CALLING ALL SYSTEMS DISRUPTORS!

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Alina Turner
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canadian observatory on homelessness

TURNER | STRATEGIES

A WAY HOME
VERS UN CHEZ-SOI

SYSTEMS PLANNING
COLLECTIVE

THE SPC

Anika Mifsud

SYSTEMS PLANNING
COLLECTIVE

SYSTEMS PLANNING COLLECTIVE (SPC)

- The SPC is led by A Way Home Canada, Canadian Observatory on Homelessness, Turner Strategies and HelpSeeker

- We aim to support communities and governments to prevent and end all forms of homelessness in Canada by supporting evidence-based systems planning, capacity building and technical assistance

- The SPC partners leverage their strengths and resources to provide technical assistance, training and resources and quality standards of practice

- For more information on the SPC, please visit us www.homelesshub.ca/spc

HOW DOES THE SYSTEMS PLANNING COLLECTIVE WORK?

The Collective is committed to leveraging partner strengths to support common objectives

To enable communities to have access to highly qualified Systems Planners, the Collective will be recruiting among Canada's top individuals to participate as Associates

Associates will be trained, supported, and expected to meet Collective standards of practice

WHY IS THERE A NEED?

1. Develop national capacity to engage in systems planning work.
2. Create consistency and quality of work across the country.
3. Develop communities of practice to learn from each other.
4. Identify and support practice-level innovation in communities.
5. Enhance the impact of other efforts, such as 20K Homes, to expand reach beyond chronic homelessness.

REACHING HOME & SPC: BUILDING SYSTEMS PLANNING CAPACITY

Federal investment to advance evidence-based solutions to homelessness using a systems planning approach by:

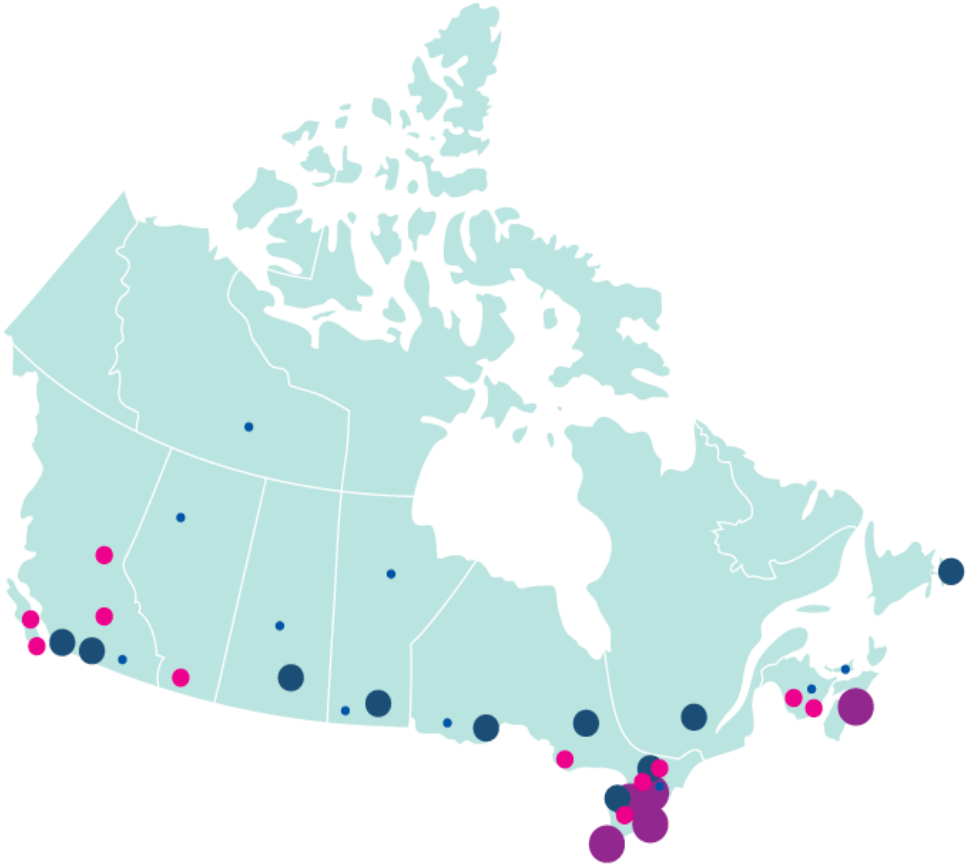
Systems Mapping support & technical assistance to support communities & organizations using HelpSeeker.org platform.

Training and resources to enhance the capacity of individuals engaged in systems planning activities.

Systems Planning National Experts Network to enhance community of practice and review approaches and tools.

PURPOSE OF COMMUNITY SYSTEMS PLANNING NEEDS ASSESSMENT

- Conducted **needs assessment** of CAB/CEs & Housing and Social Service Stakeholders
- Increasing need to **engage systems and sectors beyond** typical stakeholders
- Reaching Home recognizes need to engage public systems, private sector, and other players that can help prevent homelessness and sustained exits



THEME 1: VARIANCE IN STAGE/DEPTH OF PLANNING EFFORTS

- While some communities are **further along** in coordinating efforts and systems planning

- Those that have planning groups: require **technical support** and enhanced **resources** to advance work

- Common challenge: having dedicated **funding and staffing resources** to carry work forward

THEME 2: SUPPORT NEEDED TO MOVE FROM SYSTEM PLANNING TO SYSTEMS PLANNING

- How to **identify roles of other systems** and the need for coordination and planning between them

- Those on the ground may be less aware of how their work ties in…but they can have a significant role in operationalizing a **coordinated systems approach**!

