



Using a Whole of Government Approach to Remove Barriers for Individuals with Complex Needs in Northern Canada

Canadian Public Health Association (CPHA) Conference, May 2018

Northwest Territories
Justice

Introduction

- 'Traditional' Service System (system-centred)
- Service/Systems Integration
- 'Whole of Government Approach'
- Integrated Case Management (ICM) Program (person-centred)

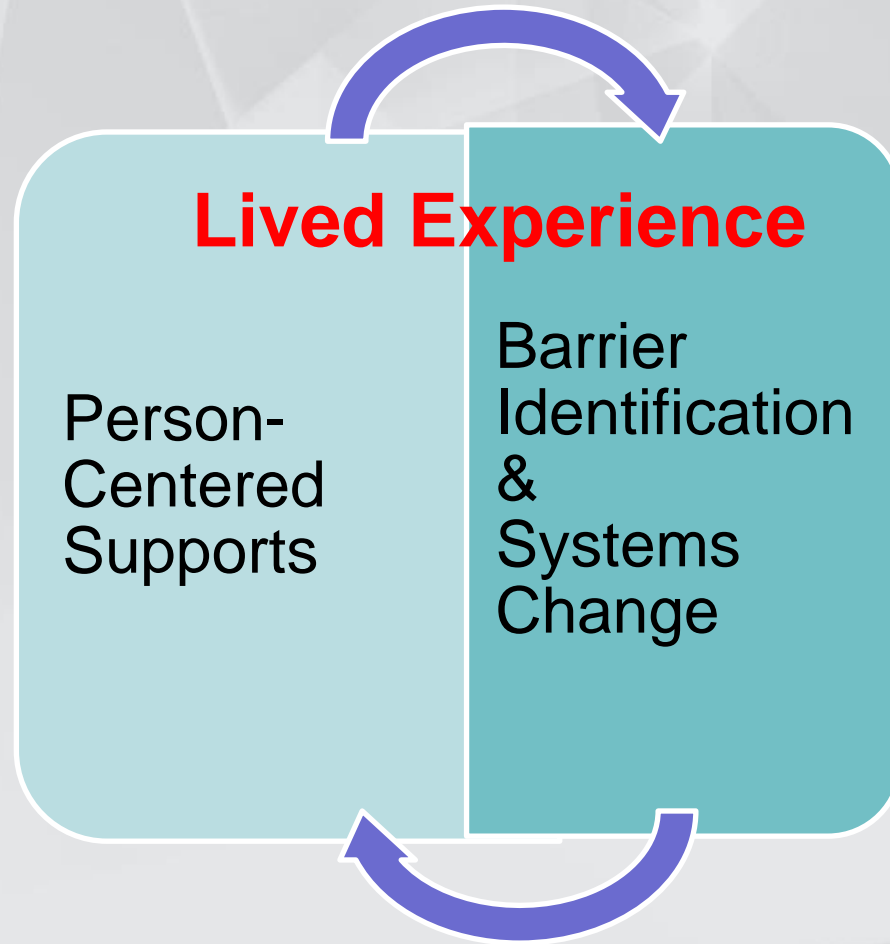


ICM Pilot Program

- Person-centered, strength-based 'Whole of Government' approach for individuals with complex needs
- Interdepartmental initiative; Justice, Health and Social Services, NWT Housing Corporation, Education, Culture, Employment, NWT Health and Social Services Authority
- Fundamental reform in the way services are delivered to population with complex needs.
- Streamlining service system by identifying barriers to service access
- Building individual self-sufficiency, capacity for decision making and choice. Not passive service recipients



Two-Pronged Approach



Questions to be answered

“what”, “why”, “impacts”

1. What is stopping people from accessing services?
2. Why are services difficult/frustrating for people access?
3. Would individuals have been able to overcome these barriers without ICM support (i.e. would they have successfully accessed the service)?
Why or why not?



