



Region of Waterloo
COMMUNITY SERVICES

PRIORITIZED ACCESS TO HOUSING STABILITY (PATHS) PROCESS GUIDE

**November
(Draft for Discussion)**

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Should you have any questions about this guide or would like to request the guide in an alternative format please contact:
Regional Municipality of Waterloo Housing Services
20 Weber Street East, 4th Floor, Kitchener, ON N2H 1C3
Tel.: (519) 575-4400 ext. 4679 Fax: (519) 575-4026
TTY: (519) 575-4608

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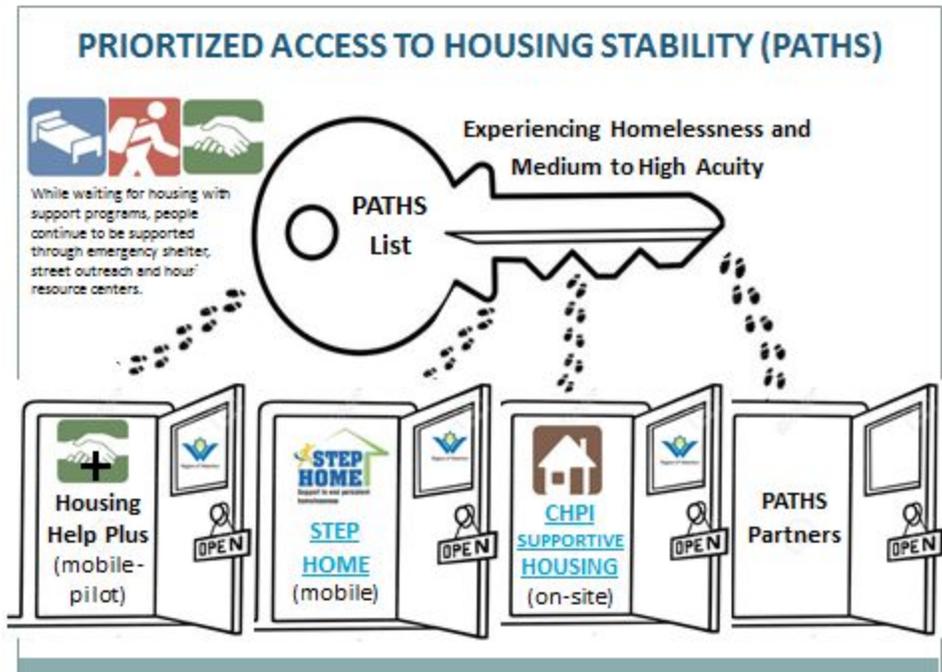
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1. Introduction

Prioritized Access to Housing Stability (PATHS) is Waterloo Region’s By-Name List for people with a history of homelessness and medium to high acuity. PATHS also serves as the coordinated access priority list for “Level 3” and “Level 4” housing support coordination services (within the local housing stability system’s progressive engagement approach - see [Appendix A](#) for further information).

The two diagrams below provide a quick summary of PATHS.



PATHS By-Name List Categories	
PATHS List Status	Stages of Change
On The Radar (Basic non-identifying info for census)	Pre-Contemplative
Added (on the list) (PATHS Addition Form, Consent, Eligible)	Contemplative
Engagement & Document Ready (Housing Needs and Preferences) (basic + program specific documentation)	Preparation
Priority List (ready to be prioritized for program offer)	Preparation
(offered) Assigned (service agreement process)	Action
Removed (death, moved, lost contact, housed)	-

The PATHS Process Guide serves as the guiding document for the entire PATHS process and continues to be updated as processes evolve. As such, some components within this document are more established while others are new and some are more aspirational.

The sections of the PATHS Process Guide include:

- a background on the development of PATHS (see [Section 2](#));
- a summary of the resources available through PATHS (see [Section 3](#)),
- the three PATHS process components
 - 1) Access – PATHS addition form, consent, eligibility and preparation (see [Section 4](#))
 - 2) Assignment - Priority status and offer of resources (see [Section 5](#))
 - 3) Accountability – Managing PATHS (see [Section 6](#));
- detailed processes related to Housing Assistance with Support (HAWS) of which there are currently 100 rent top-up supports up to \$350 connected with the STEP Home program (see [Section 7](#)); and
- an outline of the next steps for moving the new and aspirational elements forward (see [Section 8](#)).

1.1 Purpose and Principles

The PATHS process is grounded in the following values/guiding principles:

- Region 10 Year Plan Housing Stability values
- Housing First principles
- Progressive Engagement principles

The PATHS process supports Waterloo Region working towards the goal of “functionally ending homelessness”¹ and serves people more effectively and efficiently by:

- Offering a system-wide access point to programs so that people don’t have to search for programs themselves, place themselves on multiple waitlists, and move from program to program before finding the right match;
- Triaging – assessing need across Waterloo Region and then meeting the needs of the most vulnerable first offering housing and support; and
- Fostering greater coordination amongst agencies serving people experiencing homelessness.

¹ See this four minute video describing what a functional end to homelessness means (identified for veterans experiencing homelessness but applies to any population) <https://www.youtube.com/watch?v=4O8mEwbF0ps>

In addition, information maintained through PATHS serves four main purposes:

- 1) Action – to know people by name and understand their housing and support needs and to prioritize offers of housing stability resources based on depth of need through the PATHS Priority List;
- 2) Monitor – progress towards functionally ending homelessness;
- 3) Data – for reporting to funders, to inform continuous improvement, to understand gaps and system pressure points; and
- 4) Advocacy – to clearly demonstrate what is needed in order to end homelessness in our community.

2. Background

In late 2014, Waterloo Region piloted the [20,000 Homes Campaign](#) Registry Week. Through Registry Week, a short voluntary health and housing survey was administered with as many people as possible experiencing homelessness over November 30 and December 1, 2014. The survey pre-screened people as experiencing low, medium or high acuity (depth of need). [STEP Home](#) program staff then met over December 2014 and January 2015 to confirm the list of those identified with the greatest depth of need and to add any people that may have been missed from the survey.

The original purpose of the list was to prioritize offers of new STEP Home resources. Prioritization focused on identifying people experiencing persistent homelessness and a high degree of vulnerability based on the VI-SPDAT score, length of time homeless, use of shelters and other crisis services, and worker insight and knowledge.

After the initial priority list was created and resources were assigned, there was a need to keep the list updated to continue to prioritize offers of available resources. The on-going process to identify and prioritize access to housing support coordination programs for people with the greatest depth of need and longest lengths of time experiencing homelessness was renamed Prioritized Access to Housing Stability (PATHS). A PATHS Working Group was formed in June 2015 and the PATHS Process Guide was created to support the process. Pre-existing STEP Home data was then consolidated into a new STEP Home database (shared with PATHS) to track support assignments, housing progress, and outcomes. The PATHS process was initially piloted over 2015/16 and is now a continuing process that is constantly evolving.

In the spring of 2015, [Thresholds](#) partnered with PATHS to offer eight housing subsidy with support spaces for people eligible for mental health services. In April 2016, the new redesigned CHPI Supportive Housing Program began to receive referrals from PATHS. In the fall of 2016 the

PATHS list data fields and status categories were reviewed and updated and the STEP Home program data originally included in the PATHS Excel database was separated into its own Excel database. Over the winter 2016/17, a new Housing Help Plus pilot offering shorter term housing support coordination for medium level acuity and Families to Homes will join PATHS. Over 2017, it is anticipated that PATHS and all Region of Waterloo funded programs will transition to HIFIS 4.

3. Resources Accessed Through PATHS

There are currently four housing support coordination programs that can be offered through PATHS including three Region of Waterloo funded programs (Housing Help Plus, STEP Home and CHPI Supportive Housing) and one program offered through Thresholds as a partner agency. Some of these resources are described further below and are also presented in the diagram in [Appendix B](#) and a brochure in [Appendix C](#). In addition, for those on the PATHS list who are still in the engagement or document readiness phase or waiting for a specific type of housing that is not readily available and are considered highly vulnerable, various groups of Level 2 services would create individualized Critical Safety Plans to identify options to support maximum system flexibility to keep the person safe (e.g., through the winter) (see [section 5.6](#) for more information).

3.1 Housing Help Plus - Mobile

Housing Help Plus is a shorter term housing support coordination program that is currently being piloted and further developed through seven agencies over 2016 and 2017. These workers each support up to approximately 25 people experiencing homelessness with mid-level acuity in scattered-site market rent housing throughout the community for one to three months once housed.

3.2 STEP Home (Support to End Persistent Homelessness) – Mobile

[STEP Home](#) (Support to End Persistent Homelessness) provides mobile housing support coordination to help people find and keep housing of their choice, primarily in the private rental market. There is a ratio of approximately 10 people to each support worker. Support is not available 24/7. Once housing is found, housing support coordination to help people stay housed continues for a least one year. When a STEP Home housing support coordination worker has room to support a new participant, they will work with someone identified as highest priority from PATHS.

HAWS

As appropriate and available, STEP Home includes flexible rent subsidies of up to \$350/month through the Region's Housing Assistance With Support (HAWS) as one tool being used to support housing affordability (currently includes approximately 100 for up to 10 years to 2024).

When a space opens up on the PATHS HAWS list, the appropriate PATHS Working Group will select a new person to be offered HAWS. The person must already be receiving or be able to be simultaneously offered STEP Home support. Further information regarding the process to access HAWS is included in [Section 7](#).

3.3 CHPI Supportive Housing Program – Fixed-Site

The Community Homelessness Prevention Initiative or [CHPI Supportive Housing Program](#) provides affordable housing with support to stay housed through onsite support staff. Providers offer a mix of bachelor, one-bedroom, two-bedroom, and three-bedroom units in apartment buildings, or private and semi-private bedrooms in residential homes or retirement homes. The program serves a broad range of people including individuals, couples, and families with some buildings serving men only, women only, and older adults.

In addition to housing support coordination, all supportive housing providers offer social and recreational activities. Providers may also offer additional supports such as independent living skills, medication management, food support, peer support, and retirement setting supports. While staff provide 24/7 coverage, buildings are typically single-staffed and staff may not always be present onsite (e.g., out at appointments, meeting with other tenants, on-call).

3.4 Supportive Housing through Partner Agencies

The current partner is [Thresholds Homes and Supports Inc.](#) (THS). In 2014/15, THS received eight additional rent subsidies with support through the Ministry of Health and Long Term Care and the Waterloo-Wellington Local Health Integration Network. THS partnered with STEP Home to serve those people identified on PATHS who also have a serious mental health issue. THS and STEP Home coordinate the support arrangement most appropriate based on individual participant needs and preferences. In the event that an individual identified by THS has already been housed with a HAWS allocation, the appropriate administrative changes will be made to align the funding without disruption to the individual's housing. THS is also working with the Region to develop further opportunities to partner with PATHS.

