



City of Grande Prairie, Homeless Initiatives

Standards of Practice August 2017

AUTHOR/RECORD OF CHANGES

This section provides an account of all significant content changes to the manual. This section was implemented in 2016 and will be updated as appropriate hereafter.

Name	Date of Change	Notes
Forrest McGregor (Research & Evaluation Analyst) in collaboration with the Homeless Initiatives Supervisor, Housing First Specialist and Community Housing Coordinator.	June 2016 – February 2017	Comprehensive review and revision of existing Standards of Practice manual.
Stacey McDonald (Homeless Initiatives Program Specialist) in collaboration with the Homeless Initiatives Team.	Sept 2017 – OCT 2017	Review and revision of all sop's

CITY OF GRANDE PRAIRIE HOMELESS INITIATIVES

The City of Grande Prairie began to approach homelessness from a Housing First perspective in 2009, moving away from emergency services toward programming that helps to prevent and end homelessness. Individuals experiencing homelessness in Grande Prairie access a Centralized Assessment Team that connects them to Service Providers for support, to find and maintain housing. Individuals who are at risk of homelessness, but are not currently homeless, have access to housing loss prevention supports.

The City of Grande Prairie, acting on behalf of the Province of Alberta as the Community-Based Organization (CBO), administers and monitors grant funding from the Outreach Support Services Initiative (OSSI). Housing Loss Prevention funding is administered and monitored by the City on behalf of the federal Homelessness Partnering Strategy (HPS).

The City of Grande Prairie is one of seven Community-Based Organizations in Alberta that administer and monitor OSSI funding - these organizations are networked as the *7 Cities on Housing and Homelessness*, and meet regularly to align and improve Housing First practices. The City is one of 61 communities designated to receive funding from HPS.

Finally, the Community Advisory Board on Housing and Homelessness (CABH), made up of community members, provides additional leadership and oversight for the City's Housing First and homelessness prevention programs. The CABH also provides leadership for the implementation of the City's Five Year Plan to End Homelessness (2015-2019).

Adherence to the following Standards of Practice will play a vital role in the CBO evaluation of agreement compliance. Furthermore, the Standards of Practice not only provide direction to the agencies they provide a means of validating and providing evidence of the agencies effectiveness in terms of the agreements.

The Standards of Practice identified within this manual are derived from and in accordance with Housing First Core Principles identified below. This ensures standardize practices across agencies and concordance with the Housing First Philosophy.

HOUSING FIRST: CORE PRINCIPLES

Housing First is a system of care recovery-oriented approach to homelessness that provides immediate access to permanent shelter along with supports for managing physical, mental, social and financial issues that might affect housing stability and integration into the community.

The core principles of Housing First, as outlined by the Canadian Observatory on Homelessness are:

1. Immediate access to permanent housing with no housing readiness requirements

Individuals do not need to prove readiness for housing by participating in treatment programs. **The only requirement is consent to participate and connecting with income support.** Individuals who do not have any source of income are provided with assistance in becoming connected with a resource like Alberta Works or AISH.

2. Consumer choice and self-determination

Individuals have some choice in housing type and location, including scattered site or congregate housing. Additionally treatment and accompanying programming is by individual choice.

3. Individualized, recovery-oriented and participant-driven supports

Individuals in Housing First programming have a variety of needs. Some require intensive supports like Permanent Supportive Housing or Intensive Case Management, while others require lighter supports like Rapid Rehousing or housing loss prevention. Treatment and supports are voluntary and applied in ways that consider the unique recovery circumstance of each individual.

4. Harm reduction

Harm reduction is a public health strategy that minimizes the negative consequences and effects of substance use at individual, community and societal levels without requiring abstinence. Housing First does not have sobriety requirements and substance use will not result in loss of program supports or **housing unless behavior violates the terms of the program or housing lease. In the event of housing loss due to substance use, a Housing First team offers alternative intervention and treatment options to an individual.**

5. Social and community integration

Housing First separates housing and clinical services in order to provide opportunities for meaningful engagement in the community. Engagement can include appropriate use of mainstream services like health care and legal services. Engagement can also include recreation, volunteering and employment.

(Polvere, et al., 2014)

GLOSSARY:

This section provides an index of terms and definitions provided in the manual and are used in context to the Homeless Initiatives.

TERM	DEFINITION
Acuity	Measurement of intensity of support required for a participant
Affordable Housing	Housing costs are sustainable
Appropriate Housing	Housing is suitable for the participant's needs
Authorized Representative	An individual who has been granted permission by a program participant to act on the participant's behalf and to exercise all of the participant's rights under FOIP, right to access records in all or specified categories of information and rights under FOIP regarding other matters (eg. Consent to disclose personal information). (Government of Alberta)
Breach of Participant Privacy	An actual, suspected or anticipated event or series of events resulting in disclosure or possible disclosure of participant information to a person or persons that do not have prior permission or consent from the participant.
Case Conference	A collaborative meeting where staff from relevant service providers and the CBO (as needed) discuss next steps for a program participant who is at risk of losing their housing and/or place in the program due to a variety of issues and circumstances. Whenever possible, the program participant should be present to participate in case conference discussion and decision-making about his/her/their housing and place in the program.

CBO	The City of Grande Prairie, Homeless Initiatives acts as the Community Based Organization (CBO) for the Government of Alberta, Minister of Community and Social Services. The CBO manages funding for the homeless initiatives.
Centralized Assessment	Initial process by which a gatekeeper service provider determines an individual or family's eligibility for further Housing First program services and prioritizes individuals and families based on demonstrated need.
Chronic Homelessness	An individual who has been continuously homeless for a year or more, or who has had at least four episodes of homelessness in the past three years. In order to be considered chronically homeless, a person must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in an emergency homeless shelter.
Permanent Supportive Housing (Congregate site)	<p>Is an intensive model of housing and services designed to serve individuals experiencing homelessness for longer periods of time, who may be chronically homeless, and who have many complex and likely co-occurring issues such as a mental health condition, physical health condition, or addiction, and who may benefit from tightly linked supportive services in order to utilize the clinical services they need in order to stabilize their lives and maintain stable housing</p> <p>The support services are linked to the housing itself. The delivery model incorporates staffing support services in the operations of the housing and staff members work in the facility to provide support to residents.</p>
Permanent Supported Housing	<p>As with Permanent Supportive Housing, this housing type provides comprehensive support services for individuals experiencing homelessness for longer periods of time, who may be chronically homeless, and who have many complex and likely co-occurring issues such as a mental health condition, physical health condition, or addiction, and who may benefit from tightly linked supports in order to utilize the clinical services they need in order to stabilize their lives and maintain stable housing. However, the delivery model is different.</p> <p>Supported housing refers to regular housing with supports where the supports are NOT linked to the housing itself. The delivery model allows for support services to be provided by an agency that is separate from the operations that is serving the entire building, with no support service staff on-site.</p>
Couple	Two individuals who both self-identify as being in a relationship.
Criminal Record Check	Is a search of the Royal Canadian Mounted Police (RCMP) databases and is utilized for individuals seeking employment or a volunteer position working with children or vulnerable persons.
Disabling Condition	A serious mental illness, developmental disability, or chronic physical illness or disability, or related substance abuse disorders including the co-occurrence of two or more of these conditions. A disabling condition limits

	an individual's ability to earn a livelihood and/ or perform one or more activities of daily living.
Efforts to Outcomes (ETO)	A data collection system designed to archive ALL electronic documentation of all engagement with participants.
Episodic Homelessness	An individual who has been homeless for less than a year and has had fewer than four episodes of homelessness in the past three years.
Family Unit	Those who are homeless and are: parents with minor children; adults with legal custody of children; a couple in which one person is pregnant; multi-generational families; part of an adult interdependent partnership. Many members of this group are women fleeing abusive domestic situations and struggling to re-establish independent homes for themselves and their children
Freedom of Information and Protection of Privacy Act (FOIP)	Province of Alberta Legislation to ensure confidentiality and privacy. FOIP applies to all public bodies within the province.
Grievance	A grievance sets out a formal complaint in regards to an actual or supposed circumstance related to a decision made or action taken by a service provider or a service provider staff.
Harm	Physical or mental damage
HI	Homeless Initiatives Program
HIMD Assessments	A collection of surveys used in the HIMD phase of the program to collect data about participants and their experience in homelessness.
Housing First	Adopting a Housing First approach means that permanent housing is provided along with needed support services. Support services may include intensive medical, psychiatric and case management services including life skills training, landlord liaison assistance and addictions counselling. Addressing these needs through support services helps people maintain their housing over the long term.
Housing First Graduate	is defined by successful completion of case management as demonstrated by meeting the following three criteria: <ol style="list-style-type: none"> 1. Demonstration of increased and maintainable stability; 2. Establishment of support system; and 3. Client, case manager, and landlord agree that case management is no longer required
Housing Loss Prevention	Supports for up to 3 months designed to prevent individuals and families from becoming homeless – using the lightest intervention possible.
Housing Outreach Workers (HOW)	Is part of an Agency Team and is responsible for finding appropriate housing for a program participant.

HPS	Homelessness Partnering Strategy (Federal Funding)
Housing Support Worker	Operates with a team-based approach that supports individuals through a case management approach , the goal of which is to help clients maintain their housing and achieve an optimum quality of life through developing plans, enhancing life skills, addressing health and mental health needs, engaging in meaningful activities and building social and community relations.
Insurance Broker	An individual or entity that sells or solicits insurance policies. Also known as an “insurance agent”.
Intensive Case Management (ICM)	Is a supportive housing service delivery model that helps homeless clients develop housing plans to ensure housing stability and assist them in achieving optimal quality of life and community living.
Landlord	The owner of a house, apartment, condominium, land or real estate which is rented or leased to an individual or business, who is called a tenant (also a lessee or renter)
Law Enforcement (RCMP)	The Royal Canadian Mounted Police.
Move in	The process of the tenant physically placing personal belongings into the unit and taking up residence.
OSSI	Outreach and Support Services Initiative
Outreach	Term used to describe the work of bringing services and supports to individuals that may not be able to access or take advantage of them otherwise.
Participant	Person taking part in program
Participant	A single Homeless Initiatives participant or a Homeless Initiatives family unit.
Participant Demographic Information:	Demographic information does not change over time, unless a correction is requested and noted. For example, gender, birth date, ethnicity. Name, although not demographic information, is also included.
Participant Investment	A participant's personal involvement in and financial contribution to their housing for the purpose of developing increased participant responsibility and (where possible) eventual participant self-sufficiency.
Participant Money	Coins, paper, cheques and or demand deposits of any kind.
Participant Record	Any information relating to a participant received or collected in connection with the performance of any function of the service provider. Includes information stored in computer hard drives (internal and external), online databases and storage clouds, and hardcopy files.

