NANAIMO:

BUILDING A PATH FORWARD

Health & Housing Action Plan
Overview & Governance Options

Oct. 14, 2020

LAND ACKNOWLEDGEMENT

We would like to begin by acknowledging
that we are on the traditional and unceded territory
of the Coast Salish Peoples,
the traditional territory of the Snuneymuxw First Nation.

AGENDA

3

- Overview HAAP priorities & process to date
- Implementation governance options
- Backbone Systems Planner Organization
- Options for Systems Planner Organizations
- Homework & next steps

BACKGROUND & CONTEXT

BACKGROUND

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- Nanaimo is committed to action that ensures everyone's health & housing needs are met to enable a vibrant & inclusive community;

- City Council kick-started a community-based process via Task Force to develop a **blueprint for action for the next five years unique to Nanaimo**

- All stakeholders are needed in a **systems change** effort aimed at addressing the **root causes** as well as symptoms related to current health and housing issues

PLAN DEVELOPMENT

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TIMELINE OF APPROACH & CONSULTATIONS

Research (Dec-Feb)	**Listen (Feb-June)**	**Validate (July-Sept)**	**Finalize (Oct-Nov)**	**Launch (Dec)**
Integrated Needs Assessment Groundwork Data analysis	Design Labs Stakeholder Engagement Social Impact Audit	LivEx Labs Design Labs Council/ Key Stakeholders	HHTF review Design Council Approval	Governance Implementation Resourcing

COMMUNITY ENGAGEMENT

WHAT DID THE COMMUNITY TELL US?

9 Design Labs - 200 participants

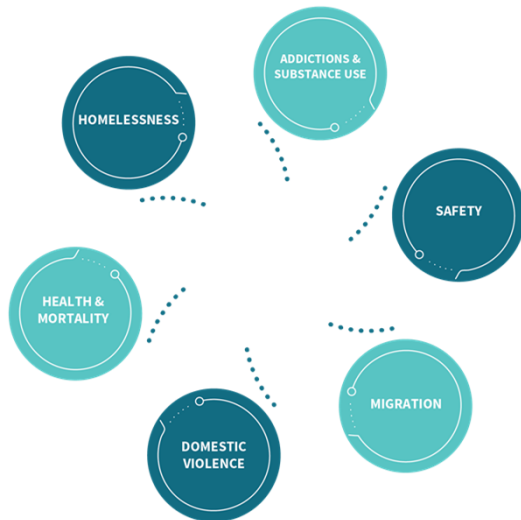**Stakeholder discussions: Task Force, Coalition & key community partners**

Validation Labs underway

KEY LEARNINGS & CONCEPTS

UNDERSTANDING NEEDS

HOMELESSNESS

ADDICTIONS & SUBSTANCE USE

SAFETY

HEALTH & MORTALITY

MIGRATION

DOMESTIC VIOLENCE

PAIN POINT:

PRE-COVID & POST-COVID:

- Social disorder, addictions, mental health, homelessness,

- Prevent potential gaps in a social services delivery system

- Service quality, efficiency challenges

BASIC NEEDS

HOUSING INCOME FOOD DAYCARE TRANSPORTATION EMPLOYMENT

HEALTH & WELLNESS

ILLNESS HEALTH CONDITIONS HEALTHY LIVING MENTAL HEALTH STRESS LEVELS

FAMILY & COMMUNITY

FEEELING SUPPORTED FAMILY FRIENDS COMMUNITY RESPECTED/ACCEPTED BELONGING

SAFETY & SECURITY

LEGAL FEELING SAFE

People's needs are layered.
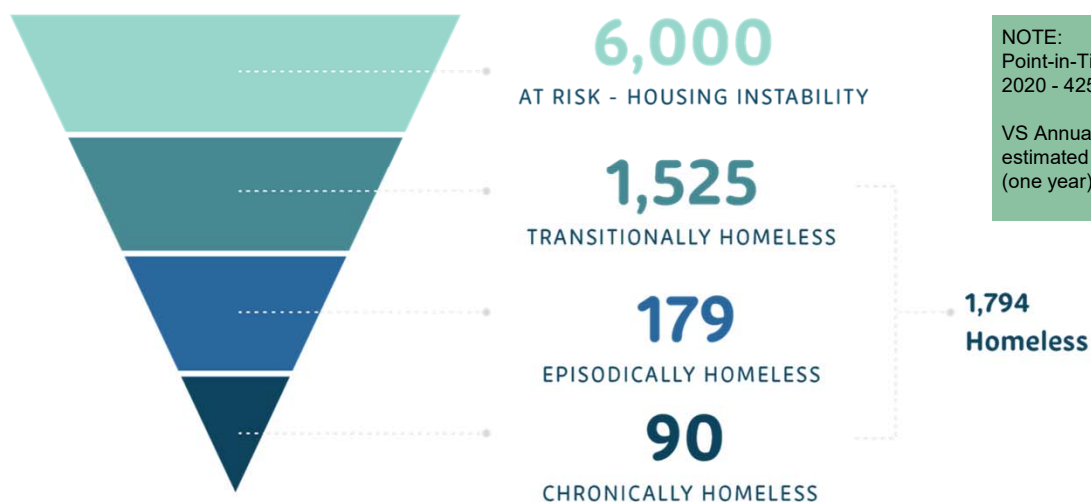
NEEDS ASSESSMENT FINDINGS

