



Breaking broken systems:

HOW TO CHANGE SYSTEMS THAT ARE
CAUSING HOMELESSNESS

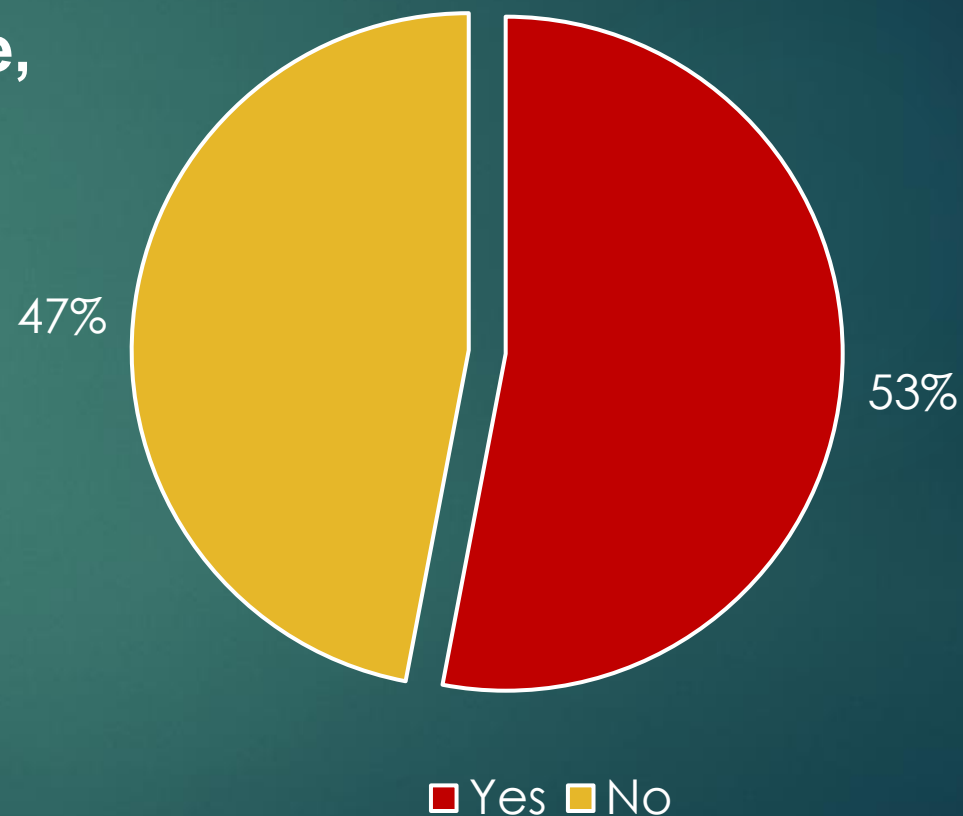
Quiet indicators of broken systems

- ▶ Reliance on charity for meeting human rights or basic needs
- ▶ Statistics or observed patterns of failure
- ▶ Groups of people with shared characteristics experiencing similar problems
- ▶ Collective frustration or feelings of futility
- ▶ Disparities between groups or regions

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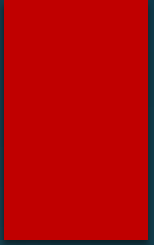
11. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?

No	47%
Yes	53%
Total	100%



Identify the correct system

- ▶ Who is responsible?
- ▶ Municipal, First Nation, provincial/territorial, or federal
- ▶ Which department, region, or office in that level of government?
- ▶ Which program, portfolio, or project?
- ▶ Who is responsible or has power?
- ▶ Which positions or persons are able to make decisions or changes?



Identify and remove pillars
that enable the broken or
unjust system

Types of systemic failures

- ▶ Lack of logic in the systemic flow chart
- ▶ Systems built on a foundation of myths
- ▶ Wrong approach or philosophy
- ▶ Lack of accountability in systems

Lack of logic in the systemic flow chart

Examples:

- ▶ Gatekeeping
- ▶ Impossible expectations
- ▶ Bottle necks
- ▶ Convoluted processes



Applicant Name: _____

I _____ OF _____

NAME FULL ADDRESS

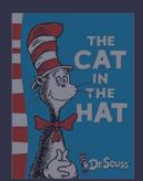
agree to this application for services from Community Living disABILITY Services through the Department of Families. I authorize the Province of Manitoba, Department of Families or its representative to obtain from any physician, hospital, school, social services agency or any relevant source, the medical, psychological or psychiatric information required for the purposes of confirming eligibility for Community Living disABILITY Services to the applicant named above. I realize that a

your score

37.88

Sentences: 71
Avg sentence length: 8.48

- 100 – 90 Super simple
- 90 – 80 Easy-peasy
- 80 – 70 Easy
- 70 – 60 Plain English
- 60 – 50 Moderately challenging
- 50 – 40 Challenging
- 40 – 30 Difficult**
- 30 – 20 Heavy going
- 20 – 0 Very difficult



