

A Framework for

System Integration



Stephen Gaetz

Director

Canadian Homelessness Research Network

Professor, Faculty of Education, York University



CAEH15

CONFÉRENCE NATIONALE POUR METTRE FIN À L'ITINÉRAIRE
NATIONAL CONFERENCE ON ENDING HOMELESSNESS

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Part 1

What *is*

System

Integration?

Systems integration

refers to the coordination of programs, services and institutions in a way that is:

- Effective
- Efficient
- Seamless
- Tailored to the needs of clients

Why does system integration matter?



Key Consideration:

What is your goal?

How you integrate your systems will depend on what you are trying to achieve ...



PRIORITIES

- 1.
- 2.
- 3.

Partnerships and Collaboration

Collective Impact



Collective Impact

Common Agenda



All participants have a shared vision for change, a common understanding of the problem(s), and joint approach through agreed actions and interventions

Shared Measurement

AIAD/ e-Wellbeing
Australian Index of Adolescent Development



A consistent collection of data and measurement of results across all participants and activities – aligned effort and inter-accountability

Mutually Reinforcing Activities



Differentiated activities but coordinated and collaborative through a mutually agreed plan(s) and reinforcing action(s)

Continuous Communication



Consistent, open communication to build trust, keep a focus on mutual objectives and to maintain a common motivation and long-term commitment