THEME 3: GREATER DIVERSITY & ALIGNMENT BETWEEN STAKEHOLDERS NEEDED

- Need support identifying and including right players in **public systems** and others **outside of sector**

- Majority believed there was **little to no engagement** with: justice (55%), health (60%), child welfare (61%), and education (66%) systems

THEME 4: DATA NEEDS ARE SIGNIFICANT

- 40% of CAB/CE respondents did not have reliable real-time data

- 20% of CAB/CE respondents stated community had data collection in place to assess homelessness trends locally

- Even with formalized and comprehensive data collection, communities need assistance harnessing data to drive policy and systems change

THEME 5: CHALLENGES TO MOVE BEYOND ADDRESSING CHRONIC HOMELESSNESS

- Systems planning serves as **cost-effective upstream approach** that responds to those experiencing risk of homelessness

- Systems need to be retooled to identify and mitigate individual risk factors for homelessness, responding with an **immediate and appropriate** matching of **services and supports**

Participants have identified needing more technical support, training, and resources around these priority areas.

Policy Development

Relationship/ Trust-Building

Performance Management

Financial Scenario Modelling

Government Relations

Private Sector Engagement

Systems Mapping

Systems Integration

Change Management

Actionable Data & Analytics

Creating Action Plans

HELPSEEKER & SYSTEMS MAPPING

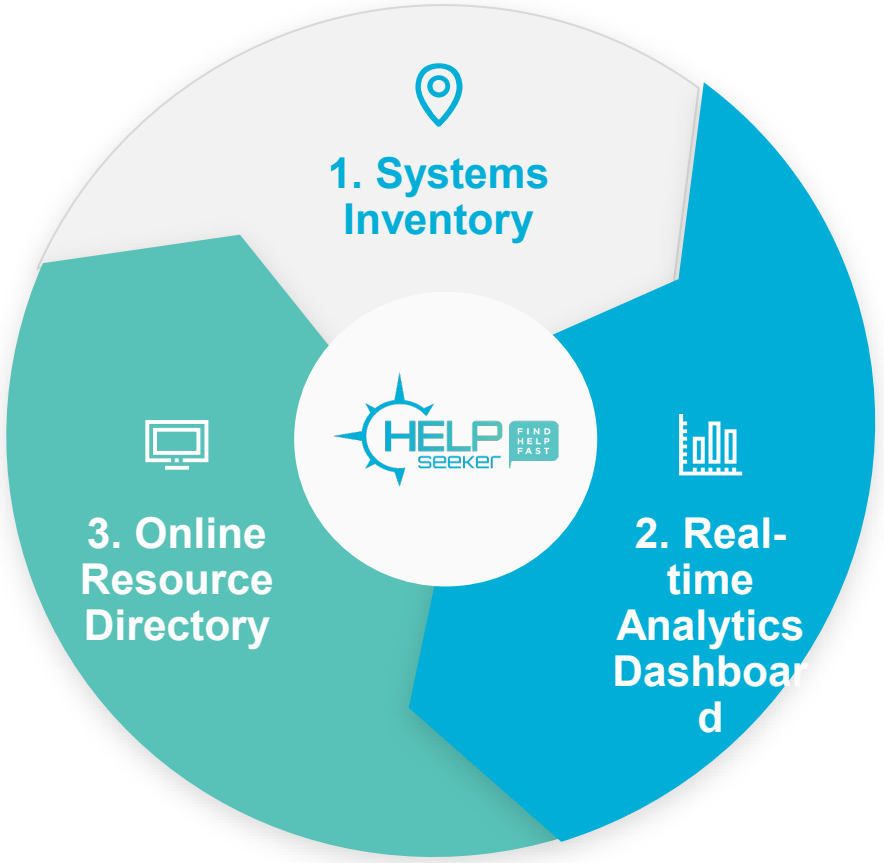
Alina Turner

SYSTEMS PLANNING COLLECTIVE

The HelpSeeker.org Platform

- HelpSeeker.org is a **systems mapping platform** integral to our systems change approach.

