

Landlord Engagement and Coordinated Access

An Introduction and Invitation

Overview

- + Who are we?
- + Coordinated Access and By-Name Lists
- + Benefits of partnership
- + NB Housing Rent Supplement Program
- + Landlord needs
- + Questions

Who are we?

- + Allison Ferris – aferris@housingalternatives.ca
- + Kristen O'Hanley – outreach.freshstart@gmail.com
- + Emily Ingersoll - athome.freshstart@gmail.com

What is Coordinated Access?

- + **Coordinated Access is a standardized, coordinated process** for matching individuals facing homelessness in communities with available, appropriate housing resources.
- + **Key principles:** communication between community partners, client-focused programs and services, & real-time data
- + **Goals:** move individuals out of homelessness system as quickly as possible, include the element of choice wherever possible, and have as few barriers to service as possible
- + Landlords, support agencies, and tenants are all stakeholders in this coordinated access system, who ALL benefit from successful tenancies.

What is Coordinated Access?

Coordinated Access (CA) is a process through which individuals and families experiencing homelessness or at risk of homelessness, are provided access to housing and support services, based on a standardized set of procedures for client intake, assessment of need, and matching and referral to housing.

Coordinated Access Process

Clients
(Homeless & at Risk)



Individuals



Families



Youth

Access Points



Shelters

Outreach

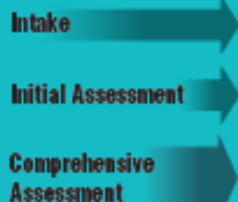
Contact

Client accesses a single entry point where they are registered.

Initial
Triage

Diversion

Assessment



Intake

Initial Assessment

Comprehensive
Assessment

The client is screened using an assessment tool to determine their needs.

Prioritization



Based on the priorities set by communities and the assessment, the client is ranked on a priority list.

Coordinated Access: Key Objectives

1. Help communities ensure fairness and prioritize people most in need of assistance.
2. Help more people move through the system faster.
3. Reduce the number of new entries into homelessness.
4. Improve data collection and quality.



Data Collection & Management

A key function of Coordinated Access is ongoing data collection and management.

Matching & Referral
HOUSING & SERVICES



Clients are matched to and offered housing appropriate for their needs.



