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# Saskatoon Housing Initiatives Partnership Housing Manual



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HOUSING  
INITIATIVES  
PARTNERSHIP

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## DEFINITIONS OF HOMELESSNESS

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### Canadian Definition of Homelessness

Homelessness describes the situation of an individual, family or community without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. It is the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural, or physical challenges, and/or racism and discrimination. Most people do not choose to be homeless, and the experience is generally negative, unpleasant, unhealthy, unsafe, stressful, and distressing. (Gaetz, S.; Barr, C.; Friesen, A.; Harris, B.; Hill, C.; Kovacs-Burns, K.; Pauly, B.; Pearce, B.; Turner, A.; Marsolais, A. (2012) *Canadian Definition of Homelessness*. Toronto: Canadian Observatory on Homelessness Press)

### Indigenous Definition of homelessness

The Indigenous definition of Homelessness considers the traumas imposed on Indigenous Peoples through colonialism. According to the Definitions of Indigenous homelessness in Canada, it is a human condition that describes First Nations, Metis and Inuit individuals, Families or communities lacking stable, permanent, appropriate housing, or the immediate prospect, means or ability to acquire such housing. Indigenous homelessness is not defined as lacking a structure of habitation; rather, it is more fully described and understood through a composite lens of indigenous worldviews. (Canadian Observatory on Homelessness. *Definition of Indigenous Homelessness in Canada*. Jesse Thistle, 2017)

***“The right to housing is about more than a roof over your head—it’s about dignity. It’s about the well-being of the person. It’s the core right and principle that our housing and homelessness laws, policies, and programs should be built upon.”***

Michelle Bliss and Sahar Raza: National Rights to Housing Network

*This Document was Created and Written by Debbie McGraw  
Ship Housing Case Manager June 2020 – March 2022*

## Table of Contents

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page 1	Canadian Definition of homelessness
Page 1	Indigenous Definition of Homelessness
Page 2	Table of Contents
Page 3	Homelessness
Page 3	Housing
Page 4	Introduction of the Ship Housing Program
Page 4	Case Management
Page 5	Engaging Building Trust, Creating Positive Relationships
Page 6	Referral Process
Page 6	Intake process
Page 6	Safety Tips
Page 7	Assessment
Page 8	Case Planning
Page 9	Documentation
Page 9	How to document
Page 9	Action Plan
Page 10	Supports and Services
Page 10	How to obtain a Mental Health Warrant
Page 11	Advocacy
Page 11	Eviction Prevention
Page 12	How to file a claim with the Rentalsman (Office of the Residential Tenancies Act, ORT)
Page 13	Housing Package
Page 14	Tracking Clients Lists
Page 15	Closing Remarks
Page 16	Appendix A: Intake Package
Page 18	Appendix B: Ministry of Social Services Consent form
Page 20	Appendix C: Participation Agreement
Page 22	Appendix D: Daily Contact notes
Page 23	Appendix E: List of Required Documents
Page 24	Appendix F: Release of Information to SHIP (SHIP Specific)
Page 25	Appendix G: Tracking Clients List Sample

## Homelessness

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Homelessness is defined as living in housing that is below the minimum standard or lacks secure tenure. People can be categorized as homeless if they are living on the streets, moving between temporary shelters, including houses of friends, family, and emergency accommodation, living in private boarding houses without a private bathroom and/or security of tenure. In 2018, the point-in-time Homelessness count of Saskatoon counted 75 persons, including 11 children experiencing homelessness on April 18, 2018. 90 adults and 2 children were counted or reported in the outdoor survey. 79 adults and 7 youth were counted as “hidden homeless” in the same outdoor survey. 82 adults, 16 youth, and 1 senior were counted in the indoor survey conducted within collaborating shelters and transitional houses. 186 adults, 3 youth, and 9 children were reported staying in four participating shelters or transitional houses by The Homeless Individuals and Families Information System (HIFIS) (2018 POINT-IN-TIME HOMELESSNESS COUNT SASKATOON, SASKATCHEWAN ISOBEL M. FINDLAY, JANIA CHILIMA, BILL HOLDEN, AND ABDRAHMANE BERTHE)

A home is not just a physical space: it also provides roots, identity, security, a sense of belonging and a place of emotional wellbeing. People who are homeless are most often unable to acquire and maintain regular, safe, secure, and adequate housing due to a lack of income or an unsteady income. Homelessness and poverty are interrelated.

