

Target population: Young people ages 12-24

Mission: To transform health and social services for young people by bringing partners together in a single place and integrating services, making it easier for youth to find the care, connection and support they are seeking.

Funding: Foundry Vancouver-Granville is operated by Providence Health Care (PHC). Services are provided by partner organizations including PHC, with additional operations funding from the Government of British Columbia. Foundry Vancouver-Granville is a member of the Foundry provincial network, which is supported by the Government of British Columbia, the Graham Boeckh Foundation, St. Paul's Foundation and the Michael Smith Foundation for Health Research. Foundry's online platform, foundrybc.ca, is powered by BC Children's Hospital.

Context

Foundry Vancouver-Granville initially opened as the Granville Youth Health Centre in 2015 in downtown Vancouver. It was designed to provide integrated primary care, as well as mental health, substance use and peer support services in a welcoming space designed with young people under 24 years of age. This served as the prototype and inspiration for the Foundry provincial network of centres.

Like all Foundry centres, Foundry Vancouver-Granville focuses on early intervention and provides mental health, substance use services, peer support, primary care and social services. It also provides navigation to specialized services, creating seamless pathways of care.

Because the centre is located in the downtown core, the youth coming through their door often need higher-intensity services, are precariously housed or have substance use concerns.



Governance & management

Each Foundry centre is operated by a lead agency that brings together local partners, service providers, young people and families. Foundry Vancouver-Granville is operated by Providence Health Care's Inner City Youth program.

In addition, every Foundry centre engages with young people in a meaningful way through their Youth Advisory Committee (YAC).

What this initiative is about

Foundry's strategy of integrated community care breaks down silos and improves access to care for young people with complex mental health and substance use conditions. This approach bridges gaps in the system and allows young people to access all the services that they need, simply by entering one door.

Services offered at Foundry Vancouver-Granville include:

Mental Health & Substance Use Services: Both drop-in and appointment-based time-limited counselling are available. Counsellors use strengths-based and evidence-informed brief therapies to support youth with goals and coping.

Primary Care (Physical and Sexual Health): Consists of a team of family doctors, nurse practitioners and nurses. This team provides services on a drop-in and/or appointment basis.

Peer Support: Foundry Vancouver-Granville has served as an exemplar of how to include peer support workers as full and effective members of a multidisciplinary team. Peer support is a core feature of Foundry's model of care and new to many centre lead agencies and communities. This includes extensive organizational expertise in recruiting, training, and mentoring workers, as well as optimizing the role that peer support workers can play in facilitating integrated approaches to care and to reducing barriers for young people seeking services.



Intensive Case Management: The intensive case management (ICM) team, a service of Inner City Youth program, is co-located at the Foundry Vancouver-Granville centre and supports young people requiring more intensive and specialized mental health and substance use support. All young people receiving ICM services are connected with a team that includes a case manager and psychiatrist specializing in young adult mental health and substance use. ICM team members meet with youth regularly on an outreach basis to develop care plans, support with life skills development and link them with resources and community services to support their treatment and recovery goals.

Income Assistance: Income Assistance workers are able to help young people with their finances in a multitude of ways. These include support with disability applications and by explaining the many other services that young people may qualify for, such as employment training.

STADD Navigator: Foundry Vancouver-Granville is partnered with Services to Adults with Developmental Disabilities (STADD), which provides the services of a STADD Navigator on-site. A STADD Navigator provides transition planning supports for young people ages 16-24, who are eligible for Community Living BC (CLBC) services. By building a unique personalized care plan, the Navigator helps young people in areas such as housing, employment, education, community inclusion, health and wellness.

Impact

- ❖ All Foundry centres share a provincial data collection system, called Toolbox, to allow for provincial and local-level evaluation. It shows that over 1,000 individual youth have accessed Foundry Vancouver-Granville over the past year.
- ❖ 80% of young people visiting the centre fall in the 19-24 age group and most accessed services include mental health and substance use services as well as physical health.
- ❖ Almost 50% of clients of Foundry Vancouver-Granville score as in extreme distress on a distress-rating scale, meaning that their needs are more severe.
- ❖ The Foundry central office and Foundry Vancouver-Granville are now reviewing Emergency Room data from St. Paul's Hospital, which is close to the centre, and observing a trend in reduced admissions among youth aged 12-24 (though this data still needs to be validated).



