



BC Refugee Claimant Housing Referral and Data Management Project

Minutes of the CHARMS Advisory Meeting #6

Wednesday, November 18th, 2020 | 1:30 PM – 3:30 PM (Zoom)

Present: Alexandra Dawley (MOSAIC), Sherman Chan (MOSAIC), Saleem Spindari (MOSAIC), Marzieh Nezakat (MOSAIC), Jacqueline Sarvini (MOSAIC), Kathy Sherrell (ISSofBC), Richard Belcham (Inasmuch/MAP BC Co-chair), Derek Chu (Kinbrace /MAP Housing Working Group Co-chair), Iris Solorzano (Options), Jenny Lam (Options/MAP Co-chair), Joni Rose (MJEDC), Melissa Johnston (IRCC), Demetrius Schwab (Union Gospel Mission), Vanessa Roth (Journey Home Community), Julia Wu (BC211), Ali Mustafa (Independent), Nicole Stinson (BC Housing), Jenny Moss (MAP Executive)

Regrets: Sabrina Dumitra (AMSSA)

Introductions & Welcome (Marzieh):

- Marzieh provided a welcome to everyone and an acknowledgement that she's speaking from the unceded, traditional, and stolen lands of the Coast Salish people.
 - Marzieh also acknowledged the generous financial support of MJEDC.
 - Agenda was reviewed and approved.
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Project Updates (Marzieh):

Interviews: So far, Marzieh and Jackie have interviewed approximately 20 people (and 30 by the end of November). This includes MJEDC, UNHCR, the Canadian Red Cross, and settlement agencies/housing providers all across the province.

Thanks to AMSSA, Marzieh has been in touch with agencies and providers in multiple regions across the province – the Metro Vancouver, Fraser Valley, Interior, and Vancouver Island regions in particular.

Otherwise, a big thank you to everyone who has already participated in the interview or will be participating in the interview in the near future!

Survey: The accompanying survey has been sent to MAP and non-MAP agencies. A follow-up reminder to complete the survey was also sent, as the survey will close on Friday, November 20th. These responses are important, as they'll complement the findings from the interviews.

Here are some highlights that have already emerged:

- Database design and functionality suggestions;
- Housing challenges faced by Refugee Claimants; and
- Privacy protocols and concerns as well as different levels of access to the system.

Comments:

- Joni-Rose will forward the list of reports that the Ministry will need, though they'll likely need to add more later.

Questions & Answers:

- Q: Will the interview process also include Refugee Claimants who've had first-hand experience in the housing search?
- A: Yes, we'll be facilitating a number of focus groups in the coming weeks. We anticipate that we'll have around 50 Refugee Claimants who'll share their experiences. \$50 honorariums will be given to participants.

Requirements Document (Marzieh): Here are some updates:

- We have met with Apricot and have another meeting scheduled to consider an estimated budget and the scope of customizability.
- A meeting is going to be held with BC Housing (arranged by Nicole) about the HIFIS system that they use.
- During our interview with Kathy, she shared some important information about security protocols that we should consider moving forward. There will be further conversations on the topic with ISS.

Because we want to ensure that we have the necessary safety and security procedures implemented within the system, the BC CHARMS project will need to consult with a Security Expert.

Please contact Marzieh if you know anyone who has any expertise around provincial and federal security regulations; we want to assure ourselves that we're working within these guidelines.

Draft Software Requirements Specifications (Marzieh): This document will be shared once comments from this meeting and Hissein's updates are added. Below are some of the comments and questions that came from our discussion.

[Note: Anything in *italics* and in blue are directly from the Software Requirements Specifications form. They're meant to be in reference to the questions and comments being asked and said, respectively. Please read over the full Software Requirements Specifications form for more information on whatever is read in blue.]

[Note: 'Q' refers to 'Question'; 'A' refers to 'Answer'; 'C' refers to 'Comment']

Users: A brief look into who this system is intended for and who'll have access to what information.

[3. Data Management System Overview >> 3.5 Target Audience]:

"Any private individual or external organization who is granted access to the data management system, examples of such users: Settlement agencies; Emergency housing providers; Housing providers; Lawyers; External parties whose access to the system is necessary to their operations."

Q: Why are lawyers included?

A: Because they're a part of the housing referral process for some Refugee Claimants.

[3.6 Access Control >> 3.6.1 Overview]

"Access control policies provide the blueprint for the management of user's access, authorizations, and control requirements for the Data Management System and user's information. An additional document will be made available which will be dedicated to access."

