

Building a collaborative, strategic,
system of complex care for youth
with multiple agencies

The Edmonton Youth Agency Collaboration (YAC)

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Youth Agency Collaboration (YAC)

—A growing group of more than 20 youth-serving agencies working towards a strategic, collaborative, system of care for youth aged 15-25.

Where it started

2017...

- Focused on symptoms, not cause
- Focused on “opportunities” and programs, and not complex care
- Competitive, not collaborative
- Reactive, not strategic
- Focused on output, not outcome

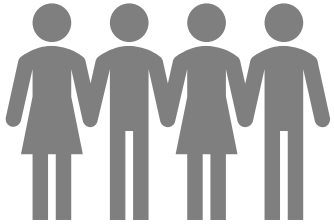


YAC Phase I (5 Agencies) 2019-20 Mapping & Research

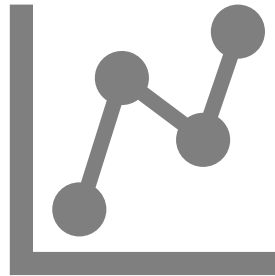
Youth and Youth Workers Recommended

- Coordinated Access & Infrastructure
- Coordinated Care
- Coordinated Information Sharing
- Strategic Coordination
- Youth Engagement
- Coordinated Funding
- Collaborative Partnerships

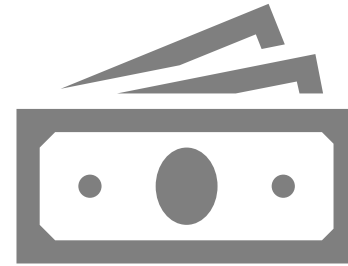
What If...?



We worked together



We tracked and shared the same outcomes



We didn't have to compete for funding



We focused on complex care



EDMONTON ●
● **COORDINATED**
● **YOUTH**
RESPONSE ●

kanawayim oskayak
(CAN - ah- WEEM oh-SKY-YAK)
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taking care of the youth

Demographic Information

- 2,000 interactions with youth September 2020 to June 2021
- Age: 16 to 24
- Gender: Males (50%) Females (39%) Trans (4%)
Undisclosed (13%)
- Ethnicity: Indigenous (52%) Unknown (20%) White (18%)
African Decent (11%)
- Services Accessed: Basic needs (food, shelter, hygiene) -
41% Addictions - 17% Mental Health - 12% Recreation/Art -
11%
- 34 Young People Utilized the Isolation Rooms Offered at
YESS

YAC Project History

YAC Phase I: (5 Agencies)

- **2019-20 Mapping & Research**

YAC Phase II: (10 Agencies)

- **2020-21 Foundations & Experiments**

YAC Phase III: (20 Agencies)

- **2021-22 Building Governance & Modelling**

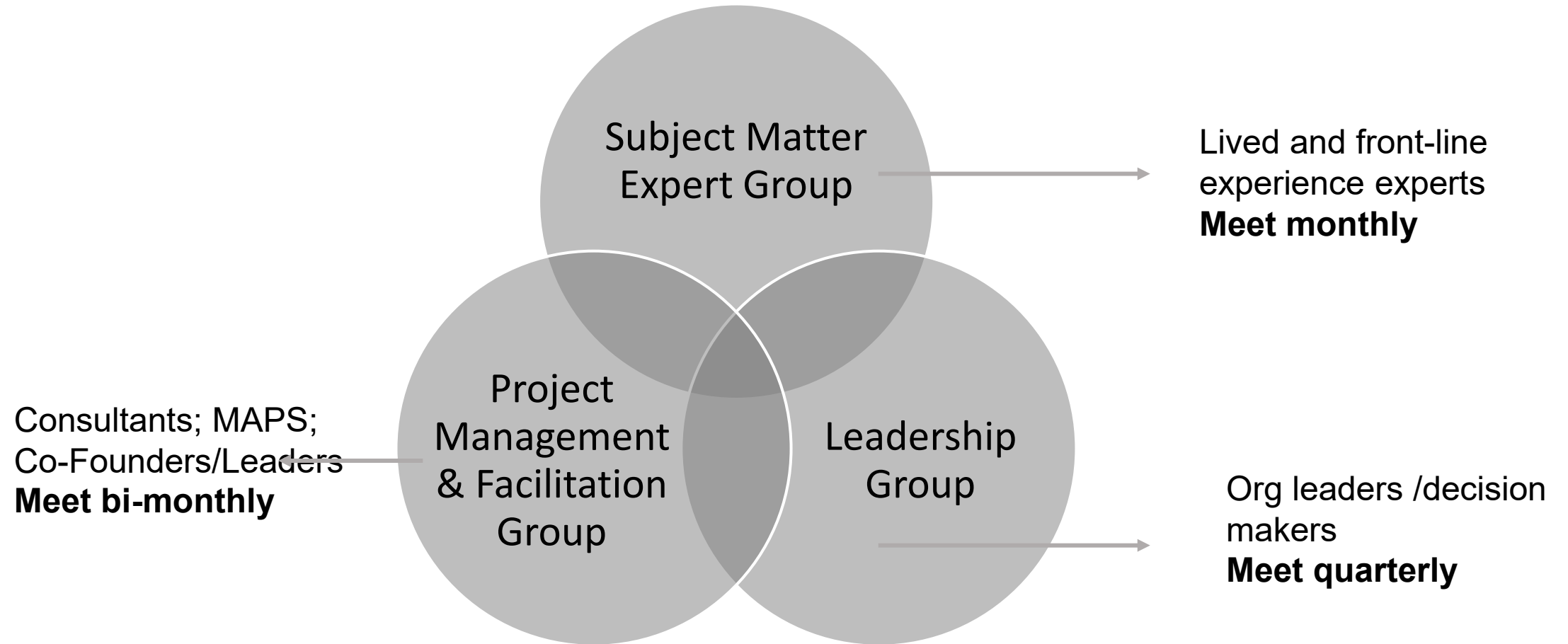
YAC Phase IV: (24 Agencies)

- **2022-2023 Complex Care and Service Distribution**

What we've built so far

- CYR online platform
- Governance structure
- Final guiding principles
- Draft vision
- Partner profiles
- Collaborative care plan “flow”
- Draft evaluation framework (youth success outcomes)
- Initial City map of infrastructure required (Draft 2, 5,&10-year strategic plans)

“Ad-Hoc” Governance Model



YAC Guiding Principles

Our Agencies Collaborate

Our Agencies Are Places for Youth and Honor Youth Voices

Our Agencies Align with Trauma Informed and Harm Reduction Practices

Our Agencies Honour Cultural and Spiritual Ways of Being and Welcome All

Our Agencies Do Not Tolerate Racism or Discrimination

Our Agencies Work Together with the Natural Supports, Chosen Communities, and/or Indigenous Nations of Youth

Collaborative Care Flow and Data Management

Flow

1) Intake

**2) Holistic Life & Wellbeing
skills Assessment**

**3) Life and Wellbeing Skills
Development Plan**

**4) “Place” Where is the
best place for the young
person to work on this
plan? FNS/ or Supportive,
Transitional, or Independent
Housing**

24/7 Crisis Support and Intake

“Youth Community Support Centres”

M-F Drop-in Resource Hub	24/7 Crisis support, triage/diversion/ bed intake
Mental Health	
Medical	
Cultural and Identity Supports	Day and night sleeping
Housing Supports	Basic needs/laundry showers/rec
Employment and Education Supports	Harm reduction, managed supply, recovery support
Community Connections	Onsite trauma and crisis support
Family and parental supports	

Infrastructure and Services Mapping

District Map of Edmonton



24/7 Youth
Support Centres



What we've learned

- Third party consultants help with capacity and objectivity
- Trust is key: Relationships and ceremony are priority
- Keep it small at first
- Bring in the right people at the right time
- Share everything
- Meet agencies and partners where they are at

Next Steps

- Finalize youth success outcomes and evaluation framework
- Finalize “flow” and youth centres concept
- Create a governance structure that will oversee the collaboration, focusing on
 - interagency complex case management
 - collaborative funding strategy
 - coordinating government relations
 - initiating standards of practice
 - community mapping process
- Platform Phase II: Intake, Assessment and Plan sharing
- City mapping and agency strategic planning

We see a future where young people have a solid and holistic foundation to build their own futures.