

MODULE 2: SYSTEMS PLANNING 101 **KEY TERMS**

By Anika Mifsud

This module is part of a four-part series by the Systems Planning Collective to support communities with all their systems planning priorities. Check out the full series here: www.homelesshub.ca/SPC



TURNER | STRATEGIES



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.

SYSTEMS PLANNING 101 KEY TERMS

WHY DO WE NEED A COMMON LANGUAGE?

An important part of effective systems planning is having a common language. As we begin collaborating with multiple stakeholders and organizations at any point in our systems planning, it is important to agree on common language throughout the process. Common language refers to people developing an understanding amongst themselves to help them communicate more effectively.

As a community undergoing systems planning, your sphere of influence will carry forward what and how you are communicating. Developing and carrying forward a common language is an essential part of enhanced communication and collaboration between many stakeholders, but also a critical part of effective systems planning.

COMMUNITY PLAN

A Community Plan **sets the goal** of preventing, reducing and ending homelessness using the Collective Impact framework.

PLANNING TABLE

A Planning Table is a collection of **organizations** that **come together** to engage in **systems planning work**.

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 CHANGE

Systems Change is **a lasting shift** in the way a community thinks and **makes decisions** about policies, programs, and the allocation of resources in a system — and, ultimately, in the way it **delivers services** to its users.



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.

SYSTEMS MAPPING

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 OF CARE

A System of Care is a **local or regional system** for helping people who are homeless or at imminent risk of homelessness. It **organizes and delivers** services, housing and programs and coordinates **resources** to ensure that a **community aligns** with the **goals** of its Community Plan.

SYSTEMS PLANNING

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.

SYSTEMS THINKING

Systems Thinking is **thinking and understanding** the complex **relationships** and contexts surrounding social issues in order to **best influence and coordinate the system**.

