



# WHAT IS A COLLABORATIVE SERVICE DELIVERY CLUSTER?

A Collaborative Service Delivery Cluster (CSDC) creates the space to have a single client file on a universal data system which all organizations can use to share pre-determined elements of a clients data with the consent of the client. With greater information sharing, the community of care is better positioned to deliver and improve client outcomes.

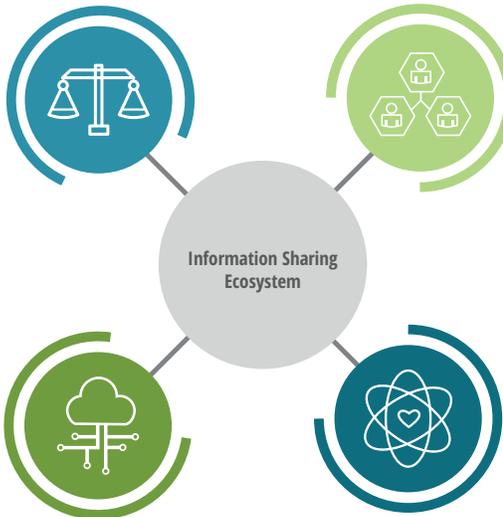
## WHY DO WE NEED A COLLABORATIVE SERVICE DELIVERY CLUSTER?

- Clients surveyed in the Calgary Recovery Services Task Force research identified that they were accessing services from a multitude of providers and that there was little to no continuity of service between these providers. This lack of continuity has been identified as the primary reason that clients must share their life story many times, often leading to re-traumatization.
- Disconnected processes between service providers & public systems has led to increased acuity of complex health conditions for people experiencing homelessness.
- Every collaborative table points to the current state of information sharing as a barrier that must be addressed to improve the coordination of services.
- This is an evidence-based approach which is currently working well across Canada.

## ADVANCING THE INFORMATION SHARING ECOSYSTEM

### Legal Framework – Lead by CHH

The Legal Framework will look at the Memorandum of Understanding (MOU) between participating organizations and Consent Form that clients will need to sign. Additionally, this component is focused on ensuring the sector has a proper understanding of privacy legislations that govern information sharing.



### Operations – Lead by Agencies

It is up to participating organizations to determine operations. While there will be training developed to help address how increased information sharing can be done within an organization, we recognize that there are many factors that need to be implemented in a way that is suitable to each organizations' culture, practices and unique services.

### Technology – Lead by CHF

Technology refers to the Homeless Management Information System (HMIS) where this information will live. HMIS is currently managed by Calgary Homeless Foundation (CHF).

