



Coordinated Access in & By-Name Priority List

Coordinated access is proven to work.

In 2019, Peterborough shifted its homelessness response system to a **Coordinated Access System**. Using a **Housing First approach**, participating agencies in Peterborough work together to **support people who are at-risk of losing their housing or are homeless**.



Coordinated Access System isn't a program; it is an integrated, evidence-based methodology that has been proven to work. There are 13 communities in the United States that have ended veteran or chronic homelessness with a Coordinated Access System and By Name Priority List (BNPL).

A Coordinated Access System is a harmonized approach to end homelessness and streamlined process for people experiencing homelessness to access housing and support services needed to permanently end their homelessness.

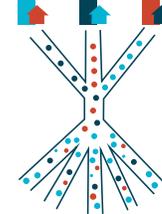
COORDINATED ACCESS

Without



Without a Coordinated Access approach: people experiencing a crisis must navigate a complicated maze of connected but uncoordinated services. They must tell their story multiple times and place themselves on a number of waiting lists at different agencies. Without a person-centered approach, people are often mismatched with resources. This can lead to poorer housing outcomes and inefficient use of limited resources.

With



It is a process which individuals and families who are experiencing homelessness or a housing crisis are:

- Connected to trained workers at Community Entry Points.
- Assessed by trained workers with a common assessment tool to understand the client's level of need.
- Prioritized for housing and supports on the By Name Priority List using the common assessment tool and additional information.
- Connected to housing-focused interventions based on level of need as supports become available.

With a Coordinated Access System, the homelessness system is able to transform to:

- Help communities ensure fairness and prioritize people most in need of supports.
- Help more people move through the system faster (with less barriers).
- Reduce the number of new people becoming homeless.
- Improved data to make more informed, evidence-based decisions.

THE GOAL OF THE BY-NAME PRIORITY LIST IS TO PRIORITIZE THE MOST VULNERABLE INDIVIDUALS IN THE COMMUNITY AND MATCH THEM TO APPROPRIATE SUPPORTS & SERVICES.

BUILT FOR ZERO.
PTBO

By-Name Priority List (BNPL)

The By-Name Priority List (BNPL) is a real-time, up to date list of all people experiencing homelessness in Peterborough. The BNPL helps community partners know every person experiencing homelessness by name, understand their unique needs, and then prioritize them for the most appropriate and available housing.

The BNPL is not a static, first-come first-serve waiting list; but operates more like a transplant list. As an individual's level of need changes, so does their place on the BNPL. The list is constantly changing to reflect individual needs of people experiencing homelessness, ensuring the most vulnerable individuals are prioritized for the supports they need first.

Built for Zero Peterborough

Built For Zero Peterborough (BFZ-Ptbo) agencies have dedicated specific resources to the Coordinated Access System and the BNPL. BFZ-Ptbo agencies have committed to supporting individuals who are chronically homeless and ensuring every homeless individual in the community has equitable access to the supports they need.

From Jan. - Oct. 2020 there were 387 shifts from homelessness to housing in Peterborough.

39% of those were shifts from chronic homelessness.

PEOPLE EXPERIENCING OR AT-RISK OF HOMELESSNESS

1) Access

First point of Contact with a trained worker.

Client is supported to stay housed.

2a) Triage

- Ensure safety and help with homelessness/eviction prevention.
- Connecting with other services and supports to avoid a shelter stay.

Triage cannot immediately resolve a housing challenge.
-Client is homeless and needs more help.

Basic needs are met as part of next steps.

2b) Assessment

Worker gathers more information about housing-related strengths, needs, barriers and preferences.

Next steps: referrals to community resources and a housing plan.

3) Prioritization

Eligible and interested clients are prioritized for housing resources that are centrally managed, based on desired community-level outcomes.

Vacancies trigger next steps.

4) Vacancy Matching & Referral

Clients are matched and referred to vacancies.

Next steps: focus on warm transfers and continued service planning.