

SYSTEMS PLANNING 101: INFOGRAPHIC

WANT TO LEARN ABOUT SYSTEMS
PLANNING BUT WANT IT QUICK AND DIRTY?

Who Are We?

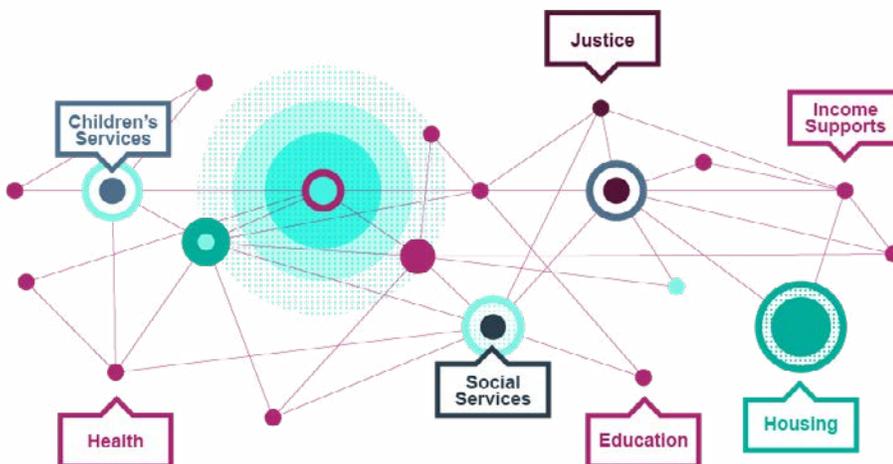
The Systems Planning Collective (SPC) was founded by A Way Home Canada, the Canadian Observatory on Homelessness and Turner Strategies to enhance the quality of community-based systems planning in Canada. Our goal is to accelerate our collective progress towards preventing and ending homelessness and fundamentally improving outcomes for people at risk of or experiencing homelessness.

The Systems Planning Collective is committed to working with communities and leveraging the strengths of its partners to take the latest knowledge in systems planning, policy and practice to scale and empower them to transform their responses to homelessness.

What's Systems Planning Anyway?

Systems Planning is the **analysis, planning and design** of an **integrated system** and defined services that **work together** towards a **common end**; in this case to prevent, reduce and end homelessness.

RETHINKING INTEGRATION HOMELESS SERVING SYSTEM



KEY TERMS

A Systems Map

A Systems Map is an **up-to-date resource directory** of all services that are available to people at risk of or experiencing homelessness in a particular community. This resource **categorizes all programs** by target population, eligibility criteria, geographical scope, service model, including real time occupancy, to show what resources are **available**.

System

A System is a collection of **organizations, people and actions** that **interact** together and who **share a primary goal**. For example, the homelessness system includes organizations whose primary intent is to serve those who are homeless or at imminent risk of homelessness.

Systems Integration

Systems Integration is the **combining** of **different systems** to ensure that they are **working together** as a whole towards a common end. For example, integrating emergency health services into the homelessness emergency shelter system to allow service users to access health services while staying at an emergency shelter.



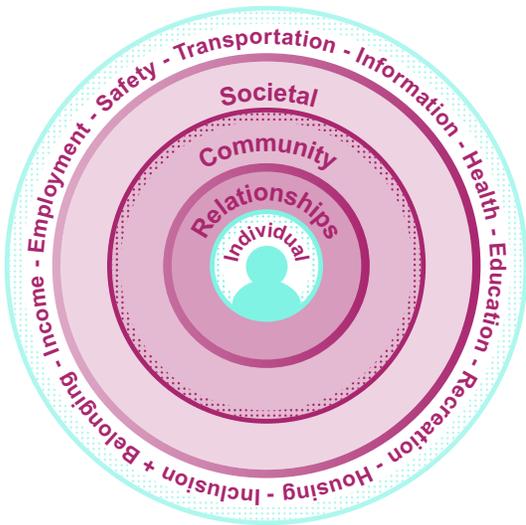
WHAT DOES IT REQUIRE EXACTLY?

System planning requires **a way thinking that recognizes the basic components of a system** and understands how these relate to one another, as well as their basic function as part of the whole.

