Hamilton's Coordinated Access Process

An Integrated Homeless-serving System

ENDING EXPERIENCES OF HOMELESSNESS

HOUSING
- Housing Help Centre
- Housing Stability Benefit (HSB)
- Rent Ready
- OW/ODSP

EMERGENCY SUPPORTS
- Shelter
- Drop-ins
- Outreach
- VAW

INDIGENOUS
- Drop-In
- Shelter Intervention
- Cultural Support

HEALTH
- SHN
- Doctor
- Pharmacy
- Harm Reduction

LEGAL
- Legal Aid
- Landlord Mediation
- Eviction Prevention

ACCESSING SUPPORT

ONTARIO ID

INDIVIDUAL OR FAMILY/ COUPLE

ATTEND UNIT VIEWINGS

HOUSING APPLICATIONS

INDIGENOUS SUPPORTS

INCOME

SHELTER/ HOUSING PROGRAMS

TAKING ACTION

HOUSING SUPPORTS
- Home Visits
- Housing Maintenance
- Furniture Bank
- Landlord Relations

HEALTH & WELLNESS
- Social Connections
- Healthy Habits
- Primary Care

INDIGENOUS SUPPORTS
- Cultural Supports
- Holistic Health
- Community Connections

FINANCIAL SUPPORT
- Subsidy Renewal
- HSB
- Taxes
- Rent Ready

GETTING & STAYING HOUSED

COORDINATING SUPPORTS

1 Tell your story and access supports

2 Triage & Connection

3 Coordinated Supports

Prevention Supports
- Housing Help Centre
- Youth Diversion
- Family Diversion
- HOPES

Every Door is the Right One

ENTRY POINTS
- Shelter
- Housing Help Centre
- Drop-ins
- Housing Focused Street Outreach
- Housing Services

INTAKE
- Common Consent
- Database Entry
- Triage Assessment
- By-Name List

HOUSING SUPPORTS
- Diversion
- Early Intervention
- Housing Plan & Problem-Solving

Service Coordination

BY-NAME LIST
Everyone known to be experiencing homelessness

Indigenous
Chronicity
Length/type of Stay

PRIORITIZATION CRITERIA
Match based on needs (not chronological)

BY-NAME PRIORITY LIST
Case conferencing to connect people to housing support programs

Building a Community of Supports

CONNECTING PROVIDERS AND RESOURCES
to link housing with health and community programs

HOUSING SUPPLY
- Investments in affordable housing
- Landlord Engagement

SOCIAL HOUSING
- Rent-Geared to-Income Units
- Housing Subsidy

Prevention Supports