

Reaching Home Funding Application: Frequently Asked Questions (FAQ)

Can we apply if we do not currently participate in coordinated access or use HIFIS?

Yes. Organizations may apply even if they are not currently participating in Coordinated Access or using HIFIS. However, funded organizations must commit to meeting these requirements by the end of Quarter 1. This includes signing the necessary agreements, completing required training, and ensuring staff capacity for data entry and participation in CHAT (Whitehorse).

Are organizations that receive funding from other Reaching Home stream still eligible to apply?

Yes. Organizations funded through other Reaching Home streams may apply to the Territorial Stream. However, the RHFSC may prioritize organizations not already funded to ensure balanced distribution and system coverage. If you already receive Reaching Home funding, you must explain how the proposed project complements—not duplicates—existing work.

Are we allowed to submit more than one application?

Generally, organizations may submit only one application. However, organizations with distinct departments, programs or service branches may submit more than one application, provided each represents a clearly separate project or service model and can be managed on its own. A single application may include multiple staffing positions and/or eligible funding categories. Each proposal will be assessed independently.

Can we apply for only one year of funding instead of two?

Yes, organizations can apply for only one year of funding. Proponents requesting a one-year project should clearly describe the rationale for the shorter timeframe and demonstrate how the project will achieve meaningful outcomes within that period. All proposals must include a clear transition or exit strategy, including how participants will be supported at the end of the funding term, how services will be transferred, and how continuity of care and housing stability will be maintained. One-year projects should be well-defined, time-limited, and feasible to implement and conclude within the funding period.

Can we apply for positions other than Housing Access, Support and Loss Prevention?

Yes, but only in addition to at least one core housing-focused position. Roles such as peer support, cultural support, Elders, and outreach roles may be eligible if they:

- Support housing access, stabilization, or prevention
- Integrate clearly with one of the core positions
- Strengthen outcomes for people at risk of or experiencing homelessness
- Organizations cannot apply only for additional roles without requesting at least one core position.

How do we determine an appropriate size of support list (caseload) for positions we are requesting?

Workload guidelines are based on Reaching Home and best-practice housing-focused care management standards:

- Housing Support & Loss Prevention: typically 10–15 participants per full-time worker
- Housing Access: active support lists may be higher due to shorter-term engagement

These ranges are guidelines – not strict requirements. Proponents should justify their active support lists based on their service model and operational context, including staff capacity and experience, travel time, complexity of participant needs, HIFIS documentation requirements, availability of supervision and team support, outreach expectations and safety considerations, etc. Active support lists should align with your ability to deliver safe, consistent, housing-focused services.

Can positions be shared, split, or co-delivered between organizations?

Yes, shared or co-delivered staffing models are eligible, provided the arrangement is clearly defined.

Applicants must demonstrate:

- one agency must be identified as the lead and hold accountability for the Reaching Home agreement
- clear supervision and data-entry responsibilities
- consistent HIFIS documentation
- seamless service for participants (no duplication, no gaps)

Letters of partnership or MOUs are recommended where roles are shared.

Can we request Direct Participant Support Expenses without applying for a position?

No. Direct Support funds are only available to organizations applying for at least one of the core staff positions. This ensures funding is tied to active care management and Coordinated Access participation.

What does "meeting clients in the community" mean and why is it required?

It refers to staff being able to work where participants are, including:

- Shelters and drop-in spaces
- Encampments or unsheltered locations
- Rental viewings
- Participant homes (for in-home support)
- Community agencies or appointments

This approach is essential because it supports assertive engagement, builds trust, reduces barriers, and improves housing outcomes and retention. Organizations must have transportation systems or resources in place.

Can we apply for partial funding or design a project that scales if full funding is not available?

Yes. Proponents may submit a proposal that includes scalable options or describes how the project could be adjusted if only partial funding is awarded. If including multiple scenarios, be clear about which elements are core versus optional. Final funding allocations will be determined during the contract negotiation stage.

Are capital costs, rental subsidies, or facility upgrades eligible under this CFP?

No. Capital expenses (e.g., renovations, construction, vehicles, major equipment), long-term rental subsidies, or ongoing facility costs outside the [Reaching Home Directives](#) are not eligible. Only short-term rental supports directly tied to housing access or prevention (e.g., deposits, arrears that prevent eviction, one month's rent to hold a unit, short hotel stays for diversion) are eligible.

Will YAPC provide support during the application period (e.g., Q&A sessions, office hours)?

Yes. YAPC will host information sessions, offer scheduled Q&A opportunities, and respond to clarification questions during the CFP period. Details will be posted on the YAPC website. YAPC cannot review draft proposals, but can clarify eligibility, expectations, and required forms.

Are partnerships or letters of support required?

Not required, but strongly encouraged when delivering services jointly, coordinating with Indigenous partners, or integrating roles with other community services. Letters should clearly describe roles, responsibilities, and the value of the partnership.