PRIMARY SOCIAL/HEALTH/HOUSING ISSUES

- A growing community = urbanisation pressures
- More seniors
- Poverty and deprivation
- Housing unaffordability
- Renters are struggling
- Food insecurity rates are highest on the island
- Rates of core housing need are increasing
- Homelessness is increasing
- Early Childhood Development indicates higher vulnerabilities
- High school completion below provincial average
- More lone parents
- Lower life expectancy in the LHN
- The Potential Years of Life Lost (PYLL) alcohol and smoking-related deaths are higher than the provincial average
- Opioid and Methamphetamine use
- Demands for police are up
- Domestic violence continues to be a community concern

PRIORITY POPULATIONS

- Seniors
- Vulnerable seniors
- Lone parents, singles, seniors living alone
- Renters
- Low income households
- Indigenous peoples
- Newcomers
- Youth
- LGBTQ2S+
- People with disabilities, health issues
- Those facing mental health, addictions
- At-risk student (homeless/precariously housed, pregnancy, health and financial issues, domestic violence)

IMMEDIATE DEMAND ESTIMATES

6,000
AT RISK - HOUSING INSTABILITY

1,525
TRANSITIONALLY HOMELESS

179
EPISODICALLY HOMELESS

90
CHRONICALLY HOMELESS

1,794 Homeless

NOTE:
Point-in-Time - March 2020 - 425 (one day)

VS Annual Flow estimated at 1,794 (one year)

Developing Options
Overview of 4 options

Scenario	Cost/ Year	Total Costs	Total OpX	Total CapX	Targets	#Served	Timespan
Scenario 1 - *Worst Case*	ʼ5419P	ʼ43;P	ʼ918P	ʼ931kP	4/4:3	6/678	8 \hduv
Scenario 2 - *Best Case*	ʼ718P	ʼ551:P	ʼ4:16P	ʼ816P	6;8	7/<79	8 \hduv
Scenario 3 - Likely Case	**$12.5M**	**$62.7M**	**$33.6M**	**$28.4M**	**655**	**4,308**	**5 Years**
Scenario 3.5 - *Longer Case*	ʼ441;P	ʼ44:1:P	ʼ:71:P	ʼ751kP	4/353	43/574	43 \hduv

