

Reaching Home – Terms & Definitions

Assertive Engagement - a participant-centred practice that proactively builds strong, trusting relationships with individuals who struggle to engage, often due to trauma, homelessness or complex needs, by shifting responsibility from the participant to the provider to initiate consistent, compassionate contact and support change from where the person is at. It uses skills like motivational interviewing, trauma-informed practice, and strengths-based approaches to create hope and empower individuals to make changes on their timeline.

By-Name List (BNL) – a real time list of people experiencing homelessness. Households are added to the list by accessing services at one of the 14 access points in Whitehorse and completing an intake. It includes detailed information that supports coordinated access and prioritization for housing and support resources and provides information that supports advocacy, triage, system evaluation, and the overall understanding of homelessness in the Territory.

Care Conferencing – a structured, collaborative meeting involving the participant and key service providers to review progress, coordinate supports, address challenges, and develop shared plans that promote housing stability. Care conferences ensure everyone is aligned, reduce duplication, and strengthen continuity of care.

Chronic Homelessness – refers to individuals who are currently experiencing homelessness and who have experienced a total of at least 180 days (6 months of homelessness over the past year, or 546 days (18 months) over the past three years. It includes staying in unsheltered locations, emergency shelters, or staying with others temporarily without the guarantee of a continued stay (such as couch surfing) or short-term rental accommodations (e.g., single room occupancy hotels).

Community Action Plan (CAP) – a required planning document under Reaching Home that outlines the community's priorities, strategies, targets, and commitments for preventing and reducing homelessness. The CAP is developed collaboratively with the CAB and CE, Indigenous partners, and service providers. It guides funding decisions and system-level outcomes.

Community Advisory Board (CAB) – a governance body established under Reaching Home that provides oversight, strategic direction, and funding recommendations. The CAB ensures decisions reflect community needs and include diverse voices, including Indigenous organizations, PWLLE, housing and support providers, and government partners.

Community Entity (CE) – the organization responsible for administering Reaching Home funding for a geographic area. The Yukon Anti-Poverty Coalition is the Community Entity for the Yukon.

Coordinated Access – A community-wide system that streamlines how people experiencing homelessness get housing and support, moving from fragmented services to one consistent, person-centered process using intake assessments and shared data to match individuals to the best resources efficiently, ensuring fairness and better housing outcomes. The Whitehorse Coordinated Access System includes:

- A Housing First philosophy, or the understanding that every person, regardless of behaviour or past experiences, deserves a safe place to live
- Real time data about the supply of and demand for housing resources
- A streamlined approach to accessing services with multiple access points
- A standardized plan for triage and assessment
- Prioritization
- Vacancy matching and referral

Coordinated Housing Access Team (CHAT) – service providers who work with people experiencing or at risk of homelessness. Members of CHAT agree to an ‘open door’ approach whereby a person can contact any of the participating agencies to be added to the BNL. These service providers try to ensure people on the BNL are supported and matched with services and housing that will help them thrive.

Homeless Individuals and Families Information System (HIFIS) – a national, cloud-based care management and data collection system provided by the Government of Canada. HIFIS supports Coordinated Access, participant record-keeping, service documentation, shelter management, and outcomes reporting for Reaching Home. All Yukon projects funded through this CFP must use HIFIS.

Homelessness – the situation of an individual or family who does not have a permanent address or residence, and does not have the immediate prospect, means, and ability of acquiring it. It can include time spent in emergency shelters, unsheltered locations, staying temporarily with others without guarantee of continued residency, in short term rentals with no security of tenure.

Housing and Care Management Resource Inventory

A standardized tool used to identify and document the services, supports, resources, and activities available to a participant as part of their housing plan. The Inventory helps staff coordinate care, remove barriers to housing, and ensure services are aligned with the housing-based case management approach.

Housing-Based Care – a structured approach that emphasizes housing stability. It involves identifying barriers to housing or housing stability and actively working with households to mitigate or remove barriers. It requires active engagement, brokering access to other services, promoting change, and using a non-judgemental, trauma-informed approach.

Housing First Philosophy – is a recovery approach to services that includes moving people experiencing chronic homelessness rapidly from the street or emergency shelters into stable and long-term housing without preconditions like sobriety recognizing that stable housing is the foundation for well-being. Importantly, ‘housing first’ is not ‘housing only’ and requires ongoing, flexible individualized support to help maintain housing and well-being.

Imminent Risk of Homelessness

A situation in which an individual or household is at immediate risk of losing their housing and is likely to enter homelessness without rapid intervention. This includes pending eviction, unsafe or untenable living conditions, discharge without a housing plan, or another crisis that threatens housing stability.

Lived or Living Experience – refers to people who have experienced or are experiencing homelessness or housing instability. Their insights and leadership inform program design, service delivery, evaluation, and system planning, ensuring supports reflect real needs and reduce barriers.

Shelter diversion

Diversion is an intervention used to prevent the use of emergency shelter by providing individualized support before an individual or family enters the shelter system. Diversion involves collaborating with the person to explore whether there are opportunities to resolve their housing crisis and focuses on leveraging the person's resources, support networks, and problem-solving skills to find alternatives such as staying with friends or family. Diversion is not intended to create barriers to accessing services but rather to support the person's resiliency and avoid unnecessary engagement with the homelessness system.