Dr Seuss, The Cat in the Hat



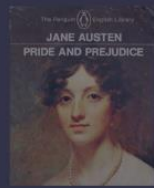
A typical Buzzfeed list post



The Sun



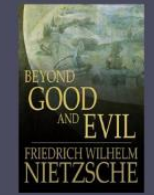
A lot of Barack Obama's speeches



Pride and Prejudice, Jane Austen



Paradise Lost, John Milton



Beyond Good and Evil, Friedrich Wilhelm Nietzsche



On the Origin of the Species, Charles Darwin



The chemical name for Titin (no, we hadn't heard of it either). It's not

Lack of logic in the systemic flow chart

Intervention:

- ▶ Approach management or leadership to make procedural and policy changes.
- ▶ Provide a clear explanation of problems with relevant evidence, examples, and systems maps. Refer to their own specific policies, laws, and procedures.
- ▶ Make it easy for them to make change by providing specific changes to be made and concrete recommendations for improvements.

Start



You report you have an intellectual disability. Go ahead 3 spaces.	A shelter worker reports you may have an intellectual disability. Go ahead 2 spaces.	You lose your housing due to an intellectual disability. Go ahead one space.	1. Your referral has been completed!	LIFE	STOP No one can find you to sign your referral. Miss a turn.		LIFE	CLDS worker is out smoking. Go back one space.
			2. You have signed your referral!					You are too sick to go to intake. Go back 2 spaces.
An auntie walks with you. Go ahead 2 spaces.	File an appeal about your SIS score. Miss a turn.	8. You have completed SIS!	LIFE	STOP It's summer holidays for CLDS workers. Miss a turn.	You missed your psych assessment. Go back 8 spaces.	LIFE	You did not show an intellectual deficit within 30 minutes. Game over.	3. You have completed your intake meeting!
LIFE					6. You have completed your psych assessment			You went to residential school. Go back 4 spaces.
Waiting for a spot in a home. Miss a turn.	(stop) Go back to any card you are missing and continue from there.			7. You have been accepted into CLDS	Don't give up. Only six more months of waiting!	STOP Miss a turn while waiting for the outcome of your intake.	Your auntie knows about your childhood. Go ahead 2 spaces.	LIFE
		You are "not a good fit" with an support agency. Go back 5 spaces.				LIFE		
9. You have completed support agency intake!	LIFE	A support agency agrees to take you. Move ahead 2 spaces.	STOP	Ask what's happening. That doesn't get you anywhere.	5. You are approved to get a psych assessment	You win your assessment appeal! Go ahead 3 spaces.	LIFE	File an appeal about not getting an assessment. Miss a turn.
10. Move into your new CLDS home!								

Finish



Systems built on a foundations of myths

Examples:

- ▶ “We lack funds” (aka we are wasting our money elsewhere.)
- ▶ “Those people” aren’t our clients.
- ▶ That’s not in our mandate... (because it sounds it would be easier for us if someone else helped “them”).
- ▶ “They” don’t want our (exclusively colonizer cultures based) help.
- ▶ If only they just followed our processes... (and jumped over our impossibly high, culturally inappropriate obstacles.)
- ▶ We aren’t racist (even though we don’t take into consideration historical harms, inter-generational trauma, or current realities.)
- ▶ We know better than the community.

Foundation of myths



Intervention:

- ▶ Do your research
- ▶ Speak truth, clearly, and persistently to multi-levels of the system
- ▶ Provide concrete, factual evidence to dispel myths
- ▶ Ignore eye-rolling and hostility from those who benefit from the myths

Wrong approach or philosophy

Examples:

- ▶ Paternalistic programs for Indigenous people, people with disabilities, people living unhoused, elders etc.
- ▶ Settler-centric programming or policies that do not reflect Indigenous cultures, family systems, or realities.
- ▶ Failure to incorporate harm reduction
- ▶ Failure to be trauma-informed

Wrong approach or philosophy



Intervention:

- ▶ Write to and meet with politicians, leadership, or top-level bureaucrats and managers
- ▶ Research the subject and learn the steps required to make relevant changes to laws and policies in that system.
- ▶ Encourage positive cultural shifts within the system through consciousness raising (stories, resources, community connections...)
- ▶ Strategize with others in community as these are usually substantial changes that will take time and require extensive resources.

Lack of accountability in system



Examples:

- ▶ Chronic, wide-spread failing upwards
- ▶ Doing easy work, but not working to the edge of their mandate
- ▶ Racial biases and thinly cloaked racism
- ▶ A cork in the bottleneck
- ▶ Mismanagement of funds
- ▶ Lack of professional conduct
- ▶ Unreasonable delays

Lack of accountability in system



Interventions:

- ▶ Write a detailed complaint to management or leadership with recommendations for action.
- ▶ Submit a formal complaint through the system's complaint procedures or ombudsmen.
- ▶ Write a letter or meet with politician.
- ▶ Go to the media.