



# **Annual Report - 2022**

South Shore Open Doors Association

Prepared by Lisa Ryan & Kristi Tibbo

## A Message from the past Executive Director

2022 was not an easy year. Many of us were adjusting to life in a post-pandemic world, still filled with questions and anxieties from the past two years. While grappling with the aftermath of COVID, we also faced economic uncertainty, rising rates of inflation, and a rapidly growing housing crisis that has now been pushed beyond its breaking point. We are, without a doubt, facing a very difficult future, and for those among us who are the poorest, a future without hope.

Thankfully, despite our current reality, the staff of South Shore Open Doors Association have worked tirelessly to meet the growing needs in Lunenburg County. We were able to assist over 66 households in finding housing, and identify 75 households experiencing energy poverty. We have built collaborative relationships with local nonprofits and charities who are passionate and pushing for change. It has been an honor and privilege to take part in establishing this small but mighty team.

As I look to the future, I recognize the next step in the agency's growth must focus on process and consistency, in order to guarantee its future success. I recognize these areas are not my strengths, and, after much thought, made the difficult decision to resign and allow someone with those skills the opportunity to grow the agency further. While my resignation felt sudden, it was not without much contemplation and feelings of sadness. I am grateful to have Kristi Tibbo as my replacement, and am confident she will lead SSODA towards a very successful future. Please join me in welcoming her to the role.

Sincerely,

Lisa Ryan  
Founding Executive Director  
South Shore Open Doors Association

# About South Shore Open Doors Association

## **Mission**

To open doors to safe, appropriate, energy-efficient, and affordable housing for everyone in Lunenburg County.

## **Vision**

A healthy, vibrant, diverse, and inclusive community without homelessness, housing vulnerability, or energy poverty.

## **Values**

We believe that housing is a human right.

We are equity-driven, evidence-based, empathetic, and collaborative.

We are client focused.

The diversity of the community is represented at all levels of the organization. We include and support all peoples who are in need of housing or housing support services regardless of background, race, ethnicity, gender, sexuality, religion and spirituality, socioeconomic status, neurodiversity, age, and ability.

We strive to be strengths-based, trauma-informed, and restorative in our approach. We are accountable to those we serve, to each other, to our community, and to our funders. We align our work to our vision and mission.

## Operational Updates

***Below is a breakdown of activities from February 15th, 2022 to February 15th, 2023***

### **Website / Visual Representation**

Faron Dawe Design has completed the agency's branding kit, as well as the website's content and design. Faron Dawe comes with over 20 years in graphic and website design and has worked with multiple companies, agencies and nonprofits across Canada. The website is set to go live March 7, 2023.

### **Finances / Set Up**

SSODA acquired full funding needed to operate the Coordinated Access System, and was successful in acquiring multiple streams of new funding. This strengthened the Coordinated Access System by increasing community resources applicable to moving people off the Coordinated Access System and into stable housing.

The agency faced significant difficulty in obtaining bookkeeping services. After two attempts

with other bookkeepers, we have finally entered into a work contract with Jody Zinner at Birdhouse Bookkeeping.

### **Coordinated Access Staff**

All staff roles have been filled and aligned with the guidelines presented in the CAS Staff & Training Plan. To date, all staff have completed all recommended training for their roles.

### **Community Engagement**

- The Executive Director reports regularly to South Shore Housing Action Group. as they are the Community Advisory Board for SSODA
- The Executive Director has completed multiple presentations to local and provincial parties, community agencies, and federal representatives.
- November 22, 2022 staff at SSODA, along with the staff of Energize Bridgewater, co-hosted The Town of Bridgewater's first National Housing Day event. This event was the official launch of Energize Bridgewater as well as South Shore Open Doors Association
- The Executive Director was invited to participate in a panel for the Institute for Research on Public Policy

### **HIFIS Set Up**

- All staff working in the agency have received initial training as well as refresher training for use of HIFIS. HIFIS refresher trainings are mandatory to be completed annually or when a new software update has been announced
- South Shore Open Doors Association will continue to facilitate and arrange any community training required for the operation of HIFIS in partnership with AHANS

