



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

- Designed, branded document (25-30 pages total) with graphics, quotes, pictures
- Targeted at interested community members & stakeholders
- Written in easy to understand language, but adequate to convey approach

Technical Report/Appendices

- Community engagement results
 - ICA model input
 - Complex Needs approach
 - Emerging priorities
- Financial modelling
- Needs Assessment
- Social Impact Audit

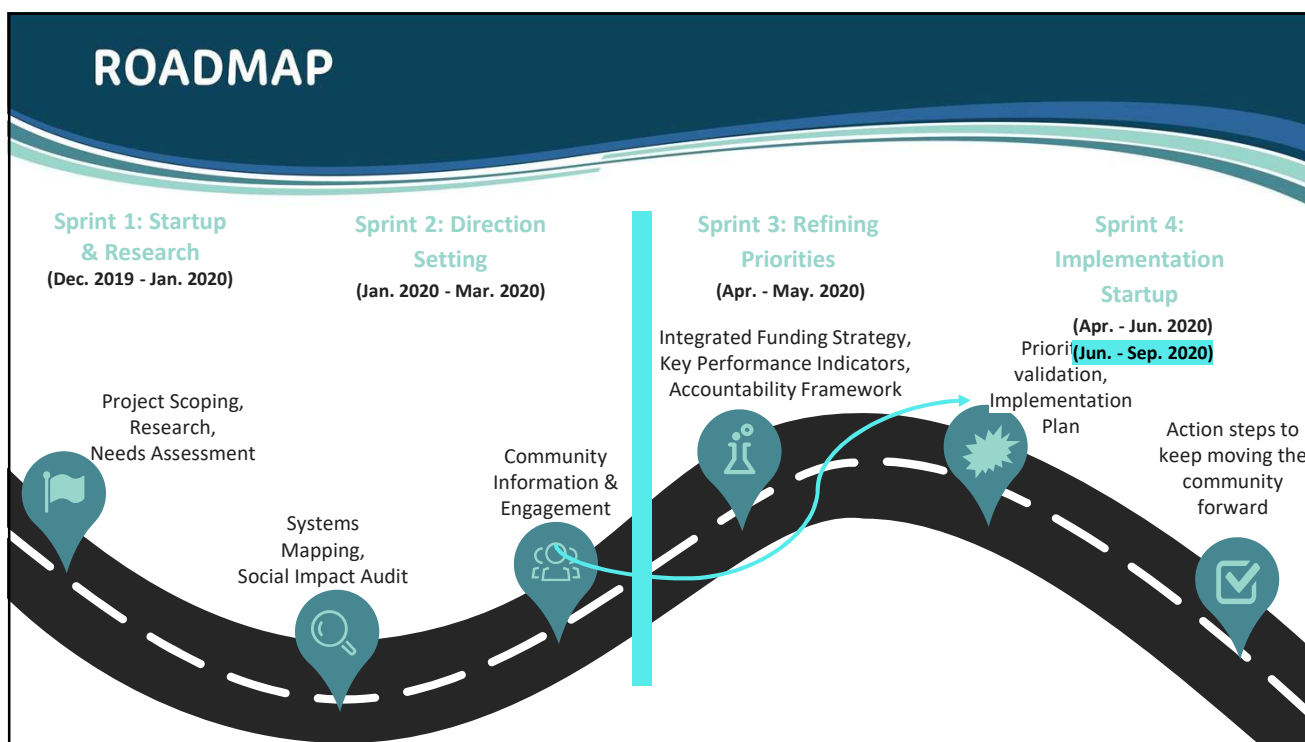
Table of Contents

- 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) Present Draft Plan (overview, feedback requested) Integrated Funding Strategy (overview, feedback requested)

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)



Systems Map of 600+ services operating in Nanaimo to understand ecosystem gaps, overlaps & support coordination and provide help seekers a real time systems navigation tool (HelpSeeker Apps).	Completed Feb. 2020; ongoing updates	Ongoing updates	11
Strategic engagement to generate key stakeholder buy-in for systems change from end users, service providers, funders/policy makers & to inform public of efforts.	10 Design Labs Task Force mtgs x 12 WG mtgs x 8 Coalition orientation Onsite org mtgs x 11	Jun-Sep 10 Design Labs 10 LivEx Focus Groups Task Force mtgs x 4 WG mtgs x 4 Onsite org mtgs x 11	
Health & Housing Action Plan outlining priorities for Nanaimo, targets/gaps/costs to address current & projected vulnerable population needs	Integrated Needs Assessment Completed - Apr. Financial Modelling Completed - May	Sep - Recommendations Report	
Integrated Funding Strategy to create co-investment model among diverse sources to align efforts to maximize impact/ performance.	Social Impact Audit partially completed Financial modelling completed - May	VIHA/BCH data needed Funders Design Lab - Jun	
Integrated Coordinated Access model to support streamlined process across ecosystem to optimize efforts to prevent & end homelessness.	Ecosystem design completed May ICA Model overview presented	ICA Model engagement Design Labs ICA Model write up	
Complex Needs Integrated Service Model to support housing & wellbeing needs of Nanaimo's 50 as a flagship cross-systems initiative.	Complex needs table overview Jun	Complex Needs model engagement design labs Complex Needs model write up	

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