Insights (Key learnings)

- ❖ Foundry's provincial evaluations show that Foundry has *transformed access to services for young people and their families* primarily through the intentional integration of services, programs, and policies across sectors and systems.
- ❖ We believe that achieving Foundry's vision – transforming access to health and social services for youth and their families in BC, requires the full and meaningful integration of services in each Foundry centre. We have learned that this requires intentional and focused effort, a commitment to distributive leadership, and a willingness to address system barriers head on.
- ❖ We believe the key for success is to have a common, identifiable and youth friendly brand, which includes absence of access barriers; youth-friendly staff; youth-appropriate spaces; and navigational ease with embedded family supports.

The Workshop

Who



Malcolm Jenkins, Manager,
Inner City Youth Program &
Foundry Vancouver-Granville

*With representatives from Foundry
Vancouver Granville's Youth and
Family Advisory Committees and
Staff*

When & Where

When: Thursday, October 3, 9am – 11am

Where: Vancouver Granville, 1260 Granville Street, Vancouver
<https://foundrybc.ca/vancouver-granville/>

Workshop agenda

9:00am:	Welcoming remarks, land acknowledgement, and round of introductions, led by Malcolm Jenkins
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9:15am: Tour of Foundry Vancouver-Granville, led by Malcolm Jenkins

10:00am: Foundry Vancouver Granville presentation:

- Partnerships & integration
- Youth & family engagement
- Funding and governance model
- Challenges & opportunities
- Evaluation

10:20am: Q & A

11:00am: Workshop concludes

Workshop main goals

- To provide workshop participants with an intimate and interactive tour and presentation of Foundry Vancouver-Granville, demonstrating the impact meaningful youth and family engagement has had both on the physical design of the centre and the programs and services offered.
- To provide workshop participants with an opportunity to ask questions, learn from Foundry's model, share their own experiences, and provide input into the challenges and opportunities faced by Foundry Vancouver-Granville.

Interactive session

Both the tour of Foundry Vancouver-Granville and presentation will provide opportunities for workshop participants to ask questions and engage in dialogue regarding their own experiences and that of Foundry Vancouver-Granville.



Questions for discussion

- What are the challenges and how have you overcome them related to services for individuals who identify as Indigenous visiting your centre?
- What are the unique challenges Foundry Vancouver-Granville experiences because more services are delivered outside the Foundry building (outreach, through partners, etc) when the Foundry model is built on access to all services under one roof?
- What are the impacts, challenges and unique opportunities that come with serving an itinerant population of youth?
- Foundry Vancouver-Granville, along with other Foundry centres and the youth and families they serve, have been deeply impacted by an ongoing opioid overdose crisis. How do you support staff morale and wellness in the face of a relentless crisis where there are no easy solutions?
- How do you help facilitate an easier transition from being a 'young person' to becoming an 'adult' for those we serve?
- How do you build alliances and ensure effective participation of different stakeholders in the local community. What are the local governance structures?
- Some organizations use the term 'client', others use the word 'patient', and others still use 'consumer'. Could those we serve be defined differently and would that change the way our practice looks (e.g. from delivering services to clients to co-producing health with community members)?
- What are the differences in terms of needs between the clients at Foundry North Shore and Foundry Vancouver-Granville?

Space for your personal notes

This image shows a blank sheet of white paper designed for handwriting practice. It features ten identical rows of horizontal dashed lines, evenly spaced from top to bottom. Each row consists of a single continuous line of small dashes, providing a guide for letter height and placement. The margins are consistent on all sides, and there is no additional text or imagery on the page.

Target population: Young people ages 12-24 & their families

Mission: To transform health and social services for young people by bringing partners together in a single place and integrating services, making it easier for youth to find the care, connection and support they are seeking.

Funding: Foundry North Shore is operated by Vancouver Coastal Health (VCH). Services are provided by partner organizations including VCH, with additional operations funding from the Government of British Columbia. Foundry North Shore is a member of the Foundry provincial network, which is supported by the Government of British Columbia, the Graham Boeckh Foundation, St. Paul's Foundation and the Michael Smith Foundation for Health Research. Foundry's online platform, foundrybc.ca, is powered by BC Children's Hospital.

Context

Foundry North Shore brings over ten partner organizations together to make it easier for young people ages 12-24 to find the care, connection and support they are seeking.

Like all Foundry centres, Foundry North Shore focuses on early intervention and provides mental health, substance use services, peer support, primary care and social services. It also provides navigation to specialized services, creating seamless pathways of care.



Governance & management

Each Foundry centre is operated by a community-based lead agency – most often a non-profit, and in some cases, regional health authorities. Foundry North Shore is operated by Vancouver Coastal Health. Each lead agency, including Foundry North Shore, brings together local partners, service providers, youth and families in a partnership model. These partners, youth and families form Local Leadership Tables (LLT) and Youth and Family Advisory Councils (YAC and FAC) act as advisory capacities for the centres.