### **Coordinated Access Scorecard**

- No changes (positive or negative) to the CAS scorecard
- Scorecards will be assessed by the Canadian Alliance to End Homelessness once the system has at least 6 months of balanced data
- Data balancing tests began January 2023

### **Operating Policies and Procedures**

- Privacy and confidentiality policy finalized in 2021, currently undergoing annual review by Board of Directors
- Mandatory reporting of abuse policy finalized in 2021, currently undergoing annual review by Board of Directors
- Financial policy and procedures finalized in 2021, currently undergoing annual review by Board of Directors
- Employment policy and procedures finalized in 2021, currently undergoing annual review by Board of Directors
- Conflict of interest policy finalized in 2021, currently undergoing annual review by Board of Directors
- Decision making policy finalized in 2021, currently undergoing annual review by Board of Directors

- Terms of reference finalized in 2021, currently undergoing annual review by Board of Directors
- Coordinated access system guide adopted including all policies related to operations of CAS. CAS Guide currently under annual review.

### **Review Coordinated Access Service Delivery Terms of Reference**

All Policies including Terms of Reference, By Laws, and Operational Policies were finalized and approved prior to launching services (October 2021).

All policies including Terms of Reference, By Laws and Operational Policies are currently under annual review by the Board of Directors and the Chief Executive Officer. Review to be completed by April 1, 2023

### **Energy Poverty Questions Included in Coordinated Access Intake Tool**

Questions related to identifying households experiencing energy poverty have been added to the CAS Intake Form. Questions are regularly reviewed with the Energize Bridgewater Staff to ensure data being gathered is relevant to the project's success.

### **Insurance**

All required insurance contracts have been acquired and maintained by the agency.

### **Financials**

Jody Zinner from Birdhouse Bookkeeping completed an entire financial review and reproduced all financials starting on April 1, 2022. Please see attached.

### **Number of clients served from diverse sub-populations including but not limited to youth, Indigenous Peoples, veterans, and families**

To date, intake staff have completed 227 intakes. Of those intakes:

- 6 were identified as Veterans
- 5 were identified as non binary / Transgender
- 4 were identified as youth (18 years of age or under)
- 52 were identified as Seniors (55+)
- 18 were identified as Indigenous
- 5 were identified as African Nova Scotian
- 81 were identified as Families
- 58 were identified as needing accessible units

### **Community of Residence Breakdown**

96 households served reside in Bridgewater Nova Scotia.

113 households served reside in Lunenburg County, Nova Scotia

18 households served reside in Queens County, Nova Scotia

## **Average Spending on Shelter by Program Clients**

There are many various factors that impact the true average spending on shelter costs by program clients. Keeping in mind that many individuals are currently paying \$0 in rent due to the length of time they have been experiencing homelessness, and the fact that many individuals and families are also accessing rooms in rooming houses for accommodations, we are unable to provide an exact figure. However, data shows that most people were attempting to pay an average rental rate of \$1512 per month. It is important to note, this does not include utility costs. The average budgeted amount for housing is typically \$1200 per month utilities included. As you can see, many program clients are unable to afford the current rental rates, increasing the likelihood of repeat instances of homelessness.

## **Satisfaction with Community Resources**

SSODA has identified gaps in service in the community resources available within Lunenburg County. Those gaps include:

- Clarity of services offered by agencies in the region: Information about available services must be clearly communicated between agencies and the public to ensure everyone knows what help is available and where to access it. As well, some programs are listed but no longer operational or not operating as they are defined.
- Access to emergency housing is an issue in the region. The risk of death increases when emergency shelter cannot be accessed.
- SSODA has identified many individuals and households that can support maintaining their own housing costs, but need assistance in navigating the complex system of grants, rebates, and Provincial Housing units. This group is comprised of mostly seniors. SSODA cannot adequately meet the needs of this group, as we do not have any staff dedicated to this service. If this becomes a service SSODA is asked to accept, it will require an increase in funding to cover an additional staff role.

## **Mobility Assessment Rating by Clients**

As stated before, 58 households in need of accessible units have been identified by staff at SSODA. Mobility issues include inability to walk, inability to climb stairs, inability to navigate the current rental unit as it is not designed to accommodate items like walkers or wheelchairs, to name a few. Unfortunately, aside from this data marker, we do not have an assessment rating by clients, as the questions were not answered in consistent ways.