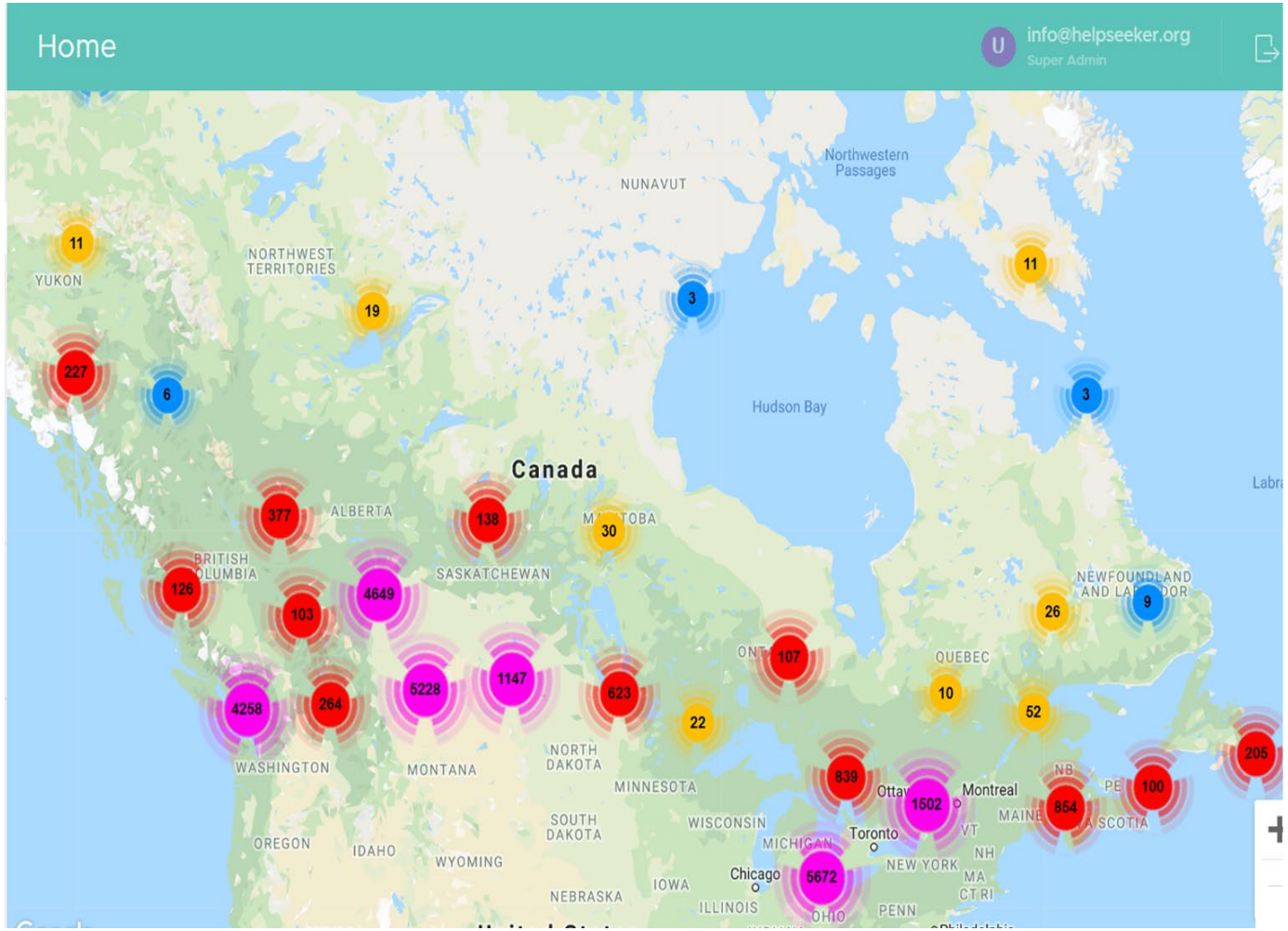
- HelpSeeker.org brings 3 key components into one **multi-sided platform** serving funders/government, service providers, and consumers.



Supporting Over 100 Canadian Communities!

Vancouver
Abbotsford
Nanaimo
Kelowna
Prince George
Yukon Territory
Medicine Hat
Lethbridge
Calgary
Red Deer
Edmonton
Grande Prairie
Rural Alberta

Prince Albert
Regina
Winnipeg
Peel Region
Hamilton
Hastings
County
Windsor
Moncton
NL & Labrador



The Change Imperative

In 2017, Canadians invested **$280 billion dollars** in safety net services delivered by charities via taxpayer dollars (70%) or donations (30%).

We estimate, this goes to fund more than **250,000** different services operating in Canada's social safety net.

- **Despite our efforts, and hundreds billions spent:**
- People report they don't know where and how to **get the right help** when they need it
- Social/health challenges, including **homelessness/addictions/trauma/abuse** are changing faster, becoming harder to manage with old approaches
- Public demands for **accountability/acti**on from governments have intensified
- Better knowledge about what works is not implemented at scale, not keeping up with **velocity of change**

Reaching Home (RH) Directives

Reaching Home provides communities with funding to deliver supports & coordinated systems plans to achieve community goals to prevent/end homelessness

- Over the next 3 years, communities will be tasked to develop **Coordinated Access (CA)** locally in alignment with RH Directives.
- **Mapping of services**, benefits, resources in local social support systems is encouraged to support this direction.
- New systems-driven **Community Plans** will be required (2019-2029) with annual updates/performance management.
- A focus on prevention & systems planning leveraging **real-time data** to inform funding/service

Service Breakdown As Of September

Service/Need

Shelter	1512	Culture	1661	Faith-based	988
Housing	4264	Parenting	2160	Agricultural	87
Food	2325	Outreach	5604	Environmental	344
Clothing	852	Disaster Relief	109	Housing-Transitional	2024
Counselling	4936	Info and Referral	8508	Respite	287
Employment	2077	Volunteer	1190	Household Goods	120
Education/Training	10252	Intervention	3932	Language/Translation	434
Legal	1027	Mentoring/Coaching	5210	Naloxone	77
Transportation	718	Adoption	92	Human Trafficking	4
Recreation	3785	Hygiene	648		
Financial	1627	Crisis	1925		

