



# NANAIMO:

## BUILDING A PATH FORWARD

### TASK FORCE MEETING Complex Needs & Action Plan

July 22, 2020

## Overview

- Social Impact Audit (quick update)
- Community Engagement approach (update)
- Integrated Coordinated Access complex needs (information/Q&A)
- Action Plan Outline (feedback requested)
- Plan Feedback Process (discussion)

## Community Engagement (Aug-Sep)

### DESIGN LABS

1. Systems Coordination (Alina)
2. Filling Gaps in the Housing Continuum (Alina)
3. Domestic Violence & Gender-Based Responses (Community)
4. Exploitation & Vulnerability (Community)
5. Engaging Faith/Volunteer Community (Community)
6. Food Security (Community)

### LIV EX LABS

1. On-Reserve Indigenous x 2 (Lisa)
2. Off-Reserve Indigenous x 2 (Community)
3. Seniors x 2 (Community)
4. Youth x 2 (Community)
5. Diverse Abilities (Community)
6. LGBTQ2S Diverse Communities (Community)
7. Women x 2 (Community)
8. Families x 2 (Community)

### LEVERAGING COMMUNITY

#### LEADERSHIP TO SUPPORT

#### TEST-DRIVING:

Emerging priorities/ actions

Proposed ICA model

Complex needs approach

Implementation governance roles

## DESIGN LAB FOCUS

1. DIGITAL NAVIGATION
2. SYSTEMS NAVIGATORS
3. DESIGNATED LOCATIONS
4. ACTION TABLES:
  - a. Complex needs
  - b. Seniors
  - c. Children, youth & families
  - d. Indigenous



## Complex Needs Action Table

### TARGET GROUP

#### 50 clients with complex needs who we can do a better job supporting

- **Health** Frequent, &/or escalating EMS and/or Emergency Departments use + Complex comorbidity: co-occurring health, mental health, addiction issues, and/or trauma
- **Justice** Frequent, inappropriate, and/or escalating Police Service interaction and/or admissions to Court Services Section, Remand /Alberta Corrections facilities
- **Housing/ Homelessness** Current or past history of chronic homelessness, long term housing instability

### PROCESS

1. **Screened** at entry points (police, CMHA, JH, shelter)
1. **Prioritized** for Service (VAT + Public Systems Use)
1. Assigned **Lead Support Worker**
1. **Integrated Service Plan Delivery**
  1. Health: Clinical supports
  2. CMHA/JH: housing & wraparound supports; navigation
  3. Police: outreach; safety backup
  4. Other services as appropriate (600+ listing) in community for full integration/ stabilization
1. **Outcomes:** Systems Use monitoring & wellbeing improvement

## Getting started



1. Establish **Action Table on Complex Needs** with core frontline partners (CMHA, shelter, health, police)
1. **Funder** buy-in: UW, BCH, IH
1. **Action Table lead org/person** designated to coordinate activities
1. **Due diligence** - Terms of Reference; informed consent process; data sharing agreements; org list development; list collation to id top 50; data tracker
1. **Outreach** to top 50; informed consent & engagement
1. **Integrated Service Plan** - case lead for each Top 50; ISP execution & progress monitoring
1. **Review/ refine/ scale**

## Action Plan Outline

### Action Plan Overview

- a. Designed, branded document (25-30 pages total) with graphics, quotes, pictures
- b. Targeted at interested community members & stakeholders
- c. Written in easy to understand language, but adequate to convey approach

### Technical Report/Appendices

- a. Community engagement results
  - i. ICA model input
  - ii. Complex Needs approach
  - iii. Emerging priorities
- b. Financial modelling
- c. Needs Assessment
- d. Social Impact Audit

### Table of Contents

- Plan Overview & Approach
- Task Force / Key Partner Roles
- Community Engagement Process
- State of Health & Housing in Nanaimo
- Guiding Principles/ Key Concepts
- Strategies & Key Actions
- Targets & KPIs
- Investment Strategy
- Implementation Approach
- Governance Model
- ICA model & Complex Needs overview
- Key Terms

## NEXT MEETINGS

| MONTH   | TOPICS  |
|---------|---|
| July 22 | Integrated Coordinated Access model overview (information/Q&A)<br>Social Impact Audit (update)<br>Action Plan Outline (feedback requested)<br>Plan Feedback Process (discussion)                          |
| August  | No meetings<br>Comm Engagement ongoing  |
| Sep 2   | Comm Engagement (update)<br>Council input (discussion)<br><a href="#">Present Draft Plan (overview, feedback requested)</a><br><a href="#">Integrated Funding Strategy (overview, feedback requested)</a> |
| Sep 16  | Deliverables finalized (update)<br>Plan Launch approach (discussion)<br>Implementation Approach (discussion)<br>Transition Planning - Implementation Roles (discussion)                                   |
| Oct 1   | Project Wrap Up (discussion)<br>Next Steps (discussion)   |

