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	 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	 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	 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	 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	 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	 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	 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.

ACCESS:

Streamlined - Consistent - Barrier-Free

COORDINATION:

Communication - Engagement -Teamwork - Continuity of Care -Training - Community Services -Housing Providers - Government

Discussion Themes

PERSON-CENTRED:

Meeting people where they are at -Responding to individual needs -Trauma-Informed - Harm Reduction -Respectful - Culturally Safe

DATA-DRIVEN:

Streamlined Information Flow - Timely, shared, disaggregated data -Measures durations of homelessness and successful exits to housing

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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:
 - o Intake and assessment are rapid, consistent, low-barrier, culturally safe
 - o People use and value the services; they feel respected have their needs met
 - o People have meaningful choices for where and how to live
 - o 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

HOUSING:

People are successfuly housed -People housed do not return to homelessness - Lengths of time experiencing homelessness are reduced

CHOICE:

People have options for where and how to live - Outcomes are identified and measured by lived experts -Agencies share timely information on services to support informed choices

Discussion Themes

COLLABORATION:

Agencies work together to support individuals - Agencies build shared tools while concentrating on their distinct strengths - Partners share information to help end homelessness

LEARNING:

Providers have an active community of practice - System is data-informed - Staff within agencies, government, housing have access to training on cultural safety, harm reduction, trauma-informed care, etc.