

COORDINATED ACCESS AND ASSESSMENT YOUTH PLACEMENT COMMITTEE TERMS OF REFERENCE

Background

Throughout 2012 and 2013 CHF engaged in a thorough community consultation plan regarding Coordinated Access and Assessment (CAA). This was done through regular System Planning Meetings, Advisory Committees, surveys and funding contracts. The community was vocal about participating in the placement of clients in their housing programs; it was clear agency input regarding placements needed to be respected.

As part of the community consultation, a CAA advisory team was formed to create the CAA model for Calgary. On June 2, 2013 community members participated in a strategic planning day. In order to respect the agency input regarding client program placements, the concept of Placement Committees was developed. The committees would allow for dialogue, discussion and placements to be made in a group rather than one agency making the decisions in silo.

Youth Placement Committee (YPC) Membership

Representation from each participating programs:

- Boys and Girls Clubs of Calgary
 - Calgary John Howard Society
 - McMan Youth, Family and Community Services Association
 - Woods Homes
 - Hull Child and Family Services
 - Alberta Health Services – Addictions
 - The Alex Youth Health Centre
 - Calgary Homeless Foundation
 - Guests as invited by the committee (Guests will not have voting power)
- One representative from each member agency is expected to attend the YPC meeting. The YPC membership should identify two staff from their respective programs for participation on the YPC to promote consistent attendance by a participant familiar with process and protocols.
 - If a member agency is unable to send a representative to the YPC meeting, the agency is required to give the YPC notice of non-attendance by emailing the co-chairs.
 - A guest(s) may be invited to the YPC meeting for collaboration and/or consultation on complicated referral matters. The guest will only be present for their specific contribution to the meeting to maintain appropriate privacy and protection of client information. The Housing Strategist who invites the guest is responsible to inform the Co-Chairs. If a guest is permitted by way of prior agreement of the YPC to participate in any way that they may be privy to any information, they will be required to sign a Confidentiality Agreement.

COORDINATED ACCESS AND ASSESSMENT YOUTH PLACEMENT COMMITTEE TERMS OF REFERENCE

Meetings

- The YPC will meet every Wednesday (weekly) at a designated location, which is currently the Boys & Girls Club from 9:30 am to 11:30 am.
- The Chairs will provide advanced notice in the event of a cancelled YPC meeting or any change of time or location.
- If attendance is not at all possible for one or several members (i.e. due to weather and road conditions), the meeting will continue without them. If programs have available spaces and are unable to attend, they may contact the Co-Chairs.

- Standard YPC Agenda
 - Introductions
 - Agency updates and tabling of any group discussion topics
 - Review of referrals
 - Transfer requests
 - Agencies announce openings
 - Placements
 - Discuss any tabled topics

- At minimum one meeting per month will have dedicated time to review the triage list for clients who have not recently been reviewed, this may be due to factors such as lower acuity scores, age or complexity. Even if there are no current housing placements available discussion will be had about any supports and/or diversion strategies that may assist the client while in homelessness. This will occur during the last meeting of the month; this meeting will begin with an expedited placement discussion to fill any available spots for that week, followed by the review of the list to determine any available supports for lower-acuity youth.
- The committee will continue to meet on an as needed basis in the event of a meeting with no available spaces. The YPC will use this time as a touch point to discuss re-housing issues, referrals, CAA process, system blockage, etc.
- The YPC will not address systemic issues leading Youth into homelessness. The YPC recognizes the pathways into homelessness are extensive and outside of the scope of this committee. The committee will only address placement of Youth into programs with available space based on triaging those with the highest vulnerability according to the CAA Terms of Reference.
- All case management activities within the housing programs are not within the scope of the YPC responsibilities.

COORDINATED ACCESS AND ASSESSMENT YOUTH PLACEMENT COMMITTEE TERMS OF REFERENCE

Responsibilities

This YPC will be Co-Chaired by the Youth CAA Intake Coordinator (Wood's Homes via the Coordinated Access Program contract), the second Co-Chair will be in the form of support from CHF's Youth System Planner.