Employment and
Social Development Canada

Emploi et
Développement social Canada

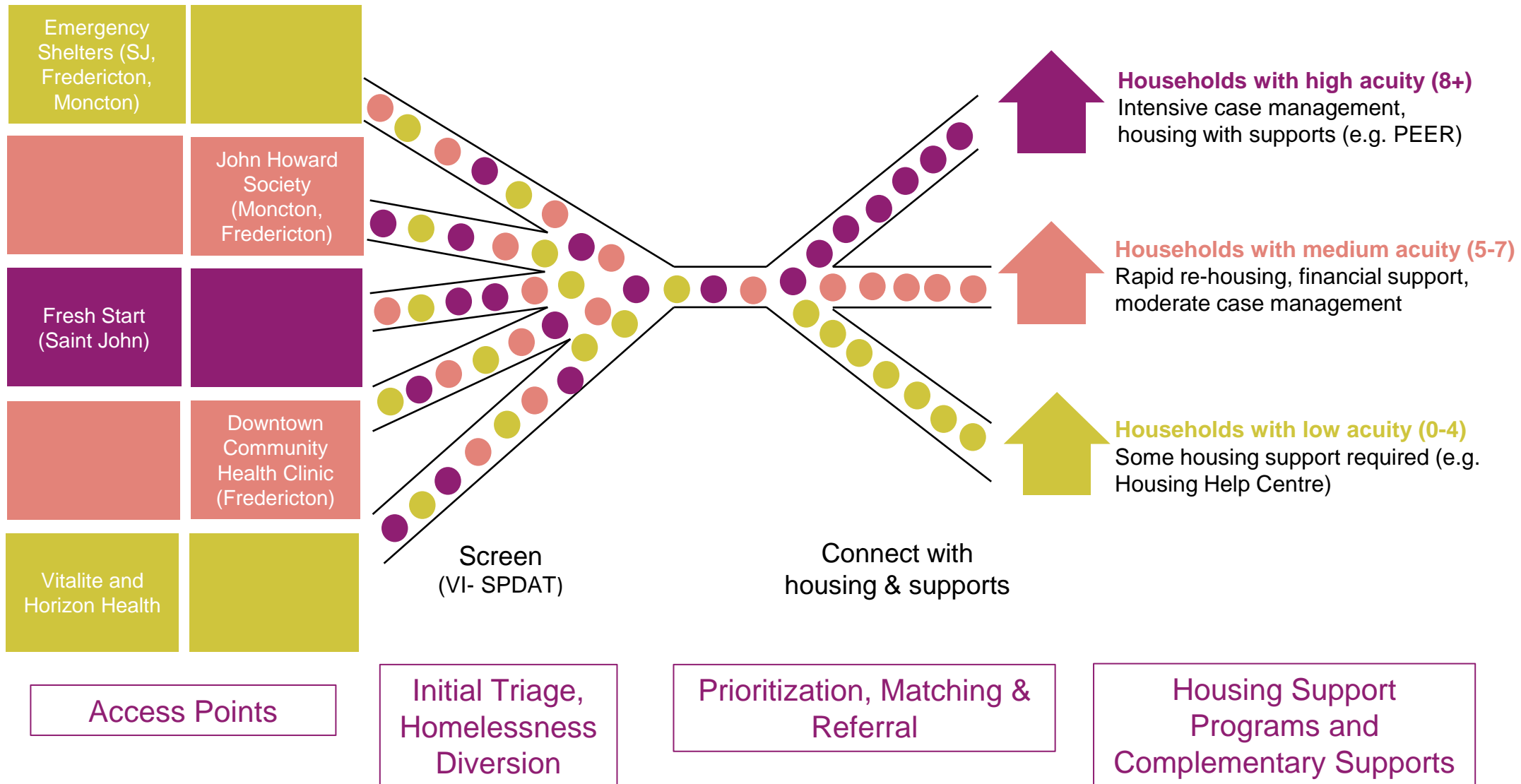
Canada

Coordinated Access Systems

- + Coordinated Access Systems are overseen by Community Advisory Boards and Governance Committees, comprised of representatives of homeless serving agencies in the community.
- + They meet once per month at minimum to discuss process and policies, and to troubleshoot and collaborate on addressing individuals' barriers to housing.

Coordinated Access in NB

- + Saint John, Fredericton, and Moncton are three of 64 Designated Communities in Canada that receive funding through Reaching Home: Canada's Homelessness Strategy.
- + The Human Development Council is Community Entity, which distributes Reaching Home funds to programs in the three communities.
- + Coordinated Access implementation: Moncton – 2016; Saint John – 2019; Fredericton – 2020
- + January 2023 - the Homelessness Policy Directorate at Infrastructure Canada announced all three communities achieved minimum requirements under the Reaching Home Directive **one year early** based on information provided in the 2019-21 Community Homelessness Report



Emergency Shelters (SJ, Fredericton, Moncton)



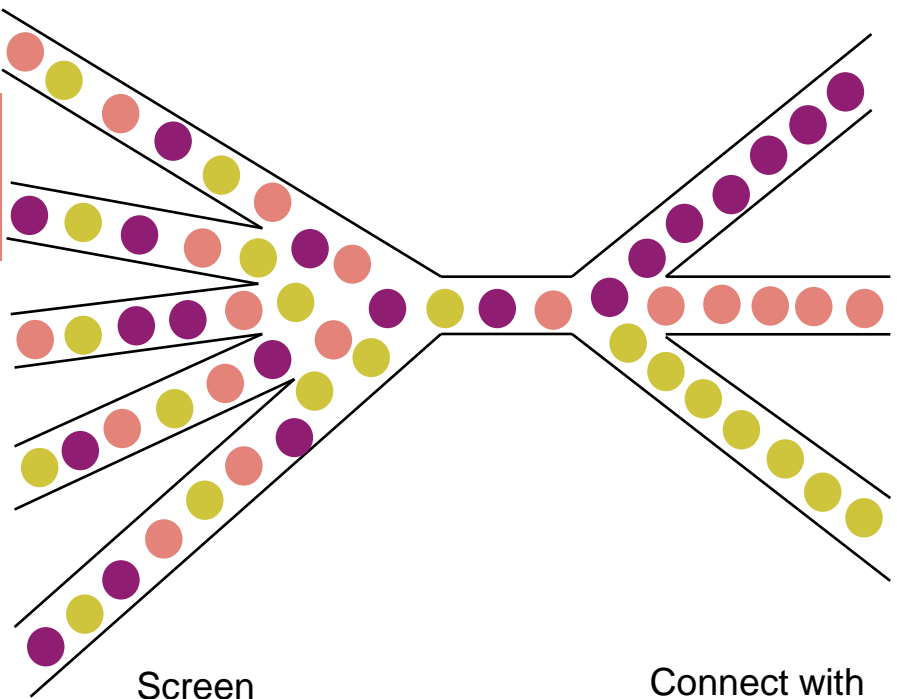
John Howard Society (Moncton, Fredericton)

