

Integrated Adult Services Pilot Project Charter

The Department of Families (Families), Department of Health and Winnipeg Regional Health Authority (WRHA) have committed to developing a new service delivery model for adults with both a medical diagnosis and complex disability related needs through a pilot project. This model will be referred to as Integrated Adult Services (IAS) and will focus on service coordination and integration. The IAS Pilot Project will identify service barriers or gaps and work towards creative solutions that enhance quality of life. The pilot project will engage with and document the lived experience of adults with a medical diagnosis and complex-disability related needs living throughout Manitoba, while addressing gaps in supports and service for 30 eligible adults in the Winnipeg Health Region.

The IAS Team is an internal working group comprised of employees from the Department of Families and the WRHA and will be responsible for case managing, navigating, and coordinating services for IAS participants.

Principles

The IAS pilot project will be developed based on the following principles:

- The IAS model will be person-centered;
- Assessment and service delivery will be based on each individual's own needs and service plans will be developed in collaboration with each person respecting their right to self-determination;
- The model will emphasize and address the need for service coordination and navigation;
- Creative solutions and problem solving within existing programs will be emphasized;
- The project will document the lived experience of the 30 IAS pilot participants and of other adults with a medical diagnosis and complex-disability related needs living throughout Manitoba. The project will identify and address any gaps, limitations, resource needs, or system barriers that may exist for the 30 adults in the pilot;
- The model will be rooted in research, evidence, and best practices;
- Evaluation of programming and services will be based on individual outcomes with the goal of informing systemic change; and
- Accessibility will be an overarching principle of IAS. The pilot project will be accessible in practice both in process and in substance. It will also aim to be proactive by removing barriers to participation.

Goals

The goals of the IAS Pilot Project are:

1. To recruit 30 adults, living in the Winnipeg Health Region¹, who have both a medical diagnosis and complex disability needs and are experiencing gaps in services and supports that prevent their full participation in home and community life. Recruitment efforts will focus on ensuring a broad representation of people who are diverse in age, gender identity, needs, rural/urban, housing situation, etc.
2. To create and pilot a new service delivery model with identified participants in order to:
 - a. meet the needs of the participants. Services and supports should be designed in a way that is sustainable² and endure past the end of the pilot project.
 - b. explore new strategies and service delivery activities that reduce the agreed to gaps in services and supports. IAS will be delivered by a team comprised of members from Families and WRHA. The members of the team will coordinate, navigate and manage transitions and where possible, will leverage services and supports within each other's systems, external services, partners and programs.
 - c. explore and trial new ways of assessing, coordinating and delivering services that may improve the experience of those the pilot serves. Activities will focus on solutions that provide the maximum amount of control desired by the participants in managing their services and are sustainable beyond the pilot project.
 - d. Engage with broad stakeholders to inform the structure, activities and outcomes of the pilot project.
 - e. Evaluate the process and outcomes of the pilot project in order to inform recommendations for future change. The project will employ an independent researcher and evaluation team to assist with findings, reporting and recommendations.
 - f. Create reports (interim and final – developed by the independent researcher) that is based on the experience of the pilot participants, the results of community engagement and independent research.
 - g. Learn from the experiences and activities within the pilot, to implement long term, meaningful change in the overall service delivery system.

¹ Winnipeg Health Region serves residents of the city of Winnipeg, as well as the northern community of Churchill and the rural municipalities of East and West St. Paul

² Interpretation of sustainable: it is recognized that services provided to IAS participants during the pilot should not be abruptly discontinued at the end of the pilot. Government and WRHA are committed to continuing service planning and supporting IAS participants past the conclusion of the IAS pilot project

Success indicators

- Pilot project participants experience and express improved quality of life as a result of the project activities.
- Participants come from diverse backgrounds, age, gender identity, housing and support situation, and present with a variety of gaps and needs to help inform the project.
- A skilled, consistent team of staff will be hired or assigned to support pilot participants and the pilot throughout its activities.
- People served in the pilot participate in a timely, robust, empowering and comprehensive discovery & assessment process that identifies their needs, wills, priorities and perspectives.
- People's needs are met using a variety of means and activities that can be replicated and sustained outside of the pilot project.
- The voice and opinions of stakeholders with lived experience of disability and receiving services living throughout Manitoba are well represented and heard throughout the project.
- An objective, third party evaluation is completed within the timeframe identified. Evaluation data and feedback will be provided throughout the pilot to shape project activities.
- Interim and Final report will integrate findings from the independent evaluation. Strong, clear recommendations for sustained system change that will address identified gaps in services are developed and forwarded to decision makers within the Government of Manitoba and the WRHA.
- The Manitoba government and WRHA will review and respond to all recommendations set out in the Final report, present its go forward plan within six months of receiving the final report, and will make every effort to implement the accepted recommendations in a timely manner.

Stakeholders and roles

- The Steering Committee will provide independent expertise, direction and oversight of the development and implementation of the IAS Pilot Project (see Terms of Reference for further details).
- The IAS Team will be responsible for case managing, navigating, and coordinating services for IAS Participants.
- The IAS Participants will engage with the IAS Team for the purpose of identifying gaps in and barriers to services, developing an individual service plan, and providing feedback for the program evaluation.
- The Academic Expert will support the Steering Committee by conducting a literature review and research on best practices and summarizing and presenting their literature review and research findings to the Steering Committee.
- The organization selected to perform the evaluation will perform a thorough and robust evaluation of the IAS Pilot Project, plan lead and facilitate two rounds of accessible community engagement and will prepare an interim report and final report identifying successes, shortcomings, and recommendations of the pilot.

- **Scope and budget**

\$297,000 has been earmarked by the Manitoba government for contracting with a service provider to conduct an independent evaluation and to facilitate stakeholder engagement and for contracting with St. Amant Research Centre to synthesize and present applicable research and facilitate knowledge translation for the benefit of the Steering Committee. This amount is for the term of the pilot.

Note: Milestones, deliverables and timelines can be found in the Addendum.