## **Resources spent by Coordinated Access System partners on making emergency energy payments**

To date, SSODA has identified over \$76,000 in energy arrears. While we receive funding from the Province of Nova Scotia and Affordable Housing Association of Nova Scotia for client related needs, the fund is limited to items related to housing preservation. This has limited our ability to provide direct financial support. However, we have provided \$1200.00 to households who required their account to be paid in order to obtain housing. We have also cultivated a relationship with the Nova Scotia Power Advocate which allows us to negotiate an affordable repayment plan on behalf of the client through our Trustee Program. This has been incredibly successful in providing client led solutions to this ever increasing issue.

## **Evaluation Plan**

The Evaluation Plan was developed during the consultation stage of the project, and was approved by the community. Questions included in this evaluation plan were extracted from recommendations provided by the Canadian Observatory on Homelessness, Canadian Alliance to end Homelessness, and OrgCode. Results of the program evaluation, completed per the guidelines presented in the Coordinated Access System Evaluation Plan has been included at the end of this report.

## **Demonstrated compliance with Privacy Impact Assessment. Active participation in the Privacy Impact Assessment**

SSODA has been an active participant in the Energize Bridgewater Privacy Impact Assessment, and plans to continue to work with Valencia Consulting to strengthen security around stored data and the process of data collection.

## **Insights & Lessons Learned**

Many of the households identified as experiencing energy poverty by SSODA are unable to access Energize Bridgewater services because they are renters and not homeowners. This is an important issue to flag, as Bridgewater is home to a significantly large rental population. From data collected thus far, it is far to assume rental households comprise the majority of people experiencing energy poverty.

In most urban communities, many who are experiencing homelessness are single individuals, typically between the ages of 25-65. However, in our rural community, the trend shows the majority of individuals experiencing homelessness are either seniors, or families. Due to ineffective Tenancy law, and the inability to enforce rulings made by the Residential Tenancy Department, many rental providers discriminate against potential tenants by refusing fixed income sources (CPP/OAP, Income Assistance, EI, Student Loans) and by family composition (young children, older relatives living in the same home). At the same time, Rental Providers are increasing rent by utilizing fixed term leases, or demanding increases after a tenant requests maintenance on their unit. The drive for more rental income has exasperated the housing crisis, and left programs like Energize Bridgewater with very little incentives to recruit participants.

SSODA has made connections with two local rental providers and property management providers that share our vision of increasing access to housing for all. These relationships have made it possible for SSODA to house households that otherwise could not access the local rental market. Because of these relationships, we have been able to house over 75 households with 0 households returning due to eviction. To date, no other community operating across the Province has had this success rate.

Lastly, SSODA has made an important connection with the Nova Scotia Power Advocate. This partnership allows SSODA to help create repayment plans for clients who have existing power arrears. This ensures clients who have outstanding power bills can still have access to housing as well as electricity and heat.

# Our 2023 Funding Diversification Strategy

## **Funding increase target amounts for 2023**

*Partnership with Province of Nova Scotia and Housing Nova Scotia*

# \$5.5 M

### **Breakdown of Provincial Funding Partnerships**

The Province of Nova Scotia in partnership with Housing Nova Scotia is assisting in supported housing development and housing acquisition. A reserve fund of \$2,075,000 has been created by the Department of Community Services for SSODA to begin construction within the Town of Bridgewater. Additionally, Housing Nova Scotia is supporting SSODA with a funding application to the Community Housing Acquisition Program in the amount of \$3,000,000. We expect to own and operate two properties by the end of 2023. This will allow SSODA to add a sustainable funding avenue while addressing the rising rates of housing insecurity locally.

The Department of Community Services, Employment Services and Income Assistance, Homelessness Support Program have reserved newly available funds to develop supportive housing across the province. The new Manager of the program has been involved with the Governance Team and is acting as a resource to the CEO and Board. All supported housing projects SSODA embarks on will also qualify for operational funding through this supported housing fund. We are currently working with the Provincial Finance Team to solidify the operational budget including increased staffing costs. All required funding will be allocated to SSODA April , 2023.