## Housing

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Housing is essential to meet one’s basic needs. Housing it is not just four walls and a roof, it is a place to call home, to feel safe and secure. So how do we do this? There is a misconception that anyone can be housed in any type of housing. This is far from true. A one size fits all approach to housing will not work it is about adapting to the individualistic needs. As housing case managers, we must think outside the box, determining what type of housing is the right fit, for example, public housing, low income, supported, transitional, mental health accessible and/or seniors. The goal is to find long term stable housing and ensuring that a continuation of the right supports is in place, so people can remain housed and pursue a healthy life.

# Introduction of the SHIP Housing Program

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In March of 2020 the world went into lock down, due to Covid 19. The Saskatoon Housing First program which operated through several community agencies was shut down in June 2020. The program provided case management and resources to individuals and families, that needed assistance in finding stable housing. In response, Saskatoon Housing Initiatives Partnership (SHIP) took on two case managers who developed the SHIP Housing Program to provide these much-needed services.

SHIP’s housing program works to move people out of homelessness. It delivers a platform that is housing focused which provides services to those who are frequently faced with chronic and episodic homeless. Case management and action planning are a key piece of the work. We use a wraparound principle ensuring long term supports are in place prior to closing a file. **Case Managers work with integrity/honesty, respect, humility, transparency, and accountability, as well as wisdom, courage, truth, and compassion.** The goal is to encourage housing stability by securing and achieving long term housing to create an improved quality of life.

## Case Management

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Case management is a process that assesses, plans, implements, coordinates and monitors options, as well as services required to meet the client's health and human service needs SHIP’s housing program has eight basic levels of case management, intake, needs assessment, case plan, action plan, advocacy, eviction prevention, evaluation, and monitoring/tracking clients. Case managers are knowledgeable and sensitive to cultural and ethnic diversity and strive to end discrimination, oppression, poverty, and other forms of social injustice. Housing case management is person centered meaning it is important to always keep in mind that the work is about clients not the case manager. When implementing a Housing Case Management Program within your organization, you should adapt it to work within the parameters of the organization. Once you have started a program you need to determine the capacity of your case managers, i.e. how many clients can they take on at one time. The two SHIP case managers in the housing program took on 20 clients each at a time. Depending on how many clients are referred, you may need to start a waitlist.

## Skills of a good Case Manager

- Understanding of the functions and limitations of the case manager role.
- Honesty and trust in information exchange and decision making
- Understanding and sympathetic to the client's situation
- Empathy
- Compassionate
- Resourceful
- Listening with care and a trauma informed lens
- Honest, caring, and realistic
- Knowledge of policies and regulations and having the ability to apply them to individual clients
- Good sense of humour
- Respectful including treating clients with respect and dignity
- Ability to defuse potentially dangerous situations that may occur with high acuity clients and control your own emotions
- Ability to do conflict resolution and mitigation skills
- Use clear and simple language when speaking to clients so they understand you

## Engaging, building trust, and creating positive relationships

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Building trust is crucial when supporting the homeless population. It sets the stage for meaningful engagement. That is done is by listening to a person's story. **Always remember that one's story is their truth and reality.** It is not about you; it is about the client and their needs. We must understand the importance of getting to know the individual on their terms, showing empathy and understanding. Sometimes even sharing a little about yourself can be helpful but at the same time understanding the boundaries of when and how much to share. It is imperative to be friendly, non-bias, nonjudgmental, compassionate, share a sense of humor and caring. A case manager needs to be consistent and let clients know that they are supported. Engagement should be client driven. If the client is not ready to engage, continue to show support but also be sure to give them the space they need to fully engage. Clients may choose not to engage for several reasons. Some common reasons include fear, lack of trust, or mental illness. Being client centred means that the housing plan is driven by the client themselves. The Case Manager is only a facilitator and a supporter. It is also important to reassure a client that

everything they say to you is confidential. Confidentiality is seen as a fundamental ethical principal in case management. Remember that there are legal boundaries to confidentiality.

## Referral Process

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SHIP's Housing program does not have a referral form. Folks could self-refer either by coming to our office and/or calling. SHIP also received many referrals from Social Services, Medical Social workers at all three hospitals, Child and Family services, Saskatoon City Police, Probation Officers, John Howard, Mental health outreach workers and various community organizations across the city. In some cases, the intake was emailed to the person referring and they would complete it and send it back to us.

