



Building Will &
Leading Change
in Peterborough



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Context

Peterborough

Service Area Covers

- City of Peterborough
- County of Peterborough

Population:

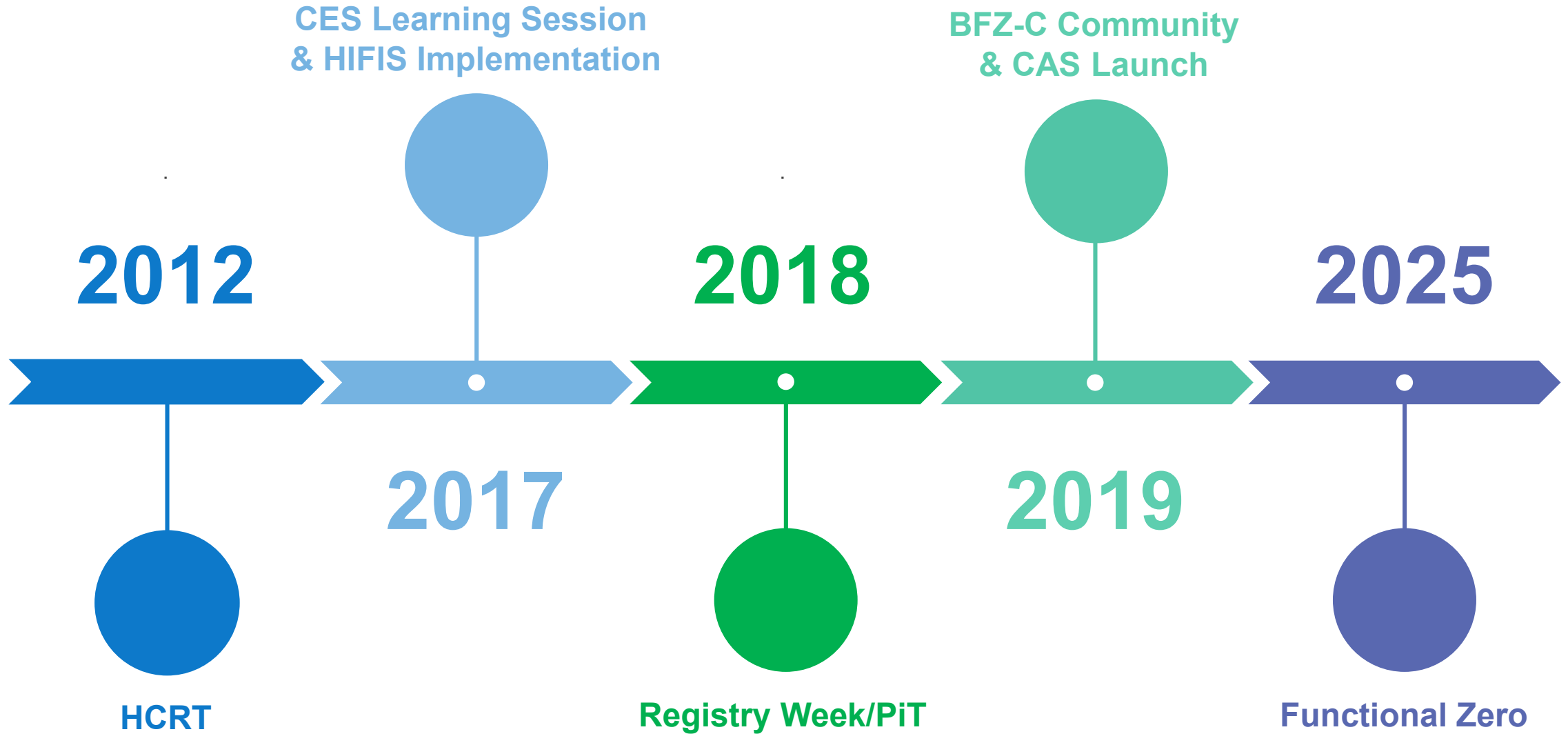
- 84,230 City
- 55,783 County

Geographic Area:

- City 64 km²
- County 3,848 km²



CAS Timeline



Current Coordinated Access System



01

BUILD CAS & BNL

Launched in April 2019

02

INVESTING IN TOOLS

HIFIS 4 & SPDAT Assessment

03

COMMUNITY PARTNERS ON BOARD

Shelters, Social Services, Mental Health and Addictions Agencies, HRC
Transitional Housing/Supportive Housing Engagement

04

YOUTH INVESTMENTS

Prevention/Diversion/Outreach

The Big Red Bus

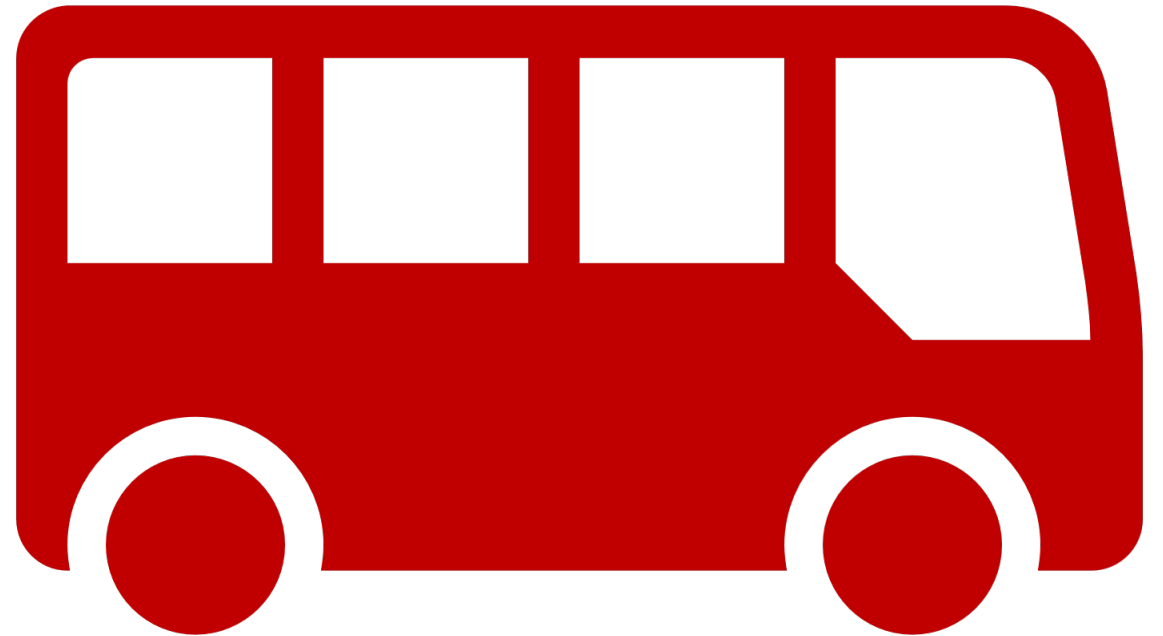
Conductor – City is bringing everyone on Board

Driver – City is driving the Big Red Bus

Passengers – Everyone knows why they're on the bus and the role that they have to play

Underlying Trust – Trust in the driver, conductor and other passengers to get to the destination together

Destination – Everyone knows where the bus is going and how it's going to get there



How did we start?



HCRT

Homelessness Coordinated Response Team (HCRT) was a strong foundation of community partners building collaborative care plans around complex, high acuity individuals.



Homelessness Sector

Homelessness Response Sector engagement was really high and committed to moving forward with “party of the willing”.



Power of Data

Using data to pull specific reports from HIFIS to help support increased engagement from community partners.

Bright Spots



Creation of Coordinated Access Guide



Clear prioritization criteria for BNL



Learning from other communities



Attaching resources to the BNL



BFZ Home and Away Team Meetings



Trust

Challenges



Who is on the Red Bus?



