



# Toronto's STARS Tools and Processes

June 9, 2022

# Previous CAEH Webinars with Toronto

- October 19, 2021: Toronto: **Meeting in the Middle Engagement Strategy and Action Plan** (a collaborative effort to meaningfully address Indigenous homelessness) - [Recording](#) and [PDF](#)
- February 15, 2022: Toronto: **Rapid Re-housing Initiative** - [Recording](#) and [PDF](#)
- March 23, 2022: Toronto: **Using Data to Reduce Returns to Homelessness** - [Recording](#) and [PDF](#)
- April 12, 2022: Toronto: **PATHS Prioritization Policy** - [Recording](#) and [PDF](#)
- June 9, 2022: Toronto: **STARS Tools and Processes** - today's webinar!

# Meet the Host and Presenters

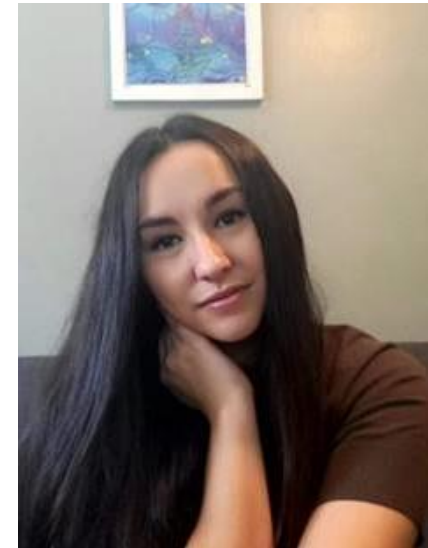


Host:  
Marie Morrison  
Director  
Built for Zero Canada  
CAEH

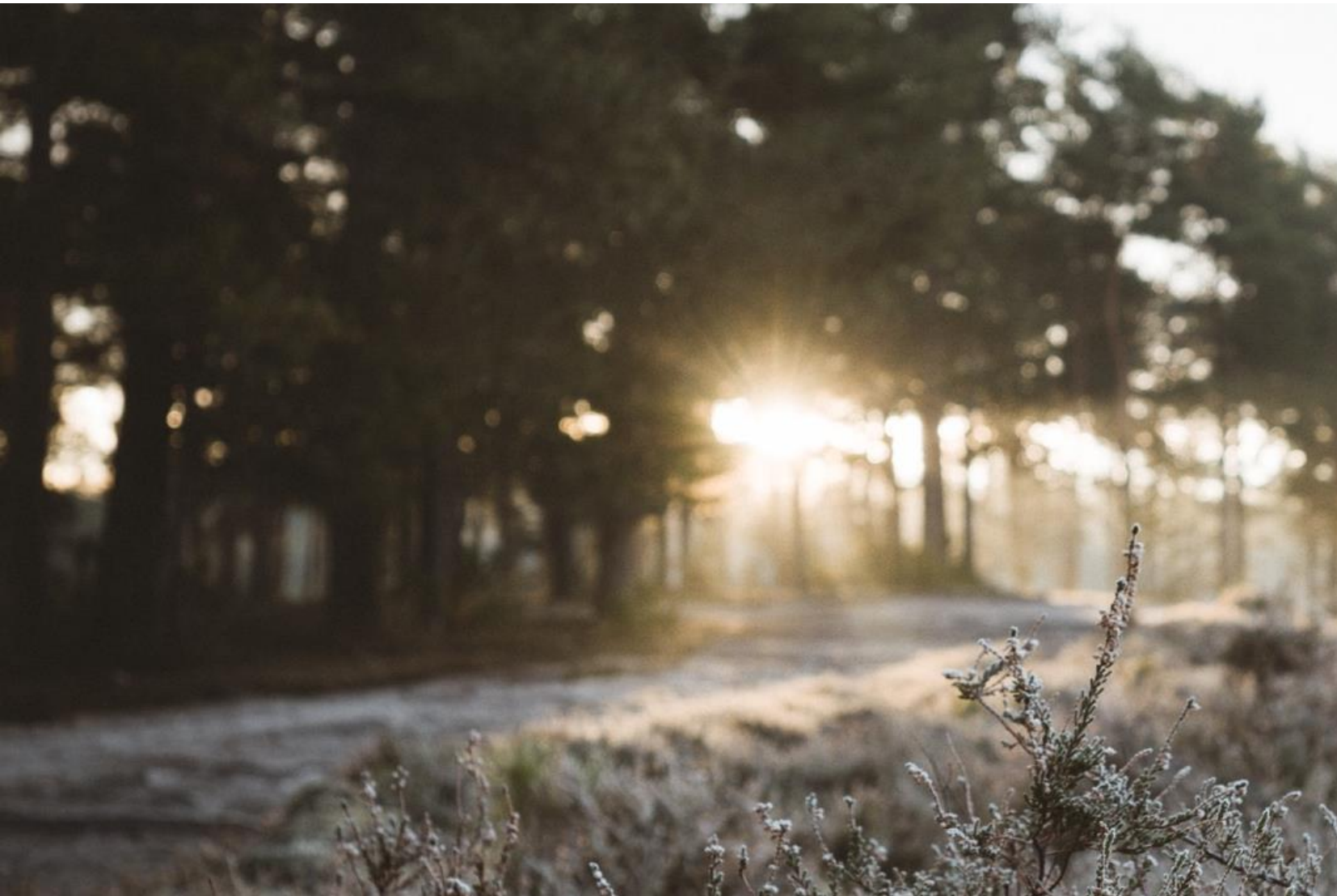
## Presenters



**Alison Kooistra**  
Policy Development Officer  
Coordinated Access  
SSHA, City of Toronto  
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**Stephanee Doucett**  
Indigenous Programs Coordinator  
Aboriginal Labour Force  
Development Circle  
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## Land Acknowledgement

From coast to coast to coast, we acknowledge the ancestral territory of all the Inuit, Métis, and First Nations people that call this land home. We recognize the historic and ongoing impacts of colonization and are committed to decolonization of our systems and ongoing reconciliation, guided in our work by the United Nations Declaration on the Rights of Indigenous Peoples, the TRC Calls to Action, MMIWG Calls to Justice and the principles of empowerment and self-determination.

The Canadian Alliance to End Homelessness is committed to equity, dignity, justice and belonging. We are dedicated to serving equity-seeking communities as anti-racist, anti-oppressive and inclusive allies.



## THE CANADIAN ALLIANCE TO END HOMELESSNESS

The CAEH leads a national movement of individuals, organizations and communities working together to end homelessness in Canada.

[caeh.ca](http://caeh.ca)



### Advocacy

The CAEH advocates for the federal and provincial policy changes needed to end homelessness.



### Allied Networks

The CAEH supports several allied networks working toward our shared mission of ending homelessness.



### Built for Zero Canada

Helping a core group of leading communities end chronic and veteran homelessness.

[bfzcanada.ca](http://bfzcanada.ca)



### Data & Policy

Revolutionizing the way communities and governments use data to end homelessness.



### National Conference on Ending Homelessness

Join us for the 2022 National Conference on Ending Homelessness, Nov 2-4, 2022.

[conference.caeh.ca](http://conference.caeh.ca)



### Training & Technical Assistance

Helping communities and organizations end homelessness with expert training and technical assistance.

