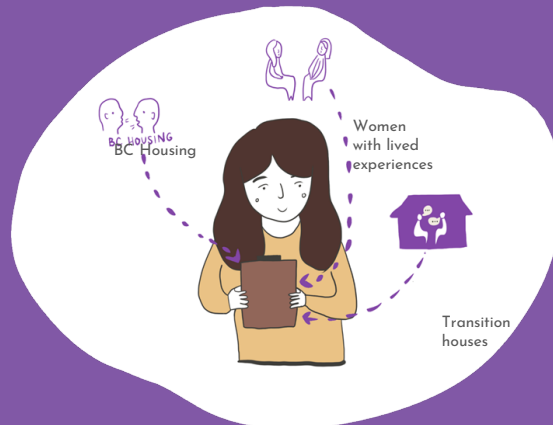


Prioritization of Women+ in the Coordinated Access and Assessment (CAA Process)



Prioritization of Women+ in the Coordinated Access and Assessment (CAA) Process

Using a survey to collect better data on the needs of women+ to inform CAA process and housing policy

What is the Challenge?

This team began this project by identifying a gap that **there was no additional priority given to Women+ experiencing violence to access existing supportive housing in the CAA process.**

However, after further thought and discovery, the team realized that this was an inadequate problem statement - they could work on a prototype to prioritize Women+, but what housing would the Women+ be prioritized to? In the current system, there is insufficient housing that is suitable for Women+ who are experiencing violence to move into. Existing supportive and transitional housing facilities are often inappropriate, unsafe, and even traumatic, for Women+.

Because of this revelation that their prototype would not be tackling the right challenge, the team pivoted to focus on creating **better data collection to reflect Women+'s needs for housing**, which is currently lacking in research and therefore implementation.

“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.”

- Greater Victoria Coalition to End Homelessness



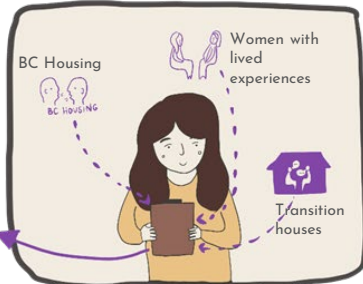
What is the Prototype?

This prototype is a survey made specifically for Women+ who are homeless that can be inserted into the CAA intake process. While the system is not yet able to provide more appropriate housing, this data will hopefully support the creation of safer and more suitable housing in the future. The goal of this prototype would be to create more robust data to better understand the experiences, preferences and needs of homeless Women+ experiencing violence, which can then be used to develop safe housing and supports for Women+ who aren't accepted or turned away from women's transition houses.



How could it work?

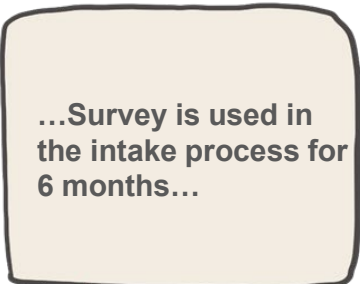
Example of questions on the previous page



Create survey questions together with important stakeholders.



Helen is introduced to the CAA intake process, and is asked to answer the new survey.



...Survey is used in the intake process for 6 months...

Please note that this prototype is still under development and the team is still waiting to consult BC housing, BC Transition Housing, CAA, etc.



An analyst takes the data and analyses it for trends to create a report.



The research is then presented to the CAA Advisory Committee.



The CAA team is then able to use the data to clearly illustrate the need for women's housing to decision makers.

Key Learnings, Challenges and Opportunities



Balancing the old & the new

- Envisioning and developing recommendations for a better future when the existing process is continuing to run in parallel because the process must continue to get homeless people into housing



Scoping for the Right Challenge

- The team struggled with the challenge itself, as the prototype was meant to be a triage tool to prioritize homeless Women+ experiencing violence into housing. However, the housing options aren't suitable or available to begin with. If they had continued on this particular path, they realized that **the prototype might have perpetuated a system that can be inherently dangerous** for Women+ experiencing violence. While this led to delays, the pivot in finding the right problem statement to prototype was essential and worth pursuing.



Working with women+ With very high needs

- Is difficult to quantify their specific needs, and more research is necessary to understand these needs
- Opportunity to implement a survey to understand their needs
- Women+ are often invisible due to their reliance on informal supports (e.g. couchsurfing)

Key Learnings, Challenges and Opportunities



Siloed nature of women+'s services

- Important to keep this challenge in mind while working on this prototype. The current system is fragmented and this and future projects must factor in how to increase coordination and collaboration between services.

How to address the gap?



While the team understood that the current system is unable to change immediately, they saw an opportunity to create better processes for homeless women+ experiencing violence while they are waiting for housing within the existing system.



Leverage existing projects

- The team was also interested in understanding what is currently happening in the field in order to inform the project and root it in reality



Federal Investment!

- This prototype is happening at the same time as unprecedented federal investments: \$250 million is being invested into housing for women - this is a positive trend that this project can piggyback on to receive funding and increase interest from others