



END HOMELESSNESS  
WINNIPEG

# Co-creating an Indigenous Approach to Coordinated Access

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End Homelessness  
Winnipeg

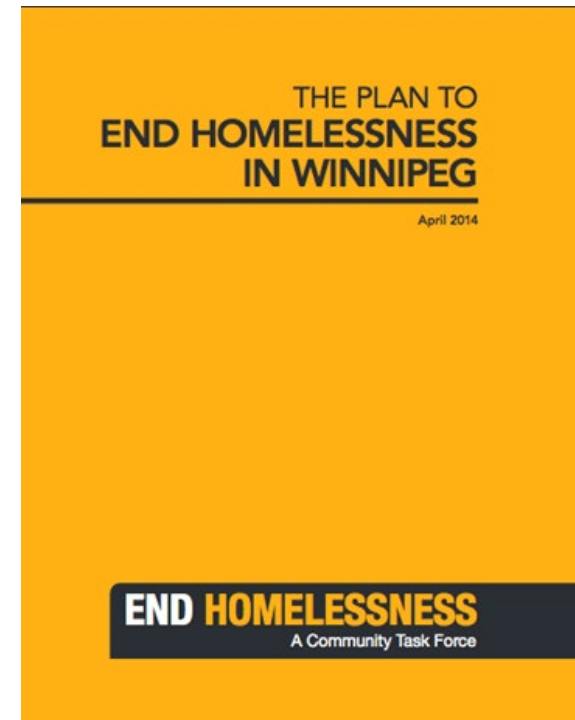
November 3, 2022

# Outline

- EHW as a Collective Impact Model
- Coordinated Access overview
- What is co-creation?
- Developing a Winnipeg model
- How's it going?
- Important considerations for co-creation

# Background: The 10-Year Plan to End Homelessness

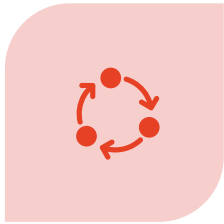
- 2012: Winnipeg Community Task Force to End Homelessness formed
- 2014: 10-Year Plan to End Homelessness launched
- 2015: End Homelessness Winnipeg created



# What is Collective Impact?



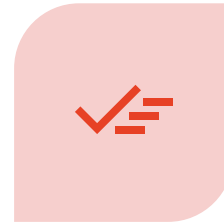
# Why Co-Creation?



COLLECTIVE IMPACT  
MODEL = CO-CREATION



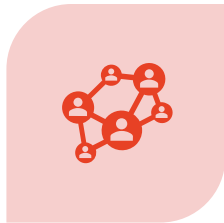
INCREASES BUY-IN



INCREASES  
EFFECTIVENESS



FEEDS INNOVATION



SHARED KNOWLEDGE  
AND WISDOM



TRANSPARENCY AND  
ACCOUNTABILITY



INCREASED  
COMMUNICATION

# What is Coordinated Access?

Coordinated Access (CA) is a process through which individuals and families experiencing homelessness or at risk of homelessness, are provided access to housing and support services, based on a standardized set of procedures for client intake, assessment of need, and matching and referral to housing.

Coordinated Access Process

Clients  
(Homeless & at Risk)



Individuals



Families



Youth

## Access Points



Shelters Outreach Contact

Client accesses a single entry point where they are registered.

Initial  
Triage

Diversion

## Assessment

Intake  
Initial Assessment  
Comprehensive Assessment

The client is screened using an assessment tool to determine their needs.

## Prioritization



Based on the priorities set by communities and the assessment, the client is ranked on a priority list.

## Coordinated Access: Key Objectives

1. Help communities ensure fairness and prioritize people most in need of assistance.
2. Help more people move through the system faster.
3. Reduce the number of new entries into homelessness.
4. Improve data collection and quality.



## Data Collection & Management

A key function of Coordinated Access is ongoing data collection and management.

## Matching & Referral HOUSING & SERVICES



Clients are matched to and offered housing appropriate for their needs.



Employment and  
Social Development Canada

Emploi et  
Développement social Canada

Canada

# Naatamooskakowin

With support from Reaching Home,  
Canada's Homelessness Strategy

## Naatamooskakowin

*"Where to come for help, shelter, and resources"*

**Winnipeg's Coordinated  
Access System**

# IAP2 SPECTRUM OF PUBLIC PARTICIPATION

	INCREASING LEVEL OF PUBLIC IMPACT				
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
					
GOAL	To provide balanced and objective information in a timely manner.	To obtain feedback on analysis, issues, alternatives and decisions.	To work with the public to make sure that concerns and aspirations are considered and understood.	To partner with the public in each aspect of the decision-making.	To place final decision-making in the hands of the public.
PROMISE	"We will keep you informed"	"We will listen to and acknowledge your concerns."	"We will work with you to ensure your concerns and aspirations are directly reflected in the decisions made."	"We will look to you for advice and innovation and incorporate this in decisions as much as possible."	"We will implement what you decide."