[training.caeh.ca](http://training.caeh.ca)

# Housekeeping

1. Today's webinar is being recorded:
  - Recording will be sent out within a few days to all those registered
  - Will also be posted at <https://training.caeh.ca/> under "Webinars" under "[Archived Webinars](#)"
2. Closed captioning is enabled, you can choose to view or not
3. Everyone is muted
4. You can ask questions through the chat or question function
5. Everyone is encouraged to also use the chat to reflect on and highlight what you are hearing, to share ideas or share what is happening in your community.

# Webinars

TTA website: <https://training.caeh.ca/>

## UPCOMING WEBINARS


The upcoming webinars will provide opportunities for updates, briefings, round table sharing, special case scenario and topic presentations.

**Register for COVID-19 webinars and access resources on the Canadian Network for the Health and Housing of People Experiencing Homelessness resources page, [cnh3.ca/resources](https://cnh3.ca/resources).**

WEBINAR TOPIC, DATE, & TIME	DESCRIPTION	
<b>Toronto's STARS Common Assessment Tool</b> Thursday, June 9 from 1:00-2:00 pm EDT	For the last number of years, Toronto has worked closely with Indigenous and other community partners, people with lived expertise, and front line workers to develop and test a local common assessment tool. Join this session to learn more about Toronto's work with their STARS Common Assessment Tool.	<a href="#">Register Now</a>
<b>Diversion in Practice</b> Thursday, June 23 from 1:00-2:00 pm EDT	Diversion practice has evolved in Waterloo Region since 2013 to its current iteration of FirstConnect – a team offering 24/7 diversion and prevention support across the Region. Join Pat Fisher from the Region of Waterloo and Laura Coakley, Manager of FirstConnect to learn more.	<a href="#">Register Now</a>

[Upcoming Webinars](#)[Webinar Archive](#)[Other Resources](#)

# Where to find information on common assessment



FRANCAIS

DONATE

CHANGE PACKAGE

ONTARIO PORTAL

Getting to Zero

Track Our Progress

Resources

Get Involved

About

By-Name Lists

Coordinated Access

Veteran Homelessness

Program Areas

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BUILT FOR ZERO CANADA

BEGINNING THE END OF HOMELESSNESS IN CANADA

ENDING CHRONIC HOMELESSNESS - COMMUNITIES WHO HAVE:

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QUALITY REAL-TIME DATA

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COORDINATED ACCESS

3

REDUCED HOMELESSNESS

1

REACHED FUNCTIONAL ZERO

# Common Assessment Tools Drop-Down

## COORDINATED ACCESS

The information and resources here are intended to answer questions and support your community to develop and sustain a strong Coordinated Access system on your journey to ending homelessness.

Keep checking back here as we will be regularly updating materials and adding further resources.

Coordinated Access Information and Overview	⌵
Common Assessment Tools	⌵
Coordinated Access Scorecard 3.0	⌵
Coordinated Access Tools and Community Examples	⌵
Coordinated Access/HMIS Sample Job Descriptions	⌵

# CAEH Common Assessment Tool Disclaimer

- CAEH promotes community-wide coordination of person-centred, trauma-sensitive, safety supporting, resilience promoting, housing focussed, and data informed practice focussed towards ending homelessness.
- CAEH encourages communities to consider that any process and tool(s) used for Coordinated Access intake, triage, matching, prioritization and referral should have, to the greatest extent possible, the following qualities: consistently applied (in the agreed upon way across your system); comprehensive (provide access to all housing and supportive services within the community; person-centered (focused on resolving the person's needs, instead of simply filling project vacancies); user-friendly for both the person receiving service and the service worker, strengths-based (focused on the person's barriers to and strengths for obtaining sustainable housing); Housing First oriented (focused on rapidly housing participants without preconditions), sensitive to lived experiences (culturally and situationally sensitive, focused on reducing trauma and harm); transparent in the relationship between the questions being asked and the potential options for housing and supportive services; promote equitable access to housing (does not disadvantage equity deserving populations); and undergoes on-going review and continuous improvement.
  - List adapted from the [Coordinated Entry Core Elements Guidebook](#) (HUD, 2017) and [Advancing Racial Equity through Assessments and Prioritization](#) (HUD, 2020)
- CAEH is “agnostic” on common assessment tools, seeking to provide information about, but not promote one tool over another. CAEH encourages communities to develop and/or use the tool or suite of tools that work best for them in support of an end to homelessness.
- CAEH seeks to support community peer exchange and the sharing of practical community-based solutions for ending homelessness.



# Progress Update on Toronto's Service Triage, Assessment & Referral Support (STARS) Tool and Processes

Stephane Doucett, Indigenous Programs Coordinator, Aboriginal Labour Force Development Circle (ALFDC) and SSHA

Alison Kooistra, Policy Development Officer, Shelter, Support & Housing Administration (SSHA), City of Toronto