Backbone Support

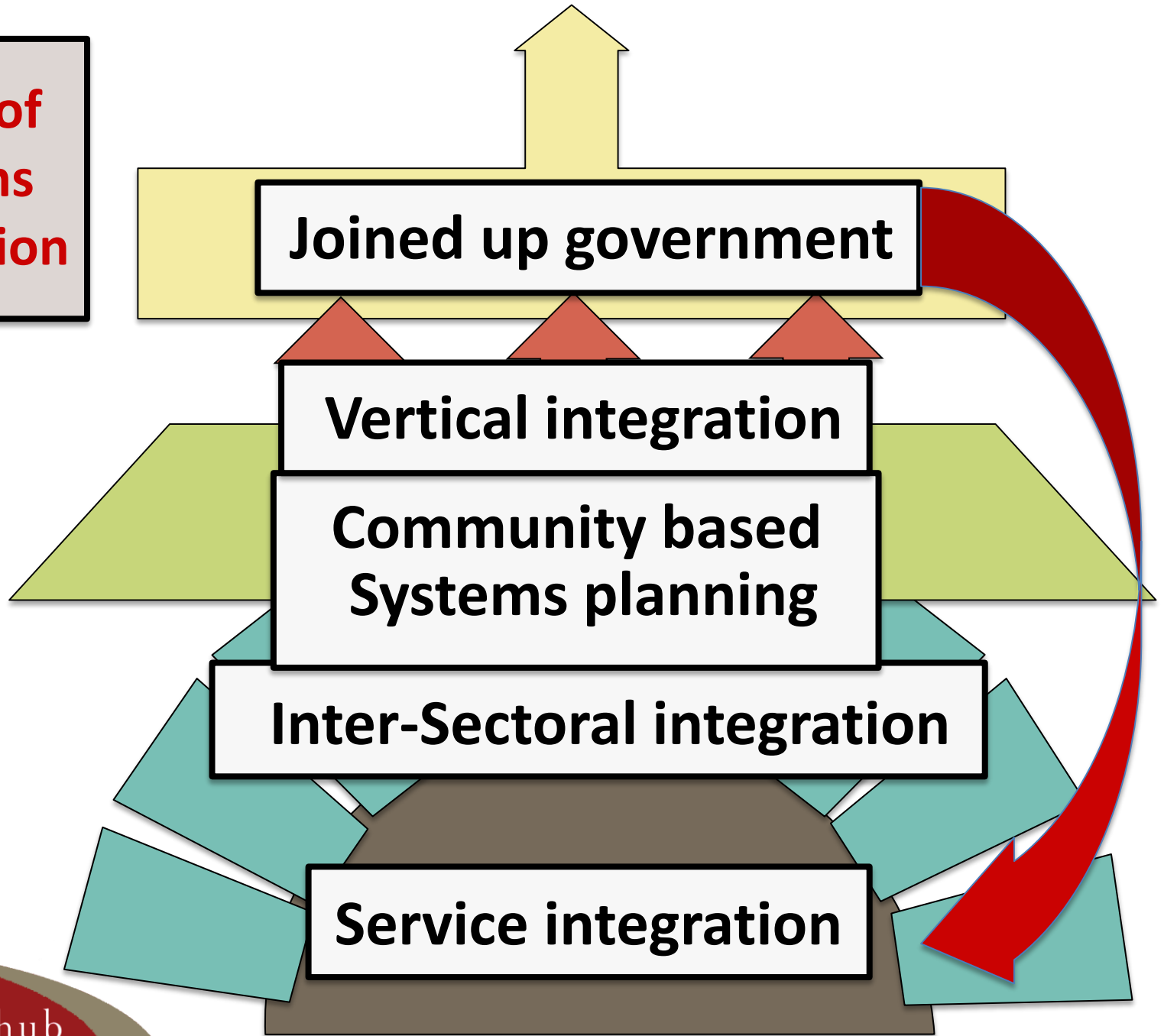


Creating and managing 'collective impact' requires real work and skilled staff to support and coordinate the activities of participating organisations

Part 2

Different levels of Integration

**Levels of
Systems
Integration**



1

Service integration



PROBLEM:

Fragmented service sector



Goal:

Improved service and client experience



Key challenges

for service integration

- Competition for funding
- Change management
- Organizational culture

SPECIALNESS

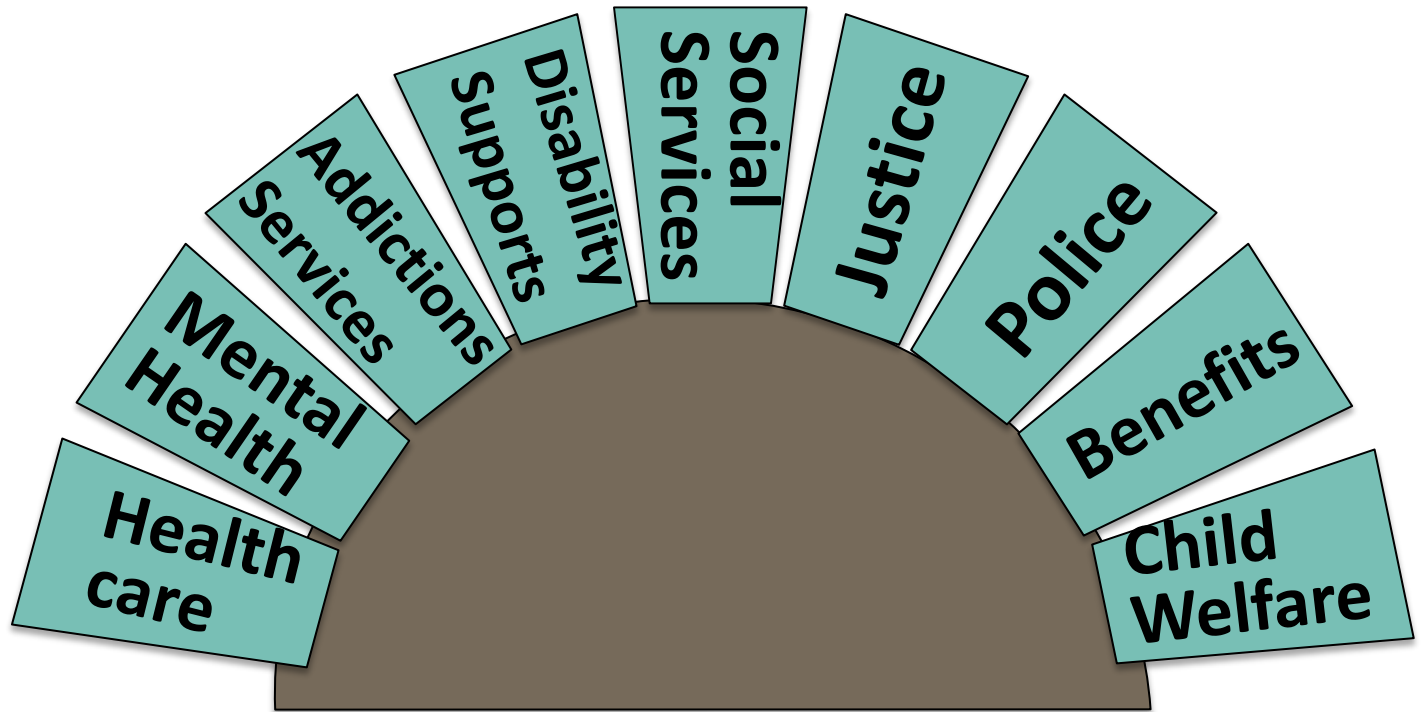
Key Ingredients for *SUCCESS!*



- Client-centred approach
- Dedicated resources for coordination
- Shared data and tracking of clients
- Seamless service delivery and referral
- No 'ownership' of clients
- Collective and collaborative decision making

