

## Executive Summary of System of Care Developer Contract Outcomes & Next Steps

A ‘System of Care Developer’ position was contracted between November 2017 and March 2018 to help A Way Home Peterborough move forward key initiatives in its Theory of Change. The consultant connected with over 80 individuals from 36 agencies, as well as two caregivers and 10 youth. The outcomes and recommendations from this work are summarized below:

<b>Related AWHP Theory of Change Action(s):</b>	<b>Contract Deliverables:</b>	<b>Recommendations/Next Steps</b>
Year 1 Prevention: Analyze existing resources & gaps, streamline & advertise supports for youth and their natural support networks	211 Ontario has more detailed and current information about youth serving agencies relevant to youth homelessness. Flowchart of Pathways: Youth Homelessness created.	<ul style="list-style-type: none"> <li>▪ Add commitment to update 211 information to AWHP’s collaborative agreement.</li> <li>▪ Refine/clarify flowchart and consider addressing identified system gaps in AWHP’s workplan</li> <li>▪ Pursue a family mediation position/program for Peterborough</li> </ul>
Year 1 Prevention: Establish rapid response to youth first incidence of homelessness, including seamless referral, respond w/in 48hrs, provide transportation or technology to connect to service; Year 2 System of Care: Explore common referral pathways	Protocol developed for more rapid and coordinated response to housing insecure youth by all partners (particularly KHCAS, PYS, and YES), with central referral navigation provided by 211 Ontario.	<ul style="list-style-type: none"> <li>▪ Implement and promote the Protocol for Rapid Response to Youth Homelessness/Shelter Diversion</li> <li>▪ Seek funding for weekend outreach workers</li> </ul>
Year 1 System of Care: Explore existing validated tools for systems-wide assessment (to prioritize young people who are chronically homeless with complex needs) toward implementation.	Reviewed commonly used assessments; undertook detailed comparison of YAP & SPDAT; liaised with YAP creator for clarification and to suggest changes.	<ul style="list-style-type: none"> <li>▪ Adopt YAP tool as initial common assessment for housing insecure youth (once feedback is incorporated and tool has been validated); Complete a full SPDAT for youth who need to be added to the By Name List.</li> </ul>
Year 1 System of Care: Ensure assessment tools and referrals account for specific population needs (e.g. Indigenous youth and LGBTQ2S youth) through the collection of relevant and valid demographic data	Inquired of service providers if they ask/are willing to ask on their intake forms.	<ul style="list-style-type: none"> <li>▪ Provide language to service providers to inquire re: Indigeneity, sexual and gender identity, and housing security.</li> <li>▪ Include in AWHP’s communication plan encouragement for every helper to ask about housing security and to call 211 for help.</li> <li>▪ Add using the intake questions, preferred assessment and referral form (whenever possible) to AWHP’s commitments in the Collaborative Agreement, as an opt-in clause, to allow agencies time to embrace these new tools.</li> </ul>

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<p>Year 1 System of Care: Work with city initiatives to develop coordinated entry and by name list (SoC) Year 1 Housing &amp; Supports: Support development of City-led-By-Name list to prioritize access to affordable housing based on acuity/complexity.</p>	<p>Participated on By Name List committee and made several recommendations.</p>	<ul style="list-style-type: none"> <li>▪ Continue to advocate for special priority for youth in the Guiding Principles and prioritization processes of Peterborough’s BNL Process Guide.</li> </ul>
<p>Year 1 System of Care: Ensure city wide enumeration includes promising practices for youth</p>	<p>Advised AWHP Youth Engagement Facilitator re PiT 2016 process to support her involvement on the 2018 PiT committee and participated in data use discussions.</p>	<ul style="list-style-type: none"> <li>▪ Consider requesting that school boards estimate homeless youth annually</li> </ul>
<p>Year 1 System of Care: Collectively develop shared measurement strategy (Clarify shared data management function, mechanism to record, share and store data).</p>	<p>Produced Shared Measurement Table.</p>	<ul style="list-style-type: none"> <li>▪ Advocate to the City to enact stronger privacy safeguards in HIFIS and enable tracking of diversion efforts</li> <li>▪ Develop data sharing agreements with agencies that require them</li> <li>▪ Add to AWHP’s collaborative agreement partner commitments to 1) work towards targets and to monitor attainment of targets (e.g. youth within family context is contacted within 10 days of requesting supports); 2) provide (specified) data by May 15 each year and 3) City’s role in providing AWHP’s backbone measurement function</li> </ul>
<p>Year 2 System of Care: Establish targets and indicators for all outcomes and measurements based on data</p>	<p>Engaged AWHP’s Steering Committee to identify which indicators should have targets developed for them.</p>	<ul style="list-style-type: none"> <li>▪ Collect baseline data to establish targets for 14 indicators and seek approval at fall leadership table.</li> <li>▪ Pressure test overall goal to determine suitability; consider changing it to better reflect realities/efforts</li> </ul>
<p>Year 2 System of Care: Explore common referral process (e.g. 211, expansion of Community Employment Resource Partnership referral system)</p>	<p>Liaised with 211 to determine their capabilities and developed referral protocol.</p>	<ul style="list-style-type: none"> <li>▪ Create a list of referral options for housing insecure youth, with a referral form that assists helpers to triage the type/urgency of response needed</li> <li>▪ Convene privacy officers and other staff within agencies who have purview over the sharing of client information to discuss the adoption of a common consent and seek youth input as well.</li> </ul>