Participant-reported Data	Includes information that a participant states about his/her/themselves in response to a specific question. Does not include information that someone else has learned, observed or assumed about the participant.
Permanent Housing	Permanent housing is defined as safe and secure accommodation that meets all applicable federal, provincial and municipal housing codes and licensing requirements. Permanent housing does not have established time limitations for residency and comes with the expectation of long-term sustainability.
Permanent Supported Housing	<p>As with Permanent Supportive Housing, this housing type provides comprehensive support services for individuals experiencing homelessness for longer periods of time, who may be chronically homeless, and who have many complex and likely co-occurring issues such as a mental health condition, physical health condition, or addiction, and who may benefit from tightly linked supports in order to utilize the clinical services they need in order to stabilize their lives and maintain stable housing.</p> <p>Supported housing refers to regular housing with supports where the supports are NOT linked to the housing itself. The delivery model allows for support services to be provided by one agency that is separate from the operations, that is serving the entire building, with no support service staff members on-site.</p>
Personal Information Protection Act	Province of Alberta legislation to ensure confidentiality and privacy. PIPA applies to private businesses, non-profit organizations and professional regulatory organizations operating in Alberta.
Personnel file	An employee file that has personal information for an employee of an organization.
Program Transfer	A program transfer occurs when one Agency stops providing housing support services and transfers participant files to the new Agency who will continue the supports.
Rapid Re-housing	Is a program under the homeless initiative that supports people who are currently homeless and whom have a low to mid acuity score on the SPDAT. Singles on the SPDAT, score 35 or less and families are 54 or less.
Rent Check-ins	Communication by a Housing Support Worker with a participant's landlord to ensure monthly rental payment has been received.
Rent Enhancement	Financial support for rental costs reviewed and provided on a monthly basis to participants in the HIMD phase of the program
Repayment Plan	A participant plan that is agreed upon and affordable to repay funds advanced for rent, security deposit, tenant insurance or other costs for housing.

Residential Tenancy Act	Provincial legislation which outlines the rights and responsibilities of all tenants, landlords and agents involved in renting residential premises in Alberta.
Risk	Combination of the probability of an event and its consequences.
Room and Board	A situation where a room/and or, use of other parts of a house are rented out, to a participant for an agreed upon price.
Roommate	A person sharing a housing unit as a co-tenant
Salvaging	To save a program participant's housing situation by assisting with advocacy or providing direct financial assistance through a Housing Support Fund or Housing Loss Prevention Program.
Scattered Site Market Housing	These are suites, or homes that are either single or multi-family dwellings of all kinds where a standard lease is obtained in the participant's name. Units are part of regular market rentals available to anyone in the community or part of the affordable housing units available to those with unique financial restraints and vulnerable situations.
Serious Incident	Refer to Incident Reporting: SOP # 301 for list of examples that define serious incident
Service Prioritization Decision Assistance Tool (SPDAT)	Standardization assessment tool used to develop an acuity score and assist service provider staff in making program decisions with a participant.
Service Provider	Agency that provides specialized services to individuals or families experiencing homelessness.
Service Provider Staff	Refers only to staff involved in the delivery of a CBO-funded program.
Team Lead Meetings	A monthly meeting where Team Leads meet with the CBO for information sharing and collaboration.
Tenant Insurance	Insurance that protects a tenant financially for the loss of furniture, clothing and other personal property inside their rental home if a fire, flood or other accident occurs.
Training.	Process of functionally directing the work of new employees
Vulnerable Persons	A vulnerable person is defined as a person who, because of their age, disability, or other circumstances, whether temporary or permanent, are (a) in a position of dependence on others or (b) are otherwise at a greater risk than the general population of being harmed by a person in a position or authority of trust relative to them.
Vulnerable Record Check	Screening of individuals who intend on working or volunteering with vulnerable people.

Walk Through Report	Report detailing the unit's physical condition prior to a participant's tenancy. Photographs are to be utilized to assist in documentation.
Warm Transfer	A meeting between referring service provider staff, accepting service provider staff and a program participant to introduce the participant to new staff and ensure a smooth transfer of the participant between service providers.
Youth	Under age 18 individuals may access the Youth Emergency Shelter and/or Child and Family Services. Between 18-24 years of age, supports are offered on an outreach basis.
Youth Navigator	Outreach worker who supports youth experiencing homelessness between the ages of 15-24.
Episodically Homeless	An individual who has been homeless for less than a year and has had fewer than four episodes of homelessness in the past three years.

SECTION ONE: PARTICIPANT RECORDS AND CONSENT

Standard of Practice: 101 – 109

- 101 Participant Records
- 102 Storage and Destruction of Participant Records
- 103 Privacy Legislation Training
- 104 Breach Reporting
- 105 Correct Participant Demographic Information
- 106 Law Enforcement Disclosure
- 107 Authorization of Representation
- 108 Handling Participant Money
- 109 Participant Grievance

TITLE: PARTICIPANT RECORDS	STANDARD OF PRACTICE NUMBER: 101
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED: 2017-08-22
NUMBER OF PAGES: 2	

PURPOSE:

To ensure completeness and continuity of participant records.

SCOPE:

All personnel.

DEFINITION(S):

Participant Record: Any information relating to a participant received or collected in connection with the performance of any function of the service provider. Includes information stored in computer hard drives (internal and external), online databases and storage clouds, and hardcopy files.

CBO: The City of Grande Prairie, Homeless Initiatives Department acts as the Community Based Organization (CBO) for the Government of Alberta, Minister of Community and Social Services. The CBO manages funding for homeless initiatives.

STANDARD:

All service providers will ensure participant records are complete, follow a standardized format and are well-maintained.

PRACTICE:

Organization: All service providers will ensure participant records and files are orderly with sections clearly outlined and that all records and files within a program are set up in the same way. Participant records and files will also contain a standard checklist to ensure documentation is complete.

Team Lead Oversight: Each participant file will contain a Team Lead review form with review dates recorded for each month.

Content: Each participant file will contain the following records, at minimum:

Consent and Release of Information Documentation	FOIP acknowledgement on assessments	ETO and Hard Copy
	Government of Alberta Minister of Human Services and CBO Release of Information (FOIP)	Hard copy
	Agency based release of information form	Hard copy
	Consent to release information	Hard copy
	Housing First Support guidelines	Hard copy

ETO (Efforts to Outcomes Database) and Case Management Documentation	Participant Information (Intake) form	ETO and hard copy
	Provincial Assessments: Intake Interview, Follow-up(s), Exit Interview	ETO and hard copy
	SPDAT (Service Prioritization Decision Assistance Tool): Centralized Assessment, Outreach, 30 days, Housing, 3-month	ETO and hard copy
	Case Notes: completed according to training standards	ETO and hard copy
	Case Plans with completion dates	Hard Copy
	Budgets	Hard Copy
	Risk assessments	Hard Copy
	Crisis plans	Hard Copy
	Advocacy letters written on behalf of the participant	Hard Copy
	Grievance procedure	Hard Copy
	Exit Planning forms	Hard Copy
Housing Documentation	Lease agreement(s)	Hard Copy
	Third party payment agreements	Hard Copy
	Monthly landlord contact form	Hard Copy
	Move-in report (including photographs)	Hard Copy
	Move-out report (including photographs)	Hard Copy
	Monthly housing checklist	Hard Copy
	Monthly rent checks with evidence of monthly contact with landlord	Hard Copy
	Personal guest policy	Hard Copy
	Graduation Inspection/Move-out Inspection including signatures from CBO and landlord	Hard Copy
Other (where applicable)	Request to access personal information form	Hard Copy
	Request to correct personal information form	Hard Copy
	Authorization of Representative form	Hard Copy
	Law enforcement disclosure form	Hard Copy
	Decline of service form	Hard Copy
	Significant Change SPDAT (a drop or increase over and above 2 points)	ETO and Hard Copy
	Critical Incident Report	ETO and Hard Copy
	Consent to participant file transfer	Hard Copy
	GRAI participant transfer form	Hard Copy
	Record of corrections to demographic information	Hard Copy

Monitoring: The CBO will review 10% of participant files on an annual basis, using the standard list of required records as a guide. All service providers will participate in this annual review.

TITLE: STORAGE & DESTRUCTION OF PARTICIPANT RECORDS	STANDARD OF PRACTICE NUMBER: 102
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To ensure continuity and accountability of record storage and destruction practices for electronic and paper documents during program delivery and after program discontinuation.

SCOPE:

All personnel.

DEFINITION(S):

Freedom of Information and Protection of Privacy Act (FOIP): Province of Alberta legislation to ensure confidentiality and privacy. FOIP applies to all public bodies within the province.

Personal Information Protection Act (PIPA): Province of Alberta legislation to ensure confidentiality and privacy. PIPA applies to private businesses, non-profit organizations and professional regulatory organizations operating in Alberta.

Program Transfer: A program transfer occurs when one Agency stops providing housing support services and transfers participant files to the new Agency who will continue the supports.

STANDARD:

All service providers will maintain a policy related to record storage and destruction in accordance with FOIP guidelines and guidelines outlined in the service provider's funding contract with the CBO. FOIP applies even if the service provider is otherwise subject to PIPA.

PRACTICE:

All service providers will maintain a policy for record storage and destruction that is in accordance with FOIP legislation and contract guidelines.

The policy will state, at minimum:

- The service provider will store participant records and files securely for seven (7) years.
- The service provider will destroy participant records only with prior written approval from the CBO, and only after seven (7) years.
- The service provider will only retain participant records and files for more than seven (7) years with prior written approval from the CBO.
- The service provider will document and transfer all participant records and files to the CBO in the event of a program discontinuation.

In the event of a program discontinuation, the CBO will document and store records and files received from the outgoing service provider.

The CBO will obtain written approval from the Province of Alberta, Minister responsible for the OSSI portfolio, prior to granting service providers approval for record or file destruction.

TITLE: PRIVACY LEGISLATION TRAINING	STANDARD OF PRACTICE NUMBER: 103
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To protect program participant information by ensuring compliance with FOIP legislation and privacy guidelines outlined in program contracts.

SCOPE:

All personnel.

DEFINITION(S):

Freedom of Information and Protection of Privacy Act (FOIP): Province of Alberta legislation to ensure confidentiality and privacy. FOIP applies to all public bodies within the province.

Service Provider Staff: refers only staff involved in the delivery of a CBO-funded program.

STANDARD:

All service provider staff will complete FOIP legislation training and protect the privacy of program participants. Service providers will not collect participant information using tools that are not CBO-approved.

PRACTICE:

Service providers will protect participant information and ensure compliance with privacy legislation via the following:

- All service provider staff will sign a confidentiality agreement upon hire.
- All service provider staff will complete online or in-person FOIP training prior to working with program participants.
- A certificate of FOIP training completion will be included in each staff member's personnel file.
- Staff who have completed FOIP training previously, but are unable to produce a certificate, will be required to take FOIP training.
- CBO staff will also be required to sign a confidentiality agreement upon hire and complete online or in-person FOIP training prior to working with program materials. A certificate of FOIP training completion will be included in each CBO staff member's personnel file.
- Service providers that currently or plan to incorporate case management and assessment tools outside of the assessments mandated by the Province will submit a proposal to the CBO for review prior to introducing the tool.
- Agency Directors will be responsible to ensure that all staff have completed training and understand content.
- CBO will ensure that Agencies are compliant with the above.

