

September 2022

NAATAMOOSKAKOWIN: WINNIPEG'S
COORDINATED ACCESS SYSTEM
POLICIES AND
PROCEDURES GUIDE



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Land Acknowledgement

We acknowledge that we live and do our work in Treaty One Territory, at the crossroads of the Anishinaabe, Métis, Cree, Dakota, and Oji-Cree Nations, and on the traditional lands of the Anishinaabe peoples and the homeland of the Métis Nation. We also acknowledge that our water comes from Shoal Lake 40 First Nation, an Ojibwa or Ontario Saulteaux First Nation, and a member of the Grand Council of Treaty Three Territory.

Introduction

The purpose of the Naatamooskakiwin Policies and Procedures Guide is to clearly direct the process and management of the Coordinated Access System and By-Name List in Winnipeg. This guide will be reviewed and updated on an ongoing basis, as the Winnipeg community continues to grow in its work to end homelessness.

Goals of this Guide

- Produce standards for the operation of Naatamoostatiwin
- Establish community expectations for homelessness response
- Outline priorities and processes for homelessness response
- Ensure transparency between service agencies, the community, individuals, and families experiencing homelessness and housing instability

Vision Statement

Coordinated Access creates lasting solutions with our community to provide a seamless and rapid exit from the experience of homelessness through system collaboration and coordination that is person-centred, anti-oppressive, trauma-informed, strengths-based, and grounded in the principles of harm reduction.

Definitions

Access Point: An agency, organization, or program where individuals or families experiencing a housing crisis can access services and enter Naatamooskakiwin through a Sharing Experience. Access Points may include emergency shelters, mobile outreach teams, drop-in centres, other community-based organizations, and hotlines (e.g., 211).

Acuity: Acuity refers to an assessment of the level of complexity of a person's experiences. It is often used to determine the appropriate level, intensity, and frequency of supports to sustainably end a person's experience of homelessness.

Advocacy: An action or actions that speak in favor of an individual or family, argues for a cause, supports, and/or defends on behalf of others.

By-Name List: In Naatamooskakiwin, the By-Name List is a real-time list of people who have accessed services at Coordinated Access entry points and had a Sharing Experience. It includes detailed information that supports Coordinated Access and prioritization at a household level, as well as an understanding of how people are moving in and out of the system of supports for homeless and street-involved individuals. This information helps to support advocacy, triage, and prioritization, and it provides a way to evaluate system performance.

Case Management: Intentional and collaborative service planning between people providing services and the people they are supporting. Includes service navigation and housing-based case management.

Coordinated Access: A way for communities to bring consistency to the process that people experiencing or at risk of homelessness access housing and related services within a geographic area.

Naatamooskakiwin will include a Housing First philosophy; real-time data about the supply of and demand for housing resources; and a streamlined approach to accessing services with multiple access points, a standardized plan for triage and assessment; prioritization; as well as vacancy matching and referral.

Chronic Homelessness: Acknowledging colonization and the long history displacement of Indigenous peoples, Naatamooskakiwin considers all Indigenous people who are experiencing homelessness to be experiencing chronic, intergenerational homelessness. Chronic homelessness also refers to individuals who are currently experiencing homelessness and who have experienced a total of at least 180 days (6 months) of homelessness over the past year or 546 days (18 months) over the past 3 years. This includes staying in unsheltered locations, emergency shelters, or staying with others temporarily without the guarantee of a continued stay (such as couch surfing), or short-term rental accommodations (e.g., single room occupancy hotels).

Chronicity: The fact of a long-lasting condition (e.g., homelessness)

Diversion: The process of preventing people and families from entering homelessness as much as possible through alternative housing arrangements, connection to short-term services and potential financial assistance to help them find permanent housing.

Harm Reduction: Historically, harm reduction has been a range of policies, practices, and programs to reduce the harms that may be associated with substance use or survival sex work. Examples would include methadone or needle exchange programs, as well as safer sex supply distribution. This colonial view of harm reduction focuses more on the individual's experiences rather than addressing the racism, trauma, poverty, or other systemic marginalization people experience that contribute to their use of substances or engagement in survival sex work. [Harm reduction from an Indigenous worldview](#), is a way of living, with a focus on reducing the harms of colonization. Indigenous harm reduction is grounded in local Indigenous knowledges, traditions, teachings, ceremonies, land, and languages as much as possible. It is taking both a holistic and wholistic view of individuals as individuals with varied identities, with support for a person's mental, physical, emotional, and spiritual wellbeing.

Hidden Homelessness: Individuals and families who are temporarily staying with friends, relatives, or others because they have nowhere else to live and no access to permanent housing. This includes couch surfing.

Homelessness Individual and Family Information System (HIFIS): A

secure, shared database that communities can use to store and maintain information needed to further efforts for addressing homelessness. It allows multiple service providers from the same geographic area to achieve Coordinated Access using real-time information about people experiencing homelessness and the resources they need to find and keep a home.

Homelessness: The government of Canada defines homelessness as 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.

Housing First: A recovery-oriented approach to services that includes moving people experiencing chronic homelessness rapidly from the street or emergency shelters into stable and long-term housing, with supports. Housing First is an approach that can guide the work of any program, regardless of chronicity or acuity of people accessing supports.

Intake: Initial, point of entry process for people and families to enter Naatamooskakiwin

Matching and referral: Process whereby an individual or family is matched to and offered housing supports based on specific eligibility, needs, and preferences. Can also include matching to housing units available through partnering landlords.

Morbidity: Mental health, substance use, or physical health challenge that may be co-occurring

Outreach: A coordinated system of reaching people who might not otherwise seek assistance or access the homelessness service system. Outreach identifies and engages people living in unsheltered locations, such as in cars, parks, abandoned buildings, encampments, and otherwise on the streets.

Prevention: Supports and services available to prevent individuals and families from entering homelessness, including rent supplements, advocacy, and other measures

Prioritization: The Winnipeg community (including people with Lived Experience of homelessness, Indigenous people and organizations, members of the 2SLGBTQ+ Community, newcomers, people with disabilities, service providers, government staff, and the public at large) identified how to prioritize people through Naatamooskakiwin. Prioritization is a process of determining an individual or family's priority for housing based on information gathered with the Sharing Experience at an Access Point.

Reaching Home: A community-based, federally funded program that aims to prevent and reduce homelessness in Canada by providing direct support and funding to Designated Communities, Indigenous Communities, as well as territorial, rural, and remote communities across the country.

Sharing Experience: Instead of subjecting people and families to a clinical assessment, Naatamooskakiwin will provide Sharing Experience Teams to collect the same information as a traditional assessment. An initial Sharing Experience will be part of a continuum of conversations with an individual, to support building a trusting relationship between the helper and the person seeking assistance with their housing crisis. The Sharing Experience supports an in-depth collecting of relevant information about a person or family, to support connecting them with the most appropriate service or supports to resolve their housing challenges.

