

Appendix B

Triage Guideline – Family Adaptive Case Management

1. Agency must have an Adaptive Case Management (ACM) Program Funding Agreement with Calgary Homeless Foundation to accept Family Adaptive Case Management placements.
2. Programs accepting Adaptive Case Management referrals must have capacity to immediately service and house families being referred.
3. A client-centered approach will be taken with respect to referrals. Families will have a voice with respect to service provision and housing with the goal of maintaining established supports and relationships. Both the client voice and program perspective will be considered for placements.
4. Triage priority will be given to families based on the following priorities:
 - a. Vulnerability
 - b. Chronicity of homelessness
 - c. Multiple episodes of homelessness within the last three years
 - d. Current Shelter stay
 - e. Historical Shelter stays
 - f. History of Domestic/Family Violence, Abuse or Trauma
5. It is encouraged that all families in shelter spaces have a FSPDAT (Full Assessment) completed. In rare cases, if families do not have a Full Assessment completed, an ROI will be required for placement. For families without a Full Assessment completed upon intake, the accepting program will ensure a Full Assessment is completed (if agency does not have the capacity to complete Full Assessment, support will be provided by CAA and CHF) within the first week.
6. The referrals for ACM spaces will be made at regular Family Placement Committee meetings. Both Family Placement Committee members and programs with a completed ACM Program Funding Agreement will remain at the table for placement.
7. The Adaptive Case Management placement will continue each week until open spaces have been filled.