What this initiative is about

Foundry's strategy of integrated community care breaks down silos and improves access to care for young people with complex mental health and substance use conditions. This approach bridges gaps in the system and allows young people to access all the services that they need, simply by entering one door.

Services offered at Foundry North Shore include:

Mental Health & Substance Use Services: Both drop-in and appointment-based time-limited counselling are available. Counsellors use strengths-based and evidence-informed brief therapies to support youth with goals and resilience.

Primary Care (Physical and Sexual Health): Consists of a team of family doctors, nurse practitioners and public health nurses. This team provides services on a drop-in and/or appointment basis. Opioid Agonist Therapy (OAT) and drug-testing are available and are supported by a substance use nurse.

Peer Support: Peer support workers with lived experience provide young people and their families with help and support. They are available on-site during walk-in hours.



Intensive Youth Outreach Services (IYOS): This program provides outreach services for youth aged 12-19 experiencing urgent and emergent mental health and substance use issues. Services included: crisis intervention, education, short term counselling, Intensive Case Management (ICM) services, and assessments (either in the ER or community). These services are delivered by clinical counsellors and youth care workers.

Psychosocial Rehabilitation: An occupational therapist and rehabilitation assistant work with peer support workers and partner organizations to expand life skills and integrate recreation-based activities including cooking groups, yoga, fitness classes and gardening.

The Bounce Back Program ®

For youth aged 15 years or older with mild to moderate depression or struggling with stress or anxiety, the Bounce Back® approach uses cognitive behavioural therapy (CBT) to help youth manage their mood and sleep, build confidence, and increase activity, problem solving and healthy living. A doctor's referral is required to use the coaching program. The program is offered in collaboration with the Canadian Mental Health Association. Foundry also collaborates with YMCA and their mental wellness programs.

Impact

- ❖ All Foundry centres share a provincial data collection system, called Toolbox, to allow for provincial and local-level evaluation.
- ❖ Since June 2018, Foundry North Shore has provided services to over 1,684 unique youth, in 6,439 total visits. These numbers increasing steadily.
- ❖ 42% of young people visiting the centre are between 16-18 years. The most accessed services include walk-in counselling, mental health and substance use services as well as sexual health services.
- ❖ Through the Youth Experience Survey, young people provide direct feedback on an annual/semi-annual basis. This information help Foundry central office make informed service improvements. Most recently, 100 young people from each Foundry centre completed the last Youth Experience Survey.



Insights (Key learnings)

- ❖ Foundry's provincial evaluations show that Foundry has transformed access to services for young people and their families and fundamentally reconfigured the service and policy landscapes in the regions in which they were located.
- ❖ During the creation of a Foundry centre system transformation is achieved by "not just [having] everything under one roof" but by facilitating "everyone working together" and "understanding the community" where Foundry operates.
- ❖ Key characteristics of Foundry's initial phase are: the absence of access barriers; youth-friendly staff; youth-appropriate spaces; and navigational ease with embedded family supports.
- ❖ Foundry's provincial youth advisory committee consists of young people from varying Foundry centres across B.C. This group increases the level of youth leadership, working directly with Foundry central office and providing their perspectives and experiences.

The Workshop

Who



Terry Bulych, Team Leader
Foundry North Shore
Vancouver Coastal Health



Julie Zimmerman, Manager
Foundry North Shore
Vancouver Coastal Health

With representatives from Foundry North Shores' Youth and Family Advisory Committees and Staff

When & Where

When: Thursday, October 3, 9am – 11am

Where: Foundry North Shore, 211 W 1st St, North Vancouver
<https://foundrybc.ca/northshore/>

Workshop agenda

9:00am:	Welcoming remarks, land acknowledgement, and round of introductions, led by Terry Bulych
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9:15am: Tour of Foundry North Shore, led by Julie Zimmerman

10:00am: Foundry North Shore presentation:

- Partnerships & integration
- Youth & family engagement
- Funding and governance model
- Challenges & opportunities
- Evaluation

10:20am: Q & A

Workshop main goals

- To provide workshop participants with an intimate and interactive tour and presentation of Foundry North Shore, demonstrating the impact meaningful youth and family engagement has had both on the physical design of centre and the programs and services offered.
- To provide workshop participants with an opportunity to ask questions, learn from Foundry's model, share their own experiences, and provide input into the challenges and opportunities faced by Foundry North Shore.