## Community Report Overview

**Journey HOME**  
KELOWNA'S JOURNEY HOME STRATEGY  
COMMUNITY REPORT

**Journey HOME**  
KELOWNA'S JOURNEY HOME STRATEGY  
TECHNICAL REPORT

*Kelowna's Strategy to Address Homelessness*

**JOURNEY HOME STRATEGY AT A GLANCE**

BY KELOWNA FOR KELOWNA

1,500 people are experiencing homelessness in Kelowna

2,000 people are experiencing homelessness in Kelowna

3 PILLARS

**BY THE NUMBERS**

2,000 people experiencing homelessness in Kelowna

286 people experiencing homelessness in Kelowna

319 people experiencing homelessness in Kelowna

31% of people experiencing homelessness in Kelowna are experiencing homelessness in Kelowna

31% of people experiencing homelessness in Kelowna are experiencing homelessness in Kelowna

31% of people experiencing homelessness in Kelowna are experiencing homelessness in Kelowna

**FOCUS ON ENSURING EVERYONE HAS A PLACE TO CALL HOME**

**CHRONIC & EPISODIC HOMELESSNESS**

The Government of Canada provides the following definitions of homelessness:

**Chronic homelessness** - Individuals who have been homeless for six months or more in a year (i.e. they have spent more than 180 total nights in a shelter or place not fit for human habitation).

**Episodic homelessness** - People who have experienced three or more episodes of homelessness in the past year.

Both groups often suffer from associated disabling conditions such as chronic physical or mental illness and substance abuse problems. Kelowna shelter data as depicted in Figure 4 through 2018 reported by IHS tells us that there is a relatively small percentage of chronic/episodic users, but that the number has grown by 3% over the past five years.

**Figure 4: IHS 2018 Shelter Data - Kelowna**

| Year | Chronic/Episodic Shelter Users |
|------|--------------------------------|
| 2013 | ~100                           |
| 2014 | ~120                           |
| 2015 | ~140                           |
| 2016 | ~160                           |
| 2017 | ~180                           |
| 2018 | ~200                           |

# ROADMAP

**Sprint 1: Startup & Research**  
(Dec. 2019 - Jan. 2020)

Project Scoping, Research, Needs Assessment

**Sprint 2: Direction Setting**  
(Jan. 2020 - Mar. 2020)

Systems Mapping, Social Impact Audit

**Sprint 3: Refining Priorities**  
(Apr. - May. 2020)

Community Information & Engagement

**Sprint 4: Implementation Startup**  
(Apr. - Jun. 2020)

Integrated Funding Strategy, Key Performance Indicators, Accountability Framework

Priorities validation, Implementation Plan

Action steps to keep moving the community forward

Jun. - Sep. 2020

|   |   |  |           |
|---|---|--|-----------|
| <p><b>Systems Map</b> of 600+ services operating in Nanaimo to understand ecosystem gaps, overlaps &amp; support coordination and provide help seekers a real time systems navigation tool (HelpSeeker Apps).</p> | <p>Completed Feb. 2020; ongoing updates</p>   | <p>Ongoing updates</p>   | <p>11</p> |
| <p><b>Strategic engagement</b> to generate key stakeholder buy-in for systems change from end users, service providers, funders/policy makers &amp; to inform public of efforts.</p>                              | <p>10 Design Labs<br/>Task Force mtgs x 12<br/>WG mtgs x 8<br/>Coalition orientation<br/>Onsite org mtgs x 11</p> | <p>Jun-Sep<br/>10 Design Labs<br/>10 LiVEX Focus Groups<br/>Task Force mtgs x 4<br/>WG mtgs x 4<br/>Onsite org mtgs x 11</p> |           |
| <p><b>Health &amp; Housing Action Plan</b> outlining priorities for Nanaimo, targets/gaps/costs to address current &amp; projected vulnerable population needs</p>  | <p>Integrated Needs Assessment Completed - Apr.<br/><br/>Financial Modelling Completed - May</p>                  | <p>Sep - Recommendations Report</p>  |           |
| <p><b>Integrated Funding Strategy</b> to create co-investment model among diverse sources to align efforts to maximize impact/ performance.</p>   | <p>Social Impact Audit partially completed<br/><br/>Financial modelling completed - May</p>                       | <p>VIHA/BCH data needed<br/><br/>Funders Design Lab - Jun</p>  |           |
| <p><b>Integrated Coordinated Access</b> model to support streamlined process across ecosystem to optimize efforts to prevent &amp; end homelessness.</p>  | <p>Ecosystem design completed May<br/><br/>ICA Model overview presented</p>                                       | <p>ICA Model engagement Design Labs<br/><br/>ICA Model write up</p>  |           |
| <p><b>Complex Needs Integrated Service Model</b> to support housing &amp; wellbeing needs of Nanaimo's 50 as a flagship cross-systems initiative.</p>   | <p>Complex needs table overview Jun</p>   | <p>Complex Needs model engagement design labs<br/><br/>Complex Needs model write up</p>                                      |           |

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