

Brandon Neighbourhood Renewal Corporation (BNRC)

Roles and Responsibilities under Reaching Home: Canada's Homelessness Strategy

Purpose

BNRC serves as the Community Entity and lead agency for both HIFIS (Homeless Individuals and Families Information System) and Coordinated Access in Brandon and surrounding areas. This document outlines the distinct roles and responsibilities for each function to ensure transparency and accountability.

1. HIFIS Lead Agency Responsibilities

HIFIS is the federally mandated Homelessness Management Information System (HMIS) used to collect and manage data on individuals experiencing homelessness.

BNRC Responsibilities:

System Hosting & Administration

- Host and maintain the HIFIS database for the community.
- Ensure secure infrastructure, backups, and compliance with federal and provincial privacy standards.

User Management

- Create and manage user accounts for partner agencies.
- Provide onboarding, training, and technical support.

Data Quality & Privacy

- Monitor data integrity and completeness.
- Enforce compliance with privacy legislation (e.g., PHIA).

Reporting

- Generate mandatory reports for Reaching Home
- Support agencies in using data for planning and evaluation.

Governance

Community Entities must enter into a Data Provision Agreement with Housing, Infrastructure and Communities Canada, as well as develop a set of local agreements to

manage privacy, data sharing, and client consent in compliance with municipal, provincial/territorial, and federal laws. This includes:

- **Data Provision Agreement:** An agreement between the Community Entity and Housing, Infrastructure and Communities Canada that outlines the roles and responsibilities between both parties, as well as authorizes Housing, Infrastructure and Communities Canada's collection of certain non-directly identifiable data fields;
- **Service Level Agreement and a Policy and Procedure manual:** Outlines expectations between the Community Entity and Partner Agencies, including roles and responsibilities and an understanding of what information is being shared and why; and,
- **Client Consent Form:** An agreement between the service provider and the client that outlines the consent for the collection, retention, and sharing of certain data points from the client.
- Coordinate with community stakeholders on HIFIS policies.

Capacity Building

- Deliver training sessions and resources for agencies using HIFIS.
- Support integration of HIFIS into local service workflows.

2. Coordinated Access Lead Agency Responsibilities

Coordinated Access is a community-wide system that standardizes how individuals experiencing homelessness access housing and supports.

BNRC Responsibilities:

System Design & Implementation

- Develop and maintain the Coordinated Access system in alignment with Reaching Home directives.

By-Name List Management

- Maintain an up-to-date By-Name List of individuals experiencing homelessness.
- Ensure timely updates and accuracy.

Access Points

- Establish and monitor “no wrong door” access points for clients.

- Train front-line staff on intake and triage processes.

Assessment & Prioritization

- Implement standardized assessment tools.
- Facilitate prioritization based on acuity and vulnerability.

Vacancy Matching & Referral

- Match clients to available housing resources based on prioritization.
- Coordinate referrals and track outcomes.

Governance & Collaboration

- Lead case conferencing meetings.
- Engage stakeholders, including Indigenous partners, in governance.

Data Integration

- Use HIFIS to support Coordinated Access workflows.
- Generate reports on system performance and outcomes.