4. Access to PATHS

This section provides information on how people access PATHS and the next steps. As outlined below, once eligibility is determined, people must also identify an interest in housing and housing support coordination and be “document ready” to be included on the Priority status list where they will then be prioritized for program offers (see PATHS Status Categories in [Appendix D](#)).

Note that if people are not eligible for PATHS or while they are waiting on PATHS, they have continued access to other available housing stability system resources such as emergency

shelter, street outreach, drop-ins, and Lutherwood Housing Resource Centers (see [section 5.6](#) for further information about services and support available while waiting on PATHS).

4.1 PATHS Addition Form and Consent

In order to be added to PATHS, a PATHS Addition Form that includes a consent form must be completed (see form in [Appendix E](#)). This is the first step of Phase I of the PATHS Service Pathway (see [Appendix F](#)). Currently these forms are only completed by a staff person within the housing stability system (e.g., shelter, Lutherwood Housing Services, street outreach). Once submitted to the Region, the information will be entered into the PATHS Database within one week – in time for the weekly confidential posting (see Section 5).

If someone is considered potentially eligible but is not currently interested in completing the PATHS Addition Form and being added to PATHS, they may be considered “On the Radar”. Non-identifying information is added (e.g., JD, river, Cambridge) for continued efforts to engage through street outreach (or other housing stability programs they may access).

Note that a person does not have to indicate an interest at this point in housing or housing support coordination to be added to PATHS. There will be continued engagement with people on PATHS to work towards completing the necessary elements (see section 4.4 and 4.5 – the second and third step in Phase I of the PATHS Service Pathway – as outlined in [Appendix F](#)) to be included on the Priority List.

If a person is participating in a program but returns to homelessness for more than one month (while they continue to be supported through that program), they will be added back onto PATHS (as a return) until they are housed again.

4.2 Eligibility

The PATHS Addition Form will be reviewed by Region Housing Services staff to ensure eligibility. A person or family is eligible to be added to PATHS if they meet all of the following four criteria:

- Currently experiencing homelessness or have a history of homelessness²; and
- Lived in Waterloo Region for at least one year³; and
- Assessed with medium or high acuity (depth of need) through the PATHS assessment tool (SPDAT) (further information on assessment is included in section 4.3):

² History of homelessness typically refers to, within the last three years, having stayed in a emergency shelter, in a car, on the street, outdoors, or having had long periods of couch surfing (where the person does not have an apartment in their name, a home that they own, or is staying in the home of a parent or other relative/friend where they believe there are time-limits to their stay). This definition is for eligibility only; prioritization considers acuity (depth of need) and chronicity (length of time homeless).

³ This criterion includes a current or previous long-term resident of Waterloo Region. If the person or family has been homeless in Waterloo Region for 6 months or more in the last year (as per chronic definition), they would also be eligible.

- Medium VI-SPDAT⁴ or Full SPDAT⁵
- High VI-SPDAT⁶ or Full SPDAT⁷ or have a documented refusal); and
- Provide consent to be added to PATHS through the PATHS Addition Form (see [Appendix E](#)).

Once eligibility has been confirmed, the sender of the PATHS Addition Form will receive confirmation that the person has been added to PATHS. If it is felt that someone who does not meet these criteria should be added to PATHS, the situation may be considered by completing the “Housing Stability System Eligibility Exemption Request Form” ([DOCS #2259135](#)) which will be reviewed by Region Housing Services Staff and/or the appropriate PATHS Working Group.

For ease of reviewing prioritized lists from PATHS, and until Full SPDAT’s are standard practice in PATHS, any Full SPDAT scores will be converted to a VI-SPDAT score. The VI-SPDAT score is then used for the purposes of preparing lists for PATHS Coordinating Group and Working Group meetings using the following formula:

$$\frac{N}{60} = \frac{X}{17}$$

4.3 Assessment

The tools used to assess acuity for eligibility to be added to PATHS are the VI-SPDAT (triage screening tool) and the full SPDAT (assessment tool) (see information at [OrgCode](#)). Only Registered SPDATers⁸ are able to complete these tools in order to add a person to PATHS. If you are not a Registered SPDATER and are seeking to have the VI-SPDAT/SPDAT completed for someone with whom you are working, you can contact either Lutherwood Housing Resource Centres or Street Outreach (see [Pocket Card](#)) to have them complete the tool with the person. If someone is believed to have high acuity, refuses to complete the VI-SPDAT, but provides their consent to be added to PATHS, their name may be added noting a “documented refusal” (it is anticipated that this will constitute a small minority of people on the list). Refusals will be noted with continued engagement to complete a VI or Full SPDAT at some point prior to moving to the “Priority” status on PATHS. For further information on key messages and instructions related to SPDAT and PATHS, see [Appendix G](#).

4.4 Engagement – Desire to Participate in Housing Support Coordination

To clarify that a person or family is interested in housing and housing support coordination, the Housing Needs and Preferences Form is completed (see [Appendix H](#)). This form may be

⁴ 4-7 on VI-SPDAT V. 2 for singles or 4-7 on the TAY-SPDAT for youth and 4-8 on VI-SPDAT V.2 for families.

⁵ 20-34 on the Full SPDAT V.4 for singles and youth and 27-53 on the Fully SPDAT V.2 for families.

⁶ 8+ on VI-SPDAT V. 2 for singles or 8+ on the TAY-SPDAT for youth and 9+ on VI-SPDAT V. 2 for families.

⁷ 35-60 on the Full SPDAT V.4 for singles and youth and 54-80 on the Full SPDAT V.2 for families.

⁸ If you have questions about SPDAT training or registration, contact Angela Pye at apye@regionofwaterloo.ca or 519-575-4400 ext. 4674.

completed and submitted at the same time as the PATHS Addition Form or at a later time. There will be continued engagement with people on PATHS to complete the Housing Needs and Preferences Form (through Level 2 programs - shelter, street outreach, housing resource centers as resources permit with first consideration for those with the highest acuity and length of time experiencing homelessness).

Note that completing the Housing Needs and Preference Form does not commit the person to accepting any particular program nor does it mean that they are added to “Priority” status to be considered for program offers. To be added to the PATHS “Priority” status, they must also be “document ready” (see section 4.5).

4.5 Document Ready

Document readiness means having the required documentation completed in order to be offered certain programs and resources through PATHS. The documents required will depend on which programs the person expressed interest in on the Housing Needs and Preferences Form.

Basic document readiness for all programs includes proof of income. Beyond this, the following are required for document readiness:

- Housing Help Plus – nothing further
- STEP Home – HAWS Participant Information Sheet with eligibility confirmed.
- CHPI Supportive Housing Program – Community Housing Access Centre (CHAC) Application confirmed for eligibility and for some programs a Here 24/7 assessment and eligibility completed.
- Thresholds – Here 24/7 assessment and eligibility completed.

Those who are document ready will then be added to “Priority” status on PATHS to be prioritized for available resources as outlined below.

Note on Document Ready and Housing First

PATHS is aligned with Housing First principles that identify everyone is “housing ready”. The question is more often whether or not the community is ready to offer the right housing and supports to meet someone’s needs. Housing is seen as a human right, not a reward for programmatic success, adherence to treatment, or successful advancement through a continuum. Ensuring that people have the necessary documents for the particular housing and support programs in which they are interested simply speeds up the housing process. Wherever possible, the community should look to minimize and align required documents and explore flexible options (e.g. allowing verbal consent, etc.).

5. Assignment – Priority Status and Resource Offers

Once someone is “document ready” as outlined in section 4.5, they are identified with “Priority” status on PATHS. This means that they are now able to be considered for available programs and resources. This section provides information on the further prioritization and matching process.

Note, no worker or provider is to take on a new participant/tenant until identified through a PATHS Working Group meeting.

5.1 Identifying Available Program Spaces

Available program spaces must be reported as follows:

- STEP Home and Thresholds - when a support space opens up, contact Fauzia Baig at fbair@regionofwaterloo.ca or 519-575-4400 ext. 4675 to add this resource space for discussion at the next appropriate PATHS Working Group meeting.
- CHPI Supportive Housing – follow the process outlined in your Agreement with the Region of Waterloo. When these homes have a vacancy to be assigned, they will follow the process outlined in the CHPI Supportive Housing Agreement. This information will be brought forward to the next PATHS Working Group Meeting where the identification of a potential tenant(s) for that space will occur. The Housing Provider will attend the PATHS Working Group Meeting to participate in the matching process. For these spaces, the group will determine a prioritized list of several potential candidates from which the PATHS Support Agreement Process will be followed (see [Appendix I](#)). The Housing Provider will further explore support needs (with a common tool that will be created for the CHPI Supportive Housing Program) with the person at **the appropriate point(s)** through the PATHS Support Agreement Process to ensure it is a good match for the services they are able to offer or to negotiate support through other community services. If a referral is declined, written rationale must be provided as per the CHPI Supportive Housing Agreement.

5.2 Process for Prioritization and Selection for Offers

All program offers (whether internal transfers or new offers) will need to take into consideration eligibility for the available resource (e.g., gender, age, etc. – see resource eligibility features list in [Appendix P](#)) as well as the person’s responses contained in the Housing Needs and Preferences Form ([Appendix H](#)).

Internal Transfer Offers - First

Where people are an existing participant/tenant of a program offered through PATHS and an interagency transfer of support is desired or needed, the person/family will be prioritized first

in a PATHS Working Group meeting to be offered the next appropriate open space⁹. Until a transfer is available, the person/family will continue to be supported by the original program worker/provider. For further information on the transfer process refer to [Appendix Q](#).

Prioritization of Offers from PATHS Priority Status - Second

The relevant PATHS Working Group reviews the PATHS Priority Status list in relation to the programs that have capacity to offer a space at that particular time. The group will prioritize and identify who will be offered those resources based on the following considerations (in this order):

1. **VI-SPDAT/Full SPDAT Score** – for Level 4 programs - high-high¹⁰ first followed by low-high¹¹ and for Level 3 Programs – highest medium first with consideration for low-high where the person/family has many strengths and few housing barriers;
2. **Chronic homelessness** (i.e., 6 months+ in past year) as per Federal and Provincial definition;
3. **History of homelessness** (consideration for length of time homeless) beyond those who are chronic; and
4. **Use of other community resources** (e.g., motel, shelter, hospital).

5.3 PATHS Working Group(s)

This section outlines the various PATHS Working Groups that support the PATHS process. The PATHS Coordinating Group is the primary oversight group with a number of sub-groups managing or preparing their components of PATHS. .

PATHS Coordinating Group

The PATHS Coordinating Group is Region-wide group that meets monthly to:

- Participate in a group prioritization process to identify those who will be offered available spaces within participating programs (including pre-planning to identify 3-5 people for spaces that may emerge before the next PATHS Coordinating Group meeting);
- Identify people on PATHS who are considered the most vulnerable and develop “Critical Safety Plans” in regards to sheltering options to be in effect until such time as their

⁹ For CHPI Supportive Housing providers who are also connected to the Community Housing Access Centre (CHAC) (those with self-contained units) this transfer will also be subject to any requirements or processes of CHAC.