Triage: Collection of specific information from people accessing services to determine which services, supports, and referrals would be appropriate.

Youth: Community members under the age of 25.

The Definition of Indigenous Homelessness in Canada

The 2021 Interim Street Census in Winnipeg revealed that there were at least 1127 people experiencing homelessness on April 21-22, 2021. 66% of these people identified as First Nations, Métis, or Inuit. Indigenous people experience homelessness beyond the colonialist definition of being unhoused. In 2012, the Aboriginal Standing Committee on Housing and Homelessness defined Indigenous Homelessness in Canada as “a human condition that describes First Nations, Métis and Inuit individuals, families or communities lacking stable, permanent, appropriate housing, or the immediate prospect, means, or ability to acquire such housing. Unlike the common colonialist definition of homelessness, Indigenous homelessness is not defined as lacking a structure of habitation; it is more fully described and understood through a blended lens of Indigenous worldviews. These include individuals, families and communities isolated from their relationships to land, water, place, family, kin, each other, animals, cultures, languages, and identities. Importantly, Indigenous people experiencing these kinds of homelessness cannot culturally, spiritually, emotionally, or physically reconnect with their Indigeneity or lost relationships.”

In 2017, Jesse Thistle expanded this definition to include 12 Dimensions of Indigenous Homelessness in Canada:

1. Historic Displacement Homelessness
2. Contemporary Geographic Separation Homelessness
3. Spiritual Disconnection Homelessness
4. Mental Disruption and Imbalance Homelessness
5. Cultural Disintegration and Loss Homelessness
6. Overcrowding Homelessness
7. Relocation and Mobility Homelessness
8. Going Home Homelessness
9. Nowhere to Go Homelessness
10. Escaping or Evading Harm Homelessness
11. Emergency Crisis Homelessness
12. Climatic Refugee Homelessness

For Thistle's complete definition visit:

<https://www.homelesshub.ca/IndigenousHomelessness>

Guiding Principles

Through co-creation with the community, some principles and philosophies were identified that will guide our work. All partners in the Naatamooskakiwin agree to allow these principles and philosophies to shape their work.

- 1.** We agree to be guided by the 7 Sacred Teachings in the work that results from this system: Love, Respect, Courage, Honesty, Wisdom, Humility, and Truth.
- 2.** We agree to be guided by a culturally safe, trauma-informed, harm reduction approach and meet people where they are at in their journey.
- 3.** The work must be relationship-based.

We recognize that housing is a basic human right and are committed to working with people to have a choice in the type of housing that will support them on their journey in life. Housing First involves moving people rapidly from the street or emergency shelters into stable and long-term housing, with supports. The Naatamooskakiwin is committed to working from a Housing First philosophy, which includes the following five core principles:

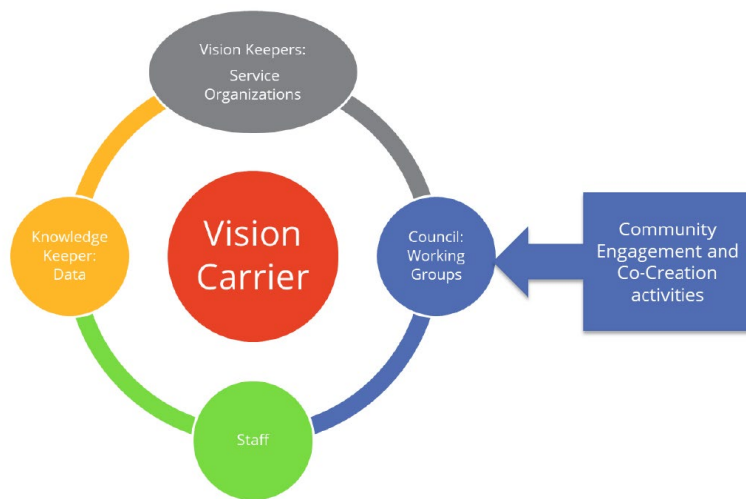
- Immediate access to housing with no housing readiness conditions
- Choice and self-determination
- Individualized and person-driven supports
- Recovery orientation
- Social and community integration

We acknowledge that Indigenous people are overrepresented among those experiencing homelessness because of the ongoing impacts of colonization, residential schools, and cultural genocide. We are committed to supporting Indigenous people by acknowledging systemic racism and working to create opportunities for success.

It is critically important that we learn from those with lived and living experience of homelessness. In the Naatamooskakiwin, we commit to providing space to hear from lived experts in the development of our programs and services, and to incorporate peer support into our work.

Background

Canada's Reaching Home Strategy requires all communities receiving Designated Stream funding to implement a Coordinated Access system by March 2022. As the Community Entity for Reaching Home, End Homelessness Winnipeg began working with community stakeholders to support the co-creation and implementation of Coordinated Access in 2019-2020 with three community engagement sessions of diverse stakeholders, including people with lived experience of homelessness.



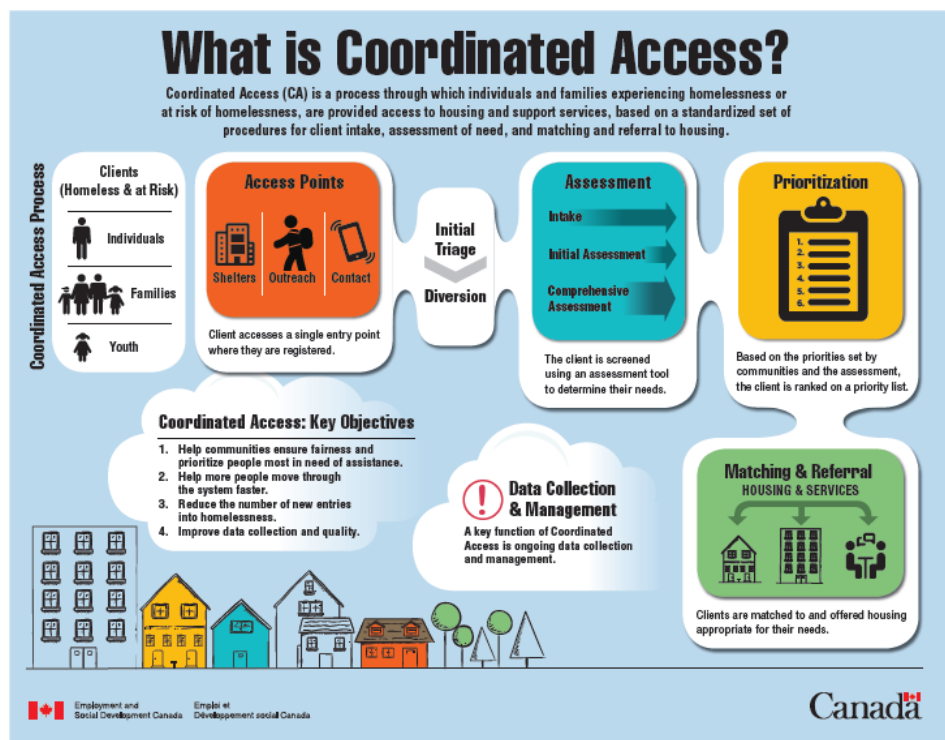
In Fall 2020, feedback shared at these engagements shaped the formation of an Advisory Committee, established to develop a governance structure for Naatamooskakiwin. The resulting governance structure provides a framework for co-creation, planning, implementation, and monitoring of Coordinated Access in Winnipeg. The Governance Structure recommended by the Advisory Committee included a Coordinated Access Council to provide guidance, oversight and feedback on the implementation and monitoring of Coordinated Access. This Council was formed in January 2021.

