

Integrating Healthcare and Shelter: A Solutions Lab

Increasing our Understanding of the Problem

Understanding the Root of the Problem

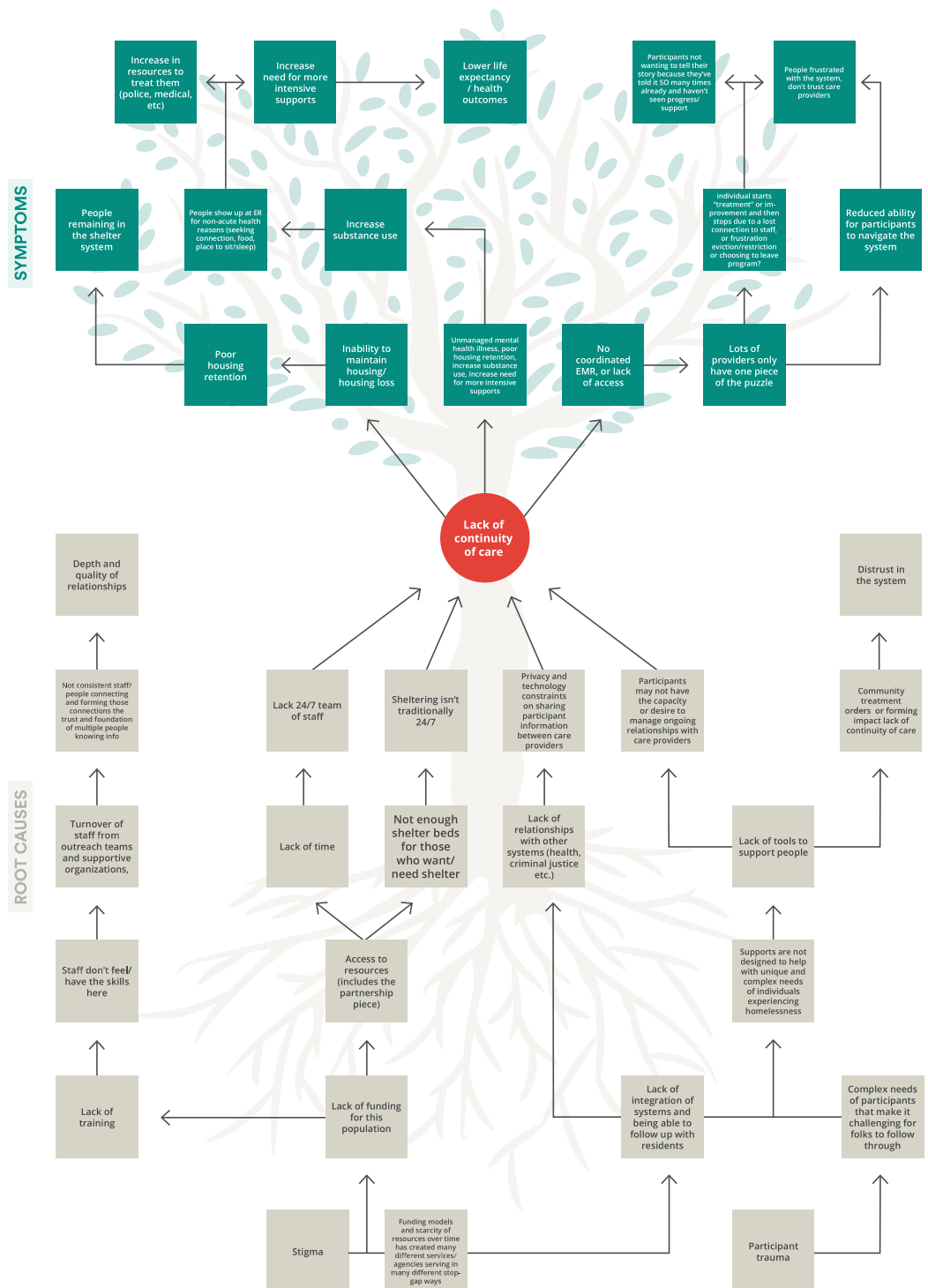
To unpack, discuss, and create better alignment on the problem we are addressing, the Solutions Lab team brought together key stakeholders that support the work at emergency shelter to create a problem tree. We started by evaluating some of the major problems we saw creating barriers for those we serve and discussing which of these problems we think will most benefit from the ShelterCare model.

