



June 12, 2020

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

Dear Community Service Partners,

In 2019, BC Housing (BCH), Capital Regional District (CRD) and Island Health (VIHA) partnered to develop a **Coordinated Access and Assessment (CAA) process for supportive and supported housing** within the capital region.

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

Coordinated Access and Assessment is a community wide system that streamlines the process for people experiencing homelessness to access programs and services in the homelessness system of care. It also uses a single application for individuals experiencing homelessness in order to have a comprehensive understanding of community needs. CAA is essentially best practices for working together in a coordinated way so that people experiencing chronic homelessness can be offered housing and supports to meet their needs.

Project updates will be provided on an ongoing basis through the CAA Advisory Committee.

There are about 1600 total supportive housing units in more than 46 buildings managed within this current Coordinated Access and Assessment (CAA) system in our region. **This Coordinated access system includes managing access into permanent and temporary motel/ supportive housing sites.**

There are two “streams” of buildings within the CAA spectrum of Supportive Housing. ***(Supportive Housing is subsidized housing with on-site staff supports. Depending on site, services may include health support, clinical support, guest management support and meals).*** The BCH stream and the Island Health (transitional) provide a range of housing and supports; and the two streams of units 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 Stream**

### **Application Process:**

#### **New applications for Supportive Housing – Victoria and the Capital Region**

To apply for supportive housing, please complete the BC Housing supportive housing registry application (SHR app) <https://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing> and send to [victoriashr@bchousing.org](mailto:victoriashr@bchousing.org)

**This same process and application include application for permanent and temporary motel sites in Victoria.**

### **File updates or new information**

To update information on an existing supportive housing application or to provide new information,

- call BC Housing at 1-877-257-7756
- or send an email including client's name, and any new information to [victoriashr@bchousing.org](mailto:victoriashr@bchousing.org)
- stay tuned for a local Victoria number to be provided in late June 2020

Please include: updated client contact information, where the client is currently staying (shelter, sleeping outside, with friends or family, hospital, precariously housed)

Please do not contact Angela or Lois by phone regarding specific clients. We are working on developing and improving a consistent and transparent process for everybody. We are unable to respond by telephone to queries regarding individual applicants. Stay tuned for further updates expected in late June 2020.

### **Prioritization and Access:**

The CAA Advisory Committee will continue to review, monitor and evaluate priority groups every few months – or as directed by CAA Advisory. The CAA Placement Committee will make placement decisions consistent with community focus, vulnerability, history of homelessness, building and site criteria.

**Applications will be prioritized as per direction by CAA Advisory.**

**Recent priorities included moving people from Topaz and Pandora encampments as per the provincial order in May 2020. Ongoing priorities include:**

- **33 % Indigenous representation and chronically homeless and experiencing street or shelter homelessness**
- **persons aged 55 +, chronically homeless and experiencing street or shelter homelessness.**

**Other priority groups or direction - will be communicated as they are available. These priority groups are expected to be revisited in the summer of 2020.**

VAT Assessors - Please send VAT narratives – for people who meet the above priority criteria only – to [victoriashr@bchousing.org](mailto:victoriashr@bchousing.org)

*Supportive housing applicants who are non - Indigenous, moderately or very vulnerable (VAT Score plus application and file update information) aged 55+, 3 years plus homeless – may also be considered on a case by case basis*

## **Island Health Supportive Housing Stream**

Complimentary to this process, Island Health will select clients for direct placement into Island Health supportive 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.

### **Application Process:**

MHSU Community Clinical Teams (eg ACT, VMHC, ICMT) may make referrals to MHSU Residential Access for individuals by completing the required referral. Call 250-519-3595 or email [MHSUResidentialAccessSI@viha.ca](mailto: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 <https://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing>, 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 VIHA funded buildings, indicating significant change since the original referral, please send the update by email to [MHSUResidentialAccessSI@viha.ca](mailto:MHSUResidentialAccessSI@viha.ca).

### **Prioritization and Access:**

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.

### **Transfers to independent living (subsidized housing/ rent supplement) (Positive Flow)**

In the coming year, there will be opportunities for people from supportive housing (Accessed through CAA) to move into independent subsidized housing. Please look for updates that will be available in July 2020. To start the process, please complete the BC Housing supportive housing registry application. <https://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing>

## Supportive Housing included in CAA Process in the Capital Region

BCH Supportive Housing - Accessible through CAA		Island Health Housing - Accessible through Island Health and CAA		Independent Subsidized Housing (not on-site support)
Camas Garden	Comfort Inn- Our Place Society	Adanac	Medewiwin (portion)	Regional Housing First Program
Clover	Comfort Inn – Cool Aid Towers	Blackwood	Meerstille	Rent Supplements (including but not limited to HPP, HOP, AHOP)
Desmond House (portion)	Paul’s Motor Inn	Burdett	Mike Gidora Place	BC Housing Directly Managed
Douglas Street Community	Howard Johnson	Caribbean	Newbridge	
Johnson Street Community	GVCEH Travelodge	Cedar Grove	Our Place	
Medewiwin (portion)	Capital City Centre	Comerford	Panama House	
Mt. Edwards		Cook Street	Pandora Project	
Olympic Vista		Cottage Grove	Rockland	
Queens Manor		Desmond House (portion)	Saanich House	
Rock Bay Transitional		Eagle Rock	Shelmarie	
Spaken House		Fairway Woods	St. Vincent de Paul	
Swift House (portion)		Garden House	Styles	
Tally Ho		Greenridge	Swift House (portion)	
Waterview		Lighthouse	Tillicum	
		McCauley Lodge	Wascana	