

**To: Warden and Members of County Council**

**From: Director of Human Services**

## **By-Name List (BNL) and Coordinated Access for People Experiencing Homelessness**

### **RECOMMENDATION**

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1. **That County Council receive Report No. HS 2022-04 entitled “By-Name List and Coordinated Access for People Experiencing Homelessness” as information.**

### **REPORT HIGHLIGHTS**

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- This report provides an overview of the legislative requirement to have a By-Name List (BNL) and Coordinated Access System for people experiencing homelessness in Oxford County
- A By-Name List (BNL) and Coordinated Access system provides a standardized and coordinated process for access, assessment, prioritization and referral for housing and other services across all agencies in the local area who support those experiencing homelessness
- Community Partners attended a workshop on June 28, 2022 on the “what” and “why” of a By-Name List hosted by Oxford County Human Services and the Canadian Alliance to End Homelessness
- Performance indicators will provide data that will inform policy and program design for improved outcomes

### **Implementation Points**

Oxford County Human Services will oversee the administration of the By-Name List and Coordinated Access System with support from Community Partners. Our Community Partners will be required to sign an Interagency Data Sharing Agreement with the County in order to have access to the By-Name List.

New requirements for BNL and Coordinated Access are to be implemented by April 1, 2023 including annual reporting to the Province on key performance indicators

### **Financial Impact**

There is no financial impact beyond what has already been approved in the Human Services budget for 2022. The implementation is eligible for 100% Provincial funding under the Homelessness Prevention Program (HPP).

## Communications

On June 28, 2022 a virtual workshop was held to provide information to community partners on the By-Name List (BNL) and Coordinated Access. An invitation was circulated to community partners who work with and support people who are homeless.







Finalized policies, resources and templates pertaining to the implementation and oversight of the BNL and Coordinated Access have been circulated to community partners who are interested in participating. Education and awareness tools will be created to increase knowledge and awareness in our communities around homelessness, the BNL and the Coordinated Access System.

A regular meeting schedule will be established to provide opportunities for community partners participating in the BNL and/or Coordinated Access System to share information and collaborate around supports for people who are homeless.

Annual reporting is required by Oxford County to the Province on key performance indicators under the Homelessness Prevention Program Guidelines.

A social media campaign will be considered in September or October of 2022 once the BNL and Coordinated Access system has been firmly established in order to provide awareness and education to our communities to broaden our reach.

## Strategic Plan (2020-2022)

					
<b>WORKS WELL TOGETHER</b>	<b>WELL CONNECTED</b>	<b>SHAPES THE FUTURE</b>	<b>INFORMS &amp; ENGAGES</b>	<b>PERFORMS &amp; DELIVERS</b>	<b>POSITIVE IMPACT</b>
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## DISCUSSION

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### Background

In March 2020, the Ontario Ministry of Municipal Affairs and Housing (MMAH) set the intention to introduce BNLs province-wide and the following year, officially launched the BNL approach, requiring all Service Managers to have the data in place by December 31, 2021.

In April 2022 Ontario released their new consolidated Homelessness Prevention Program (HPP) which includes BNL as a key component to further develop and utilize this data in communities in the fight to end chronic homelessness. As part of HPP, Service Managers must maintain their BNL in accordance with Ontario requirements and report on key performance indicators. The key performance indicators have been developed to monitor progress on the achievement of

HPP outcomes including the ultimate goal of measuring a reduction in homelessness and chronic homelessness. Reporting to the Province will be done annually.

A BNL is a real-time list of all people experiencing homelessness in a community. It includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level. This real-time actionable data supports triage to services, system performance evaluation and advocacy for the policies and resources necessary to end homelessness.