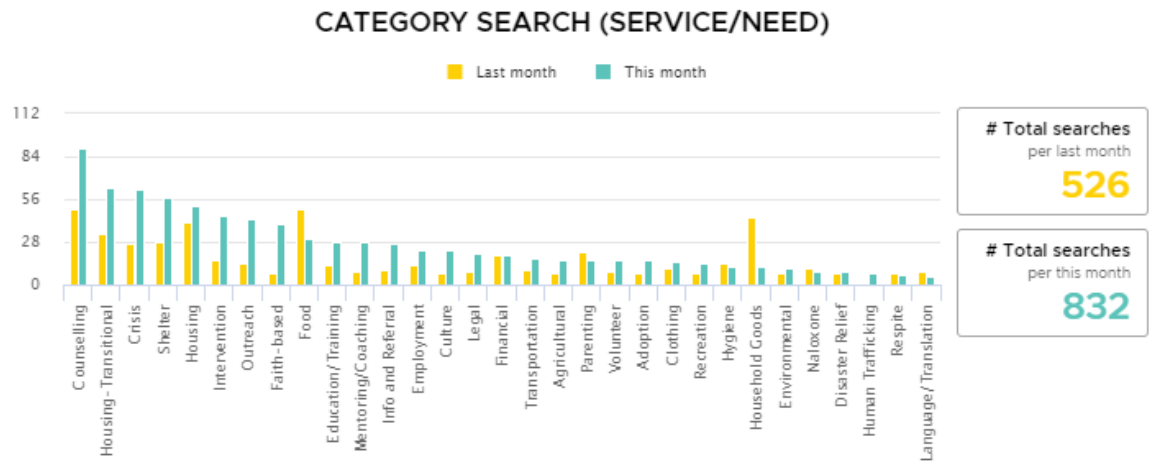
Population Focus

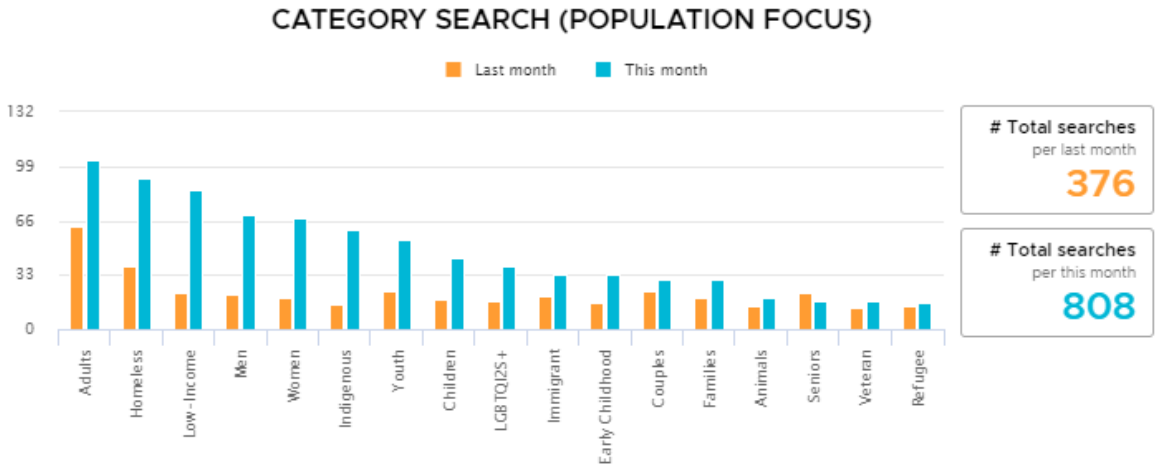
Children	8136	Indigenous	1981	Refugee	1050
Youth	9206	Immigrant	1868	Couples	695
Adults	13691	LGBTQI2S+	575	Homeless	2323
Seniors	6933	Men	5402	Animals	209
Women	7239	Veteran	158	Low-Income	3771
Families	9029	Early Childhood	1822		

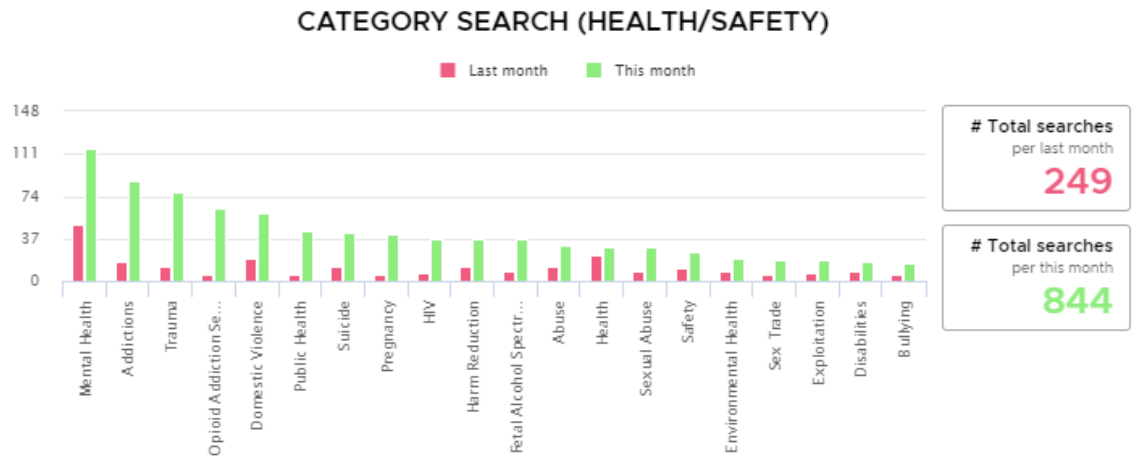
Health/Safety

Health	7621	Bullying	114	Safety	1831
Mental Health	5002	Fetal Alcohol Spectrum Disorder	126	Environmental Health	216
Addictions	1905	Public Health	1023	Suicide	98
Abuse	1414	Opioid Addiction Services	304	Domestic Violence	1274
Exploitation	167	HIV	271	Sex Trade	107
Disabilities	3508	Sexual Abuse	424	Harm Reduction	190
Pregnancy	622	Trauma	1245		

What's Happening In Canada







What Does Systems Mapping Involve?

- Up-to-date **resource directory** for all services available for those at risk/homeless in community
- **Categorization** of all programs by target population, geographical scope, service focus.
- **Mapping of locations** to discern location patterns
- **Real-time occupancy** report to show what spaces are available in services

What Does Systems Mapping Involve?

- Clear **eligibility criteria**, access/referral process for those looking for help.
- **Feedback loop** from clients/users of services to each of the resources.
- **Performance indicators** to track community demand and feedback on services & **return on investment**.

Our Learnings On Systems Change

- Developing **systems mapping** as a rigorous practice, with standards, processes, QA and a tech platform.
- Understanding how big the **social safety net** really was in numbers & dollars by developing the “Social Impact Audit” approach.
- Making the connection between **public, private and non-profit sectors** in the safety net.
- Developing a process for **Integrated Coordinated Access** and implementing it with Early Adopter communities.
- The insights from **Big Data** we now have at our fingertips with machine learning; mind-boggling.

Our Learnings On Systems Change

- **Change is hard**. Even if we think we want it. Sometimes it's easier to do nothing.
- Systems disruption sounds cool as a concept, but **not everyone is ready** for it.
- What we think we know, and what the data shows are not always congruent. The challenge is being open to the conversation.
- Technology has set the pace of change at **breakneck speeds**; especially those of us in the tech business.