# Two Ideas

1. The **process** is more important than the paper.
2. **Supporting** someone is more important than sorting them.

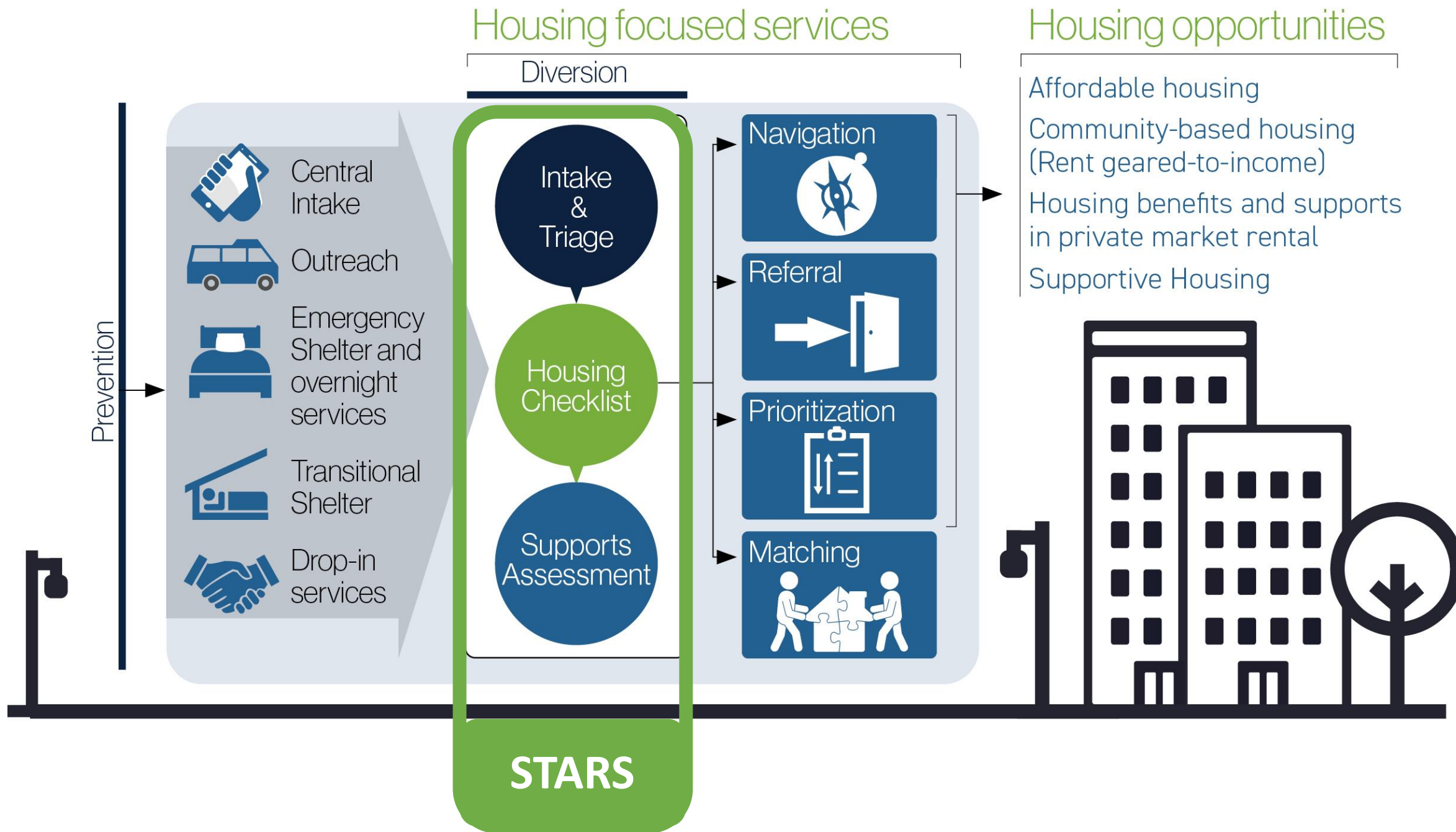




~ 1 ~

**The process  
is more  
important  
than the  
paper.**





# Service Triage, Assessment & Referral Support (STARS) Tool Implementation Status

## Intake & Triage

- Currently being piloted at 14 shelters and all street outreach programs in our homelessness sector information management system, SMIS (web-based software comparable to HIFIS 4).

## Housing Checklist

- Will launch to all agencies using SMIS on **June 28, 2022**. Trainings are underway.

## Supports Assessment

- The Supports Assessment will launch in MS Word format in **Q3 2022**. It will replace our existing Housing Support Screening Tool (HSST).
- We plan to build it into SMIS in 2023.

## Intake & Triage

### USAGE

- Service navigation
- By Name List
- Prioritization
- System Planning

### CONTENT

Collects basic information & demographics, identifying supports people may request, and triaging support levels as Low, Moderate, or High.

## Housing Checklist

### USAGE

- Documentation
- Case management

### CONTENT

Identifies if service users have valid ID, income, a Notice of Assessment from the most recent taxation year, active and up to date housing applications.

## Supports Assessment

### USAGE

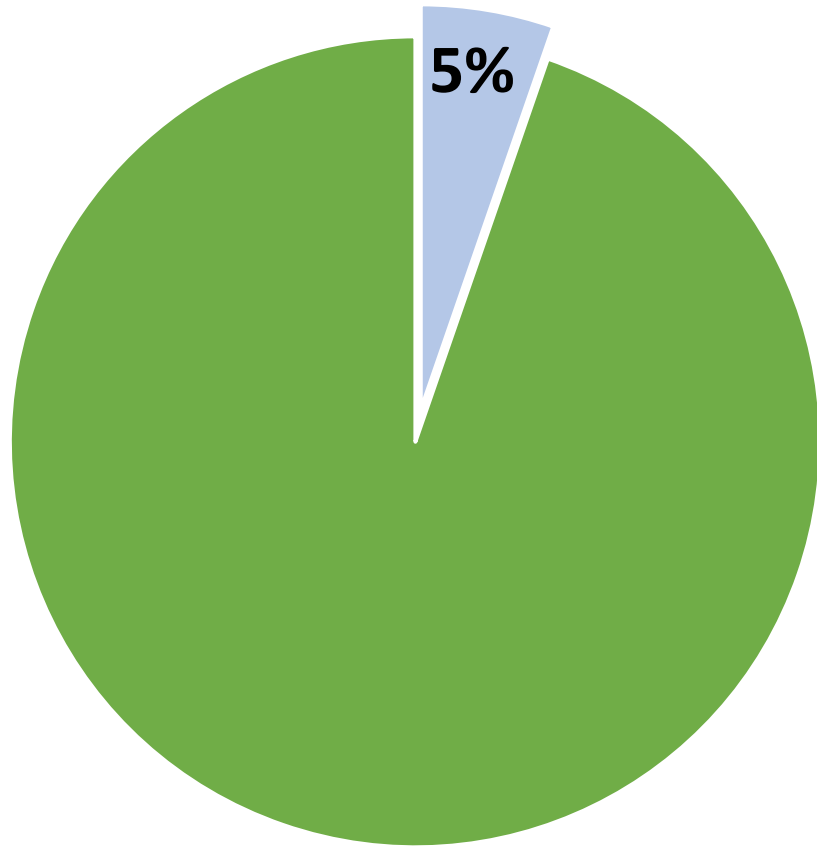
- Matching to supportive housing opportunities
- Follow-up supports case management

### CONTENT

Looks at the existing and requested types of supports, in terms of health, substance use, activities of daily living, communication, and other areas of support.

**All consenting service users**

**Prioritized households only**



- Individuals prioritized and matched to City-contracted supportive housing in 2021
- Estimated total unique individuals experiencing homelessness on the streets or in City-contracted shelters in 2021

