

OPÉRATION 1^{ER} JUILLET

TOOL FOR HOMELESSNESS RESOURCES AND SERVICE PROVIDERS IN THE HEALTH AND SOCIAL SERVICES INSTITUTIONS

The City of Montreal, the OMHM, and the Service Régional de l'itinérance du CIUSSS du Centre-Sud-de-l'Île-de-Montréal (CCSMTL) would like to inform service providers of community organizations and the Health and Social Services Institutions about how **OPÉRATION 1^{ER} JUILLET** works. The goal is to better direct individuals, according to their needs and situations, either to appropriate homelessness resources (via 211), **OR** to line 311, the City of Montreal's gateway for requests related to housing relocation, which, depending on the case, will forward the call to the OMHM Referral Service.



1 REFERRAL TO 311 / OMHM REFERRAL SERVICE

Here is a tool that summarizes the criteria for referring individuals **who have lost their housing** and may need resources and services designed for people experiencing homelessness or who are at **risk of finding themselves in homelessness** resources if no alternative support is found.

ELEGIBILITY CRITERIA:

- ☐ **Have lost** their housing and lacking housing options for less than 90 days
- ☐ **Be independent enough** to live in housing and to actively participate in the search for housing solutions
- ☐ Have been a **tenant** in the City of Montreal within the last 12 months (proof such as a lease may be required)
- ☐ Be a person with **low or modest income**

Does the person's situation meet the 4 criteria above?

- ☐ **IF YES** = 311
- ☐ **IF NO** = 211 or other homelessness resources (depending on the worker's expertise)
- ☐ **IF unsure** = 311

2 REFERRAL TO OTHER RESOURCES RELATED TO HOMELESSNESS

211 : Information and referral line for social and community services 7 days a week, 8 a.m. to 6 p.m., online directory : www.211qc.ca/en/

811 : Info-Santé and Info-Social 24hours a day, 7 days a week

RAPSIM **directory of community housing and social housing resources with community support** : rapsim.org/wp-content/uploads/2023/04/repertoire-2022-avr2023-web.pdf