¹⁰ For the VI-SPDAT pre-screen - 13+ on VI-SPDAT V. 2 for singles or 13+ on the TAY-SPDAT for youth and 15+ on VI-SPDAT V. 2 for families. For the Full SPDAT – 45-60 on the Full SPDAT V.4 for singles and youth and 65-80 on the Full SPDAT V.2 for families

¹¹ For the VI-SPDAT pre-screen - 8-12 on VI-SPDAT V. 2 for singles or 8-12 on the TAY-SPDAT for youth and 9-14 on VI-SPDAT V. 2 for families. For the Full SPDAT - 35-44 on the Full SPDAT V.4 for singles and youth and 54-64 on the Full SPDAT V.2 for families

vulnerability decreases or they are housed; and

- Provide feedback on ways to improve the PATHS process and update the PATHS Process Guide as necessary to then be shared with the Housing Stability System Working Group.

Every PATHS Coordinating Group attendee signs the Oath of Confidentiality Form (see [Appendix R](#)). Further information is contained in the PATHS Coordinating Group Terms of Reference (see [Appendix S](#)).

Families

Region Housing Services, through the Families to Homes (F2H) Working Group, manages the PATHS process for families. This group generally meets every two months, addressing any needs in the interim with partners through phone and/or e-mail. These meetings are facilitated by Region of Waterloo Housing Services and include staff from Cambridge Shelter, Lutherwood FIT, Marillac Place, and YWCA Shelter/Lincoln Road. Others may be invited as needed. Lutherwood maintains their own database for families and sends information to Region Housing Services on a monthly basis for the Region to update the PATHS database (both to maintain a complete PATHS database and for monthly 20,000 Homes reporting).

Cambridge STEP Home

The Cambridge STEP Home Team will primarily manage PATHS for Cambridge at its weekly team meetings. This includes working to add people, supporting people through the PATHS process and matching from the Priority Status list. A process to include Argus Residence for Young People Shelters, the Cambridge Shelter and the Cambridge Self-Help Food Bank for their input on prioritization is under development. Refer to the [Cambridge STEP Home Team Pilot Description and Operating Policies and Procedures document](#). All changes to PATHS are provided to Region Housing Services to update the PATHS database.

K-W Level 2 PATHS Support

This group includes Street Outreach and Shelter staff and meets monthly to coordinate support for those on PATHS. The group will be working towards having one staff person assigned to each person on PATHS in K-W to support them through Phase I of the PATHS Service Pathway (see [Appendix F](#)) and to develop Critical Safety Plans where needed.

Critical Safety Plans are for those on PATHS who are considered at imminent risk to support maximum system flexibility. This process includes identification of those on PATHS considered at imminent risk, understanding their current situation, clarifying their options, identifying a key contact, and communicating to other agencies as appropriate.

PATHS Transition Workers

Two Tenant Transition Workers were piloted as part of the CHPI Supportive Housing redesign.

Phase II of this pilot includes renaming to PATHS Transition Workers and refining their responsibilities. In general, the two PATHS Transition Workers will focus on supporting people on PATHS to CHPI Supportive Housing. Both those who are wanting to access CHPI Supportive Housing to assist them through the process as well as once a match is identified to follow through with Support Agreement Process (where individuals/families are otherwise not receiving this support from other parts of the housing stability system). In addition, as time permits, they will assist those who are interested in moving-on from CHPI Supportive Housing to do so.

Housing Help Plus

Agencies hosting a Housing Help Plus Worker will maintain their own PATHS database for those with medium level acuity (4-7) with the Excel PATHS template provided and will send this information to Region Housing Services on a monthly basis for 20,000 Homes reporting and to support pilot learning. Further details are contained in the [Housing Help Plus Description and Operating Policies and Procedures](#) document.

5.4 Notification of a Program Match

When a match is identified through one of the Working Groups, the Support Agreement Process is initiated (see [Appendix I](#)). The Support Agreement process includes extending an invitation to the person to consider the program being offered, the provision of further program information, confirming their interest, a support coordination pre-planning meeting when appropriate, the formal offer and signing of appropriate support agreement. Details on the Support Agreement Process for each program are included in Appendix I.

All efforts made to notify the person will be documented. If the person cannot be found within two weeks of being matched to a program, the program will move onto the next match. The person will continue to retain their PATHS Priority Status unless they have had not been seen in the community for 90 days. If the person refuses an invitation for an available program/resource, they will retain their PATHS Priority Status.

When offering a housing-based support resource, it should occur in a warm transfer meeting where their initial contact (e.g., shelter, street outreach) sits down with the person and the program to which they are being referred to. This is an opportunity to discuss the offer, explain what they can expect and gauge their initial interest and next steps.

In order to receive the service, the person MUST:

- Provide informed consent to participate;
- Agree to housing-based support for the duration of their time in the program (i.e.,

- accept home visits and want to work on improving their housing stability unit); and
- Provide assurance that they will pay their rent on time and in full.

6. Accountability - PATHS Data Base Management

The PATHS database holds the data included in [Appendix J](#). The PATHS database is currently maintained in a secure Excel database managed by Region of Waterloo Housing Services. In the near future, Housing Services will be piloting maintaining the PATHS database in the Homeless Individuals and Families Information System (HIFIS 4).

6.1 Viewing PATHS

Currently, Housing Stability System Working Group members have access to view a password-protected PDF copy of various sections of PATHS through a secure private server stored on the Region's website (see [Appendix K](#) for details). In the future, once the PATHS database has been added to HIFIS 4, all staff in the housing stability system will have access to view relevant information based on security rights.

6.2 Removing People from PATHS

A person may request to have their name removed from PATHS at any time by contacting Fauzia Baig at fbaig@regionofwaterloo.ca or 519-575-4400 ext. 4675.

People's status on PATHS will be changed to "removed" for the following reasons:

- Housed - if they have secured permanent housing (either through a PATHS connected program, another community program, or on their own or , secured other permanent housing - either on their own or through other housing stability resources or programs and no longer require resources through PATHS)
- Moved Away – to another community
- Passed Away
- Lost Contact – if no one has been in contact with them for more than 90 days.

If people have accepted STEP Home support in K-W, they will remain on PATHS until such time as they are housed (as Cambridge STEP Home Team Pilot only counts them as added to service once they have supported them to housing). Once people are receiving a housing support coordination program, information on that program will be maintained in that program's database.

If a person houses themselves on their own but is high acuity, they will be asked if they wish to remain on PATHS. If they don't, they will be counted as housed (independent of a program) and removed from PATHS. However, if they wish to remain on PATHS, they could continue to be considered within the prioritization process for support.

6.3 Updating and Maintaining the PATHS Database

Any updated information for people in the PATHS database (e.g., updated VI-SPDAT/Full SPDAT

score, move to housing, loss of housing, change in funding source, change in contact or support person) can be made by contacting Fauzia Baig at fbaig@regionofwaterloo.ca or 519-575-4400 ext. 4675. Updates are also captured at the various Working Group meetings and in the future, it is planned that data for K-W, will also be updated through monthly reports from workers assigned to support someone while on PATHS.

6.4 Updating SPDATs

VI-SPDAT: to be updated only when there is significant life changes.

Full SPDATs: to be completed prior to program intake wherever possible – does not need to be updated prior to intake into a program unless there are significant life changes. For those that are being supported through a housing support coordination program, please refer to the [Housing Support Coordination Guide](#).

6.5 Appeals

Any concerns related to the PATHS selection process can be provided in writing to the Director of Housing Services, Deb Schlichter at dschlichter@regionofwaterloo.ca.

6.6 Waiting on PATHS

PATHS is a prioritized wait list. If someone has been added to PATHS but demand exceeds resources, they are lower priority, or the community does not have the right housing and support programs, they may be waiting on PATHS for some time. Note that if people are not eligible for PATHS or while they are waiting on PATHS, they have continued access to other available housing stability system resources such as emergency shelter, street outreach, drop-ins, and Lutherwood Housing Resource Centers. However, it is recognized that these resources are unlikely to meet their needs. PATHS allows Region Housing Services to collect precise information about what people need and want for the first time ever. This information is essential for advocating for what is required in our community to assist everyone on PATHS and functionally end homelessness.

7 Accessing HAWS

If someone has been identified as a HAWS participant through the prioritization process, the STEP Home primary support worker will work with Lutherwood in administering the HAWS resources. Wherever possible throughout the HAWS process, Lutherwood and Region Housing Services will try to be flexible in response to individual circumstances.

Throughout the process of accessing HAWS, the Housing Liaison Worker through Lutherwood is available to answer questions and assist in completing the forms. Please also notify the Housing Liaison Worker about any participant updates related to HAWS (e.g., moving into unit, eviction notice, LMR rent deposit for HAWS, landlord issues) at: 519-749-8305.

Workers should be working with everyone who receives HAWS to ensure they are on the Community Housing Waitlist. If someone loses their current housing with HAWS, they have up to six months to secure new housing before the HAWS is considered for reassignment.

Situations in which HAWS may be reassigned more quickly include:

- The person moves to Community Housing or Supportive Housing
- The person is incarcerated long-term (determined by the inability to continue to use agency flex funds to cover costs)
- The person is no longer interested in pursuing housing

7.1 Steps to Accessing HAWS for Participant on Rent Assistance List

STEP	DETAILS
1. Establish eligibility	<ul style="list-style-type: none"> ● Fill out the HAWS Participant Information Sheet (Appendix J or DOCS#1896872) to establish proof of legal residency status and <i>eligibility</i> to be on Community Housing Access Centre Waitlist. Submit this form to Edwina Toope at Lutherwood. ● After review of participant eligibility for funding is completed by Region of Waterloo Housing Services, a copy of the Participant Information Sheet will be returned to the support worker and to Lutherwood to be retained on file. ● Gwen McAlister of Region of Waterloo Housing Services must confirm eligibility before the HAWS process proceeds. ● If there is any issue with eligibility, Region of Waterloo Housing Services will follow up with the support worker directly.
2. Complete income verification	<ul style="list-style-type: none"> ● Appropriate income verification can include 8 consecutive weeks of pay stubs, OW/ODSP check stub and drug card or records of other sources of income. See the third page of Appendix L for examples. ● Retain copy of income verification on file at agency.
3. Access HAWS Funds and Last Month's Rent Deposit"	<ul style="list-style-type: none"> ● To access the Last Month's Rent Deposit, please contact Edwina Toope directly for access to HAWS-specific funding. In situations where HAWS-specific funding is secured but there may be a time-lag in the ability of the funds to reach the landlord which could jeopardize securing the unit, individual agencies can use their Flex Funds for first and last month's rent to later be reimbursed.

