

Coordinated Intake and Referral (CIR) Evaluation Reporting

Homelessness Action Advisory Committee, City of Abbotsford

July 19, 2018

CIR Background

- Design/conceptualization was done over a period through stakeholder participation – research/design collaborative
- Community based collaborative process
- Beneficial promise of CIR was validated by community stakeholders
- Formation of Inter-agency Care Team (City of Abbotsford and Fraser Health Joint Initiative with support from BC Housing)
- Signing of Memorandum of Understanding by 5 participating agencies
- Implementation of pilot – September 2017

Signatories to Memorandum of Understanding (MOU)

In Alphabetical Order:

- Abbotsford City
- Abbotsford Community Services
- Cyrus Centre
- Lookout Housing and Health Society
- Positive Living Fraser Valley
- Ravens' Moon Resources Society
- Salvation Army, Abbotsford
- SARA for Women

Principles and values undergirding CIR

- Housing First
- Community collaboration
- Shared outcomes
- Client confidentiality
- Respecting mandate of participating agencies
- Client choice (voluntary participation)

Evaluation Components

- Follow-up homelessness survey in 2018
- Analysis of data records of CIR team
- Qualitative interviews with staff from MOU signatories
- Qualitative interviews with CIR participating clients

Evaluation Process to date

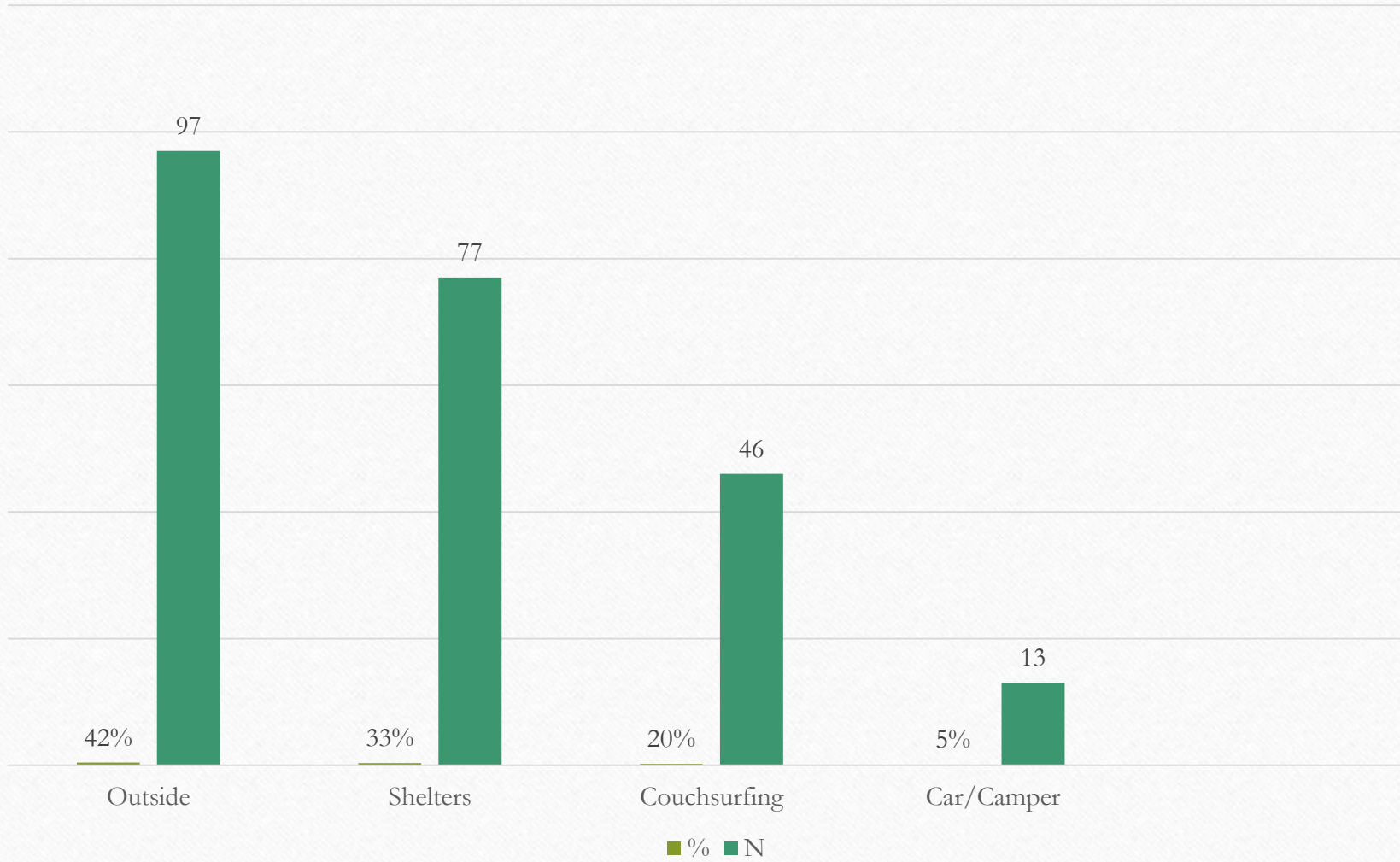
- Completed the 2018 Abbotsford Point In Time (PiT) Homelessness Survey
- Completed first round interviews with representatives of CIR participating agencies
- Analysis of 2018 PiT Homelessness Survey
- Interviewed participating client
- Interviewed Inter-agency care team staff
- Attended Integrated Outreach meeting
- Analysis of CIR Coordinator Report up to June 30, 2018

