



Service Integration & Housing Stability

NWT Housing Forum Symposium February 2025



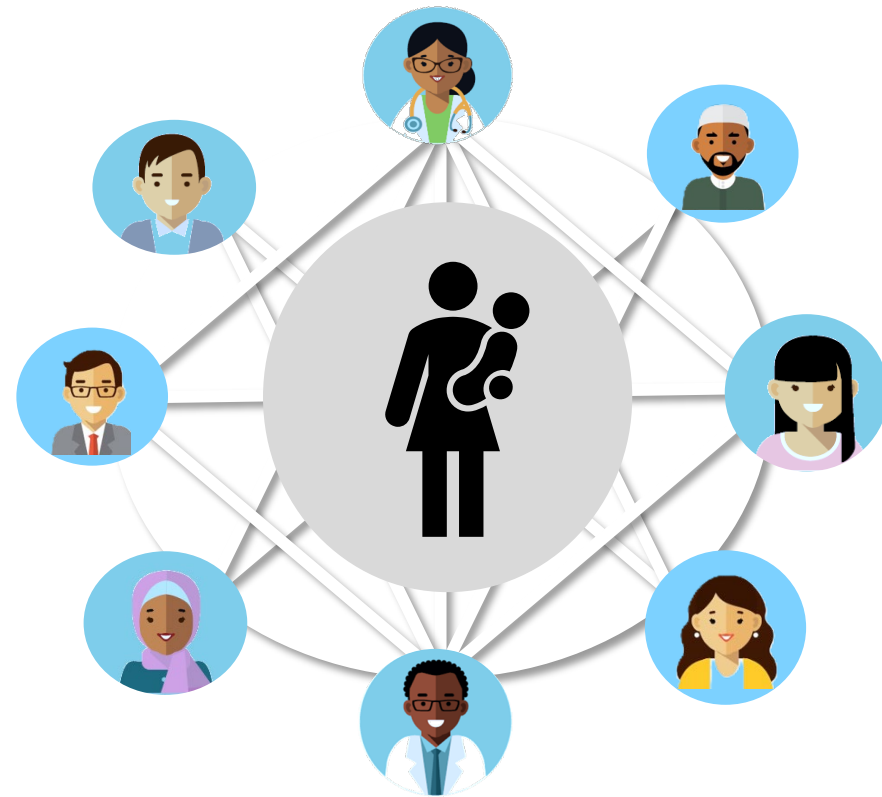
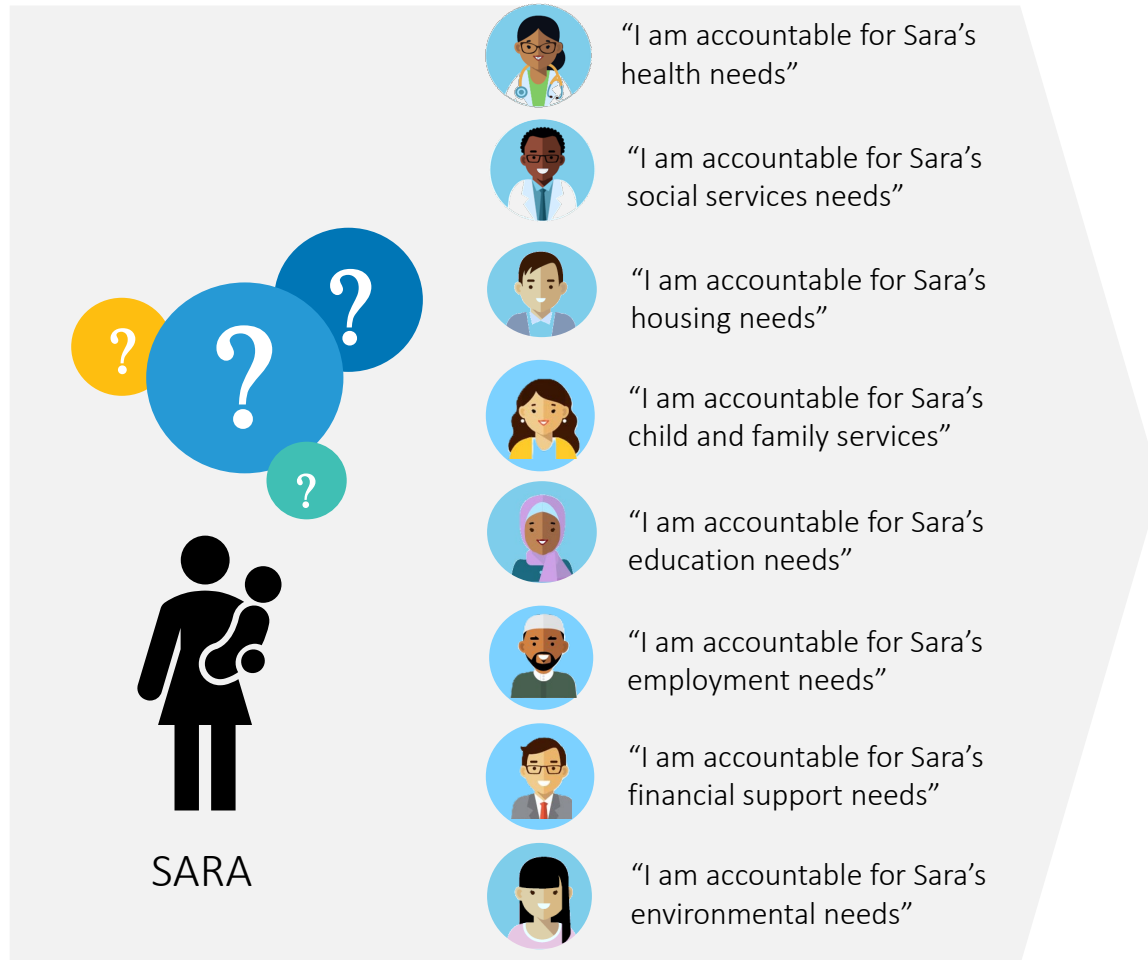
Overview of Presentation