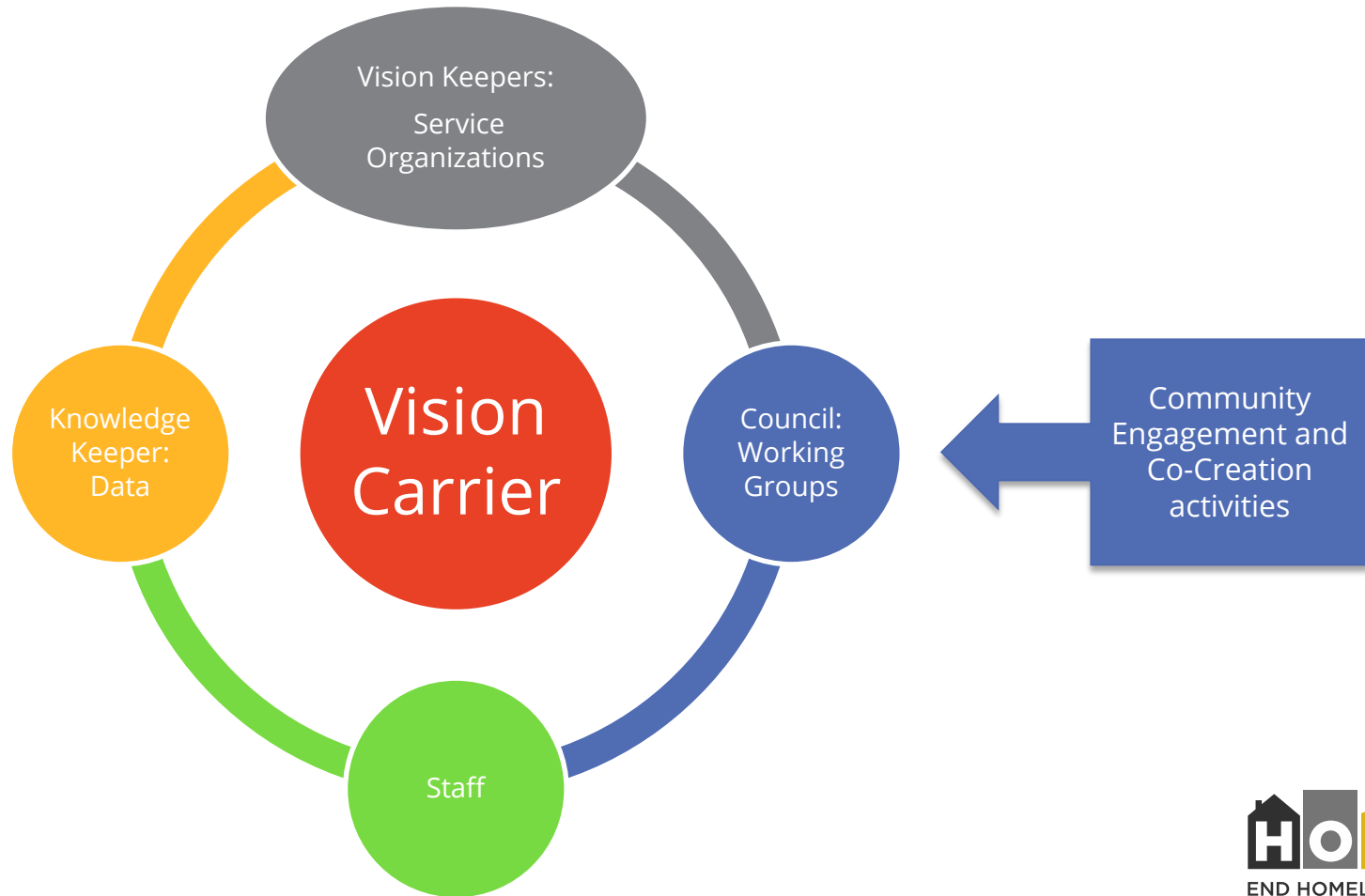
# Community Engagement

- Diverse representation
- Guiding principles established
- Asked to identify
  - Values to guide the work
  - Hopes for the system
  - Work of the Community Advisory Group
- Small groups to ensure participation