BUILDING AN ECOSYSTEM APPROACH
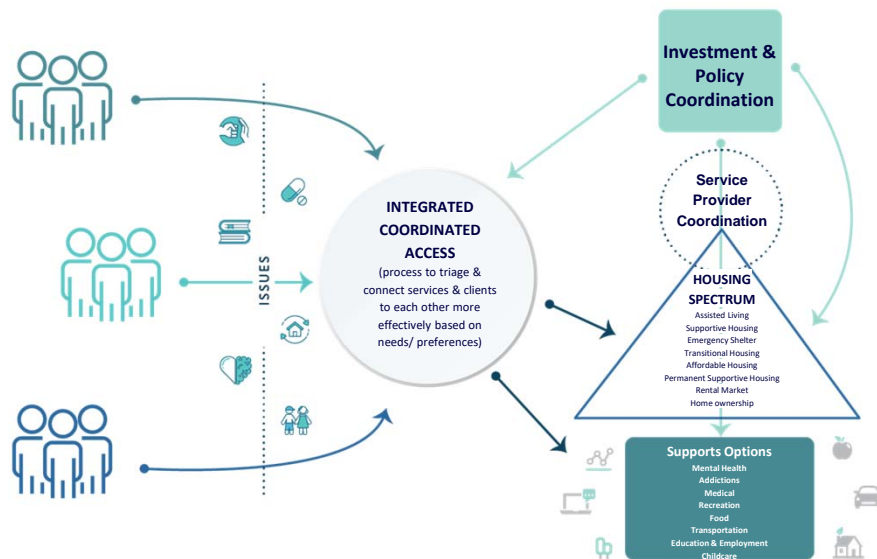
INTEGRATED COORDINATED ACCESS *(ICA)*

A systematic process by which those looking for support with social, health, or other needs are triaged to appropriate resources.
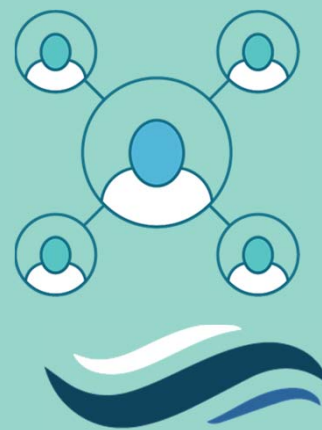
CORE ICA COMPONENTS

1. **DIGITAL NAVIGATION** through HelpSeeker apps/website freely accessible to anyone, anywhere

2. **COMMUNITY LOCATIONS** physical locations where the community can access supports and systems navigators

3. **INTEGRATED SERVICE TABLES** to coordinate complex needs care among key service providers/ public systems

4. **SYSTEMS NAVIGATORS** trained and mobilized to provide in-person support at key access sites across the community

DIGITAL NAVIGATION

LEVERAGING ALL SOCIAL SERVICES IN THE COMMUNITY TO ENSURE PREVENTION AND EARLY INTERVENTION SUPPORT IS ACCESSIBLE FOR ALL

THE MAJORITY OF INDIVIDUALS IN NEED SEEK OUT NATURAL SUPPORTS AND/OR WEB-BASED INFORMATION WHEN STRUGGLING

A consolidated and consistent method to find web-based information is required to implement ICA and coordinate effectively

Level 1   Level 2   Level 3

By-Names-Lists

List of people who need homeless supports who need to be matched w. Referral to housing programs

Feds focused on homeless pops, but exists in lots of sectors outside: health, children's services, immigration, safety, etc.

Can be leveraged for multi-system work - see example from Lethbridge, Edmonton, Abbotsford, etc.

	A	B	C	D	F	J	L	N	P	R	T	V	X	Z
1	ICA Unique ID	ICA Consent Obtained	Date Screened	Submitted to ICA	Top User 1 month total	LPS 1 mo pre	SCS 1 mo pre	Intox 1 mo pre	Shelter 1 mo pre	DOT 1 mo pre	Jail 1 mo pre	EMS 1 mo pre	Comm Para 1 mo pre	Hosp 1 mo pre
22	ED78	N	01/22/2020	ARCHES	212	0	212							
23	DC89	N	01/22/2020	ARCHES	210	0	210							
24	SB78	N	02/01/2020	ARCHES	203		203							
25	CD95	N	01/22/2020	ARCHES	200	0	200							
26	MB70	N	02/01/2020	ARCHES, DOT	200	0	195			5				
27	DG87	N	01/22/2020	ARCHES, LPS	199	3	196							
28	DD84	N	01/22/2020	ARCHES	195	0	195							
29	ME84	N	02/01/2020	ARCHES	194		194							
30	DE65	N (expired)	01/22/2020	ARCHES, DOT	188	0	182			6				
31	SM72	N	02/01/2020	ARCHES, LPS	181	1	180							
32	MG75	Y	02/01/2020	ARCHES	150	0	150							
33	CS91	Y (both)	01/22/2020	DOT, AH	96	5	85			6				
34	MG74	Y	02/01/2020	ARCHES	82	0	82							
35	ML95	Y	02/04/2020	AH, LPS	79	4	75							
36	JC92	Y	02/04/2020	AH, LPS	56	4	52							
37	JW87	Y	02/04/2020	AH, LPS	56	6	50							
38	DB67	Y (CMHA)	01/22/2020	DOT, AH, LPS	53	4	42			7				
39	JA62	Y	01/22/2020	DOT, AH, LPS	53	7	36			10				
40	BC90	Y	01/14/2020	DOT, AH, LPS	47	6	36			5				

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RESPONDING TO LAYERED NEEDS

TARGET POPULATIONS

- **Health** Frequent, &/or escalating EMS and/or Emergency Departments use **+** Complex comorbidity: co-occurring health, mental health, addiction issues, and/or trauma

- **Child intervention** Frequent, &/or escalating involvement

- **Education** Frequent absenteeism, &/or escalating behaviour challenges

- **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** for ISP at entry points (EMS, LPS, ER, SCS, Shelter, DOT)

1. **Prioritized** for Service (LOCUS, SPDAT, Safety Risk, Substance/ SCS Use; Public Systems Use)

1. Assigned **Lead Support Worker**

1. Integrated **Service Plan Delivery**
   1. AHS: Clinical supports
   2. City programs: housing & wraparound supports; navigation
   3. Police: outreach; safety backup
   4. Other services as appropriate (1,400+ programs) in community for full integration/ stabilization

1. **Outcomes**: Systems Use monitoring

PLAN COMMITMENTS
Truth and Reconciliation
Challenging Discrimination and Stigma

STRATEGIC DIRECTIONS
1. Ecosystem Coordination
2. Leadership & Engagement
3. Prevention
4. Complex needs capability
5. Poverty Reduction
6. Diverse Housing Options

GUIDING PRINCIPLES
FROM WHAT WE HEARD

Together, not against.