## Intake Process

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SHIP created an Intake package (see Appendix A). Case Managers should explain the intake process, introduce yourself and let them know why you are there. This should not be a lengthy process. Clients should be made aware that these questions will help in finding long term stable housing. Clients should also be made aware that they do not have to answer anything that makes them uncomfortable. Most clients will freely answer all the questions. During this process its important for the case manager to ask for more clarification on information, without making the client feel you are being too intrusive. Clients are also asked to sign an **MSS Consent Form (see Appendix B)** at the time of Intake. The Ministry of social services consent form allows case managers to have direct contact with the social workers. This must be sent to social services; social workers cannot talk to you until they have this. Clients also sign a **Participation agreement (see Appendix C)**. The participation agreement is as document that ensures the clients understand that they must have a mutual effort to reach the same goal. The client must be compliant in providing the required information. If intakes are done over the phone, the client is asked to sign when given or picking up the housing package. Intakes can be done in person or over the phone.

## Safety Tips

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As per Covid-19 protocols, safety is a priority. When meeting with a client, be sure to always wear your mask. Additional safety tips are as follows:

- If intake is done over the phone, arrange to meet in public areas, such as parking lots, coffee shops to sign required documents

- If meeting at their current place of residence, always have them meet you outside. Stay in your car and carry a clipboard, attach the documents needing signed to the clipboard, they can be given a housing package at the same time.
- Always carry extra masks, wipes and hand sanitizer in your car
- Never go into a home, especially if you are out by yourself. We did home visits in the past but because of the Covid 19 Pandemic, we no longer do them. Our home visits were always done in pairs.

The Intake gives the case manager the information required to start the housing search. Learning about the individual's personal narrative includes where they are from, how long have they been homeless, what circumstances may have led to housing instability, income, and children. Gather only pertinent information required for housing such as names, names of anyone else in their care, Date of Birth, Times and Dates, Identification numbers such as SIN, Health Card Number, Source of Income, name of social worker and phone number, previous landlord (s) name and number, rental, and landlord history. Be sure to ask if they have any landlords they cannot rent from.

The worker doing the intake may not necessarily be the case manager for that client. Once assigned a case manager It is important to let clients know if they are uncomfortable with that case manager, they have the option to be transferred to another worker. Case managers should learn not to take these personally, but to focus on what is in the best interest of the client.

***“A client refused to work with a me as his case manager and was always angry at me, I informed him that he had the option to work with different case manager and he agreed, so in the best interest of this client I assigned him to another case manager but later found out that something about me triggered him, I reminded him of someone from his past who had a negative impact on his life. (Ship Housing Case Manager: Debbie McGraw)***

## **Assessment**

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The intake package is the assessment tool that is used to develop a case plan. This provides direction in finding out where the barriers may be in housing insecurity. Many individuals who experience chronic homelessness have multiple vulnerabilities and challenges, including mental health and addiction issues. Usually, such individuals are termed high acuity and can be deemed hard-to-house. Case Managers should meet clients where they are at in their journey, not where they or anyone else expects them to be. It is key to ensure that the assessment is strength based, and not focused on their weaknesses. The



assessment is about finding and identifying the housing barriers, cause of homelessness, mental and physical health addictions, history, and financial issues. Determine the types of intervention required to create a case plan, as well as length of services needed.

When Completing a Housing Assessment, the following needs to be considered:

- What caused a client to be homeless?
- How are mental and physical health and creating homelessness, what needs to change
- Addictions and substance abuse
- History – foster care, residential schools, abandonment, and abuse

## Case Planning

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Case planning is a specific kind of problem solving. It involves defining the client's problem, identifying possible solutions and creating a plan of action. SHIP's housing program uses a service delivery approach that is person centred and focussed on the appropriate matching of services. This approach requires flexibility should a client's circumstances change. Traditional Case Management differs from Intensive Case management. Intensive case management serve those with higher complex needs and may require more of a time commitment. The role of a case manger may also include, taking clients to viewings and appointments related to their housing needs. Case planning should include the following.

- Intensive case management for the hard to house for 3 to 6 months.
- Goal setting – long term or short term
- Collaboration with other community entities who the client may be working with
- Cultural activities – elders' teachings, smudging, ceremony,
- The Medicine Wheel model
- Programming-parenting, NA, AA, treatment, detox
- Life skills
- Budgeting

## Documentation

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Record keeping is essential to case management. For example, if a social worker or probation officer should ask questions, data and records should be available. Client files may become legal documents and can be requested or subpoenaed and used for court purposes should such a situation as such arise. Documentation also tracks the progress of the active case plan.

## How to document

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Create a filing system for each client. These files are legal documents and need to be updated on a regular basis. It is important to document each interaction with the client as well as what you are doing for the client. Documentation needs to include actions, dates and times for example, a housing application would document which landlord they were sent to and all sources you may speak with regarding the client.