	<ul style="list-style-type: none"> ● To initiate the monthly HAWS funding to your agency, contact Edwina directly who will facilitate the inter-agency process. ● To notify of a change of HAWS address and or alter the monthly amount of HAWS funding, please contact Edwina.
4. Participant Service Agreement	<ul style="list-style-type: none"> ● Print the HAWS Participant Service Agreement (Appendix L – DOCS#1896874) on your agency letterhead. ● Complete with the agreement with participant. Retain a copy on file at agency.
5. HAWS Letter to Landlord	<ul style="list-style-type: none"> ● Print the HAWS Letter to Landlord (Appendix M – DOCS#1896875) on your agency letterhead. ● Complete and provide to landlord as necessary. Retain a copy on file at agency.
6. Keep copies on file	<ul style="list-style-type: none"> ● Keep copies of the following on file at the agency providing primary support: <ul style="list-style-type: none"> ○ Record of participant ID ○ HAWS Participant Information Sheet (Appendix J) ○ Minimum Requirements Pre-Screen Unit Checklist (Appendix K) ○ Income verification ○ HAWS Participant Service Agreement (Appendix L) ○ HAWS Letter to Landlord (Appendix M)
7. Annual Updates	<ul style="list-style-type: none"> ● Residency Status: If legal residency status is refugee claimant or permanent residency applicant, an update will be required in 12 months to verify status. ● Income Verification and Participant Agreement: Income verification and the participant agreement form need to be updated yearly and updated proof of income placed on file for HAWS participants. In order to give sufficient time for processing, initiate the income verification process in the 9th month.

7.2 HAWS Participant Eligibility

(Excerpted from Schedule “A” of the HAWS Agreement between the Region and the STEP Home Agencies)

To be eligible for the HAWS benefit, households must be on, or be eligible to be on, the Community Housing Access waiting list, and have a gross household income that falls below the most recently published Household Income Limits (HILs). To be eligible to be on the waiting list, you must have:

- At least one household member who is 16 years of age, or older and able to live on their own with or without support services.
- Canadian citizenship, or have made a claim for permanent resident or refugee claimant status, under the Immigration and Refugee Protection Act (Canada).
- No removal order under the Immigration and Refugee Protection Act (Canada) against any household member.

- No convictions on any members of your household for 1) offences involved with rent-geared-to-income assistance, or 2) misrepresenting their income to get rent-geared-to-income assistance. These would be convictions proved by the Landlord and Tenant Board or a court of law.
- No home suitable for year-round living, which you own whether in Canada or another country. If you do own one, you must agree to sell it within six months of receiving HAWS funding.
- No money owed for rent or damages to any federally, provincially, or municipally funded housing provider. If any member of your household does owe money for this, you must have an approved repayment agreement in place with the housing provider and all payments must be up to date (see process below):

Steps to addressing rental arrears for eligibility to HAWS:

****If rental arrears are above \$800.00, please contact Jody Brown to discuss*****

1. Discuss possibilities with the participant regarding repayment plan and/or explore trusteeship opportunities if available. If not possible, proceed to Step 2.
2. Worker outlines situation with their manager and opportunities to make use of agency flex funds.
3. Notify Edwina Toope when it is confirmed that arrears have been addressed through an agreement negotiated with and approved by the housing provider or paid in full. She will then notify Gwen McAlister to proceed with HAWS eligibility assessment.

The current gross HILs for the Region of Waterloo are:

	Annual Household Income Limits (effective January 2016)	
	Wellesley & Wilmot Township	Kitchener, Waterloo, Cambridge, North Dumfries and Woolwich Townships
Bachelor	\$24,500	\$26,000
One-bedroom	\$30,000	\$33,000
Two-bedroom	\$36,500	\$40,500
Three bedroom	\$41,500	\$49,000
Four bedroom	\$48,500	\$59,500

- Funding for clients or units funding cannot be combined with other rent-geared-to-income (RGI) or Community Housing assistance programs.
- Individuals or families must be receiving or in need of support services that the Delivery Agency is able to provide and sustain throughout the term of the Program.
- The minimum level of support is at least one contact per week (i.e., telephone

conversation; visit Participant in their unit, off-site meeting).

- If a person in a HAWS unit requires re-housing, the HAWS assignment will be held for a maximum of six months.

7.3 HAWS Eligible Units and Funding

(Excerpted from SCHEDULE “B” of the HAWS Agreement between the Region and the STEP Home Agencies)

For the purpose of this Program, affordable housing is defined as rental housing facilities in which the rent for each unit, inclusive of all utilities (heat, water, hot water, stove and refrigerator), parking, and other related fees, is less than or equal to the most recently released Average Market Rent (AMR) levels published by Canada Mortgage and Housing Corporation (CMHC) for Waterloo Region. The most recent CMHC AMRs, published in December 2015 Rental Market Report Kitchener-Cambridge-Waterloo Census Metropolitan Area (CMA), are as follows:

Unit Size (# of Bedrooms)	Average Market Rent
Bachelor	\$704 per month
One-bedroom	\$850 per month
Two-bedroom	\$997 per month
Three or more-bedroom	\$1,154 per month

- To be eligible, units must be modest, not exceed CMHC AMR, be in satisfactory state of repair, meet local property standards, have no compliance orders/issues to local by-laws, Fire or Building Codes, meet local occupancy standards (in relation to the number of household members and number of bedrooms in the unit) and they must be self-contained. Hostel units, group home or congregate living arrangements, nursing and retirement homes are not eligible.
- A kitchen is required as part of the unit. A kitchen would require a separate fridge, stove or cooking surface, and sink (i.e. having only 1 sink located in the bathroom would not be sufficient).
- HAWS does not allow for shared accommodation (e.g., two friends who want to live in a 2-bedroom unit), but does allow for a household who requires a 2-bedroom (e.g., parent and child). Note that the 2-bedroom Average Market Rent is higher.
- Funding payments are fully portable and not tied to a specific unit, and units occupied by applicant households (in-situ) are also eligible.
- The units may be in private buildings or in Community Housing (non-profit and co-operative or projects developed under the Region’s Affordable Housing Strategy).

However, only market rent units in Community Housing developments are eligible, as program funding cannot be combined with rent-geared-to-income (RGI) or Community Housing assistance programs.

- The maximum housing assistance per household is \$350. Additional housing assistance may be available for certain situations (i.e. accessible apartment unit, excessive utility costs, etc.), subject to prior review and written approval by the Supervisor, Housing Supply Initiatives for the Region of Waterloo (Jeffrey Schumacher, jschumacher@regionofwaterloo.ca, 519-575-4821).
- The monthly HAWS amount may be lower for recipients of OW or ODSP as the HAWS amount will be limited to the difference between the rental rate for the unit and the household's maximum shelter entitlement.
- HAWS funding can be made available for first and last months rent.

8 Next Steps

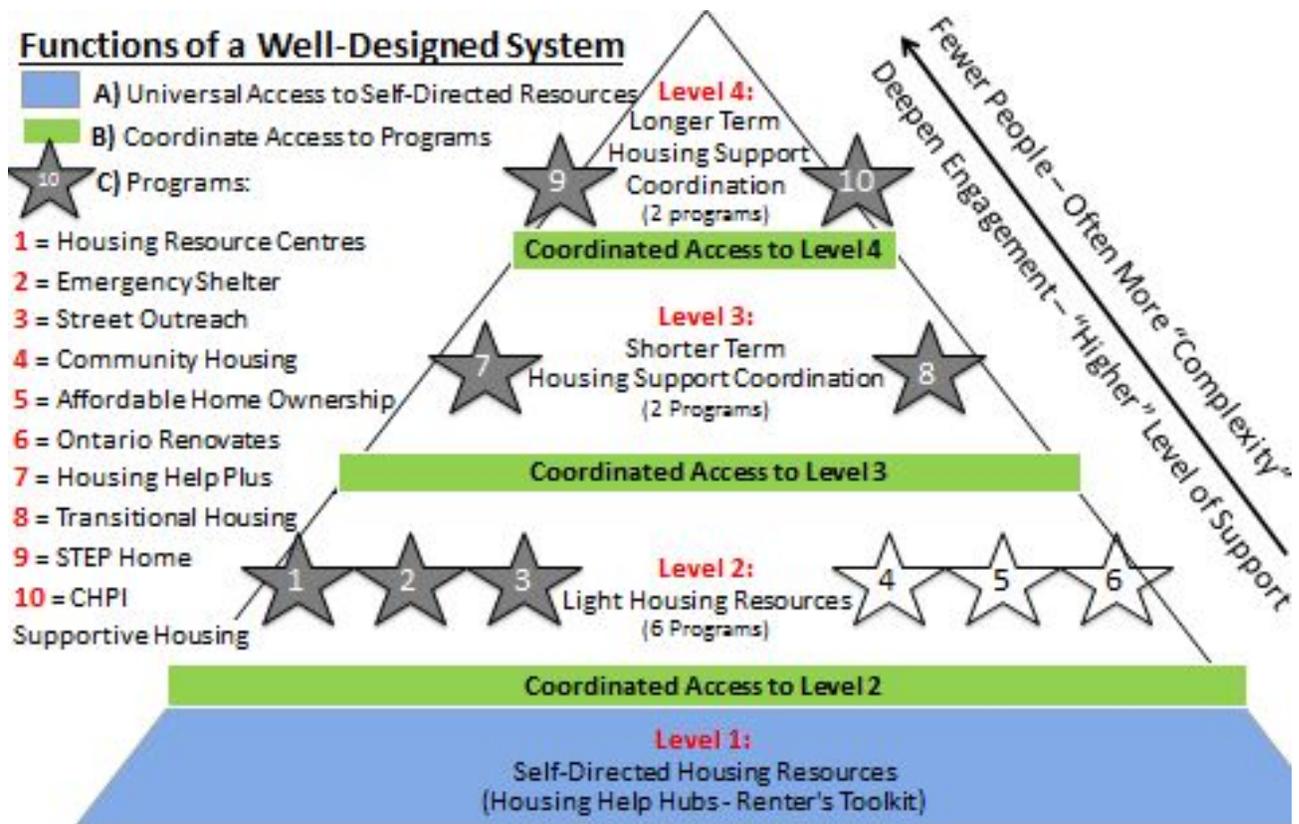
The PATHS process and the local housing stability system have undergone significant changes since PATHS was first implemented in June 2015. The system and the PATHS process continues to evolve.