2

Inter-sectoral integration





Integration is hard

Fragmentation is easy

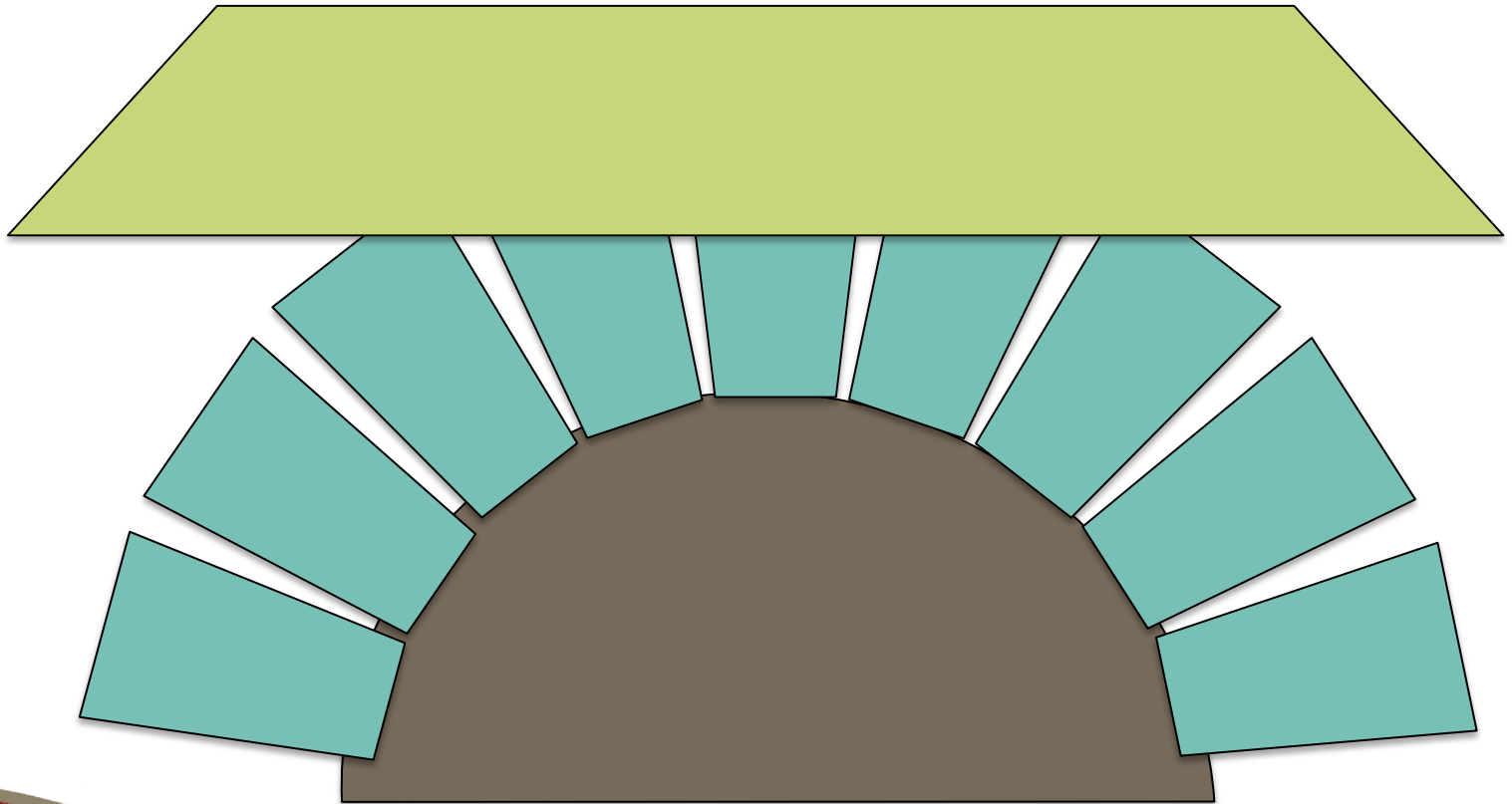
Key challenges

for system integration

- Stigma associated with population
- Lack of understanding of institutional differences and processes
- Lack of acknowledgement of jurisdiction or responsibility.
- Lack of incentives to collaborate.
- Politics of scarcity.
- Potential savings may wind up in someone else's pocket.