Preliminary Findings

Individual Level

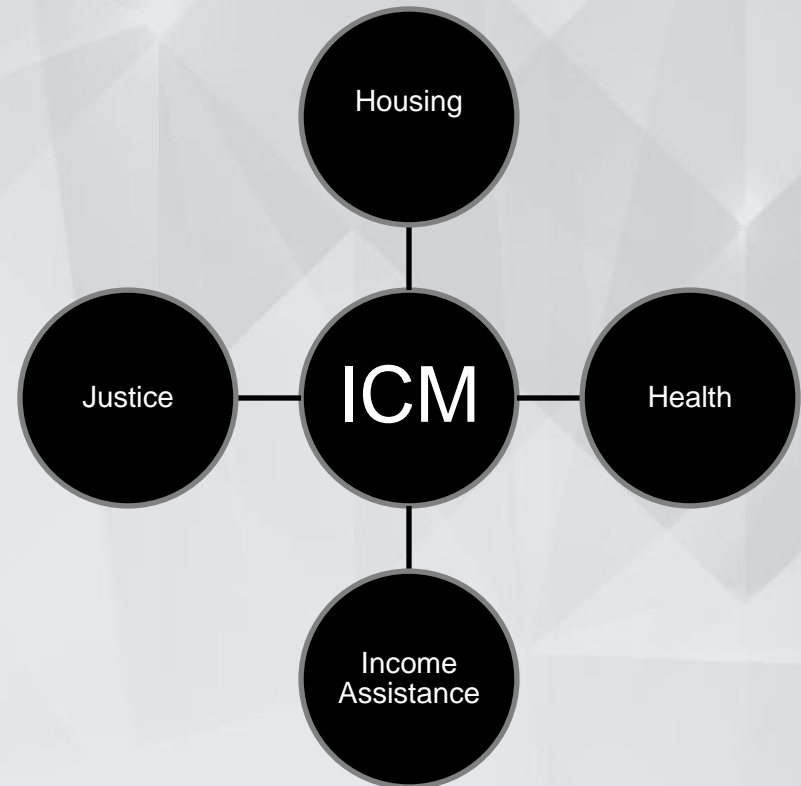
Who we are seeing:
75% Indigenous; two populations

What the needs are:
housing, income assistance

Systems Level

What the barriers are:
'policy' vs. 'process' barriers

ICM approach is 'person-centred' but working in a 'system-centered' environment. "Coordination vs Integration"



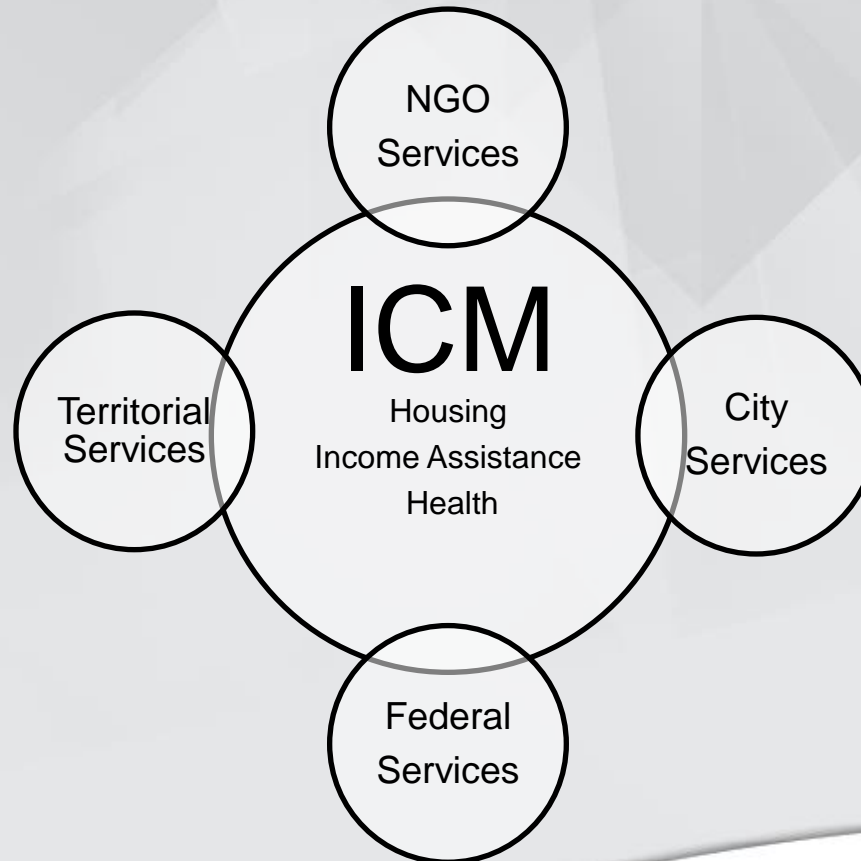
Lessons Learned

- Individual successes vs. systems successes
- Challenges to interdepartmental barriers work
- Coordinated vs. Integrated
- Institutional Similarity/ Intensity
- Challenge with it being a “program”



Moving Forward?

Inter-professional team / Different way of working



Questions

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