*Partnership with the Affordable Housing Association of Nova Scotia - Federal Reaching Home funding stream*

# \$175K

### **Breakdown of Federal Funding Partnerships**

The Affordable Housing Association of Nova Scotia has committed \$176,000 to SSODA for 2023/2024. This fund allows the Coordinated Access System access to an Intensive Case Manager, a position required to rehouse individuals who have experienced homelessness for 6 months or more. Periods of homelessness that last 6 months or longer are categorized as chronic homelessness. The Federal Government created the Reaching Home fund to

specifically address the rising rates of chronic homelessness across Canada, with the goal of reducing chronic homelessness by 50% with a goal date of 2025. To date, 48% of all intakes completed by SSODA are households experiencing chronic homelessness, some for 16 months or longer



Looking Ahead - The potential is endless.

**Our future focus includes:**

**Providing Quality Data**

- **Reaching quality Coordinated Access by December 2023:** A quality Coordinated Access System means we have reliable data which can be used to track trends, match clients to appropriate resources, and help form advocacy plans for the future.

**Establishing Strong Community Partnerships**

- **Creation of a 5 year community strategic plan - Winter 2023:** As we continue to grow, we want to ensure we are meeting the needs of our community. SSODA's Board of Directors will help to lead this strategic planning alongside the Chief Executive Officer. Various funding streams for consultation have been identified and will be utilized when needed.

**Increasing Energy Efficient and Affordable Housing Units through intentional development**

- **Developing 15 affordable and energy efficient housing units for families and seniors - Fall 2023:** SSODA will be entering into a purchase and sale agreement to buy Lot 102 on Glen Allan Drive for the nominal sum of \$1 to build modular affordable housing. The Department of Community Services, in partnership with Housing Nova Scotia, has allocated \$2,075,000 to begin this development. Funds are expected to be delivered by April 1, 2023. We are currently in discussion with Energize Bridgewater regarding Energy Efficiency resources.

**Recommended Improvement Areas**

**Recommendation #1**

The Housing Support Team still lacks consistency between roles. This area requires attention, as the services provided by each housing support worker should be consistent and standardized to maximize the success of housing referrals. We are currently exploring best practices and increasing training opportunities when possible.

**Recommendation #2**

As mentioned before, there are significant gaps in access to Energize Bridgewater for households who are renters. This is the majority of households identified through Coordinated Access, and Bridgewater has a significantly large rental population. This area will need special attention.

***Recommendation #3***

The organization is growing at a very rapid rate. Because of this, it is recommended that funding for an in-house Bookkeeper and Office Administrator be acquired . The workload placed on the CEO of the organization is not manageable without the additional support of these positions.

# SSODA Financial Report

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<b>Funder</b>	<b>Funding Amount</b>
Affordable Housing Association Of NS	\$128,386.00
Province of Nova Scotia	\$343,740.00
Town of Bridgewater	\$100,664.00
<b>Total Funding Received</b>	<b>\$572,790.00</b>
<b>Expenditures</b>	
Total Program Costs	\$78,678.00
Total Staff Wages	\$306,277
Total Operational Costs	\$61,786.00
<b>Total Expenditures</b>	<b>\$446,741.00</b>
<b>Variance</b>	<b>\$126,049</b>

\* Financials will require amendment after the accountant completes the year-end book review, which will be available at the 2022/23 Annual General Meeting



# Evaluation

*2022*

# Evaluation: Theory of Change

Begin by reviewing the theory of change statement established by the original strategic planning team:

IF We wish to address housing insecurity,  
AND rising rates of energy poverty,  
THEN we need data to create a plan.

Ask the following questions:

Do we have a better understanding of who is experiencing housing insecurity, energy poverty and homelessness?

Yes

If no, please explain: \_\_\_\_\_

Is local community program development informed by BNL data?

Yes

If no, please explain: \_\_\_\_\_

Have we been able to reach quality data (data is balanced every month by BFZ standards)?

Yes

If no, please explain: Data evaluation process begins January 2023

# Evaluation: Access

Do the current access points ensure equity in accessing CAS/  
BNL?

Yes

If no, please explain:

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Are there any gaps in access/services?

Yes, please list:

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No

Is information on access points readily available and easily  
understood?

