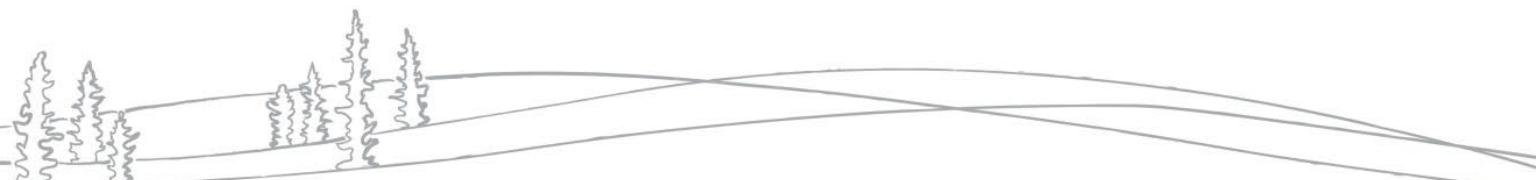




# Service Integration & Housing Stability

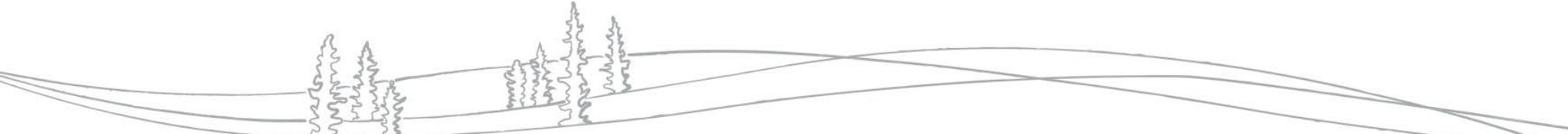
NWT Housing Forum Symposium February 2025