For more information on FOIP and online training, visit [servicealberta.gov.ab.ca/foip](http://www.servicealberta.gov.ab.ca/foip) or:

<http://www.servicealberta.gov.ab.ca/foip/training-for-public-bodies.cfm>

TITLE: BREACH REPORTING	STANDARD OF PRACTICE NUMBER: 104
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To protect program participants and service providers by ensuring an appropriate response in the event of a breach of participant privacy.

SCOPE:

All personnel.

DEFINITION(S):

Breach of Participant Privacy: An actual, suspected or anticipated event or series of events resulting in disclosure or possible disclosure of participant information to a person or persons that do not have prior permission or consent from the participant.

STANDARD:

All service providers will maintain and operationalize a policy related to breach of information prevention and response in accordance with FOIP guidelines and guidelines outlined in CBO funding contracts.

PRACTICE:

All service providers will maintain a policy related to breach of participant information and operationalize this policy by ensuring that all service provider staff have read and understood the policy prior to working with program participants.

The breach prevention and reporting policy will include, at minimum:

- Notification process, including reporting forms used to notify the CBO and the affected participant(s), in writing, within 24 hours of discovery of a breach
- Staff responsibilities during response
- Protocol for assessing severity along with timelines for implementing improvements to prevent future breaches

In the event that an actual, suspected or anticipated breach occurs:

- The service provider staff will report the breach, in writing, to the CBO supervisor immediately
- The CBO will follow up with the service provider and share the report with the Province of Alberta.
- The service provider will respond according to its internal policy relating to breach of participant information.
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For further information, see the Homeless Service Agencies Breach Protocol in Dropbox. For further information on reporting unauthorized disclosure/information breach, refer to Standard 107.

TITLE: CORRECT PARTICIPANT DEMOGRAPHIC INFORMATION	STANDARD OF PRACTICE NUMBER: 105
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To ensure that participant demographic information is complete and accurate and to enable revisions in the event that information is inaccurate. To protect the right of a participant to request a correction of personal information.

SCOPE:

All service provider staff

DEFINITION(S):

Participant Demographic Information: Demographic information does not change over time, unless a correction is requested and noted. For example, gender, birth date, ethnicity. Name, although not demographic information, is also included.

STANDARD:

Service providers will ensure that participant demographic information is complete and accurate and will respond to formal requests from participants to correct personal information.

PRACTICE:

In the event that incomplete or incorrect participant demographic information is found by staff or reported by a participant, service provider staff will:

- Notify their Team Lead
- Discuss the Request to Correct Personal information form with the participant and obtain the participant's consent to revise the information
- Revise the information
- Include a record of the revision, including date of revision, in the participant's file

See Appendix A for the Request to Correct Personal Information form.

<i>TITLE: LAW ENFORCEMENT DISCLOSURE</i>	<i>STANDARD OF PRACTICE NUMBER: 106</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-08-22</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

To ensure protection of participant information and compliance with law enforcement in the event of an information request from law enforcement (RCMP).

SCOPE:

All service provider staff.

DEFINITION(S):

Law Enforcement (RCMP): The Royal Canadian Mounted Police.

STANDARD:

All service providers will follow established practice when disclosing participant information to law enforcement (RCMP) in response to a request from law enforcement (RCMP).

PRACTICE:

Service providers will complete the following steps before disclosing participant information to law enforcement (RCMP):

- Ensure that the request is complete, according to the Law Enforcement Disclosure Form: See Appendix A for the Law Enforcement Disclosure form
- The request is in writing
- The request states that the information is part of an open investigation
- The request includes a badge number, constable contact name, case file number and outline of information requested
- Verify the request by calling the RCMP detachment
- Inform the CBO, in writing, of the request for participant information
- Provide the requested information to law enforcement (RCMP)
- Include a record of the disclosure in the participant's file
- In the event of a subpoena of hard-copy records or files, the service provider will make photocopies to keep on site.

TITLE: AUTHORIZATION OF REPRESENTATIVE	STANDARD OF PRACTICE NUMBER: 107
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To protect participant information and to enable authorized representatives of program participants to access participant information

SCOPE:

All service provider staff

DEFINITION(S):

Authorized Representative: An individual who has been granted permission by a program participant to act on the participant's behalf and to exercise all of the participant's rights under FOIP, right to access records in all or specified categories of information and rights under FOIP regarding other matters (eg. Consent to disclose personal information). (Government of Alberta)

STANDARD:

All service providers will allow participants to authorize a representative, and will allow the authorized representative the rights and information under FOIP for which they have authorization. Service providers will also ensure that participants have willingly provided authorization to a representative.

PRACTICE:

In the event that a program participant requests, proposes or agrees to an authorized representative to act on their behalf, the service provider will ensure that the participant, in the presence of a witness, completes the "Authorization of Representative" form provided by the Government of Alberta (see Appendix A). The completed Authorization of Representative form will be kept in the participant's file.

<i>TITLE: HANDLING PARTICIPANT MONEY</i>	<i>STANDARD OF PRACTICE NUMBER: 108</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-09-12</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

To protect program participants and service provider staff. To encourage participant accountability and skill development.

SCOPE:

All service providers

DEFINITION(S):

Participant's money i.e. coins, paper, cheques and or direct deposits of any kind.

STANDARD:

All service providers will maintain a policy that service provider staff will not handle or manage participant money for any reason, at any time

PRACTICE:

All service providers will maintain a policy stating that service provider staff will not handle or manage participant money for any reason, at any time. This policy will include:

- A statement that service provider staff are not permitted to handle participant money
- Protocol to follow in the event that a participant asks service provider staff to handle or manage money on the participant's behalf

The CBO may review service provider policies on handling participant money during annual reviews.

<i>TITLE: PARTICIPANT GRIEVANCE</i>	<i>STANDARD OF PRACTICE NUMBER: 109</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-09-12</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

To ensure processes are in place to allow for and respond to participant grievances

SCOPE:

All service providers

DEFINITION(S):

Grievance: A grievance sets out a formal complaint in regards to an actual or supposed circumstance related to a decision made or action taken by a service provider or service provider staff.

STANDARD:

All service providers will maintain a policy in regards to participant grievances.

PRACTICE:

Service provider participant grievance policies will include:

- Process for submitting a grievance
- Review process including timeline
- Resolution process including timeline
- Guidelines for keeping record of grievances and outcomes

Service providers will also ensure participants are aware of their right to submit a grievance and that participants understand the grievance process.

In the event that a grievance cannot be resolved through the service provider's established process, the CBO may be available to provide support.

SECTION TWO: PERSONNEL

Standard of Practice: 201 – 204

- 201 Staff Risk Management
- 202 Orientation for New Staff
- 203 Criminal Record & Vulnerable Sector Check
- 204 Service Provider Personnel Files

TITLE: STAFF RISK MANAGEMENT	STANDARD OF PRACTICE NUMBER: 201
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To focus on prevention of harm and mitigation of risk to service provider staff.

SCOPE:

All service providers

DEFINITION(S):

Harm: Physical or mental damage

Risk: Combination of the probability of an event and its consequences.

STANDARD:

All service providers will maintain a staff risk management policy.

PRACTICE:

All service providers will maintain a staff risk management policy that considers each area of occupational risk from the following perspectives:

- Risk identification
- Risk assessment - probability, impact, mitigating factors
- Risk management - action strategies with timeline and person(s) responsible for implementation

Specific areas of occupational risk that the staff risk management policy should cover include:

- Working alone, including the standards required by the Alberta Occupational Health and Safety Code, Part 28.
- Disposal of sharps
- Management of infectious diseases and universal precautions
- Safe transportation of participants in staff vehicles, including verification of appropriate insurance
- Meeting with participants in participant homes

TITLE: ORIENTATION FOR NEW STAFF	STANDARD OF PRACTICE NUMBER: 202
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 2	

PURPOSE:

To ensure that all new service provider staff receive understand and are equipped to apply housing first philosophy and practices to work with program participants

SCOPE:

Service providers

DEFINITION(S):

Training: Process of functionally directing the work of new employees.

STANDARD:

All service provider staff will receive Housing First Core Competencies training within 3 business days of hire.

All service provider staff will receive Housing First Supplementary Competencies training within 3 months of hire.

PRACTICE:

Upon hire of new staff the Team Lead (or in the case of a new Team Lead, the immediate supervisor) will complete the following, in order:

Within 3 business days of hire:

- Inform the CBO of new staff
- Provide training in Core Competencies
- Ensure new staff sign a confidentiality agreement and submit for personnel file criminal record and vulnerable sector checks

After Core Competencies orientation, confidentiality and criminal/vulnerable sector checks are complete:

- Request access to the Housing First database (ETO)
- Provide training in Supplementary Competencies

An overview of the Core and Supplementary Competencies training required for all new service provider staff is included below in Table B-1.

Core Competencies		Supplementary Competencies	
Title	Description and Source	Title	Description and Source
Intro to Housing First		Non-violent Crisis Intervention	
Into to Case Management		First Aid with CPR	
Case Notes and Documentation		Suicide Intervention	

Service Prioritization Decision Assistance Tool (SPDAT)		Mental Health First Aid	
Housing First Database (ETO)		Motivational Interviewing	
FOIP		Universal Precautions	
Internal policy and procedure manual		Boundaries Training	
CBO Standards of Practice Manual			

TITLE: CRIMINAL RECORD & VULNERABLE SECTOR CHECK	STANDARD OF PRACTICE NUMBER: 203
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To ensure that service provider staff do not pose a risk to participants, service providers or funders.

SCOPE:

All service providers.

DEFINITION(S):

RCMP: Royal Canadian Mounted Police

CFS: Child Family Services

Vulnerable Sector Checks: the screening of individuals who intend on working or volunteering with vulnerable people.

STANDARD:

Service providers will review RCMP-certified criminal and vulnerable sector checks in order to ensure that new and existing service provider staff do not have a criminal or vulnerable sector history that could put program participants, the service provider or funders at risk.

PRACTICE:

New staff: All new service provider staff will submit a Criminal Record and Vulnerable Sector Check for review by the service provider upon hire. The service provider will review the Check prior to allowing new staff to work with program participants or access participant files. Criminal and vulnerable sector checks for new service provider staff must be from within the six (6) months prior to hire date.

Existing staff: All existing service provider staff will submit a Criminal Record and Vulnerable Sector Check to the service provider every two (2) years for review.

In the event of a past history of involvement with the RCMP or Child and Family Services (CFS), the service provider will:

- Request and review documentation from the RCMP or CFS outlining the past history or criminal charge
- Document the decision to hire the person if past history is deemed not to be of risk to participants, the service provider or funder.

TITLE: SERVICE PROVIDER PERSONNEL FILES	STANDARD OF PRACTICE NUMBER: 204
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To enable monitoring of service provider staff training and hire decisions.

SCOPE:

All service providers.

DEFINITIONS:

Personnel file: An employee file that has personal information for an employee of an organization.

