

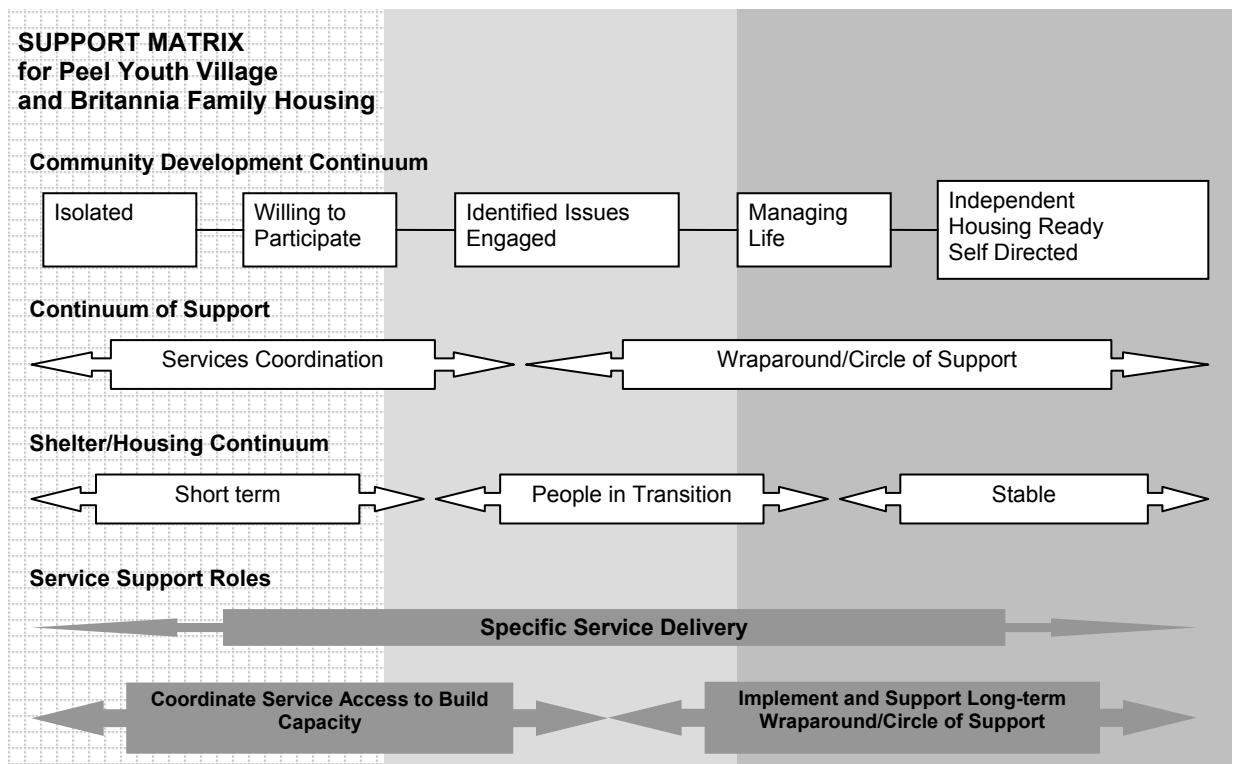
HOUSING DEVELOPMENTS FOR FAMILIES AND YOUNG PEOPLE IN TRANSITION

Support Matrix – Peel Youth Village and Britannia Family Housing

The Peel Youth Village/Britannia Family Housing (PVH/BFH) support matrix has been designed to align with the SAM (Stabilizing, Abilizing, Mobilizing) model of community integration within the Region of Peel. Within this model, emphasis is placed on directing individuals towards wraparound services or circles of support. To support this transition, a variety of partnerships within and between community agencies is required, as is capacity building within agencies, families, and communities.

A specific mandate of this project involves alignment of service providers and the community with wraparound participants. To evolve beyond the current social-service system will require education and training, as well as resource allocation and modification of policies and procedures. While short-term (“spot-weld”) service provision is still required for emergency or acute-care situations, the goal is to use these situations as an opportunity to engage and direct clients for capacity building in order to participate in the wraparound process. As the point-of-entry into the PVH/BFH community, these acute/crisis situations provide us with an opportunity to implement the support matrix model.

Support Matrix Diagram



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A New Direction

Cognizant of the inability of existing single services approach to resolve homelessness, it is important to develop new models for client-centered approaches in the community to address the needs of individuals, their communities, and social service agencies that provide them with care.

The Support Matrix

The support matrix for PVH/BFH is based on the current structure of social services provision in Peel. Currently, a variety of agencies provide a wide range of services. Traditionally, individuals enter the social-services system through one of these agencies, in response to acute crisis. For example, a medical emergency may lead an individual to seek medical attention at a clinic. Traditionally, this individual's medical needs would be dealt with, and the individual discharged, often returning to a less-than-optimal social situation which triggered the medical emergency in the first place.

Through a continuum of support model, we envision the clinic becoming a part of a broader wraparound service. Thus, when an individual presents for an acute medical situation, medical – as well as social, psychological, economic, education, employment and other – needs will be assessed, and holistically addressed. The point of entry into the social-services system will remain the same; however, for a client, the point-of-entry will become a gateway to a holistic treatment process – wraparound.

Service Coordination

To enable this model will require substantial co-ordination and contributions from a variety of agency service providers. While each provider will continue to retain its unique character and mandate, each provider will also become part of a broader, co-ordinated network and will refer (and receive referrals) in a systematic and appropriate manner. The co-ordination role will be of significant importance, as will the need for on-going communication between agencies and co-operation between all wraparound participants.

Wraparound/Circle of Support

The Wraparound – Circle of Support Model is integrative, holistic, client centered, and focuses on community capacity building. It also provides services in the least restrictive way, creates cross-collaboration between service providers, involves family and communities, and creates service systems that respond to the needs of culturally diverse populations.

Ultimately, this model provides clients with seamless service provision with an emphasis on holistic (rather than segmented) care. For agencies, families and communities this model should provide a more efficient way of providing targeted services, and reduce the need for “revolving door syndrome”. In addition, this model provides agencies with connectivity to ensure clients needs are met in their entirety and that some hard-to-serve clients do not simply fall through the cracks.