NANAIMO:

BUILDING A PATH FORWARD

TASK FORCE MEETING
Integrated Coordinated Access Design
June 10 2020

INTEGRATED COORDINATED ACCESS *(ICA)*

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

WHY WE ARE
TAKING A FULSOME APPROACH

ADDICTIONS & SUBSTANCE USE

HOMELESSNESS

SAFETY
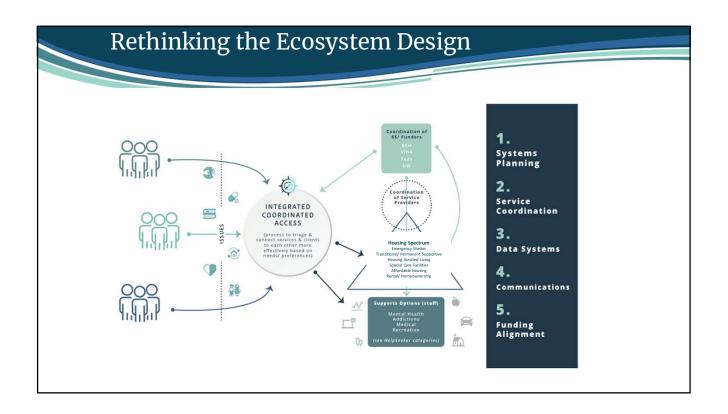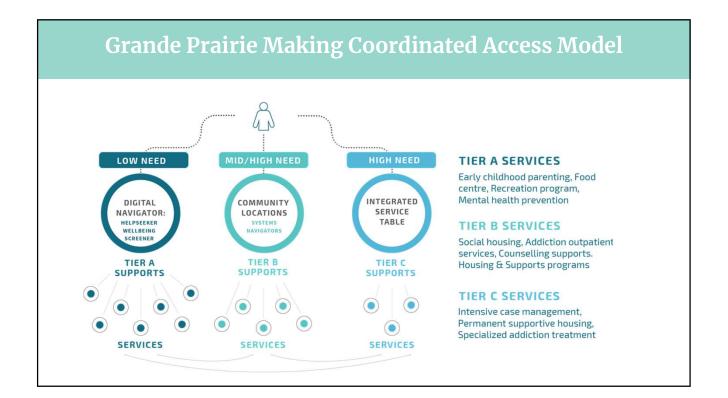
HEALTH & MORTALITY

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.

Rethinking the Ecosystem Design

Grande Prairie Making Coordinated Access Model

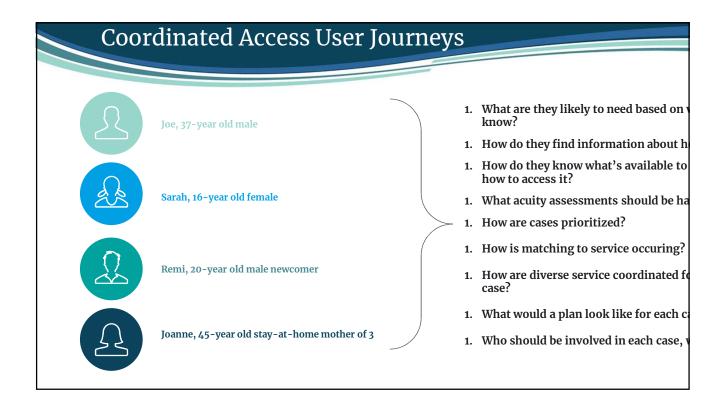## Coordinated Access User Journeys

Joe, 37-year old male, chronically homeless, history of trauma, Indigenous – new to community off-reserve, meth user (ODs unsure of #), 5 remand stays in last 3 years, 2 children apprehended, domestic violence history with partners, known to police due to aggressive behaviours downtown when intoxicated, stays primarily in emergency shelter, but sleeps rough during summer, has recently qualified for AISH and connected with local Housing First programs but not interested in support at this time, natural supports are in home community on-reserve and fellow users.

Sarah, 16-year old female, couch-surfing, LGBTQ, family conflict leading to long term housing instability, past abuse in home, child intervention – no apprehension, engages in survival sex, uses marijuana at times w/ fentanyl, alcohol and cocaine opportunistically, sporadic school attendance in outreach program, not connected to support system outside of occasional interactions with walk-in physician for prescriptions/testing. Attends school, but has been absent most of Sep., and already suspended for fighting classmate. Teachers know she needs support, but don't know where to start and don't know home life details.
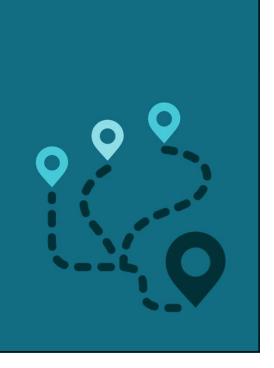
Remi, 20-year old male newcomer, sub-Saharan Africa, PTSD, meth and fentanyl user, stays in shelter when not barred due to violence against staff/clients, gang-affiliated, increasingly involved in grooming/exploitation, breaking & entering near core, picked up often by police, no connection to family (shame), not trusting of providers, natural supports are gang affiliated. Has a 6-mo. baby with ex-partner, who is staying in women's shelter.

Joanne, 45-year old stay-at-home mother of 3, going through separation from father after 10 years of marriage; historically self-medicates anxiety/depression symptoms with alcohol and became addicted to prescription sleeping pills initially prescribed by family doctor; unable to obtain ongoing supply, started using darknet sites to obtain sleeping pills illegally and now experimenting with opioids and antipsychotics to 'feel better' and 'slow down'. Children's school performance/attendance starting to slip, and husband threatening full custody. Primary supports are friends, aware she's struggling, but unsure of how to get support.

Coordinated Access User Journeys

Joe, 37-year old male

Sarah, 16-year old female

Remi, 20-year old male newcomer

Joanne, 45-year old stay-at-home mother of 3

1. What are they likely to need based on know?
1. How do they find information about h
1. How do they know what's available to how to access it?
1. What acuity assessments should be ha
1. How are cases prioritized?
1. How is matching to service occuring?
1. How are diverse service coordinated f case?
1. What would a plan look like for each c
1. Who should be involved in each case,

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

SYSTEM NAVIGATORS

- **WHAT ARE SYSTEM NAVIGATORS?**
  - *Easily-identifiable and accessible individuals providing information, referral and coordination support to individuals in need*

- **WHY SYSTEM NAVIGATORS?**
  - Consistent information, support and data collection for the community to assist individuals in need more effectively and understand community needs

- **WHO IS A SYSTEM NAVIGATOR?**
  - Existing community frontline staff who complete System Navigation training

Level 1:

Individuals who interface with the general public and receive questions on service options and locations. Ex. Reception positions in primary care offices, library staff, church positions, school administrators.

Level 2:

Individuals in positions of supporting wayfinding and navigation on behalf of their agencies. Ex. Resource navigators at family resource centres, newcomer services, seniors agencies etc.

Level 3:

Experts already in roles of systems navigation in Grande Prairie. Level 3 navigators are trained to complete assessments to facilitate eligibility requirements. Ex. Youth shelter navigator, Friendship Centre navigator.

APPROACH PHILOSOPHY

Human-Centred Design meets Agile Development

Iterate

Test Ideas

Gain Insights

Empathize   Define   Ideate   Prototype   Test Iterate

NEXT STEPS

Q & **A**

Refining Model w/ Service Providers & LivEx in Design Labs

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System Navigation Apps: **HelpSeeker.org**