Yes

No, please provide information on how we can improve:

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# Evaluation: Training

Has staff been formally trained by the System Planner?

- Yes Staff have attended full training offered by OrgCode and the previous Executive Director
- No

Are there barriers to accessing training?

- Yes
- No

Is the training informative, relevant, and adequate in preparation for delivery of services (Intake forms, privacy and confidentiality statement, obtaining informed consent, system management, and agency responsibility)?

- Yes
- No, please provide feedback or recommendations to improve training?

# Evaluation: Agency Participation & Intake Process

MOU and Confidentiality agreement signed by agency and staff?

Yes

No (please document and complete form)

Number of intakes completed at this location? **236**

Estimated Intakes: 140

Is the number consistent with other access locations?

SSODA is the main access points. Agencies refer into SSODA for all intakes

Documented referrals from agency on BNL:

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Observe up to 3 intake interviews with designated intake staff. Do they use consistent language, do they provide information regarding consent, do they ensure the individual or family understands their ability to respond or refuse response? Provide feedback:

Staff have met all intake requirements: consistent, easy to understand, empathetic

What is the intake staff's body language when conducting the intake interview. Please see the following recommendations to look for, and provide relevant commentary:

*Do they appear distracted?*

*Do they maintain a friendly or open presence (look for eye contact, clenched fist, crossed arms, tight jaw etc.)*

*Do they show signs of agitation (sighing, tapping) or annoyance (eye roll, facial expressions of anger, frustration)*

*What do they do well?*



# Evaluation: Assessment

Does the assessment accurately measure enough data markers to track trends related to:

- Age
- Gender identity
- Family status
- Health
- Housing needs
- Housing choice
- Energy needs

Does the assessment cultivate building trusting relationships?

- Yes
- If no, provide feedback: \_\_\_\_\_

Do the questions highlight the strengths of the individual or family?

- Yes
- If no, provide feedback: \_\_\_\_\_

Do the questions allow the individual or family space to tell their story without being needlessly intrusive or traumatic?

- Yes
- If no, provide feedback: \_\_\_\_\_

# Evaluation: Assessment

Are there any questions we might be missing related to trends?

Yes, provide feedback:

Foster Care - we have not yet identified the proper way to track this

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No

Are there any questions we might be missing related to prioritization?

Yes, provide

feedback: \_\_\_\_\_

No

Are there any questions we might be missing related to identifying gaps in service?

Yes, provide feedback:

\_\_\_\_\_  
 No

Are there any questions we might be missing related to matching?

If yes, provide feedback:

\_\_\_\_\_  
 No

# Evaluation: Matching and Referral

Does the matching process allow for choice from individual or family?

Yes

If no, provide feedback: Due to the severity of the housing crisis and discriminatory rental provider practices, many do not have much choice in where they live

Before matching to a unit or program, are openings or unit availability confirmed?

Yes

No

Are the requirements for housing units adequately understood and readily available to inform matching?

Yes

No, provide feedback: \_\_\_\_\_

Are the program requirements for community support adequately understood and readily available?

Yes

No, provide feedback: While we do have program requirements, we are still working out what that includes, as we have added more services throughout the year.

How many Matches / Referrals completed?

# of matches 85

# of referrals Unknown, as this was not tracked properly

# Evaluation: Matching and Referral

How many Matches / Referrals returned?

# of matches returning 4

# of referrals returning Unknown

How many complaints have been lodged by individuals or families related to prior matches?

None

# of complaints \_\_\_\_\_

What were the main reasons for the complaints?

Provide feedback: \_\_\_\_\_

How many complaints have been lodged by Landlords/property owners/property management companies related to matching?

None

# of complaints 6

What were the main reasons for the complaints?

Provide feedback: Poor tenant behaviour, declining mental health

Does the system process alleviate community housing search burden?

Yes

No, provide feedback: \_\_\_\_\_

Have participating agencies adopted the process of prioritizing services and housing resources to individuals and families referred from the By Name List? Provide feedback:

Early in the beginning implementation stage, the community partners saw SSODA as a centralized intake spot that they could refer in to. Because of the close collaborative work between SSODA and the community, the prioritization method has been explained and accepted.