Two options for documentation

- 1) Paper, handwritten notes on Case Notes Pages
- 2) Electronic, create a folder on desktop "Client Files". Create a folder within the folder with each client's name. All electronic documentation relating to that client can be kept in this folder, as well as an electronic version of case notes to document. Once the file is closed, all documents should be printed and put in the client's paper file.

## Action Plan

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Action plans are developed following the intake and case plan. It should provide clear direction on next steps and allow you to prioritize as well as track progress. The Action Plan should also include how you will provide outreach, supports and services, advocacy, eviction prevention and some food security. The purpose of the action plan is to secure, safe and adequate housing and to create stability in housing. It should include:

- Housing searches
- Viewings
- Transportation – bus may be required, or outreach services may be used
- Advocacy

- Referrals to mental health and addictions services, family physician, mobility services etc,

When immediately moving people experiencing homelessness into independent, supportive, transitional, or a group home setting, SHIP recommends:

- Identifying the housing needs
- Identifying housing barriers and create an action plan to break down these barriers
- Case Planning – once a week, set goals weekly to reach the long-term goals that eliminate barriers and create stability
- Create a weekly routine- to pay bills, housing maintenance yard care, laundry, grocery shopping etc. Provide the tools to be consistent with these tasks.
- Create Structure- builds good habits, creates responsiveness and motivation
- Create cultural positive habits

## Supports and Services

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Collaboration with social workers, community organizations and others that the client may be working with is key to the success of some clients. Often, they may already be working with other professionals that do not understand the housing process but understand the client's acuity needs. Supports and services can include anyone you may send referrals to on behalf of your client, or anyone else the client may be working with, for example you may do a referral for a mental health outreach worker. You should inform clients about other resources in the community such as the food bank. An effective housing worker would know their community, the organizations, and their mandates. It is a good idea to **keep a file with referral forms**. This would include resources for physical and emotional, mental health and addictions counselling, community engagement, disabilities, food sources, information on life skills, resources for seniors, children's, treatment, detox, housing, and the office of the rentalsman. SHIP also recommends keeping a copy of the Residential Tenancies Act as well as all related policy manuals and resources for legal services. All referrals made should have a copy saved in the client's file. SHIP's team has also provided supports to service providers in the community by working with and mentoring housing workers who are new to the field.

## How to Obtain a Mental Health Warrant

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To obtain a Mental Health Warrant, you must call the Saskatoon Provincial Courthouse and request to speak with the Mental Health Court, you will be transferred to the Judge's Chambers, and they will

explain the process. Mental Health Warrants have a very strict criteria as you are taking away their liberties. A mental health warrant will only be considered if the client absolutely refuses any kind of treatment. In most cases the Mental Health court workers will refer you to Crisis intervention. If clients fit the criteria the court will do an intake with the person requesting the warrant to determine if the client qualifies. (In most cases the client will not be available to do this) If they do qualify the court will set up a time to appear in front of a judge and present your case. Before seeing the judge, you must have documented any incidents that pertain to your reasoning including wither they are a harm to themselves or others. If the judge agrees and the warrant is issued it only allows the police to pick up the client and take them to the hospital, the police cannot force them to stay. Depending on wait times the client may leave the hospital. Mental Health warrants are a last resort and not a guarantee for treatment.

## **Advocacy**

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As a Case Manager, you are also the client's advocate. Advocates are those who stand up for their rights or the rights of others. Advocates who speak on behalf of others should also empower them to speak on their own behalf. An advocate is encouraging and understanding of others needs and has great communication skills.

Communication is very important when dealing with social services, landlords and other resources you may reach out to. Be sure to always be respectful. You are likely to receive the same respect and resolve the issues at hand. A case manager should communicate concerns to someone who has the power to make decisions if an issue is not being resolved for e.g. reach out to a supervisor. If you do not speak up for your client and client does not have the ability to do it, then the person on the other end may believe everything is fine. By advocating on behalf of your clients you can lead the way to positive change in that person's education and understanding of other's circumstances.

## **Eviction Prevention**

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Eviction prevention services can be done to help tenants facing imminent risk of eviction and preventing them from becoming homeless. Eviction prevention is seen as a solution to reducing homelessness. When filing a claim, the Office of Rentalsman does require a filing fee. Options for eviction prevention are:

- Work with clients to ensure that utilities and rent are paid on time, and that damage is not being done to the dwelling
- Call the landlord and see if they will agree to a payment plan with the tenant
- If eviction notice has been served, in some cases, with some advocacy, the landlord MAY agree to extend it (this is not possible with all cases, it depends on the circumstances and relationship)
- Work with the landlord as a team. Use open communication, create a partnership with the tenant, case manager and landlord to deal with issues that may come up
- If the eviction is unwarranted, a claim can be filed with the Office of the Rentalsman
- If a Case Manager is unsure how to move forward on an imminent eviction, a referral can be referred to a community legal clinic. For eg. CLASSIC in Saskatoon.
- Provide supports to help tenants understand the eviction process and their rights and obligations as a tenant as well as an understanding of landlord rights and responsibilities.