3

Community based systems planning



Achieving Integration through System Planning

Essential System Planning Elements

Planning & Strategy Development

Organizational Infrastructure

System Mapping

Coordinated Service Delivery

**Integrated Information
Management**

**Performance Management &
Quality Assurance**

Systems Integration

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System Planning Focus

Internal Integration: within Homeless-Serving System

External Integration: across key public systems and Homeless-Serving System

Regional Integration: across Homeless-Serving Systems

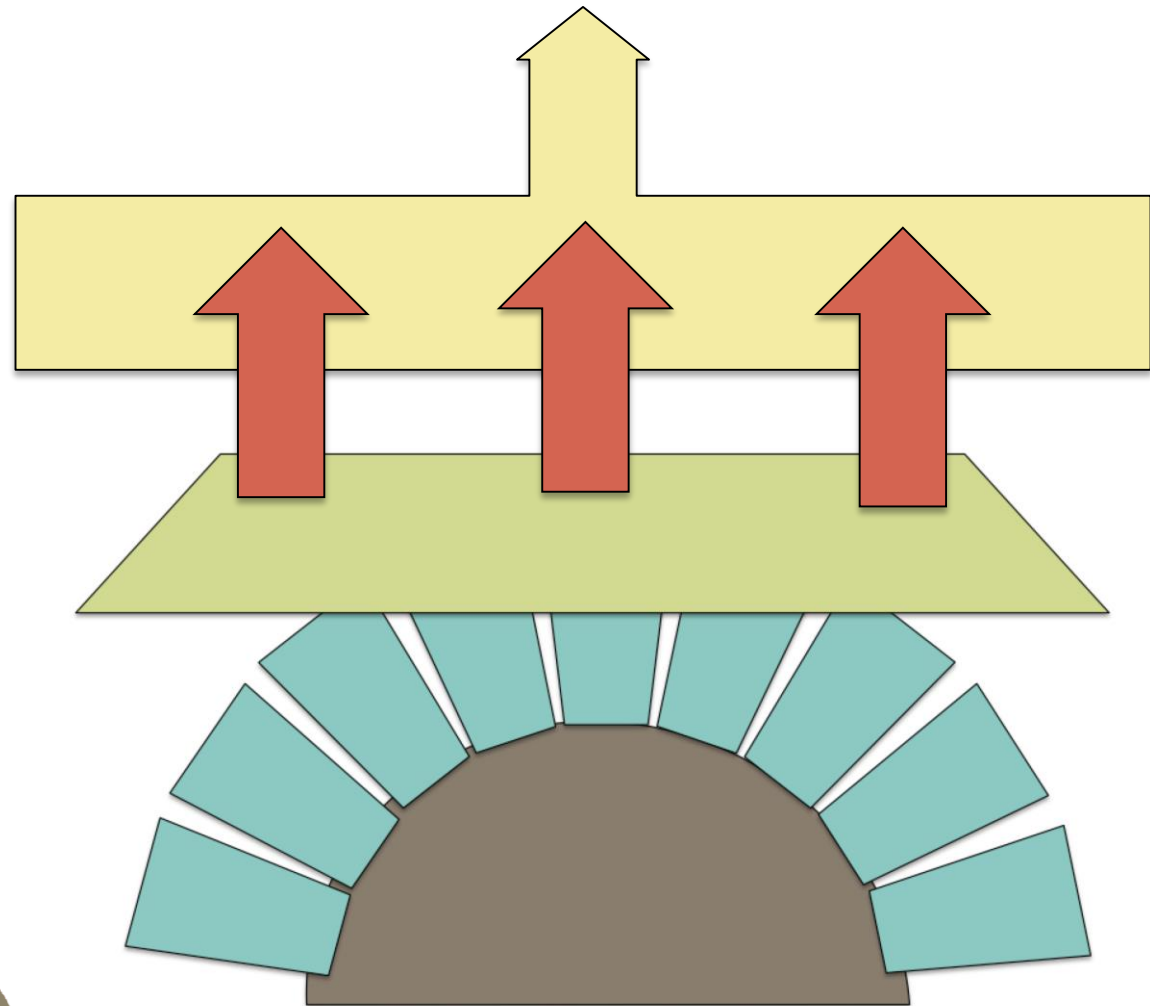
Integration through System Planning

Successful integration achieved when particular strategies applied across systems.

- Common policies and protocols, shared information
- Coordinated service delivery and training
- Having staff with the responsibility to promote systems/service integration
- Creating a local interagency coordinating body
- Centralized point of coordination for homeless-serving system planning
- Co-locating mainstream services within homeless-serving agencies and programs
- Adopting and using an interagency management information system

4

Vertical Integration



**Solving
homelessness is
not the sector's
responsibility
alone ...**



5

Joined-Up Government



WHY this matters:

Homelessness is necessarily a

fusion policy issue



Joined up work is a *challenge* for government



Key Ingredients: *Leadership*

LEADERSHIP AND BUY-IN

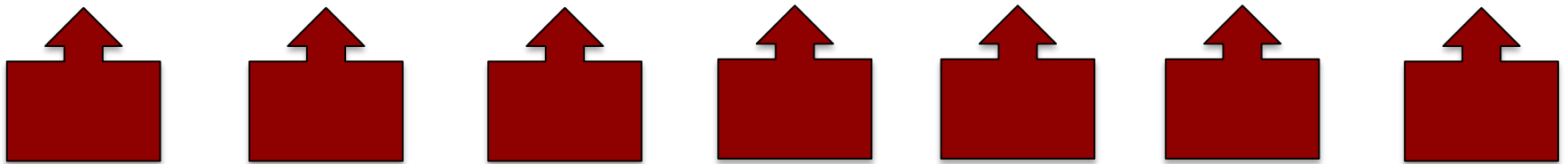
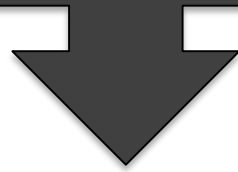
Strong leadership and broad cross-stakeholder support is essential.

- **Executives responsible for integration schemes must understand the high-level strategic direction of the initiative** while also appreciating the nuts and bolts of implementation.
- **Political will.** Political leaders are often more focused on policy agendas than internal reorganizations, but visible support from ministers is essential to broader buy-in.
- Where implementation involves multiple agencies or new organizational structures, **new governance arrangements are needed** to ensure roles and responsibilities are clearly defined, support planning and decision-making, and assign accountability for delivering results.
- **Creating and communicating a clear vision** of the integration initiative is important to building trust, allaying anxieties, and generating support.
- **Sharing early successes with stakeholders** will help maintain support.

