WHAT IS THE BC CHARMS HOUSING REFERRAL SYSTEM?

BC CHARMS is the first province-wide centralized housing referral system for Refugee Claimants in Western Canada. It connects settlement workers and housing providers across the province of British Columbia to help settle refugee claimants. This system supports data sharing to increase the understanding of refugee claimants' housing demands, while ensuring the security and privacy of the information.

WHY IS BC CHARMS IMPORTANT?

- Strengthens and expands the scope of service providers who are working to address the housing needs of refugee claimants.
- Facilitates cross-sector collaboration between settlement agencies, housing providers, and private and non-profit landlords.
- Equity-based approach allows equal opportunity to all refugee claimants to find appropriate settlement regardless of where they reside in the province.
- Reduces wait times for housing through collaboration between the settlement, non-profit, and private housing sectors.
- Addresses existing gaps by recording each clients' housing history and avoids miscommunication.
- Ensures privacy and security through the highly secured Apricot 360 system where measures were devised by experts throughout the workflow.
- Robust decision-making processes through real-time data collection regarding the number of refugee claimants in need of housing, compared to available vacancies across the province.

BC CHARMS
BC's Refugee Claimant Housing Referral System

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MOSAIC BRITISH COLUMBIA | WelcomeBC MAP Multi-Agency Partnership BC

BC's Refugee Claimant Housing Referral and Data Management System

BC CHARMS
BC's Refugee Claimant Housing Referral System

WHY USE BC CHARMS?

DESIGNED TO ALLOW EASE OF USE:
BC CHARMS is designed to allow a seamless workflow for both settlement workers and housing providers.

VISUALLY ILLUSTRATES REAL TIME INFORMATION AND UPDATES:
It visually illustrates real-time availability for vacancies, their locations, amenities included, and persons best suitable for these vacancies.

BUILT-IN ACCURATE DATA MANAGEMENT:
This database has built-in data validation functionalities to ensure that data is accurately captured and managed. This includes items such as home and work addresses, country of origin, first language, additional languages and more. These functions guarantee that no duplicate data entries can be found.

EASILY ACCESSIBLE WEB-BASED DESIGN:
Its easily accessible via desktop, laptop, tablet, and/or smartphone.

CUSTOMIZED AND FILTER-BASED REPORTING:
BC CHARMS software allows for customized and filter-based reporting, ranging from charts, graphs, and other means of visualizing collected data. It contains drag and drop functionality making the creation of reports easy for all users.

CONSISTENTLY UPGRADING SYSTEM UPDATES:
The system is consistently being upgraded, all of which is free for users.

EASY TO FOLLOW WORKFLOW OPTIONS:
BC CHARMS easy-to-follow interface and logical workflow options allow for a complete data collection in combination with a cleaner database.

A TIERED-BASED APPROACH:
BC CHARMS system allows user administrators to create a tiered-based approach limiting certain users from having access to sensitive records.

READILY AVAILABLE ONLINE TRAINING FOR ALL USERS:
General online training is readily available for all users via the Apricot 360 website and within the BC CHARMS database itself at any time.
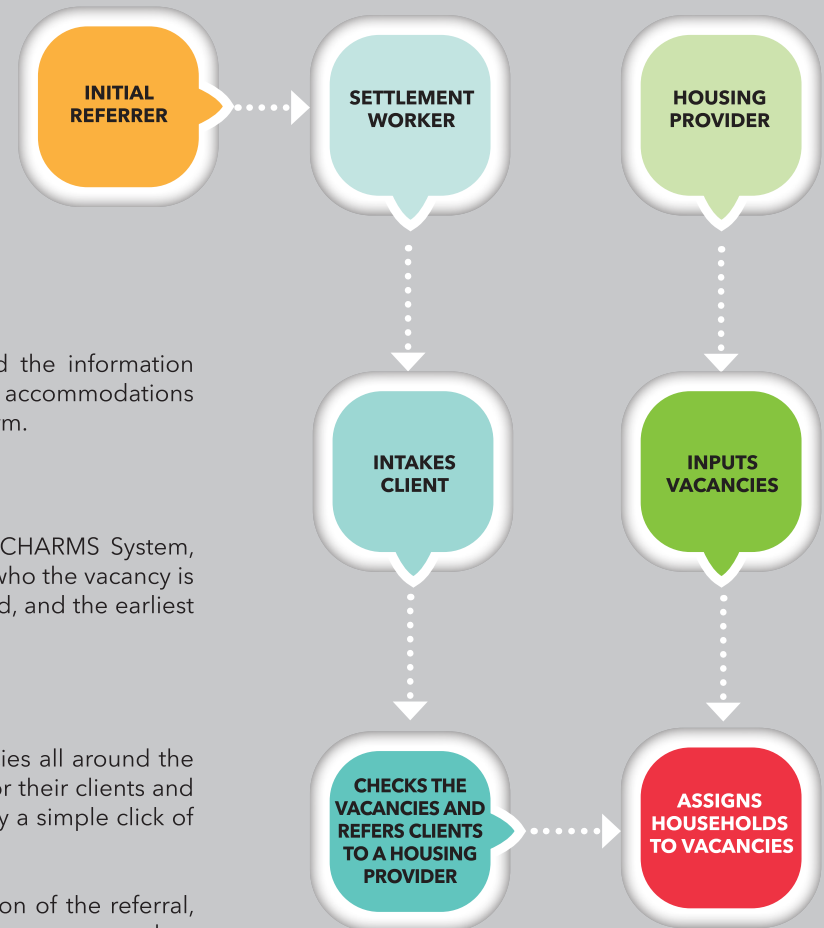
IMPLEMENTED ADVANCED SEARCH TOOLS:
Advanced search tools using multiple fields to link related individuals and to prevent the duplication of client profiles when reports are pulled from the system.

Our workflow is modelled after the daily work of settlement workers and housing providers across the province:

INITIAL REFERRER:

Anyone can refer a refugee claimant in need of housing to the BC CHARMS system through a web-based referral form! It is easy, quick, and all settlement workers who have access to BC CHARMS System will be notified of the referral.

SETTLEMENT WORKERS:

Perform intake processes and record the information that is necessary to find appropriate accommodations for refugee claimants on the intake form.

HOUSING PROVIDERS:

List all their availabilities on the BC CHARMS System, letting the Settlement Workers know who the vacancy is suitable for, what amenities are offered, and the earliest dates for vacancy availability!

HOUSING MATCH:

Settlement Workers check the vacancies all around the province and find the best match(es) for their clients and refer them to that housing provider by a simple click of a button!

Housing Providers receive a notification of the referral, and work with the Settlement Worker to accommodate the referred client!

INITIAL REFERRER → SETTLEMENT WORKER → INTAKES CLIENT → CHECKS THE VACANCIES AND REFERS CLIENTS TO A HOUSING PROVIDER → ASSIGNS HOUSEHOLDS TO VACANCIES

HOUSING PROVIDER → INPUTS VACANCIES → ASSIGNS HOUSEHOLDS TO VACANCIES