



June 1, 2019

Update on Coordinated Access and Assessment (CAA) for the Capital Region

Dear Community Service Partners,

BC Housing, Capital Regional District (CRD) and Island Health partnered to develop a **Coordinated Access and Assessment (CAA)** process for supportive and supported housing within the capital region. The aim is to create a streamlined application form and point of access to supportive housing, and to ensure clients are effectively matched with the supports and housing that can best support their social and/or health care needs in a timely and transparent manner. The CAA includes some existing supportive housing stock as well as new supportive housing that will be created over the coming years. Current housing as of Mar 1, 2019, is listed on the next page and will be updated as new resources are added.

Effective March 1, 2019, the CASH system was replaced with the CAA model used by BC Housing throughout the province for supportive housing and will also include rent supplements and Regional Housing First Program resources targeted at the homeless/homeless at-risk population. Complimentary to the CAA process, Island Health is selecting clients for direct placement in Island Health-funded housing.

The Capital Region CAA process will continue to be founded on strong partnerships between funders (BC Housing, Island Health, CRD) and collaboration with non-profit housing providers.

The recently-established **CAA Advisory Committee** – comprised of representatives from BC Housing, Island Health, Capital Regional District, Greater Victoria Coalition to End Homelessness, Victoria Police Department, Aboriginal Coalition to End Homelessness, Pacifica Housing, Victoria Cool Aid Society, Our Place Society, PHS Community Service and other community partners – will continue to provide advice, feedback and support to the CAA process.

Coordinated Access and Assessment Process
Advisory Committee



There are some key features to the new CAA system:

Streamlined application form and point of access. To apply for supportive housing in Greater Victoria, please submit a BCH Supportive Housing Registry application form available at <https://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing>

The CAA process is honouring CASH applications submitted prior to March 1st, 2019. Applicants who had applied to CASH since Jan 2018 do not have to reapply for supportive housing.

There are two “streams” of buildings within the CAA spectrum of Supportive Housing. The BCH stream and the Island Health stream are tenanted differently. In all cases, individuals considered for supportive housing must have a demonstrated need for supportive housing and must meet site and program criteria.

BC Housing Supportive Housing

The CAA Advisory Committee has identified supportive housing focus groups/ priority populations for BC Housing’s CAA supportive housing resources. Between March and July 2019, The CAA Placement Committee will make placement decisions to include the following “focus populations” where possible:

- Priority for individuals who have been experiencing homelessness for 3 or more years; and who are 45 years of age or older.
- Priority for individuals who have been experiencing homelessness for 1 or more years; and who are 55 years of age or older.
- The Advisory has also clarified that a minimum of 33% of placements will be offered to individuals who self-identify as Indigenous. (and will meet the age priority groups where possible)

VAT Assessors - Please send VAT narratives – for people who meet the above priority criteria only – to victoriashr@bchousing.org

BCH is currently looking for applicant file updates on all supportive housing applicants. Please contact Jake at 250 896-7831 or at jpalmour@bchousing.org in order to:

- Ensure or confirm that the applicant has a completed SHR application (and VAT narrative if applicable)
- Confirm housing/homeless status and current location
- Update support worker contact information

- Clarify if the applicant self-identifies as Indigenous

If something has changed significantly since the date of application or since the date of the VAT assessment, you may also provide more detailed client information by email to victoriashr@bchousing.org.

The above focus groups will be reviewed in the summer of 2019 and will be revised accordingly. Updated community priority groups will be available in September 2019 or sooner. The CAA Placement Committee will make placement decisions consistent with community focus, vulnerability, history of homelessness, building and site criteria.

Island Health Supportive Housing

Complimentary to this process, Island Health will select clients for direct placement into Island Health-funded housing. These clients will be known to the health care system and be homeless/at-risk for homelessness and have clinical needs requiring health and medical housing supports.

MHSU Case managers/ IH staff may make internal referrals to IH housing for individuals attached to Island Health MHSU. Call 250-519-3595 or email MHSUResidentialAccessSI@viha.ca to access these forms and fax them back to 250-519-3481.

A full Island Health supportive housing application includes: the BCH Supportive Housing Registry, VI-SPDAT Screening Tool and MHSU Supplemental Form. Once all three documents are completed, they can be submitted via fax at 250-519-3481 or email.

- To provide a file update/refresh for IH funded buildings, indicating significant change since the original referral, please send the update by email to MHSUResidentialAccessSI@viha.ca.

Island Health Placement decisions will be made by Island Health MHSU Residential Access staff in collaboration with the housing provider. These decisions will consider prioritization criteria, system needs/pressures, and acuity of the building milieu at the time of placement. Placement decisions will consider new applicants to the system as well as placements that can promote flow of clients to lower levels of care and appropriate transfer requests.

Transfer Process

For individuals already living in supportive housing, transfers will be considered on a case by case basis.

- For transfers within the BCH stream of supportive housing, please complete a SHR transfer form (same as the application) and submit to BCH. Contact Jake at 250 896-7831 or at jpalmour@bchousing.org to confirm if a transfer form has already been submitted.
- For transfers within the Island Health stream of supportive housing, please contact MHSUResidentialAccessSI@viha.ca
- Transfers between Island Health and BCH Streams of supportive housing will be considered on a case by case basis. Please contact Christine.hartwig@viha.ca or lgabitous@bchousing.org

Supportive Housing included in CAA Process in the Capital Region

BCH Supportive Housing - Accessible through CAA	Island Health Housing - Accessible directly through Island Health and through CAA		Independent Housing with Supports
ACEH/ Evergreen (Dec 2019)	Adanac	Medewiwin	Regional Housing First Program
Camas Garden	Blackwood	Meerstille	Rent Supplements (including but not limited to HPP, HOP, AHOP)
Clover (portion)	Burdett	Mike Gidora Place	
Desmond House (portion)	Caribbean	Newbridge	
Douglas Street Community	Cedar Grove	Our Place	
Johnson Street Community	Comerford	Panama House	
Medewiwin (<i>portion</i>)	Cook Street	Pandora Project	
Mt. Edwards	Cottage Grove	Rockland	
Olympic Vista	Desmond House (<i>portion</i>)	Saanich House	
Queens Manor	Eagle Rock	Shelmarie	
Rock Bay Transitional	Fairway Woods	St. Vincent de Paul	
Swift House (<i>portion</i>)	Garden House	Styles	
Tally Ho	Greenridge	Swift House (<i>portion</i>)	
Waterview	Lighthouse	Tillicum	
	McCauley Lodge	Wascana	