SYSTEMS PLANNING CURRICULUM

Mary-Jane McKitterick

SYSTEMS PLANNING
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MODULES OVERVIEW

- **Curriculum with tools and resources** to mobilize systems planning knowledge, hone skills, and take actionable steps
- Mobilize systems planning knowledge on policy, planning and practice
- Available NOW on the **Homelessness Learning Hub** (HLH)

MODULES

1. Planning for Change
(Change Management)
(Beginner)

2. Systems Planning 101
(Beginner)

3. Engaging Stakeholders
(Advanced)

4. Governance Models
(Advanced)

BUILDING SYSTEMS PLANNING CAPACITY

Enhancing understanding, knowledge and ownership of systems planning within communities working to prevent and end homelessness

Supporting LEAD systems planning individuals and organizations with training and tools specific to their unique roles

Raising the planning IQ of any individual or organization with a stake in systems planning

Convening a Community of Practice to support shared learning

ACCESSING SYSTEMS PLANNING RESOURCES ONLINE

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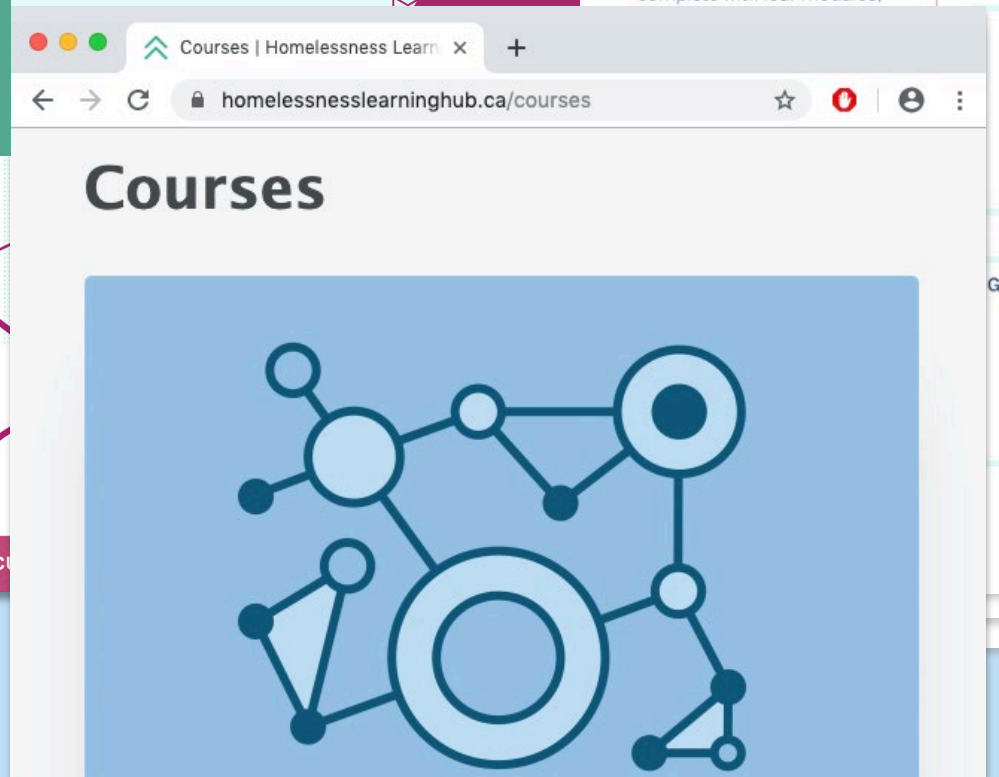
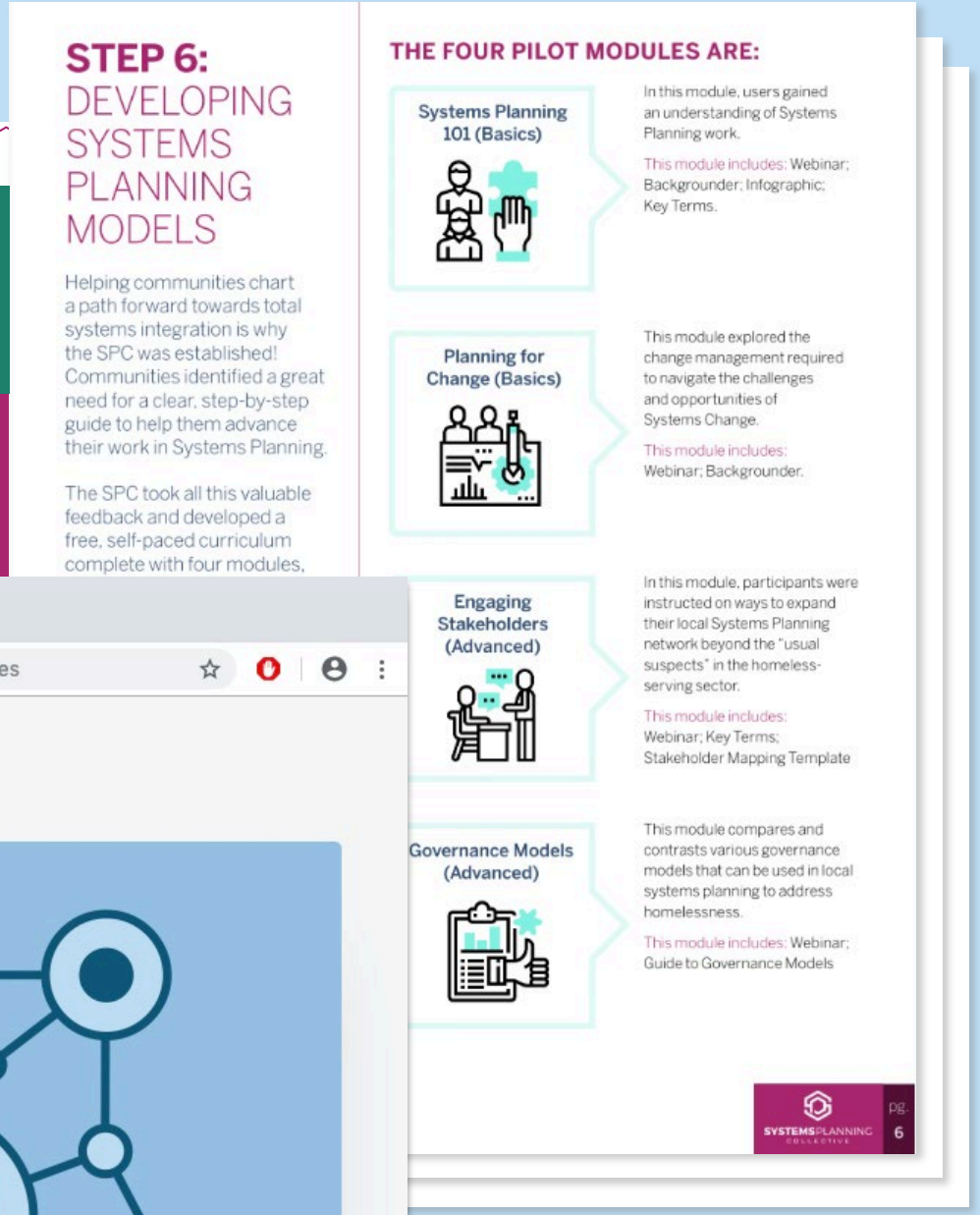
Practical, relevant, trusted professional development.