- 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



"WE ARE ALL JOINTLY ACCOUNTABLE
FOR SARA'S SERVICE EXPERIENCE"

WHY IS SERVICE INTEGRATION NEEDED

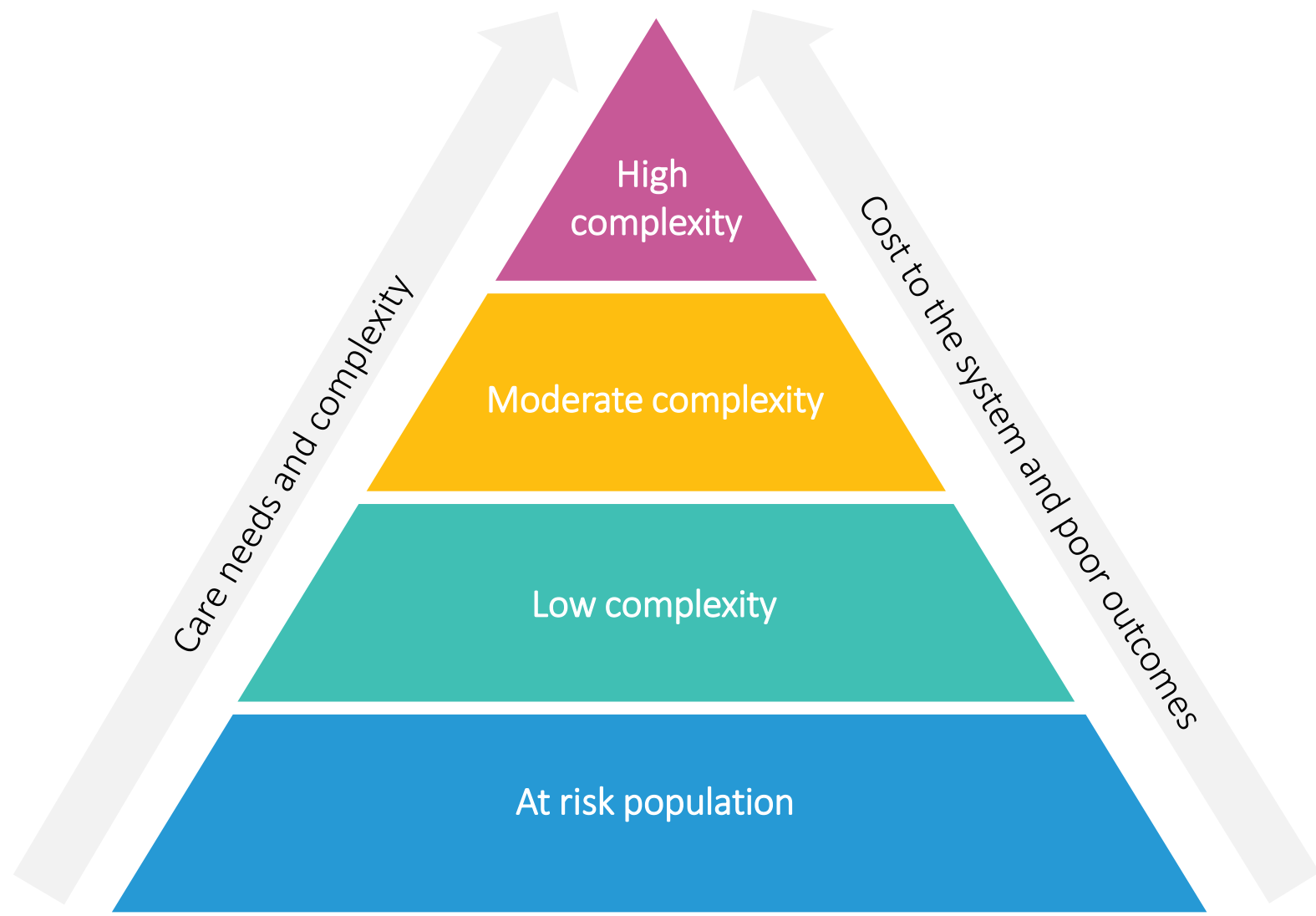
An increasing number of people in the NWT are facing multiple complex social issues that are impacting their well-being and leading to poor outcomes.



Source: GNWT ISD Conceptual Framework, 2021.