As such, some of the elements in this Guide are new and somewhat aspirational while others are better established. The following are the next steps related this Guide and its associated activities:

- Disseminate and receive feedback on the November PATHS Guide Update – Dec 2016-Jan 2017
- Confirm PATHS leadership in Region of Waterloo Housing Services as it relates to the integration activities of Region of Waterloo Housing Services – Jan-June 2017
- Test the new Support Agreement Process – 2017
- Continue piloting Housing Help Plus and its PATHS process – Jan 2017 – March 2018
- Continue work on implementing HIFIS 4 and incorporate PATHS into HIFIS 4 – 2017
- Phase II Pilot of the PATHS Transition Worker roles – April 2017 – March 2018

This “next steps” section of the Guide will be updated as processes evolve.

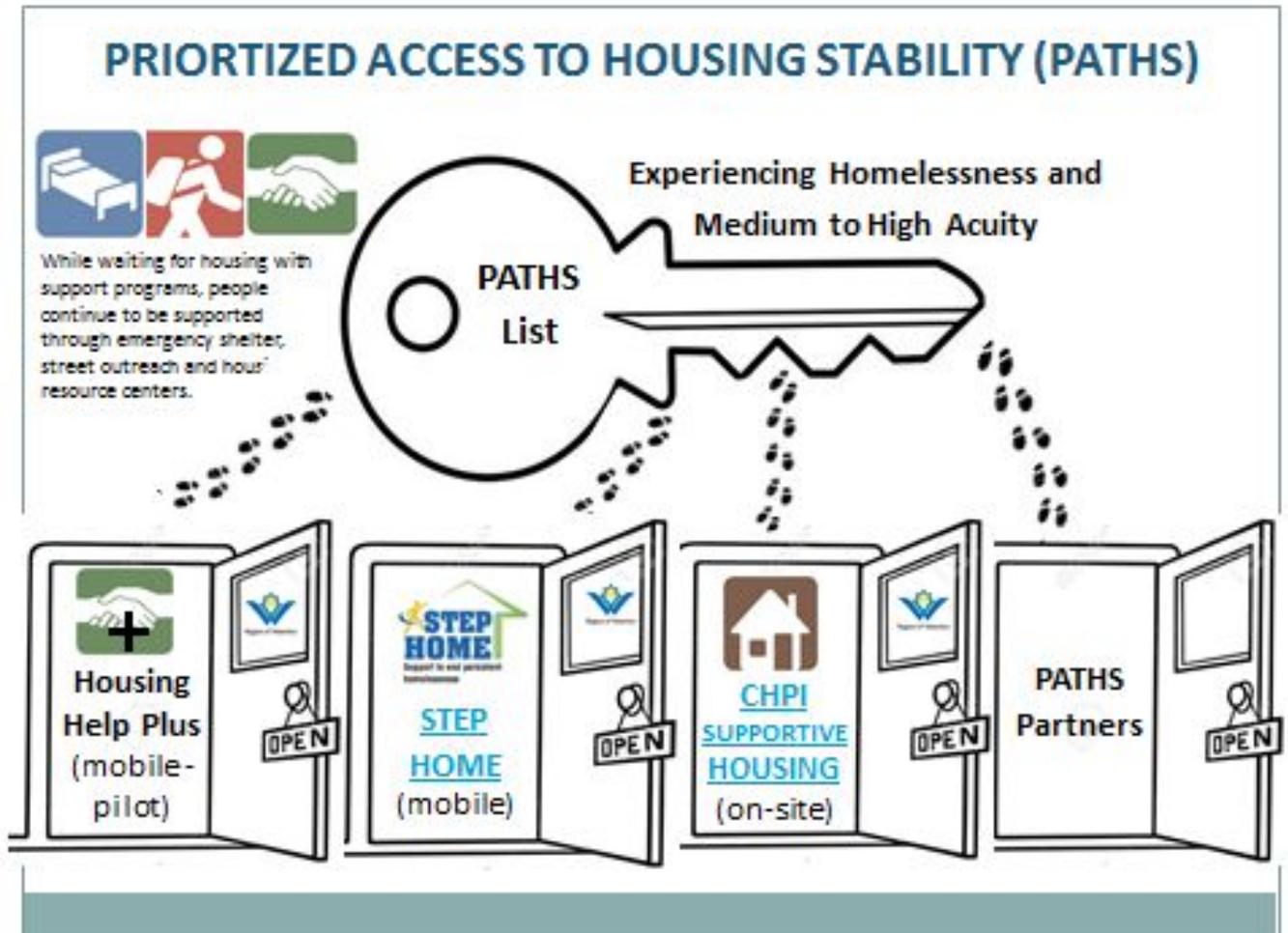
Appendix A: Progressive Engagement



A fully coordinated housing stability system is based on three main factors:

1. A common understanding of the role and function that each program area plays in a system that is designed to end homelessness.
2. A progressive engagement model of service delivery where people are supported to access the right housing resources, at the right time, based on their depth of need or acuity – so not "first come, first served" but offering resources in the following order, deepening the engagement and services offered as needed:
 - Level 1: "self directed" housing resources
 - Level 2: "light" housing resources
 - Level 3: "shorter term housing support coordination"
 - Level 4: "longer term housing support coordination"
3. When demand for service in our Level 3 and 4 programs exceeds capacity, we create priority lists not chronological lists.

Appendix B: PATHS Diagram



Appendix C: Supportive Housing Brochure

[SUPPORTIVE HOUSING: FUNDED BY THE REIGON OF WATERLOO](#) (on-line)

Appendix D: PATHS Status Categories

PATHS By-Name List Categories	
PATHS List Status	Stages of Change
On The Radar (Basic non-identifying info for census)	Pre-Contemplative
Added (on the list) (PATHS Addition Form, Consent, Eligible)	Contemplative
Engagement & Document Ready (Housing Needs and Preferences) (basic + program specific documentation)	Preparation
Priority List (ready to be prioritized for program offer)	Preparation
(offered) Assigned (service agreement process)	Action
Removed (death, moved, lost contact, housed)	-

The PATHS Status categories identified above can be seen to align with the various stages of change model and are recorded in the PATHS database as:

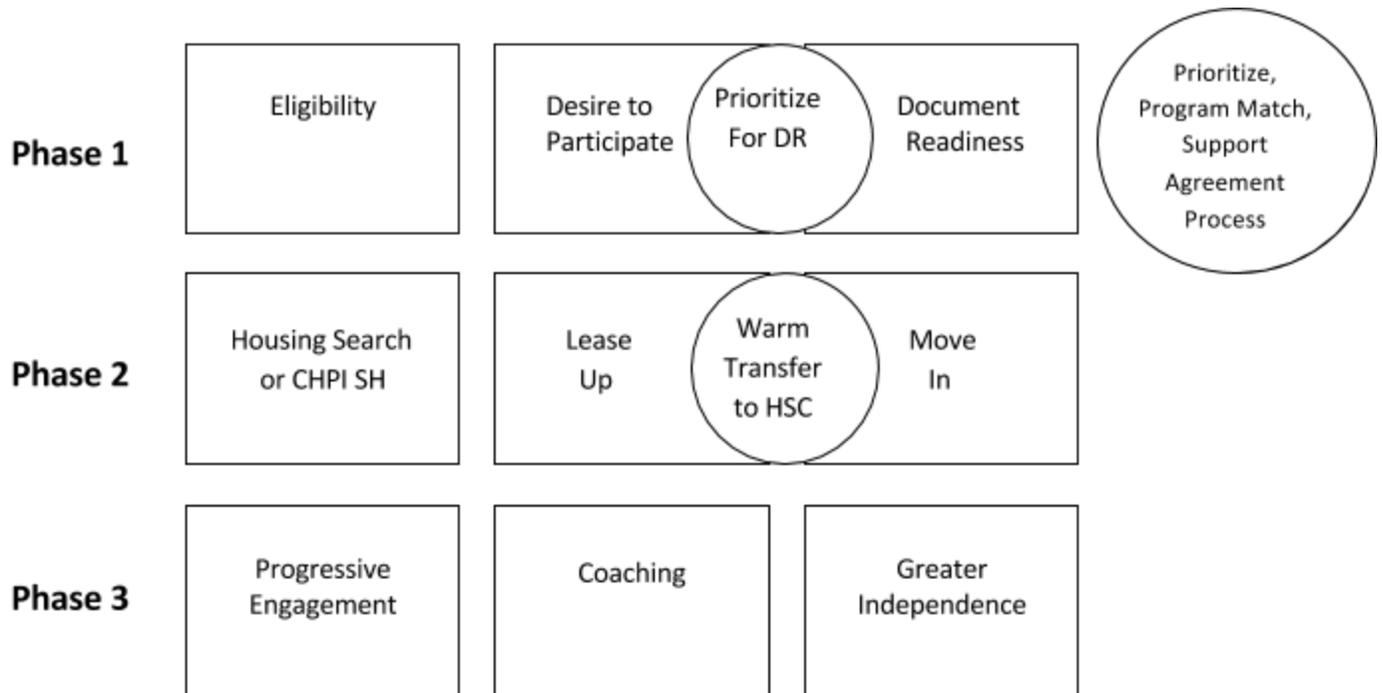
1. On Radar
2. Added
3. Priority
4. Assigned
5. Removed

Appendix E: PATHS Addition Form & Consent

[PATHS ADDITION FORM AND CONSENT](#) (on-line version)

(Docs version #[2199209](#))

Appendix F: Overall PATHS Service Pathway and Staff Roles



Phase 1 is the process to assess and add someone to PATHS and is completed by Street Outreach, Emergency Shelter, PATHS Transition Workers and/or Lutherwood Housing Centres. If interested in a housing support coordination (HSC) program (as determined through Housing Needs and Preferences Form) and once document readiness completed, status is changed from “added” to “priority” and may be prioritized, matched to a program, and then engage in the Support Agreement Process (see Appendix I).

Phase 2 is the process of securing and moving into housing. In Housing Help Plus is completed by Housing Help Plus Worker. In STEP Home is completed by Housing Liaison Workers and Housing Support Coordinators. In CHPI Supportive Housing is completed by CHPI Supportive Housing with support as needed from the person’s PATHS contact or PATHS Transition Workers. In the [Housing Support Coordination Guide](#), this whole phase takes place in Housing Support Coordination Stage 1: Housing.

Phase 3 is completed by Housing Support Coordinators and Peer Support (where available) utilizing the Housing Support Coordination Guide. For Housing Help Plus will be 1-3 months, for STEP Home is at least one year, and for CHPI Supportive Housing is tied to tenancy.

Appendix G: SPDAT Key Messages and Instructions for PATHS

KEY MESSAGES:

The SPDAT is used as a **triage assessment tool** for PATHS. The tool provides information related to acuity in order **to offer available resources to those with the most acute needs first** and to match people to support services that best meet their needs.