As part of this discussion, the group landed on the “lack of continuity of care” as the focus of the problem tree. We then used the problem tree framework (or “causal analysis” methodology) to name the root causes and symptoms of this problem.

What We Found

Coordination/collaboration, relationship building, and a lack of trust were common themes across the problem tree. In terms of root causes, participant trauma, stigma, and the resulting complex needs and lack of resources for this population mean we don’t have an integrated approach to meeting the needs of participants accessing emergency shelter.

Causal Analysis (Problem Tree) for the Lack of Continuity of Care



Integrating Healthcare and Shelter: A Solutions Lab

What We Heard Through Engagement

A range of stakeholders were engaged throughout the ShelterCare Solutions Lab including shelter participants, healthcare staff, shelter staff, and other partners in the housing stability system. People were engaged in a variety of ways, including surveys, 1:1 interviews, participant journals and journey maps. The following six major themes emerged from the data:



Note: These boxes show the exact content of the sticky-note exercise and are not a formal synthesis of all engagement findings.

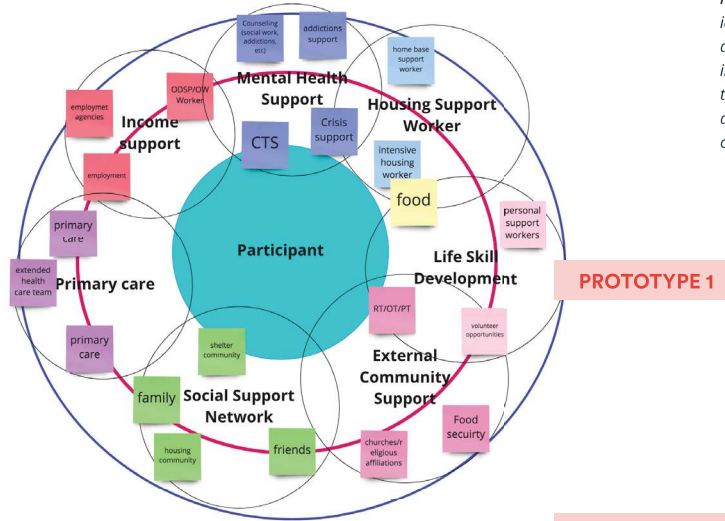


Integrating Healthcare and Shelter: A Solutions Lab

Solution Lab Prototypes

Prototype 1: Circle of Success

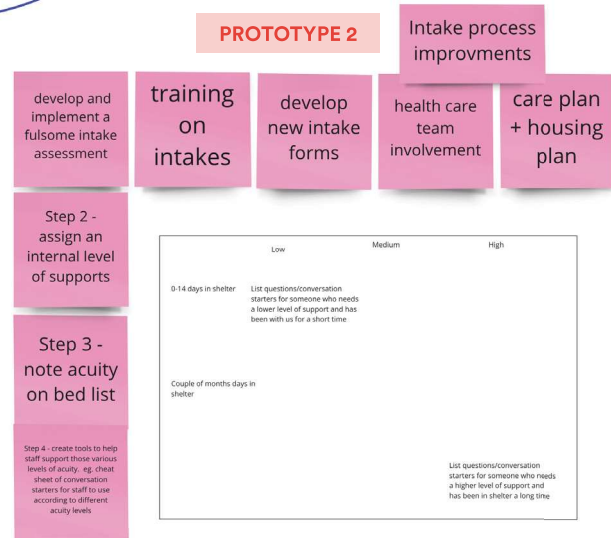
Description: This prototype illustrates a participant-driven case conference model focused on identifying their specific needs for support, understanding who they have trust and relationship with, and ensuring providers are working together to support that participant in a seamless transition from shelter to housing.



Note: Prototyping is a way to build out ideas in a tangible way to solicit feedback and make improvements. The project team independently worked in smaller design teams to build their prototypes. These prototypes are lo-fidelity and will continue to be refined over time.

Prototype 2: Level of Supports

Description: This prototype outlines the process needed to better support participants: 1) Bringing in the enhanced intake form; 2) Assigning level of support within 48 hours of intake; 3) Adding two pieces of information to the bed list: length of stay and level of support; 4) Creating resources for staff to help with engagement conversation starters appropriate to different levels of support.



Prototype 3: HIFIS Circle of Care

Description: This prototype illustrates the process of harnessing existing technology (HIFIS) to support participant outcomes with a broader circle of care. It might act as the coordination tool to capture which organizations/people are working with participants and what has already been done to support each participant.