Q: Will there be different levels of access given to users depending on what they need to know?

A: Yes. The 'Access Control' section covers who'll get what level of access according to a set of criteria. Specific agencies, providers, and organizations are not yet listed.

C: Joni Rose added that the Ministry would like the ability to run their own reports. Government access, as well as a better understanding of what the Ministry's needs are for these reports, are to be determined.

Forms: A brief look into which forms will be integrated into the system.

[4. Functional Requirements >> 4.1 Overview]

"The Refugee Claimant Housing Referral and Data Management system is set up based on a number of different forms that provide different information in order to process an application."

Data Flow Diagrams: A brief look into some of the diagrams and how the data will move and be accessed in the system.

[4. Functional Requirements >> 4.3 Data Flow Diagram >> 4.3.1 Context Diagram]

[4. Functional Requirements >> 4.3 Data Flow Diagram >> 4.3.2 Level 0 Data Flow Diagram]

[4. Functional Requirements >> 4.4 Use Case Diagram]

Reporting: A brief look into some of the reporting capabilities, including (but not limited to) viewing active and closed reports.

[4. Functional Requirements >> 4.5: Reporting]

“One of the critical areas in the system is generating various reports according to business needs. Below is the initial list of required reports the system should generate:

C: It would be useful to be able to pull a report on a client over time (i.e. along their housing journey from arrival, shelter, transition, to permanent housing). This would enable housing providers and settlement agencies to see how long Refugee Claimants are spending in each type of housing service.

Q: Could there be a report on who’s *not* being housing or how long it takes to find housing for a Refugee Claimant.

A: Yes, so long as the Refugee Claimant has been entered into the system.

C: Both the summary and the details are useful – the numbers as well as the average time to find housing.

C: It may be easier if there’s a checkbox to indicate ‘Incomplete’ / ‘Complete’ as a filter option.

Q: Will it be possible to close a file if the person is housed through a system that’s not a part of this referral system?

A: Good question. This will need to be thought through a follow-up conversation with Case Management. There will be outcomes at all stages of the Refugee Claimant journey that need to be provided for.

Q: Who’ll be doing the follow-up process?

A: Possibly a report could be created for cases that need follow-up.

C: That might be a daunting task, just considering the number of Refugee Claimants we’re likely to receive. Perhaps there could be an automated check-in via text message to the client to see how they’re doing?

A: There will be a tracking ID for each Refugee Claimant in the system.

Q: Could an unofficial group be added into the system if they have a housing offer?

A: They could join with a nearby agency that’s registered with this system. That way, their housing option could be offered through this agency.

Q: But wouldn't this then become housing for everyone?

A: We could use a 'tagging' system for this type of resource. For example, we could identify the previously mentioned example as 'Community Referral.'

Q: If that's the case, can users tag with anything they want? Or is it specific to their partnering agencies?

A: Tags can be used for different things. For example, nearby amenities to the emergency, transitional, or permanent housing; suitability of housing for people with physical disabilities.

C: Maybe the 'unofficial housing' could be referred to as 'market housing'?

[5. Database Development Standards Guidelines >> 5.4 Application >> 5.4.1 Infrastructure Assessment]

"Prior to and post application deployment, infrastructure assessment is essential in order to have a secure information system. The following are the type of assessments that are required: Network vulnerability scans; Server vulnerability scans; Application tests; Static code analysis; Middleware scans; Database scans; Application penetration; Application recovery exercises."

C: We should be careful with all of these housing options. Although some of them may come from a good place, there are others that could very well be a scam.

A: This document will cover all of the standard government requirements regarding security and confidentiality.

[5. Database Development Standards Guidelines >> 5.4 Application >> 5.4.1 Infrastructure Assessment]

C: There needs to be an API (application programming interface); on the system, we should be able to integrate data into different agencies' database.

A: This is going to be included.

C: Additionally, we should ensure that there's a high level of scrutiny for the reliability of data and compatibility with different systems.

Gaps and Questions: A brief overview of some of the gaps that were identified by the group:

- Will the system be user friendly? Can it provide support through a 'help' service?
 - Will there be a user manual?
 - Will there be an annual training update?
 - Will there be evaluations through a user experience survey?
 - Will there be accessibility options for those with a visual and/or hearing disability?
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Conclusion: Marzieh will bring all of these notes to Hissein to include into the final Requirements Document.

The next meeting will take place once all of the survey results are in and incorporated with Hissein's comments.

Provisional date: Wednesday, December 16th (1:30 PM – 3:30 PM)