Completing the SPDAT is part of the eligibility criteria for PATHS. If the person scores “medium” or “high” on SPDAT and meets the other eligibility criteria, they will be added to PATHS. Placement on PATHS ensures the person is supported to “Priority” status in order to be **considered for available programs which are subject to further prioritization criteria. It does not guarantee housing or placement in a program.**

The person should understand that they are completing the SPDAT to assess appropriateness to be added to PATHS for either shorter or longer term **housing support coordination** – not just housing. If they are offered and decide to join a program, they will be assigned a worker who will visit them in their home on a weekly basis to work on housing stability. They can also choose to work on other areas if they want to.

INSTRUCTIONS:

1. Only Registered SPDATers can complete the tools to add someone to PATHS.
2. Undertake the tool in a **setting that is respectful of the person’s privacy** as it covers many private and potentially sensitive topics.
3. Summarize with the person how they got to this point of doing a VI-SPDAT/SPDAT; deepening understanding of their needs as a result of service access, referral, or as a result of the pre-screen.
4. Provide a brief overview of the VI-SPDAT/SPDAT as per the standard community script.
5. Complete the SPDAT. It is important to **restrict the collection of information** to that which is necessary and useful the PATHS Working Group(s) (e.g., do not document any communicable diseases disclosed by the person, instead document that the person has a serious, chronic illness).
6. Use the communication material **“You’ve had a SPDAT, now what?”**
7. **Briefly explain the role of the PATHS Working Group(s)** and how matches are made – all of the SPDATs are entered into a database and the committee reviews information related to order of acuity. If they are matched to a program, someone will notify them.
8. **Do not indicate how long it will take** until the person is offered a program. There are several factors such as the level of acuity of all people on the list and the type and number of available resources. **This is not a typical “waitlist”** but rather about the best possible match based on acuity, client needs and availability of services.
9. **Offer a copy of their SPDAT score sheet.**

Appendix H: Housing Needs and Preferences Form

[HOUSING NEEDS AND PREFERENCES FORM](#) (on-line version)

([Docs version #2154104](#))

Appendix I: Support Agreement Process

Program	PATHS Priority Determination (prioritizing and matching to available resources)	Person Invited to Consider Program (within 2 business days of matching)	Program Description Provided	Confirm Person's Interest	Support Circle Initial (as applicable where c services involved or PA internal transfer) (Results recorded i MOU/RACI - include me and support plan)
CHPI SH	PATHS Monthly Meeting	By CHPI SH provider in conjunction with current contact, current worker or PATHS Transition Workers.	Tour and review of Supportive Housing Information Package (SHIP).	CHPI SH provider in conjunction with current contact, current worker or PATHS Transition Workers. The CHPI SH provider will ensure the further support matching form common across all CHPI SH programs is completed (in process of development).	Organized by CHPI SH pr or current worker (which is agreed upon by both parties).
STEP Home	PATHS Monthly Meeting - KW	Current contact and/or new worker	Meeting	Current contact and/or new worker	?
	F2H	Current contact and/or new worker	Meeting	Current contact and/or new worker	?
	Cambridge Weekly Team Meeting	Housing Focused Street Outreach	Meeting and review STEP Home Cambridge Team Handbook	Current contact and/or new worker	Organized by Team Lead Team Coordinator
Housing Help +	Agency Level	By Housing Help + Worker	Meeting and Program Handbook	Current contact and/or new worker	?
Thresholds	PATHS Monthly Meeting	Current contact and/or new worker	?	Current contact and/or new worker	

Appendix J: PATHS Database Headings

1. Household Head & Agency Contact Information

- a. First Name
- b. Last Name
- c. AKA
- d. Newly identified versus removed and returned to homelessness locally (New or Former)
- e. Contact Person and Agency
- f. PATHS Status (On Radar, Added, Priority, Assigned, Removed)
- g. Date Added
- h. Total Time on PATHS (auto-calculated)
- i. If assigned STEP Home, date entered program

2. Acuity Measure

- a. Initial or most recent VI-SPDAT score (either number, calculated from full or assumed high based on documented refusal)
- b. Date completed
- c. VI for Priority (initial or update calculated based on full) (auto-calculated)
- d. Initial or most recent full SPDAT
- e. Date completed
- f. Rationale for Inclusion if Not Eligible (all reasons)

3. Demographic Data

- a. Primary location when added to PATHS (K-W, Cambridge, Both)
- b. Gender of Household Head (male, female, trans-female, trans-male, other)
- c. Birthdate of Household Head
- d. Age – Current (auto-calculate)
- e. Population (adult or youth) (auto-calculate)
- f. Indigenous (yes, no, unknown)
- g. Any Military Service or Connection (yes, no, unknown)
- h. Newcomer Status (Immigrant (last 3 years) (Refugee/Claimant, Immigrant, N/A)
- i. Income Source (ODSP, OW, ODSP/PPP-D, PPP/OAS, WSIB, EI, Employment, Other)

4. Homelessness and Housing History

- a. Housing/ shelter situation as of date added to PATHS
- b. Total Lifetime Time Unhoused (in months) preceding priority list addition
- c. # of times unhoused in year preceding priority list addition (3+ is considered episodic by HPS)
- d. As of date on PATHS, length of time (months) since last lived in permanent, stable housing (RTA or with family) for 12 months or more
- e. Total time continuous homeless in months (calculated)
- f. Chronic - Y/N (calculated)

- g. Most Recent Sheltering Status (most recent update prior to Housing) (Emergency Shelter, Unsheltered / camping, Couch Surfing, Substandard Housing, Incarcerated, In Hospital or Treatment Centre)

5. Complete at Exit/Removal from PATHS

- a. Date of Removal from PATHS
- b. Reason for Removal from PATHS
- c. If exit PATHS to Housing, date participant first moved in
- d. Program/Agency Affiliation of Housing (STEP Home, ACT, CHPI-SH, Developmental Services, None-Independent, Reunited with Family, Thresholds, Other-LTC, Other-Unknown)
- e. Type of Unit (Own Unit – Alone, Own Unit – Shared, Shared Congregate – Own Room, Shared Congregate – Shared Room)
- f. Rent Type (Market Rent, Rent Assistance, RGI 30%)

6. Housing Preferences and Document Readiness

- a. Preferred Location: Kitchener, Waterloo, both K-W, Cambridge, or All/Any
- b. Proof of Income secured (Yes*, No)
- c. Preference for STEP Home Intensive Support - Yes* or No
- d. Completed HAWS Info Sheet Submitted (Yes**, No)
- e. Preference for CHPI Supportive Housing - Yes* or No
- f. Preference for CHPI Supportive Housing - Shared with Own Room - Yes or No
- g. Preference for CHPI Supportive Housing - Shared with Shared Room - Yes or No
- h. Preference for CHPI Supportive Housing - Own Unit Alone - Yes or No
- i. Preference for CHPI Supportive Housing - Own Unit with Roommate - Yes or No
- j. Completed CHAC Application w/ Supporting Documentation Yes**, No
- k. Preference for Thresholds (MH or ASH) - Yes* or No
- l. If applicable, has registered with Here 24-7 as per eligibility criteria - Yes** or No
- m. Date Phase Completed

7. Status Updates

- a. Most Recent Status Updates
- b. Date of last update

8. Admin Use

- a. First Move in Fiscal 2016-17
- b. Unique ID
- c.

Appendix K: PATHS Access Guidelines

Last updated October 28, 2016

Privacy Protection

**** PATHS includes confidential information and should be treated sensitively****

The information included in PATHS is protected with the following security features:

- It is being held in a secure holding space on the Region's server
- The pdf document itself is password protected

Sharing Protocol

The posted version(s) of PATHS will be updated weekly. It is to be accessed *electronically* by Housing Stability System Working Group (or designate) only (refer to list below).

- To share with staff, Working Group members to print a hard copy (please do not provide confidential access information).
- Please do not share this list (electronically or in hard copy form) with any community members outside of the PATHS Working Group(s). Please direct queries in this regard to Fauzia Baig at 519-575-4400 ext. 4675 or fbaig@regionofwaterloo.ca.

Current PATHS Working Group Members

NAME	AGENCY
Anne Wright-Gedke	Thresholds Homes and Supports Inc.
Christine Stevanus	House of Friendship
Cathy Middleton	YWCA – ESS
Christine Kecser	Cambridge Shelter Corporation
Dianne McLeod	Cambridge Self Help Food Bank
Doug Rankin	Kitchener Downtown Community Health Clinic
Edwina Toope	Lutherwood
Eva Vlasov	Argus
Gael Gilbert	SHOW
Rob Smith	SHOW
Greg deGroot-Maggetti	Circle of Friends
Gwen McAlister	Region of Waterloo, Housing Services
Jennifer Mains	The Working Centre
Amanda Nickels	oneROOF
Lisa Gill	Lutherwood
Maria Wallenius	YWCA - ESS
Marian Best	Cambridge Shelter Corporation
Marie Morrison	Region of Waterloo, Housing Services
Fauzia Baig	Region of Waterloo, Housing Services
Ron Flaming	House of Friendship
Sandy Dietrich-Bell	oneROOF

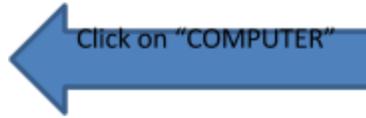
ACCESSING PATHS INFORMATION

STEP 1:



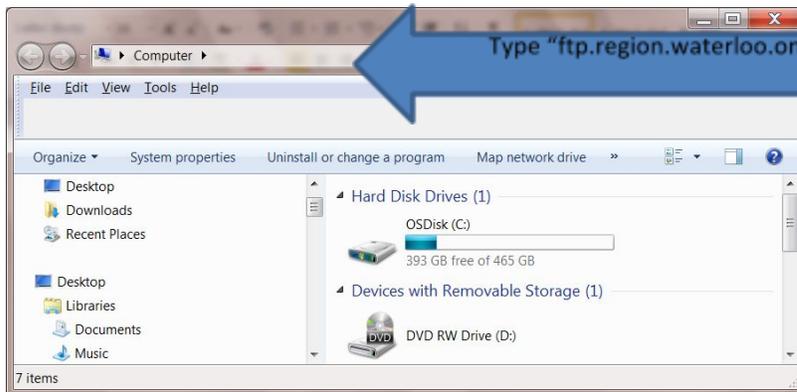
Use **Windows Explorer** (NOT Internet Explorer)

- To Open *Windows Explorer*: (Click Start Icon)



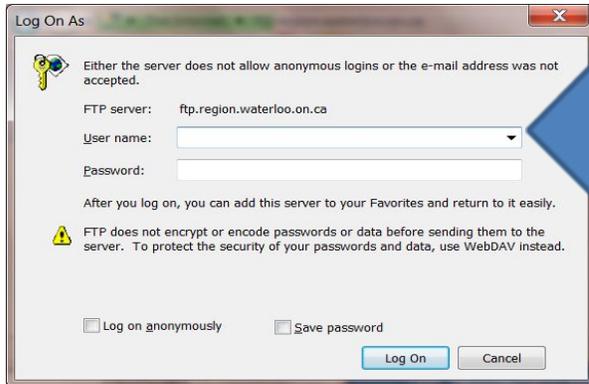
STEP 2:

- In the Title Bar over top of "Computer" type [ftp.region.waterloo.on.ca](ftp://ftp.region.waterloo.on.ca) & hit enter



STEP 3:

- You will get the Log On As screen:

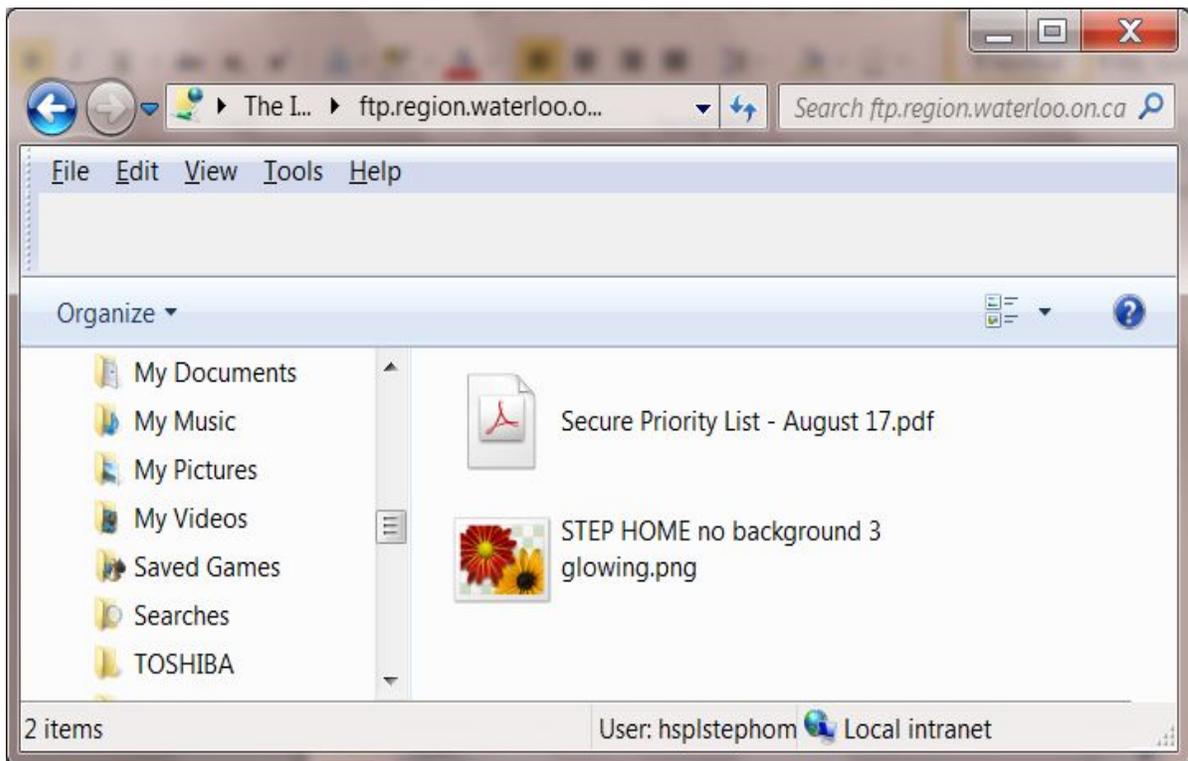


Contact Karen Christie at 519-883-2057 for your User Name & Password

Contact Karen Christie (519-883-2057) for your User Name and Password; When done completing all the details, press "Log On".

STEP 4:

- You should be into the FTP Server/STEP Home folder, similar to this sample:



STEP 5:

- Enter the password to open up the Excel document (contact Fauzia Baig for this password)

CONFIDENTIALITY AGREEMENT
Priority Access To Housing Stability (PATHS)

Housing Stability System Working Group members:

****You will need to indicate that you have read and agree to the following terms before the password for PATHS information can be shared****

Due to privacy regulations, the **passwords** provided to open the electronic link to the PATHS information are **not to be shared beyond Housing Stability System Working Group members**. A list of Housing Stability System Working Group members (and designates) is available in this document PATHS Access Guidelines document.

All PATHS information accessed or viewed is to be treated as confidential in written, electronic, printed and all other forms. This information (thorough paper or electronic copy) should not be released, shared or discussed beyond STEP Home staff without prior authorization by Region Housing Services. It is your responsibility to ensure that paper copies are secure and shredded when no longer needed.

When you call Karen Christie to receive the document password, please indicate verbal acknowledgement that you have read the Confidentiality Agreement and agree to follow the procedure set out in the Agreement to the best of your ability.

For completion by Region Housing Services

Verbal acknowledgment provided:

Yes ___ No ___

Date _____

Confidentiality Notice: This correspondence (including any attachments) may contain information which is confidential and/or exempt from disclosure under applicable law, and is intended only for the use of the designated recipient(s) listed above. Any unauthorized use or disclosure is strictly prohibited. If you are not the intended recipient, or have otherwise received this message by mistake, please notify the contacts listed above.

Thank you for your cooperation.

Appendix L: HAWS Participant Information Sheet

[HAWS Participant Information Sheet](#) (Docs#1896872)

Appendix M: STEP Home Minimum Requirements Pre-Screen Unit Checklist

About this tool: This pre-screen unit checklist confirms that housing options for STEP Home participants are safe and conform to basic housing standards. This completed form is required for all HAWS units - all questions require a check-mark in the non-shaded boxes before proceeding.

Name of STEP Home Worker: _____

Address of housing unit: _____

Date of Pre-screen Viewing: _____

Type of Housing: Rooming House Shared Self-Contained Unit Self-Contained

*Note – All participants should have their own lease and bedroom (unless a couple). A self-contained unit must include ability to lock own space (which includes sleeping area, bathroom and cooking facilities).

Item	Ye s	No	Comments
Has the City ¹² identified any outstanding orders related to “life and safety”?			
Is there a heating source and is it working?			
Are there cooking facilities?			
Is there a kitchen sink with hot and cold running water? Does the water run clear and drain quickly?			
Is there a bathroom sink with hot and cold running water? Does the water run clear and drain quickly?			
Is there a working toilet?			
Is there a tub and/or shower with hot and cold running water? Does the water run clear and does the water drain quickly?			
Are the windows and doors secure and operate as intended?			
Is there a working smoke detector?			

¹² ByLaw Kitchener [519-741-2345](http://www.kitchener.ca/519-741-2345), ByLaw Waterloo [519-889-1550](http://www.waterloo.ca/519-889-1550), Bylaw Cambridge [519-621-0740](http://www.cambridge.ca/519-621-0740), ext. 7907

Are electric outlets working? Are all wires enclosed? (i.e., no exposed wires)			
Are there signs of infestation (e.g., mice)?			

Appendix N: HAWS Participant Service Agreement

**Housing Assistance with Supports Program (HAWS)
Participant Service Agreement**

SECTION A	CONSENT FOR PARTICIPATION IN HAWS SERVICES
------------------	---

I, _____ (Name of participant) _____ (Date of birth- mm/dd/yyyy)

_____ (Client's current HAWS address)

CONSENT voluntarily to participate in the HAWS Program to receive Support Services and Housing Assistance as outlined below.

Support Services: Participation in the HAWS Program includes a commitment to work with a Support Worker for the duration of this Service Agreement. Support Services will be provided in a manner that is mutually decided upon by you and your Worker. The type and amount of services may vary from time to time based upon your need, preference, and availability of staff resources. Keeping appointments with Support Workers is a requirement of continuing to get HAWS rent assistance.

Housing Assistance: As the tenant residing at the above address you are responsible for the full amount of the rent. As a participant in the HAWS Program a portion of your rent will be paid monthly directly to your landlord in the amount of _____. Should your participation in the HAWS Program end for any reason, you solely remain responsible for the full amount of rent.

I understand that a letter from the HAWS Program will be provided to my landlord indicating my participation in the HAWS Program, the amount of Housing Assistance the landlord will receive directly from HAWS and a notice that HAWS will inform the landlord 60 days in advance in the event that the housing assistance is cancelled for any reason.

I give the HAWS Program staff permission to have correspondence with my landlord.

[] YES [] NO _____ Initial

Name of landlord: _____

Phone number of landlord: _____

Mailing address of landlord: _____

Proof of Income:

I have provided verification of income (this can include 8 consecutive weeks of pay stubs, OW/ODSP check stub and drug card or other sources of income listed on page 3) and understand that this will be required annually no later than 1 month before the planned date of review listed below, to determine continued HAWS Program eligibility. Participants will be provided with 3 months notice if HAWS funding is to end.

YES NO _____ Initial

SECTION B	AGREEMENT FOR SERVICE
------------------	------------------------------

In signing this document, I acknowledge that I understand that funding for the HAWS Program will end no later than March 31, 2024 and I will work with staff to secure more permanent housing before the program end date.

In signing this I am acknowledging that this agreement has been fully explained to me and meets with my approval. I will be able to ask questions and seek additional clarification on any of this information at any point during the time I am in the HAWS Program by contacting a staff member working directly with me. This agreement may be reviewed or rescinded (stopped/revoked) at any time at the request of the participant.

I _____ have reviewed, understand and agree to each

(Participant name)

of the above terms in this Participant Service Agreement. My Participation in the HAWS Program will

begin on _____. The planned date of review has been set for

_____.

(date: - 9 months from start date)

At the time of the review, HAWS eligibility through income verification, status in Canada and participation in Support Services will be verified.

Dated on (date):

Signature of Participant

Signature of HAWS Representative

(position)

Examples of Income and Assets

Definition of Income: 'Income' means ALL income (i.e. gross income), benefits, and gains of every kind and from every source.