Co-Chair Responsibility

- The Chairs will ensure that the YPC follows the process as defined in the CAA Policies and Standard Operating Procedures and YPC Terms of Reference
- The CHF System Planner will support the effective and full utilization of housing and client supports within the System of Care with the goal of maintaining a minimum of 95% program occupancy.
- The Chairs will facilitate and guide discussion relating to SPDAT reviews, program occupancy/availability and appropriate matches/referrals.
- The Chairs will be responsible to prepare the weekly triage spread sheet.
- All decisions regarding referrals and intakes will be tracked in HMIS. Padlocks will be opened the same day YPC meets.
- The Chairs will coordinate the invitation and attendance of all guests to the YPC.
- The Chairs will be the primary contact for the YPC and will distribute information relating to attendance, cancelled meetings, agenda changes, etc.
- The Chair will ensure that any pertinent information will be distributed to members unable to attend the meeting.

Membership Responsibilities

- The roles and responsibilities of each member are outlined in the CAA Policies and Standard Operating Procedures and YPC MOU.
- The Members will participate in good faith, with respect, integrity and ethically towards the common goal of ending homelessness.
- The Members will support the continual improvement of the YPC processes and CAA Policies and Standard Operating Procedures.

COORDINATED ACCESS AND ASSESSMENT YOUTH PLACEMENT COMMITTEE TERMS OF REFERENCE

CHF Staff Responsibilities

- Act as the liaison between the YPC and HMIS, entering all referrals, preparing the list (HMIS), opening padlocks and coordinating the administrative duties.
- Co-Chair the meetings to provide operational support.
- In conjunction with the Co-Chairs, CHF Staff will work to collect and disseminate data regarding the Youth Sector to systems and outside our system of care (health, justice, treatment centres) limited to the purpose of enhancing systems collaboration that will enhance service provision to the Youth.
- Support the effective and full utilization of housing and client supports within the System of Care with the goal of maintaining a minimum of 95% program occupancy.

Governance & Reporting

The YPC decision process is based on consensus. If consensus cannot be reached between the members, a majority vote will determine the decision. In the event of a majority vote, each member agency regardless of program representation will have a single vote. If majority vote does not resolve the impasse, a second vote will be completed. The Chairs will be excluded from the second voting process.

- Each YPC member reports back to their respective organization. It is the responsibility of YPC members to keep their respective organizations informed about the CAA and YPC.
- CHF representative will report significant observations to CHF and act as a liaison with CHF.
- It is the responsibility of YPC members to keep the YPC up to date regarding their program /agency.
- Member agencies and CHF will support the work of the YPC as needed or requested by the committee.

COORDINATED ACCESS AND ASSESSMENT YOUTH PLACEMENT COMMITTEE TERMS OF REFERENCE

Triage and Program Matching

In ideal conditions, the focus of the committee will be to refer the most acute and vulnerable clients to programs with open spaces in the system of care that are best suited to meet clients' needs. Initial triage of acuity will be indicated by the SPDAT score.

- Acuity is the primary focus but it is recognized that there are vulnerability factors that require consideration as part of the triage process such as; young clients and extenuating safety risk. It will be at the consensus of the YPC if the client profile justifies placement outside of the triage model.
- The YPC will try not to refer clients whose needs exceed program services. It is also recognized that in the Youth Sector there are programs in which clients will be residing in group living or roommate situations and consideration needs to be given to both fit of the referral to the client needs but also to the dynamics of the shared living situation.
- Upon agency request and with agreement from the YPC a program may be referred a less acute client in consideration of case load balance.

Transfers requests will take priority over new placements.

In the event of an emergency referral, the CAA Coordinator has the authority and discretion to make a referral to an appropriate program and/or service. This emergency placement will be documented and reported at the following YPC meeting.