Communication



Structural Challenges



Different Philosophies



Staff Turnover



Limited Capacity



Youth System Apprehensiveness

Lessons Learned



Communication Strategy



Actionable Decisions



Investments in Leaders



Dedicated Resources



Daily Navigation Calls



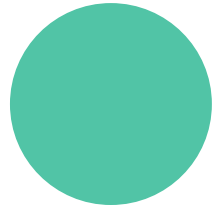
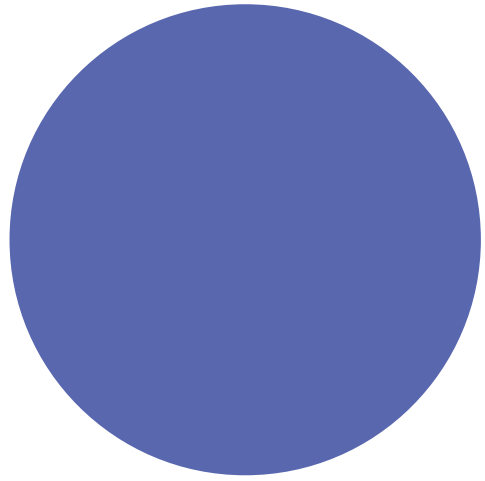
Agencies stretching mandates



Persistence and Trust

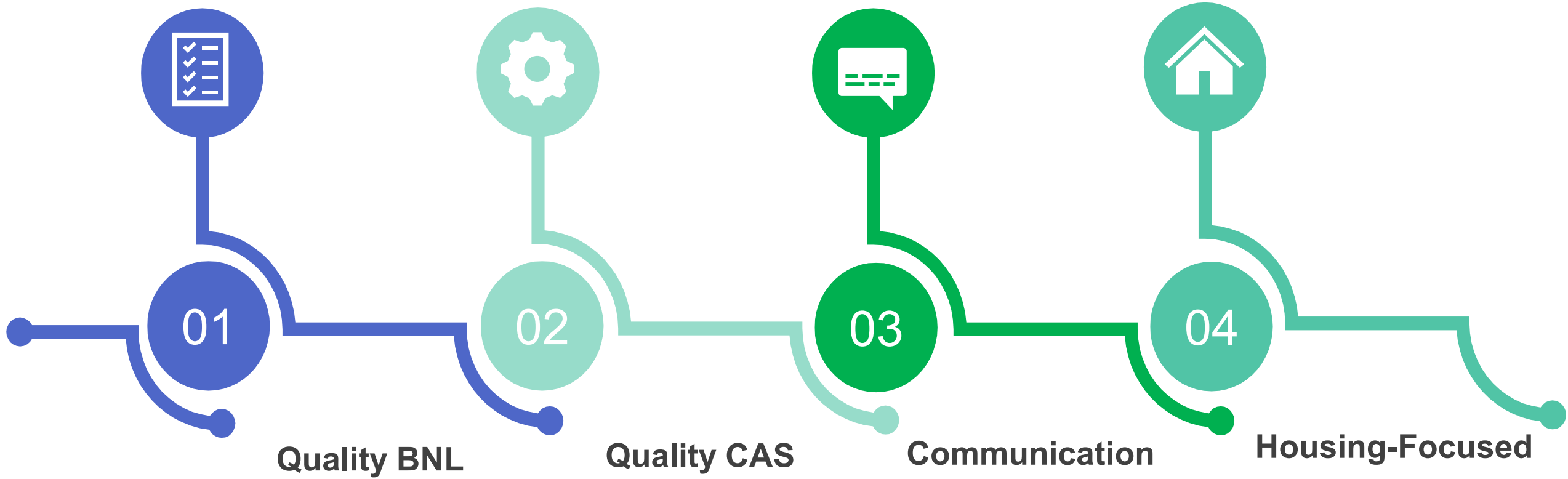


Have fun with each other



Our Next Steps...





Last tips....

- Fail Forward
- Balance between planning, designing and jumping in
- Committed to pivoting
- Small wins lead to bigger changes
- Share information with community partners



Thank you!



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