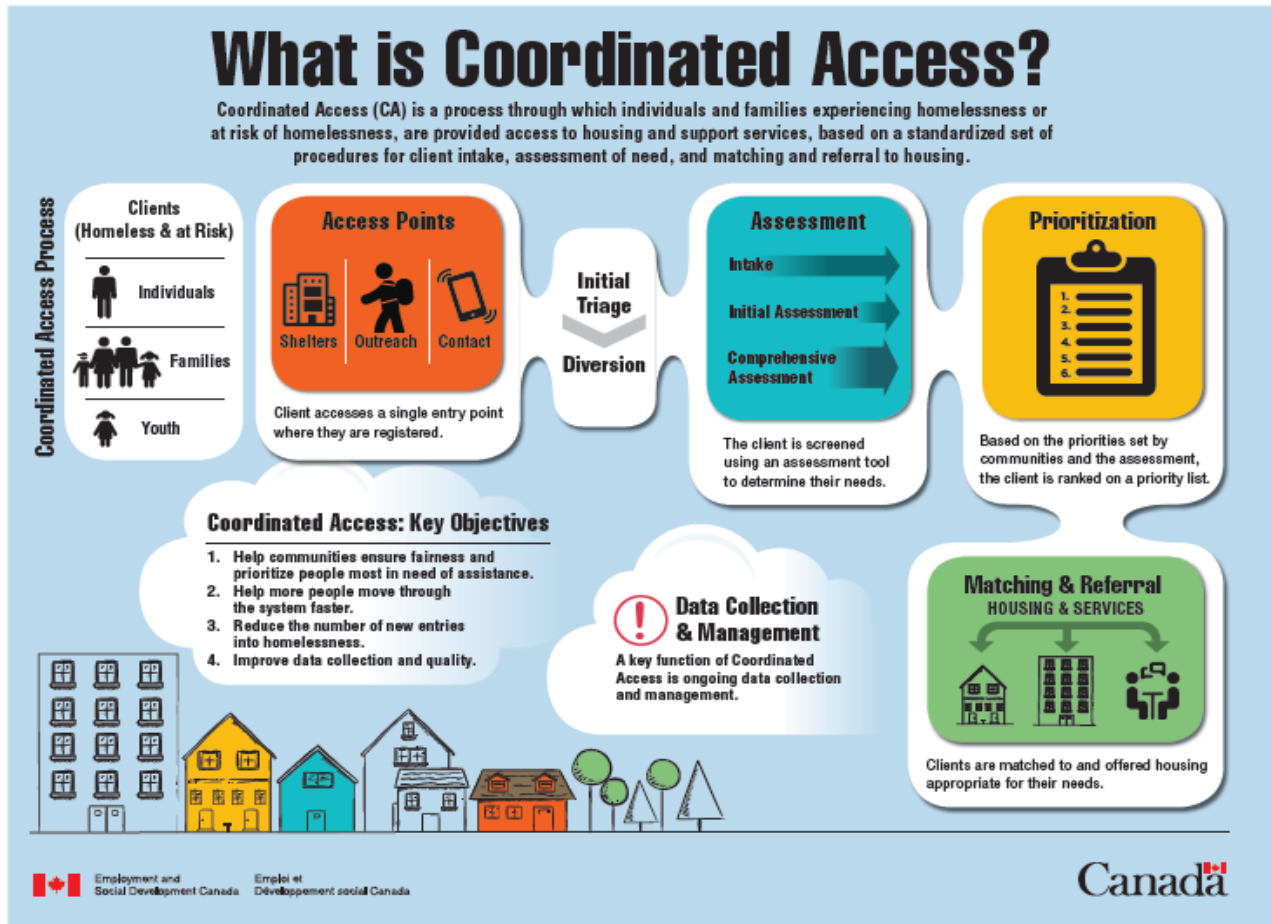
The Oxford County BNL is the county's centralized list to prioritize supports and services for people experiencing long-term or chronic homelessness. It is a living tracking tool, with a single entry point, maintained by the County of Oxford that is used by the community to access supports and services provided by a variety of community stakeholders in order to effectively respond to people experiencing homelessness in Oxford County.

Having a BNL will support the improvement and coordination of intake practices for people experiencing homelessness to be able to access appropriate supports and services more quickly.

The BNL will support Oxford County to track the trends of households entering and exiting homelessness and match the most vulnerable people in our community with supports and services that are most appropriate for that person at that time. The BNL will give community agencies the ability to provide supports and services more effectively and efficiently by implementing a system wide entry point through coordinated access and common assessment for people experiencing homelessness with triaging to appropriate supports and services; offering appropriate supports and services based on prioritizing factors; and developing greater coordination within the sector.

Coordinated Access allows our team to provide the right services and supports at the right time. A Coordinated Access approach allows staff to actively work to prevent and divert households from an experience of homelessness by assessing their situation and connecting them to financial, social service sector and other supports.

**Figure 1: Overview of a Coordinated Access System**



## Comments

Oxford County created their BNL in December 2021 as part of the Homeless Enumeration. The Canadian Alliance to End Homelessness (CAEH) have partnered with the Province to assist with BNL implementation throughout Ontario by providing direct support to service managers. Policy and Protocol development pertaining to confidentiality, oversight, data collection and reporting that aligns with the guidelines under HPP was required and CAEH supported this work by Human Services.

Figure 2 and Figure 3 below are some key data points collected during the Homeless Enumeration that was conducted in Oxford County on December 13, 2021. Numerous Volunteers conducted surveys of consenting individuals who were homeless asking prescribed questions for consistent gathering of data. These are some of the key data points collected that provide an overview of those experiencing homelessness locally.

The homeless enumeration provided a point in time picture of what homelessness in Oxford County looked like on December 31, 2021. The implementation of a BNL will allow for real time information on those experiencing homelessness in Oxford County to connect the right person to

the right supports at the right time. An infographic depicting data points gathered during the homeless enumeration is attached to the report for reference.