- **EMPLOYMENT RELATED INCOME** *Two months of pay stubs, or a completed employment verification form for:*
 - Full-time, Part-time, Irregular, Casual, Seasonal, Odd jobs
 - Overtime earnings, separation/vacation pay
 - Commissions and bonuses
 - Tips and gratuities
- *A statement showing how much and how often you get payments, or a copy of cheque stubs for:*
 - Disability / Sickness pay
 - Long term income protection payments
 - Workplace Safety & Insurance Board (WSIB)
 - Employment Insurance Payments (EI)
- **SELF-EMPLOYMENT INCOME** *Audited financial statements, or a certified copy of your most recent tax return*
 - Tutoring, Music Teaching, Child Care, Babysitting, Taxi, Business, etc.
- **SOCIAL ASSISTANCE INCOME** *A copy of cheque stub and drug card*
 - Ontario Works (OW)
 - Ontario Disability Support (ODSP)
- **PENSIONS AND ALLOWANCE INCOME** *A copy of statement of entitlement, cheque stubs, or bank statements which show how much and how often you get paid*
 - Old Age Security (OAS)
 - Guaranteed Income Supplement (GIS)
 - Guaranteed Annual Income Supplement (GAINS)
 - Canada Pension Plan (CPP)
 - Quebec Pension Plan (QPP)
 - Social Security (other countries)
 - Widow's Pension
 - Company Pension
 - Private Pension
 - Public Service Plan
 - Civilian War Pensions
 - Disability Pension
 - War Veterans Allowance (D.V.A.)
 - War Veterans Allowance (other countries)
- **PENSIONS AND ALLOWANCE INCOME (CONTINUED)**
 - Military or Militia or Civil Defense Allowance
 - Training / Retraining Allowances
- **OTHER INCOME** *Copies of statements, cheque stubs, bank statements, legal agreements or other proof of income*
 - Insurance payments
 - Student grants/bursaries, OSAP
 - Provincial or municipal payments
 - Payments under compensation for Victims of Crime Act
 - Mortgage income
 - Payments from Public Guardian and Trustee
 - Payments from Children's Aid Society or Catholic Children's Aid
 - Separation payments
 - Alimony payments
 - Support payments (for spouse or child)
 - Support from relatives or other sources/Sponsorship
 - One-time lump sum payments (inheritances, court and out-of-court settlements)
- **INCOME PRODUCING ASSETS** *Statements of equity, audited financial statements, bank statements, certified copy of your most recent income tax, etc.*
 - Farm property which produces income
 - Real estate (residential, commercial, farmland, cottage, mobile home) which produces rental income
 - Savings account (bank, trust company, credit union), annuities, Guaranteed Investment Certificates, stocks or shares, bonds, debentures, mortgages, loans, notes, term deposits
 - License which produces income (e.g. Taxi License)
 - Business interest which produces income
- **NON-INCOME PRODUCING ASSETS** *Provide a copy of statements for:*
 - Life insurance (with cash surrender value)
 - Registered Retirement Savings Plan
 - Real estate (house, condominium, summer cottages, farmland, commercial or vacant land) in any country

- Business interest which does not produce income

Appendix O: HAWS Landlord Letter

**Housing Assistance with Supports (HAWS) Program
Letter to Landlord**

Date: _____

Dear _____,
(Name of landlord)

We are writing this letter to inform you that _____
(Name of participant)

residing at _____
(Address of participant)

is currently a participant in the Housing Assistance with Supports (HAWS) Program. The HAWS Program is a collaborative of community service providers in the Waterloo Region and the Region of Waterloo, Housing Services Division who work together to support participants and provide rent assistance.

While _____ is participating in HAWS, a portion of his/her rent will
(Name of participant)
be paid directly to you each month in the amount of _____ by
_____. It is important for you to know that the responsibility of the
(Agency name)
full amount of rent is solely that of _____ . Should his/her
(Name of participant)

participation in the HAWS Program end for any reason then the full amount of rent remains their responsibility. The HAWS Program will provide you with 60 days notice should the HAWS portion provided to you be terminated or revised.

If you have any questions or concerns please contact _____
(Name and title of Support Worker)

at _____.
(Staff contact number)

Thank you.

Sincerely,

Staff signature

Appendix P: PATHS Resource Eligibility Features

Agency	Program	Location	Age	Gender ¹³	Unit Type	Rent Type
Thresholds	Housing First	Region-wide	16+	Both	Unit-Alone	RGI
House of Friendship	CHPI SH - Eby	Kitchener	16+	Both	Unit-Alone	RGI
	CHPI SH Charles	Kitchener	16+	Both	Unit-Alone	RGI (RS)
	CHPI SH Cramer	Kitchener	16+	Male	Shared-Own	Rent Assist
	STEP Home	K-W	16+	Male	Variety	Variety
YWCA	CHPI SH Lincoln Rd.	Waterloo	16+	Women/ Women-led Families	Unit-Alone	RGI
	CHPI SH 84 Frederick	Kitchener	16+	Female	Shared-Own	Rent Assist
	STEP Home	K-W	16+	Female	Variety	Variety
OneROOF	STEP Home	K-W	16-25	Both	Variety	Variety
Trinity	CHPI SH	Kitchener	?	Both	Shared-Own Shared-Share	Rent Assist
Millwood	CHPI SH	Kitchener	?	Both	Shared-Own Shared-Share	Rent Assist
Kaljas	CHPI SH	Kitchener	16+	Both	Shared-Own	Rent Assist
Underhill	CHPI SH	Waterloo	16+	Male	Shared-Own Shared-Share	Rent Assist
SHOW	CHPI SH	Waterloo	16+	Both	Unit-Alone	Rent Assist
	Thresholds					RGI
	ASH					RGI
Cambridge Shelter	CHPI SH Bridges	Cambridge	16+	Both	Unit-Alone	RGI (RS)
	STEP Home	Cambridge	16+	Both	Variety	Variety
Argus	STEP Home	Cambridge	16-24	Both	Variety	Variety
Cambridge Self-Help Foodbank	STEP Home	Cambridge	16+	Both	Variety	Variety
Lutherwood	STEP Home	Cambridge	16+	Both	Variety	Variety

¹³ All serve Transgender in their preferred gender.

Appendix Q: Internal Transfer Processes

STEP Home to STEP Home

- Transfers between STEP Home Workers in the same agency do not need to be brought to a PATHS Working Group meeting but need to be reported on your Monthly Report.
- Any worker can request a transfer from STEP Home to STEP Home (generally for reasons related to age mandate, family/single, or geography). Transfers are not required but may make sense if there is a lot of travel time between cities (e.g., worker based in Cambridge but person moves to Kitchener) or if person may be better served through another specialty (e.g. families), or there is considerable support time still required (e.g., not transferring people if almost completed with them). The request for a transfer must be discussed with the participant in advance and approved by worker's supervisor. Requests should be e-mailed in advance of the next PATHS Coordinating Group Meeting.
- Transfers are first priority before considering new people off PATHS.
- Transfers can only occur when a space is available.
- Once a space is identified, the referring worker takes the lead to inform the participant and set up a warm transfer meeting. Transition support from the transferring worker may continue for an agreed upon time (not to exceed three months).
- If person has a HAWS it goes with them. HAWS distribution will be realigned when next HAWS available (i.e., KW/Cambridge, Youth/Adult).

STEP Home to CHPI Supportive Housing & CHPI Supportive Housing to STEP Home

- A transfer request between these programs can be made for people that continue to score high on SPDAT or are within their first year of support since housed. If someone is lower acuity and looking to "move-on", they should instead utilize the move-on support provided through PATHS Transition Workers.
- If looking to transfer to CHPI Supportive Housing must have completed a CHAC application. If looking to transfer to HAWS must have completed a HAWS Participant Information Sheet.
- Requests for transfers should be e-mailed in advance of the next PATHS Coordinating Group Meeting.
- When space is available and has been assigned, the transferring worker should arrange a warm transfer meeting. Transition support from the transferring worker may continue for an agreed upon time (not to exceed three months).
- Updates should be recorded in Monthly Reports.

CHPI Supportive Housing to CHPI Supportive Housing

- A transfer request between these programs can be made for people that continue to score high on SPDAT or are within their first year of support since housed.
- Requests for transfers should be e-mailed in advance of the next PATHS Coordinating Group

Meeting.

- When space is available and has been assigned, the transferring worker should arrange a warm transfer meeting. Transition support from the transferring worker may continue for an agreed upon time (not to exceed three months).
- Updates should be recorded in Monthly Reports.

Appendix R: PATHS Working Group Oath of Confidentiality

**PATHS Working Group
Housing Stability System – Waterloo Region**

OATH OF CONFIDENTIALITY

I, _____ [FULL NAME], AS AN EMPLOYEE OF _____ [HOME AGENCY], WHICH IS A MEMBER OF THE **HOUSING STABILITY SYSTEM OF WATERLOO REGION**, UNDERSTAND AND AGREE THAT THE FOLLOWING CONDITIONS SHALL APPLY TO MY PARTICIPATION IN ANY PATHS WORKING GROUP.

1. Any information, recorded or not, received or acquired in connection with my participation is considered confidential. Confidential information includes all records which in any way would divulge information in regards to individuals served by member agencies of the Housing Stability System (past or present).
2. All information given out or discovered about individuals identified on PATHS, including his/her circumstances and services/supports received, shall be held in confidence by me. I understand that it is my responsibility to ensure that electronic and paper copies of any related documents shall be kept secure and destroyed (e.g., erased or shredded) when no longer needed.
3. I shall act in a professional manner in the performance of my duties as a member of the PATHS Working Group and Housing Stability System. I understand that I shall not release, share, or discuss information acquired through my participation in the PATHS Working Group beyond other authorized members of the Housing Stability System and only then as is necessary to inform decision making.

Signed this _____ day of _____, 20____

Member's signature

Signature of Region of Waterloo – Housing Services Staff

Appendix S: PATHS Coordinating Group Terms of Reference

Purpose:

The PATHS Coordinating Group is Region-wide group that meets monthly to:

- Participate in a group prioritization process to identify those who will be offered available spaces within participating programs (including pre-planning to identify 3-5 people for spaces that may emerge before the next PATHS Coordinating Group meeting);
- Identify people on PATHS who are considered the most vulnerable and develop “Critical Safety Plans” in regards to sheltering options to be in effect until such time as their vulnerability decreases or they are housed; and
- Provide feedback on ways to improve the PATHS process and update the PATHS Process Guide as necessary to then be shared with the Housing Stability System Working Group.

Scope:

The group follows the PATHS Process Guide. The PATHS Process Guide is maintained by Region Housing Services.

Membership:

The PATHS Coordinating Group is Region-wide and includes representatives of housing with support programs offering services through PATHS and community referral sources to PATHS. An Outlook Calendar will be developed with those who are regular attendees.

Meeting Schedule:

Meetings are generally scheduled over 2017 as a two hour meeting on the third Thursday of each month and take place at the Eby Village Community Room in Kitchener.

Meeting Protocols:

Region Housing Services staff will chair the meetings and take minutes. Agendas for meetings will be e-mailed to the group at least four days prior to the meeting. Regrets when unable to attend can be sent to Fazia Baig at bfauzia@regionofwaterloo.ca.

Every PATHS Coordinating Group attendee signs the Oath of Confidentiality Form.

In terms of preparing for these meetings, attendees are asked to:

- All – send updates regarding available spaces and updates for people on PATHS at least one week prior to the meeting.
- Shelters – review list of people on PATHS to confirm their attendance at shelter and consider prioritization recommendations for available spaces.

- Street Outreach – review the list of people on PATHS and be prepared to provide updates and consider prioritization recommendations for available spaces.
- CHPI Supportive Housing Providers – if have an available space, be prepared to provide information about your program that will be helpful in the prioritization process.
- Everyone – consideration for adding or removing people from the Critical Safety Plan list.

Approved:

Revised: