



# 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) Social Impact Audit (update) Action Plan Outline (feedback requested) Plan Feedback Process (discussion)
August	No meetings Comm Engagement ongoing
Sep 2	Comm Engagement (update) Council input (discussion) <a href="#">Present Draft Plan (overview, feedback requested)</a> <a href="#">Integrated Funding Strategy (overview, feedback requested)</a>

MONTH	TOPICS
Sep 16	Deliverables finalized (update) Plan Launch approach (discussion) Implementation Approach (discussion) Transition Planning - Implementation Roles (discussion)
Oct 1	Project Wrap Up (discussion) Next Steps (discussion)



<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 Task Force mtgs x 12 WG mtgs x 8 Coalition orientation Onsite org mtgs x 11</p>	<p>Jun-Sep 10 Design Labs 10 LiVEX Focus Groups Task Force mtgs x 4 WG mtgs x 4 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.  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  Financial modelling completed - May</p>	<p>VIHA/BCH data needed  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  ICA Model overview presented</p>	<p>ICA Model engagement Design Labs  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  Complex Needs model write up</p>	

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System Navigation Apps: [HelpSeeker.org](https://www.helpseeker.org)

