

## Service Provider Protocol

<b>Protocol Title</b>	PATHS Team: Service Navigators Access and Referral
<b>Program Area</b>	Prioritized Access to Housing Support (PATHS)
<b>Program Code</b>	HS
<b>Protocol Number</b>	See PATHS Framework 5.2
<b>Portal Pathway</b>	TBD
<b>Approval Date</b>	4/26/2019
<b>Revised Date</b>	2/28/2019
<b>Applies to</b>	Level 2 Service Providers: Housing Resource Centres, Street Outreach, Emergency Shelters

### Protocol Statement

This protocol was developed to support Level 2 Service Providers in accessing and making referrals to Service Navigators of the PATHS team, and in clarifying the scope of the role. As identified in the PATHS Framework and Standards, Service Navigators ensure seamless, flexible service for households throughout the PATHS process using a progressive engagement approach where people are offered just the right amount of service – no more and no less. They support households across the region using a person-centred, trauma-informed approach. Service Navigators focus on developing and maintaining strong connections with PATHS Partners (Housing Resource Centres, Emergency Shelters, Street Outreach, Community Housing Access Centre, Transitional Housing) and other systems (e.g. Justice, Health) in order to help people accessing these services move forward with their Housing Plan.

### Operating Details

#### Communication

- Clarifying and communicating access points to the PATHS process to ensure regional coverage;
- Completing regular updates to all communication tools in collaboration with the Region, including the Pocket Card, 211, the Region’s website, Lutherwood’s website, and the PATHS flyer;

#### Working with Community Housing Access Centre

- Supporting people to complete Community Housing applications with Homeless Status;
- Providing Region staff with any updates related to households that may impact eligibility for PATHS and/or CHAC, including:
  - When households move into housing.
  - When a household moves out of Waterloo Region, withdraws consent or passes away.
  - When the household composition changes (e.g. addition of a dependent).

## Supporting and Implementing Housing Plans

In Collaboration with Housing Resource Centres, Street Outreach, and Emergency Shelters:

- Supporting people to complete Steps 1-4 of the Housing Plan in HIFIS, including all documentation and completion of the Service Prioritization Decision Assistance Tool (SPDAT) to become Offer-Ready on the PATHS list.
- Supporting people to access housing stability and support resources that they both express an interest in and are appropriate for their needs (e.g., as identified through the completion of the SPDAT).
- Developing expertise in housing stability and support resources both internal and external to the Housing Stability System including resources and waiting lists for housing and support through Community Housing, Here 24/7, Developmental Services, Women's Crisis Services, Family and Children's Services, Support with Acquired Brain Injury, Withdrawal Management and other Community Treatment options, Long-Term Care, Veterans Affairs, Palliative Care, etc.

## Managing the PATHS List and Case Conferencing

- Maintaining contact with people waiting on PATHS through regular reviews of the list and making connections during drop-ins, redoing the SPDAT tool where appropriate, and in consultation with the Team Lead, making recommendations for the Shared Care Approach (e.g. internal case conferencing, Service Resolution, Connectivity Table).
- Collaborating with Housing Liaisons to coordinate Housing Support Agreements when people are prioritized for an offer of Housing Support through Supportive Housing, the Portable Home-Based Support Program, and other housing/support options (e.g. Community Housing, Integrated Mental Health and Addiction Supportive Housing, Long-Term Care). This includes supporting unit viewings, obtaining identification, completing the initial and any subsequent interviews/meetings, supporting move-in, and supporting home set-up, providing the warm transfer to the intensive support and relationship of the Housing Support Coordinator, Supportive Housing Provider or other Support Lead as appropriate, and informing the Individualized Support Plan.
- Removing households from the PATHS list when housed, becoming inactive or for another verified reason.
- Identifying gaps in ensuring flexible, seamless service to households waiting on PATHS and make recommendations to PATHS supervisor for enhancement of service delivery.

## Access Points

PATHS Service Navigators can be reached by phone at 519-749-8305 extension 7284 or through the [PATHS Service Navigators email](mailto:paths@lutherwood.ca) (paths@lutherwood.ca) with any access and referral inquiries. Additional detail regarding key contacts and access points for PATHS Service Navigators is included below.

## Kitchener, Waterloo, Wilmot, Wellesley and Woolwich

Key Contacts:

- Diana Sukk: 226-978-7770 | [Email Diana](mailto:dsukk@lutherwood.ca) (dsukk@lutherwood.ca)
- Katie Knapp: 519-998-4473 | [Email Katie](mailto:kknapp@lutherwood.ca) (kknapp@lutherwood.ca)

<b>Day of Week</b>	<b>Location</b>	<b>Hours</b>
Monday	Motels Community Referrals (including hospital) Supportive Housing Viewing, Lease signing, Home set-up monthly	Varies Individual appointments
Tuesday	House of Friendship OneROOF	9:00-11:00 a.m. 8:30-11:30 a.m.
Wednesday	Motels Community Referrals (including hospital)	Varies Individual appointments
Thursday	Saint Johns Kitchen YW	9:00-11:00 a.m. Individual appointments
Friday	Motels House of Friendship	Varies 9:00-11:00 a.m.