### Ethical Framework – Lead by CHH

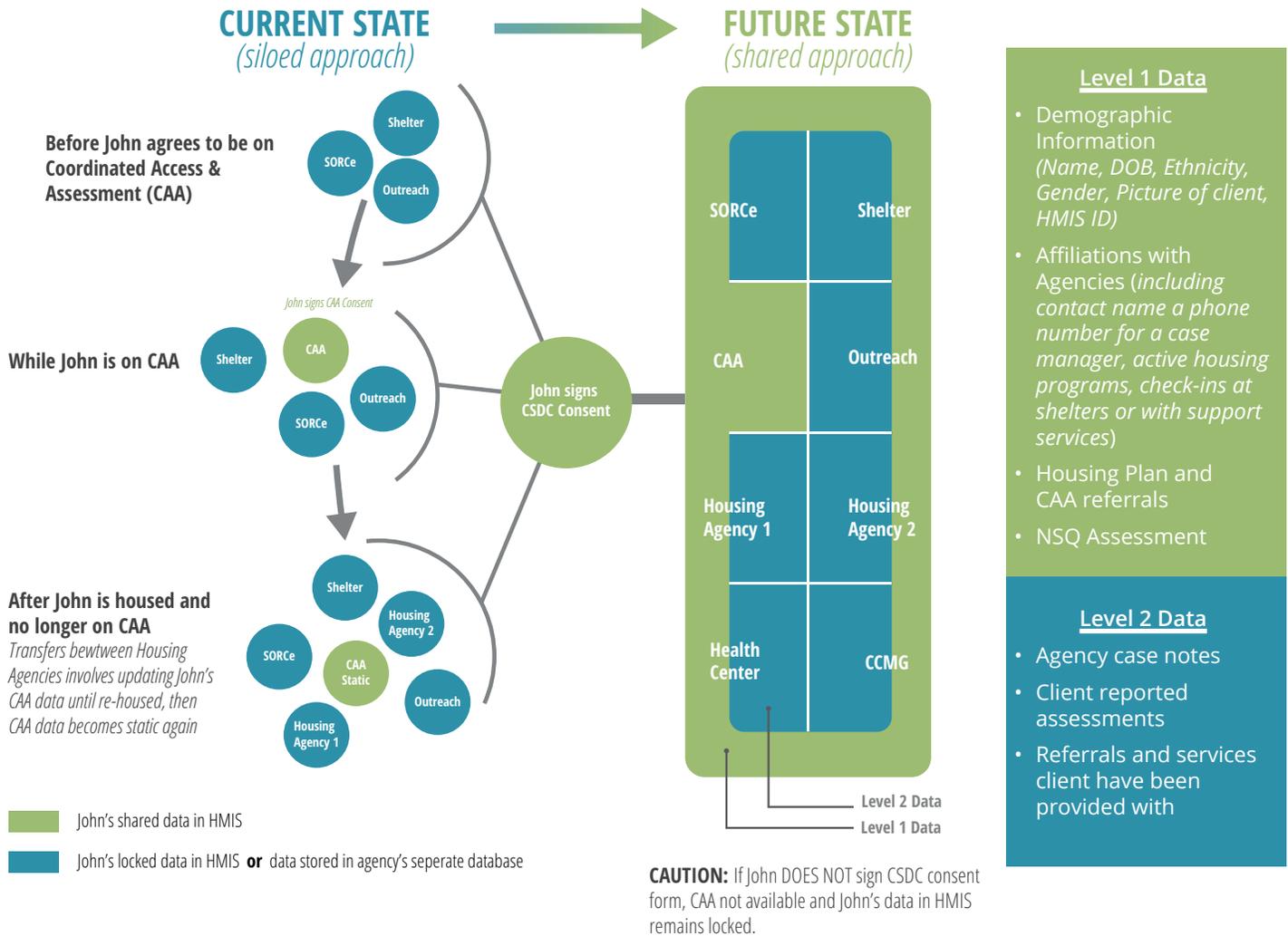
The goal of the ethical framework is to provide a reference to what information can ethically be shared regarding clients. It is to be considered in tandem with the legal framework (what organizations are bound to based on privacy legislations and the MOU).

*The goal of the ethical framework is being developed in partnership with PolicyWise and CHH.*

## PROJECT DELIVERABLES

- HMIS allowing visibility of basic client level information (Level 1 Data).
- A signed agreement between sector partners on what client information can and will be shared between them and when information can be accessed and used.
- One consent form / ROI to be executed by "doorway" agencies into the homeless-serving system of care (HSSC) that will enable information sharing and coordinated health and housing services.
- Proactive coordination of care for clients – shift in culture to engage clients earlier around coordination of services.
- Frontline staff are leveraging the best information available to help support clients more effectively and efficiently.
- Frontline staff are confident in action to share information not only electronically but verbally and physically at every appropriate opportunity to coordinate services.

# EXAMPLE: "JOHN SMITH'S" HMIS RECORDS – CURRENT STATE VS FUTURE STATE



## NEXT STEPS

- July–Sept. 2020** Review existing information sharing agreements available to project team and connect with expert to confirm approach.
- July–Sept. 2020** Determine information which would be relevant between multiple organizations.
- Oct.–Mar. 2020** Define process and procedures between key stakeholders.

- Oct.–Mar. 2020** Review the completed Ethics Review and determine if and how it affects the CSDC project.
- May–Sept. 2021** Develop and sign MOU for a Collaborative Services Deliver Cluster between service providers.
- July–Dec 2021** Partners added to the pilot visibility group in HMIS.

## ABOUT COLLABORATIVE FOR HEALTH AND HOME (CHH)

The Collaborative for Health and Home (CHH), is a collective of over 30 civil society organizations and public sector stakeholders committed to improving health outcomes and housing supports for Calgarians experiencing chronic homelessness with complex health concerns.