## **How to file a Claim with The Rentalsman (Office of the Residential Tenancies Act, ORT)**

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If a dispute cannot be settled with a landlord, the tenant has the option to file a claim with the Office of Residential Tenancies. A claim can be filed by a landlord or tenant. This requires a \$50.00 application fee, (depending on situation and circumstances this may be waived but does not happen very often) The person applying is referred to as the “Applicant”. Once the application is submitted, specific details need to be included. It is important to have documented all interactions between yourself and the landlord.

The Office of Residential Tenancies (ORT) will provide the applicant with a “Notice of Hearing” which will include the date and time of the hearing. Prior to the hearing the applicant must serve the other parties involved with the hearing notice so that they are aware of what your claim is and what you are asking for. Once this is complete the applicant must also complete a “Certificate of Service to a Landlord”, all documentation must be attached and submitted to the Ort. If this is not done it could result in cancellation of your hearing. The applicant must provide all parties involved completed copies of the “Notice of Hearing”, instructions on how to do this is on the back of the “Notice of Hearing”. Any other information needed can be found on the ORT website.

### ***Types of Forms:***

Form 12: Tenants applying for a return of security deposit

Form 9: Tenants making a claim for anything other than the return of a security deposit

Form 13/14: Tenants disputing a landlords claim on a security deposit must complete the dispute section of this form

## **Housing package**

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### **List of Required Documents (see Appendix E)**

The list provides clients with the documentation and information that is required to attach to most housing applications, such as photocopies of identification, 2 to 3 months of bank statements depending on income source, letter from Social Services with a breakdown of benefits. If there are no landlord references, client may provide two-character reference letters. Case managers should not provide character references but may provide letters of support.

### **Consent form to speak with the housing agencies and/or landlord (see Appendix F)**

The consent form is a required document allowing the case manager to have access to updates on the clients' applications. If there are any follow ups to be done, the case manager will be able to work on this with the client.

### **Housing applications**

Most of Saskatoon's social housing applications are user friendly. SHIP includes a checklist of the required documentation, identification and information of the dependents that will be staying with the client. If clients have difficulty completing housing applications, that case managers will assist the client in completing them. Some common housing providers includes Quint, Koyl Bachelor suites, Universal Realty, Saskatoon Housing Authority, Camponi/Sasknative Housing, Central Urban Metis Federation Inc, Progressive Property Management, EA Properties, Mainstreet Equity Corp, and Cress Housing Corporation, EA properties and Stewart Properties. Please note that there may be some clients who may be deemed ineligible. Forms included in the housing package may include:

- Housing applications
- Instruction sheet informing the client on what documentation is required such as bank statements, copies of identification, proof of income – Ministry of Social Services Letter of Benefits, Character references, Copy of cheques stubs, statement of student loan payment or Employment Insurance statements. CRA (Tax) assessments, CCTB. (Canadian Child Tax Benefit)

## Tracking Client Lists

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SHIP's clients were tracked using a color-coding system in the Excel program. Each client is assigned a client identification number starting with the year and followed by 001 and so on. This tracks the status of all clients as well as those waitlisted. Each time an intake is done, it is entered into the system. This list can be adapted to a tracking system that is suitable for your housing program and reporting requirements. You may want to track singles, families, referrals, landlords who are willing to work with our folks and evictions. Due to SHIP's program being Covid-19 funded, we had to track the Covid-19 status of our clients.

### Sample of Headings (what we used for our program)

Client ID	File Status	Intake Date	Head of Household
Date of Birth	Family Size	Nationality	Gender
Case Manager	Income Worker	Income Source	Referring Agency
First Nations/Band	Treaty Number	Health Card number	Drivers Licence Number
Social Insurance Number (Sin)		Rent when Housed/Allowable Rent	
Address	Landlord	Unit type	Homeless
Eviction Date	Date Rehoused	Covid Test	Date
Isolation Y/N	Location	Phone number	Email
Outcome measures			

### Color Coded Tracking

Using color codes, you may create a color system. This is what SHIP used in our program:

- Yellow – Housing Search in Progress /Active
- Tan – Waitlisted
- Green – Housed/Participating/No intervention
- Grey – Inactive/Non-Compliant

*If a client is not respondent in a 30-day period, the file is closed.*

- Light Blue – Refused Services/Not Qualified
- Dark Blue – Youth /Referred to Fifth Fire Youth Program (25 and under)

*Fifth Fire Program is based out of the Saskatoon Indian and Metis Friendship Centre. They have a referral but often Case Managers would do the intake and send that over to them.*

- Red – Evicted and/or Facing Eviction/Criminal or gang activity

## **Closing Remarks**

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Housing case management can be stressful and exhausting but also very rewarding. The smile on a clients face when they are handed the keys to their new home is priceless. This my friends, is what makes it all worthwhile.