# Evaluation: Housing Inventory & Use

Has the inventory of available rental units (including the tenant eligibility for each property) been created?

- Yes
- No - in progress
- No

Are the subsidies provided by the Province of Nova Scotia prioritized for use, as per the Provincial agreement?

- Yes
- No

Are there any identified barriers, gaps, or instances of discrimination when using subsidies?

- Yes: Collect information on examples including dates of instances, HIFIS ID, and all relevant documentation
- No

Has a communication process been established between Landlords/Property Management Companies, Organizations, and tenants to alleviate tenancy issues?

- Yes
- No - in progress
- No

Current Score: **7 / 7**

Date last updated: **2023-01-02**

Last updated by: **Lisa Ryan**

**Notes:**

- Additional details, tips and examples are available in the [CAEH Coordinated Access Scorecard Guide](#)
- Questions numbers in this scorecard are not consecutive. Rather, they align with the full CAEH CA scorecard and the CAEH CA Guide
- Each overall question is worth one (1) point. All sub-questions are required to receive the point.
- To be recognized for achieving Reaching Home Coordinated Access by CAEH, your TTA Trainer will work with your community to:
  - Confirm the community has achieved 7/7 on the Reaching Home Coordinated Access Scorecard
  - Confirm a completed Provider Participation Tool

1. Governance	Current Status	Next Steps
1.1 Has your community identified a CA lead organization(s)? <input checked="" type="checkbox"/> Yes	October 15/21: Complete	
1.2 Has your community put in place a CA governance model? <input checked="" type="checkbox"/> Yes		
1.3 Do all service providers receiving funding through the Designated Communities stream (to deliver one or more projects) participate in Coordinated Access? (use Provider Participation Tool) <input checked="" type="checkbox"/> Yes		

Point earned: **1**

2. Data Management	Current Status	Next Steps
2.1 Has your community identified a lead organization(s) for a Homelessness Management Information System (HMIS)? <input checked="" type="checkbox"/> Yes	October 15/21: Complete	
2.2 Is there a governance model in place for your community's HMIS? <input checked="" type="checkbox"/> Yes		
2.3 Has your community implemented (pick one only): <input checked="" type="checkbox"/> HIFIS (or are planning to implement HIFIS) and have a Data Provision Agreement signed with ESDC <input type="checkbox"/> An equivalent HMIS and have signed a Data Sharing Agreement with ESDC		
2.4 Does your community have a set of local agreements to manage privacy, data sharing and client consent in compliance with municipal, provincial and federal laws? <input checked="" type="checkbox"/> Yes		
2.5 Has your community established safeguards to ensure the data collected is secured from unauthorized access? <input checked="" type="checkbox"/> Yes		

Point earned: **1**

6. Coverage & Access Points	Current Status	Next Steps
6.1 Does your community have clear process in place to support adequate coverage and access points? <input checked="" type="checkbox"/> Access sites are available in some form throughout the DC geographic area so that the CA system serves the entire DC geographic area <input checked="" type="checkbox"/> Processes are in place to monitor if there is easy and equitable access to the CA system and to respond to any emerging issues, as appropriate <input checked="" type="checkbox"/> Processes are in place that ensure no one is denied access to service due to perceived housing or service barriers	October 15/21: Complete	

Point earned: **1**

11. Triage & Assessment	Current Status	Next Steps
11.1 Does your community have the triage and assessment process documented in one or more policies/protocols, including an intake protocol for entering people into the Coordinated Access system (and/or HMIS) when they connect/reconnect with an access point? <input checked="" type="checkbox"/> Written triage and assessment policy/protocol(s) <input checked="" type="checkbox"/> Written intake protocol	October 15/21: Complete	
11.2 Is the same common assessment tool used for all population groups experiencing homelessness (for example, youth, women fleeing violence, Indigenous peoples)? <input checked="" type="checkbox"/> Yes		

Point earned: **1**

12. BNL, CA, and Priority List	Current Status	Next Steps
12.1 Do you have one By-Name List (BNL)/CA/Priority List from which any sub-lists are drawn (i.e., the unique identifier/BNL List filtered to a priority list)? <input checked="" type="checkbox"/> Yes	October 15/21: Complete	

