

# Canadian Alliance to End Homelessness National Conference Summary

November 4-6, 2019

# Sessions

- Systems Planning and Collective Impact
- Building Will and Leading Change in Coordinated Access
- Driving Reductions and Reaching and Sustaining Functional Zero
- Campaigning to End Homelessness: Lessons in How to Achieve Political Change
- Case Conference: A Routine, Centralized Process
- Leveraging HIFIS 4 in the Quest for Functional Zero

# Summaries

## **Systems Planning and Collective Impact**

- Do what you can with what you have first
- Small wins lead to bigger changes
- You don't need everyone
- Focus on relationships and change management
- Move from system planning to systems planning

# Building Will and Leading Change in Coordinated Access

- Don't get stuck with those that don't buy in
- Get strong core of willing partners
- Keep moving if people don't understand
- Keep working to bring others along - clear consistent messaging
- Focus on what we know vs. what we think we know
- Start the bus towards the shared destination, stops and route changes along the way

# Driving Reductions and Reaching and Sustaining Functional Zero

- Adopt built for zero principles
- Knowing people's names are more important than the goals
  - don't forget that we are dealing with people
- Clear prioritization and selection criteria
- 'Buy in' to mission
- Data to inform decision making - BUT need to know the context of people's homelessness to analyze the data
- PEOPLE AREN'T NUMBERS

## Built For Zero

- Structured, supportive and data-driven approach focuses on optimizing local homeless systems, accelerating the adoption of proven practices and driving continuous improvement.
- Funded by Employment Social Development Canada and Veteran's Affairs Canada
- Aligns with Reaching Home: Canada's Homelessness Strategy

# Campaigning to End Homelessness

- Stay away from the poles - Outrage / Minutia
- Stay away from moral licensing / virtue signalling
- Talk about impact - what we already do
- Keep it human, not academic
- Know the best argument that will be used against you
- Find the common ground - it may not be in the exact topic you're fighting for

## Great. What now?

- focus spheres of influence
- determine the destination, start the bus
- step one... (my sphere of influence)



## Step One

### **Facilitate the implementation and use of a quality By Name List in Nanaimo**

- Foundational step to designing a coordinated system
- Using implementation guidelines from BFZ-C
- Ad Hoc Committee of Coalition
- Authentic Engagement of Stakeholders

# Our approach to stakeholder engagement

- Based on IAP2 principles
- Inform, Consult, Involve

	Risk Management / Foundational			Innovative / Aspirational	
	<b>Goal:</b> To provide the public with balanced and objective information to assist them in understanding the problem, alternatives and/or solutions.	<b>Goal:</b> To obtain public feedback on analysis, alternatives and/or decisions.	<b>Goal:</b> To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	<b>Goal:</b> To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	<b>Goal:</b> To place final decision-making in the hands of the public.
<b>Promise to Public -&gt;</b>	<b>Promise:</b> We will keep you informed.	<b>Promise:</b> We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	<b>Promise:</b> We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	<b>Promise:</b> We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	<b>Promise:</b> We will implement what you decide
	<b>Inform</b>	<b>Consult</b>	<b>Involve</b>	<b>Collaborate</b>	<b>Empower</b>
<b>Define Problem/Opportunity and Decision to be Made</b>					
<b>Gather Information</b>					
<b>Establish Decision Criteria</b>					
<b>Develop Alternatives</b>					
<b>Evaluate Alternatives</b>					
<b>Make Decision</b>					