Room for Improvement (From April Reporting)

- Criteria and mandate for both ACT Team and IACT to be revisited as people still fall through the cracks.
- IACT not available on weekends
- Expand IACT
- Achieving housing outcomes have been relatively low
- Still difficult to get into treatment - now easier to detox but treatment still a challenge
- Clients not following through

Summary CIR Data and PiT Survey

2018 PiT Survey interviewed 233 people

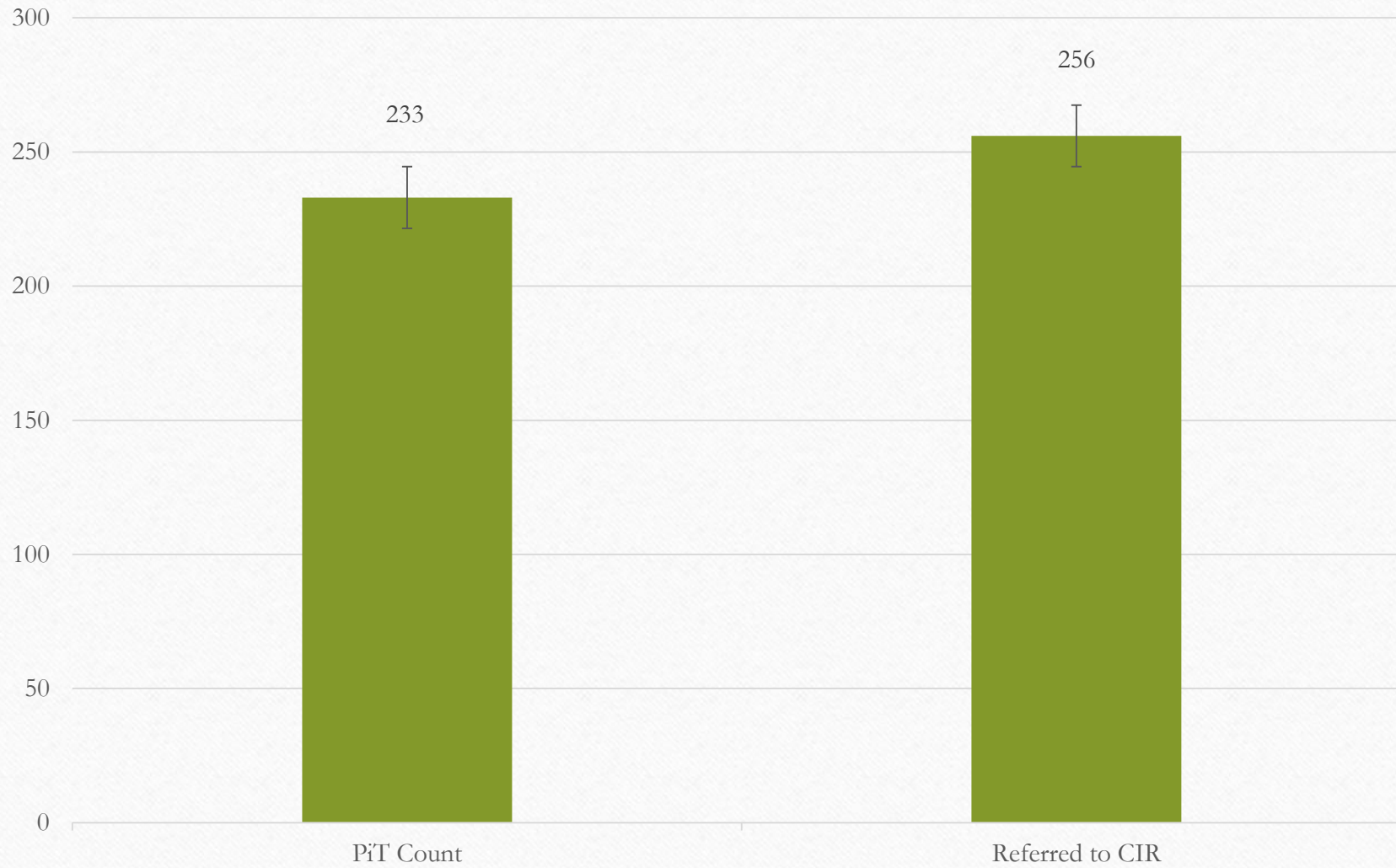


of People Referred to CIR

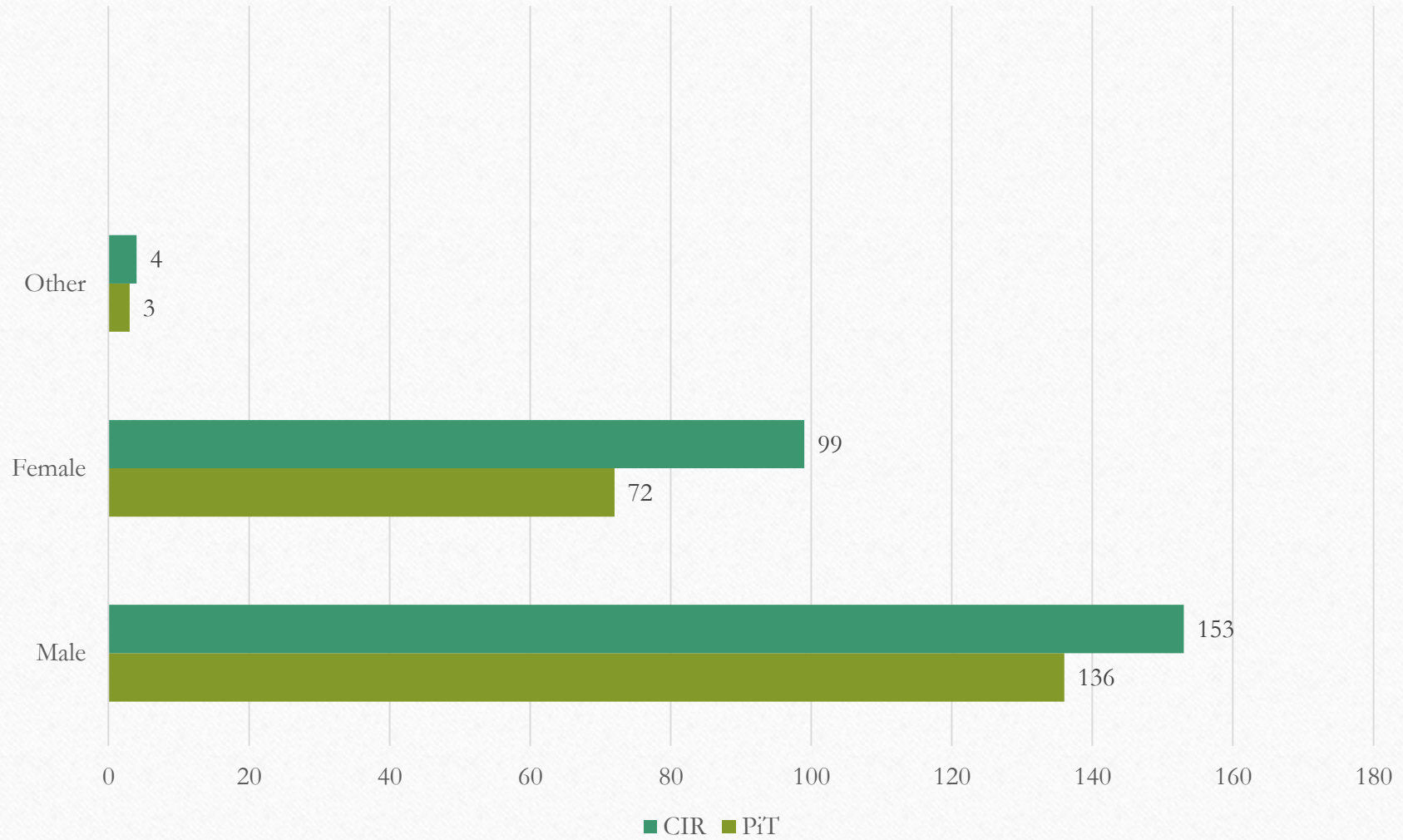
August 25, 2017 – June 30, 2018

256

2018 PiT Count and Referrals to CIR

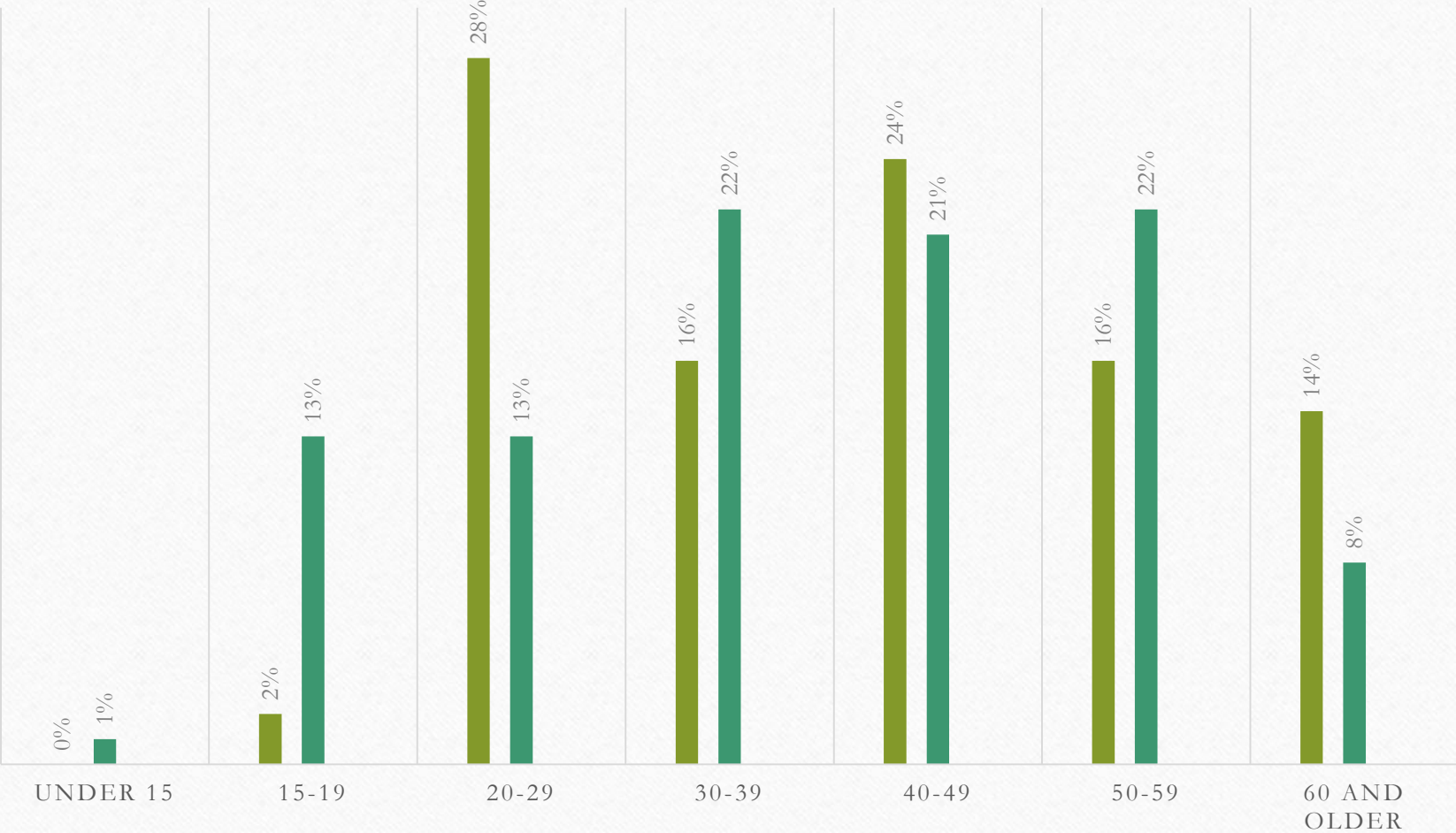