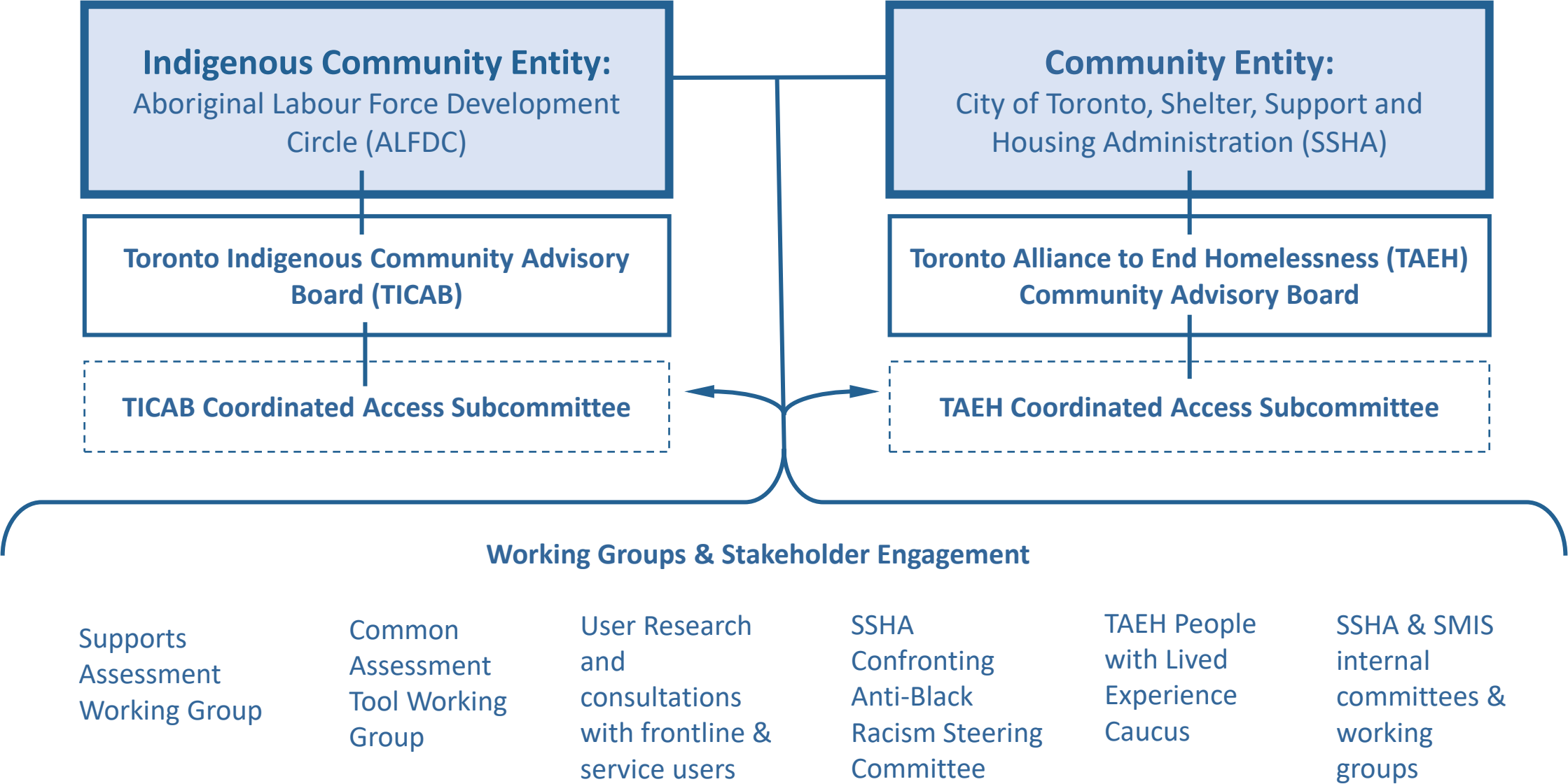
**100%**

of service users have access to **housing-focused case management**. Many are eligible to apply for rent-geared-to-income housing, provincially-contracted supportive housing, housing allowances, follow-up supports, voluntary trusteeships, and other supports.

**~5%**

of all service users (~12% of chronically homeless service users) were **prioritized and matched** to City-contracted supportive housing units in 2021. (Total: 1,055 individuals matched to 913 City-contracted supportive housing units in 2021.).

# Collaborative Development of Coordinated Access



# STARS Tool and Toronto's System

- **Decentralized** assessments integrated within existing case management relationships.
- **No numerical score** – means that a person does not feel they have been reduced to a number.
- **Prioritization is separate** from supports assessment and matching.
- **No waitlist** for the supportive housing resources available through Coordinated Access – real-time matching from the By Name List
- **Living document** – the STARS tool components can be updated to reflect changes as a person's needs change over time.
- **Self-report and transparency** – The answers are based on the person's own responses, not the worker's.



~ 2 ~

**Supporting  
someone is  
more important  
than sorting  
them.**



ComputerHope.com

# Centring service users' relationships with workers

- **Access** – range of geographic locations and service providers
- **Reciprocal relationships** – caseworkers provide supports right away and service users know how to contact and follow up
- **Choice and cultural safety** – service user can choose which service provider they would prefer to receive supports from
- **Choice and information-sharing** – service users can share information as they feel comfortable and will still receive supports
- **Training for workers:**
  - highlights the intergenerational trauma of colonialism and systemic racism
  - provides guidance in taking a person-centred, trauma-informed approach and addressing power imbalances between workers and service users

Intake  
&  
Triage

Housing  
Checklist

Supports  
Assessment

### USAGE

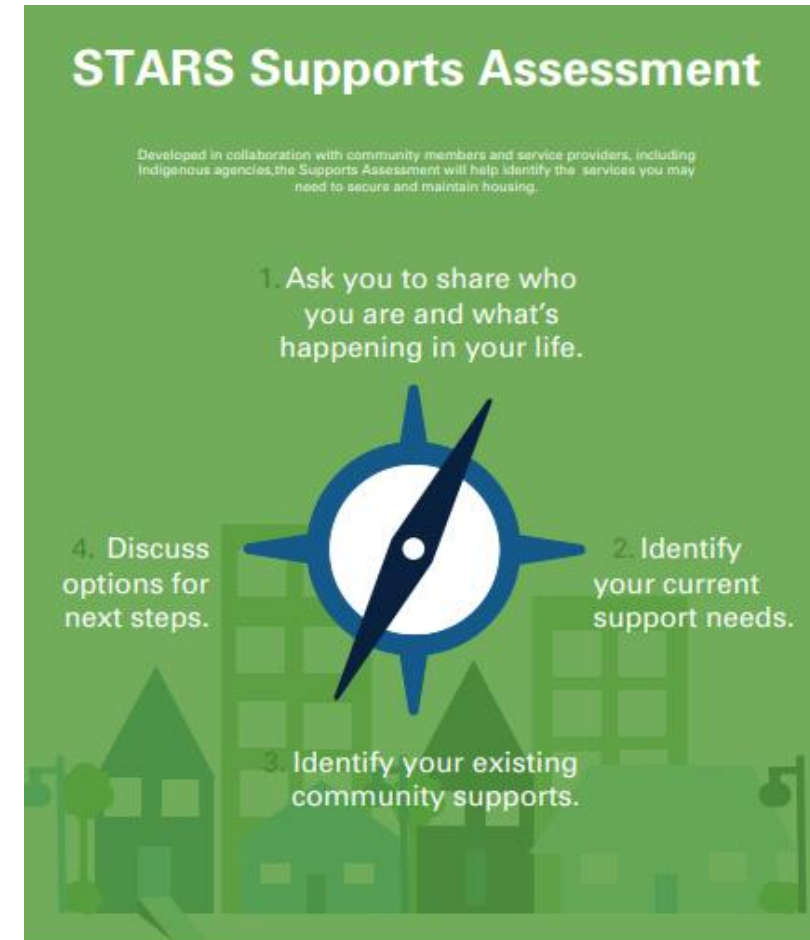
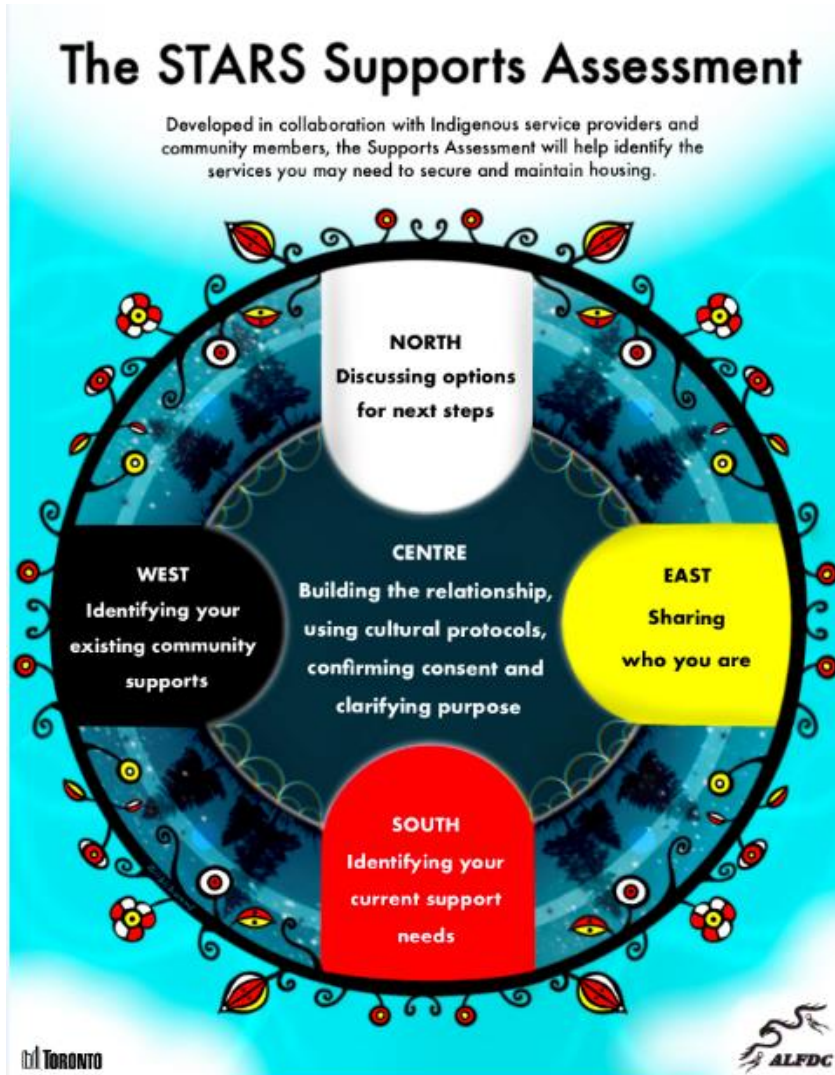
- Matching to supportive housing
- Follow-up supports case management