Holistic, not siloed.

Systems change, not one-offs.

Root causes, not just symptoms.

Coordinated, not status quo.

Action, not consultation.

Shared accountability, not sole responsibility.

Leadership, not management1

COMMITMENT 1 : *TRUTH & RECONCILIATION*

1. **Education** and awareness on Indigenous history and colonialism & connection to social, economic well being disparities among Indigenous people caused by part/current colonial/racist practices.

2. Use **TRC Calls to Action** for decision-making in Plan implementation.

3. **Support local capacity** for Indigenous-led housing and social supports services in partnership with Snuneymuxw First Nation.

4. Support Snuneymuxw First Nation's leadership in exploring potential **Indigenous Cultural & Healing Centre** to support on and off-reserve Indigenous people in Nanaimo in collaboration with Indigenous organizations.

5. Work with Snuneymuxw and Nanaimo Indigenous organizations to develop and rollout **cultural and healing practices** across services and housing programs.

6. Advance and resource **anti-racism & Indigenous culture training** for ecosystem social/housing service providers.

7. Support Indigenous **self-determination** in all funding decisions.

8. Ensure a minimum of 30% **Indigenous representation** on Plan governance and coordination tables.

9. Develop Integrated Coordinated Access with **Indigenous access points, staff** and culturally appropriate assessment.

10. Support programming to address **intergenerational trauma.**

11. **Educate and encourage landlords** to rent to Indigenous people and support cultural practices.

COMMITMENT 2: *CHALLENGING DISCRIMINATION & STIGMA*

1. Develop innovative community engagement and public education strategies and campaigns aimed at promoting understanding regarding **mental health, substance use, crime and safety, racism, and discrimination**.

2. **Removing stigma** and changing negative public perceptions towards those with lived experience of homelessness.

3. **Tailored** service navigation should be available and accessible to diverse groups.

4. **Trauma-informed** and culturally appropriate engagement.

PRIORITY 1 : *ECOSYSTEM COORDINATION*

1. Develop **community-based governance model** for the implementation of the Action Plan & coordination of the Health & Housing Ecosystem inclusive of City, Snuneymuxw, BCH, IH, revisioned Coalition and UW.

2. Advance systems planning efforts through a designated lead **Systems Planner Organization.**

3. Support & resource **dedicated staff** to coordinate Plan activities.

4. Develop & implement a community-wide **integrated data management strategy** to drive Plan progress.

5. Advance an Integrated Funding Model in partnership with core funders to support common priorities through the creation of a **Funders Table** to maximize resources and impact.

6. Support **service provider coordination** efforts through the revisioned Homelessness Coalition to oversee ICA, Capacity Building, & Complex Needs Action Tables.

7. Support continuous improvement & **innovation** activities across the ecosystem.

PRIORITY 2: *LEADERSHIP & ENGAGEMENT*

1. Promote and support community **engagement** to support Plan priorities.
2. Faith community to develop coordinated **Interfaith Action Council.**
3. Support the City to a provincial and federal **advocacy strategy** to support Plan.
4. Track implementation using **real-time** data and monitoring.
5. Support the active role of those with **lived experience** In Plan activities and governance.
6. Support community activities to enhance **wellbeing and belonging** across diverse groups.

PRIORITY 3: *PREVENTION*

1. Increase **awareness** about how to access services for diverse populations. DL
2. Develop and support a **holistic and integrated health and housing spectrum** for wrap-around supports across diverse needs that is person-centred across the prevention continuum.
3. Implement **Integrated Coordinated Access** with enhanced and targeted access for Indigenous people, seniors, families and youth.
    ○ Continue to advance **online systems map** as early intervention, screening and systems navigation using HelpSeeker.
    ○ Digital service navigation & **Systems Navigators**
    ○ **Launch a Navigation Centre and other access sites for Integrated Coordinated Access** in libraries, community centres, and recreation facilities as sites of navigation.
    ○ Leverage **schools & education partners** as navigators & early intervention.
4. Support **brain development and trauma** learning with parents/ caregivers.

