Homelessness Services System Review

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NRHSS Review - Outcomes

REVIEW, RECOMMENDATIONS & SYSTEM 2.0 IMPLEMENTATION

NRHSS Survey Response

"Comprehensive report. Will require lots of open discussion with all parties to get us to 2023. In order for change to happen adequate resources must be in place. Always working without enough limits imagination as well as results. People suffer when they are not housed or their housing is always at risk. Communities are diminished. Can plan be used to build sense of urgency in community?"
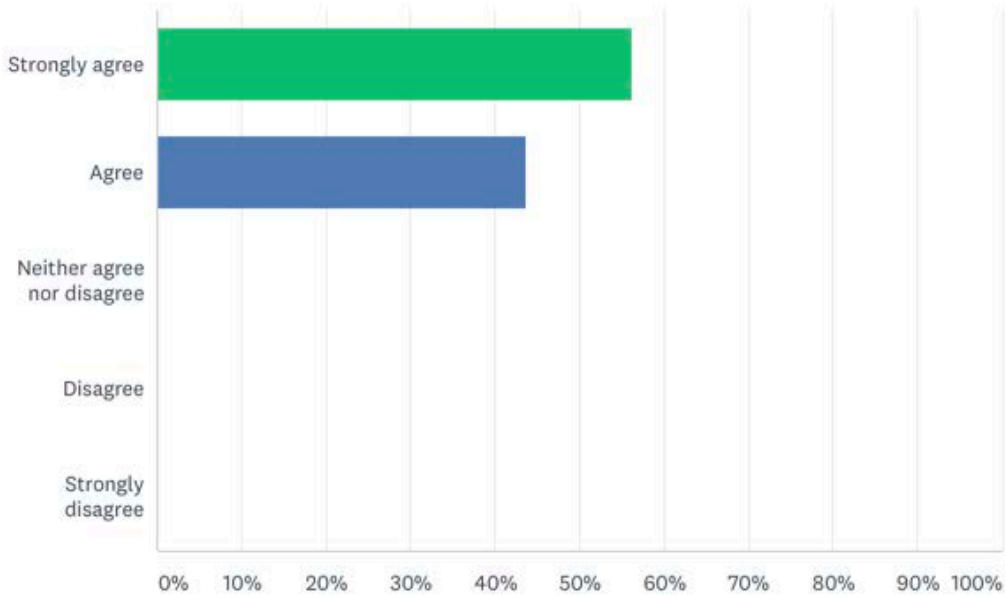
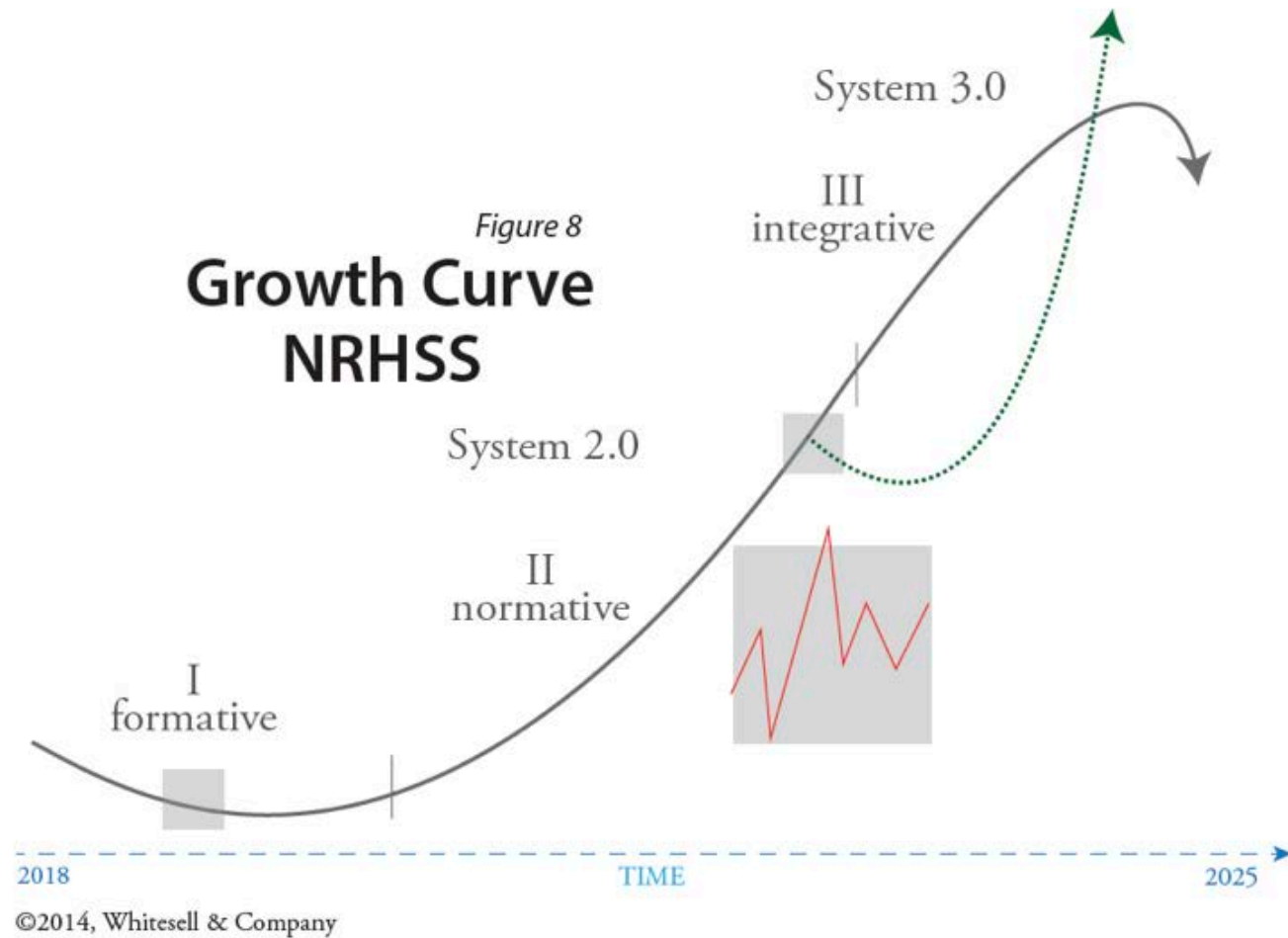Niagara Region