IMPACT OF INCREASING SOCIAL COMPLEXITY

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



Note – proportions are indicative rather than exact

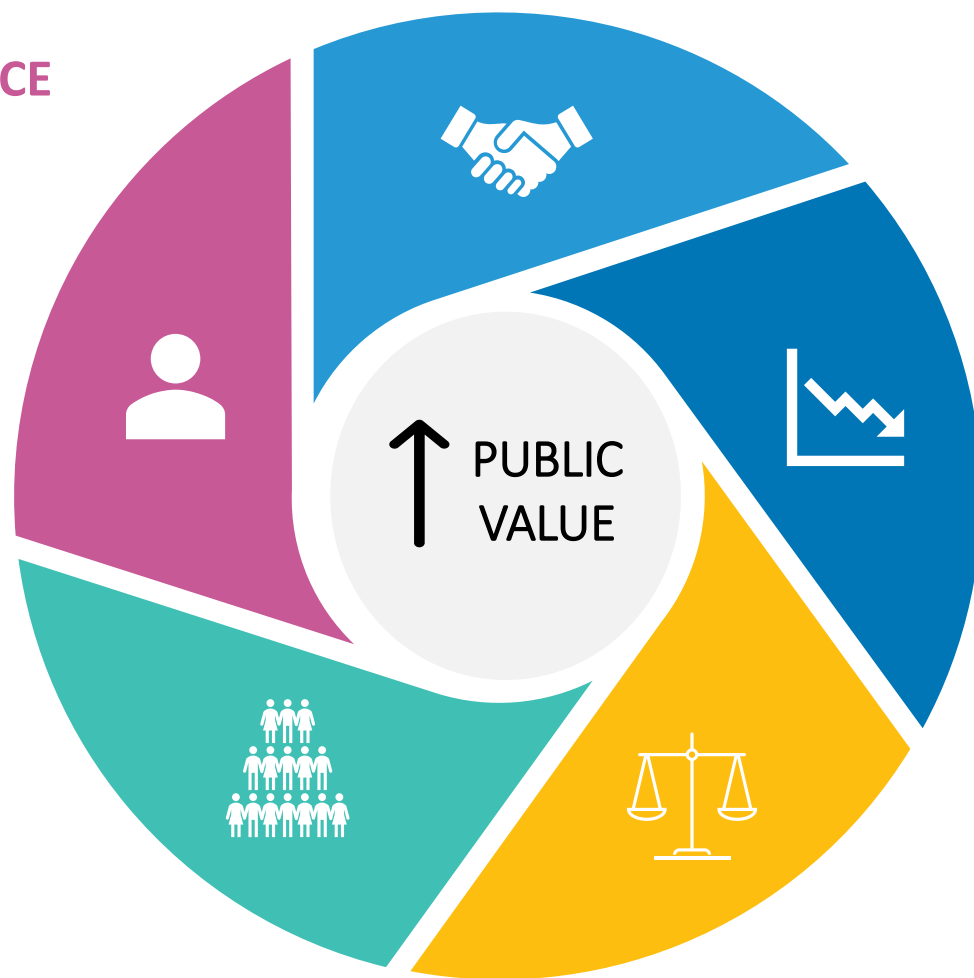
BENEFITS OF SERVICE INTEGRATION

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

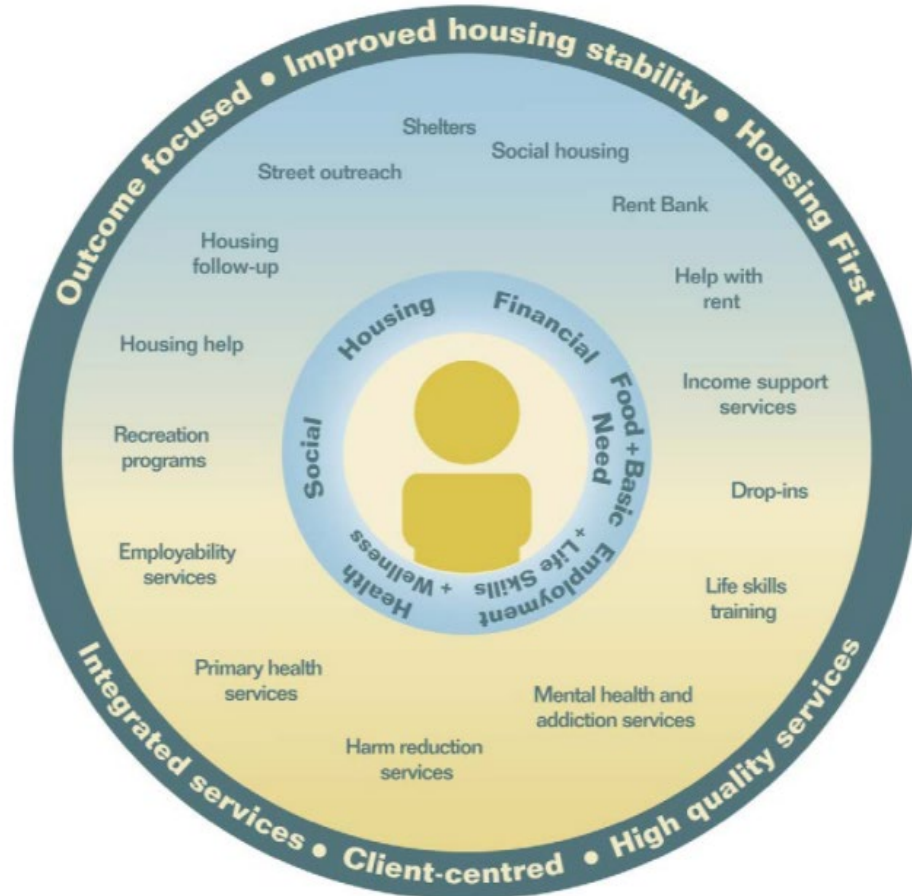
- Shared assets and infrastructure
- Reduced duplication of services and administrative processes