### **Focus of Activities**

- VI-SPDAT/SPDAT completion
- PATHS additions
- Critical Safety additions (where appropriate)
- Housing Plans
- Offer Readiness
- Additional Housing/ Community Referrals (e.g. Here 24/7, Developmental Services)
- Community Housing applications.
- Information entry in HIFIS 4.
- Once offer-ready, refer to Housing Liaisons for available units
- May refer to Service Resolution and/or Connectivity

### **Cambridge and North Dumfries**

#### Key Contacts:

- Jamie Sangster: 519-497-7661 | [Email Jamie](mailto:jsangster@lutherwood.ca) (jsangster@lutherwood.ca)
- Brandee Faulds: 519-404-9088 | [Email Brandee](mailto:bfaulds@lutherwood.ca) (bfaulds@lutherwood.ca)

<b>Day of Week</b>	<b>Location</b>	<b>Hours</b>
Monday	Motels Community Referrals (including hospital, Trinity, Vineyard) Meeting with CSHFB Outreach monthly	Varies Individual appointments
Tuesday	Community Referrals (including hospital, Trinity, Vineyard) Cambridge Shelter	Individual appointments Individual appointments
Wednesday	Motels Cambridge Shelter	Varies 8:30- 11:30 a.m.
Thursday	Cambridge Shelter Argus Supportive Housing Viewing, Lease signing, Home set-up monthly	8:30- 11:30 a.m. Individual appointments
Friday	Motels Community Referrals (including hospital, Trinity, Vineyard)	Varies Individual appointments

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## Related Documents

Document Name	DOCS Number	Portal File Pathway
PATHS Framework	2437944	PATHS\Framework\PATHS Framework-2437944
PATHS Standards	2677774	PATHS\ Standards\PATHS Standards-2677774
Key Messages – Role Clarity of Shelter Staff and Service Navigators	2881827	Unavailable
PATHS Process Flyer	2854577	PATHS\Flyer PATHS Process 2854577
HIFIS Chapter Numbers	2875404	HIFIS and Consents\HIFIS 4 Documents\Training Materials\Master Table of Contents HIFIS 4 Training Manual 2874716

## **Appendix I: Application in HIFIS 4**

See Marina's approach – including HIFIS chapters (Ryan might be able to help)

## Appendix II: Standard Protocol Practices

### Monitoring

The Region will monitor the implementation of and adherence to this protocol through regularly scheduled informal and formal reviews. This is intended to engage Service Providers in open conversations about what is working well and to create opportunities to improve outcomes for participants.

### Revisions and Review

This protocol may be revised by the Region, as needed. Revisions will be made in consultation with applicable Service Providers. A revised version of the protocol will be uploaded to the Housing Stability System Portal and communicated via e-mail to applicable Service Providers for distribution to appropriate staff.

If the provisions of this protocol conflict with reasonable and best practice and/or the terms and conditions of your service agreement or applicable legislation, please contact the Region through the [Housing email](mailto:housing@regionofwaterloo.ca) (housing@regionofwaterloo.ca) to request that the Region review the protocol.

### General Roles and Responsibilities

Protocol Partner	Roles and Responsibilities
Region of Waterloo, Housing Services	<ol style="list-style-type: none"><li>1. Develop, maintain, and update this protocol to best reflect effective practices in service delivery, legislative requirements, and applicable service agreements and policy directions;</li><li>2. Respond to requests for review of this protocol, by Service Providers;</li><li>3. Monitor adherence to this protocol by applicable Service Providers;</li><li>4. Respond to identified or alleged lack of adherence to this protocol by applicable Service Providers (e.g., by other Providers or clients).</li></ol>
Applicable Service Providers	<ol style="list-style-type: none"><li>5. Implement and adhere to this protocol;</li><li>6. Request a review of this protocol, if necessary (see Appendix I, Revisions and Review);</li><li>7. Report lack of adherence to this protocol, where necessary.</li></ol>

### Accessibility

This document is accessible. To request an alternate format of this document, call 519-575-4400 or TTY: 519-575-4608. Contact

For more information, please contact the Region of Waterloo, through the [Housing Services email](mailto:housing@regionofwaterloo.ca) (housing@regionofwaterloo.ca)