEAD OF HOUSEHOLD 2	<ul style="list-style-type: none"> <input type="radio"/> BIRTH CERTIFICATE <input type="radio"/> DRIVERS LICENSE <input type="radio"/> OHIP CARD <input type="radio"/> PROOF OF INCOME ASSISTANCE OR EMPLOYMENT INCOME <input type="radio"/> PASSPORT <input type="radio"/> STATUS CARD
CHILD 1	<ul style="list-style-type: none"> <input type="radio"/> BIRTH CERTIFICATE <input type="radio"/> DRIVERS LICENSE <input type="radio"/> OHIP CARD
CHILD 2	<ul style="list-style-type: none"> <input type="radio"/> BIRTH CERTIFICATE <input type="radio"/> DRIVERS LICENSE <input type="radio"/> OHIP CARD
CHILD 3	<ul style="list-style-type: none"> <input type="radio"/> BIRTH CERTIFICATE <input type="radio"/> DRIVERS LICENSE <input type="radio"/> OHIP CARD
CHILD 4	<ul style="list-style-type: none"> <input type="radio"/> BIRTH CERTIFICATE <input type="radio"/> DRIVERS LICENSE <input type="radio"/> OHIP CARD
OTHER ADULT(S) WITH THE FAMILY	<ul style="list-style-type: none"> <input type="radio"/> BIRTH CERTIFICATE <input type="radio"/> DRIVERS LICENSE <input type="radio"/> OHIP CARD <input type="radio"/> PROOF OF INCOME ASSISTANCE OR EMPLOYMENT INCOME <input type="radio"/> PASSPORT <input type="radio"/> STATUS CARD
OTHER CHILDREN WITH THE FAMILY	<ul style="list-style-type: none"> <input type="radio"/> BIRTH CERTIFICATE <input type="radio"/> DRIVERS LICENSE <input type="radio"/> OHIP CARD

WHAT IS THEIR SOURCE AND AMOUNT OF MONTHLY INCOME OF ALL HOUSEHOLD MEMBERS COMBINED:

SOURCE: _____

MONTHLY AMOUNT \$ _____

DOES THIS FAMILY MEET THE FEDERAL DEFINITION OF CHRONIC HOMELESSNESS?

- YES
- NO
- NOT SURE

DOES THIS FAMILY IDENTIFY AS INDIGENOUS?

- YES
- NO
- NOT SURE

DOES THE FAMILY HAVE 6 OR MORE FAMILY MEMBERS THAT WILL BE LIVING TOGETHER IN THE HOUSING?

- YES
- NO
- NOT SURE

HAS THE FAMILY BEEN HOMELESS 3 OR MORE YEARS OUT OF THE LAST 5 YEARS?

- YES
- NO
- NOT SURE

DOES THE FAMILY HAVE ANY ACTIVE INVOLVEMENT WITH ANY CHILDREN'S AID SERVICE, UP TO AND INCLUDING CHILDREN CURRENTLY IN CARE?

- YES
- NO
- NOT SURE

DOES ONE OR MORE MEMBER OF THE FAMILY LIVE WITH A MENTAL ILLNESS, CHRONIC ILLNESS OR SUBSTANCE USE DISORDER?

- YES
- NO
- NOT SURE

IS ANY FAMILY MEMBER A SURVIVOR OF DOMESTIC/INTIMATE PARTNER VIOLENCE?

- YES
- NO
- NOT SURE

HAS THE FAMILY BEEN UNSHELTERED 3 OR MORE MONTHS IN THE LAST 12 MONTHS?

- YES
- NO
- NOT SURE

ARE ANY MEMBERS OF THE FAMILY 55 YEARS OF AGE OR OLDER?

- YES
- NO
- NOT SURE

HAS ANY MEMBER OF THE FAMILY BEEN TO THE HOSPITAL EMERGENCY ROOM, BEEN AN INPATIENT IN HOSPITAL, HAD INTERACTIONS WITH POLICE, AND/OR BEEN INCARCERATED TOTALLY 10 OR MORE TIMES IN THE LAST 6 MONTHS?