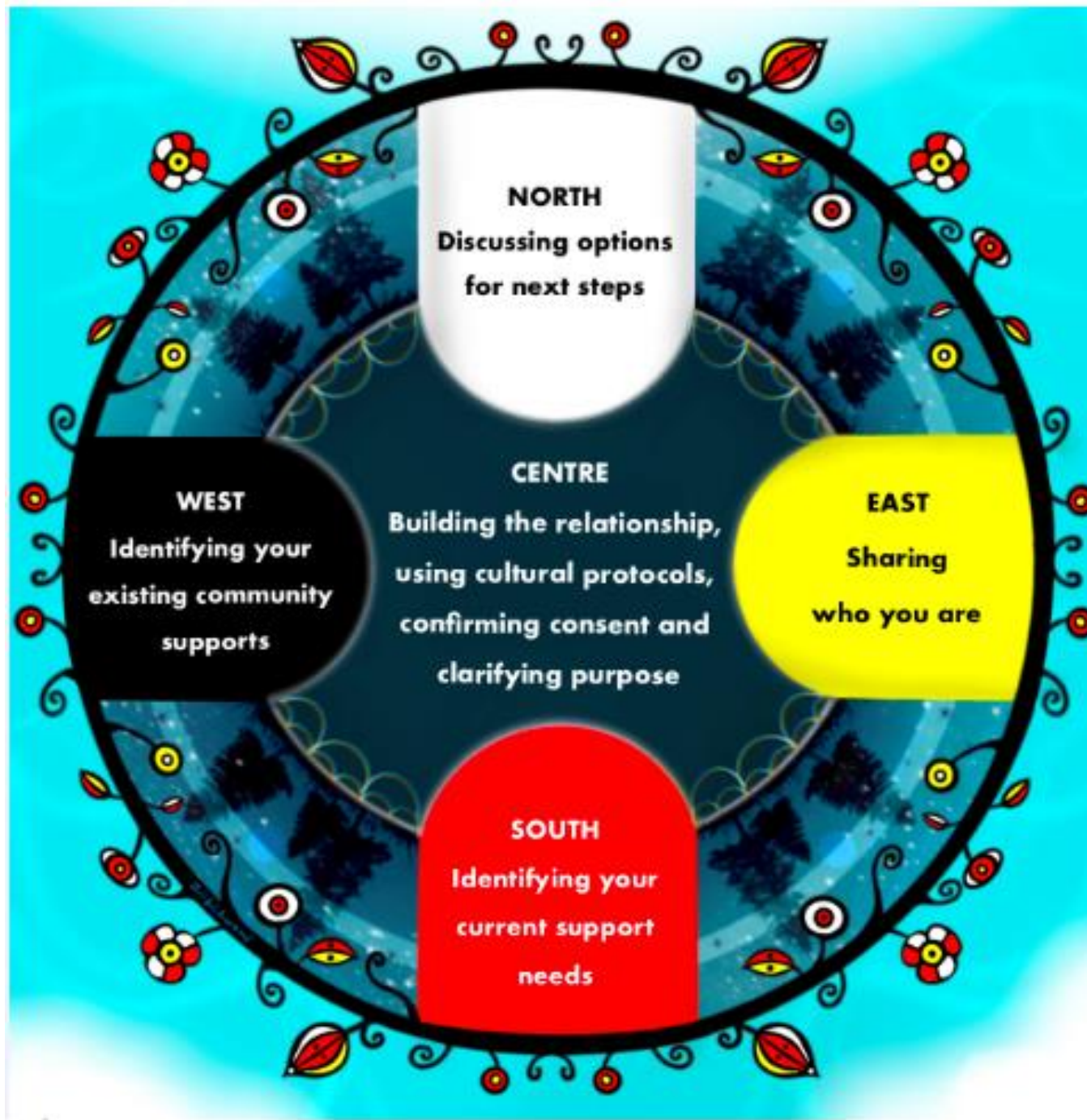
### CONTENT

Looks at the existing and requested types of supports, in terms of health, substance use, activities of daily living, communication, and other areas of support.

**Prioritized households only**

# STARS Supports Assessment: Visual Aid for Workers and Community Members





# STARS Supports Assessment Tool Walkthrough



# The STARS Supports Assessment looks at:



**Person's story  
& goals**

**A. Admin Info  
B. Housing History  
E. Summary &  
Priorities**



**Person's support  
needs & safety  
concerns**

**C. Menu of Services  
F. Levels of Support  
\* Safety Plan \***



**Formal & informal  
supports in their  
life**

**D. Existing Supports**

# A. Administrative Information



# A. Administrative Information

## Basics & Contact Information

### Assessor

Assessor's  
First Name:

---

Assessor's  
Last Name:

---

Organization:

---

Email Address:

---

Phone:

---

### Client (Head of Household)

Client First  
Name:

---

Client Last  
Name:

---

Date of Birth:

---

SMIS No.:

---

Gender:

---

Pronouns:

---

# A. Administrative Info

## Demographics (1/2)

**In Canada, the term 'Indigenous' includes First Nations, Inuit, or Métis. Do you identify with any of these three groups?**

- |   |   |
|---|---|
| <input type="checkbox"/> No   | <input type="checkbox"/> Inuit                |
| <input type="checkbox"/> First Nations (status, non-status, treaty, non-treaty) | <input type="checkbox"/> Métis                |
|   | <input type="checkbox"/> Prefer not to answer |

**People often describe themselves by their race or racial background. For example, some people consider themselves "Black", "White" or "East Asian". Which race category best describes you?**

- |   |  |
|---|--|
| <input type="checkbox"/> Arab, Middle Eastern or West Asian | <input type="checkbox"/> White   |
| <input type="checkbox"/> Black                              | <input type="checkbox"/> More than one race category or mixed race, please describe: |
| <input type="checkbox"/> East Asian                         | <input type="checkbox"/> Not listed, please describe:                                |
| <input type="checkbox"/> First Nations, Inuit or Métis      |  |
| <input type="checkbox"/> Latin American                     |  |
| <input type="checkbox"/> South Asian or Indo-Caribbean      |  |
| <input type="checkbox"/> Southeast Asian                    | <input type="checkbox"/> Prefer not to answer  |