www.homelessnesslearninghub.ca

homelessness learning hub





STEP 6: DEVELOPING SYSTEMS PLANNING MODELS

Helping communities chart a path forward towards total systems integration is why the SPC was established! Communities identified a great need for a clear, step-by-step guide to help them advance their work in Systems Planning.

The SPC took all this valuable feedback and developed a free, self-paced curriculum complete with four modules,

THE FOUR PILOT MODULES ARE:

Systems Planning 101 (Basics)

In this module, users gained an understanding of Systems Planning work.

This module includes: Webinar; Backgrounder; Infographic; Key Terms.

Planning for Change (Basics)

This module explored the change management required to navigate the challenges and opportunities of Systems Change.

This module includes: Webinar; Backgrounder.

Engaging Stakeholders (Advanced)

In this module, participants were instructed on ways to expand their local Systems Planning network beyond the "usual suspects" in the homeless-serving sector.

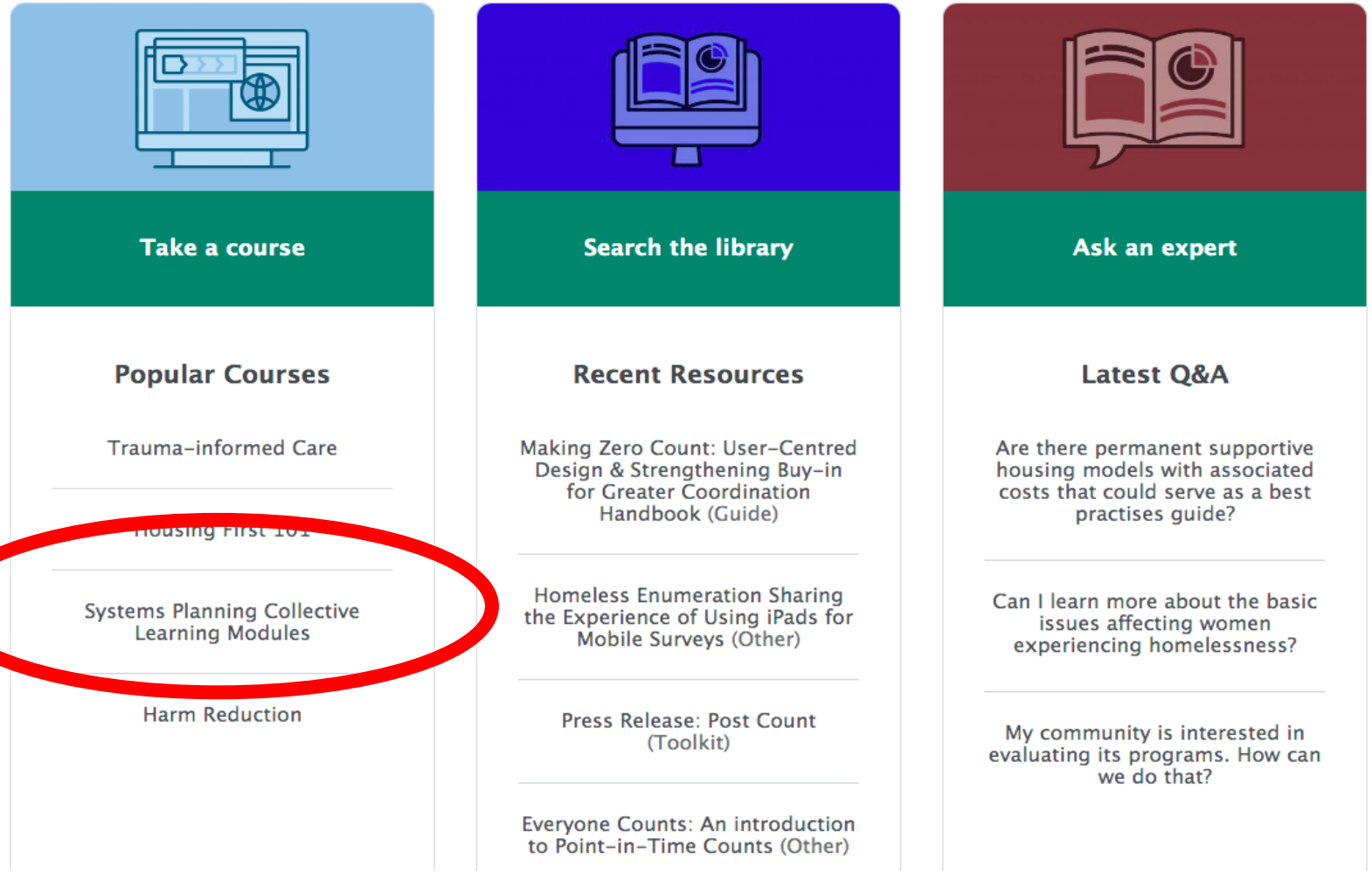
This module includes: Webinar; Key Terms; Stakeholder Mapping Template