In June 2021, we hosted a community engagement session to identify the Vision and Outcomes for Winnipeg's Coordinated Access System. In Fall 2021, we reported back on the Vision and Outcomes for Coordinated

Access and engaged the community on Prioritization and Access Points for the system.

By Winter 2021, two more community engagement sessions were held to develop and identify community Access Points, develop a prioritization framework, and to report back to the community of the progress of Coordinated Access.

What is Coordinated Access?



[The Reaching Home Coordinated Access Guide](#) (2019) defines Coordinated Access as a process by which people with housing challenges are:

- Directed to community-level access points
- Supported to address their housing challenge through initial triage and, if necessary, Further assessment using common tools

The community-level outcomes co-created for Naatamooskakiwin are:

- People are housed
- People housed do not return to homelessness
- Lengths of time experiencing homelessness are reduced
- Outcomes are determined and measured by lived experts:
 - Access, Services, Choice, Supports
- The number and range of services is comprehensive
- Staff are well-trained
- Communication and Collaboration between partners is ongoing
Information is shared between the services to support the work being undertaken from a trauma informed approach: people do not have to repeat their stories

Coordinated Access is way for communities to bring consistency in the way people access housing and related services within a geographic region. In Winnipeg, this includes a Housing First philosophy, real-time information about supply and demand for housing resources, and a streamlined service delivery approach, with a standardized path through triage and assessment, prioritization, as well as vacancy matching and referrals.

The Sharing Experience, the common assessment practice of Naatamooskakiwin, collects information that will be summarized using a common assessment tool. Until a new, Indigenous assessment path is completed, the VI-SPDAT and SPDAT assessment tool will continue to be used in the unique way developed in Winnipeg, which is a narrative, conversational approach. The results of this will be entered into the By-Name List, which will be used to prioritize people and families for housing support services, and then help to match them to available and appropriate housing focused interventions.

As noted in [Revisiting Coordinated Access \(2020\)](#), Coordinated Access encourages agencies to work alongside each other with mutual language, processes, assessments, and policies. This creates an integration of services so that people accessing these services can be met with a no wrong door approach, and it limits the need for people to go from agency to agency looking for services and retelling their story

repeatedly.

Homeless Individuals & Families Information System (HIFIS)

The Homeless Individuals & Families Information System (HIFIS) is a secure, shared database used by different community partners who support individuals and families experiencing homelessness. HIFIS is a comprehensive data collection system that helps understand what is happening in the community and helps agencies work collaboratively. End Homelessness Winnipeg hosts the HIFIS4 server and the HIFIS Leadership Committee oversees the ongoing maintenance of HIFIS in Winnipeg.

Included in the process of Coordinated Access is the collection, storage, and use of personal information, which will be held in HIFIS. This centralized database collects and displays real-time information about people accessing programs and services, as well as available housing and supports in the Coordinated Access system. HIFIS is the database used for the By-Name List in Winnipeg.

Program Models in Coordinated Access

There are different types of housing and support programs for people with different levels of need that will be available through Coordinated Access:

- **Rapid re-housing:** Involves directly helping people locate and secure permanent housing as rapidly as possible, assisting the people with moving in or rehousing if needed. Housing readiness is not a requirement. Rapid rehousing includes short-term community supports such as connection to rental supplements and time-limited case management.
- **Intensive Case Management (ICM):** A team-based approach that supports individuals through case management, the goal of which is to help clients maintain their housing and achieve an optimum quality of life through developing plans, enhancing life skills, addressing health and mental health needs, engaging in meaningful activities, and building social and community relations. It is designed for clients with lower acuity, but who are identified as needing intensive support for a shorter and time-delineated period.

- **Assertive Community Treatment (ACT):** An integrated team-based approach designed to provide comprehensive community-based supports to help people remain stably housed. ACT teams address the needs of clients with mental health and addictions and may support individuals in accessing psychiatric treatment and rehabilitation. These teams may consist of physicians and other health care providers, social workers, and peer support workers. The latter are deemed to be key members of the team, for their experience of homelessness can become an essential resource for support and recovery. They help bridge the knowledge that other team members bring with knowledge of what it is to be homeless. ACT teams are designed for clients with the most acute needs and may provide support on an ongoing basis: in some cases, access to supports is available 24 hours a day.

Overview of Coordinated Access

1. People experiencing or at risk of homelessness go to service provider and are triaged.
2. Diversion and prevention strategies are used if possible.
3. People are informed about Coordinated Access and a Sharing Experience is booked.
4. Sharing Experience happens within 48 hours, or as soon as possible.
5. Information from Sharing Experience is entered into HIFIS, and an email is sent with HIFIS ID# to End Homelessness Winnipeg's Organization Support Officer and Resource Inventory Development Officer to let them know a Sharing Experience has taken place.
6. People will be matched to a program or service based on prioritization criteria and spaces available in programs.
7. Offer will be made to individual or family of service or program.
8. Once accepted, a Warm Hand-off will be booked with the individual, the Sharing Team at the Access Point, and the service provider.

Access Points

Naatamooskakiwin uses a no wrong door approach. The goal is to have all Reaching Home funded programs and agencies, who already provide services, to be Access Points for Coordinated Access. This is to honour the relationships and comfort that already exists for people accessing supports and will minimize the number of times that an individual has to tell their story to access programs and services. Any program resources connected to Naatamooskakiwin will have no additional screening required, so people will not need to share their story more than once. Staff from Access Points have participated in the co-creation of the Coordinated Access system in Winnipeg.

Each Access Point will have a unique staff team who are trained to go through the Sharing Experience: a story-sharing assessment process. The person will have the choice to share their story with the staff at the Access Point they are already accessing supports at, or to connect with a different Access Point agency of their choosing if they would feel more comfortable. Staff would arrange for the person to share their story with a

different agency if requested. Telephone and online meetings are also available if people choose.

Access Point staff will be trained in the Coordinated Access system, prevention, and diversion strategies, as well as core competencies including trauma-informed care, harm reduction, and cultural humility. Access Point staff Naatamooskakiwin will meet once a month for Community of Practice sessions that will include updates on successes, areas of concern, as well as ongoing teachings.