# A. Administrative Info

## Demographics (2/2)

**Have you ever served in the Canadian military or RCMP?**

- |  |   |
|--|---|
| <input type="checkbox"/> No  | <input type="checkbox"/> RCMP                       |
| <input type="checkbox"/> Canadian Military (Navy, Army or Air Force) | <input type="checkbox"/> Military outside of Canada |
| <input type="checkbox"/> Both Canadian Military and RCMP             | <input type="checkbox"/> Prefer not to answer       |

**Are you applying for refugee status in Canada?**

- |   |  |
|---|--|
| <input type="checkbox"/> No   | <input type="checkbox"/> Refugee: Claim has been approved                |
| <input type="checkbox"/> Refugee claimant: has not yet made a claim | <input type="checkbox"/> Other, please describe                          |
| <input type="checkbox"/> Refugee claimant: Claim is not in progress | <div style="border: 1px solid black; height: 40px; width: 300px;"></div> |
| <input type="checkbox"/> Refugee: Claim is in progress              | <input type="checkbox"/> Prefer not to answer                            |

# A. Administrative Info

## Contact Information

### Client Contact Information

Client Phone  
No.: \_\_\_\_\_

Email: \_\_\_\_\_

**Alternative / emergency contact (e.g. another household member, friend or family member, staff at a regularly attended program, etc.).**

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Phone No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Please share any details about the best way to contact you to follow up about housing, supports, or other services we are discussing.**

# A. Administrative Info

## Household Information

### Household Questions

**Are you looking for housing for yourself, or do you plan to live with others?**

- ☐ Individual
- ☐ Household

**If "Household," do you have children or other dependents that you are planning to live with?**

- ☐ Yes, dependents who are currently in my care
- ☐ Yes, with dependents I plan to have in my care again
- ☐ No dependents

# A. Administrative Info

## Household Information

If "Household," please list all household members in addition to the Head of Household named above:

Name	Date of Birth	Contact information	Separate Supports Assessment completed?
			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable, household member is younger than 16
			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable, household member is younger than 16
			<input type="checkbox"/> Yes <input type="checkbox"/> Not <input type="checkbox"/> Not applicable, household member is younger than 16
			<input type="checkbox"/> Yes <input type="checkbox"/> Not <input type="checkbox"/> Not applicable, household member is younger than 16

# A. Administrative Info

## Accessibility Requirements

### Accessibility Requirements

**Do you or any other household members have any accessibility requirements that may affect the type of unit or building you may move into?**

☐ No

☐ Yes:

☐ Cannot do stairs

☐ Uses a wheelchair or scooter

☐ Has a service animal or emotional support animal

☐ Has a pet

☐ Other accessibility requirement, please specify:

# A. Administrative Info

## Accessibility Requirements

**If yes to any of the above, can you please specify which of the following unit modifications would be helpful to you or your household members? (Please select all that apply.)**

- |   |   |
|---|---|
| <input type="checkbox"/> Grab bars / rails                  | <input type="checkbox"/> Hard floors (no carpet)                |
| <input type="checkbox"/> Ramps to enter building            | <input type="checkbox"/> Automatic doors                        |
| <input type="checkbox"/> Lower counters, cabinets, stovetop | <input type="checkbox"/> Elevator access to unit, laundry, etc. |
| <input type="checkbox"/> Wider hallways and entryways       | <input type="checkbox"/> Other, please specify                  |
| <input type="checkbox"/> Walk-in shower with bench          |   |
| <input type="checkbox"/> Roll-in shower                     |   |
| <input type="checkbox"/> Higher toilet with grab bar        |   |

## A. Administrative Info

### Why do we ask for this information?

- Ensure we have a way to **contact** both the assessor and the service user
- Confirm the household's **eligibility** (e.g. gender, age, demographics)
- Confirm **unit type** needed (e.g. accessibility, household size)
- Monitor if housing outcomes are meeting the **equity-based targets** set in the prioritization policy

# B. Housing History



## B. Housing History

**Our priority in working with you is to connect you with housing. Other than housing, what are your top priorities / goals that I may be able to assist you with?**

- 

- 

-

# B. Housing History

Please tell me a bit about what's been going on over the past few years. How long have you been experiencing homelessness? Have you been staying in shelters? Sleeping outside? Staying with friends? Have you spent time incarcerated or in hospitals? We ask about the last few years so we can understand what's been going on and how we can best support you to maintain your housing in the future. |

Please start with where you were staying last night, and we can work backwards from there.

Dates		Location		Notes
From	To	Description	Type of location	Reason for leaving?
			<input type="checkbox"/> Shelter <input type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	
			<input type="checkbox"/> Shelter <input type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	
			<input type="checkbox"/> Shelter <input type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	
			<input type="checkbox"/> Shelter <input type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	

*\* Please add additional rows as needed (if MS Word) or attach a separate document (if PDF).*

# B. Housing History

## Sample

Dates		Location		Notes
From	To	Description	Type of location	Reason for leaving?
October 2021	Present	NCFS Eagle's Nest youth transitional shelter	<input checked="" type="checkbox"/> Shelter <input type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	
May 2021	October 2021	Encampment in the Don Valley	<input type="checkbox"/> Shelter <input checked="" type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	JT left the encampment for shelter when the weather got cold. Boyfriend still there.
January 2021	May 2021	IPV/VAW shelter in Ajax	<input checked="" type="checkbox"/> Shelter <input type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	JT returned to boyfriend and moved to encampment in TO.
February 2020	January 2021	Couch-surfing with various friends and family in Ajax, Hamilton, & Toronto	<input type="checkbox"/> Shelter <input type="checkbox"/> Outside <input type="checkbox"/> Permanent housing <input checked="" type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	JT left boyfriend to go to an intimate partner violence shelter.
January 2018	February 2020	Lived in an apartment in Ajax with her boyfriend	<input type="checkbox"/> Shelter <input type="checkbox"/> Outside <input checked="" type="checkbox"/> Permanent housing <input type="checkbox"/> Temporary housing <input type="checkbox"/> Health facility <input type="checkbox"/> Correctional facility	CAS involvement due to violence from boyfriend. Daughter moved in with JT's mother. JT & boyfriend started couchsurfing.

# B. Housing History

## Narrative information

**Narrative information and details:**

## B. Housing History

### Narrative information

**When you think about moving to your next home, are there people or places you would like to avoid? What is most important to you in moving to your next home?**

## B. Housing History

### Narrative information

Please tell me a bit more about your past experiences with housing. What has worked for you? What has not worked so well?

## B. Housing History

### Why do we ask for this information?

- Understand the person's experiences with housing and put the support needs in context
- Confirm eligibility based on defined criteria
- Gain insight into previous housing instability and eviction to support service and resource planning

# C. Menu of Services



# C. Menu of Services

## Introduction

### C. Follow-up Supports & Supportive Housing Menu of Services

I am going to go over some of the areas where help could be provided by a Follow-Up Support Worker or a Supportive Housing Provider.<sup>1</sup> Please note:

- In some cases, the worker may be able to support you directly.
- In other cases, the worker may assist you to connect with another service or program. In these cases, there may sometimes be a waiting period before you may be able to access a particular service.

Please let me know which supports you would find helpful and I will check them off. When you are connected with the Follow-Up Support Worker or Supportive Housing Provider, they will review these with you to confirm and learn more details.

