



Region of Waterloo  
COMMUNITY SERVICES

# Our By-Name List Journey in Waterloo Region, Ontario

May 29, 2018  
Ashley Coleman, Region of Waterloo



ALL ROADS LEAD TO HOME

# Waterloo Region

- Cities of Cambridge, Kitchener, Waterloo and 4 townships
- 10<sup>th</sup> largest urban area in Canada and 4<sup>th</sup> largest in Ontario
- \$14M annual funding to prevent and end homelessness



Population 583,500

# What are we working towards?

## Three goals:

### 1. Increase Housing Affordability

- Preserve existing affordable housing options
- Help create enough housing options that people can afford
- Support poverty reduction, so people have more housing choice

### 2. Prevent Homelessness

- Offer shelter diversion services
- Help people stay housed
- Help people to reduce vulnerability

### 3. End Chronic Homelessness

- Help people find housing
- Offer housing support



## The "Before": Connected



Street Outreach



Affordable Housing & Supportive Housing



Transitional Housing



Emergency Shelter



Housing Help



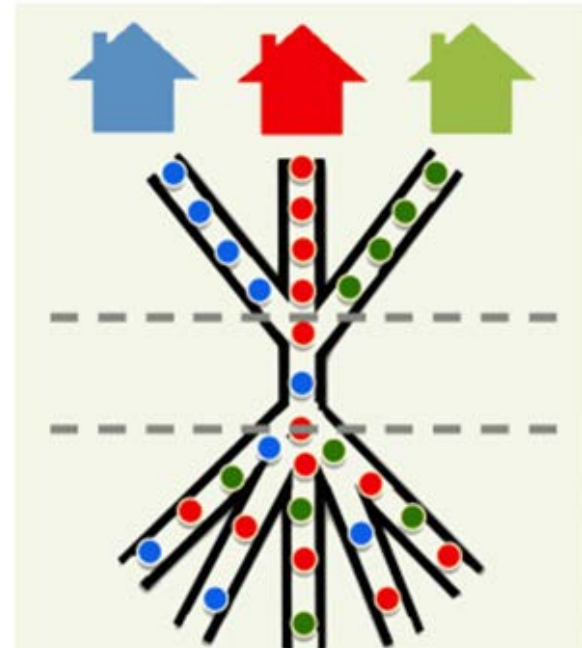
Connected, but uncoordinated approach



Fully coordinated, triage approach to matching people with programs



## The "After": Coordinated



# Building our By-Name List



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# Learning and Scope of BNL

- Learning influenced by 20,000 Homes Campaign, Built for Zero, OrgCode Consulting
- Covers Waterloo Region in its entirety
- High acuity first, built from there
- Inflow – Region-funded Housing Stability System agencies
- Outflow – Housed, Inactive, Other
- Region commitment



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# Logistics and Technology

- By-Name List hosted in Excel – see 20,000 Homes website for [template](#)
- VI-SPDAT/Full SPDAT is the common assessment tool utilized
- Evolving state of information management
- Began implementing HIFIS 4 in March to coincide with the PiT/Registry Week



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# Managing the BNL with Policies and Protocols

- [PATHS Framework](#)
- Protocols to outline:
  - Privacy, confidentiality, and consent
  - Eligibility
  - Processes for being added and removed
  - Matching and prioritization
  - Housing Support Agreements





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# Coordinated Access in Action

- System Redesign and By-Resource List
- Implement PATHS Framework
- Change management
- Vacancy in Housing Support Program triggers matching and prioritization
- Set shorter and longer term goals for move-ins
- Case conferencing strategy



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# Continuous Improvement

- Create a **BNL Scorecard Worksheet** that identifies where we are now and any planned enhancements beyond minimum quality threshold
- Focus on balanced data

$$\begin{array}{l} \# \text{ CURRENT} \\ \text{ACTIVELY} \\ \text{HOMELESSNESS} \end{array} = \begin{array}{l} \# \text{ PREVIOUSLY} \\ \text{KNOWN ACTIVELY} \\ \text{HOMELESSNESS} \end{array} + \text{INFLOW} - \text{OUTFLOW}$$