Point earned: **1**

13. Housing Resources & Priorities	Current Status	Next Steps
13.1 Are all housing resources (identified as part of the CA system) included in the Coordinated Access Resource Inventory? (Use PPT - to both provide calculations to answer this question and to serve as the CA Resource Inventory if your community does not have another document serving this purpose) <input checked="" type="checkbox"/> Yes, for those funded through the Designated Communities stream	October 15/21: Complete	
13.2 For each housing resource in the CA Resource Inventory, have eligibility requirements been documented? <input checked="" type="checkbox"/> Yes (use PPT)		

Current Score: **7 / 7**

Date last updated: **2023-01-02**

Last updated by: **Lisa Ryan**

13.3 For each type of housing resource in the CA Resource Inventory, have prioritization criteria, and the order in which they will be applied, been documented?

Yes

Point earned: **1**

15. Matching & Referral	Current Status	Next Steps
<p>15.1 Is the vacancy matching and referral process documented in one or more policies/protocols, including how vacancies are filled from the Coordinated Access Resource Inventory according to agreed-upon prioritization and referral protocols?</p> <p><input checked="" type="checkbox"/> Yes</p>	<p>October 15/21: Complete</p>	
<p>15.2 Does your community CA vacancy matching and referral policies/protocols specify how individual choice in housing options will be respected (allowing individuals and families to reject a referral without repercussions)?</p> <p><input checked="" type="checkbox"/> Yes</p>		
<p>15.3 Are vacancies from the Coordinated Access Resource Inventory filled using the list of people waiting for housing resources who are offer-ready (i.e., the unique identifier list filtered to a Priority List)?</p> <p><input checked="" type="checkbox"/> Yes</p>		
<p>15.4 Do the vacancy matching and referral policies/protocols include processes specific to dealing with vacancy referral challenges, concerns and/or disagreements (including refusals of referrals)?</p> <p><input checked="" type="checkbox"/> Yes</p>		

Point earned: **1**

Current Score: **10 /10**

Date last updated: **2023-01-01**

Last updated by: **Lisa Ryan**

**Notes:**

- Additional details, tips and examples are available in the [CAEH By-Name List Scorecard Guide](#)
- Each overall question is worth one (1) point. All sub-questions are required to receive the point.
- To be recognized for achieving a Quality BNL, your TTA Trainer will work with your community to:
  - Confirm the community has achieved 10/10 on the BNL Scorecard
  - Confirm a completed Provider Participation Tool
  - Review four (4) consecutive months of reliable, complete chronic BNL data

1. Provider Participation	Current Status	Next Steps
1.1 Has your community implemented a process to add people experiencing homelessness to the BNL, including: <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Consent(s)</li> <li><input checked="" type="checkbox"/> Common questions to capture key information</li> </ul>	October 15/21: Complete	
1.2 Do 90% or more of homeless response providers either directly add OR participate in a process to add people experiencing homelessness to the BNL? (Use PPT) <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>		
1.3 Has your community implemented a process to update the information for people experiencing homelessness on the BNL? <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>		
1.4 Do 90% or more of the following homeless response providers either directly update OR participate in a process to update the BNL so information about people experiencing homelessness is kept up-to-date? (Use PPT) <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>		

Point earned: **1**

2. Unsheltered Homeless	Current Status	Next Steps
2.1 Have hotspots for unsheltered homelessness been clearly mapped and updated regularly? <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>	October 15/21: Complete	
2.2 Have outreach services for unsheltered homelessness been clearly mapped and updated regularly? <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>		
2.3 Have efforts been coordinated (based on mapping in 2.1 and 2.2) to ensure adequate coverage of unsheltered hotspots? <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>		

Point earned: **1**

3. Comprehensiveness	Current Status	Next Steps
3.1 Does your community have a BNL process to include people experiencing homelessness staying in each of the following locations: <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Unsheltered [1]</li> <li><input checked="" type="checkbox"/> Emergency shelter [2]</li> <li><input checked="" type="checkbox"/> Transitional housing [3]</li> <li><input checked="" type="checkbox"/> Public institutions [4]</li> <li><input checked="" type="checkbox"/> Hidden homelessness [5]</li> </ul>	October 15/21: Complete	
3.2 Does the BNL include people who have provided consent but have not yet completed a full intake or assessment? <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>		
3.3 Does the BNL include at least 90% of all known and consenting people experiencing homelessness including: <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Adults</li> <li><input checked="" type="checkbox"/> Youth</li> <li><input checked="" type="checkbox"/> Families</li> </ul>		
3.4 Is the BNL contained in one database? <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>		