# C. Menu of Services

## Overview

1. Housing Supports
2. Finances, Education and Employment
3. Social and Community Supports
4. Communication and Organization
5. Legal and Immigration
6. Health and Wellness
7. Substance Use
8. Activities of Daily Living
9. Safety and Housing Stability

## C. Menu of Services

### Why do we ask for this information?

- Provide clients an opportunity to identify the types of services they would want to connect with
- Support informing the development of clear goals

# Note

**Be conversational and friendly.  
You don't need to read the  
words exactly as written.**

# C. Menu of Services

## Housing Supports

### Housing Supports

**Would you like support with:**

- ☐ Talking through problems with household members or neighbours (when/if they arise)
- ☐ Talking through problems with the landlord (when/if they arise)
- ☐ Understanding more about your rights and responsibilities as a tenant and the rights and responsibilities of your landlord and neighbours
- ☐ Arranging or revising an arrears repayment plan
- ☐ Protecting yourself from people who may try to use your home as their own place (unit takeover)
- ☐ Other, please specify:

- ☐ No supports needed in this area

**Please provide details on the specific types of supports requested, and on specific types of needs in this area.**

# C. Menu of Services

## Finances, Education and Employment

### Finances, Education, & Employment

#### Would you like support with:

- ☐ Budgeting or planning for expenses to ensure you have enough to last you through the month
- ☐ Accessing income supports (e.g. OW, ODSP, Developmental Services Passport Program, GIS, CCSY, CPP, CPP-Disability, CTB, supports to meet developmental needs of child, etc.)
- ☐ Connecting to employment supports (e.g. finding employment, accessing training programs, financial assistance for training / certifications, etc.)
- ☐ Accessing a work permit or Canadian work experience
- ☐ Connecting to volunteer opportunities
- ☐ Connecting to education options and supports
- ☐ Trusteeship services (e.g. a trustee can handle the regular payments for rent, utilities and debt servicing and assist with budgeting and saving)
- ☐ Planning for repayment of formal or informal debt (e.g. student loan, credit card, payday loan, friend or family member)
- ☐ Other, please specify:

- ☐ No supports needed in this area

**Please provide details on the specific types of supports requested, and on specific types of needs in this area.**

# C. Menu of Services

## Social and Community Supports

### Social and Community Supports

**Would you like support with:**

- ☐ Learning about the types of services available in your neighbourhood ("community mapping")
- ☐ Connecting to local food banks or drop-in meal programs
- ☐ Connecting to social, religious or cultural community groups
- ☐ Connecting to Indigenous cultural supports
- ☐ Connecting to social and recreational activities
- ☐ Reconnecting to friends, family members, or children
- ☐ Regaining custody of children
- ☐ Establishing visitation with children
- ☐ Conflict resolution
- ☐ Other, please specify:

- ☐ No supports needed in this area

**Please provide details on the specific types of supports requested, and on specific types of needs in this area.**

# C. Menu of Services

## Communication & Organization

### Communication & Organization

**Would you like support with:**

- ☐ Translation and interpretation
- ☐ Language skills development (e.g. English language classes, language assessment centre)
- ☐ Managing tasks (e.g. paying bills, making appointments, following through on plans)
- ☐ Accompaniment to appointments or services
- ☐ Reading, writing or completing paperwork
- ☐ Other, please specify:

- ☐ No supports needed in this area

**Please provide details on the specific types of supports requested, and on specific types of needs in this area? If the person is not comfortable speaking English, please specify which language(s) they are fluent in.**

# C. Menu of Services

## Legal and Immigration

### Legal & Immigration

**Would you like support with:**

- ☐ Sorting out immigration status or visa challenges
- ☐ Accessing newcomer settlement services
- ☐ Accessing a lawyer or legal services
- ☐ Resolving outstanding charges, warrants, tickets or other legal issues
- ☐ Checking in with a parole officer or probation officer
- ☐ Reporting a case to police or filing a restraining order
- ☐ Applying for a pardon or record suspension
- ☐ Assistance filing a complaint with the Office of the Independent Police Review Director (OIPRD)
- ☐ Other, please specify:

- ☐ No supports needed in this area

**Please provide details on the specific types of supports requested, and on specific types of needs in this area.**

# C. Menu of Services

## Health and Wellness (1/2)

### Health & Wellness

**Would you like support with:**

- ☐ Mental health (e.g. depression, anxiety, schizophrenia, bipolar disorder, PTSD), please specify:

- ☐ Accessing counselling services

- ☐ Cognitive health (e.g. acquired brain injury, learning disability, developmental disability, dementia), please specify:

- ☐ Physical health; please specify:

- ☐ Accessing a family doctor

- ☐ Accessing specialized health services (e.g. diabetes, HIV/AIDS, foot health, dentistry, physiotherapy, etc.), please specify:

- ☐ Getting a formal diagnosis

# C. Menu of Services

## Health and Wellness (2/2)

### Health & Wellness

**Would you like support with:**

- ☐ Spiritual health (e.g. connecting to faith groups and/or cultural or religious healing ceremonies and supports), please specify:

- ☐ Accessing or using traditional Indigenous medicines (e.g. sage, sweetgrass, cedar, tobacco)

- ☐ Other, please specify:

- ☐ No supports needed in this area

**Do you have a formal diagnosis for any of the items identified above?**

- ☐ Yes, please specify:

- ☐ No

**Please provide details on the specific types of supports requested, and on specific types of needs in this area.**

# C. Menu of Services

## Substance Use (1/2)

### Substance Use

**Would you like support with:**

- ☐ Harm reduction for opioid use (e.g. needle exchange programs, distribution of Naloxone kits, safe supply, drug checking, safe consumption services, overdose prevention, etc.)
- ☐ Harm reduction for alcohol use (e.g. support to reduce consumption of non-beverage alcohol, support to plan for safer consumption, etc.)
- ☐ Harm reduction for other types of drugs (e.g. drug checking, safe supply, safe consumption services, etc.)
- ☐ Accessing detox and treatment programs
- ☐ Accessing detox and treatment programs
- ☐ Accessing cultural or religious healing practices
- ☐ Accessing methadone, suboxone, or other medications
- ☐ Accessing relapse prevention or recovery supports
- ☐ Accessing counselling
- ☐ Accessing group support programs (either abstinence-based or not)
- ☐ Connecting to peer support (social and emotional support and mentoring provided by a person with lived experience)
- ☐ Other, please specify:

- ☐ No supports needed in this area

# C. Menu of Services

## Substance Use (2/2)

### Substance Use

If yes to any of the above, what substance(s) do you regularly use?

If yes to opioid use, are you currently using prescribed methadone or suboxone?

☐ Yes

☐ No

Please provide details on the specific types of supports requested, and on specific types of needs in this area.

# C. Menu of Services

## Activities of Daily Living (1/2)

### Activities of Daily Living

Would you like support with:

Activities of Daily Living	Ongoing support to do the task	Time-limited support to develop the skill	No support needed
Using public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doing laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparing and cooking meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathing/hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting dressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance managing medications (e.g. reminders to take medications, refill prescriptions, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organizing belongings or downsizing (history of collecting behaviour)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# C. Menu of Services

## Activities of Daily Living (2/2)

### Activities of Daily Living

Please provide details on the specific types of supports requested, and on specific types of needs in this area.

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# C. Menu of Services

## Safety and Housing Stability (1/3)

### Safety and Housing Stability

I'm going to ask you some sensitive questions. I am asking you these so that we are aware of any issues you may be facing and we can put supports in place to protect your wellbeing and safety.