- YES
- NO
- NOT SURE

APPENDIX B: GOVERNANCE TERMS OF REFERENCE

SIMCOE COUNTY COORDINATED ACCESS LEADERSHIP GROUP TERMS OF REFERENCE

COMPOSITION:	<p>4 Executive Directors of Service Providers</p> <ul style="list-style-type: none">• 1 of whom is an Indigenous organization (serving any or all population groups)• 1 of whom is from an organization that serves families• 1 of whom is from an organization that serves unaccompanied youth• 1 of whom is from an organization that serves individual adults <p>3 people with lived expertise</p> <ul style="list-style-type: none">• 1 of whom has experienced homelessness or is experiencing homelessness as an unaccompanied youth• 1 of whom has experienced homelessness or is experiencing homelessness as an individual adult• 1 of whom has experiencing homelessness or is experiencing homelessness as a member of a family <p>1 HIFIS representative 1 representative from the County Coordinated Access Lead (non-voting chair of Leadership Group)</p>
SELECTION OF MEMBERS:	SCATEH Leadership determines membership of the group, through an open nomination process.
QUOROM:	5 members per meeting
TERM:	18 month terms starting January 2023 ⁸
FREQUENCY OF MEETINGS:	Once per quarter
CHAIR:	The meeting is chaired by the Coordinated Access Lead

⁸ The initial term may be longer than 18 months depending on when Coordinated Access is fully implemented in Simcoe County.

RESPONSIBILITIES:

The Leadership Group is responsible for:

- Strategic guidance on Coordinated Access implementation
- Ensuring people with lived experience have their voice included in Coordinated Access leadership decisions
- Maintaining a healthy connection with the Coordinated Access process put in place amongst Indigenous organizations for Indigenous people experiencing homelessness
- Resolving barriers to Coordinated Access implementation
- Selecting Working Group members and identifying work elements to be undertaken by the Working Group
- Cross-agency issues resolution in Coordinated Access
- Updating and amending Coordinated Access policies and procedures
- Connecting Coordinated Access to broader systems planning
- Leading updates to prioritization categories for each population group
- Reviewing and providing system guidance based upon Coordinated Access outputs and outcomes

DECISION-MAKING:

Efforts are always first made to reach decisions through consensus. If consensus is not possible, the chair will implement a voting process for decision-making following Roberts Rules of Order.

AGENDA:

Agenda for the meetings will be prepared by the chair, with input from members. The agenda will be prepared and circulated at least 5 business days before each meeting.

MINUTES:

Minutes will be taken by the Chair or their designate. Minutes will reflect decisions made, and will be publicly available upon request by any service provider, funder, elected official, or any member of the public.

SIMCOE COUNTY COORDINATED ACCESS WORKING GROUP TERMS OF REFERENCE

COMPOSITION:	<p>Coordinated Access Lead</p> <p>4 mid-level managers or supervisors from service providers participating in Coordinated Access</p> <ul style="list-style-type: none">○ 1 of whom is a representative from an Indigenous organization (serving all or any population group)○ 1 of whom is a representative from a family serving organization○ 1 of whom is a representative from an organization serving unaccompanied youth○ 1 of whom is a representative from an organization serving individuals adults <p>4 frontline staff from service providers participating in Coordinated Access</p> <ul style="list-style-type: none">○ 1 of whom is a representative from an Indigenous organization (serving all or any population group)○ 1 of whom is a representative from a family serving organization○ 1 of whom is a representative from an organization serving unaccompanied youth○ 1 of whom is a representative from an organization serving individuals adults <p>3 people with lived experience</p> <ul style="list-style-type: none">▪ 1 of whom has experienced homelessness or is experiencing homelessness as an unaccompanied youth▪ 1 of whom has experienced homelessness or is experiencing homelessness as a member of a family▪ 1 of whom has experienced homelessness or is experiencing homelessness as an individual adult <p>1 HIFIS representative</p> <p>3 members at large</p> <p>1 representative from the County</p>
SELECTION OF MEMBERS:	<p>The Coordinated Access Leadership group accepts nominations for Working Group members and makes selections of Working Group members.</p>
QUOROM:	<p>9 members per meeting</p>
TERM:	<p>18 month terms starting January 2023⁹</p>
FREQUENCY OF MEETINGS:	<p>Once per quarter</p>
CHAIR:	<p>The meeting is chaired by the Coordinated Access Lead</p>

⁹ The initial term may be longer than 18 months depending on when Coordinated Access is fully implemented in Simcoe County.

RESPONSIBILITIES:

The Working Group is responsible for:

- Implementation guidance on Coordinated Access
- Resolving implementation issues related to Coordinated Access
- Reviewing Coordinated Access outputs and outcomes
- Overseeing curriculum development for Coordinated Access training
- Development and dissemination of Coordinated Access documents
- Creating a feedback loop from service providers that are not on the Working Group
- Recommending system improvements to the Leadership Group
- Recommending process improvements to the Leadership Group
- Recommending changes in prioritization criteria to the Leadership Group

DECISION-MAKING:

Efforts are always first made to reach decisions through consensus. If consensus is not possible, the chair will implement a voting process for decision-making following Roberts Rules of Order.