Governance Models (Advanced)

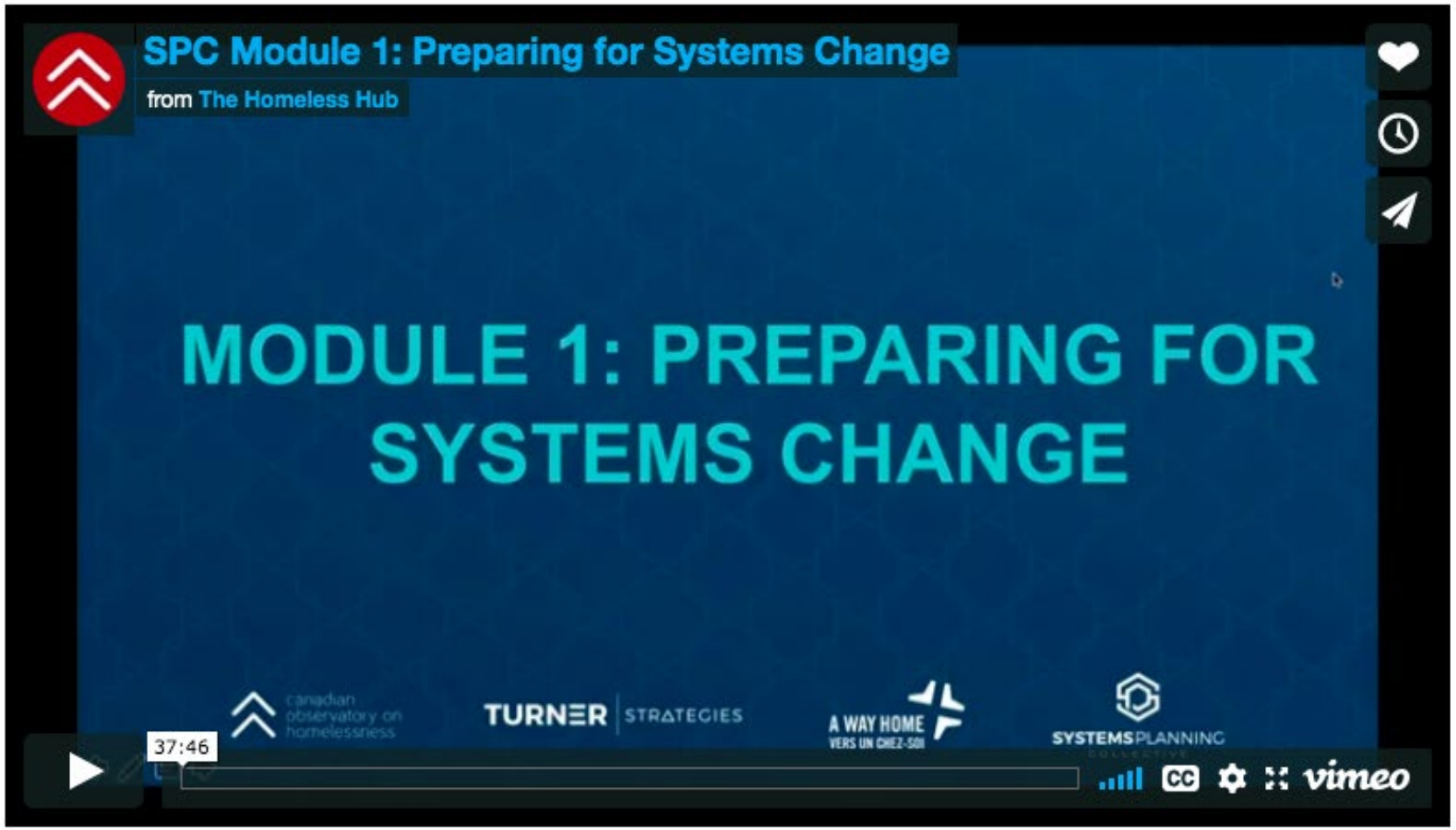
This module compares and contrasts various governance models that can be used in local systems planning to address homelessness.

This module includes: Webinar; Guide to Governance Models

Homelessness Learning Hub



Video(s)