PRIORITY 4 : *COMPLEX NEEDS CAPABILITY*

1. Support a whole-of-ecosystem to enhance **complex needs capability** that ensures consistent practices across services and improve outcomes for clients with complex needs, including intergenerational trauma, homelessness, mental health, substance misuse, systems involvement, poverty and discrimination.

2. Operate the **Complex Needs Action Tables** to support people with specific attention to those experiencing homelessness, exploitation and/or violence, vulnerable seniors, youth, mental health and addictions.

3. Create and resource **Health & Housing Intervention Teams** to intervene with complex needs, clients immediately.

4. Ensure access to the most **basic human needs:** clean water, toilets, safe, low barrier spaces

5. Create a **Navigation Centre** bringing together diverse key services for the complex needs group along with basic services (showers, food, etc.). It acts as a entry point into the coordinated system: where assessment, intervention can start. Indigenous cultural supports are embedded, trauma -informed, person centred.

6. Leverage **peer networks** to support vulnerable community members as trained Navigators & natural supports.

7. Support Community **Safety Measures**

8. **Service integration** and coordination with Health, child intervention, and justice to support client goals

9. Support the creation & implementation of Community **Addiction & Mental Health Strategy**

10. Explore & encourage **Restorative Justice** models

PRIORITY 5 : *POVERTY REDUCTION*

1. Develop **poverty reduction** strategy.

2. Advocate for policy changes in social assistance, minimum, employment standards, levying of taxes, and tax credit delivery for **income security.**

3. Enhance programs to support citizens with obtaining financial and other benefits they are entitled to, financial literacy education, and encourage businesses to provide a **Living Wage.**

4. Evaluate **transportation** access measures.

5. Increase **financial, employment & training** supports.

6. Support community **economic development, social purpose/enterprise**.

7. Explore a **Social Innovation Fund** to advance creative solutions in the ecosystem.

8. Advance **food security measures** to support healthy lifestyles, reduce waste and promote sustainable livelihoods and ecosystems.

PRIORITY 6 : *DIVERSE HOUSING OPTIONS*

1. Encourage the City's ongoing implementation of 2018 Affordable Housing Strategy actions for **incentives and enablers** to facilitate affordable housing.

2. Explore opportunities to increase supportive and transitional housing, shelter, **detox, and treatment** beds to meet Plan goals with Island Health, BC Housing, provincial, federal, municipal, private sector and service provider partners.

3. Encourage creation of **homeownership grants/supports** for low income households.

4. Track the **affordable housing pipeline** using technology in real time to enable reporting and public accountability.

5. Explore a **Community Investment Campaign** to drive capital and coordinated builds/investments with community, government and private sector partners.

6. Expand **rent supplement** programs for market units.

7. Establish a formal and informal **landlord engagement strategy.**

YOUR TURN 1

Rapid Feedback: Emerging Priorities
- Overall impressions (love it, leave it, needs work, etc).
- What resonates
- What seems missing
- Are right values are reflected

IMPLEMENTATION & GOVERNANCE
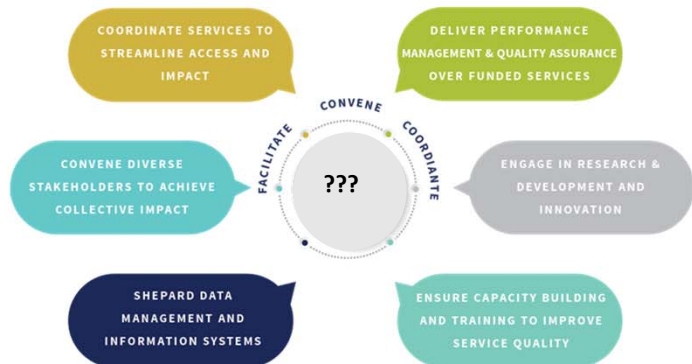
What's your role?
Who needs to be involved?

COMMUNITY-BASED GOVERNANCE

Stewardship Group

KEY FUNDING ORGANIZATIONS

BACKBONE ORGANIZATION

BUSINESS SECTOR REPRESENTATIVE

8 1 2

PEOPLE WITH LIVED EXPERIENCE

7 GENERALLY ENCOMPASSES THE FOLLOWING STAKEHOLDERS 3 INDIGENOUS REPRESENTATIVE (urban & reserve)

6 5 4

INNER GOVERNMENT AGENCIES (justice, housing, social/children services, ah, ahs)

SERVICE PROVIDER INPUT

POST SECONDARY & SCHOOL DISTRICT REPRESENTATIVE

Systems Planner Organization

COORDINATE SERVICES TO STREAMLINE ACCESS AND IMPACT

DELIVER PERFORMANCE MANAGEMENT & QUALITY ASSURANCE OVER FUNDED SERVICES

CONVENE DIVERSE STAKEHOLDERS TO ACHIEVE COLLECTIVE IMPACT

FACILITATE CONVENE COORDIANTE

???