In consultation with community groups, including people with lived experience, key features of Access Points were recommended to include:

- Centralized information sharing
- Shared training
- Coordinated communication channels and processes
- Barrier-free accessibility for priority populations in terms of location, physical space, familiarity, trust, cultural safety, and proximity to other services
- Mobile staff on a mobile team
- Provision of resources including housing, program capacity (such as case management), and other forms of support for matching through Naatamooskakiwin.

For a current list of Access Points, please see Appendix A

Engaging Landlords

With a lack of affordable housing and low rental vacancies, community organizations and service agencies are looking for ways to work with landlords, property managers, and owners to help people find and maintain housing. Forming positive relationships with landlords and providing services to help maintain those relationships is crucial for people seeking housing.

With the support of the Coordinated Access Resource Inventory Development Officer, Naatamooskakiwin will build relationships with landlords to offer streamlined access to housing units. Naatamooskakiwin will also provide matching to these resources based on eligibility criteria and need. Coordinated Access is a win-win for landlords, tenants, and communities.

Benefits of a Coordinated Access System include:

For Landlords

- Stable tenancies
- Contact person for support of tenant
- Access to training and assistance with resource navigation
- Reduced legal and other costs of evictions
- Reduced costs from unit turnovers or vacancies
- Reduced liability; Limited funding to repair damages if they are caused by tenants
- Reduced work hours/stress

For Tenants

- Stable housing
- Individualized supports
- Improved health outcomes
- Connections to community
- Resources to help achieve education and work goals
- Better quality of life
- Access to a rent supplement to promote greater choice

For the Community

- Reduced public costs for emergency services
- Lower public costs for social and legal services related to evictions and homelessness
- Reduced hospital emergency room visits
- Healthier communities

Triage, Diversion, and Prevention

To determine if a person or family is a good fit for diversion or a prevention program, agency staff at Access Points will connect with people as soon as they come into their agencies to get an understanding of their needs and offer support. If people arrive at an Access Point and identify that they are looking for help because they are at risk of homelessness or newly homeless for the first time, they can be referred to a prevention program or other community resource that is appropriate to meet their needs. This is not to turn people away, but it is a way of helping people find solutions to their housing situation using other existing resources that they may not have considered.

Prevention programs do their own intake and are not required to go Naatamooskakiwin. Access Point staff will provide support and guidance to see if the person's or family's need can be resolved with these supports. Support can include access to resources such as the

Canada-Manitoba Housing Benefit, Manitoba Helps Rent Relief Fund, 211, family reunification advocacy, landlord mediation resources, access to food banks, connection to income supports (such as EIA), and/or housing listings. Agency staff will keep in contact with people as much as possible for two weeks to see if they need other help, referrals, or more information.

If the person or family has not been able to find housing or appropriate supports, or if it is determined they will require more long-term or intensive assistance, people will be given information about Naatamooskakiwin. If the person is interested in participating in Coordinated Access, agency staff will plan with their Sharing Team to book a Sharing Experience within 48 hours of this decision.

Sharing Experience: Common Intake and Assessment Process

Wherever a person or family connects with an Access Point, they will experience a similar intake and assessment process. The common intake process includes consent, collection of information, a Sharing Experience, and entry into the By-Name List.

If an individual or family has gone through the triage and initial contact with an Access Point, and they have experienced homelessness in the past, the process of Coordinated Access will be explained to them. If they wish to enter Naatamooskakiwin, staff will take their name and birthdate and book a meeting with a Sharing Team.

The meeting with the Sharing Team will be arranged within 48 hours of a person or family expressing interest in entering Coordinated Access at an Access Point. Sometimes it may be possible to meet with the Sharing Team right away. If a person requests, they can arrange to have their Sharing Experience with a Sharing Team from a specific agency where they may feel more comfortable. Telephone and online Sharing Experiences will be offered if the person chooses.

Instead of subjecting people and families to a clinical assessment, Naatamooskakiwin will provide a Sharing Team to collect the same information as a traditional assessment. The difference is that a Sharing Experience will be a guided conversation between the Sharing Team staff and a person or family.

Each Access Point will choose staff to be trained for the Naatamooskakiwin Sharing Team. Hearing people's stories is a gift, but it carries potential risks

to both the person sharing their story and to the person listening to it. People selected to be part of the Sharing Team will be chosen based on length of time with the agency, their level of self-awareness in their own healing journey, as well as experience with an intake, interviewing, listening, and reflective sharing processes. Sharing Team staff must also understand Indigenous worldviews and be comfortable with a storytelling approach to gathering information.

Training for the Sharing Team staff will be delivered by End Homelessness Winnipeg, in partnership with local and national experts. The training will cover trauma-informed care, harm reduction, cultural humility, and will include connecting with staff from a variety of agencies to create a Community of Practice. Consistency in training will be crucial for people to be able to get the same service regardless of where they go. The Community of Practice will include monthly meetings for all members of the Sharing Team to review training, fidelity, expectations, and any concerns they may have, providing an opportunity for staff to share their experiences of the process and problem-solve collaboratively.

Each Access Point will ensure that they have a private space where the person, family, and Sharing Team staff can sit down together and go through the Sharing Experience process. Short-term relationship building and trust are crucial when figuring out what housing and other service needs people and families have. This will be a conversational, strengths-based, trauma-informed, engagement. If an individual or family wishes, they can have more than one meeting with a Sharing Team staff.

The Sharing Team staff who will be guiding the Sharing Experience will prepare for the meeting by looking up the person by name and birthdate in HIFIS, to complete the Intake Checklist. This way, people will not have to repeat information that has already been asked. After the Sharing Experience is completed, the Sharing Team staff will use the information they received during the Sharing Experience to complete the VI-SPDAT and SPDAT assessment tools. Sharing Staff will also write a summary of information gathered from the person or family and enter this information into HIFIS.

The Sharing Team will provide a “What's Next” handout, including contact information for the Coordinated Access Organization Support Officer at End Homelessness Winnipeg.

See Appendix B for Naatamooskakowin FAQ

VI-SPDAT and SPDAT Assessment

The Vulnerability Index- Service Priority Decision Assistance Tool (VI-SPDAT or VI) and the Service Prioritization Decision Assistance Tool (SPDAT) are the assessment tools that will be used initially for Naatamooskakiwin. The VI-SPDAT and SPDAT are standardized tools that will be used to describe the depth of need and acuity of the person or family to help match people to housing programs and other support services.