Government of  
Northwest Territories

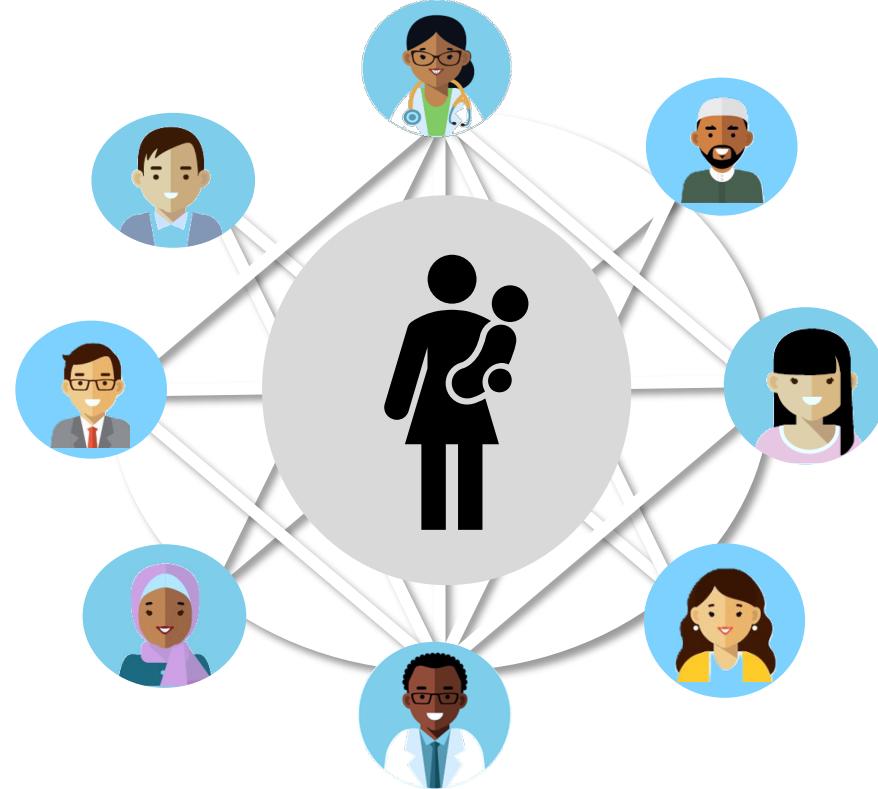
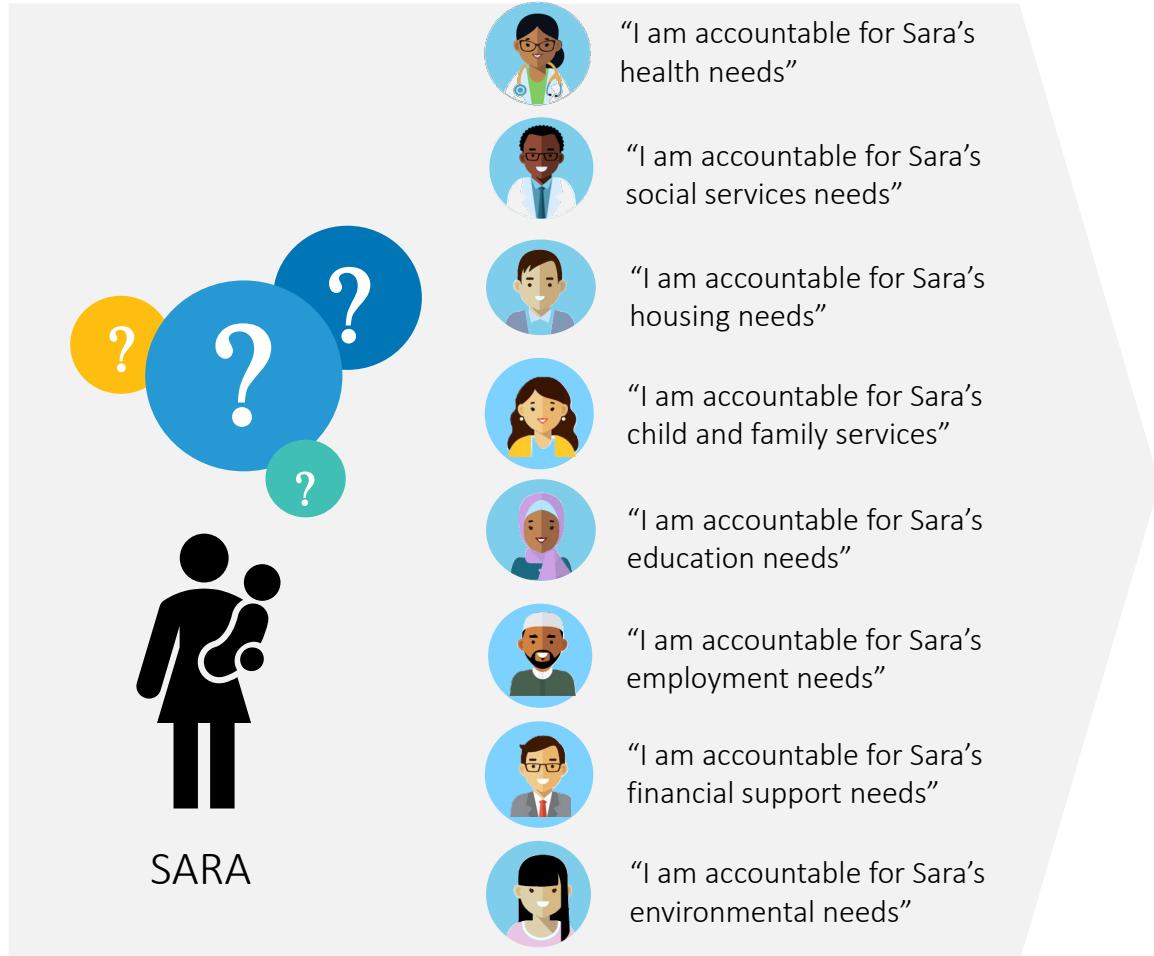
# Overview of Presentation

- What is Service Integration
- Connection between Service Integration & Housing Stability
- GNWT and Service Integration
- Considerations for Housing Development



# WHAT IS SERVICE INTEGRATION

Bridging gaps to provide seamless services centered around the needs of people



# WHY IS SERVICE INTEGRATION NEEDED

An increasing number of people in the NWT are facing multiple complex social issues that are impacting their well-being and leading to poor outcomes.