ENGAGE IN RESEARCH & DEVELOPMENT AND INNOVATION

SHEPARD DATA MANAGEMENT AND INFORMATION SYSTEMS

ENSURE CAPACITY BUILDING AND TRAINING TO IMPROVE SERVICE QUALITY

Governance Recommendations

1. Revamp Health & Housing Task Force as Stewardship Group for Action Plan implementation oversight

    a. Consider keeping formal link to Council, but ensure it does not serve solely as a committee Council

    b. Review/revise terms of reference to ensure a Collective Impact approach - must be owned broader community and represent all key stakeholders

    c. Develop clear links to other implementation activities

    d. Key role in ensuring partners sign on/ do their parts as part of Plan

    e. Transparency back to broader community - united front ok key leaders/ partners

Governance Recommendations

2. Support the selection of a **lead systems planner organization** to support coordination Nanaimo's health & housing ecosystem and Action Plan implementation

    a. Locally embedded, Nanaimo-focused entity

    b. Able to pull diverse stakeholders to the table and move them forward using Collective In approach

    c. Access to resources/influence to affect change

    d. Key role in ensuring partners do their parts as part of Plan

    e. Supports major coordination activities outlined in Plan - esp. Priority 1 - Ecosystem Coordination

    f. Cost-shared function across ecosystem partners

Kelowna - Backbone Systems Planner Org

Funding Coordination

Able to bring partners together to coordinate investment in highest impact activities; ensure complementary approach.

Capacity Building

Brings up collective IQ of community, services, developers, researchers, etc. to develop and implement innovative measures & best practices.

Neutral org with focus on & accountability for JH Strategy implementation.

Homeless System Planning

Enhances system-level coordination for services providers to support the Plan goals, regardless of funding source. Can coordinate with diverse departments, governments, donors, etc.
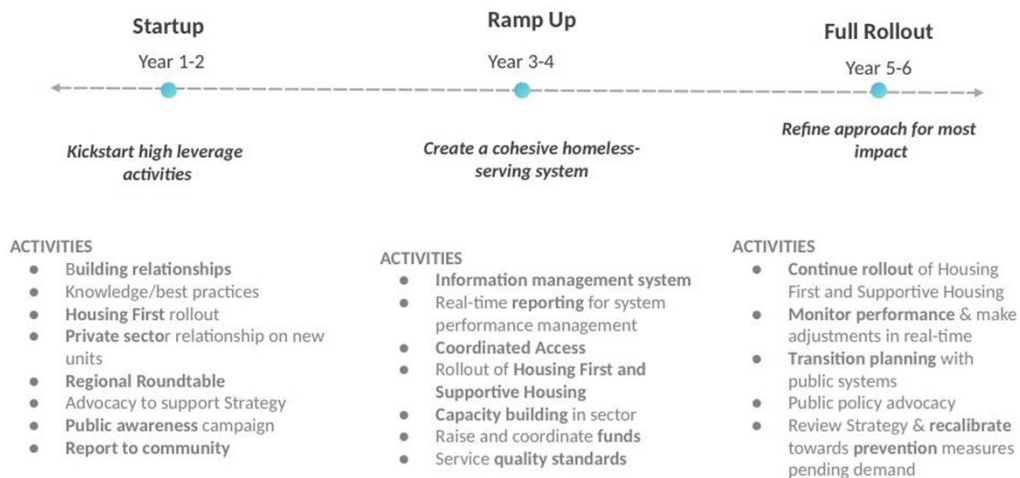
Leadership & Accountability

Reports to community, stakeholder engagement research & continuous improvement, policy advocacy to keep homelessness a priority, knowledge dissemination.