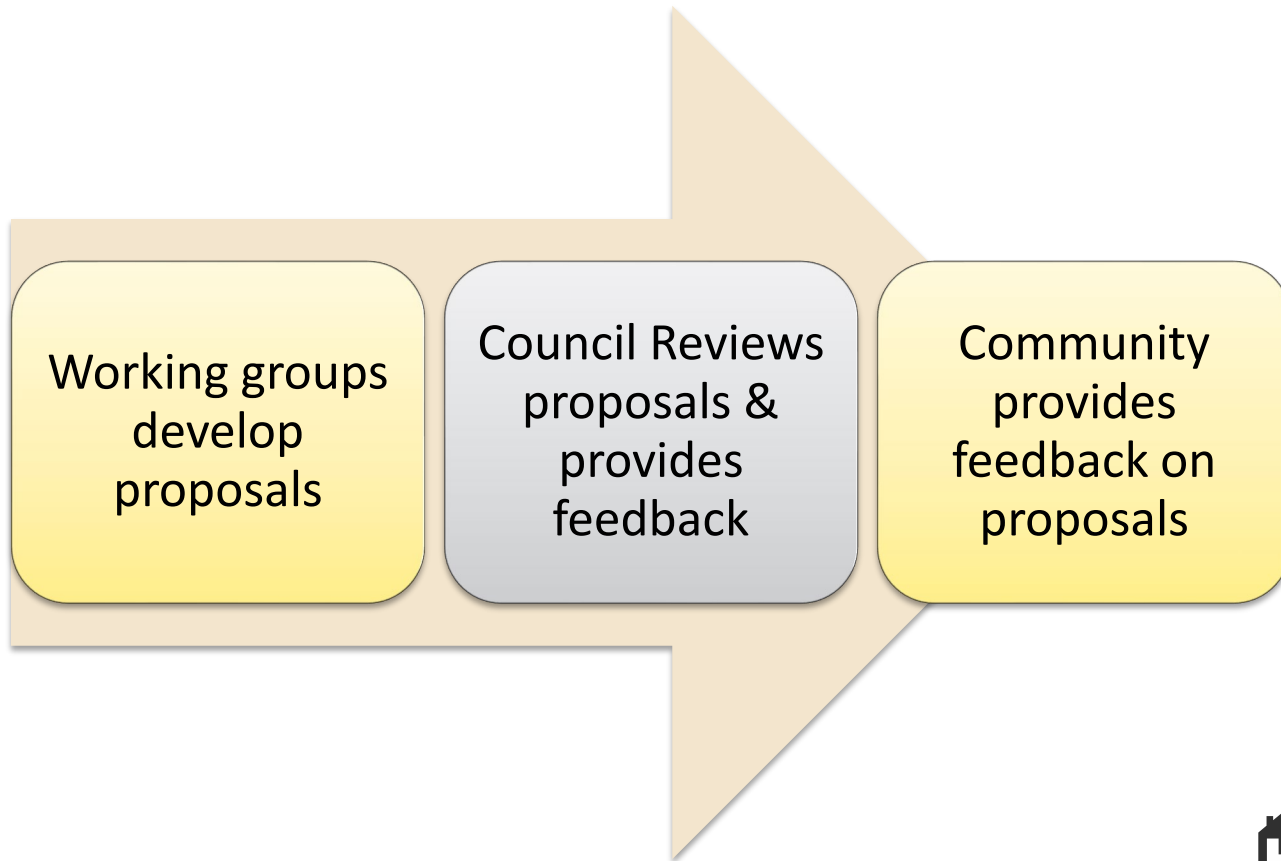
# Advisory Committee

- Included stakeholders identified by the engagement sessions
- Met 3 times in 2020
- Clear, focused mandate
- Who will carry the vision and the knowledge of the Coordinated Access system in our community?

# Governance Structure



# Coordinated Access Council



# Co-creation Vision

- Include lived experts
- Include frontline staff & management
- Work with government
- Respect diversity in world views
- Take time to build relationships of respect
- Support a multidisciplinary approach
- Be fully transparent and accountable
- Actively seek to remove barriers preventing collaboration

# Working Groups

- Council helped ID people for working groups
- Working groups included:
  - Communication
  - System Mapping
  - Intake
  - Evaluation

# Community Involvement



WINNIPEG

# Communications Plan



**Developed in April 2021 to ensure:**

Transparency  
Accountability  
Inclusion



**Revised in August 2022**



# Policies and Procedures

- January to June 2022
- Distributed to stakeholders for input
- Final draft in June 2022
- Ongoing revisions based on community input
- Accessible on the EHW website
- Transparency

# Ongoing input



COMMUNITY OF  
PRACTICE



LEADERSHIP  
GROUP



WORKING  
GROUPS

# Important Considerations

- Lived Experts
- Diverse stakeholders
- Follow through
- Relationships
- Humility

**Maarsii, Miigwetch,  
Thank you**