Interactive session

Both the tour of Foundry North Shore and presentation will provide opportunities for workshop participants to ask questions and engage in dialogue regarding their own experiences and that of Foundry North Shore.

Questions for discussion

- How do we design services where young people and their families feel welcome when our target population is diverse (from youth experiencing homelessness to youth from one of Vancouver's most affluent communities)?
- What are the unique challenges when providing comprehensive services for youth below 18 years of age (as the average age of clients at Foundry North Shore is 17)? How do their needs differ (or do they?) from older demographics we see at other Foundry centres?
- Is there a differing impact on the quality of relationship and trust built with young people who identify as Indigenous who are reached where they live compared to youth who identify as Indigenous visiting a Foundry centre?
- How do you help facilitate an easier transition from being a 'young person' to becoming an 'adult' for those we serve?
- How do you build alliances and ensure effective participation of different stakeholders in the local community. What are the local governance structures?
- Some organizations use the term 'client', others use the word 'patient', and others still use 'consumer'. Could those we serve be defined differently and would that change the way our practice looks (e.g. from delivering services to clients to co-producing health with community members)?
- What are the differences in terms of needs between the clients at Foundry North Shore and Foundry Vancouver-Granville?

Space for your personal notes



Vancouver Native Health Society

449 East Hastings
Street, Vancouver,
BC V6A 1P5

Target population: Indigenous community of Greater Vancouver

Mission: To improve and promote the physical, mental, emotional, and spiritual health of individuals, focusing on the Indigenous community in Greater Vancouver. We aim to serve our community with programs and services informed by Indigenous knowledge and methods

Context

Vancouver Native Health Society was established in 1991 with a mandate to deliver comprehensive medical and social services to the Indigenous community of Greater Vancouver. Operating out of Vancouver's Downtown Eastside (the country's poorest neighborhood), VNHS strives to promote the mental, emotional, spiritual and physical health of Vancouver's urban Indigenous people. VNHS is founded on traditional Indigenous knowledge and delivers services and programs with traditional methodologies.



Governance & Funding

VNHS is a non-profit group, run by a board of 10 directors who set all policy. The executive director is the liason between the Board and staff and is responsible for implementing and interpreting policy. Most board members are First Nations professionals.

VNHS is partly funded by Vancouver Coast Health Authorities, the First Nation Health Authority and grants. The complicated funding structure between Federal and Provincial governments and organizations makes attempts to sustain programs and services, particularly those that go beyond medical services and address the social determinants of health, difficult.

What this initiative is about

VNHS provides culturally safe, flexible and non-judgmental care and strives to provide wrap-around integrated health and social care.

All VNHS services are accessible without fees (including those without valid medical coverage). Even bus and taxi tickets are covered in case someone has to go to the hospital.

Among others, VNHS services include: a medical clinic, the "All My Relations" Elders program, a dental clinic, aboriginal supported early childhood development program and "Sheway" – a prenatal health and social care program, cancer awareness program, Positive Outlook program, Family violence program, Urban aboriginal community garden project



Medical Clinic

VNHS was established as a one-man medical clinic in the early 1990s and has since grown to become a pioneer for integrated care models for medical clinics. The clinic is open seven days a week and offers programs addressing the physical, mental, emotional and spiritual health of individuals. Particularly, the clinic meets Indigenous people's requests for adapted mental health care. This includes extra time with their primary care provider, access to counsellors, mental health workers, psychiatrists, specialized nursing care and Indigenous elders. The clinic also offers specialized programs focusing on chronic diseases, Hep C, HIV and opioid against addiction treatment (OAT).

Mmoooooke Sii Yea Ya- "All My Relations" Elders Program

This project aims to increase participants' wellness, family relations, personal resilience and mental health through connection to Indigenous culture, spirituality and Indigenous Elders by addressing the many intergenerational effects of residential schools and colonialism.