The decision to develop a housing program must be based on the demonstrated need of your target community and availability of funding. When implementing such a program each agency is unique and has their own strengths and capacity. Every program will vary in how it is carried out but also needs to be innovative and flexible. It is important for agencies to know the value of self-care and to be proactive. Best Practices are core to the success of this work There needs to a commitment to the value and strength of all clients. Case managers must have the genuine belief in the potential to create positive lasting change.

The Saskatoon Housing Initiatives Partnership (SHIP) would like to thank all the community agencies, social workers, mental health workers, landlords and housing agencies who collaborated with our housing team to help make this program a success. This work could not have been done without the cohesiveness and support of all our community partners.



## Appendix A: Intake Package

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Case Manager: (Office Use Only) \_\_\_\_\_

Client Identification Number (Office Use Only) \_\_\_\_\_

Date: \_\_\_\_\_

Referring Agency: \_\_\_\_\_ Name of Person Referring: \_\_\_\_\_

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

Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_

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

Marital Status: Single Married Common Law Separated Divorced

Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Ethnicity: \_\_\_\_\_ Male/Female/Other \_\_\_\_\_

Treaty Number: \_\_\_\_\_ Band: \_\_\_\_\_

Health Card: \_\_\_\_\_ SIN: \_\_\_\_\_

Driver's License: \_\_\_\_\_ Family Unit Size: \_\_\_\_\_

**Children:**

Name	DOB	M/F	Age	Health Card

Income Source: SIS SAP SAID CPP EI OTHER: \_\_\_\_\_

Income Worker: \_\_\_\_\_ Phone: \_\_\_\_\_

Total Monthly Income: (If known) \_\_\_\_\_ Release of Information Signed: Yes No

Current Housing Situation: Shelter Streets Friends/Family Other \_\_\_\_\_

Unit Type Required: Room Bachelor One Bedroom Two Bedroom Supported Accessible

Monthly Rental Allowance: \_\_\_\_\_

**Rental History:**

Landlord: \_\_\_\_\_ Length of time: From: \_\_\_\_\_ to \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Landlord: \_\_\_\_\_ Length of time: From: \_\_\_\_\_ to \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

**Other Agency Involvement:**

Name of Agency	Contact	Title	Phone	How Long

**COVID-19 Screening:**

Have you at any time been exposed to Covid: Yes / No

Have you been tested for COVID-19? Yes / No If Yes When? \_\_\_\_\_

What was your test result? Negative / Positive

Have you ever had to isolate? Yes/No Where did you isolate? \_\_\_\_\_

Have you been tested more than once and if so, how many times? \_\_\_\_\_

**Referrals Made by Housing Case Manager: (For Ship Housing Case Managers Only)**

Referral Made to:	Date Sent	Contact	Purpose of Referral

Please add any extra information here that you feel may be helpful to the Case Managers.

**Notes:**

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## Appendix B: Ministry of Social Services (MSS) Consent



### Consent to Disclose Information

This form is to be used to consent to the disclosure of personal information which is protected and governed by the privacy provisions of *The Freedom of Information and Protection of Privacy Act*, and *The Child and Family Services Act*, or *The Emergency Protection for Victims of Child Sexual Abuse and Exploitation Act* and personal health information which is protected and governed by *The Health Information Protection Act*. Read Consent Fact Sheet before completing.

