

MINUTES
HEALTH AND HOUSING TASK FORCE MEETING
BOARDROOM, SERVICE AND RESOURCE CENTRE,
411 DUNSMUIR STREET, NANAIMO, BC
WEDNESDAY, 2020-JUN-24, AT 3:00 P.M.

- Present: Councillor D. Bonner, Chair
Councillor E. Hemmens
A. LaHue, A/Director Partnerships and Strategic Initiatives, Strategic Services Branch, Service Delivery Division, Ministry of Social Development and Poverty Reduction (joined electronically)
J. Harrison, Executive Director, Canadian Mental Health Association (joined electronically)
J. McCormick, Executive Director, John Howard Society (joined electronically)
K. Smythe, CEO, Nanaimo Chamber (joined electronically 3:08 p.m.)
L. McHaffie, Service Manager, Service Canada (joined electronically, disconnected 4:00 p.m.)
L. Murphy, Director, Mental Health and Substance Use, Island Health (joined electronically)
E. Manson, Councillor, Snuneymuxw First Nation (joined electronically)
S. Madden, Executive Director, United Way (joined electronically)
Supt. C. Miller, OIC, Nanaimo Detachment RCMP (joined electronically)
- Absent: M. McNaughton, BC Housing
- Staff: B. Corsan, Director, Community Development
L. Bhopalsingh, Manager, Community Planning
F. Farrokhi, Manager, Communications
D. LaBerge, Manager Bylaw Services
K. Kronstal, Social Planner
D. Stewart, Social Planner (joined electronically)
K. Robertson, Deputy City Clerk
J. Vanderhoef, Recording Secretary

1. CALL THE HEALTH AND HOUSING TASK FORCE MEETING TO ORDER:

The Health and Housing Task Force Meeting was called to order at 3:02 p.m.

Councillor Bonner advised the Meeting of the Health and Housing Task Force would be held in accordance with the *Community Charter*, "Council Procedure Bylaw 2018 No. 7272" and Ministerial Order No. M192.

2. INTRODUCTION OF LATE ITEMS:

- (a) Agenda Item 5(b)(2) Presentation from Jenn Legate, Systems Integration Analyst, Helpseeker, re: Integrated Coordinated Access – Add presentation re: Integrated Coordinated Access 101.

- (b) Reorder Agenda Item 5(a) Confirmation of Health and Housing Task Force Mandate Extension to follow Agenda Item 5(b) Presentations from Dr. Alina Turner, Turner Strategies.

3. APPROVAL OF THE AGENDA:

It was moved and seconded that the Agenda, as amended, be adopted. The motion carried unanimously.

4. ADOPTION OF THE MINUTES:

It was moved and seconded that the Minutes of the Health and Housing Task Force Meeting held in the Boardroom, Service and Resource Centre, 411 Dunsmuir Street, Nanaimo, BC, on Wednesday, 2020-JUN-10, at 3:00 p.m. adopted as circulated. The motion carried unanimously.

5. REPORTS:

- (a) Presentations from Dr. Alina Turner, Turner Strategies

Introduced by Lisa Bhopalsingh, Manager, Community Planning.

1. Update on Project Deliverables/Timeline

Dr. Alina Turner, Turner Strategies, provided a PowerPoint presentation. Highlights included:

- Review of roadmap diagram outlining work plans for the Task Force moving forward
- Restarting the community information and engagement stage that was previously interrupted due to COVID-19
- Design labs being held June - September 2020
- Working group is reviewing the emerging issues and attempting to validate key issues to be addressed
- Moving towards an implementation strategy

K. Smythe joined the meeting electronically at 3:08 p.m.

Task Force discussion took place regarding the following:

- Empowering groups who may already be meeting by providing resources to allow groups to hold meetings within their comfort levels during COVID-19
- Using future design labs to review information received prior to COVID-19

Dr. Alina Turner, Turner Strategies, continued her presentation as follows:

- Identified six large deliverable topics and provided an update on each stage of the topic:
 - Systems Map - completed as part of ongoing work with Helpseeker and United Way to identify ecosystem gaps
 - Strategic Engagement – initial design labs done in March; however, need to complete the rest by September
 - Health and Housing Action Plan - Integrated Needs Assessment completed in April and Financial Modelling completed in May, both documents require finalizing
 - Integrated Funding Strategy - Social Impact Audit work partially completed but still need to meet with Island Health and BC Housing about data and coordinated investment strategies
 - Integrated Coordinated Access – model to streamline process and optimize efforts. Need to get feedback from key stakeholders on this model in upcoming design labs
 - Complex Needs Integrated Services Model – need to target high system users and their needs

Task Force discussion took place regarding the following:

- Clarification on top 50 system users meaning the top 50 members of our community for whom the systems have failed due to acute needs
- Having a conversation regarding the action plan to end homelessness
- Issues related to sharing of personal information