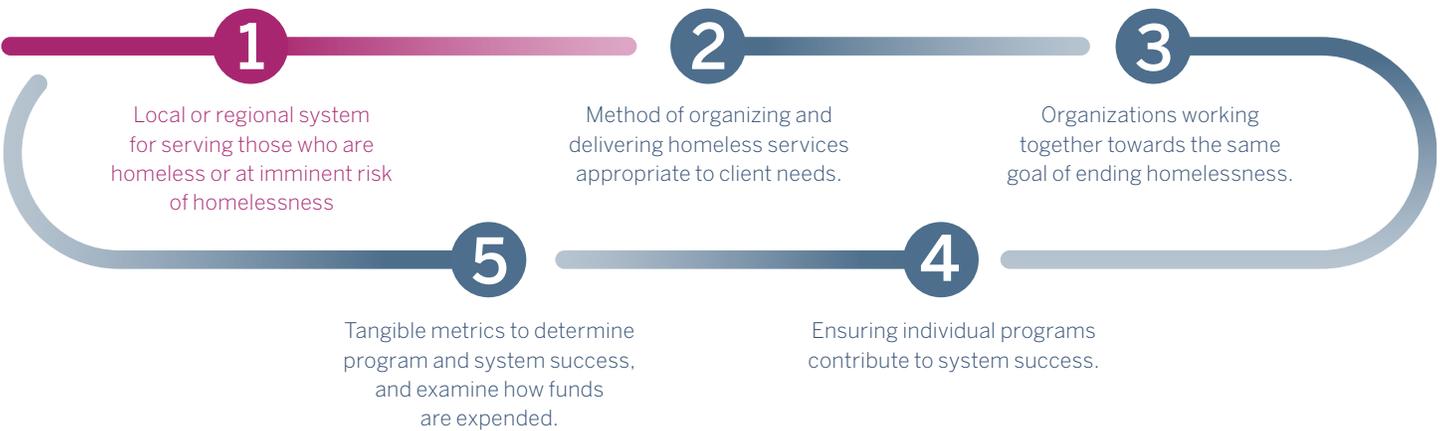
System planning using **Housing First as a guiding philosophy** is a method of organizing and delivering services, housing, and programs that co-ordinates diverse resources to ensure that efforts align with homelessness-reduction goals.

Rather than relying on an organization-by-organization, or program-by-program approach, system planning aims to develop a framework.

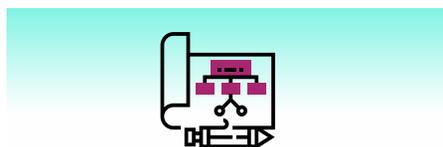
LEFT: holistic, person-centered lens



HOMELESS-SERVING SYSTEM



A SYSTEMS INTEGRATION FRAMEWORK



1. Planning and Strategy Development process follows a systems approach grounded in the Housing First philosophy.



2. Organizational Infrastructure (i.e., a systems planner organization) is in place to implement the homelessness plan/strategy and coordinate the homeless-serving system to meet common goals.



3. System Mapping to make sense of existing services and create order moving forward.



A SYSTEMS INTEGRATION FRAMEWORK (CONT.)



4. Co-ordinated Service Delivery to facilitate access and flow-through for best participant and system-level outcomes.



5. Integrated Information Management aligns data collection, reporting, intake, assessment, referrals to enable co-ordinated service delivery (e.g., HMIS, HIFIS).



6. Performance Management and Quality Assurance at the program and system levels are aligned and monitored along common standards to achieve best outcomes.



7. Systems Integration mechanisms link the homeless-serving system and other key systems and services, including justice, child intervention, health, immigration/settlement, domestic violence, employment and income support.

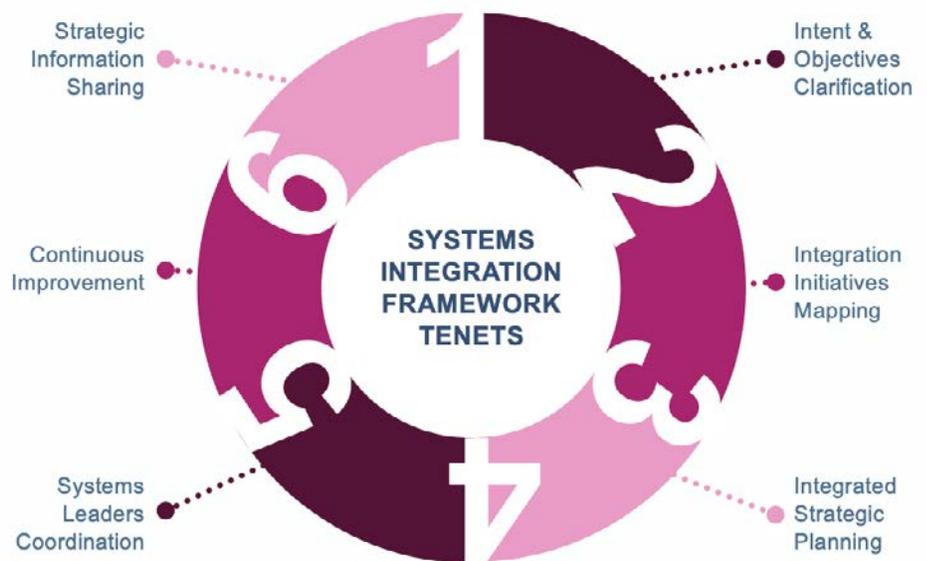
A SYSTEMS INTEGRATION FRAMEWORK To Ensure Efforts Enhance Effectiveness/Efficiency at the Client & Systems Levels

...the inability of an integration project, task force, pilot, etc., to demonstrate what impact is being made at the client level suggests the potential need for course correction. -“Bringing it All Together: Integrating Services to Address Homelessness” (Turner & Krecsy, 2019)

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For more information about SPC, visit: www.homelesshub.ca/SPC



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Funded by the Government of Canada's Homelessness Partnering Strategy. The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the Government of Canada.