I \_\_\_\_\_  
(print full name and date of birth or case number/identifier)  
consent to release to \_\_\_\_\_  
(print name, title of person receiving information)  
\_\_\_\_\_  
(print address and phone number of person receiving information)  
\_\_\_\_\_  
(relationship between third party and individual providing consent)

personal information and/or personal health information about me which the Minister of Social Services and/or his /her officials may need to release in order to respond to the following concern or issue:

Please check the (one) appropriate box and complete details

<p>Access to my <b>entire</b> file and personal information. I consent to the Ministry releasing any information requested by the above named individual for the duration of this consent. I understand that this includes any and all personal information and personal health information on my file for specified Program (select one or more):</p> <p><input type="checkbox"/> Income Assistance Programs and Corporate Planning (<i>SAP, SAID, TEA, SES, etc.</i>)</p> <p><input type="checkbox"/> Housing Programs and Finance (<i>Housing Authority files, rental agreements, payment history</i>)</p> <p><input type="checkbox"/> Disability Programs (<i>Community Living</i>)</p> <p><input type="checkbox"/> Child and Family Programs (<i>Child protection files, child in care, family services</i>)</p>
<p>Information is <b>limited</b> to this specific subject:</p> <p><input type="checkbox"/> Administration of benefits</p> <p><input type="checkbox"/> Documentation concerns/questions (annual reviews, monthly requirements etc.)</p> <p><input type="checkbox"/> Personal information only (excluding personal health information)</p> <p><input type="checkbox"/> Personal health information only (excluding personal information)</p> <p><input type="checkbox"/> Eligibility                      <input type="checkbox"/> Case management questions                      <input type="checkbox"/> All information (no limitations)</p> <p><input type="checkbox"/> Other (please be specific): _____</p> <p>_____</p> <p><input type="checkbox"/> One time consent                      <input type="checkbox"/> On-going consent:</p> <p>Consent period (MM/DD/YYYY): <a href="#">Click here to enter a date.</a> to (MM/DD/YYYY): <a href="#">Click here to enter a date.</a></p>



## Appendix C: Participation Agreement

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### Covid -19 Housing Program Participation Agreement

I, \_\_\_\_\_ want to participate in Covid-19 Housing Program

By placing my initials beside each of the statements below, I am acknowledging my understanding of the expectations of the program and agree to meet the expectations to the best of my ability.

\_\_\_\_\_ My participation in this program will be at least 3 months or more.

\_\_\_\_\_ By participating in this program, I acknowledge that I want to live independently in my own home and I will do my best to look after it.

\_\_\_\_\_ I can expect to see my case manager up to 3 times a week during the first three months after being housed and possibly weekly thereafter.

\_\_\_\_\_ I understand that this program offers housing AND support services to help keep my housing.

\_\_\_\_\_ It is my name on the lease. Only I live there. I understand that if I am loud, party or have too many guests over at the same time, these behaviors will violate my lease agreement and could result in me being evicted.

\_\_\_\_\_ I will work with my case manager to set goals to improve my life. This could include creating a guest policy, crisis plan, budgeting and put what ever supports may be necessary in place to help me maintain my housing stability.

\_\_\_\_\_ I understand that my case manager will document all visits, meetings and discussions, and that this information will and can be shared with all parties involved in my case management plan.

\_\_\_\_\_ Our work together will consist of appointments in the community and some visits in my home.

\_\_\_\_\_ I will respect the Public Health Orders set out for Covid-19 and agree to wear a mask and gloves that will be provided to me, as well as continue to practice social distancing well in the presence of my case manager. At any time if I feel I am or have developed symptoms of Covid-19 I will let my case manager know as well as agree to go for testing.

\_\_\_\_\_  
Participant Full Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Privacy Notice**

Covid -19 Housing Program is committed to ensuring and respecting the privacy, security, and confidentiality of personal information, consistent with *The Criminal Code of Canada*, *The Child and Family Services Act*, *The Mental Health Services Act*, and *The Health Information Protection Act* legislations and guidance from professional associations.

**Collection and Storage of Personal Information**

Personal information is collected about you directly from you or the person acting on your behalf. Personal information may include your name, date of birth, address, health history, record of your visits with your case manager. Your information may be collected from other sources if you provide consent to do so.

Your personal information, whether collected in writing, on a computer, or by other means is stored safely and securely to protect your privacy.

**Disclosure of personal information**

Your personal information may be used to comply with legal and regulatory requirements; in some situations, information must be disclosed by law.

**Complaint Procedure**

It is the practice of Covid-19 Housing Program to treat its participants with fairness and professionalism and to protect the confidential nature of all participant information. Participants who believe that they have not been fairly or professionally served by the Ship & Aids Saskatoon Covid-19 team or who disagrees with a decision that has been made have the right to have their concerns reviewed by a team leader and/or the Executive Director.

This verifies the above information was discussed with the client and an understanding was met.