Transfers

- Programs will present Youth at the Youth Placement Committee who are at risk of unplanned discharge due to behavior or insufficient program fit. Placements and strategies will be explored to mitigate risk of discharge into homelessness.
- Transfers will take priority over new placements.
- Transfer requests require an updated SPDAT and recorded as such in HMIS. In the event of an emergent situation the requesting agency will update the Youth Assessment as soon as possible so receiving agency has current information.
- The Youth Assessment score is not of significant relevance in a transfer. It is recognized that the Youth may be scoring lower due to supports and stability provided by the program and not indicative of the probable vulnerability if they were to be discharged to homelessness.

COORDINATED ACCESS AND ASSESSMENT YOUTH PLACEMENT COMMITTEE TERMS OF REFERENCE

- Rationale for request for transfer will be presented as well as suggestion as to what type of programming or supports the Youth would benefit from the transfer.
- The CAA recognizes that clients may require movement between CAA sectors such as in the event of pregnancy, aging out or there not being any appropriate program matches in the Youth Sector. The case will be presented to the YPC to determine if there are any resources within the sector that we can utilize, prior to presenting the Youth to other sectors. SPDAT will be updated and HMIS requirement completed (check off “transfer” and indicated suggested program in placement committee notes, change Youth tab to Adult). It is suggested as best practice that a representative from the Youth program attend the other sectors placement committee to profile the Youth.
- If requesting a transfer to the Family Sector due to a pregnancy (with no other children in the Youth’s custody) the Full Assessment will be scored as a Youth and then the Pregnancy Calculator applied.
- Prior to transferring a Youth to the Adult Singles sector the client and the reason for the transfer will be discussed with the YPC at which a time a recommendation will be made. If a consensus cannot be reached, there will be a vote held in accordance with the Terms of Reference (*see Governance and Reporting*).

Placements_Process

- Within two days of a referral being made the receiving agency will attempt to contact the Youth to notify them a referral has been made. Within seven days, a minimum of two attempts will be made to contact the Youth, each time using all of the means of contact provided by the client. Notify the Youth by using only the contact information provided by the client.
- All efforts made to notify the client will be documented in the HMIS client notes.
- In the case of transfers, the receiving agency will explain the program and process of a warm transfer. The Youth will be offered the option the accompaniment to the warm transfer meeting by the Housing Strategist who completed their Full Youth Assessment (YSPDAT) or staff from the transferring agency.

Refusal of Referral

- If the Youth refuses the placement the program will inform YPC at the next YPC meeting. The reason will be documented in HMIS.
- A Youth can refuse a referral as many times as they want, they will be put back on the list based on acuity until they become eligible again.
- Client preference of what program or agency they would like to be served by will be considered by the YPC. However, there are no guarantees of preferred program placement.

COORDINATED ACCESS AND ASSESSMENT YOUTH PLACEMENT COMMITTEE TERMS OF REFERENCE

- If an agency declines a referral they will inform the YPC at the next YPC meeting. A reason and any suggestions regarding future placements will be presented and documented in HMIS.
- The Youth will be returned to YPC or transferred as required.

Client Grievances

If the grievance is related to CAA process including Assessment and intake process the grievance will be directed to the CAA Team Lead with the Distress Centre. The CAA Team Lead will meet with the Youth within five working days to discuss concern. A decision will be made within three working days of the meeting. If a satisfactory resolution is not reached the Youth may advance the grievance to the Director of Programs at SORCe. If after five days a satisfactory resolution is not reached the Youth may advance the grievance to the CHF.

Program Grievance:

If a Youth has a grievance with a program they have been referred to, it is expected that the Youth completes the grievance process as outlined by the program's agency. If they still feel it is unresolved they may make a grievance to the CHF.

If necessary the YPC will support a transfer.

Term

The term for this committee will be from March, 2017 to March, 2018 – to be reviewed annually.