Video 1

Focus area

Systems Planning

Target audience

Managerial staff

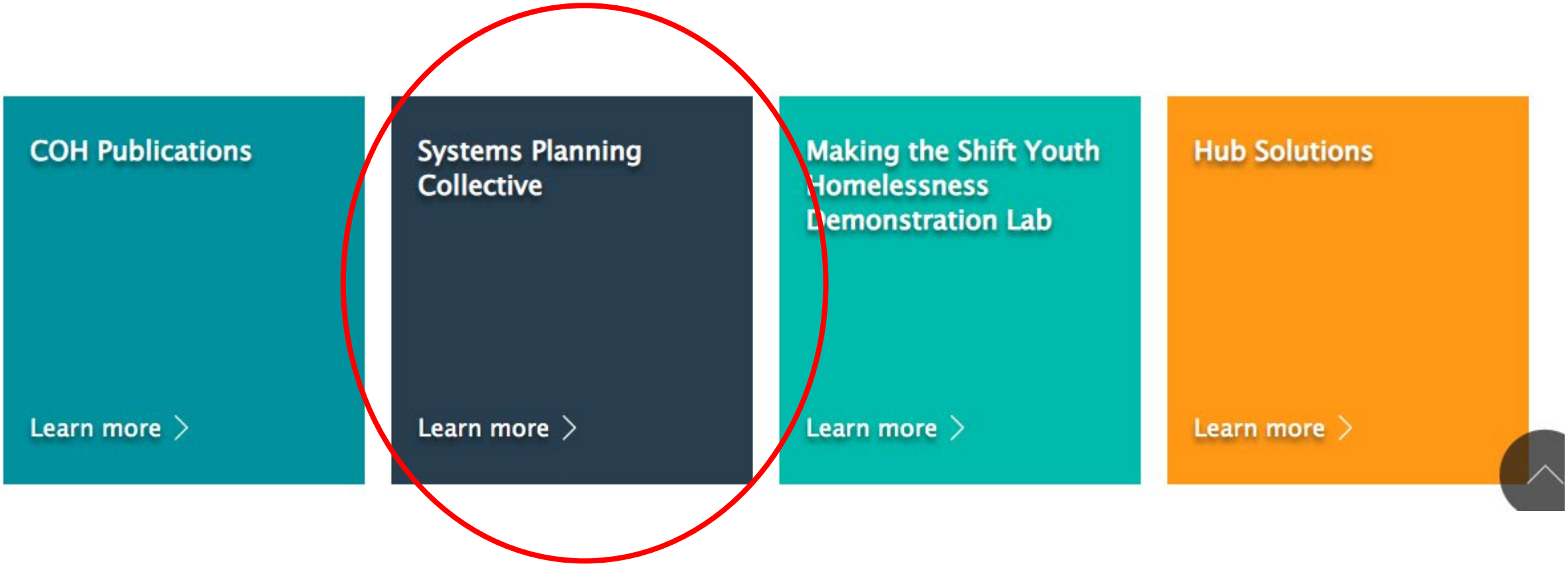
Other

Type of Asset

Guide

Webinar recording

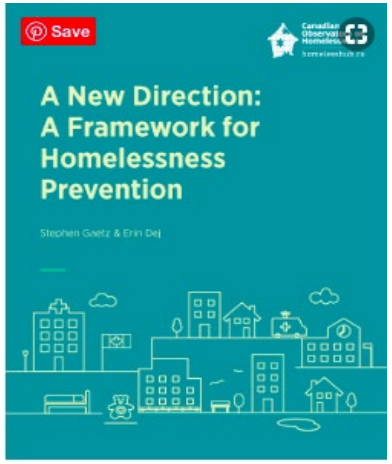
Homeless Hub: SPC Landing Page

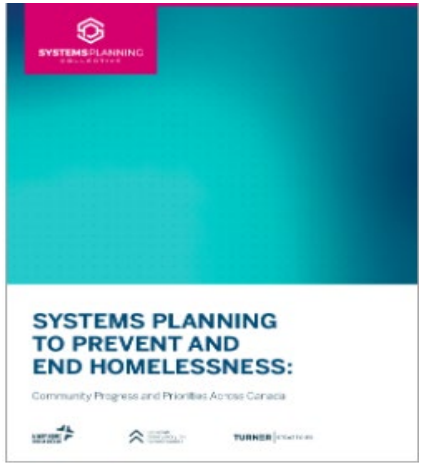


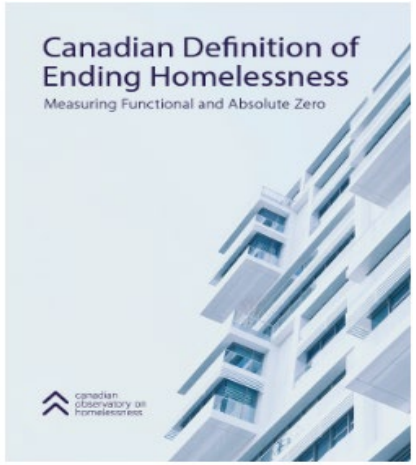
Homeless Hub: SPC Landing Page

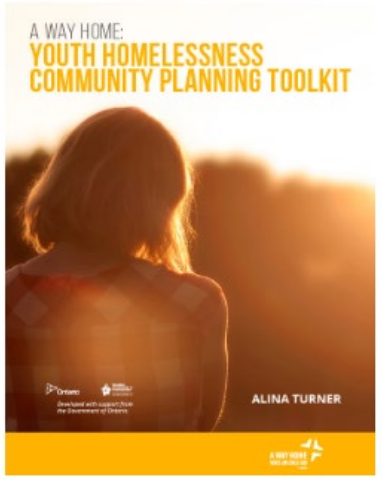
Where do I start?

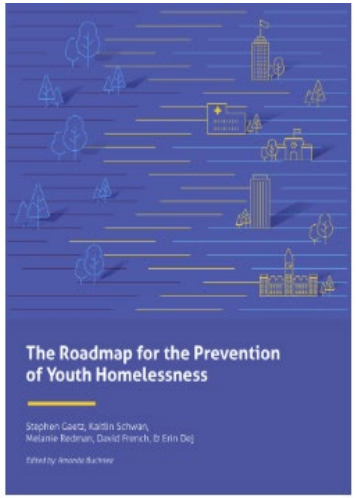
More information about the Systems Planning Collective will be available soon. But, we're already partnering with communities across Canada to provide systems planning support. You can contact us at Hub Solutions to learn more. If you're not ready to connect, there are a handful of free resources to get you started:











QUESTIONS?

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