- System partnerships



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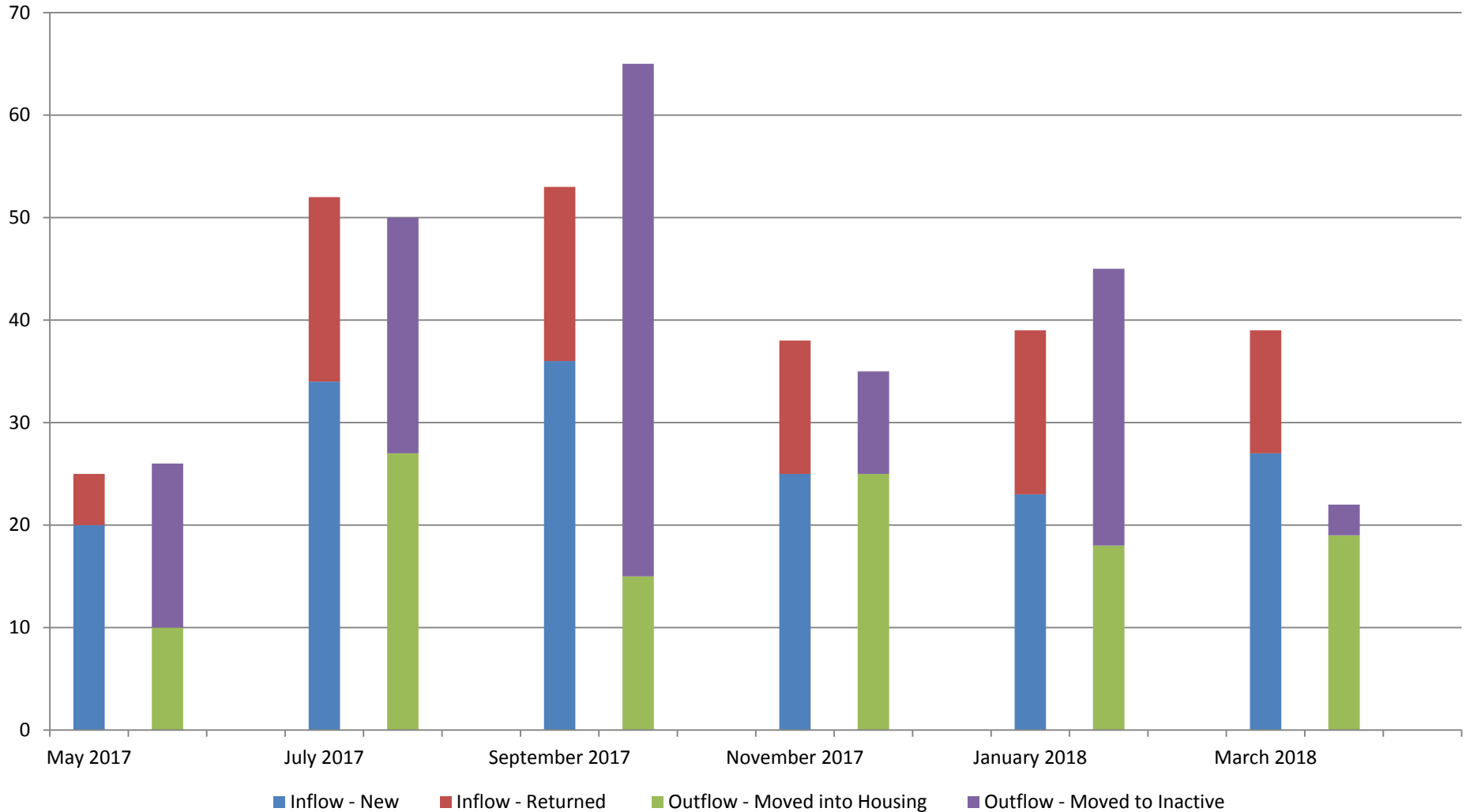
# Using the BNL Data

- Monthly 20,000 Homes data reporting
- Develop and share data visuals and dashboards with Housing Stability System
- Monitor trends and take "deep dives" into the data
- Understand and target key points of inflow
- Monitor progress in housing move-ins and reducing chronic homelessness
- Funding applications



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# BNL Dynamics

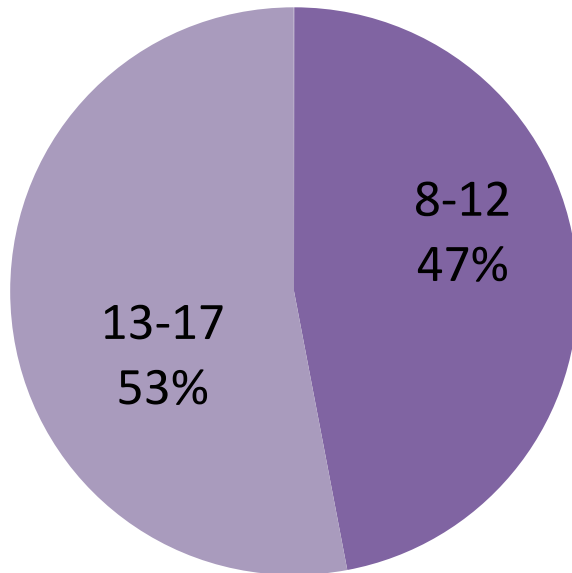




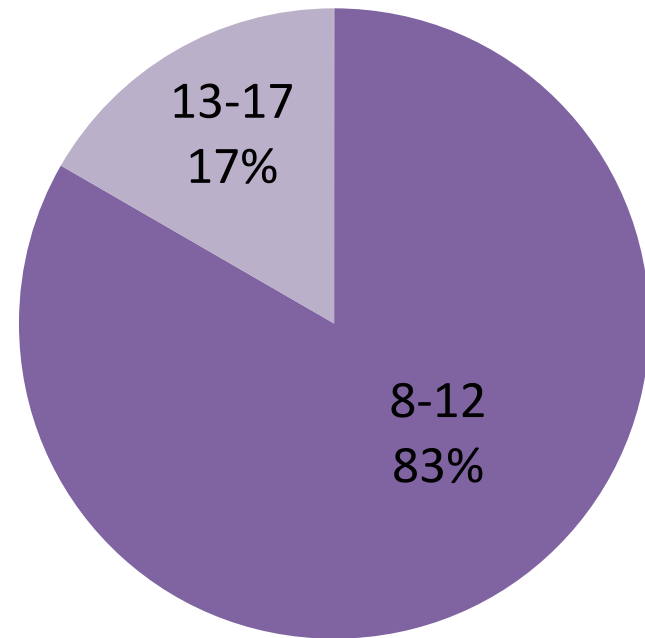
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# Monitoring Acuity

**Low and Hi VI-SPDAT  
Scores - April 2017**



**Low and Hi VI-SPDAT  
Scores - April 2018**





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## Contact Information

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