All Sharing Team staff will be trained on how to use the VI and SPDAT with a narrative, conversational focus. Community training and support on effective use of these tools will be ongoing by End Homelessness Winnipeg. Common training and monthly Community of Practice meetings will ensure that staff have the knowledge and skills to accurately collect and report information gathered. These tools will generate a score, and a summary of information about an individual or family which will help with prioritization and vacancy matching. The Sharing Team staff will write the summary of what was shared to provide a more wholistic understanding of the person's story. Sharing Team staff will be trained on how to enter this information into HIFIS.

Information uploaded to HIFIS will include the completed Consent Form and Intake Checklist in Appendix C, basic personal information such as name, birthdate, and other demographic information, as well as the completed VI and SPDAT, and summary of information from the Sharing Experience. Entering this information into HIFIS places the individual or family on the By-Name List. It will be important for Access Point staff to ensure that the individual or family is ready for when they are matched to a resource. This can mean connecting people with Employment and Income Assistance so they can pay for their housing, getting ID, or anything else they may need to be housed.

By-Name List (BNL)

The By-Name List (BNL) is a real-time list of all people in Winnipeg who are moving through Naatamooskakiwin. It includes information needed for people to be matched to programs and services, as well as creating an understanding of how people are moving through the system itself. System and program evaluations will be possible with the data collected.

Staff at Access Points will be trained on how to add people to the BNL. To be added to the BNL, participants must have the consent form explained to them and must sign it. If an individual or family chooses to decline providing consent to be part of Naatamooskakiwin, this does *not* prevent them from accessing services. Community partners will continue to engage with people to access appropriate services and supports in other ways.

The BNL will contain key information about people and families that will help connect them with appropriate services and supports. This information includes demographics, current state of housing, housing history, personal history, VI and SPDAT scores, and information about housing needs. Prioritization and matching will be made possible using information entered in HIFIS and must be regularly updated by homelessness-serving agencies in Winnipeg to maintain accurate data.

Development of a robust BNL will enable:

- A more accurate collection of useful household data
- Better understanding of how people are moving in and out of the system
- Provide prioritized, targeted access to services
- The ability to evaluate the system
- Advocacy for policy and resource changes
- Ability to monitor progress of ending chronic homelessness in real-time

The BNL will be managed by End Homelessness Winnipeg staff who will:

- Monitor data for quality
- Facilitate updates by following up with agencies and programs
- Provide vacancy matching for housing and support programs connected to Coordinated Access
- Ensure adherence to confidentiality and privacy

It is the responsibility of the Access Point staff to maintain contact with the individual and offer support, within their agency's mandate, until people are matched to a program, service, or resource. If the primary point of contact changes, the Coordinated Access Organization Support Officer at End Homelessness Winnipeg must be notified.

Updating the BNL

The BNL must be updated monthly with any changes to a person or family's state of housing entered into HIFIS. All people on the BNL will be given a status that is dependent on the updates provided by Access Points.

Statuses on the BNL are:

Active: People who are actively experiencing homelessness or are street-involved, including people who are newly identified as homeless, who have returned to homelessness, or who have returned from an "inactive" status.

Inactive: People who are not actively experiencing homelessness, including people who have been stably housed for at least 90 days, who have moved away from the community, who have lost contact with Access Point agencies for at least 90 days, who are deceased, or who have withdrawn consent.

Removing names from the BNL

People can request to have their names removed from the BNL at any time. They can do so by making a request at the Access Point they have been engaged with who will then contact the Coordinated Access Organization Support Officer at End Homelessness Winnipeg.

Unless requested, names will only be removed if their status has become inactive.

"Hidden" individuals and families

Any person or family fleeing violence, or anyone who has concerns about their information being seen by others in HIFIS, will be given the option to be "hidden". The person or family will be tracked in a separate BNL spreadsheet to prevent anyone else in the system from seeing or updating their information, other than the Coordinated Access Organization Support Officer and the Coordinated Access Resource Inventory Development Officer. The lead agency working with the person will need to contact the Coordinated Access Organization Support Officer to move them into Naatamooskakiwin and ensure that all relevant information is provided, including a signed consent form.

Information about "hidden" people or families will not be released to

anyone except the “hidden” individuals or the lead agency. When a matching opportunity arises, the Coordinated Access Organization Support Officer will work with the lead agency to ensure that the “hidden” people have equitable access to available supports.

Identity Protection

All staff who use HIFIS are required to take Personal Health Information Act (PHIA) training and sign a confidentiality agreement with their employer. Individuals must sign a HIFIS consent form before being added to the BNL. Only HIFIS users who are working directly with an individual are permitted to access HIFIS files. If an individual or agency feels that someone has accessed information inappropriately, the HIFIS Leadership Team can download an audit log at any time to review activity on the BNL.

All BNL information will be confidential and subject to the Personal Health Information Act of Manitoba. Participating agencies have their own confidentiality practices, and part of the BNL development process is working with agencies to share information professionally and respectfully. The only time people’s information would be shared without permission is if it is believed that there is a danger to an individual or others, or any suspicion of child abuse. Agencies are legally required to report these instances. If required by law, information may have to be given in legal proceedings.

Access Point staff will enter people into the BNL in HIFIS including demographic information, consent forms, and housing history. Service providers will update people’s housing placement information in HIFIS as it changes. If the service provider is not connected to HIFIS, they must contact the Coordinated Access Organization Support Officer or Coordinated Access Resource Inventory Development Officer to keep the person or family’s housing information up to date in HIFIS.

Prioritization

The Coordinated Access Organization Support Officer will monitor the BNL. When a program or service provider has a space available, they will contact the Coordinated Access Organization Support Officer. Matching will be based on eligibility criteria for the agency or program with an available space.

Naatamooskakiwin will prioritize people and families who come to

Coordinated Access in the following way:

- People who are chronically homeless (people who have been experiencing homelessness for 6 months or more in the past year, or a total of 18 months in the last 3 years, and any Indigenous individual or family experiencing homelessness)
- Indigenous people experiencing homelessness
- People with combined mental health, substance use, and physical health challenges (tri-morbidity)
- Youth under age 25
- People in the Rainbow community
- Families with dependents
- People who have limited informal supports like local family or friends

Because at least 66% of people experiencing homelessness in Winnipeg are Indigenous, Indigenous people on the priority list will be placed in housing and housing-related programs based on a ratio of 2:1. That means for every 2 Indigenous people matched to services, 1 non-Indigenous person will be matched. This is to help reduce Indigenous homelessness within the community.

Prioritization for Naatamooskakiwin was co-created by community stakeholders including lived experts through a series of engagement sessions. See Appendix D for Prioritization charts.

Access Points and partnering service providers will inform End Homelessness Winnipeg as vacancies arise, or weekly. They will also be expected to provide monthly reports on current case loads and capacity. Every 3 months, directors and managers from Access Points and other partnering service providers in Naatamooskakiwin will meet to provide updates.

Matching and WarmHand-offs

A Warm Hand-off is when connections are made in-person with the lead agency staff that an individual or family has been working with. In Naatamooskakiwin, these will usually take place at the agency where people had their Sharing Experience. If a person or family feels more comfortable having their Warm Hand-off somewhere else, other appropriate arrangements can be made.