The MNSYY Elders program was created in response to community demand in 2014. In respect of their culture and identity, MNSYY is set out to improve individuals' resilience by offering:

- One to one visit with an Indigenous Elder
- Access to Indigenous ceremony – Sweat lodge, Burning ceremony, Seasonal feasts
- Therapeutic listening
- Referrals to many forms of health and social services – including detox centers, alcohol and drug counselling and housing support



Impact

- In 2017/2018 fiscal year there were approximately 17,000 patient visits with 2,000 individuals accessing services. Approximately 65 percent of patients self-identify as Indigenous and represent diverse First Nations communities across North America.
- In 2013, VNHS began a partnership program with Indigenous Elders to provide cultural mentorship to clinic staff and trainees. Their roles expanded in 2014 to include direct patient care through one-on-one visits, group cultural teaching circles and seasonal land-based ceremonies. The results are published in an article^a, showing that encounters with Indigenous Elders positively affected participants' overall mental health and well-being. Most identified the process of being with Elders - how they related to them, felt in their presence or what the Elders represented, as the primary sources of benefit.
- VNHS' integrated and holistic way of working, has inspired several other clinics in the Vancouver area to incorporate Indigenous Elders as part of patients' healing journey.
- Note that 'progress' or 'success' is most often left to non-Indigenous funding providers to define. This effectively disregards Indigenous understandings of health and wellness.

Insights (Key learnings)

- Access to services is of utmost importance when it comes to underserved populations, hence removing barriers such as fees.
- The disproportionate suicide and mental illness rates between Indigenous and non-Indigenous people in Canada reflect economic, social and political persistent inequities. Addressing these inequities is key.
- Mental health services in urban settings generally have not been adapted to serve the needs of Indigenous patients. Patients living in the inner city are therefore often found seeking out recognized Elders as informal sources of mental health care in lieu of mainstream services. Adapting services to fit the needs of those using them is necessary.
- Elders are recognized by their communities for possessing common qualities that are highly valued — leadership, accumulated wisdom, compassion, community devotion and dedication to personal healing. Elders represent an essential connection with the past; they are keepers of the community knowledge and supporters of its collective spirit. However, Elders are not recognized as legitimate care providers within Canadian health care systems.

a) Hadjipavlou G. et al. (2018) "All my relations": experiences and perceptions of Indigenous patients connecting with Indigenous Elders in an inner-city primary care partnership for mental health and well-being.



4924 Imperial Street,
Burnaby, BC
V5J 1C6

Target population

Kudoz is a platform that matches youth and adults with cognitive disabilities to community members throughout Greater Vancouver in order to share splendid and delightful experiences in communities.

Mission

Kudoz is designed to deliver better outcomes for youth and adults with a cognitive disability and to shatter social stigma. It's about developing a deeper sense of self and possibility, growing confidence, motivation, abilities and one's own personal network. It's also about the idea that the mind can grow and stretch at any age no matter what ability!

Context



Kudoz began in the Spring of 2014 when three disability organizations, who were tired of the status quo of people with disabilities living largely segregated lives, asked InWithForward, a social design firm, to research the lived experience of social isolation and loneliness for people living with a disability in Greater Vancouver. Kudoz further asked how interactions that bring mutual value to diverse people in buildings and neighbourhoods might be designed.

Six researchers moved into a social housing complex where 20% of the residents had a disability. This team spent 3 months conducting immersive ethnographic research, not only with those with disabilities, but also with the other tenants. The researchers spent time with people in their apartments, out in community, with their social networks, and at all times of the day. They learned that the lives or persons with disabilities were on repeat—they were doing the same things over and over, and having the same conversations with the same people. There was little novelty or opportunities to learn and grow, which meant many were losing skills, becoming increasingly anxious and depressed, and living unfulfilled lives.



After 5 years of prototyping and running, Kudoz has evolved into an online catalogue offering in-person experiences with community members, a mobile app and regular reflection cafes. Kudoz applies evidence-based social science theory to interactions and the initiative has helped prompting improved mental health, lifelong learning, meaningful employment and increased independence among its users, as well as reduced stigma.

Governance & funding



Kudoz is currently run by 3 disability service providers (posAbilities, Burnaby Association for Community Inclusion, and Kinsight) and InWithForward. This partnership has an MOU in place. Kudoz will be incorporated as its own non-profit in 2019 and begin licensing its product/support to clusters of organizations throughout the province.

Funding is secured through Community Living BC (crown corporation), foundations and resources from the disability organizations.