JUSTICE

FOOD INSECURITY

HOUSING/  
HOMELESSNESS

EARLY CHILD DEVELOPMENT

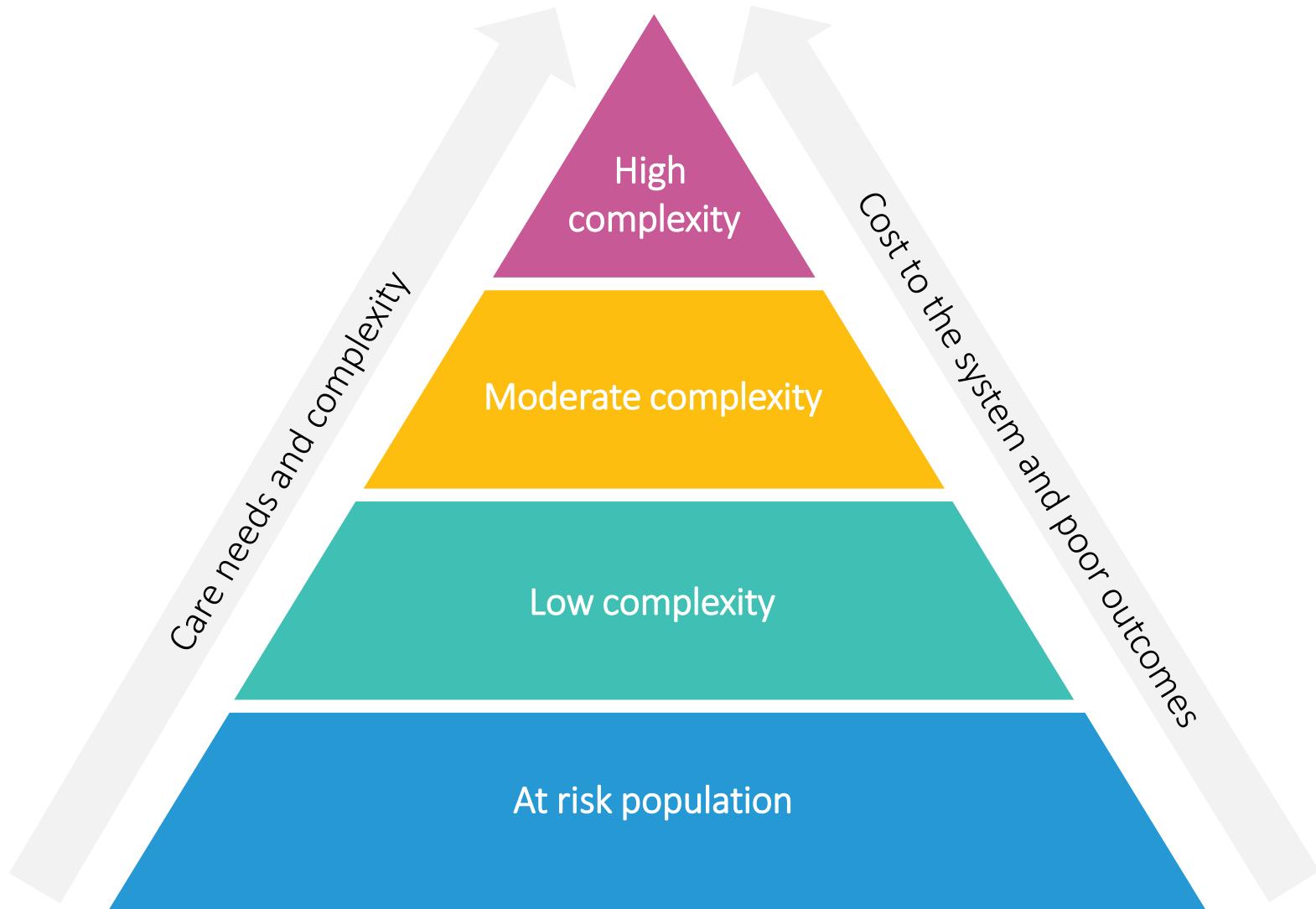
FAMILY VIOLENCE

MENTAL HEALTH AND  
SUBSTANCE USE



# IMPACT OF INCREASING SOCIAL COMPLEXITY

Increasing social complexity requires more costly interventions which challenge the financial sustainability of government services.