The Coordinated Access Organization Support Officer will match dedicated support and housing resources as they become available,

based on prioritized needs of individuals or families on the BNL. When a Coordinated Access housing support resource becomes available, these steps will be taken to connect an individual or family to that resource:

- 1.** The Coordinated Access Organization Support Officer will filter the BNL to only include people who match the eligibility requirements for the available resource.
- 2.** The Coordinated Access Organization Support Officer will notify the lead agency with information about the resource that the person or family has been matched to, including contact information.
- 3.** The lead agency staff will connect with the person or family to inform them that a spot is available, give them information about the resource they have been matched to, and make an offer to place them with that resource.
- 4.** If the person or family accepts the offer, a Warm Hand-off will be arranged at the lead agency, unless the person or family would prefer to do it at a different location. Staff will notify the Coordinated Access Organization Support Officer by email of selection.
- 5.** If the offer is not accepted, the individual or family will remain on the By-Name List without penalty and the next person or family in line of priority will receive the offer.

The maximum time to find the individual or family will be 14 days after choice of programs or services is offered. Access Point staff should make every effort to locate the individual or family to inform them of being matched, including looking for people at other agencies or locations they are known to spend time. If 14 days have gone by and the person/family haven't been found, the Coordinated Access Organization Support Officer will offer the spot to the next person in line of priority. People's names will remain on the BNL until they re-engage with Naatamooskakiwin. If agencies have lost contact with people for 90 days, their status on the BNL will be changed to "inactive".

Every effort will be made to match people to programs and services that best meet their needs, however there may be instances when a program may not accept a match to their agency. Agencies will be required to submit their rationale in writing to the Coordinated Access Organization Support Officer. The individual or family will remain "active" on the BNL and have the opportunity to be matched to a different

program or service when a more appropriate match becomes available.

Housing Vacancy Matching

Partnering landlords will let the Coordinated Access Resource Inventory Development Officer know that they have a vacancy available. Based on prioritization, vacancy criteria (e.g., a unit for someone aged 55+), and an individual or family with proof of income and other documents, a match for a housing vacancy will be made using HIFIS. When people go through the Sharing Experience, they will be given a checklist of housing preferences for matching. No additional screening by the landlord will occur.

The individual's or family's case worker will share the information about the housing vacancy. People will be given 2 weeks to accept or decline the vacancy. If the vacancy is declined, there will be no penalty for the individual or family. The vacancy will be offered to the next prioritized person or family.

Program Transfers and other Service Provision

If a service provider feels that they cannot provide the services that an individual or family needs, they are to complete the Naatamooskakowin Transfer Request Form and connect with End Homelessness Winnipeg's Coordinated Access Organization Support Officer or Coordinated Access Resource Inventory Development Officer to request a program transfer. Service providers will be required to provide details as to why they feel the placement isn't working, and what steps they've taken to accommodate the individual or family. If the situation cannot be resolved, the person or family will be placed in another program or service as available. The service provider will continue to maintain contact and provide supports until the transfer can be made.

See Appendix E for Transfer Form

Service providers will update their program information annually. If there are any major changes, such as loss of funding, staff or management changes, etc., service providers are to inform the Coordinated Access Resource Inventory Development Officer or Coordinated Access Organization Support Officer at End Homelessness Winnipeg immediately in writing.

Complaints about Service Provision and Transfer Requests

If an individual or family is dissatisfied with the service they are receiving, they can contact the Coordinated Access Organization Support Officer (contact information provided at Sharing Experience for Naatamooskakiwin), reconnect with the agency where they had their Sharing Experience, or can go to any Access Point to make a complaint. Every effort will be made to connect with the individual and service provider within 72 hours.

If the complaint or issue cannot be resolved, an individual or family feels that they would prefer a transfer to a different program or service, the Coordinated Access Resource Inventory Development Officer or Coordinated Access Organization Support Officer at End Homelessness Winnipeg will initiate the transfer. The individual or family will still be offered supports until the transfer can be made.

Graduation and change

When a person or family has graduated from a program, or if it is agreed that people no longer need the level of services that they have been receiving, their file will be updated in HIFIS. If people need a lower acuity service, they can be transferred to a different program or service as needed. Service providers will keep HIFIS updated and inform the Coordinated Access Organization Support Officer or Coordinated Access Resource Inventory Development Officer at End Homelessness Winnipeg.

File Closure

If a person or family has been stably housed within the mandate of a program, have moved away from the community, are deceased, have withdrawn consent for support in Naatamooskakiwin, or are out of contact with their service provider for 90 days, their file may be closed. Service providers will send information to the Coordinated Access Organization Support Officer to close the file to update the By-Name List.

See Appendix E for Closure Form

Appendices

A- List of AccessPoints

B- Naatamooskakowin FAQ

C- Consent form and Intake checklist

D- Prioritization Flow

E- Transfer and Closure Forms

Appendix A- Current Access Points

Naatamooskakowin

Winnipeg's Coordinated Access System - Access Points, April 2022

Please call the Access Point ahead of time to request an appointment and more information about their process.

Adults:

Siloam Mission 204-956-4344

- 300 Princess: As a Christian humanitarian organization, Siloam Mission connects the community in order to alleviate hardships and provide opportunities for change for those affected by poverty and homelessness. Siloam Mission is a place for support, healing, and recovery.

Indigenous People:

E.A.G.L.E. Urban Transition Centre 204-954-3050

- 275 Portage: The primary goal of the E.A.G.L.E. Urban Transition Centre is to assist First Nation people with transitioning into an urban centre and to assist with accessing the appropriate resources to become independent.

Women & Nonbinary People:

North End Women's Centre (NEWC) 204-589-7347

- 394 Selkirk: Established in 1984, NEWC is the longest running women's resource centre in all of Winnipeg. NEWC facilitates healing, wellness, and capacity building through diverse community-centred approaches.

West Central Women's Resource Centre 204-774-8975

- 640 Ellice: West Central Women's Resource Centre empowers women, and their community, to move from where they are to where they want to be, by providing responsive programming, facilitating knowledge sharing and connection, and contributing to culture shift and policy transformation.

Youth:

Huddle Broadway 204-227-3014

- 533 Broadway: Huddle is a safe space for youth ages 12–29, offering free, trauma-informed and culturally-safe health services in a youth-friendly atmosphere.

The Link 204-477-1722

- 175 Mayfair: The Link works to nurture strong & resilient youth and families through connections, relationships, wellness, and independence.

420 – 213 Notre Dame Avenue Winnipeg, Manitoba R3B 1N3
Telephone: 204-219-8731



Naatamooskakowin

Winnipeg's Coordinated Access System - FAQ for Service Providers

- 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

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

Maarsii - Miigwetch - Kinanaskomitin



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



Appendix C- Naatamooskakowin Consent Form and Intake Checklist



Notification of use of Electronic Record Storage by this Agency:

I understand that this agency is part of the HIFIS Shared Services Network. This means information about me is entered into a computer system which shares some information about clients and the services they are using in order to help provide better services to people who are experiencing situations of precarious housing and/or homelessness. I also understand that this personal information is protected and only those people working at partner agencies that have a need to access my personal information are permitted access to it. I am aware that I can, upon request, receive a list of these agencies and a list of what personal information is shared.

I understand that I have a right to see a copy of my client record, and ask for changes, upon request.

I have been informed and understand that some information that does not directly identify me (de-identified information) may be shared with agencies outside of the HIFIS4 Shared Services Network for reporting or research purposes. I am also aware that a limited amount of this de-identified information may be shared with Employment and Social Development Canada (ESDC).

I also understand that the information collected and shared, or my refusal to consent to providing or sharing some of this information, may not be used to deny me outreach, shelter, housing, or other assistance. I understand further that Explicit Consent is required to participate in Naatamooskakowin (Coordinated Access) process and to access some additional housing supports and services such as Canada Manitoba Housing Benefit (CMHB) and Building Services.

Name of Client (print): _____

Client Signature: _____ Date of Notification: _____

Explicit Consent for Sharing Information between HIFIS Shared Services Organizations:

I consent to this organization sharing any personal information, including personal health information, with other partner agencies for the purpose of providing services to me, evaluating programs, and research and planning for the housing and homelessness systems.

Client Signature: _____ Date of Birth: _____

For Administration use only:

- Include consideration for Naatamooskakowin (Coordinated Access System)
- Additional consent with sharing to _____ , _____
(list any external organizations)

Staff Name: _____ Organization: _____

Latest Save Date: May 31, 2022 | ApxEi_UPDATE DRAFT 2 ConsentForm_GenericAdult_DOB_VVS.docx

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Naatamooskakowin

“Where to come for help, shelter, and resources”

Winnipeg's Coordinated Access System – Sharing Information Guide

Purpose: To ensure that we are respecting the people who are coming to us for support in their housing crisis, please check HIFIS before you begin the Sharing experience to see what information has already been shared. This will help make sure that we are not asking people to repeat their information. If the information is already in HIFIS, you do not need to ask it again.

Access Point Information

Organization participating in the Sharing:

Sharing Team member:

Date of sharing:

How long was it between when the person said they were interested in being a part of Naatamooskakowin and when they Shared?

How long did the Sharing take?

Personal Information

Name:

Nickname or preferred name:

Pronouns:

Birthday:

Contact information (phone number, email, where we can leave a message for them). If the information is already in HIFIS, please confirm that it is accurate:

Are you currently in CFS care? (if they are currently in CFS care, please do not proceed with the Sharing. Please help them connect with their CFS case worker and give them any support they need to make that work. If they are younger than 18 and in the care of CFS, please do not enter them into HIFIS. They are unable to legally provide consent.)

Are you taking care of any kids right now? Will they live with you when you find housing? (If yes, please use the Family SPDAT).

Do you have a worker anywhere, even if you don't like them, don't find them helpful, or haven't talked to them in a while? (If yes, explore whether they are willing to be reconnected to that worker instead of connected to a new program through Naatamooskakowin. If not, proceed with the Sharing.)

End – In a good way

1. What are the 3 most important things that you want to take care of when you are housed? (Add this information in HIFIS in the Description Box in the SPDAT module).

1.

2.

3.

2. Is there anything else that you would like us to know about you? Any strengths or accomplishments that you would like to share?

Checklist:

If this information is not already in HIFIS: please make sure that the following information is shared during the conversation, using the prompt guide if needed, and then entered in HIFIS:

- Consent: ensure Consent Type: Coordinated Access is added and the signed Consent form is uploaded. The person must have Explicit and Coordinated Access Consents
- Client Vitals (if already in HIFIS, confirm that the information is correct):

Gender identity:

Female	Transgender	Gender non-conforming/Genderqueer
Male	Trans Female	Non-binary

Veteran status:

Not a Veteran	Veteran - Civilian	Former RCMP
Veteran - Canadian Armed Forces	Veteran - Allies	Declined

Citizenship/immigration status:

Canadian - born in Canada	Refugee	Visitor visa
Canadian - born outside of Canada	Refugee claimant	Work visa
Permanent resident/immigrant	Student visa	Declined

Indigenous status or other ethnicity:

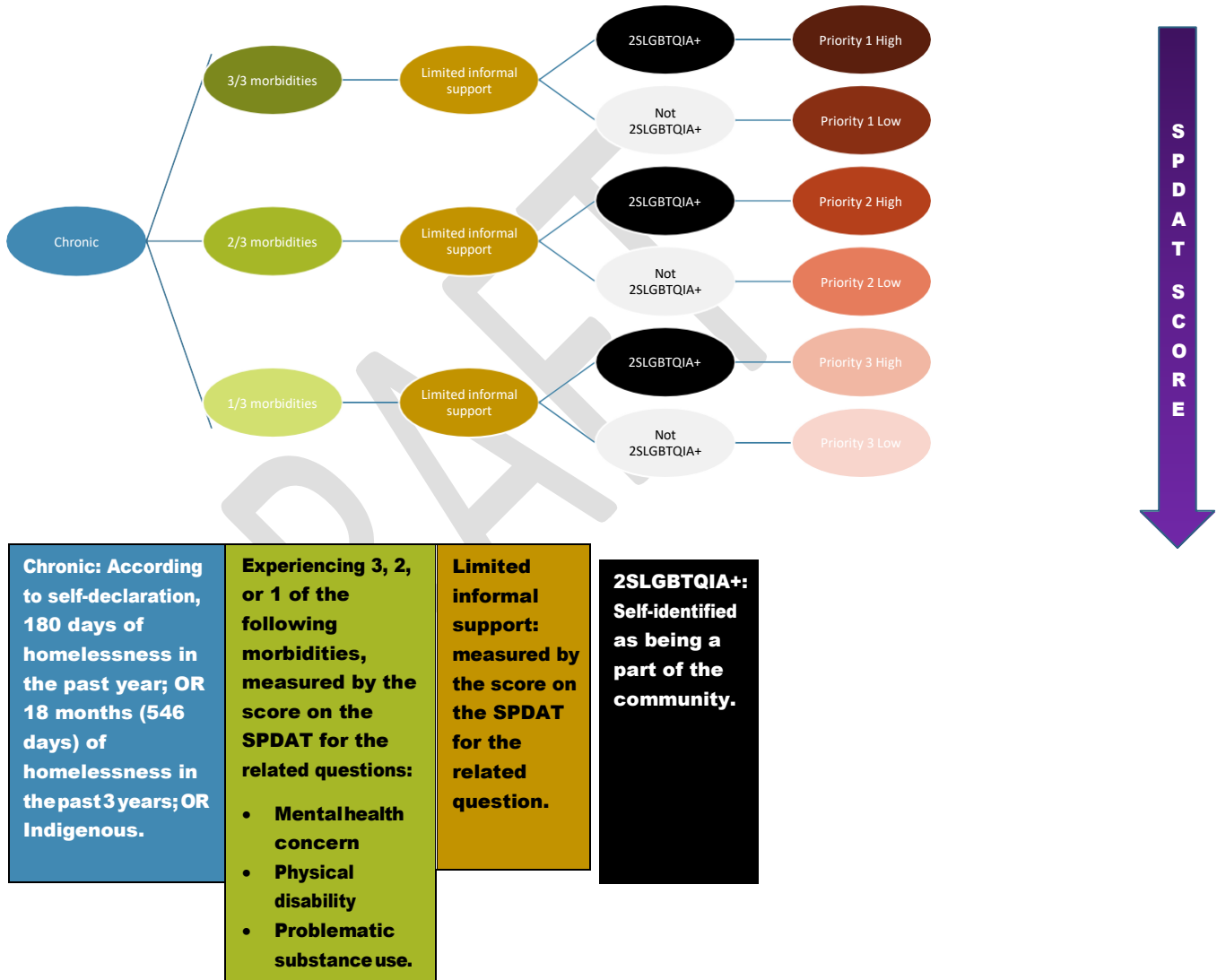
Non-Indigenous	North American Non-Indigenous	East/Southeast Asian
First Nations: off-reserve	European origin	Latin American
First Nations: on-reserve	African origin	Caribbean origin
Inuit	Middle Eastern	Oceanic origin
Metis	South Asian	Declined
Non-status		