What this initiative is about



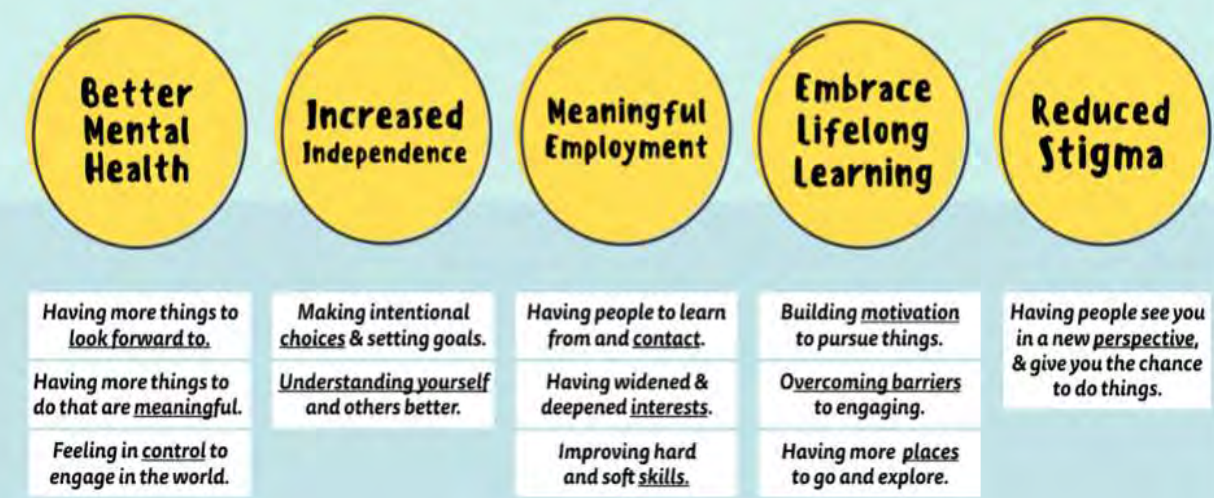
Kudoers (youth or adults with a cognitive disability) sign up to Kudoz as a way to discover new passions, learn something new, explore a curiosity, and make connections. Hosts are community members or families, and small-to-large businesses that volunteer an hour of their time for an experience. Volunteering is flexible as the host manages their own online calendar and determines where, when, and how often they will offer the experience.

When Kudoers find an experience that sparks their interest in the online catalogue, they can submit a request to the host based on the available times already inputted by the hosts. Messages are exchanged via the platform and profiles are shared so that users are able to virtually meet each other before meeting in person.

Behind Kudoz are 5 key innovative design features:

- (1) a new kind of face-to-face interaction between adults with disabilities and community members;
- (2) a new value proposition for volunteers that allows them to choose the nature, place and time of their contribution;
- (3) 3 new roles: the ‘curator’ to recruit community hosts and help them shape the learning experiences; the ‘taster’ (someone with a cognitive disability) to quality check the experience; and the ‘Kudoz coach’ who uses a strength-based approach to support , confidence and a positive self-narrative among Kudoers and parents.
- (4) a new measurement system and app;
- (5) a new booking system (front and back-end).

Our outcomes, linked to determinants



Built with users not for them

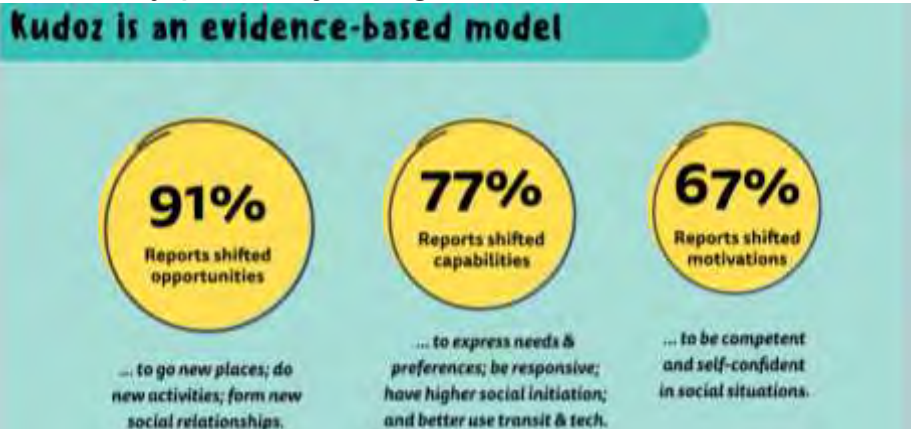
The platform has been co-designed with users at every stage of development, from the language to functionality to imagery. Since one of the key outcomes for Kudoz is building independence and agency, Kudoz is designed to put control in the hands of Kudoers and hosts.



Impact



- Over the last 4 years, Kudoz has had over 500 community members host an experience (the equivalent of one full-time person), 160+ people with disabilities and their families participate, and collected over 400 stories of impact.
- In 2017-2018 Kudoz conducted an extensive evaluation study in concert with Community Living BC, and which, among other things, (1) assessed outcomes against Shalock’s 8 domains of quality of life, and (2) assessed significant shifts in the areas of motivation, capability, and opportunity. Hosts are learning just as much as Kudoers and are developing fresh perspective and connections based on shared experiences. Many of our hosts (between 60-70%) have not had a prior interaction with someone with a disability prior to joining Kudoz.