Figure 2: Statistics from Homeless Enumeration conducted on December 13, 2021



Figure 3: Barriers to Housing

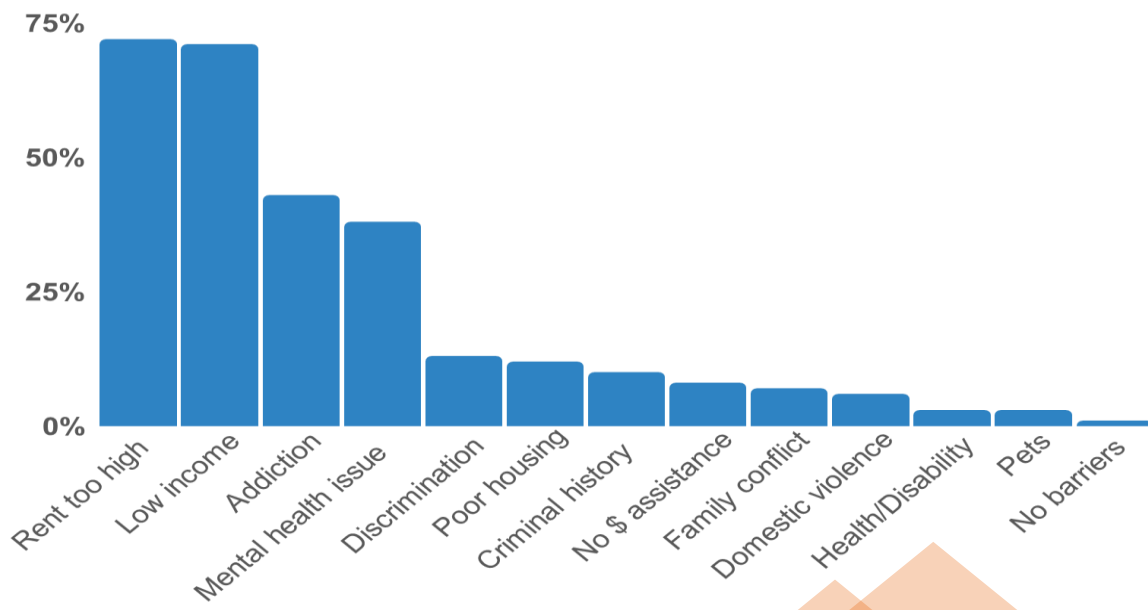
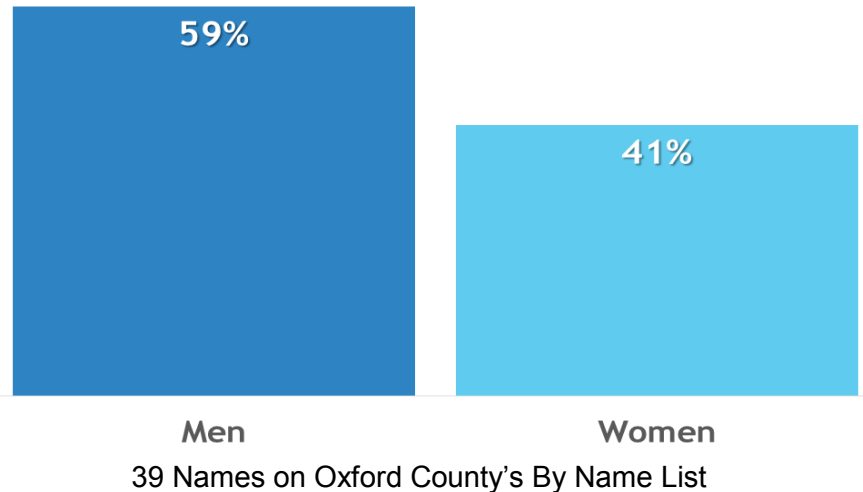


Figure 4 illustrates the current number of individuals that are on the Oxford County BNL and the breakdown between males and females. Individuals must consent to have their name on the BNL that is updated monthly.

Figure 4: By Name List as of June 30 2022



Throughout 2022 Human Services will be working towards implementation of the BNL and Coordinated Access in Oxford County to increase the reach in our communities by bringing community partners on board who can support homeless individuals on the BNL. The intention under HPP is to have all partners who support homeless households participate in the BNL and Coordinated Access system.

The maintenance of a BNL capitalizes on the ability to keep accurate data and track the ever-changing size and composition of those experiencing homelessness. This will allow the community the ability to measure the effectiveness of these interventions and programs and make the necessary changes to better address the local needs of the individuals served.

Human Services staff is working closely with our community partners to design a system that allows equity in access to services and provides safe spaces for members of our community. Creating an inclusive culture that empowers those with different backgrounds and life experiences to connect, belong and grow, is a priority and key to successful implementation of the BNL.

## Conclusions

Improving understanding of who is homeless and the needs of those experiencing homelessness in Oxford County will help inform future policy, advocacy and program design for improved supports for our homeless population. In addition, having a robust BNL and

Coordinated Access system will strengthen collaboration among community partners and improved outcomes for the individuals we collectively support.

## SIGNATURES

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### Departmental Approval:

Original signed by

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Kelly Black  
Director of Human Services

### Approved for submission:

Original signed by

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Michael Duben, B.A., LL.B.  
Chief Administrative Officer

## ATTACHMENT

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Attachment 1 Homeless Enumeration Infographic December 2021