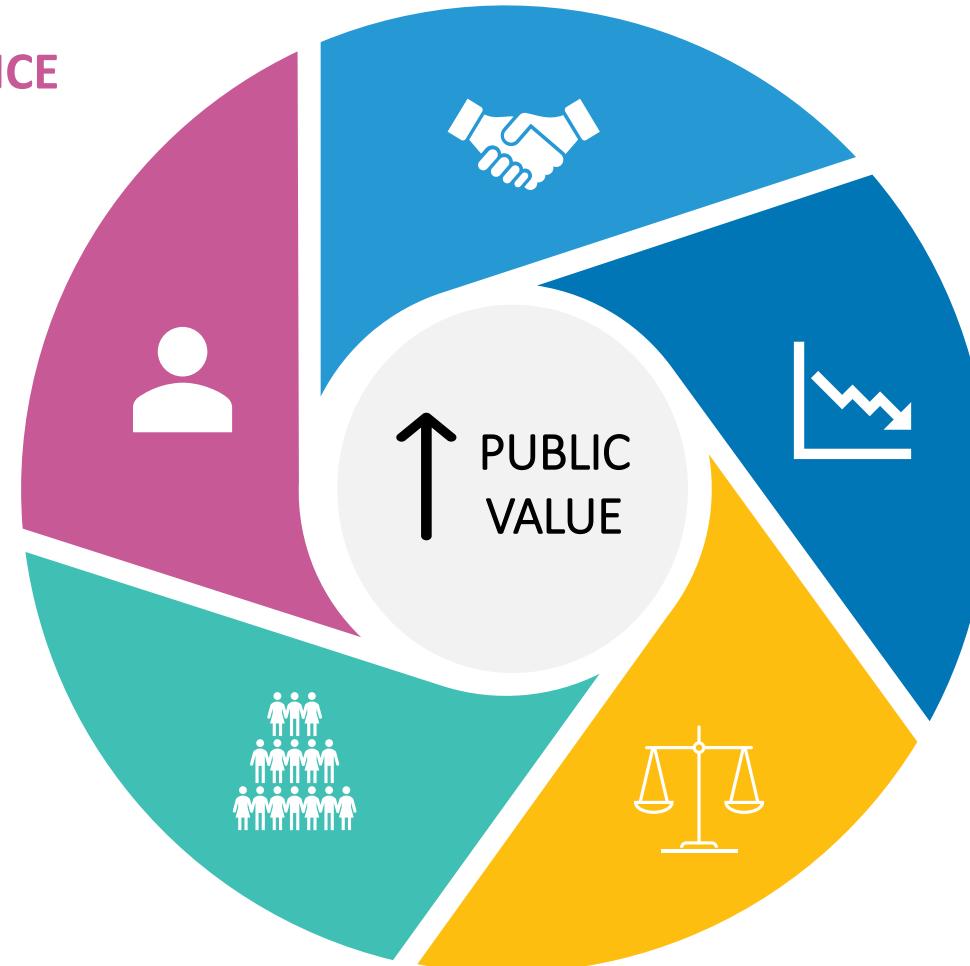
# BENEFITS OF SERVICE INTEGRATION

## ENHANCE RESIDENT EXPERIENCE

- Holistic and personalized supports
- Simplified access
- Reduced administrative burden
- Seamless transitions

## IMPROVE POPULATION OUTCOMES

- Prevention of escalation in complexity of needs
- Timely and appropriate services



## IMPROVE PROVIDER EXPERIENCE

- Improved communication and information sharing between providers
- Enhanced team-based working
- Enhanced provider job satisfaction