- Kudoz uses the most significant change methodology which involves capturing stories in users’ own words and analyzing them. Here is a small sample:

“I’m more confident now. In the past, I didn’t want to talk to anyone. I wasn’t as outgoing as I am now. I got to meet a lot of people - at Kudoz, at work, school.I’ve learned how to communicate with people and how to make friends.” - Annie, Kudoer

"Kudoz helped me understand how Canadians think and what they're like. I'm from Morocco and it's different here from there. Hosting has helped me to understand the community here." - Moncif, Host

Insights (Key learnings)



- Coaching is a critical component of Kudoz and qualitatively different from a support worker.
- Tech literacy can be a barrier for engagement and coaches also works with families to help them engage with the platform.
- Having a first positive experience is crucial for future engagement. Having a negative first experience can lead to a loss of Kudoer and host engagement.
- The culture of service delivery organizations is slow and cautious and frequently gets in the way of a start-up like Kudoz.
- Government struggles to purchase prototypes likes Kudoz because while it can reduce future demand for services, it doesn’t relieve current demand.



The Workshop

Meet the team behind Kudoz and some of its users.

Main goals of the workshop

For delegates to get a good understanding of the development of Kudoz and how the blending of social science and design can contribute to bigger outcomes.

Understand the limitations of the approach and how Kudoz has been used as a tool and complement to a broader range of interventions/services.

Space for your personal notes

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Where

Join us in the Kudoz studio where Kudoz HQ and the YVR team are based out of. It's a space for collaboration and where we often meet Kudoers, families, and hosts.

We are located at 4924 Imperial Street, Burnaby; just a 5 minute walk from the nearest public transit: Royal Oak skytrain station.

Interactive session

The session will run like an Experience Festival with delegates rotating through a series of stations.

They will be able to experience Kudoz and hear directly from users about how they use it and the impact it had.

Delegates will be able to view the Kudoz evaluation report that provides data on how Kudoz has been able to strengthen communities through the reduction of stigma by providing reciprocal moments of learning based around a shared interest rather than a charity model.

Workshop agenda

1. Introduction: See what Kudoz is all about and how it works!
2. Experience: You will go on your own Kudoz mini-experience
3. Reflection: Check-out some of the reflection materials we use at Kudoz to prompt reflection and get a new perspective. Use a wide range of tools to reflect on your Kudoz experience.
4. Social Science and Theory: Understand the theory behind Kudoz and how elements in Kudoz have been designed around the determinants that lead to our outcomes.
5. Uncover your own passion: Plan your own Kudoz experience and prototype materials that would help make it super splendid!
6. Hear from Gord Tulloch, delegate from the partner organizations about how 3 social service organizations and 1 design firm have been able to partner for Kudoz and other projects.





Immigrant Services Society of BC (ISSofBC)

2610 Victoria Drive
Vancouver, British Columbia

Target population:

Newcomers to Canada including immigrants, refugees and naturalized Canadians.

Mission:

Helping immigrants build a future in Canada.

Context

Immigrant Services Society of BC (ISSofBC)

ISSofBC (Immigrant Services Society of British Columbia) is one of the largest immigrant-serving agencies in Canada, with a national and international reputation in the field of migrant issues and services for immigrants and refugees.

ISSofBC has provided a supportive environment for serving newcomers to Canada of all backgrounds since 1972. Its dedicated staff (400+), volunteers and community partners provide multilingual settlement, education and employment services for over 20,000 clients every year.

Streamlined access to care is a major need among newcomers, especially those with significant language, cultural and financial barriers. ISSofBC has had a long-held vision to address this need. With the support of selected community organizations with shared values who provided complementary services, as well as funding support from government and the private sector, ISSofBC opened the ISSofBC Welcome Centre in Vancouver in 2016. The Centre houses 58,000 sq ft of residential units and support services delivered by ISSofBC and co-located community organizations. Building on the success of this model, ISSofBC opened the ISSofBC Welcome Centre in Surrey in 2019.



Governance & management

ISSofBC's volunteer Board of Directors as well as its management staff reflect the diversity that characterizes Canadian society. They are involved in numerous community-based committees, groups, and organizations, and lead or take active part in community consultations, outreach surveys or focus groups to keep abreast of the community's needs. Learnings from these activities provide a template for us to plan and take action on.