STANDARD:

All Service providers will ensure that personnel files are orderly and complete.

PRACTICE:

The following will be included in service provider staff personnel files:

- Job description outlining position and responsibilities
- Resume
- Criminal Record and Vulnerable Sector Checks, updated every two years
- Criminal record/vulnerable sector check documentation and decision in the event of a hire with past history
- Signed confidentiality agreement
- FOIP training certificate
- Record of completed Housing First Core Competencies training
- Record of completed Housing First Supplementary training

SECTION THREE: SERVICE PROVISION

Standard of Practice: 301 – 326

301	Participant Assessment in HIMD
302	Couples
303	Centralized Assessment
304	Rent Enhancement Program
305	Participant Housing Choice
306	Orientation, Inspection and Move In
307	Rent Check Ins
308	Re-housing
309	Landlord Contact
310	Housing Support Fund
311	Rapid Re-Housing
312	Program Dismissal and Exit Protocols
313	Efforts to Outcomes (ETO) Database
314	Intensive Case Management
315	Team Lead Meetings
316	Case Notes
317	Warm Transfer
318	Participant Access to Personal Information
319	Housing First Supports, Youth 15 – 17 yrs old
320	Roommates
321	Housing Outreach Worker Participant Placements
322	Keys
323	Tenant Insurance
324	Incident Reporting
325	Service Prioritization Decision Assistance Tool
326	Housing Loss Prevention Indigenous Supports Process

<i>TITLE: PARTICIPANT ASSESSMENTS IN HIMD (HOMELESS INITIATIVES MANAGEMENT DATABASE)</i>	<i>STANDARD OF PRACTICE NUMBER: 301</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-08-22</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 2</i>	

PURPOSE:

To ensure consistency in collection of data about program participants in HIMD and reliable reporting about the HIMD program.

SCOPE:

All service providers.

DEFINITION(S):

Homelessness Information Management Database (HIMD): The central phase of the Housing First program where participants who have obtained housing receive case management support to maintain housing.

HIMD Assessments: A collection of Provincial surveys used in the HIMD phase of the program to collect data about participants and their experience in homelessness.

Participant-Reported Data: Includes information that a participant states about his/her/themselves in response to a specific question. Does not include information that someone else has learned, observed or assumed about the participant.

STANDARD:

Service providers will complete HIMD Assessments with program participants according to standard intervals while participants are in the HIMD phase of the program.

PRACTICE:

Service provider staff will complete HIMD Assessments with program participants at standard intervals. Completed HIMD Assessments are entered into the Housing First database (ETO) and hard copies of HIMD Assessments are kept in participant files. Additional guidelines for completing HIMD Assessments include:

- **Participant-reported data:** All information recorded by service provider staff in HIMD assessments is participant-reported. Information that the service provider staff has learned, observed or assumed about the participant is not entered into HIMD Assessments. If a participant does not want to respond to a question, choose "No response".
- **Exit Interviews in the absence of a participant:** In the event that a participant is missing, unwilling or unable to participate in completing an Exit Interview to the best of their knowledge, using information provided in past assessments if needed. **Do Not** answer the questions that ask the participant to rate the service provided; select "No response" rather than "Declined to answer".

The CBO will monitor the completeness of HIMD Assessments in participant files during annual monitoring visits. The CBO will also monitor the completeness of HIMD Assessments on the

Housing First database (ETO) on a regular basis. The Province of Alberta and the CBO will use data from HIMD Assessments to create quarterly program reports.

An outline of the program phases and intervals at which HIMD Assessments are completed is provided below:

Assessment	Description
Intake Interview	Completed within five (5) business days of a participant obtaining housing and being transferred to HIMD from Outreach.
Follow-up Interview 3 months	Completed within five (5) business days of a participant maintaining housing for three (3) months.
Follow-up Interview 6 months	Completed within five (5) business days of a participant maintaining housing for six (6) months.
Follow-up Interview 9 months	Completed within five (5) business days of a participant maintaining housing for nine (9) months.
Follow-up Interview 12 months	Completed within five (5) business days of a participant maintaining housing for twelve (12) months.
Follow-up Interview 15 months*	Completed within five (5) business days of a participant maintaining housing for fifteen (15) months.
Follow-up Interview 18 months*	Completed within five (5) business days of a participant maintaining housing for eighteen (18) months.
Exit Interview	Completed within five (5) business days of a participant being dismissed from HIMD for any reason: <ul style="list-style-type: none"> • Dismissed and referred to Graduate • Dismissed and referred to Outreach • Dismissed and no longer in the program (eg. Chose not to continue, missing, death)

* The Province and CBO do not use 15 and 18-month follow-up interviews for quarterly reporting.

<i>TITLE: COUPLES</i>	<i>STANDARD OF PRACTICE NUMBER: 302</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-09-12</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

To ensure that couples accessing the program receive uninterrupted services as individuals in the event that their relationship ends. To protect participant information and privacy.

SCOPE:

All service providers and service provider staff.

DEFINITION(S):

Couple: Two individuals who both self-identify as being in a relationship.

STANDARD:

Members of a couple will be supported as individuals by different staff within the same service provider and will be afforded the same information and privacy rights as any other independent individual.

PRACTICE:

When two individuals who are members of a couple are referred from one service provider to another, the referring service provider will notify the accepting service provider of the relationship status of the two individuals. The accepting service provider will place each individual with separate service provider staff and continue to provide program services to each member of the couple as if they were independent individuals.

Service provider staff will adhere to Freedom of Information and Protection of Privacy Act and other privacy guidelines and will not share information gained through program interactions about one member of the couple with the other member of the couple, unless signed permission is granted.

The provision of separate services to members of a couple applies whether or not the couple lives together in the same housing unit.

TITLE: CENTRALIZED ASSESSMENT	STANDARD OF PRACTICE NUMBER: 303
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 3	

PURPOSE:

To provide centralized assessment services for individuals, couples and families who are struggling to maintain housing and or are homeless.

SCOPE:

All service provider staff.

DEFINITION(S):

Centralized Assessment: Initial process by which a gatekeeper service provider determines an individual or family's eligibility for further program services and prioritizes individuals and families based on demonstrated need.

Warm Transfer: A meeting between referring service provider staff, accepting service provider staff and the program participant to introduce the participant to new staff and ensure a smooth transfer of the participant between service providers. Refer to Warm Transfer SOP.

Chronicity: The length of time and frequency of homeless episodes that an individual or family experiences. In Alberta, an individual or family is chronically homeless if they have been homeless for one (1) year or more, or four (4) or more times within the past three (3) years. An individual or family is episodically homeless if they have been homeless for less than one (1) year and fewer than four (4) times within the past three years.

Housing Support Worker: Operates with a team-based approach that supports individuals through a case management approach, the goal of which is to help clients maintain their housing and achieve an optimum quality of life through developing plans, enhancing life skills, addressing health and mental health needs, engaging in meaningful activities and building social and community relations.

STANDARD:

Centralized Assessment service provider staff will complete a comprehensive assessment of prospective program participants according to an established process and use information gained from the assessment(s) to make consistent and appropriate decisions about referrals to programs.

PRACTICE:

The Centralized Assessment service provider will receive referrals and walk-ins of individuals and families who are interested in program services. The Centralized Assessment service provider will also hold outreach hours at various organizations in the City to reach target groups. When working with an individual or family, Centralized Assessment service provider staff will:

- Explain the assessment process to the individual or family and outline the various services available through the program.
- Ensure the individual or family understands their rights under FOIP and obtain appropriate consent for collecting personal information.

- Assess the situation and acuity of the individual or family using an intake interview process that includes collection of basic participant information and completion of the most current individual or family SPDAT.
- Enter the SPDAT and participant information into the Housing First database (ETO).

Full assessments for Housing First programs will be done using the Service Prioritization Assistance Tool (SPDAT) and Family SPDAT by the Assessment Team based on the information provided by the participants.

Rapid Re-housing SPDAT scores:

- i. Singles: 20-34
- ii. Families 27-53
 - 4-6 months of Case Management services to a max of 9-12 months (if longer supports are needed than a referral is done to a longer term team).

Intensive Case Management (ICM) SPDAT scores:

- iii. Singles: 35 and higher
- iv. Families: Over 53
 - 12 months Case Management services to a maximum of 18 months.
 -

Permanent Supported Housing Assessment will be based on the following assessment criteria. The most recent SPDAT score will be made available through the Assessment Team or referral agency.

- v. Stable income from Alberta Works, AISH, employment, CPP or EI;
- vi. Housed for a minimum of 6 consecutive months in the last 18 months;
- vii. Supported by a Housing First team for 8-12 months during the past 18 months and in need of a long term supports to remain stably housed;
- viii. Case notes show significant interest in engaging with staff while in Housing First program in past 18 months.

*Unhoused participants must fit the assessment criteria.

Street Outreach supports will be based on the following assessment criteria:

- i. Unresolved Legal Issues;
- ii. Medical concerns that need a long-term care model of supports;
- iii. Mental health and addiction with frequent shelter cot/mat usage;
- iv. History of not being able to maintain stable housing in the past year (in need of 24/7 supportive housing model).

*Any of the above four conditions is a referral to Street Outreach

In the event that an individual or family/couple is a fit for a service provider that has a full case load, the individual, family or couple will be placed on a wait list.

Individuals and families will be prioritized using a combination of chronicity of homeless experience and SPDAT score:

- Chronically homeless individuals with a higher SPDAT score are first priority
- Chronically homeless individuals with a lower SPDAT scores are second priority
- Episodically homeless individuals with a higher SPDAT score are third priority
- Episodically homeless individuals with a lower SPDAT score are fourth priority

In terms of couples and families each member who has been assessed as requiring supports from a Housing First program will be assessed using the VI SPDAT. The highest SPDAT score between the two participants will determine which program the couple/family will be transferred to. It is important to note that each participant will have their own Housing Support Worker (HSW).

Upon transfer from Centralized Assessment to the assigned program/agency and HSW all parties will meet and share information as to how to best support the family as a whole and ensure continuity of care during the transfer.

All Housing Support Workers will collaborate and maintain contact during the time that the participant(s) are in the program and work to collaboratively support couple/family.

Each HSW assigned to a participant will meet with the participant individually and discuss the information on the SPDAT Assessment, required supports and needs. This will also be the time to field questions and motivate participants to be actively involved in developing their individualized case plan.

TITLE: RENT ENHANCEMENT PROGRAM	STANDARD OF PRACTICE NUMBER: 304
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 2	

PURPOSE:

To provide consistency amongst Housing First Teams with rent enhancements to support Housing First as a collective and to support program participants with financial assistance during the transition period to more stable income and or housing supports. To ensure rent enhancements are in line with the Provincial housing subsidies managed through the Grande Spirit Foundation.

SCOPE:

All service providers.

DEFINITIONS:

Rent Enhancement: Short term financial aid to low income individuals or families for rental costs reviewed and provided on a monthly basis to participants in the HIMD phase of the program.