Partnerships & Innovation

Builds partnerships across sectors to support Strategy goals.
Social finance innovation
Financial and Land Trust Management

Example 1: Kelowna Rollout

Startup
Year 1-2

Ramp Up
Year 3-4

Full Rollout
Year 5-6

Kickstart high leverage activities

Create a cohesive homeless-serving system

Refine approach for most impact

ACTIVITIES
- **Building relationships**
- Knowledge/best practices
- **Housing First** rollout
- **Private secto**r relationship on new units
- **Regional Roundtable**
- Advocacy to support Strategy
- **Public awareness** campaign
- **Report to community**

ACTIVITIES
- **Information management system**
- Real-time **reporting** for system performance management
- **Coordinated Access**
- Rollout of **Housing First and Supportive Housing**
- **Capacity building** in sector
- Raise and coordinate **funds**
- Service **quality standards**

ACTIVITIES
- **Continue rollout** of Housing First and Supportive Housing
- **Monitor performance** & make adjustments in real-time
- **Transition planning** with public systems
- Public policy advocacy
- Review Strategy & **recalibrate** towards **prevention** measures pending demand

Kelowna Costs

Ramp Up

	Year 1:	Year 3:	Year 5:	
	2-3FTEs; $300K	4-5FTEs; $600K	6FTE; $900K	*Could be existing organization

City Commitments

$75K	$150K	$150K

Assumes in-kind office space.
Does not account for any reallocations of positions already in community.

Month 1-2
Transition Committee made up of JH members selected to support Backbone Organization set-up

Secure in-kind support for start-up: City staff secondments for transition period (Jun-Dec, 2FTEs)

Month 3-4
Raise funding to hire CEO & Communications Staff, Lived Experience Coordinator, administration costs

Secure office space - in kind

Month 5-6
Set up Governance Board of Directors

Hire CEO & Communications staff

Formalize partnerships with A Way Home Kelowna, Lived Experience Circle, Community ADvisory Board on Homelessness

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Assessing Options	1. How does this fit with your current role?
	2. Can you do it?
	3. Do you want to do it?
	4. Do you have the capacity to do it?

Key Systems Planner Org Responsibilities	Expand role of existing entity - dedicated staff/ budget needed					New arms length entity - dedicated staff/ budget needed	
	1 Nanaimo Homelessness Coalition	2 United Way	3 City of Nanaimo	4 BC Housing	5 Island Health	6 Social Dev Agency	7 Economic & Social Dev Agency
Lead development and implementation of Action Plan							
Design & coordinate local health and housing ecosystem							
Provide ICA oversight							
Develop and implement Information System							
Engage key stakeholders, including people with lived experience, throughout Plan activities;							
Manage and coordinate diverse funding streams towards common Action Plan objectives and local needs;							
Ensure comprehensive performance management, service standards, quality assurance and investment monitoring;							
Advance innovative, evidence-based supports and housing approaches tailored to local contexts;							
Support best practice learnings for agencies, policy makers, and peers by sharing learnings, providing technical assistance and training;							
Champion health and housing issues locally, provincially and nationally.							

YOUR TURN 2

Rapid Feedback: Governance & Implementation
- What resonates/ What seems missing
- Overall impressions (love it, leave it, needs work, etc).

Closing & Homework
- Overview of next steps
- Explain homework

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Corporate: **HelpSeeker.co**

System Navigation Apps: **HelpSeeker.org**

HELP seeker

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Nanaimo Health and Housing Action Plan

Governance Options Selection Process & Design Lab Overview

September 2020

What work has been done so far?

The City of Nanaimo's Council-led Health and Housing Task Force, the City of Nanaimo, Nanaimo Homeless Coalition, Service Canada, and United Way Central & Northern Vancouver, have partnered to advance a systems approach, including developing a 5-year Health and Housing Action Plan (HHAP).

This builds off a series of Design Labs that occurred March 2020, and a comprehensive needs assessment of social and health issues in Nanaimo. From this initial research and community consultation, a draft HHAP has been developed.

What is the purpose of this conversation?

As a part of this work, the Task Force has developed a draft of the HHAP and are seeking community validation of the direction of the strategy as well as potential solutions to address gaps in the strategy. There are about 20 such validation labs underway until the end of September with key stakeholder groups including service providers, lived experience, volunteer and faith sector groups.

Now that the Task Force has developed a draft HHAP, they recognize the need to make sure key systems-level entities and decision-making stakeholders are briefed and on board with the direction of the work and have an opportunity to connect on key outstanding questions around HHAP implementation governance. Specifically, the Task Force has recognized the need to identify an existing or new organization to act as the lead implementing body for the HHAP, once finalized.

To this end, several options for existing and new organizations have been identified. To this end, you are identified as a key stakeholders in a decision making role to engage in a series of 2 2-hour sessions to help shape next steps for the HHAP's implementation. Based on your insights, the Task Force will make a final recommendation to Council on what entity is best positioned to act as the lead Systems Planner Organization for the HHAP.

