

Naatamooskakowin

Winnipeg's Coordinated Access System - FAQ for Service Providers

What is Naatamooskakowin?

- "Naatamooskakowin" means **where to come for help, shelter, and resources**
- It is the name for **Winnipeg's Coordinated Access System**, which offers
 - ✓ A collaborative approach to the common goal of ending homelessness
 - ✓ Streamlined access to supports and housing for people experiencing homelessness
 - ✓ An easier way for people to connect to the supports they need to thrive in housing
 - ✓ A shared intake and assessment process across all partner agencies
 - ✓ A shared information system so that people don't have to tell their stories over and over

Who is Naatamooskakowin For?

- Naatamooskakowin is for people who are experiencing homelessness AND facing multiple barriers to securing safe housing
- **Service providers have an important role to play in identifying people for Naatamooskakowin and talking to them about it.** See **"What to Ask"** on the next page for questions to keep in mind when considering whether someone is a good fit for Naatamooskakowin

How Does Naatamooskakowin Work?

- If you have found someone that Naatamooskakowin is for, **make an appointment** for them with someone from the "Sharing Team" at an "Access Point," ideally within 48 hours
- Once the person has shared with someone from the "Sharing Team," their story is gifted to Naatamooskakowin staff, who identify programs that:
 - ✓ Match what the person is looking for and
 - ✓ Have a vacancy to start working with them
- **The person can pick which program they want** to work with and a "warm handoff" is arranged

What is an Access Point?

- A place where someone facing homelessness can find support
- A place to access Naatamooskakowin's intake and sharing process
- An agency that has "Sharing Team" staff using a shared information system

What is the Sharing Team?

- Staff who have been trained to listen for certain themes that will help identify what supports would be most helpful for a person
- Staff from all the Access Points who get shared training and meet regularly to work together

What is a Warm Handoff?

- The person, an Access Point staff, and someone from the program that the person chose, meet together to make sure the connection happens
- Should happen as quickly as possible to be most successful

How Does Naatamooskakowin protect people's information?

- **Many Lived Experts said they don't want to have to share their story more than once**, so Naatamooskakowin uses a secure system - **the HIFIS Shared Services Partnership** - to share info
- People accessing Naatamooskakowin have **consent** explained to them and sign a consent form to share certain information
- Staff at HIFIS Shared Services Partnership agencies are only allowed to look at someone's information if they need it to help that person. Staff can't share information with organizations that aren't in the partnership without permission

Naatamooskakowin

Winnipeg's Coordinated Access System - FAQ for Service Providers

What to Ask Yourself to Decide if a Person is a Good Fit:

- ✓ **Is this person experiencing homelessness?** If not, Naatamooskakowin is not the right fit. Try connecting them to prevention supports like the **Manitoba Rent Relief Fund** or the **Canada-Manitoba Housing Benefit**, or **call 211** for information about programs that might be able to help
- ✓ **How long have they been without a home?** People who have been experiencing homelessness for at least **6 months in the past year, or 18+ months in the past 3 years**, will be prioritized. This means any type of homelessness, including couch surfing and living unsheltered
- ✓ **Are they Indigenous?** Indigenous people will be prioritized, regardless of how long they have experienced homelessness
- ✓ **Are they in crisis?** Naatamooskakowin is not designed to address emergencies. If someone is in crisis, support them to address those immediate needs first. They might still benefit from Naatamooskakowin, but alongside crisis supports and not as the primary support in the moment
- ✓ **Are they already working with another program or agency?** If someone already has a support program that they are connected to, through PACT, CFS, CLDS or another housing support provider, try to work with them to connect back to that program **if they want to**
- ✓ **Do they have mental health, disability, or substance use concerns?** People with co-existing mental health, disability, and substance use challenges are prioritized
- ✓ **Are they pregnant and/or staying with dependent children?** Pregnant people and people staying with dependent children are prioritized. It doesn't matter how or if the dependent children are related. If children or youth are experiencing homelessness, it is an urgent priority
- ✓ **Are they between 18 and 25?** Youth are prioritized
- ✓ **Do they have good support from family or friends?** People who are disconnected from family and friends are more likely to need the formal supports that they can access through Naatamooskakowin, so are prioritized

How To Make an Appointment

- **Call 211** to ask for a current list of Access Points for Naatamooskakowin: Winnipeg's Coordinated Access System
- You can also request a current list from End Homelessness Winnipeg or any emergency shelter
- **Work with the person** to identify one or more Access Points that are comfortable and accessible
- **Call the Access Point** to request an appointment with a Sharing Team member within 48 hours

What to Do between the Sharing and the Warm Handoff

- While you are waiting for the list of program choices to come and the warm handoff to happen, **keep supporting the person the way you otherwise would:**
 - ✓ Help them to access ID and income supports as needed
 - ✓ Provide them with housing listings
 - ✓ Assist them with health and wellness needs like getting a doctor, connecting to an Elder, accessing peer support groups or counselling services