Case Conference: A collaborative meeting where staff from relevant service providers and the CBO discuss next steps for a program participant who is at risk of losing their housing and/or place in the program due to a variety of issues and circumstances. Whenever possible, the program participant should be present to participate in case conference discussion and decision-making about his/her/their housing and place in the program.

STANDARD:

Service providers will provide monthly rent enhancements to participants who cannot afford monthly rent and basic needs. Eligibility and amount of monthly rent enhancements will be re-determined each month. Ensure that participants are contributing their core shelter allowance receiving income supports.

PRACTICE:

Service provider staff will complete a monthly income and budget review with a participant, including:

- Determination of the participant's fixed and variable costs of living (expenses)
- Review of income and bank statements (income and assets)
- Discussion and exploration of new income opportunities that will contribute to long term financial stability (employment, AISH, AB Supports, Grande Spirit Foundation)

A rent enhancement can be provided in the event that a monthly income and budget review shows a shortfall. The amount of rent enhancement provided is the lowest amount needed to allow the participant to cover the cost of rent and basic needs identified for that month. A rent enhancement can be provided in any amount, up to \$600 per month. The maximum rent enhancement amount (\$600) has been established in order to align with the maximum subsidy provided by the Grande Spirit Foundation.

Although the amount of rent enhancement that a participant can access while in the HIMD phase of the program is not limited, participant rent enhancement records should **show evidence of decrease over time**.

It is important to manage supports in such a manner as to not create a dependence on the Housing Support Worker.

<i>TITLE: PARTICIPANT HOUSING CHOICE</i>	<i>STANDARD OF PRACTICE NUMBER: 305</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-08-22</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

To ensure that participants have some choice in housing cost, type, features and location.

SCOPE:

All service providers.

DEFINITION(S):

Appropriate: Housing is suitable for the participant's needs.

Affordable: Costs are sustainable

STANDARD:

Service provider staff will assist participants in finding appropriate housing options, and support the participant in making informed decisions about housing options.

PRACTICE:

When preparing to search for housing with a participant, service provider staff will ensure that the participant:

- understands their right to housing choice
- identifies their housing needs and wants
- participates in the process of finding housing
- understands what type of housing they will be able to maintain
- understands the amount of monthly housing costs they can afford in relation to monthly income

Service provider staff will then undertake a search for housing that considers the participant's identified needs, and will contribute to the participant's ability and desire to maintain housing in the long term.

In the event that appropriate housing options are limited, the participant has the right to wait for more options to become available.

TITLE: ORIENTATION, INSPECTION AND MOVE-IN	STANDARD OF PRACTICE NUMBER: 306
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To ensure that participants are informed and supported when moving in to housing.

SCOPE:

- Housing Support Workers
- Housing Outreach Workers

DEFINITION(S):

Walk-through report: Report detailing the unit's physical condition prior to participant's tenancy. Photographs are to be utilized to assist in documentation

Residential Tenancy Act: Provincial legislation which outlines the rights and responsibilities of all tenants, landlords and agents involved in renting residential premises in Alberta.

STANDARD:

Housing Support Workers will assist participants with move-in processes.

PRACTICE:

Once housing has been found for a participant and a lease agreement has been signed, the Housing Support Worker will assist the participant with move-in by:

- Assisting the participant to obtain the key for the housing unit from the landlord
- Coordinating the participant, landlord, and Housing Support Worker to complete a walk-through report
- Encouraging the participant to plan for assistance moving belongings and furniture. This can include family and friends, movers or service provider staff.
- Assisting the participant (in-person) on the day of the move
- Providing service provider information and a business card to the landlord
- Providing orientation to the building and surrounding area (door buzzer, mail box, transit stop and routes, washer/dryer facilities, nearest grocery store)

The Housing Support Worker will also include complete records of the move in the participant's file including:

- Completed walk-through report
- Interior photographs of the unit
- Lease agreement
- Record of work to support the participant in preparation and during the move in case notes

<i>TITLE: RENT CHECK-INS</i>	<i>STANDARD OF PRACTICE NUMBER: 307</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-08-22</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

To support participants in maintaining housing stability.

SCOPE:

Housing Support Worker

DEFINITION(S):

Rent check-ins: Communication by a Housing Support Worker with a participant's landlord to ensure monthly rental payment has been received.

STANDARD:

Housing Support Workers complete rent check-ins within 2-5 days of a participant's rent being due, throughout the entire length of service provision.

PRACTICE:

Housing Support Workers will track participant rent due dates and contact the appropriate landlord within 2-5 days of a participant's rent being due to ensure the landlord has received payment.

Rent check-ins must be documented on the participant's file, as well as in the participant's case notes.

<i>TITLE: RE-HOUSING</i>	<i>STANDARD OF PRACTICE NUMBER: 308</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-08-22</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

To ensure that participants in need of re-housing or in the process of moving to new housing receive appropriate supports. HIMD Participants within 90 Days.

SCOPE:

- Housing Support Workers.
- Housing Outreach Workers.

DEFINITION(S):

Re-Housing: The process of assisting a participant in moving out of a former unit, beginning a new housing search and move-in process.

STANDARD:

Participants will be supported when moving to new housing situations. If re-housed within 90 days they will remain in HIMD.

PRACTICE:

It is both permissible and expected that participants will move between housing units or face eviction while participating in the program.

Service provider staff will offer the same supports to participants who are in need of re-housing as would be offered to participants being housed for the first time. In addition, service provider staff will assist participants to:

- Review options for temporary storage of belongings
- Review temporary housing options
- Search for permanent housing options
- Negotiate and advocate in an eviction situation
- Complete a walk-out report with the landlord, participant, CBO and Housing Support Worker
- Organize or undertake cleaning of the unit
- Return keys
- Complete a change of address

If the participant is not re-housed within 90 days a referral to Outreach will be entered on ETO.

<i>TITLE: LANDLORD CONTACT</i>	<i>STANDARD OF PRACTICE NUMBER: 309</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-09-12</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

To ensure that service providers have regular and purposeful contact with landlord representatives in order to facilitate collaboration and expedient problem resolution through relationship development.

SCOPE:

- Service Provider Staff
- Team leads

DEFINITION(S):

None

STANDARD:

When examining housing opportunities and presenting housing choices to Participants, Service Provider Staff will give consideration to the balance between the needs of the Participant, the community at large and the landlord. To establish and maintain this balance Service Provider Staff are encouraged to contact the landlord, superintendent and/or property management firms.

PRACTICE:

Housing Support Workers will contact landlord representatives in person, by telephone or by any other means agreeable to both parties at intervals appropriate for the participant's housing situation. Notes in the participant's case file will outline the method and interval for contact with the landlord. Contacts will also be recorded in the participant's case notes.

Note: This contact can be performed during the Rent Check-ins.

TITLE: HOUSING SUPPORT FUND	STANDARD OF PRACTICE NUMBER: 310
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-09-12 DATE REVISED
NUMBER OF PAGES: 2	

PURPOSE:

To provide housing support to Homeless Initiatives participants who are actively participating in either the Intensive Case Management, Rapid Re-housing or Permanent Supportive Housing programs.

SCOPE:

All service providers.

DEFINITION(S):

Participant: A single Homeless Initiatives participant or a Homeless Initiatives family unit.

Intensive Case Management: Is a team model in which case workers, working alone or in teams, link individual participants to mainstream housing, clinical and complementary supports. Housing Support Workers provide outreach, develop relationships and coordinate with other services to help people access needed services. ICM teams may include housing and complementary support workers, with a link provided to mainstream clinical services.

Permanent Supportive Housing: is an intensive model of housing and services designed to serve individuals experiencing homelessness for longer periods of time, who may be chronically homeless, and who have complex and likely co-occurring issues such as a mental health condition, physical health condition, or addiction, and who may benefit from tightly linked supportive services in order to utilize the clinical services they need in order to stabilize their lives and maintain stable housing

Financial Contribution: Participant financial contribution to their tenant insurance based on the collaborative budgeting exercise completed with their Housing Support Worker. The participant would be expected (where possible) to contribute financially towards their tenant insurance no matter how small the amount.

Repayment Plan: If HI funds are partially or totally used to pay for the tenant insurance, the participant and Housing Support Worker will negotiate, sign and implement a realistic repayment plan based on the participant's financial situation.

STANDARD:

All service providers will be provided a sum of monies which will serve as a Housing Support Fund for their respective agencies. Each agency will be responsible for ensuring these funds are utilized for the above noted purpose as well as managed appropriately.

It is imperative that the Housing Support Fund be utilized in a manner to avoid creating a dependent relationship between agency and the participant. A plan should be created with the participant's participation to ensure the participant is contributing as much as possible and that the support is decreased over time. The goal is to actively encourage and assist participant to become independent and self-sufficient.

PRACTICE:

All service providers will evaluate a participant's level of need. They will do this by confirming what resources the participant has such as AISH, AB Supports, Grande Spirit Foundation, etc. They will also review bank statements, assets, etc.

Housing Support Funds can be provided in the event that a monthly income and budget review indicates a shortfall and no alternate arrangements can be made. It is essential that the lowest amount of funds required to cover the expense of the shortfall is provided.

Service providers are to monitor the use of Housing Support Funds closely (at minimum-monthly) to ensure that staff are achieving the above standard.

Each agency will submit a monthly spread sheet outlining utilized housing support dollars and a description of expenses which will be submitted to the Community Social Development – Homelessness Initiatives.

The following is a list of situations whereby Housing Support Funds may be utilized. This list is not exhaustive and each agency will be required to use their professional judgement when applying these funds.

- Security Deposit
- First Month's Rent
- Rent Enhancement
- Rental Arrears (on time ONLY)
- Moving Expense
- Participant Start-Up Cost
- Tenant's Insurance
- Essential House Wares

<i>TITLE: RAPID RE-HOUSING</i>	<i>STANDARD OF PRACTICE NUMBER: 311</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-08-22</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE: Rapid Re-Housing is to assist participants who have low acuity and few barriers to find and maintain housing long term.

SCOPE:

All personnel.

DEFINITION(S):

A program under the homeless initiative that supports people who are currently homeless and whom have a low to mid acuity score on the SPDAT. Singles on the SPDAT, score 35 or less and families are 54 or less.

STANDARD:

Service providers will assess level of acuity scores and assist participants to find housing as soon as possible and provide supports to help the participant to maintain their housing.

PRACTICE:

1. Assess acuity scores and if the score is lower on the SPDAT, singles are 35 or less and families are 54 or less.
2. Rapid Re-housing supports people who score Rapid Re-housing support people to find housing, supports with the move in, get connected to community resources and other agencies, support with financial or medical appointments if needed and can provide rent enhancement while in the program. While people are in the program we support the landlord by completing monthly house and rent check to promote good landlord-tenant relationships.
3. Support should be between 4-6 months with extensions as needed in 3 month increments.. If further support is needed they may be referred to an ICM Team. .

<i>TITLE: PROGRAM DISMISSAL AND EXIT PROTOCOLS</i>	<i>STANDARD OF PRACTICE NUMBER: 312</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-08-22</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 2</i>	

PURPOSE:

To ensure consistency in exiting participants from the program and maintaining program fidelity.