## STREAMLINE SYSTEM RESOURCES

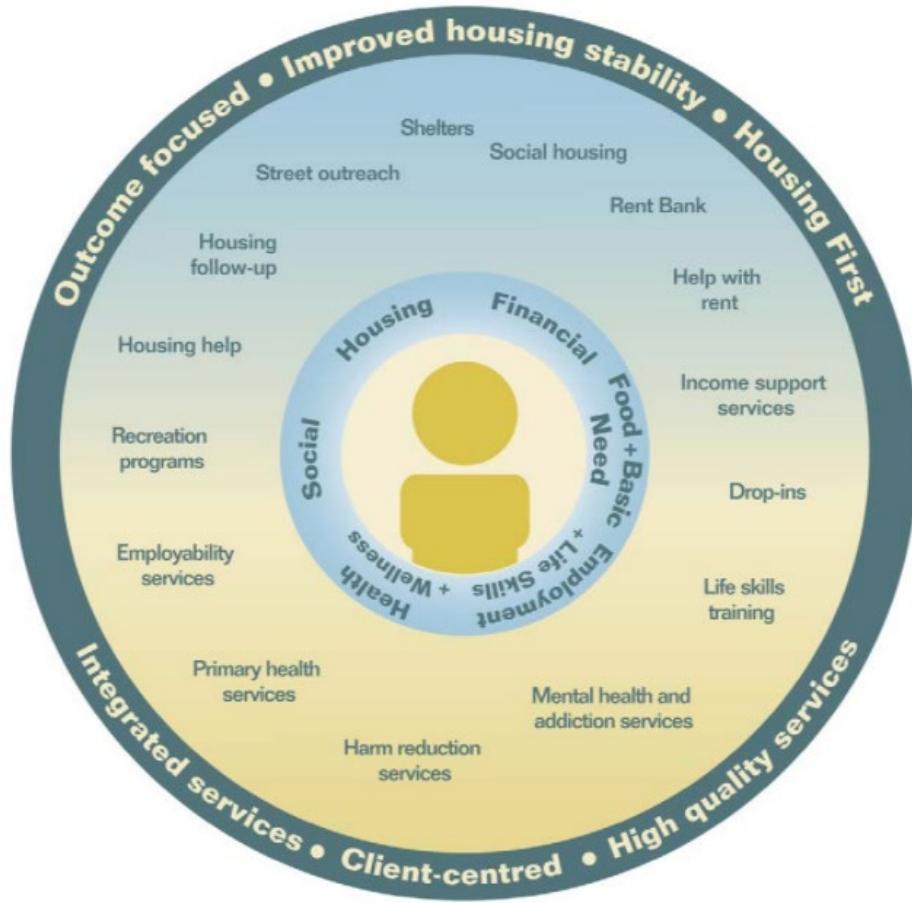
- Shared assets and infrastructure
- Reduced duplication of services and administrative processes

## ADVANCE EQUITY

- Reduced access barriers
- Cross-sectoral supports for individuals with complex needs

# SERVICE INTEGRATION & HOUSING STABILITY

Coordinated services centered focused on housing stability



## Preventing Homelessness

- Prevent homelessness by addressing the root causes of housing instability (financial insecurity, mental health issues, problematic substance use)

## Supporting Transitions

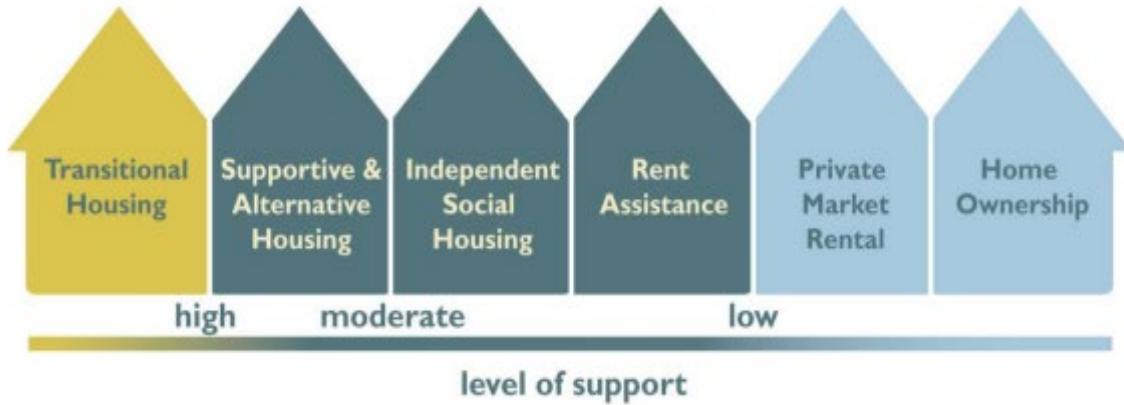
- For those experiencing homelessness, support the transition into housing (various options)

## Sustaining Housing Stability

- Supporting individuals to maintain stability long-term by addressing ongoing challenges that might jeopardize their housing (job loss, health crisis, social isolation)

# SERVICE INTEGRATION & HOUSING STABILITY

## Service Integration Across the Housing Continuum



- **Transitional:** housing programs with time limits where residents are provided with support services to assist them in developing skills and resources to move into independent housing.
- **Supportive:** housing programs that are longer term and provide more intensive services and supports to residents who may have additional challenges or on-going needs.