Key Ingredients:

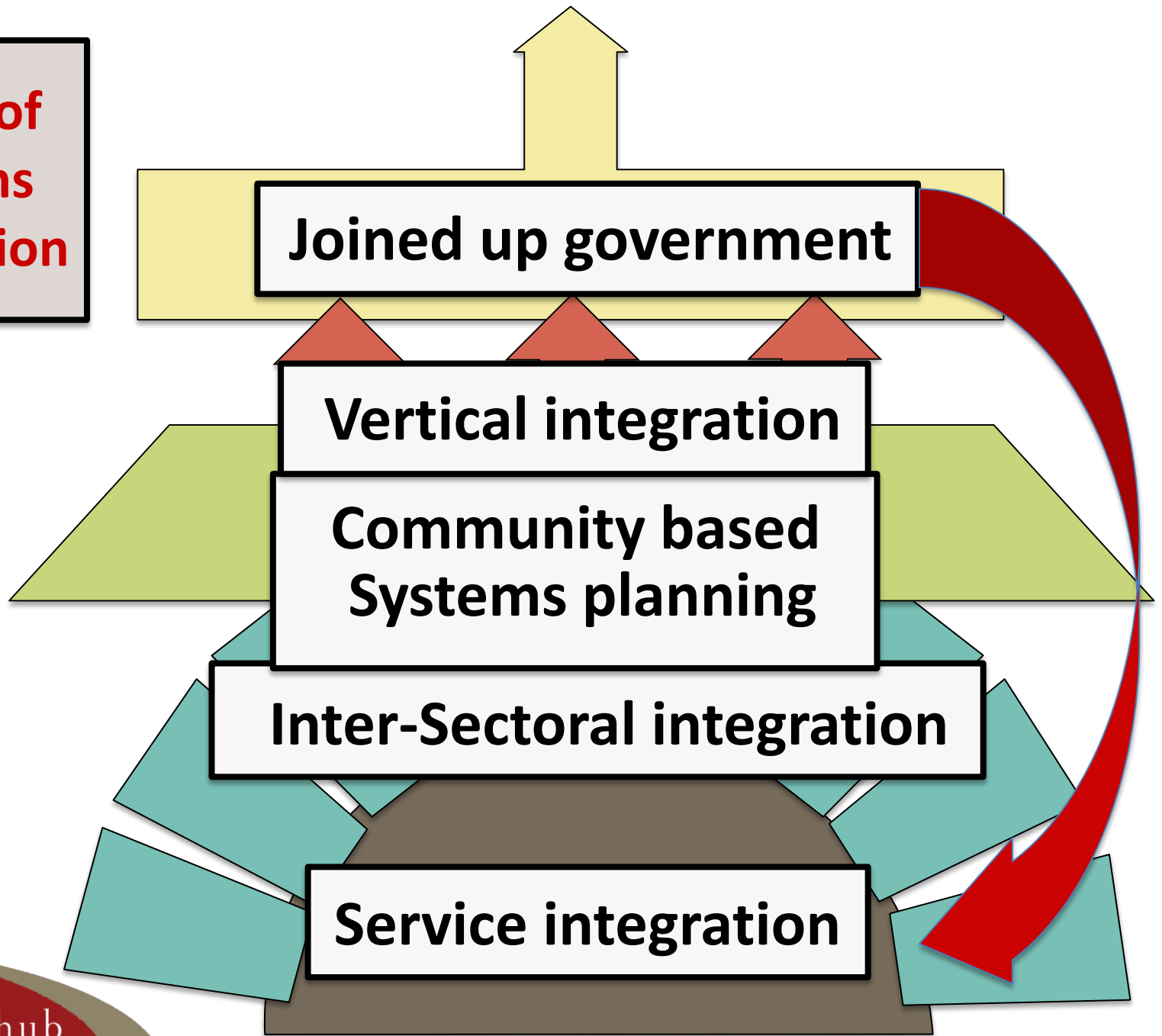
Community Engagement

Ensuring that government policy, programming and funding supports community efforts



Community planning and programs

**Levels of
Systems
Integration**



Questions or comments?