Dr. Alina Turner, Turner Strategies, continued her presentation as follows:

- Next Meetings:
 - July 8th Integrated Coordinated Access Model overview and action plan outline
 - July 22nd Complex Needs Model and community engagement update
 - August - community engagement continued
 - September 9th present draft plan, plan feedback process, discussion regarding implementation and integrated funding strategy
 - September 23rd deliverables finalized, plan launch, transition planning and implementation of roles
 - October - project wrap up and next steps
- The Task Force continuing its role beyond October to help with governance and implementation of the plan

Task Force discussion took place regarding the following:

- Task Force making a recommendation in September to go forward to Council in October
- Timeframe for Council to engage with the Task Force

- Dr. Turner potentially providing a presentation to Council during a Special Council Meeting

L. McHaffie disconnected from the meeting at 4:00 p.m.

2. Presentation from Jenn Legate, Systems Integration Analyst, Helpseeker, re: Integrated Coordinated Access

Dr. Alina Turner, Turner Strategies, provided a PowerPoint presentation. Highlights included:

- Having a narrow scope of work focused on homelessness or a broader scope encompassing other needs within the community
- Feedback from Task Force suggested a more comprehensive response is needed to address: social disorder, addictions, mental health, prevent potential gaps in a social services delivery system and ensure service quality
- Approach must include prevention and not just intervention
- People's needs are layered: basic needs, health and wellness, family and community, safety and security
- Review of ecosystem design and how all of the components and services are connected
- Grand Prairie's "Making Coordinated Access Model" was provided as an example of various need levels and the tiers of support services provided to meet those needs
- Need to leverage capacity for people to find help within the community and consistently navigate their needs
- Grand Prairie leveraged front line workers already in their community by identifying and connecting them, and providing standardized training on how to navigate different service levels
- Discussion is needed around options to centralize or decentralize services
- Need to identify the experts in the community who can provide the top level services
- Identified four integrated coordinated access components:
 - Digital Navigation – web-based information
 - Community Locations – need to identify where the physical locations naturally occur in Nanaimo
 - Integrated Services Tables
 - Systems Navigators – easily identifiable individuals providing information
- Provided an example of an Integrated Coordinated Access (ICA) meeting list used by the City of Grand Prairie where individuals names are not provided but unique IDs are used instead
- It is still necessary to obtain consent from individuals to bring their information forward for review
- Process must conform with the processes and legislation of each organizations involved in the ICA
- Dr. Turner will provide an example of a consent form
- Provided an example of an ICA process:

- Screened for integrated service program
- Prioritized for service
- Assigned lead support worker
- Integrated service delivery
- Outcomes

Task Force discussion took place regarding the following:

- Funding for training of service providers
- Differences between provincial funding in Alberta versus British Columbia
- Option to contract out support training and a community role, or assigning key staff to be responsible
- How other City's have funded training programs
- Regulations in British Columbia are much different from those in Alberta
- Nanaimo can ask provincially mandated organizations like the Ministry of Social Development and Poverty Reduction, Island Health, and BC Housing to leverage needs and requests
- Partners at the table are key to helping coordinate and lead this project
- Budget for other Cities to implement training was approximately \$100,000
- Consultants can't be used for the work on the ground level, that work needs to be done by local teams
- Asking the local community entity to operate the program
- Potential Memorandum of Understanding with provincial service providers
- Design needs to be customized for Nanaimo
- Need to explain complexities to the public to help them understand how things work and why things look different between provinces and other municipalities
- Being solution oriented and open to different models used across Canada
- Need to see some actionable items: media campaign, calling/letters to Members of Parliament, meeting with potential funders
- Missing the child/youth perspective
- Dr. Turner to research the City of Abbotsford's investments in their situation as they recently became the community entity for Reaching Home funds
- A future presentation is planned regarding the City of Kelowna's situation as a comparison to Nanaimo

(b) Confirmation of Health and Housing Task Force Mandate Extension

Introduced by Lisa Bhopalsingh, Manager, Community Planning.

- Review of Task Force timeline to complete mandate
- If the Task Force does not ask for an extension their last meeting is scheduled for July 22nd
- Suggested extending to October

It was moved and seconded that the Health and Housing Task Force recommend that Council extend the mandate of the Health and Housing Task Force to October 30, 2020, in order to allow time to complete the deliverables and bring forward a recommendation to Council. The motion carried unanimously.

Lisa Bhopalsingh, Manager, Community Planning, noted that the next scheduled meeting of the Health and Housing Task Force was July 8th.

6. ADJOURNMENT:

It was moved and seconded at 4:48 p.m. that the meeting terminate. The motion carried unanimously.

C H A I R

CERTIFIED CORRECT:

CORPORATE OFFICER