Point earned: **1**

4. Inactivity Policy	Current Status	Next Steps
4.1 Does your community have a comprehensive inactivity policy/protocol for the BNL that is being followed? <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>	October 15/21: Complete	

Point earned: **1**

5. Timely and Accurate Data	Current Status	Next Steps
5.1 Does your community have a comprehensive policy/protocol for keeping the BNL accurate (including timelines for provider data submissions and data quality assurance processes)? <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>	October 15/21: Complete	
5.2 Are these timely and accurate data processes followed (including, at minimum, monthly data submissions from providers)? <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>		

Point earned: **1**

6. Unique Identifier	Current Status	Next Steps
6.1 Does your BNL include a HMIS ID or other unique identifier? <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>	October 15/21: Complete	



Current Score: **10 /10**

Date last updated: **2023-01-01**

Last updated by: **Lisa Ryan**

Point earned: **1**

7. Population Data	Current Status	Next Steps
<p>7.1 Does the BNL include information on the following demographics and population statuses:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Length of time homeless</li> <li><input checked="" type="checkbox"/> Gender Identity</li> <li><input checked="" type="checkbox"/> Age</li> <li><input checked="" type="checkbox"/> Indigenous Identity</li> <li><input checked="" type="checkbox"/> Veteran Status</li> <li><input checked="" type="checkbox"/> Single or Family</li> <li><input checked="" type="checkbox"/> Multiple populations [6]</li> </ul> <p>7.2 Does the BNL include processes to allow updates to reflect chronic homeless status changes over time?</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul>	October 15/21: Complete	

Point earned: **1**

8. Homelessness Inflow	Current Status	Next Steps
<p>8.1 Does the BNL include the following three data points representing "inflow" into homelessness:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Newly identified</li> <li><input checked="" type="checkbox"/> Returns from housing</li> <li><input checked="" type="checkbox"/> Returns from inactive</li> </ul>	October 15/21: Complete	

Point earned: **1**

9. Housing Status & Inflow	Current Status	Next Steps
<p>9.1 Does the BNL include information on "housing status" (meaning homeless or housed)?</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Yes</li> </ul> <p>9.2 Does the BNL include information on these two data points representing "outflow" from homelessness:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Housing move-ins</li> <li><input checked="" type="checkbox"/> Moved to inactive" (as per inactivity policy)</li> </ul>	October 15/21: Complete	

Point earned: **1**

10. Time on List	Current Status	Next Steps
<p>10.1 Does the BNL include date-stamps for the following:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Date first added</li> <li><input checked="" type="checkbox"/> Date moved to outflow (move-in or moved to inactive)</li> <li><input checked="" type="checkbox"/> Date reactivated on the list from housing or inactive status</li> </ul>	October 15/21: Complete	

Point earned: **1**

[1] Definition: People who are unsheltered living in a place not meant for human habitation (e.g., streets, cars, abandoned buildings, etc.).

[2] Definition: People in all shelters for people experiencing homelessness (e.g., emergency shelters, safe havens, hostels, seasonal and overflow shelters, hotel/motel paid for by a service provider).

[3] Definition: People in transitional housing (where it exists and there is a clear service end-date that if other housing is not found, the person could be discharged into homelessness). Please note, your community should continue to include them on the BNL until they are permanently housed.

[4] Definition: People who were previously experiencing homelessness and are now known to be staying in a public institution (e.g., jail or hospital) remain on the BNL. Note that if the stay exceeds your inactivity policy, their status may be changed on the list to inactive.

[5] Definition: People living temporarily with others but without guarantee of continued residence or the immediate prospect of accessing permanent housing.

[6] Explanation: Can sort/filter your BNL or report data from your BNL on multiple populations at once (e.g., youth AND chronic).