

WHAT WE HEARD:

Coordinated Access Engagement Session – June 16, 2021

1. BACKGROUND

Mission: Grounded in diverse Indigenous values, ways of knowing and being, Winnipeg’s Coordinated Access System will bring all stakeholders together to achieve the common goal of creating lasting solutions with our community that prevent and end homelessness.

Values: Winnipeg’s Coordinated Access System is guided by the 7 Teachings

LOVE	<ul style="list-style-type: none">• We recognize this work is heart work, requiring passion and collaboration to achieve our common goal of ending homelessness in Winnipeg• We ensure all our work is person-centered and relationship based
RESPECT	<ul style="list-style-type: none">• We respect the diversity of the Indigenous community• Indigenous ways of knowing and being are respected, valued, and adhered to when providing services• We respect the voices of lived experts• We respect the courage, time, and information shared by individuals experiencing homelessness
COURAGE	<ul style="list-style-type: none">• We recognize that change and asking for help requires immense courage and should be honoured• We acknowledge system failures and actively support individuals and families to advocate against these failures• We actively foster social inclusion and work to end all forms of discrimination and racism
HONESTY	<ul style="list-style-type: none">• We acknowledge the system failures and work to break down walls as service providers and organizations• We are aware of the impact of our decisions and our work and are honest with the people we are serving
WISDOM	<ul style="list-style-type: none">• We prioritize the voices of living and lived experience of homelessness and build upon the collective knowledge of the community when developing any program or process• We recognize UNDRIP and the TRC Calls to Action as a path to ending Indigenous homelessness
HUMILITY	<ul style="list-style-type: none">• We acknowledge that individuals and families are the experts of their lives.• We recognize our privilege and the inherent power dynamic when providing any support and services• All organizations involved in Coordinated Access are committed to the common goal of preventing and ending homelessness in Winnipeg
TRUTH	<ul style="list-style-type: none">• We recognize people’s truth as they share it and respect their stories• We are transparent, accountable in all the work we do• We gather and share data to inform our decision making

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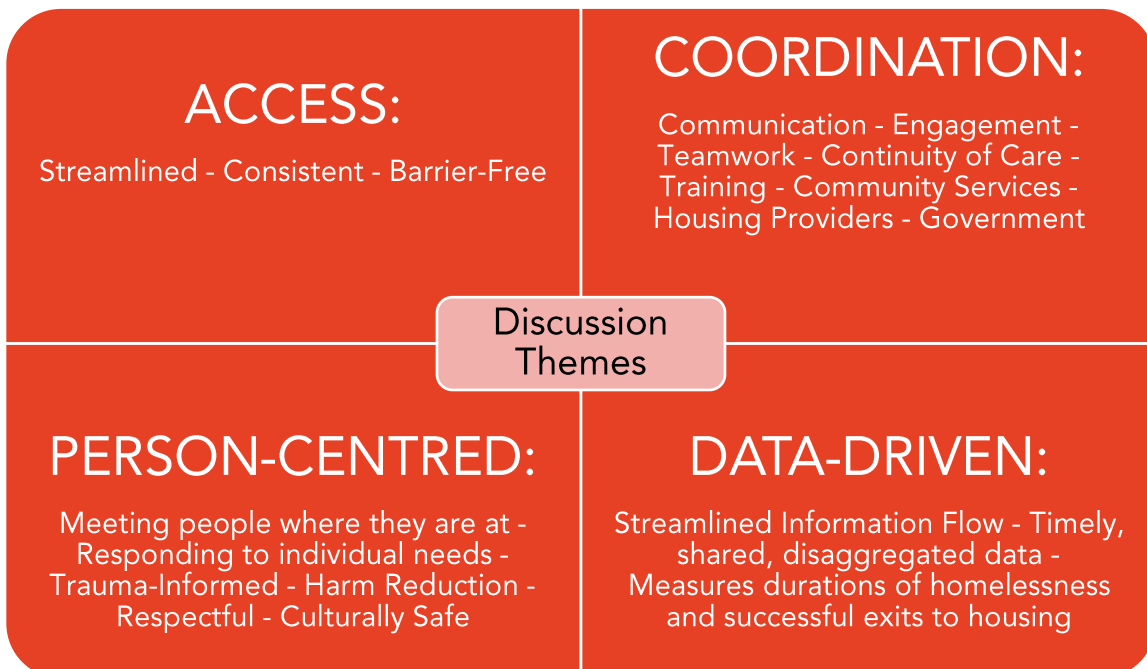
2. VISION STATEMENT

A Vision Statement:

- Articulates shared hopes
- Describes a unique outcome that the Coordinated Access system can provide
- Grounds us in what is, while inspiring us toward what could be
- Is concise, clear, and easy to remember
- Can and should change over time
- Doesn't have to be perfect

Based on feedback from group discussions on June 16, the proposed Vision Statement for Coordinated Access in Winnipeg is:

Coordinated Access creates lasting solutions with our community to provide a seamless and rapid exit from the experience of homelessness, through system collaboration and coordination that is person-centered, anti-oppressive, trauma-informed, strengths-based, and grounded in the principles of harm reduction.



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3. OUTCOMES

Community-level Outcomes:

- Reflect “big picture” goals for the system
- Can be measured using shared data from the system
- Inform next steps and design considerations for the system

Based on feedback from group discussions on June 16, proposed Community-Level Outcomes for Coordinated Access in Winnipeg include:

- People are housed. People housed do not return to homelessness
- Lengths of time experiencing homelessness are reduced
- Outcomes determined and measured by lived experts, for example:
 - Intake and assessment are rapid, consistent, low-barrier, culturally safe
 - People use and value the services; they feel respected have their needs met
 - People have meaningful choices for where and how to live
 - People have access to all needed supports after being housed
- Number of services included within Coordinated Access is comprehensive: information on services is kept current; communication is timely
- Staff Trainings: Providers have a community of practice, sharing person-centered, culturally safe, anti-oppressive, trauma-informed, strengths-based, harm reduction strategies through an Indigenous lens reflecting the diversity of Indigenous peoples
- All partners communicate, collaborate, and share information and resources: pooling data in a shared, real-time system designed to support people to exit homelessness. Services and benefits are coordinated across systems