Gender: 2018 PiT compared to Referrals to CIR



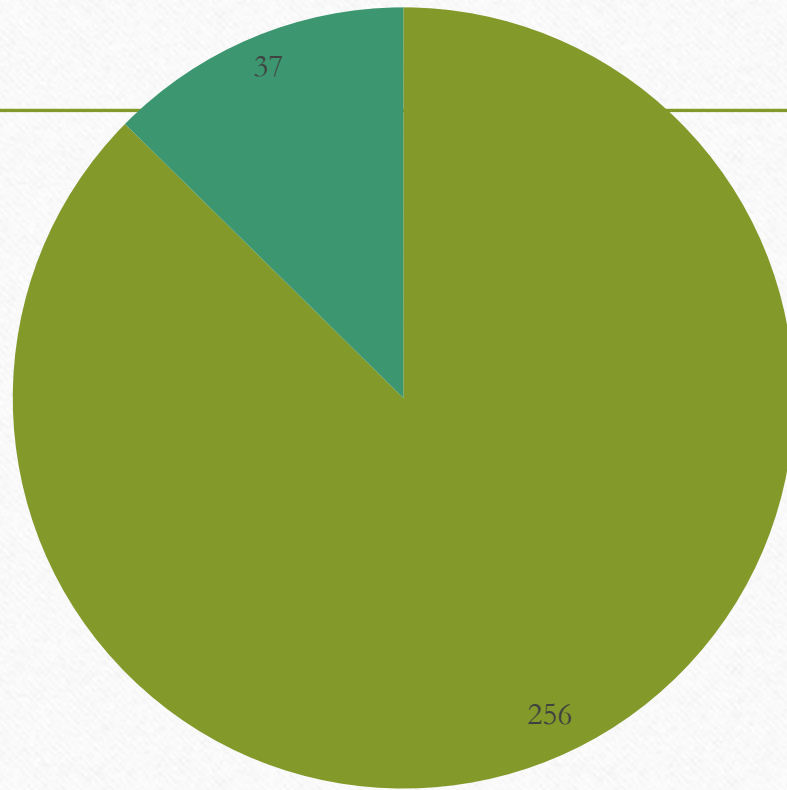
AGE DISTRIBUTION – 2017/2018

■ CIR Accepted ■ 2018

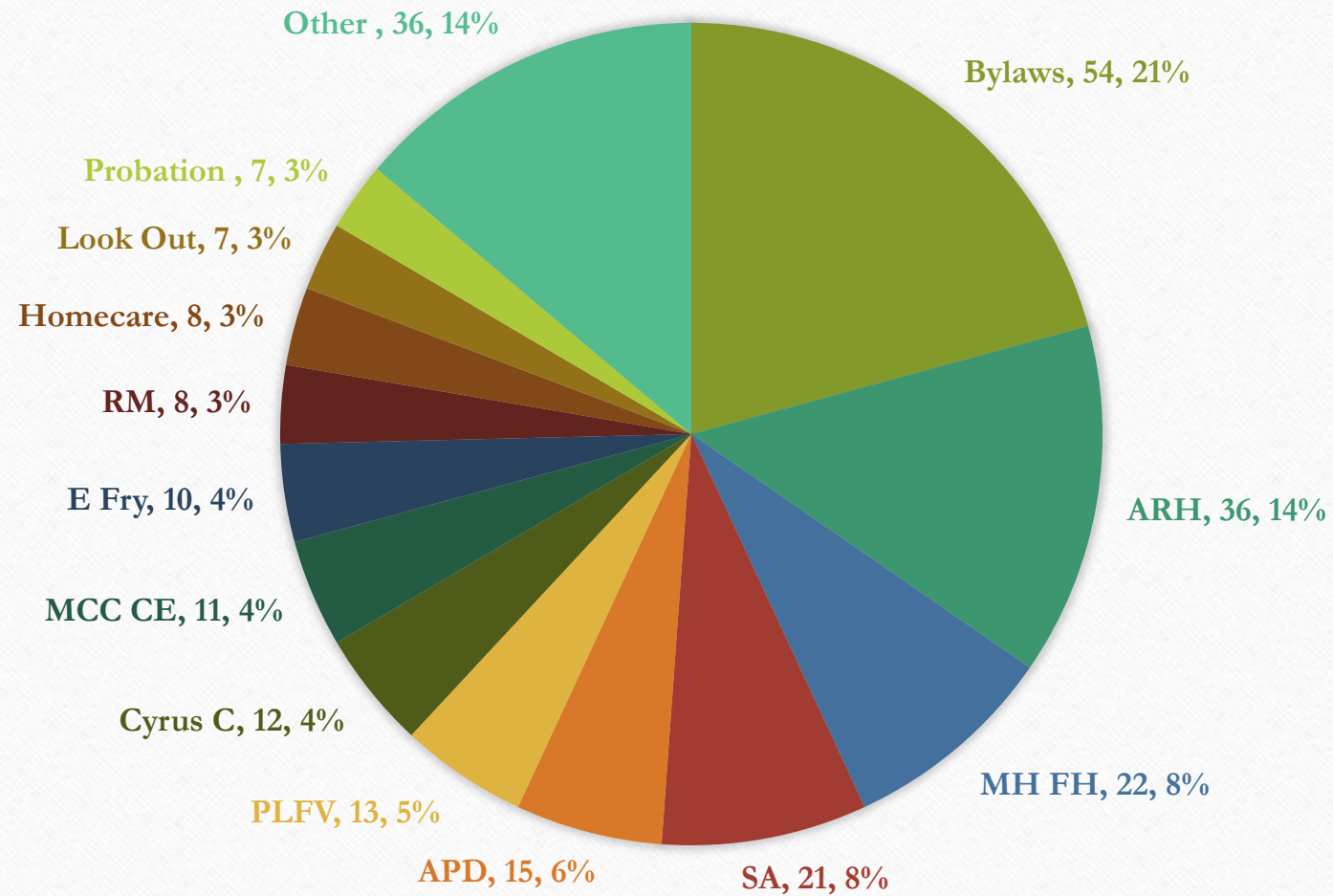


CIR Referred and Accepted

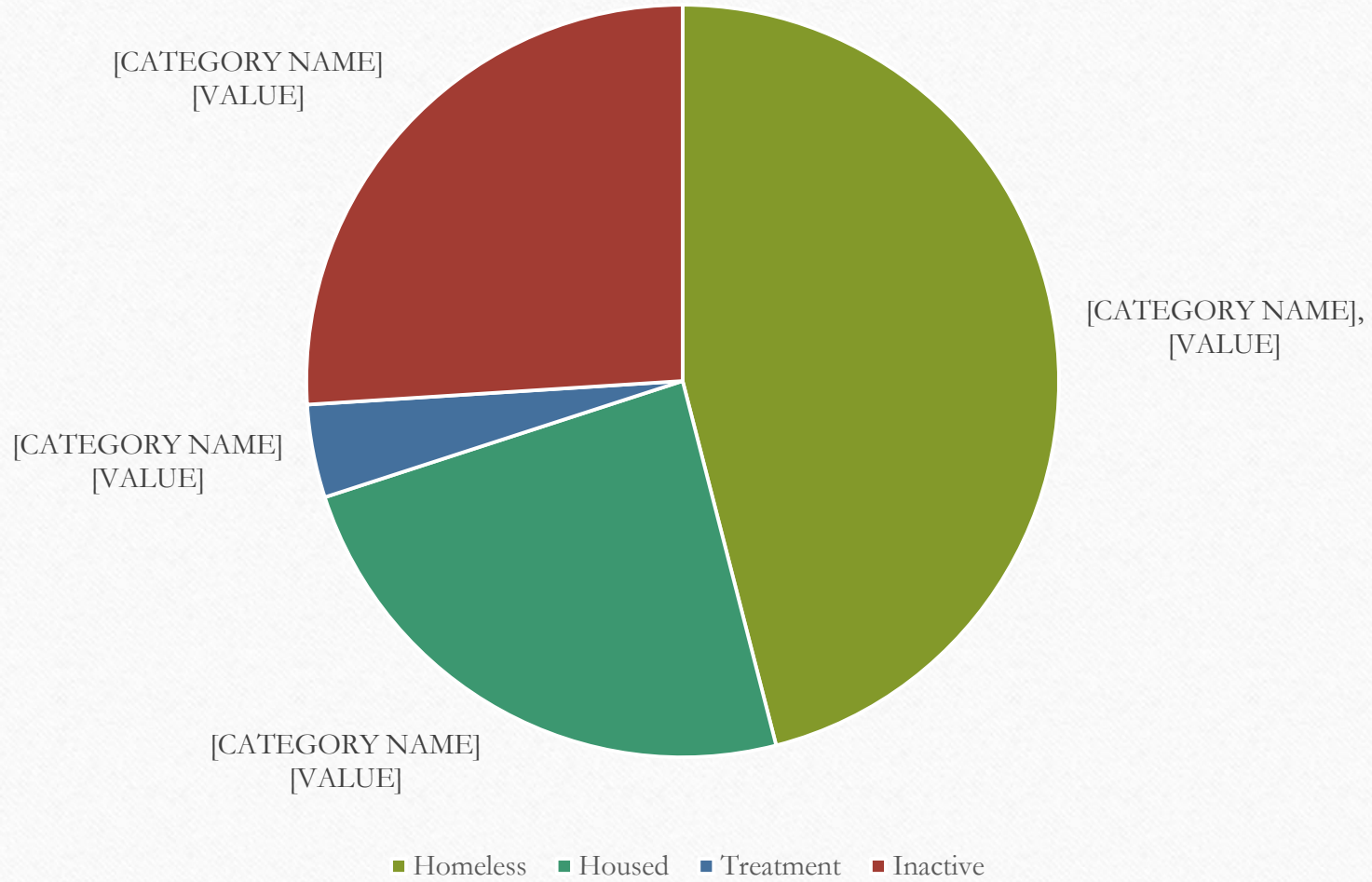
■ Referred ■ Accepted



REFERRAL SOURCE



Housing Status of Accepted Participants