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

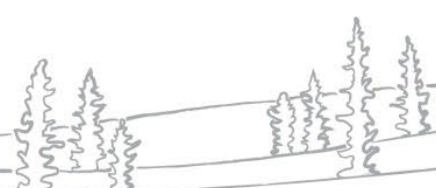
- Prevent homelessness by addressing the root causes of housing instability (financial insecurity, mental health issues, problematic substance use)

Supporting Transitions

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

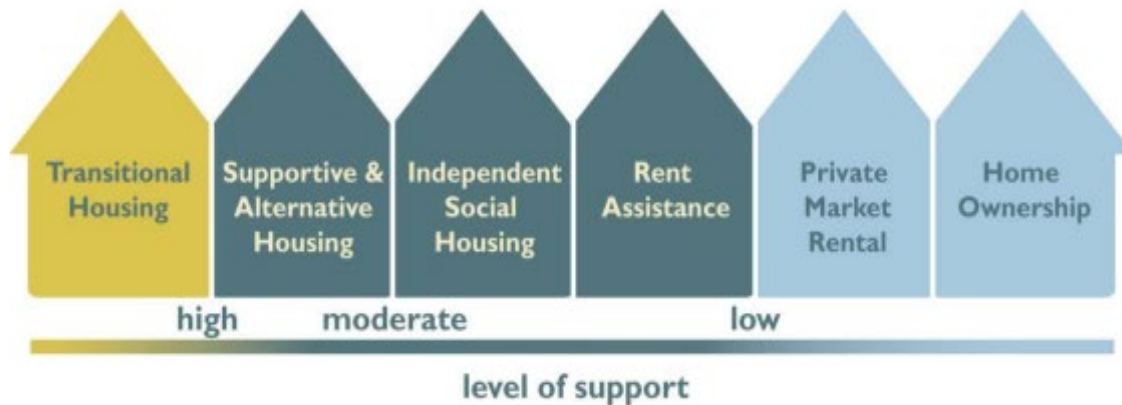
Sustaining Housing Stability

- 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.



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.