Fresh Start (Saint John)



Downtown Community Health Clinic (Fredericton)

Vitalite and Horizon Health



Households with high acuity (8+)
Intensive case management, housing with supports (e.g. PEER)



Households with medium acuity (5-7)
Rapid re-housing, financial support, moderate case management



Households with low acuity (0-4)
Some housing support required (e.g. Housing Help Centre)

Screen (VI-SPDAT)

Connect with housing & supports

Access Points

Initial Triage, Homelessness Diversion

Prioritization, Matching & Referral

Housing Support Programs and Complementary Supports

By-Name Lists

- + Coordinated Access (CA) functions with data, including that from By-Name Lists, at its core.
- + **A By-Name List is a real-time list of all consenting individuals known to be experiencing homelessness in a community.**
- + This list allows communities to know individuals by name, and **to prioritize them for available housing and supports based on community-identified priorities and goals.**
- + It is not a chronological “waitlist” or connected to only one program.

What CA Offers Landlords

- + Offers several forms of support (community, in-home, and systemic navigation).
- + Tenant matching through BNL prioritization and agency connection.
- + Some communities have funding available for housing related expenses and case plans
- + Guaranteed rent payments
- + Direct point of contact for landlords
- + Tenants have a support team to foster healthy tenancy
- + Less work for landlords!

Benefits of Housing Support Teams & CA

	Housing Support	Private Rental Market
Landlord Protection Funds	<input checked="" type="checkbox"/>	✗
Guaranteed Rent Payments	<input checked="" type="checkbox"/>	✗
Direct Point of Contact for Landlord Questions	<input checked="" type="checkbox"/>	✗
Multiple Supports to help landlords address potential difficulties	<input checked="" type="checkbox"/>	✗
Tenants have a support team to help make tenancy successful	<input checked="" type="checkbox"/>	✗
Less work for landlords	<input checked="" type="checkbox"/>	✗

What Support through CA Looks Like

Community

- + Case conferencing meetings which identify needs and match with supports prior to housing.

In Home

- + General tenancy education and unit maintenance
- + Communication with landlord
- + Case planning & identifying goals
- + Budgeting
- + Funding allocated to housing support needs (lock changes, general maintenance, etc)

Systemic Navigation

- + Ensuring the tenant has access to services outside of their housing support team (mental health, physical health, transportation, identification, access to benefits & employment connections).
- + Setting up automatic payments (split payments) for their rent/utilities

What is the NB Housing Rent Supplement Program?

Landlords

- + Social Development will pay the difference between the rent paid by the tenant and the agreed upon market rent.
- + Annually, during the tenure of the agreement, market rents may be adjusted upward to reflect any increase in the market rents for similar accommodations in the area.
- + Social Development will select individuals or families for tenancies connected to the supplement. They are selected from the NB Housing (and/or BNL) Waitlist.
- + There is a cap amount for each unit type (i.e: \$800 for 1 bedrooms)
- + Other than for the payment of the Rent Supplements by SD, the normal relationship between landlord and tenant will exist between owner and eligible tenants.

Tenants

- + Tenants residing in NB Housing units will have their rents reduced to 30% of the adjusted household income (for rent, heat, hot water, fridge and stove).
- + Tenants can be eligible for two types of subsidies: Portable & Regular Subsidies

Portable Subsidy

- The rent subsidy is attached to the individual, not the unit. The subsidy moves with the individual.

Regular Subsidy

- The rent subsidy is attached to the unit, not the individual.

How to Partner - NB Housing Supplement Program

- + The easiest way to partner with NB Housing, is to connect with your local coordinated access system.
- + The coordinated access system can do the introduction and initial communication with NB Housing.
- + The Best contact for this process would be Em Blanchet, Systems Planner and CA Representative for Fredericton, Saint John, and Moncton. em@sjhdc.ca
- + Let us do the work!

What we Expect from Landlords

- + Accept prioritized individuals, trusting your local housing support agencies and processes to foster healthy tenancies.
- + Being open to communication and creative resolutions
- + To consistently offer eligible units for matching through NB Housing/BNL.
- + Transparency
- + Recognition that these tenants are working through some challenges and deserve respect.
- + Landlords are agreeing to the terms of the CAS.

Questions for Landlords and Housing Providers

- + What do you (landlords) need?
- + What would make this program more attractive to you (ie. tenants insurance)?
- + What would your concerns be if you were apart of this program?

**We acknowledge this is a difficult topic, but we are providing a safe place to ask questions!

Questions/Discussion