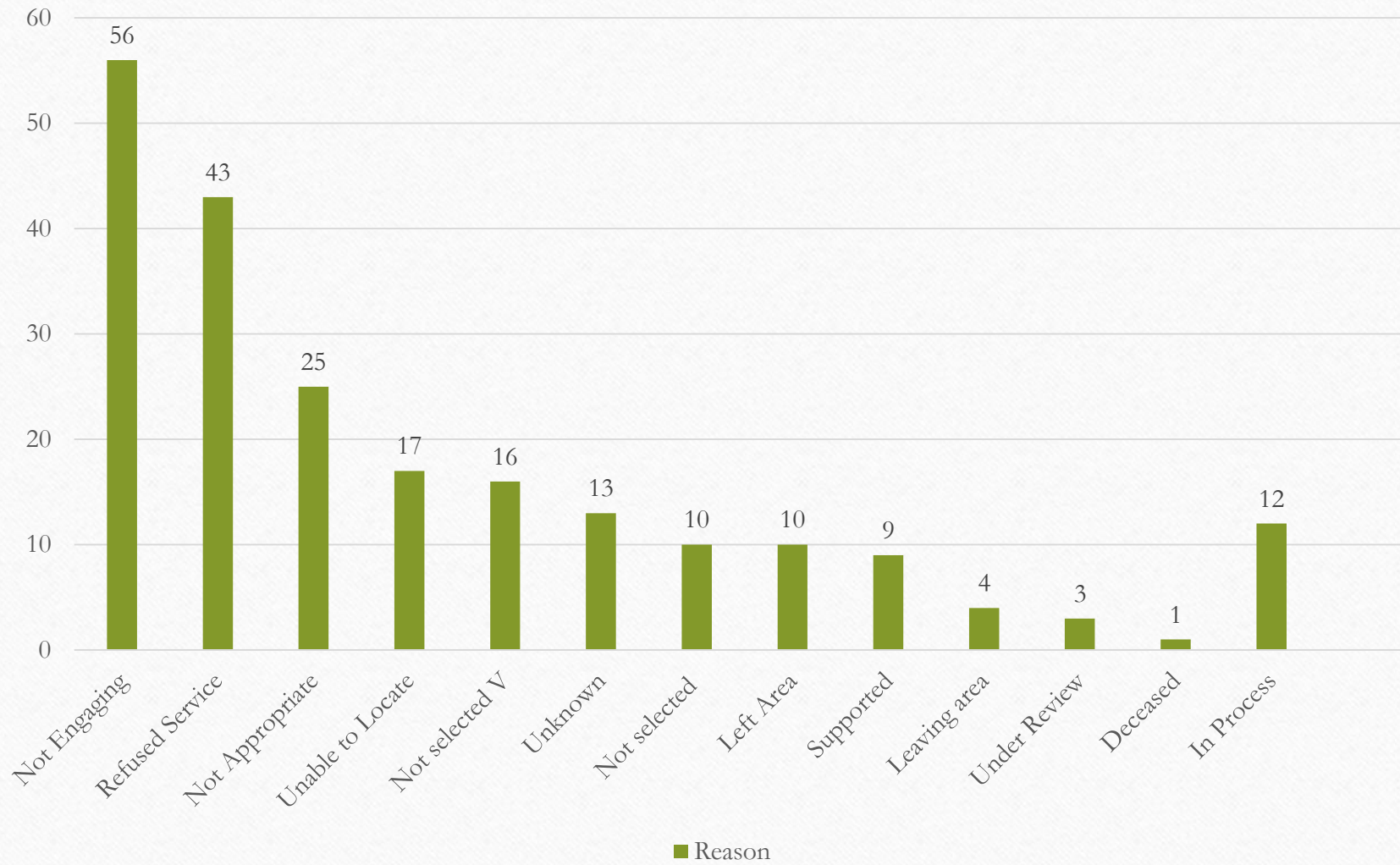


Participation Status of Participants	# of Participants
File Closed (ACT)	1
Inactive (Not engaging)	13
Passive (Temporarily unavailable)	4
Active (Engaged in program)	19
Total	37

VAT STATUS	# of PARTICIPANTS
Completed	13
Unavailable	11
Refused	3
Received VAT from other source	4
In process or not interested	6
Total	37

Lead Organization (Signed Participants)	# of Participants
Ravens' Moon	8
Salvation Army	3
Look Out	3
Hearthstone	3
Mental Health (Fraser Health)	2
Cyrus Centre	2
Warm Zone	1
Firth Residence (E Fry)	1
None	14
Total	37

Reason for not Accepting



Repeat and New Themes

- After hours availability of IACT
- Increase IACT Capacity
- Need for peer support
- Direct access to Psychiatrist
- Maintaining current level if not increasing access to medical Doctor(s) at Salvation Army
- Participation of “Income Assistance”, Fraser Health and Probation in CIR is needed. (Add as MOU signatories)

Repeat and New Themes (Conti...)

