

BNL Key Messages

Script for Frontline Service Providers to use with Clients

January 2020

The By-Name List is an up-to-date list of people currently experiencing homelessness in Simcoe County.

By-Name Lists are used around North America by communities working to end chronic homelessness.

The By-Name List helps to provide better service, avoid duplicating services, and also to give us a better understanding of what services we need in the community.

The Common Consent Form is used to share your personal information with housing service providers. Giving your consent means that your information is entered into a Simcoe County-wide software called HIFIS and is added to the By-Name List.

Your personal information will be available (in HIFIS) to other housing service providers you may work with. They can access your information so you don't need to answer the same questions again.

Your personal information can only be accessed by housing service providers who are trained in privacy standards and who need your information because they are providing a service to you. They're not going to look at your personal information unless they are working with you.

Information with your personal identifiers removed is also used to track community-level changes and needs, so we can advocate for more services and reduce homelessness.

The By-Name List is not a waitlist for housing. You will still be able to access other ongoing services working towards housing.

It's a way to keep track of your information over time, to provide better service.

The By-Name List is also used to prioritize individuals for Housing First case management services. If you want to be added to the list for Housing First case management spots that come up, you need to be on the By-Name List.

You need to stay in touch with me (or other service providers) so we can keep your information up to date over time. If you're not in contact, you will end up being inactive on the list until we see you again.

* For more information about consent, read the full Common Consent Form