Funding

ISSofBC operates with funding derived from various sources: government, community and business organizations, private foundations and social enterprise. Major funders include: Immigration, Refugees and Citizenship Canada, Innovation, Science and Economic Development Canada, Economic and Social Development Canada, province of BC, Cities of Vancouver and Burnaby, Edith Lando Charitable Foundation, United Way, Law Foundation of BC, New Horizon for Seniors program, Vancouver Foundation and Vancity credit union. The total budget at the end of last fiscal year (March 31, 2019) was about \$26.3M.

What this initiative is about

Our strategy of integrated community care

ISSofBC works with an assortment of community partners to carry out its mission including government, community organizations, and the private sector. Members of ISSofBC's volunteer board of directors are involved in a large network of community-based organizations, and ISSofBC management and staff sit in a wide variety of community associations and policy-influencing consultative bodies. ISSofBC also actively engages its clients through ongoing program evaluation activities and regular service outcome surveys.

All these activities enable ISSofBC to monitor the effectiveness and relevance of its services, improve on or adjust service offerings, and identify emerging service needs and trends. The data and learnings gained from these activities, as well as the partnerships formed, made up the foundation that led to the vision, and the realization of the vision, to create the fully-integrated ISSofBC Welcome Centre facility. <https://issbc.org/issofbc-welcome-centres>



Services:

ISSofBC offers the following major services:

- Settlement services in the client's first language help newcomers adjust to life in Canada;
- Language training from pre-literacy to workplace-focused English helps newcomers overcome the biggest barrier to successful integration;
- Employment services help newcomers gain the skills to build a meaningful work life in Canada;
- Self-employment programs help business-minded newcomers achieve their business dreams.

ISSofBC also operates a robust social enterprise initiative that provides high-quality language training and career services for those who are unable to access government-funded services.

Impact

- Every year, ISSofBC supports more than 20,000 people with a broad range of services through 16 offices located in Metro Vancouver and across BC.
- The ISSofBC Welcome Centre in Vancouver is the only facility of its kind in the world and continues to draw local and international visitors interested in this unique model of wraparound services for newcomers delivered under one roof.
- Providing streamlined access to services for newcomers under one roof:
 - May reduce stress in a resettling phase;
 - May save newcomers time and expense;
 - Promote collaboration and exchange of best practices among co-located services; and,
 - Enhances the impact of government-funded support.

Insights (Key learnings)

Ongoing evaluations for services ensure services are responsive to emerging needs. Positive outcomes are achieved when:

- services are designed to respond to client's unique barriers and needs (e.g., language, culture, health); and
- service staff reflect the clients being served, are plugged into feedback loop, and receive continuous training;





The Workshop

WHO

- 1. JENNIFER YORK** – Division Manager, ISSofBC Settlement Program
- 2. LIZA BAUTISTA** – Manager, Settlement Employment programs

Where

ISSofBC Welcome Centre
2610 Victoria Drive, Vancouver, British Columbia

<https://goo.gl/maps/6ckrvXP7tY3cP1sz9>

Workshop agenda

9:00-9:10: Introductions/Welcome (202-203)

Continental breakfast served

9:10-9:25: Video presentation on ISSofBC Welcome Centre and update of latest news

9:25-9:30: Tour overview

9:30-10:25: Tour with stops at:

- Housing unit
- Language Instruction for Newcomers to Canada (LINC) classroom
- Mt Pleasant resource centre
- Youth Hub
- Vancouver Association for Survivors of Torture (VAST), ISSofBC Settlement Orientation Services (for asylum seekers) (SOS), Vancity Credit Union, Law Clinic, Lower Mainland Urgent and Primary Care Centre

10:25-11:00: Discussion – *Benefits & Challenges of Integrated Service Delivery*

11:00: Visitors depart

Main goals of the workshop

- Explore the benefits and challenges of integrated service delivery for newcomers refugees and immigrants as implemented at ISSofBC Welcome Centre from the perspective of:
 - Client (*LB*)
 - Staff (*JY*)
 - Co-located service partner

Interactive session

Limited physical capacity at ISSofBC Welcome Centre

Because of the Centre's growing profile and visibility owing to its delivery model, we are experiencing increasing demands to share space from like-minded organizations. However, our space is finite and already fully subscribed.

How do we address and prioritize requests so that we fulfill our mission in the context of understanding this needs to be done with the help of our partnerships? How do we resolve this dilemma?

Transferability

Is it possible to replicate ISSofBC's model of welcoming immigrants and refugees in other regions and countries?



Space for your personal notes

[illegible]