A wide-angle photograph of a mountainous landscape. In the foreground, a grassy hillside slopes down towards a river. The river flows from the base of the mountains. In the background, a range of mountains is covered in snow, with some peaks partially obscured by clouds. The sky is blue with scattered white clouds.

# Where Are We Now GNWT and Service Integration

# Where Are We Now

**Department of Executive and Indigenous Affairs has created a Governance and Service Integration unit which will be leading a whole of government approach to service integration.**

## **Mandate**

Governance and Service Integration is responsible for leading and coordinating structural systems-level change across the GNWT to strengthen accountability, efficiency, quality, equity, and resilience of government provided services.

The ultimate outcome of service integration is to enhance system capacity to provide more equitable, agile, and timely services to NWT residents that improve health and well-being outcomes.

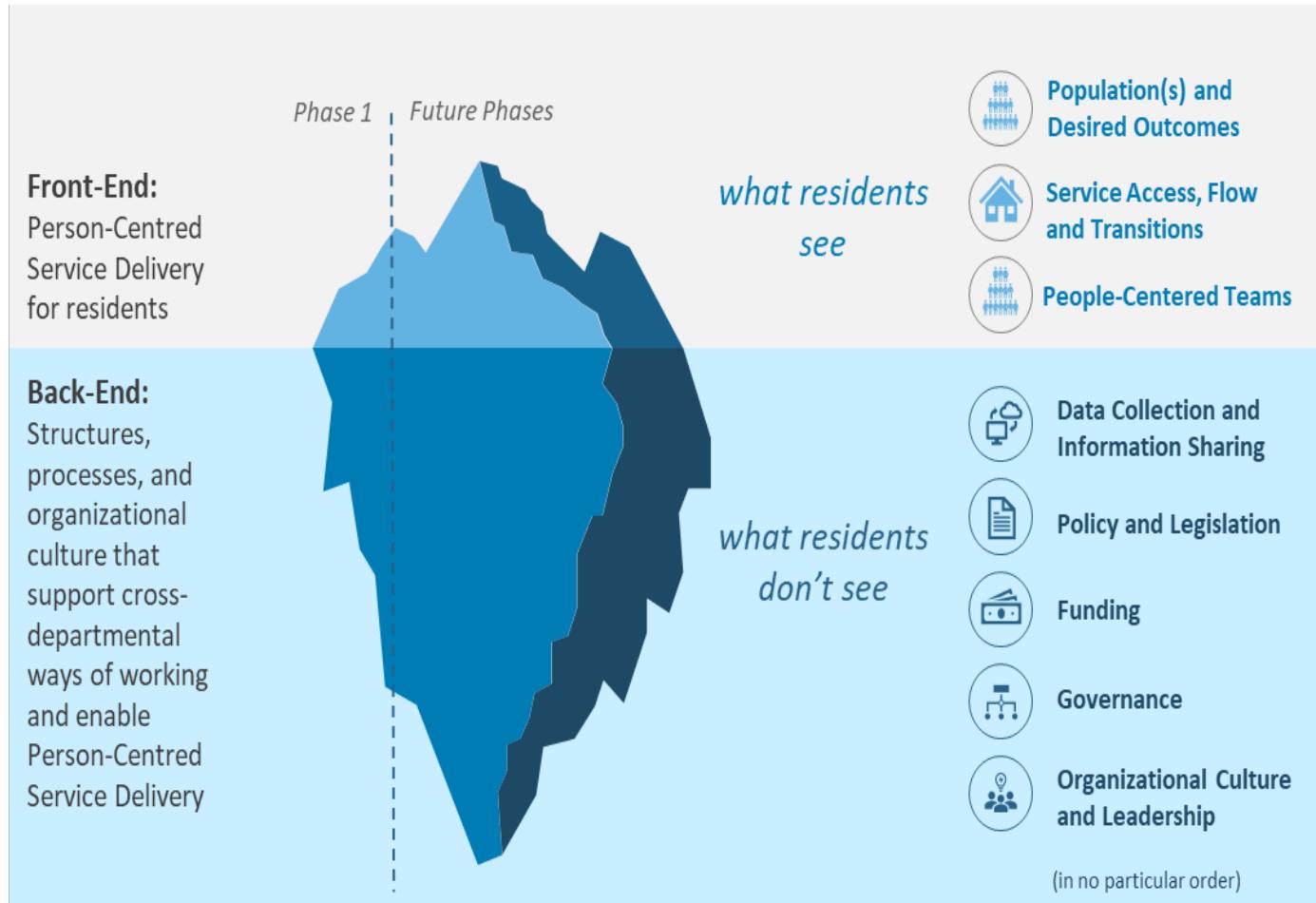
## **Homelessness**

Governance and Service Integration will be leading the implementation of “A Way Home”, the GNWTs homelessness strategy.

Homelessness will act as the initial focus to launch service integration; however integrated service delivery is expected to expand beyond homelessness as the initiative evolves.