NRHSS Review Methodology

- Document & Literature Review

- Stakeholder & Service Provider Interviews

- Service Provider Workshops & Focus Groups

- Project Updates with NRHSS Team

- Key Concepts – Systems & Systems Thinking

- Client Interviews

- Report – Collaborative Review/Edit Process

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The NRHSS report and recommendations will act as a guide to help us design and develop System 2.0.

Answered: 16   Skipped: 1

ANSWER CHOICES	RESPONSES	
▼ Strongly agree	56.25%	9
▼ Agree	43.75%	7
▼ Neither agree nor disagree	0.00%	0
▼ Disagree	0.00%	0
▼ Strongly disagree	0.00%	0
TOTAL		16

Figure 8
Growth Curve
NRHSS

System 3.0

III integrative

System 2.0

II normative

I formative

2018

TIME

2025

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Systems Thinking & Approach
2019 to 2025

Figure 7

Alignment & Operational Effectiveness

SHARED VISION FOR SYSTEM 2.0

Recommendations & Implementation Timeline

Recommendations

1. Clarify the system vision and mission grounded in Housing First philosophy.
2. Capture all system components through a system mapping process.
3. Implement the System 2.0 model for program and services delivery.
4. Strengthen Key Components of System 2.0. Outreach, Housing Help and Housing First programs/services as priorities.
5. Develop standards and key performance indicators for each program/service area:
   Outreach, Prevention & Diversion, Emergency Shelter, Transitional Housing and Permanent Supportive Housing.
6. Improve contract management and performance measurement, including continuous improvement.
7. Work to understand the depth of need related to mental health and addictions, and their impacts.
   on the system, in order to improve client access to available health services and supports.
8. Improve decision-making through enhanced technology, communication and tracking.
9. Improve staff capacity through ongoing, service provider training.
10. Increase affordable housing stock and strengthen the linkages between homelessness services and housing.

Niagara Region

System 2.0 Implementation

- Mission & Vision Community Workshop

- Outreach Consultation/Workshop – Frontline, EDs, MHART, NRPS

- Housing Help Workshop

- Housing First Systemwide Training

- Funded Program Reviews – Evidence-Informed Baseline

- Preparation for 2020 REOI Process

- Alignment of Homelessness Services to System 2.0 Vision

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"We need to stop just pulling people out of the river. We need to go upstream and find where they are falling in."

– Desmond Tutu
Source: Marc Boychuk, Homeless Advocate
Métis Urban/Capital Field Officer for Peace River, AB

Summary