

# System Coordination Framework

St. Johns, Newfoundland, Canada

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**Project Description:** St. John’s 5-year plan to end homelessness works to channel the efforts of shelters, emergency services, and government supports into a coordinated Housing First program.

**Distinguishing Features:** This 5-year plan is focused on shaping the systemic response to homelessness and maximizing the efficacy of homeless supports already in place.

**Population Served:**

Homeless Hub project spotlight: <https://homelesshub.ca/blog/revisioning-local-system-response-homelessness-st-john%E2%80%99s>

Program report: <https://homelesshub.ca/sites/default/files/attachments/YYT-Community-Plan-2014-2019.pdf>

## SUMMARY

Rather than moving through a cycle of various homeless response services, the 5-year plan aims to coordinate services, guiding the service users towards a positive end goal. This systemic coordination is driven by a Housing First philosophy; the end goal is to eradicate homelessness rather than continually manage it. In this framework, every organization has a collaborative role in improving the supportive housing process.

## The Homeless Support System

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### *Key Support Services*

NAVNET	NAVNET is a coordinated response by the provincial government and regional health authority to provide support for individuals with complex service needs. This includes social support, housing, and income services.
Assertive Community Treatment Team (ACTT)	ACTT provides intensive case management and support through Eastern Health for those with severe mental illness
Case Management Services – Eastern Health	Eastern Health provides front line mental health services to meet a variety of community needs. Services are delivered by a team of mental health providers, nurses, and social workers as they work to meet the needs of community members with functional disabilities.
Housing First	There are multiple housing first programs in St. Johns that work to provide rapid housing placement with complimentary supports to ensure continued housing stability

### **Coordinated Access: Provincial and Local**

The city currently uses data from the Homeless Individuals & Families Information System (HIFIS) to allow coordinated access across services. The program connects service providers within a community-wide system. This allows services to coordinate intake, assessment, case management, and referrals

## End Homelessness St. John's

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End Homelessness St. John's is a longstanding community advisory board working to ensure safe, affordable housing within the community. The board works to define and coordinate housing services in St. Johns to end homelessness within the city. This system coordination framework was developed in partnership with Turner Strategies.

[www.nlhhn.org/ehsj-a.htm](http://www.nlhhn.org/ehsj-a.htm)

### Turner Strategies

Turner Strategies is a consulting firm that supports communities in developing plans for large-scale social change. They specialize in community engagement, strategic planning, research, and program development.

[www.turnerstrategies.org](http://www.turnerstrategies.org)

Based on their work in St. Johns, Turner Strategies published an extensive report explaining the benefits of a system coordination framework, and included resources and guides for those looking to develop similar frameworks in other communities.

Homeless-Serving System Coordination Framework:

[static1.squarespace.com/static/589bba8486e6c0e3351135f8/t/59e3f5e3f9a61e47c35684d2/1508111862009/StJohnsHomelessServingSystem-Final.pdf](http://static1.squarespace.com/static/589bba8486e6c0e3351135f8/t/59e3f5e3f9a61e47c35684d2/1508111862009/StJohnsHomelessServingSystem-Final.pdf)

## CONNECTED SERVICES

### Homeless Individuals and Family Information System (HIFIS)

The Homeless Individuals and Family Information System is a case management system that allows community organizations to offer collaborative support services. It offers coordinated access to data collection, case management, assessments, and referrals across service providers.

[www.canada.ca/en/employment-social-development/programs/homelessness/hifis.html](http://www.canada.ca/en/employment-social-development/programs/homelessness/hifis.html)