# Service Integration: Front-End vs Back-End



## Part 1: Service Integration Teams

## Part 2: Supporting Processes and Structures

## Part 3: Working Alongside Partners

# PART 1: SERVICE INTEGRATION THROUGH REGIONAL CO-LOCATED TEAMS FOCUSED ON HOMELESSNESS

1

**Five locations over 5 years**

2

**Four focused on homelessness and one on family preservation**

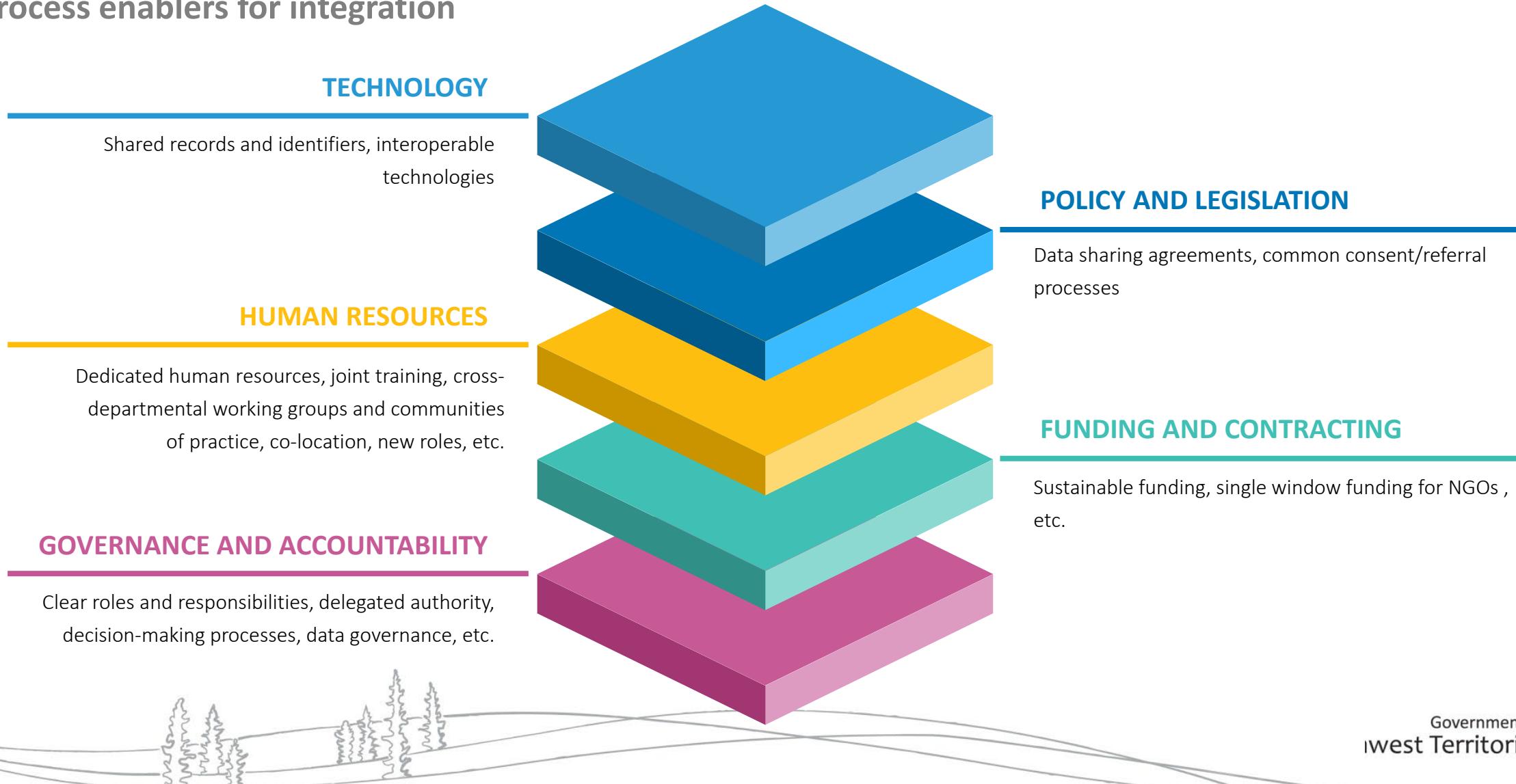
3

**Existing GNWT staff; flexible to community context**



## PART 2: CREATION OF SUPPORTING PROCESSES AND STRUCTURES

Technology, human resources, governance, policy and legislation, and funding are key structure and process enablers for integration



## PART 3: WORKING ALONGSIDE PARTNERS

1

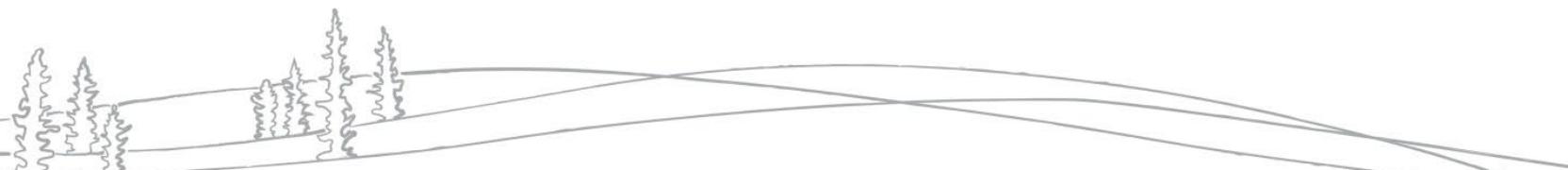
**Critical component of overall service delivery**

2

**Streamline funding, reporting, data collection**

3

**Defining functional zero targets**



# JOURNEY OF SERVICE INTEGRATION

Service integration is an enabling mechanism, it is not the goal