- Pronouns entered in brackets in Client Vitals – Alias 1
- Contact information entered in Client Vitals – Contact Info
- Home community entered in Indigenous Status
- Part of the 2SLGBTQIA+ community entered in Client Vitals – Custom Tables
- Housing history for at least the past 6 months (ideally at least a year) entered in Housing History
- A family profile is created for family units [adult(s) with one or more dependents]
- Pregnancy is added in Health Information if applicable

- Income: Choose yes in Client Vitals–Custom Tables if the person has an income source to pay rent
- Resources: enter resources that they are, or have been, connected to in Client Vitals– Custom Tables
- Enter personal and/or family history of residential school, day school, and/or 60s scoop, in Client Vitals – Custom Tables
- Enter family history of CFS care in Client Vitals – Custom Tables
- Enter personal history of CFS care in Client Vitals – Custom Tables
- Enter history of children in CFS care in Client Vitals–Custom Tables and include details in SPDAT summary
- Enter history of incarceration in Various Factors–Life Events and include details in SPDAT summary; note if charges were for sexual assault or child abuse
- Safety: ensure any gang affiliations, restrictions, substance use, or other potential safety concerns are documented in the SPDAT summary
- Add “CA Sharing” as an Express Service. Select Naatamooskakowin as the Program
- VI SPDAT scoring
- SPDAT scoring – include a summary for each question in the text box
- Housing Checklist responses entered into HIFIS in Surveys

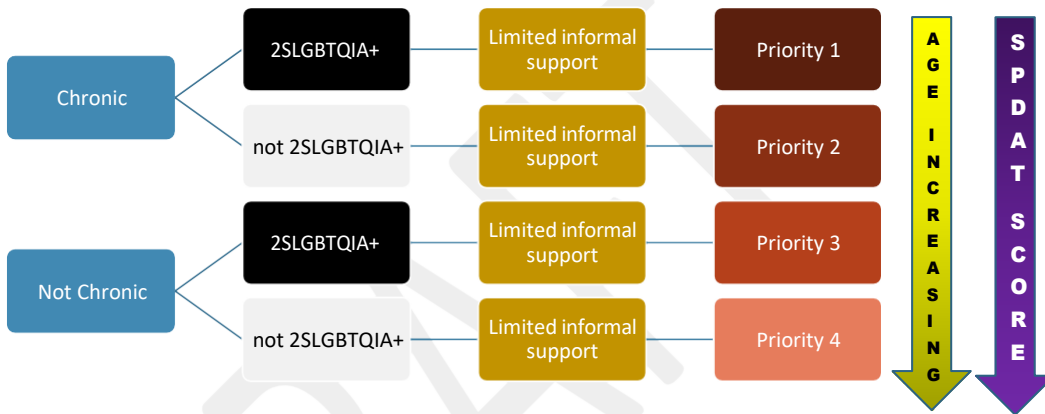
Appendix D- Prioritization

Prioritization



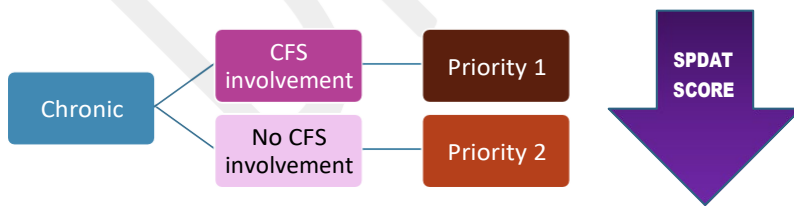
Youth Prioritization

Youth: People 25 and younger who are experiencing homelessness without their guardian. Youth who are experiencing homelessness with their guardian would be prioritized as a family unit.



Families Prioritization

Families: adults with dependents, and pregnant people



CFS involvement: measured by the score on the SPDAT for the related question.

Appendix E- File Transfer and Closure Forms

NAATAMOOSKAKOWIN FILE TRANSFER REQUEST

Name: Click or tap here to enter text. **Date:** Click or tap here to enter text.

HIFIS ID#: Click or tap here to enter text.

Current Program: Click or tap here to enter text.

Caseworker and Caseworker Contact: Click to add Caseworker Name, Email, Phone #

Updated SPDAT, Custom Table, Contact Information, and Housing History in HIFIS:

Reason for Transfer Request:

Click to include all information and rationale for file transfer request, including steps taken to resolve issues

NAATAMOOSKAKOWIN FILE CLOSURE

Name: Click or tap here to enter text. **Date:** Click or tap here to enter text.

HIFIS ID#: Click or tap here to enter text.

Program: Click or tap here to enter text.

Caseworker and Caseworker Contact: Click to add Caseworker Name, Email, and Phone #

Reason for file closure: *Select one- hover over options for explanation*

- Success/Graduation
- Evicted from Program
- No Longer Interested
- Transferred, Participant Required Increased Support
 - Transfer Form Submitted: Click to add Date of Transfer
- Transferred, Participant Required Decreased Support
 - Transfer Form Submitted: Click to add Date of Transfer
- No Contact
- Institutionalized
- Deceased