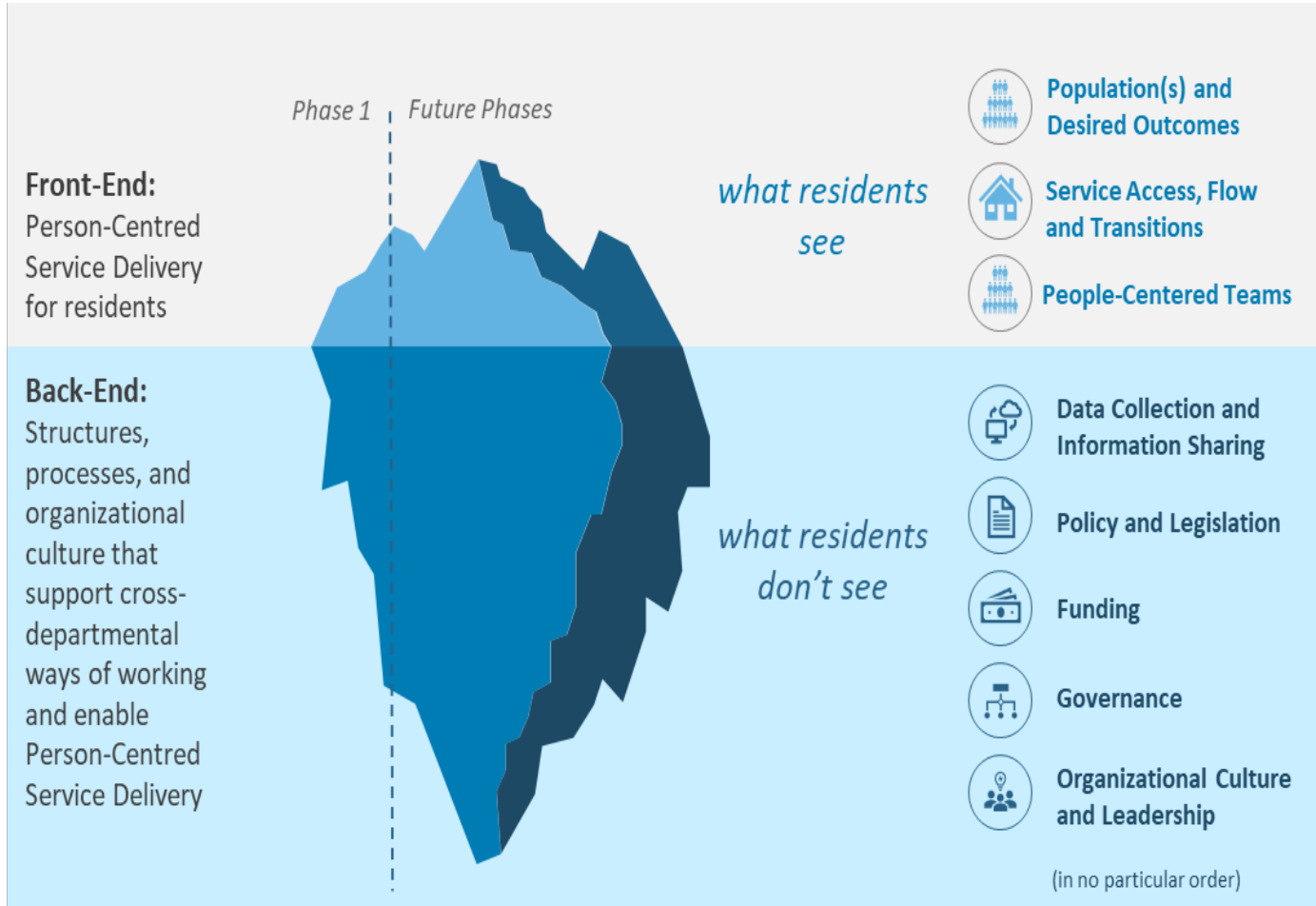
Homelessness

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

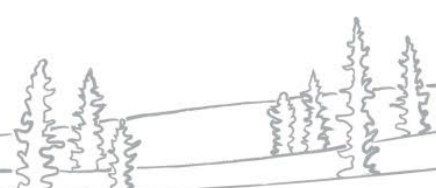
Five locations over 5 years

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

TECHNOLOGY

Shared records and identifiers, interoperable technologies

HUMAN RESOURCES

Dedicated human resources, joint training, cross-departmental working groups and communities of practice, co-location, new roles, etc.

GOVERNANCE AND ACCOUNTABILITY

Clear roles and responsibilities, delegated authority, decision-making processes, data governance, etc.



POLICY AND LEGISLATION

Data sharing agreements, common consent/referral processes

FUNDING AND CONTRACTING

Sustainable funding, single window funding for NGOs , etc.

PART 3: WORKING ALONGSIDE PARTNERS

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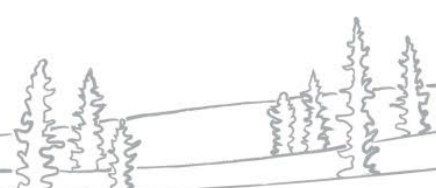
Critical component of overall service delivery

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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