AGENDA:

Agenda for the meetings will be prepared by the chair, with input from members. The agenda will be prepared and circulated at least 5 business days before each meeting.

MINUTES:

Minutes will be taken by the Chair or their designate. Minutes will reflect decisions made, and will be publicly available upon request by any service provider, funder, elected official, or any member of the public.

APPENDIX C: COORDINATED ACCESS LEAD RESPONSIBILITIES

COORDINATED ACCESS LEAD RESPONSIBILITIES

REPORTS TO: Employer for all employment related issues
Coordinated Access Leadership Group for all Coordinated Access matters

RESPONSIBILITIES: The Coordinated Access Lead is responsible for:

- Liaising with HIFIS Lead for the purpose of importing and exporting data from HIFIS related to Coordinated Access
- Convening and supporting the work of the Leadership Group
- Convening and supporting the work of the Working Group
- Maintaining all Lists, with input from service providers
- Managing known openings on caseloads and vacancies in housing across all programs
- Short-listing prioritized candidates for spots on caseloads and vacancies across all programs
- Managing and approving transfers of service intensity
- Developing and delivering training and communication materials related to Coordinated Access
- Drafting policy amendments or new policy related to Coordinated Access
- Preparing update reports for SCATEH Leadership and the Coordinated Access Leadership Group
- Preparing speaking notes and background materials for any media related to Coordinated Access
- Identifying trends, gaps and opportunities in Coordinated Access and recommending changes based upon the analysis

APPENDIX D: REQUEST FOR CHANGE IN SERVICE INTENSITY

REQUEST FOR CHANGE IN SERVICE INTENSITY FORM

NAME OF HOUSEHOLD ON HOUSED LIST: _____

THIS IS A REQUEST TO CHANGE SERVICE INTENSITY:

- From Moderate Intensity to Greater Intensity
- From Greater Intensity to Moderate Intensity

REASON FOR REQUEST: _____

WHAT ARE THE HOUSEHOLD'S STRENGTHS? _____

IS THERE A PENDING EVICTION?

- YES
- NO
- NOT SURE

IS THE LANDLORD INVOLVED IN TENANCY ISSUES?

- YES
- NO
- NOT SURE

HAS THE HOUSEHOLD PAID RENT THREE OR MORE MONTHS IN A ROW ON TIME AND IN FULL?

- YES
- NO
- NOT SURE

IS THE HOUSEHOLD BEHIND ON UTILITIES, IF NOT INCLUDED IN THE RENT?

- YES
- NO
- NOT SURE
- NOT APPLICABLE

HAS THE HOUSEHOLD DEMONSTRATED PROGRESS IN MEETING CASE PLAN GOALS?

- YES
- SOMEWHAT
- NO
- NOT SURE

DOES THE HOUSEHOLD RELY UPON FOOD SECURITY PROGRAMS TO MEET BASIC NUTRITION NEEDS?

- YES ALWAYS
- YES SOMETIMES
- NO
- NOT SURE

ARE THERE ANY GUEST MANAGEMENT ISSUES?

- YES
- NOT CURRENTLY BUT HAVE HAD IN THE PAST
- NO
- NOT SURE

DOES THE HOUSEHOLD HAVE MEANINGFUL DAILY ACTIVITIES?

- YES
- NO
- NOT SURE

IS THE HOUSEHOLD ABLE TO TAKE CARE OF THEIR BASIC HYGIENE NEEDS?

- YES
- NO
- NOT SURE

CAN THE HOUSEHOLD PERFORM ACTIVITIES FOR DAILY LIVING (COOKING, CLOTHING ONESELF, TOILETING ONESELF, BATHING ONESELF, ETC.)?

- YES
- NO
- NOT SURE

IS THE HOUSEHOLD CONNECTED TO ANY EXTERNAL AGENCY SUPPORTS?

- YES – SPECIFY _____
- NO
- NOT SURE

DID THE HOUSEHOLD EXPERIENCE CHRONIC HOMELESSNESS PRIOR TO BEING HOUSED?

- YES
- NO
- NOT SURE

WHICH OF THE COMMUNITY PRIORITIES DOES THE HOUSEHOLD MEET?