- Impact of rent evictions (low rental vacancy rate) on seniors, people with disability and low or single income families
- New people continue to arrive
- Impact/effect of violent behaviour observed
- Voluntary choice of people to participate in CIR (No mandating)

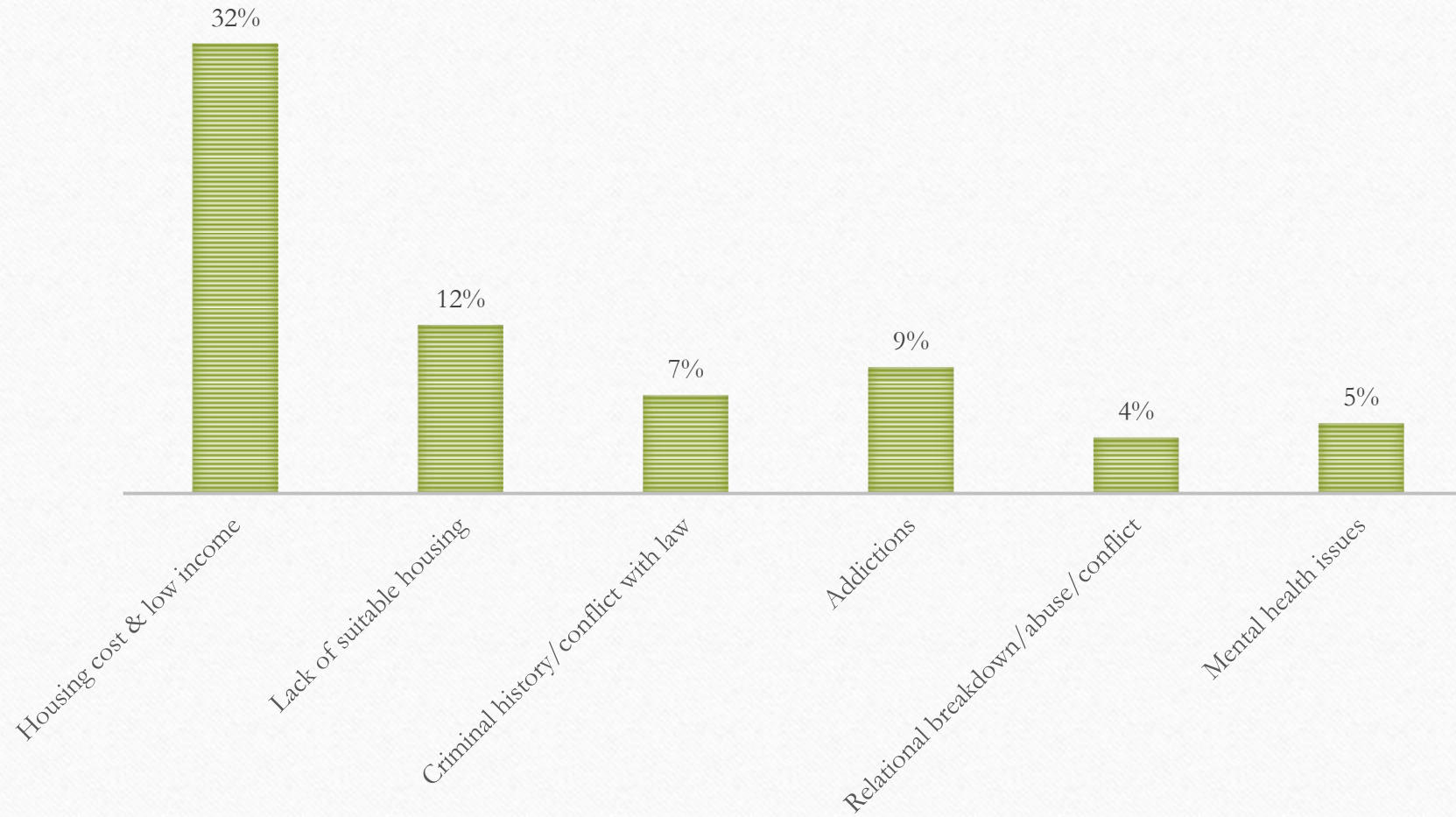
Still to be done

- By September 20, 2018:
 - Further analysis of Abbotsford 2018 PiT survey and CIR data
 - Follow-up interviews with staff from participating agencies
 - Interviews with CIR participants
 - Complete and present final evaluation report for full 12-month CIR pilot on outcomes, shared learnings, and recommendations for improved collaboration and system linkages

Reference Slides

OBSTACLES TO HOUSING: 2018 PIT

■ 2018



HEALTH ISSUES – 2018 PIT