SCOPE:

All personnel.

DEFINITION(S):

NONE

STANDARD:

Participants are not to be exited from the program without meeting all exit criteria, and consultation has occurred with the participant, Housing Support Worker, and Team Lead.

PRACTICE:

The participant being exited from the program must meet all Program Exit Eligibility criteria;

1. If a Participant has been unhoused for 90 days they must be dismissed from HIMD in ETO.

This is a Provincial guideline to ensure that Participants get a sufficient amount of time to be rehoused before it is seen as housing failure. If this dismissal occurs, the Participant is then returned to the Outreach section in ETO.

Once they are rehoused they will be reentered into HIMD. The Housing Support Worker should work to re-house the participant as quickly as possible.

2. If there has been no contact with a Participant for 90 days after housing and the Housing Support Worker has made sufficient efforts to connect, the Participants must be exited and dismissed from the program.

The Housing Support Worker will have a discussion with the participant regarding the participant potentially exiting the program.

The Housing Support Worker will inform their Team Lead of their intention to exit the participant from the program.

The Housing Support Worker and Team Lead will consult with the Housing First Program Specialist regarding the decision to exit the participant from the program.

If both the participant, Housing Support Worker, Team Lead, and Housing First Program Specialist are in agreement to exit the participant from the program, the following notifications must take place:

- Landlord must be notified that the participant is no longer receiving Housing First/Rapid Re-Housing supports, including financial assistance.
- Participants must be appropriately exited from the Efforts to Outcomes (ETO) database.

Note: If the Participant cannot be present for their exit interview the Housing Support Worker or Team Lead will still complete the exit interview to the best of their knowledge, using information provided in the past assessments if needed. **Do not** answer the questions that ask the participant to rate the service provided; select “No response” rather than “Declined to answer”.

Ensure that the reason selected for leaving the program on the Exit Interview matches the reason selected when completing the participant Dismissal.

Reasons for completing an Exit Interview are the same as for Dismissal:

- 30 Days no contact
- Chose not to continue with the program
- Death
- Incarcerated
- Other
- Referred to another program
- Referred to HIMD
- Referred to Outreach
- Relocation
- Returned to Reservation
- Unknown/Disappeared
- Successfully Completed

Criteria for Successful Completion:

- SPDAT Score has decreased (increased stability)
- Has maintained housing for at least 3 months, without eviction for 6 months AND is not significantly at risk for housing stability without case management.
- Has a stable source of income (Income support, AISH, employment) that an honest budget shows will enable them to maintain their housing at the current rental rate;
- Participant is engaged in mainstream services as needed, including a family doctor, legal support, support groups, education programs, volunteering etc;
- Participant, Housing Support Worker, Team Lead and Landlord mutually agree that follow-up supports are no longer required in order for housing to be maintained.
- Participant is being referred from HIMD to Graduate.

Team Leads are to review and approve all Dismissals. If the Team Leads have questions regarding the appropriateness of the Participant's Dismissal they are to contact the Housing First Specialist.

<i>TITLE: EFFORTS TO OUTCOMES (ETO) DATABASE</i>	<i>STANDARD OF PRACTICE NUMBER: 313</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-09-12</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

All documentation pertaining to engagement of a Participant will be documented and archived in ETO for the length of time required by the CBO. Accurate documentation (via ETO) of all engagement with Participant to ensure data is current, available and useful to, Housing First Worker, Participant and the CBO.

SCOPE:

All personnel

DEFINITION(S):

Efforts to Outcomes (ETO): A data collection system designed to archive ALL electronic documentation of all engagement with participants

STANDARD:

All documentation will be accurate, timely and useful for: service to Participant, information for Housing First Worker and data for the CBO. The Team Lead of service provider will ensure that all documentation is recorded accurately and in a timely manner as per CBO and ETO requirements.

The CBO will ensure that ETO training is made available to staff and the ETO database is capable of receiving and storing data.

PRACTICE:

All staff is to receive training, providing them the knowledge necessary to meet CBO expectation for complete and thorough documentation of all engagement with the Participant.

TITLE: INTENSIVE CASE MANAGEMENT	STANDARD OF PRACTICE NUMBER: 314
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-08-22 DATE REVISED:
NUMBER OF PAGES: 2	

PURPOSE:

To ensure that all service providers in Grande Prairie utilize Intensive Case Management as a service delivery model.

SCOPE:

All service providers

DEFINITION(S):

Intensive Case Management: Is a supportive housing service delivery model that helps homeless clients develop housing plans to ensure housing stability and assist them in achieving optimal quality of life and community living.

STANDARD:

Intensive Case Management (ICM) teams are a team-based approach that supports individuals through a case management approach, the goal of which is to help participants maintain their housing and achieve an optimum quality of life through developing plans, enhancing life skills, addressing health and mental health needs, engaging in meaningful activities and building social and community relations.

PRACTICE:

Intensive Case Management is a collaborative care structure used to support Participants. Assessments are conducted by the Housing First Workers to determine service options that may be suitable for the Participant, based upon the individual needs as determined by the Participant and the availability of resources Housing First Workers are then involved in planning, facilitating, and brokering access to those services best able to meet the Participant defined needs, documenting all aspects in this regard. Priorities are established to sequence activities, and intended outcomes are pre-defined. ICM is not treatment, nor is it therapy or counseling. It is also important to note that it is the case that is being managed, not the person. As such, intensive case management does not require, coerce or direct a particular approach or order with which Participants must engage with services.

Intensive Case Management:

- Inform Participant of the services to be provided, processes for feedback, (when/as required provide contact information when Participant identifies a complaint)
- Is a care structure, not a treatment
- Documents all case plans (including a crisis plan, exit strategy with detailed processes)
- Emphasizes Participant choice in housing and in determining type, duration, frequency and intensity of services
- Uses appropriately qualified/trained Housing Support Worker with an understanding of the theory and practice of Housing First

- Brokers and advocates for services within the community
- Uses formal case planning, goal setting and documentation practices what are these documents called
- Has a recovery orientation for persons with mental illness
- Uses evidence-based and evidence-informed practices in service delivery
- Prioritizes service delivery to those with the most acute needs and longest experiences of homelessness
- Assists Participant in achieving greater independence and improved community integration
- Conducts home visits
- Provides accompaniment to appointments
- assists with treatment protocols and engages in in-patient care as invited
- Is outcome driven, results focused and solution minded engagement with
- Participant requires 3-6 (low acuity) or 9-12 months (high acuity) as an appropriate timeframe of support services before fuller service integration and community supports are in place
- Aboriginal Participants must be provided access to aboriginal resources

<i>TITLE: TEAM LEAD MEETINGS</i>	<i>STANDARD OF PRACTICE NUMBER: 315</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-09-12</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

To provide opportunities for representatives of service providers to participate in collaborative, two-way exchanges with the CBO regarding service delivery. Team Lead meetings are a forum, intended to foster cooperation within the local community of practice in the Grande Prairie region with the Team Leads of funded agencies.

SCOPE:

All Team Leads and CBO, Housing First Specialist

DEFINITION(S):

Monthly meeting with Housing First Specialist and team leads

STANDARD:

Monthly Team Lead meetings will be scheduled unless decided otherwise as a group consensus. Any service provider may recommend an agenda item up to three days before the Team Lead meeting, and the addition of agenda items will be at the discretion of the chair.

Team Leads of service providers will identify to the CBO when an alternate will be attending, and who that alternate will be if they are unable to attend.

PRACTICE:

The CBO in consultation with the Team Leads will devise a meeting schedule at the beginning of the funding year. Team leads will attend all Team Lead meetings, and when they are unable to, they will have an alternate attend on their behalf, after identifying the alternate to the CBO.

Team leads are encouraged to share in discussions during the Team Lead meetings, as related to the agenda.

TITLE: CASE NOTES	STANDARD OF PRACTICE NUMBER: 316
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-09-12 DATE REVISED:
NUMBER OF PAGES: 2	

PURPOSE:

- To ensure the integrity of case notes as legal documents.
- To maintain a record of the progress of the participant towards independence in maintaining their housing.
- To qualify the work of the Housing Support Worker.
- To enable continuous support by other Housing First staff within the agency or other agencies in the case of a transfer.
- To have a positive impact on participant outcomes

SCOPE:

All Personnel

DEFINITION(S):

Case notes: Notes entered regarding a participant by an agency employee into the Efforts to Outcomes (ETO) central data base. **ETO case notes are referred to as “Efforts”.**

Outreach: Homelessness Information Management Database. Participants in this program have not been housed and are working with a Housing First agency to find housing.

HIMD: Homelessness Information Management Database. *Participants in this program have been housed by a Housing First agency, have completed an Intake Interview and are working with a Housing First Housing Support Worker to maintain their housing.*

Participant: An adult or youth who has been assessed as needing supports from a Housing First program

STANDARD:

Case notes will be entered into the ETO data base for every contact made with or on behalf of a participant while in Outreach or HIMD. All case notes will be entered into ETO within **24 hours of contact**.

PRACTICE:

One of the very first case notes *will* state that legal and ethical responsibilities have been discussed, *including* FOIP, participants rights and responsibilities, complaint process, and informed consent process.

Case notes will be entered within 24 hours of each contact made **with or on behalf** of a participant.

Case notes will be relevant, factual, impartial, free of derogatory or emotive language, accurate and complete.

All sources of information received (by whom?) will be cited.

Case notes will be entered into ETO data base and printed for participant file.

Case notes will be reviewed by Team Lead every 4 to 6 weeks with written feedback given.

All case notes will include:

- Date
- Time
- Location

- type of contact
- purpose of meeting
- level of support provided
- referrals made
- information given to participant
- appointments made and outcomes of appointments
- communication with other services
- next meeting time and date
- who is responsible for completing tasks by next meeting
- purpose of next meeting
- any missed meetings and what you are doing to reschedule.

Case Notes (Efforts) are accessed by other Housing First Staff within the agency and or other agencies. This allows for continuity of care for the participants. It provides a flow of information that can document attempted strategies and plans made on behalf of the participant. Case notes are also an important supervision tool for Team Leads and the CBO.

Note that Case Notes are legal documents and can not be edited once they are submitted on ETO.

If you require assist with ETO and or have entered a note in error contact the Homeless Initiatives Research & Evaluation Analyst.

TITLE: WARM TRANSFERS	STANDARD OF PRACTICE NUMBER: 317
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-09-12 DATE REVISED:
NUMBER OF PAGES: 2	

PURPOSE: To transfer a Participant through an in person meeting between the Centralized Assessment Worker, Housing Support Worker (HSW) and Participant to ensure continuity of care for the participant and connection to the HSW who will be providing the on-going housing supports. In addition the Warm Transfer will serve as the venue to acquire agreement from the participant to participate in the Housing First Program.

DEFINITIONS:

Warm Transfer: The warm transfer process is a meet and greet, to share information with the Agency Housing Support Worker, the Assessment Worker and the participant.

Participant: Individual or family, who requests support to find and/or maintain housing.

STANDARD:

Warm transfers will take place for each Participant who has been referred to an agency via Centralized Assessments.

PROCEDURE(S):

1. Warm transfers will be arranged with all parties involved, within 7 days of being assigned to an agency unless the agency caseload is full.
2. All transfers will be accepted based on SPDAT scores and/or rating criteria. A copy of the SPDAT assessment will be sent to the agency with the transfer request to allow for review prior to the warm transfer meeting.
3. There is no declining a participant transfer unless
 - The agency case load is full or
 - There is prior history with the participant and a conflict of interest has been clearly documented and submitted to the CBO, Housing First Specialist.
4. The Assessment Worker, the participant and the Agency Housing Support Worker(s) meet and share information on the SPDAT assessment, participant's support needs and have an opportunity for the program participant to ask questions and to be introduced to his/her Housing Support Worker and the agency supports being offered
5. An agency who identifies that a participant might be a better fit for another agency's program will do so after a minimum of 3 months (relationship building phase) of providing service.
The following will be the process to transfer to another program:
 - A meeting with the participant to discuss the services offered at your agency and the rationale why you feel another agency could provide a more enhanced service.

- Documented rationale for a program transfer including a recent SPDAT done with a face to face meeting with the participant. Score needs to be based on input from participant.
- The Team Lead of the service agency will contact the Team Lead of the program they wish to refer to and discuss the possible transfer.
- If both Team Leads are in agreement that it is a good fit, then a meeting is scheduled with the Participant to gain consensus and to discuss a transfer process.
- The Assessment Team Lead and Housing First Specialist are notified of the pending transfer.

Warm Transfers for Couples will ensure that each participant be assessed using the VI SPDAT independently.

The highest SPDAT score between the two adults will determine if the couple as a unit is transferred to Prevention and Diversion, Intensive Case Management or Rapid Re-Housing.

Each adult member of the couple will have different Housing Support Workers within the same agency.

For the transfer from Assessment Worker to the Service Provider:

- The Assessment Worker, the couple and the Agency Housing Support Worker(s) will meet first with the couple and share information on how best to support the couple together and then individually with each person to discuss their individual service needs.
- When two separate Housing Support Workers are assigned to support each adult, the Housing Support Workers will collaboratively support the couple as a unit.
- The SPDATs will be sent to the Housing Support Workers prior to the warm transfer.
- The Housing Support Worker assigned to each adult will set a first meeting date if possible with the participant individually, to discuss information obtained through the SPDAT assessment, as well as specific support the participant may need. This will give the participant an opportunity to ask further questions as individual case plans are developed.
- In the case where two adults, whom are already separate participants in the program, meet and engage in a relationship, case management supports will remain as is due to an already established working relationship between parties. If both participants and Housing Support Workers deem it best to transfer both to the same agency, it can be done in collaboration and with consent of all parties.

TITLE: PARTICIPANT ACCESS TO PERSONAL INFORMATION	STANDARD OF PRACTICE NUMBER: 318
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-09-12 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To acknowledge that program participants have a right to access their own personal information and request changes. To define a procedure outlining how to disclose a participant's personal information to the participant.

SCOPE:

All Service Providers

DEFINITIONS:

Standard: All contracted Agencies must have a Policy and Procedure in place and a copy on file with the CBO, acknowledging that participants have a right to access their own personal information and request changes. These policies must be compliant with FOIP Legislation.

STANDARD:

Each Participant will have access to their personal information and have the right to request changes.

PRACTICE:

Agency will have a Policy acknowledging that participants have a right to access their own personal information and request changes.

A Procedure will outline how to disclose a participant's personal information to the participant when a request comes forward.

All requests for changes will be documented on the Attached.

<https://www.servicealberta.ca/foip/documents/chapter1.pdf>

TITLE: HOUSING FIRST SUPPORTS, YOUTH 15 – 17 YRS OLD	STANDARD OF PRACTICE NUMBER: 319
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-09-12 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To ensure that youth ages 15-17 years within the community have access to Housing First Programs and resources.

SCOPE:

All Service Providers

DEFINITIONS:

Youth: Under age 18 individuals may access the Youth Emergency Shelter and/or Child and Family Services. Between 18-24 years of age, supports are offered on an outreach basis.

STANDARD:

To provide the same Housing First Program to youth ages 15 -17 years as adults have access to.

PROCEDURE(S):

Follow the same procedures as when working with adults.

<i>TITLE: ROOMMATES</i>	<i>STANDARD OF PRACTICE NUMBER: 320</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-09-12</i> <i>DATE REVISED:</i>
<i>NUMBER OF PAGES: 1</i>	

PURPOSE:

To determine if a participant can be placed in a roommate or room and board situation when searching for housing.

SCOPE:

All participants, Housing First Agencies, CBO.

DEFINITION(S):

HOW: Housing Outreach Worker

Participant: An adult who has been assessed as needing supports from a Housing First program in the City of Grande Prairie.

Roommate: A person sharing a housing unit as a co-tenant.

Room and Board: A situation where a room/and or, use of other parts of a house are rented out, to a participant for an agreed upon price.

STANDARD: If a participant chooses to live with a non-family roommate, **the CBO will not provide financial supports** to the participant during their tenancy, however Case Management supports are available.

Room and board situations – renting a room/other parts of a house and sharing living quarters with others or a Landlord in their own home, will not be supported financially through the Initiative, however it is the participant's choice if they wish to choose that living situation. Case Management supports are available.

PRACTICE:

Housing Situations for which the CBO will provide financial supports:

- Couples who enter the program together during Intake and Assessment
- Families that are assessed at Intake together, i.e.: grandparents and children, mothers and fathers and children

Housing Situations for which the CBO will not provide financial supports:

- Two separate individuals within Housing First in a roommate situation
- Relatives within Housing First in a roommate situation who are in the program separately. i.e. were not assessed at Intake as a family

TITLE: HOUSING OUTREACH WORKER PARTICIPANT PLACEMENTS	STANDARD OF PRACTICE NUMBER: 321
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-09-12 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE: To assist Participants to find appropriate and viable housing situations.

SCOPE:

All Service Providers

DEFINITION(S):

HOW: Housing Outreach Worker

Participant: An adult who has been assessed as needing supports from a Housing First program in the City of Grande Prairie.

STANDARD:

Housing Outreach Workers will actively assist Participants to find appropriate housing and supportive services as required to maintain housing.

PRACTICE:

An individual family is assessed as needing supports from a Housing First program in the City of Grande Prairie, and is put on a Housing Outreach Worker (HOW)'s list to help house this individual/family.

The HOW worker and participant/family will meet to discuss housing needs and what will be affordable financially.

If a participant chooses to live with a non-family roommate, the CBO will not provide financial supports to the participant during their tenancy with a non-family roommate.

Room and board situations – renting a room and sharing living quarters with others or a

Landlord in their own home, will not be supported financially through the initiative, however, it is the participant's choice if they wish to choose that living situation.

If a participant chooses to live in a room and board situation, the CBO will not provide financial supports to the participant during their room and board tenancy.

TITLE: KEYS	STANDARD OF PRACTICE NUMBER: 322
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-09-12 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To ensure a process is followed by all agency staff and landlords within the initiative for signing in/out keys to buildings participants that are residing in.

SCOPE:

All Agency Housing Support Workers, Team Leads, Landlords and Community Housing Coordinators of Grande Prairie

DEFINITION(S):

Keys: a small piece of shaped metal with incisions cut to fit the wards of a particular lock, and that is inserted into a lock and turned to open or close it.

Landlord: the owner of a house, apartment, condominium, land or real estate which is rented or leased to an individual or business, who is called a tenant (also a *lessee* or *renter*).

STANDARD:

To ensure that responsible key control.

PRACTICE:

1. Housing Support Worker will discuss with the participant the option of obtaining a key to the common area of the building the participant is residing in.
2. Housing Support Worker will sign out a key to the participant's building at the Landlord's place of business, and return the key within 3 hours of obtaining it.
3. Housing Support Worker and Landlord will ensure the sign in/out sheet is up to date and properly filled out.
4. Housing Support Worker and Landlord will discuss alternative options, (such as a 24hr notice to enter premises), if all other measures of contact are not successful.

TITLE: TENANT INSURANCE	STANDARD OF PRACTICE NUMBER: 323
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-09-12 DATE REVISED:
NUMBER OF PAGES: 2	

PURPOSE:

To ensure each Homeless Initiatives participant (single or family unit) consistently has tenant insurance when housed through the Homeless Initiatives program.

SCOPE:

All personnel who work for a funded project that has a contract with the City of Grande Prairie through OSSI or HPS.

DEFINITION(S):

Participant: A single Homeless Initiatives participant or to a Homeless Initiatives family unit.

Participant Investment: A participant's personal involvement in and financial contribution to their housing for the purpose of developing increased participant responsibility and (where possible) eventual participant self-sufficiency.

Financial Contribution: Participant financial contribution to their tenant insurance based on the collaborative budgeting exercise completed with their Housing Support Worker. The participant would be expected (where possible) to contribute financially towards their tenant insurance no matter how small the amount.

HI: Homeless Initiatives program.

Insurance Broker: An individual or entity that sells or solicits insurance policies. Also known as an "insurance agent."

Repayment Plan: If HI funds are partially or totally used to pay for the tenant insurance, the participant and Housing Support Worker will negotiate, sign and implement a realistic repayment plan based on the participant's financial situation.

Tenant Insurance: Insurance that protects the tenant financially against insured damage or loss to furniture, clothing and other personal property inside their rental home.

STANDARD:

Agencies will ensure that participants will have tenants insurance in place

PRACTICE:

Preliminary Set-Up

- Option A: Contracted Homeless Initiatives (HI) Agencies will contact and negotiate with the insurance broker office(s) they deal with to share the new process for tenant insurance with them.

OR

- Option B: Based on input from Contracted HI Agencies, CBO will negotiate with a small group of insurance brokers to familiarize them with the new tenant insurance

TITLE: INCIDENT REPORTING	STANDARD OF PRACTICE NUMBER: 324
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-09-12 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To ensure that service provider staff and funders are aware of serious incidents that are occurring (or have occurred) with a program participant.

SCOPE:

All service provider staff.

DEFINITION(S):

Serious Incident:

- Death.
- Attempted suicide/self harm
- Risk to public safety(including criminal charges related to violence)
- Participant has identified they have been abused by Housing First staff
- Participant has identified they have been abused by another participant of Housing First
- Other

STANDARD:

Service provider staff will complete a Serious Incident Report and notify immediate supervisors and CBO within 24 hours of a serious incident being identified

PRACTICE:

In the event that a serious incident occurs:

- Service provider staff will inform their Team Lead
- Team Lead will inform their immediate supervisor, the CBO and any other staff who may be affected. If necessary, a plan of action will be determined.
- Service provider staff will complete a Serious Incident Report on ETO and print a hard copy for the participant's file

TITLE: SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL	STANDARD OF PRACTICE NUMBER: 325
DATE APPROVED: 2017-10-18	DATE REVIEWED: 2017-09-12 DATE REVISED:
NUMBER OF PAGES: 1	

PURPOSE:

To ensure consistency and accountability in prioritization, transfer or referral of participants to appropriate programs.

