



## **Coordinated Access FAQ**

### **- What is Coordinated Access?**

Coordinated Access is an integrated process that streamlines access to resources in a community for people experiencing housing challenges.

### **- Is it a program?**

No, it is not a program, but a streamlined systems-based approach to addressing homelessness.

### **- What is the aim of Coordinated Access?**

Its aim is to offer equitable access to individuals and families experiencing or at risk of homelessness. It simplifies the path from homelessness to stable housing by reducing duplication of effort and ensuring that service providers are working together to reach shared, community-level outcomes.

### **- How does it work?**

It involves directing and referring Individuals and Families experiencing or at risk of homelessness to community-level **Designated Access Points**, which provide support to address client's housing needs.

### **- What are the steps involved within Coordinated Access?**

Steps of Coordinated Access:

- ❖ An Individual or family experiencing or at risk of Homelessness reaches out for support to address need.
- ❖ The Individual or family connects with/presents at a **Designated Access Point** in the Community. Someplace/agency they feel comfortable with and/or have a connection to.
- ❖ Trained staff administer triage, Intake, and assessment. Depending on the individuals/families' level of need the assessment may include going through the SPDAT by

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the trained staff. Depending on the person's level of need, immediate diversion to available services may be appropriate or they will move on to having a more in-depth assessment.

- ❖ Designated Access Point Staff obtain consent, add clients to HIFIS and communities By-Name List.
- ❖ When housing units or support services are available, clients from the By-Names list will be referred to housing resources that meet the client's need and preference by the Coordinated Access Lead Team. The Coordinated Access team or another service provider who is connected to the individual/family will reach out to help with a warm hand off to ensure needs are met and the transition is positive.

- **What is a designated Access Point?**

Designated Access Point (DAP): refers to designated and publicly known locations (service provider/agency) where individuals and families who are currently experiencing or at risk of homelessness can connect to Coordinated Access Saskatoon.

- **What are examples of this Designated Access Points/publicly known locations?**

Examples include: The Salvation Army, Prairie Harm Reduction, QUINT Development etc.

- **How is my Data captured/stored?**

Coordinated Access operates within a comprehensive Homelessness Management Information System designed to collect, manage, and share real-time homelessness data. This system in use with Coordinated Access is referred to as HIFIS 4 – Homeless Individuals and Family Information System 4.

Client's information and data are stored on a By Name List within HIFIS 4, the same List through which referrals are made when there is a vacancy.

- **What is HIFIS?**

HIFIS 4 – Homeless Individuals and Families Information System 4 – A comprehensive data collection and case management tool designed to support Coordinated Access and the Government of Canada's Reaching Home program by allowing multiple service providers from a defined region to collect, manage and share real time homelessness data.

- **What is the By Names List?**

The BNL is a list of (consenting) unduplicated clients known by name within participating communities that are waiting to be matched and referred to housing and



support resources. The BNL is where client referrals are made to partners in the Coordinated Access Resource Inventory. This list is securely stored on HIFIS, which helps track homelessness at the community level.

- **Do I have to worry about Data breach/confidentiality accessing this service?**

HIFIS 4 is an encrypted information management software system. You do not have to worry about data breach/confidentiality as stored Data cannot be shared or accessed by any other agencies. The only condition where Data can be shared would be through Legal/Justice department's written request or sworn affidavits. (which can be facilitated with client's consent through HIFIS Lead Team/Manager).

- **Who else is involved with this service provision?**

There is a community entity within Saskatoon, that is accountable to the Government of Canada.

- **What is a community entity (CE)?**

Is a designated organization that is accountable to the Government of Canada for the management of Reaching Home funds and plays a leadership role in the planning and implementation of Coordinated Access. The **CE** in Saskatoon is **Saskatoon Housing Initiatives Partnership (SHIP)**.

- **Is this a quick fix to my housing needs/homeless status?**

Coordinated Access relies on existing housing resources within Saskatoon to address Homelessness. Referral is triggered by vacancy/availability.

- **How does Coordinated Access impact the homeless population in Saskatoon?**

- ❖ Provides data to support system planning and resource allocation.
- ❖ Better tracking of inflows and outflows.
- ❖ Stronger ability to identify areas for improvement and take action to achieve community-level outcomes.
- ❖ Opportunity for mutually supportive collaboration across a range of missions, services, and expertise.

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