Hamilton

Social Navigation
An Integrated Service Delivery Model
Social Navigator

THE CONCEPT

- Mental illness and addictions lead to high police contact

- Helping connecting those persons to assistance is more effective than incarceration

- Initial project - Hamilton Police Service ACTION TEAM

- Sought to enhance it with a focused & specialized connector

- Neighbourhood Development Strategies, Paul Johnson facilitates

- Hamilton Paramedic Service and CREMS = natural partner to pilot a “Social Navigator” to steer around the ‘system’
Social Navigator

Phase 1 PARTNERSHIPS
Summer 2011

- Neighbourhood Development Strategies
- Hamilton Police Service
- Hamilton Paramedic Service

Alignment to Strategic Objectives & Vision
- Growing Economy & Healthy Community
- Best Place to Raise a Child
Social Navigator

Phase 1 PARTNERSHIPS
Summer 2011

• What did we achieve?

• What would the clients say remained to be done?
Social Navigator

Pilot Project Phase 2
June 2012 to April 2013
EXPANDED COLLABORATIVE PARTNERSHIPS

• Neighbourhood Development Strategies
• Hamilton Police Service
• Hamilton Paramedic Service

• More Recent Partners
  – Community Services
  – Public Health
  – Urban Renewal
Social Navigator

Pilot Project Phase 2
June 2012 to April 2013
EXPANDED PARTNERS

• What do we expect to achieve?

• What will be left to do or decide?
Social Navigator

Sustainability

Human Service Planning

Strategic Plan

Service Delivery Review

Who is on the team

What is the funding source?
Questions?