**Has your housing ever been at risk, or have you ever lost your home, due to...**

Relationships with a partner, family members, or friends?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Relationships with neighbours?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Unwanted guests in your home or people using your home without your permission?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
---	------------------------------	-----------------------------

Challenges related to mental health?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
--------------------------------------	------------------------------	-----------------------------

Challenges related to alcohol or substance use?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
---	------------------------------	-----------------------------

Having too many items in your home?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
-------------------------------------	------------------------------	-----------------------------

Fire or flooding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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# C. Menu of Services

## Safety and Housing Stability (2/3)

### Safety and Housing Stability

I'm going to ask you some sensitive questions. I am asking you these so that we are aware of any issues you may be facing and we can put supports in place to protect your wellbeing and safety.

**Is there someone in your life who has been threatening you or who you are worried may hurt you?**

☐ Yes      ☐ No

**Have you ever hurt yourself on purpose or do you ever think about hurting yourself?**

☐ Yes      ☐ No

**Do you currently have thoughts of suicide?**

☐ Yes      ☐ No

**If yes, do you have a plan to kill yourself?**

☐ Yes      ☐ No

**Have you ever attempted suicide in the past?**

☐ Yes      ☐ No

**Have you experienced an overdose in the last year?**

☐ Yes      ☐ No

# C. Menu of Services

## Safety and Housing Stability (3/3)

### Safety and Housing Stability

I'm going to ask you some sensitive questions. I am asking you these so that we are aware of any issues you may be facing and we can put supports in place to protect your wellbeing and safety.

**If you use substances, do you normally use alone or together with others?**

- ☐ Normally alone
- ☐ Normally with friends or acquaintances
- ☐ Normally at a supervised consumption site
- ☐ Sometimes alone, sometimes with others
- ☐ Not applicable

**Please provide details on the specific types of supports requested, and on specific types of needs in this area.**

**If yes to any of the above questions on safety, please let me know what I and [Agency Name] can do to help keep you safe?**

# **\*\* Safety Plan \*\***



# Safety Plan

- If the person answers “yes” to any of the safety risk questions, complete a **Safety Plan** with them
- A Safety Plan is a separate document whose purpose is to ensure the person has the resources and support they need to stay safe in the moment

# D. Existing Supports



# D. Existing Supports

## D. Existing Supports

Please tell me a bit about the supports you have in your life. These could be family, friends, Elders, social workers, occupational therapists, doctors, health workers, trustees, guardians, peer support workers, or other individuals. It could be a drop-in, cultural centre, community group, faith organization, or other group.

This information will help us better understand the kinds of support you already have in place, and where a Follow-Up Support Worker or Supportive Housing Provider may be able to fill in the gaps.

Name & Role	Organization	What type of support is provided and how often?

*\* Please add more rows as needed (if Word) or attach a separate document (if PDF).*

# D. Existing Supports

## Why do we ask for this information?

- Understand the person's support network and how those supports do or do not serve the client
- To identify what services are most needed from a follow-up worker to fill the gaps
- To provide a starting point for the follow-up worker when identifying appropriate referrals or additional supports for the person to build on what is already there

# E. Summary & Priorities



# E. Summary & Priorities

## E. Summary & Priorities

**Is there anything we missed or anything else you are looking for support with?**

**Now that we have reviewed supports in a range of service areas, has anything shifted in what you view as your priorities or goals?**

## E. Summary & Priorities

### Why do we ask for this information?

- To understand from the client's perspective what they have taken away from the process of reviewing their housing history, requested supports, and existing supports – what is coming out as most important to them?
- To provide a starting point for support providers

# F. Levels of Support



# F. Levels of Support

## Frequency

### F. Levels of Support

For each of the sections we just covered, please think about how frequently you may find yourself looking for support in a given week.

Support Area	0-1 times per week	2-3 times per week	4-5 times per week	6+ times / week
Housing supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finances, education & employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social & community supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication & organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal & immigration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health & wellness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities of daily living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staying safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# F. Levels of Support

## Logistics and details

**When do you find yourself looking for support? (Select all that apply.)**

- ☐ Usually during the day
- ☐ Usually during the evening
- ☐ Usually at night
- ☐ Usually during the week
- ☐ Usually on weekends

**Supports are provided in a range of ways. Which would you prefer as the most frequent mode of contact? (Select all that apply.)**

- ☐ Phone
- ☐ Email
- ☐ Text
- ☐ In-person
- ☐ Other, please specify:

**Please provide further details about the support needs indicated above. Please also explain why the specific support need level was chosen.**

## F. Levels of Support

### Why do we ask for this information?

- To understand what the client is looking for in terms of frequency of follow-up supports in various areas of their life
- To understand a client's preferences for ways of receiving supports (e.g. times of day, methods of contact)

# Ending the Session

- **Check in** to see how the person is feeling
- **Validate** their emotions, help them process them, and help to frame the experience in a positive light
- **Show appreciation** for the person's time, effort and openness
- Ensure the person has a **Safety Plan** in place if needed
- Offer **a copy of the Supports Assessment** if they would like one

# Ending the Session

- **Provide clear information** about next steps, including options and timelines
- Connect the person with **resources** as needed
- It's important to take **solid action** after the assessment – the person should feel like they are receiving something in return
- Ensure the person knows **how to contact you** to follow up and ask questions about how the process is moving forward

# For more information on Toronto's Coordinated Access System

Previous CAEH Webinars – PDF slides and recordings online:

<https://training.caeh.ca/upcoming-webinars/webinar-archive/>

- April 12, 2022: Toronto: PATHS Prioritization Policy
- March 23, 2022: Toronto: Using Data to Reduce Returns to Homelessness
- February 15, 2022: Toronto: Rapid Re-housing Initiative

<https://conference.caeh.ca/about-the-conference/media-archive/2021-conference-presentations/>

- November 3, 2021: Doing Things Differently: Centring Relationships in Assessment



# Questions?



# References

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- **City of Toronto**

- Land Acknowledgement: <https://www.toronto.ca/city-government/accessibility-human-rights/indigenous-affairs-office/land-acknowledgement/>
- African Ancestral Acknowledgement: <https://www.toronto.ca/community-people/get-involved/community/confronting-anti-black-racism/>
- Meeting in the Middle Strategy and Action Plan: <https://www.toronto.ca/wp-content/uploads/2018/09/8eeb-SSHA-Meeting-in-the-Middle.pdf>
- Protocols and Practices for Meaningful Engagement with Indigenous Partners and Communities: [www.toronto.ca/housingresearch](http://www.toronto.ca/housingresearch)
- Toronto Action Plan to Confront Anti-Black Racism: <https://www.toronto.ca/community-people/get-involved/community/confronting-anti-black-racism/>
- Street Needs Assessment: <https://www.toronto.ca/community-people/community-partners/street-needs-assessment/>
- Further resources: [www.toronto.ca/housingresearch](http://www.toronto.ca/housingresearch)

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- **Indigenous Approaches to Common Assessment Tools**


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- Curtis, Matt, Brandi Awad and Dana Heatherly. 2019. Ottawa's Housing First strategy not working for homeless Indigenous people. *Capital Current*.  
<https://capitalcurrent.ca/indigenous-homeless-ottawa-failed-housing-first/>
- Distasio, Jino, Sarah Zell, Scott McCullough, and Betty Edel. 2019. *Localized Approaches to Ending Homelessness: Indigenizing Housing First*. Winnipeg: Institute of Urban Studies.  
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<https://indigenoushomelessnesscircle.home.blog/2021/06/16/assessment-tool-project/>



# Questions & Discussion

# Thank You

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