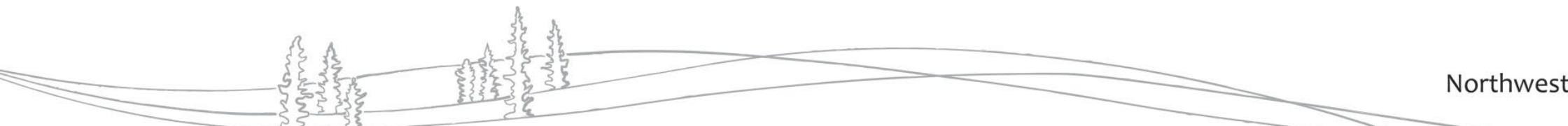


- ✗ Service integration is not a program
- ✗ Service integration is not the goal



Service integration is a **dynamic and evolving process** to achieve common objectives:

- ✓ Improve population outcomes
- ✓ Enhance person-centered service experience
- ✓ Optimize the use of resources
- ✓ Enable a high-performing and resilient GNWT workforce

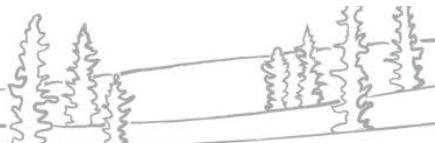


# CLOSING THOUGHTS

A Way Home: A  
Comprehensive Strategy to  
Address Homelessness in the  
Northwest Territories



- Service integration can support housing stability across the housing continuum
- Service integration approaches are flexible and designed to meet the needs of various individuals
- Service integration possibilities should be included in planning of various housing options.



# Questions

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