To ensure adequate time for internal conversations you may need to have ahead of discussions, we are scheduling two sessions over the course of October:

Session 1: Foundations   **Date: October 14**
  - Overview HAAP priorities & process to date
  - Proposed role of the Systems Planner Organization
  - Provide an overview of implementation governance proposed
  - Present key options for Systems Planner Organizations for consideration

*HOMEWORK: Each entity identified as a potential option to act as Systems Planner Organization will complete a **worksheet** on their interest in this role, capacity and resources needed to deliver it effectively.*

Session 2: Recommendations   **Date: October 28**
- Report back from each potential Systems Planner Organization on internal review;
- Discussion of risks, strengths & implications of diverse options;
- Summary of recommendations to Task Force on top choice/s for Systems Planner Organization.

Based on your recommendations and insights at these sessions, the Task Force will make a final recommendation to Council and reflect this in the HHAP report.

Preparation Materials

We will be circulating a number of materials ahead of the session as homework including:
- Briefing on emerging priorities & consultations to date;
- Integrated Needs Assessment on key social issues in Nanaimo;
- Self-assessment sheet for organizations that can be options for Systems Panner Org role

We encourage you to have internal conversations with respect to the topics so that right people from your organisation are able to attend/inform the discussion.

Session 1 Activities

Suggested Time	Activity	Outcomes
5 mins	**Welcome** • Land Acknowledgement • Introductions • Agenda and goals	Get group familiar with each other and comfortable
5 mins	**About the Project** • Why this project exists • What work has been done so far	Provide context
20 min	**HHAP Emerging Priorities** • Overview of findings • Key Strategies	Provide context

30 mins	**Rapid Feedback: Priorities**
	• What resonates
	   ○ What seems missing
	   ○ If the correct values are reflected in the plan
	• Write overall impressions (love it, leave it, needs work, etc).
	• Repeat for each priority area until each one is covered.
		Ensure the whole plan is covered

15 min	**Implementation & Governance Options** • Proposed role of the Systems Planner Organization • Provide an overview of implementation governance proposed • Present key options for Systems Planner Organizations for consideration	Provide context
30 mins	**Rapid Feedback: Governance & Implementation** • What resonates/ What seems missing • Overall impressions (love it, leave it, needs work, etc).	Understand perspectives on the issue
15 mins	**Closing & Homework** • Overview of next steps • Explain homework	Closing & clarification on next steps

Session 2 Activities

Suggested Time	Activity	Outcomes
5 mins	**Welcome** • Land Acknowledgement • Introductions • Agenda and goals	Get group familiar with each other and comfortable
10 mins	**Recap** • Why we're here • Objectives of session to make recommendation to Task Force on Systems Planner Option/s • What work has been done so far	Provide context
60 min	**Report Back Roundtable** • Overview from each Systems Planner Org option rep on homework results • Clarifications from other participants as needed	Reporting back on homework
30 mins	**Refining Recommendations** • Emerging top choices for Task Force consideration • Pros/Cons// Risks/ Implications discussion	Ensure the whole plan is covered
10 mins	**Closing & Next Steps** • Overview of next steps • Interest in continuing systems-level conversations on funding alignment	Closing & clarification on next steps

Homework: Exploring Systems Planner Organization Options

Prior to the Lab, please look through and fill out your org's boxes - marking a check-mark for each time you answer Yes to the following 4 questions.

Assessing Options	1. How does this fit with your current role? 2. Can you do it? 3. Do you want to do it? 4. Do you have the capacity to do it?						
	Expand role of existing entity – dedicated staff/ budget needed					New arms length entity – dedicated staff/ budget needed	
Key Systems Planner Org Responsibilities	1 Nanaimo Homelessness Coalition	2 United Way	3 City of Nanaimo	4 BC Housing	5 Island Health	6 Social Dev Agency	7 Economic & Social Dev Agency
Lead development and implementation of Action Plan							
Design & coordinate local health and housing ecosystem							
Provide ICA oversight							
Develop and implement Information System							
Engage key stakeholders, including people with lived experience, throughout Plan activities;							
Manage and coordinate diverse funding streams towards common Action Plan objectives and local needs;							
Ensure comprehensive performance management, service standards, quality assurance and investment monitoring;							
Advance innovative, evidence-based supports and housing approaches tailored to local contexts;							

Support best practice learnings for agencies, policy makers, and peers by sharing learnings, providing technical assistance and training;							
Champion health and housing issues locally, provincially and nationally.							

Session 1 – HHAP Emerging Priorities Rapid Feedback Table

Keep a note of participants' first impressions of the plan overview and 8 priority areas.

	Questions & Comments	**Overall Impression**
Overview & Commitments		
Ecosystem Coordination		
Leadership & Engagement		
Prevention		
Complex Needs Capability		
Poverty Reduction		
Commitments (Stakeholders Only)		
What's your role? How would you like to be involved?		