\_\_\_\_\_  
Signature of Service Provider

\_\_\_\_\_  
Date



## Appendix E: List of Required Resources

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### List of things to do:

You need to get:

- A copy of all your IDs and your children's health cards if applicable.
- If you are on SIS, SAP or SAID (submit a recent paystub or a Letter from SS stating your Breakdown of Benefits).
- If you receive the CTB Child Tax Benefit (2 months bank statements).
- If you receive EI or if are Employed (2 months bank statements or 2 recent paystubs).
- If you do not have any Landlord References please submit a Letter of Support or a Character Reference from a support worker in the community that you have worked with such as your addictions counselor, medical social worker, community/outreach support worker, court worker etc.
- Please ensure that you fill out all Housing Applications to the best of your ability.
- Please ensure you sign and date all the documents that you receive.

**\*\*\*Remember the quicker you work on getting your housing application complete by providing the documentation the quicker the process will be for you to attain public housing\*\*\***



## Appendix F: Release of information (SHIP Specific)



101 - 219 Avenue K South  
Saskatoon, SK S7M 2C7  
www.shipweb.ca

### Release of Information to Saskatoon Housing Initiatives Partnership

If you wish to have your Housing Case Manager from Saskatoon Housing Initiatives Partnership to communicate with someone other than yourself about the details of your housing application you must first provide written authorization. Complete the sections below and submit to Saskatoon Housing Initiatives Partnership to update your application. Details of your file will not be discussed with anyone who is not listed on the application as an authorized contact.

#### Housing Applicant

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

Street Address: \_\_\_\_\_

City Province Postal Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

#### Consent to Release Information to:

**Name of Contact:** Denise Desjarlais/Debbie McGraw/Larenda Lightfoot

**Name of Agency:** Saskatoon Housing Initiatives Partnership

**Relationship to Housing Applicant:** Housing Case Manager

**Denise Desjarlais Cell:** 306-880-1754

**Debbie McGraw Cell:** 306-220-0799

**Larenda Lightfoot Cell:** 306-716-7304

I, \_\_\_\_\_ (Print First, Last Name) the above named Housing Applicant, authorize the release of Housing Information from \_\_\_\_\_ to Saskatoon Housing Initiatives Partnership.

#### Housing Applicant

Name (please print):

Signature:

Date:

*SHIP – Creative Solutions to Housing and Homelessness in Saskatoon*

# Appendix G: Tracking Client List Sample

1	2	3	4	5	6	7	8	Case#	File Status	Intake	Head of Household	DOB	Family Size	State	Nationality	Gender	Case Manager	Income Security	Income Source	Referring Agency	First Name	Treaty#	Health#	DL#	SN#	Rent	Address	
								14	200406	EVICTED	13-Jun-20																	
								15	200407	YOUTH	05-Feb-21																	
								16	200408	CLOSED	20-Jun-20																	
								17	200409	HOUSED	08-Jun-20																	
								18	200410	DESEASED	NA																	
								19	200411	HOUSED	25-Jun-20																	
								20	200412	HOUSED	NA																	
								21	200413	EVICTED	08-Jul-20																	
								22	200414	EVICTED	08-Jul-20																	
								23	200415	HOUSED	07-Jul-20																	
								24	200416	CLOSED	07-Aug-20																	
								25	200417	HOUSED	07-Aug-20																	
								26	200418	CLOSED	7-8-20																	
								27	200419	YOUTH	8-Jul-20																	
								28	200420	CLOSED	08-Jul-20																	
								29	200421	CLOSED	11-Jul-20																	
								30	200422	CLOSED	18-Jul-20																	
								31	200423	CLOSED	11-Jul-20																	
								32	200424	CLOSED	11-Jul-20																	
								33	200425	CLOSED	20-Jul-20																	
								34	200426	HOUSED	11-Jul-20																	
								35	200427	EVICTED	25-Aug-20																	
								36	200428	HOUSED	31-Aug-20																	
								37	200429	HOUSED	31-Jul-20																	
								38	200430	CLOSED	31-Jul-20																	
								39	200431	HOUSED	05-Aug-20																	
								40	200432	HOUSED	30-Jul-20																	
								41	200433	CLOSED	31-Jul-20																	
								42																				
								43	200435	EVICTED	05-Aug-20																	
								44	200436	HOUSED	05-Aug-20																	
								45	200437	HOUSED	12-Aug-20																	
								46	200438	HOUSED	14-Aug-20																	
								47	200439	YOUTH	14-Aug-20																	
								48	200440	HOUSED	14-Aug-20																	
								49	200441	HOUSED	17-Aug-20																	
								50	200442	HOUSED	18-Aug-20																	
								51	200443	HOUSED	18-Aug-20																	
								52	200444	HOUSED	19-Aug-20																	
								53	200445	HOUSED	19-Aug-20																	
								54	200446	HOUSED	20-Aug-20																	
								55	200017	UNRECD	20-Aug-20																	