SCOPE:

All service providers.

DEFINITION(S):

Acuity: Measurement of intensity of support required for a participant.

Service Prioritization Decision Assistance Tool (SPDAT): Standardized assessment tool used to develop an acuity score and assist service provider staff in making program decisions with a participant.

STANDARD:

Service providers will utilize the SPDAT to assist in prioritization, transfer or referral decisions with program participants at specified intervals during a participant's tenure in the program.

PRACTICE:

Service provider staff will complete the SPDAT with program participants at prescribed intervals and enter them into the Housing First database (ETO). Hard copies of SPDATs will also be kept in participant files.

- Participants who are members of a family will complete the Family SPDAT.
- Participants who are not members of a family will complete the most recent non-family SPDAT

An outline of the program phases and events with which the SPDAT is completed is provided below:

Program Phase	Event/SPDAT Name	Description
Centralized Assessment	Intake	Completed to assist in deciding whether to refer an individual to a Rapid Rehousing, Intensive Case Management or Permanent Supportive Housing team.
Outreach	30 Days	Completed every 30 days while a participant is in Outreach.
HIMD	Housing	Completed within five (5) business days of a participant obtaining housing.
	3 month follow-up(s)	Completed within five (5) business days of every three-month interval anniversary while a participant maintains housing. ETO contains three-month interval SPDATS up to five (5) years.

	Significant Change	Completed when a participant has experienced any significant change that may impact acuity score. Eg. Death of a family member, change in marital status.
	Re-housing	Completed when a participant moves or loses and obtains new housing without dismissal from HIMD. Note: A participant is dismissed from HIMD if they experience homelessness for more than 90 days while in HIMD.
	Program Exit	Completed within five (5) business days of a participant dismissal from HIMD.
Graduate	-	Participants in the graduate phase of the program do not complete SPDATs.
Prevention & Diversion	-	Participants in the Prevention & Diversion phase of the program do not complete SPDATs unless they show signs of further support after three (3) months of support.

The CBO may monitor the completeness of SPDAT records in participant files during annual monitoring visits. The CBO may also monitor the completeness of SPDAT records on the Housing First database (ETO).

<i>TITLE: HOUSING LOSS PREVENTION INDIGENOUS SUPPORTS PROCESS</i>	<i>STANDARD OF PRACTICE NUMBER: 326</i>
<i>DATE APPROVED: 2017-10-18</i>	<i>DATE REVIEWED: 2017-09-12</i> <i>DATE REVISED</i>
<i>NUMBER OF PAGES: 3</i>	

PURPOSE:

To prevent individuals and families from becoming homeless, using the lightest intervention possible.

SCOPE:

All Service Providers

DEFINITION(S):

Participant: Individuals or families referred to Housing Loss Prevention by Centralized Assessment team and enrolled in HLP to prevent housing loss.

Housing Loss Prevention: Short-term supports to individuals and families who are at risk of becoming homeless, using the lightest intervention possible.

Centralized Assessment: Initial process to determine an individual or family's eligibility for further program services and prioritizes individuals and families based on demonstrated need.

STANDARD:

Individuals and families who are at risk of housing loss, but are not currently experiencing homelessness will receive short-term Housing Loss Prevention support.

PRACTICE:

Centralized Assessment – Phase 1: Centralized Assessment will assess individuals or families to determine whether referral to Housing Loss Prevention (HLP) is appropriate. Each member of a family over the age of 18 is assessed separately.

When CTA has assessed an individual/ family and determined that referral to HLP is appropriate, CTA will make the referral in a timely manner to ensure that the housing situation of the individual/family does not deteriorate prior to receiving support from HLP.

To make a referral to HLP, CTA must forward a triage form from each individual/family member to the HLP Team Lead. CTA must also complete the referral on ETO.

An individual or set of family members are referred to HLP if they meet the following criteria:

1. Not experiencing homelessness at time of assessment by CTA and;
2. In need of support to prevent an imminent eviction or an eviction that may be salvageable within reasonable financial means if the individual/family does not have additional, long term barriers to maintaining housing.

3. In need of support for rehousing so long as there are no additional, long term barriers to maintaining housing.

Situations that may require rehousing include:

- An individual/family has an unsalvageable eviction notice, but no additional barriers to housing (ex. Building is being redeveloped).
- An individual/family is experiencing unsafe, overcrowded or otherwise inappropriate living conditions where no other barriers are present.
- Individual/family is living temporarily with friends or family but has a previous history of maintaining housing.

An individual or family can be referred to HLP once per 12-month period. If support is required again within 12 months a case conference will be held to determine eligibility.

Housing Loss Prevention (HLP) – Phase 2: HLP will provide supports to participants for up to three consecutive months via the following, dependent on identified need:

1. Advocacy with landlords to prevent eviction Assistance in searching for suitable housing
2. Assistance in securing financial support for rental or mortgage arrears
3. Assistance in securing financial support for utility arrears
4. Assistance in securing financial support to cover cost of current unit during transition to more suitable housing
5. Assistance in securing financial support for moving costs
6. Assistance in securing financial support for short-term storage

If an individual or family does not need further support at three months, HLP completes a HLP Exit Assessment and dismisses the individual or family from the program. Three months after dismissal, a Three-month Follow-up is completed.

Referral from Housing Loss Prevention (HLP) to Housing First: In the event that an individual or family is still at risk of housing loss after three consecutive months of HLP intervention, HLP will use the SPDAT to assess individuals or family and determine whether Housing First supports are appropriate. Referral to CTA for enrolment into Housing First is made if the following criteria are met:

1. Individual or family has required three months of HLP support and is still at risk of housing loss and.
2. Individual or family has a history of homelessness and SPDAT score indicates that Housing First would be an appropriate intervention or
3. Individual or family has a history of homelessness and SPDAT score indicates that Housing First would be an appropriate intervention.

If SPDAT score is 4 or fewer points below the threshold for referral to CTA, but HLP staff still suspect that Housing First is needed, a case conference will be held between HLP, CTA, and the individual or family to determine whether a referral to Housing First is appropriate.

If referral criteria are met, the HLP Team Lead will contact the CTA Team Lead to inform CTA of the referral.

Individuals and families referred from HLP to CTA for referral to Housing First (Rapid Rehousing or Intensive Case Management) are priority in situations where there is a wait list. CTA will ensure warm transfer to a Rapid Rehousing or Intensive Case Management team within 2 weeks of referral from HLP wherever possible. HLP will support the individual or family until a warm transfer can take place.

APPENDIX

Appendix A
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Appendix D

APPENDIX A: FOIP INFORMATION

Service Alberta provides information for public bodies about FOIP.

To download FOIP forms, see:

<http://www.servicealberta.gov.ab.ca/foip/resources/appendix-5.cfm>

For FOIP training opportunities see:

<http://www.servicealberta.ca/foip/training-for-public-bodies.cfm>

For FOIP legislation see:

<http://www.servicealberta.ca/foip/legislation/foip-act.cfm>

For information about various FOIP topics see:

<http://www.servicealberta.gov.ab.ca/foip/resources/topic-listing.cfm>

APPENDIX B: RESPONSE TO PRIVACY BREACH

The office of the information and privacy commissioner of Alberta provides information for public bodies about responding to privacy breach:

To see the process for response to privacy breach:

<https://www.oipc.ab.ca/action-items/how-to-report-a-privacy-breach.aspx>

APPENDIX C: TOOLS FOR CASE MANAGEMENT

OrgCode Consulting has developed many of the tools used by Alberta Housing First programs. For example, the SPDAT and VI-SPDAT and Risk Assessment.

To see OrgCode tools, visit:

<http://orgcode.nationbuilder.com/products>

APPENDIX D: ENTRY OF MANDATORY DATA INTO EFFORTS TO OUTCOMES (ETO)

The schedule of assessments to be completed with Housing First participants in Outreach, HIMD and Graduate, and Housing Loss Prevention participants is included below (excerpted from the City's ETO Manual).

Assessments	Centralized Assessment (CTA)	Outreach	HIMD	Graduate	Housing Loss Prevention
VI-SPDAT	Completed when a person first engages with CTA	X	X	X	X
SPDAT V4 S ervice P rioritization D ecision A ssistance T ool	<u>Intake SPDAT</u> Completed following the VI-SPDAT prior to referral to a Housing First program. Refer to teams based on the participant's SPDAT score. <u>Family SPDAT</u> Completed with adult family members.	<u>30 Day SPDAT</u> completed every 30 days while a participant is in Outreach.	<u>Housing SPDAT</u> completed when a participant moves into HIMD/housing. <u>Re-Housing SPDAT</u> completed if participant obtains new housing while in HIMD. <u>3, 6, 9, 12Mths, etc. SPDAT</u> completed every 3 months while participant is in HIMD, up to 18 months. After 18 months, completed every 6 months for the duration that the participant is in HIMD.	X	A SPDAT May be completed to determine whether longer-term supports are required.

			<u>Significant Change SPDAT</u> completed when life changes occur that could or have affect(ed) a participant's housing. <u>Exit SPDAT</u> completed when a participant is about to be dismissed from HIMD.		
Intake Interview	X	X	Completed when a participant moves into housing/HIMD.	X	X
Follow-Up Interviews (3, 6, 9, 12, 18 months)	X	X	Completed every 3 months while a participant is in HIMD, up to 18 months.	X	X
Follow-Up Interviews (>18 months)	X	X	Completed every 6 months for the duration that the participant is in HIMD.		
Exit Interview	X	X	Completed when a participant leaves HIMD for any reason <i>except</i> when a participant transfers from one HIMD program to another HIMD program. For example, ICM HIMD to PSH HIMD.	X	X

Housing Loss Prevention Exit Summary	X	X	X	X	Completed after a participant receives support and before participant dismissal.
Housing Loss Prevention 3Mth Follow-Up	X	X	X	X	Completed 3 months after participant dismissal.
Graduate Inspection Report	X	X	X	Completed when transferring from HIMD to Graduate. The Participant, Housing Support Worker, Landlord and Community Housing Coordinator must be present.	X
Application for Funds V2	X	X	Completed at the discretion of the service provider Team Lead. Used to track use of rent enhancements.	X	X
Serious Incident Report	Completed to record a serious incident (death, attempted suicide, risk to public safety, abuse by Housing First staff or other participant, etc.)	Completed to record a serious incident (death, attempted suicide, risk to public safety, abuse by Housing First staff or other participant, etc.)	Completed to record a serious incident (death, attempted suicide, risk to public safety, abuse by Housing First staff or other participant, etc.)	Completed to record a serious incident (death, attempted suicide, risk to public safety, abuse by Housing First staff or other participant, etc.)	Completed to record a serious incident (death, attempted suicide, risk to public safety, abuse by Housing First staff or other participant, etc.)