

Naatamooskakowin, Winnipeg's Coordinated Access FAQ – Frequently Asked Questions

Who is Naatamooskakowin for?

Community members living within Winnipeg who have experienced homelessness and/or housing insecurity and need help getting connected to housing programming or other resources.

What does Naatamooskakowin provide?

Naatamooskakowin does not provide immediate access to housing, we are a program that helps connect individuals to programming to help find housing, in home supports, and/or other housing programs and resources.

1. **Referrals to Housing First Programming:** These programs include regular in-home visits from caseworkers)
 - Housing First Programs (intensive housing support services - longer term)
 - Rapid Re-Housing Programs (less intensive housing support services - short term)
 - ACT (Assertive Community Treatment) Programs (Intensive Mental Health Support Services - long term)
2. **System Navigation:** Support finding resources/alternative referrals to other services needed.
 - Resources for programs that help find housing with no other supports.
 - Resources for programs to help with eviction prevention.
 - Resources for financial programming e.g. help with budgeting, financial literacy programs etc.

Is a Housing First Referral the Right Fit?

Is the individual experiencing homelessness? If not, Housing First may not be the right fit.

How long has the individual been without a home? Participants who have been experiencing homelessness for at least 6 months in the past year, or 18+ months in the past 3 years may be eligible. This includes all forms of homelessness, such as couch surfing, living unsheltered, or precariously housed (unstable/unsafe living situations).

Is the individual navigating mental health, physical health, disability, or addiction/substance use concerns? At least one of these factors must be present to qualify.

Is the individual already connected to another program or agency? If someone is already receiving support (PACT, CFS, CLDS, CEDVIP, FACT, or Housing First), this would qualify as duplicating services. Reconnection to existing programming is recommended.

Is the individual pregnant, has minor children, or a young adult between ages 18-26? These individuals are prioritized and do not need to meet the initial 6-month timeline of homelessness but must still have at least one co-occurring condition to qualify.

Is the individual Indigenous? Indigenous community members are disproportionately impacted by homelessness. Because of this, the 6-month homeless requirement does not apply, though at least one co-occurring condition is still required to qualify.

What is a Coordinated Entry Form (CEF)?

A CEF is an intake form, that is completed by designated staff and an individual to get connected to Naatamooskakowin, Winnipeg's Coordinated Access.

What is an Access Point?

A place where community members can complete a Coordinated Entry Form (CEF), with designated staff, to get referred to Naatamooskakowin.

Is there a waitlist to get referrals through Naatamooskakowin?

Programs like ACT, Housing First, and Rapid Rehousing don't always have immediate openings, so there is usually a wait list to get connected. The wait time can vary depending on how many spaces are available and the level of need across the community. Everyone on the waitlist is reviewed through a prioritization process. This process was co-created with people who have lived experience, partner organizations, and Elders to make sure it is fair, respectful, and grounded in community care. It helps ensure that people with the most urgent needs are connected first, while still working to support everyone on the list.

What can you do while waiting for a referral?

While you're waiting, there are things to start working on with alternative supports and resources that can help you. If you need help accessing these kinds of supports, please speak to the worker that is completing your CEF and/or the Naatamooskakowin team and let them know you would like information on how to access them.

Types of support available:

- Programs that can help people access ID and income supports
- Programs that can help with searching for housing listings
- Programs to support health and wellness needs, such as connecting to a doctor, Elder, peer support, counselling, rehabilitation, and anything else an individual is needing.

How is information stored once an CEF is completed?

Information is stored in online database called HIFIS (Homeless Individuals and Families Information System). HIFIS is a secure, protected database with restricted access. Only authorized service providers supporting an individual can view the information. An individual's information is not shared publicly.

Information is used to:

- Match participants to appropriate programs
- Coordinate care across organizations (only when required to provide care)
- Support system-level planning using information that cannot be used to trace back to, identify, or contact a specific person

Important Notes: Participation is voluntary, and participants can choose what they share. There are limited legal exceptions where information may be shared without consent (e.g., risk of harm, child protection concerns, court orders). Access Point staff should always explain this in plain language and check for understanding before beginning the intake process (CEF).

Need support or have questions?

The Naatamooskakowin Team is always available to answer any questions. You can also access information by calling 211.

Shared Email Inbox: Naatamooskakowin@endhomelessnesswinnipeg.ca

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