



Community Integration Strategy

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

Community Integration Specialist Team

- ▶ The Community Integration Specialist (CIS) team (formerly referred to as Outreach) is focused on connecting B.C.'s most vulnerable citizens with financial assistance and community supports
- ▶ The ministry works in collaboration with other government and community agencies to create positive outcomes for affected clients and their communities. Services include:
 - ❖ Expedited Intakes
 - ❖ Shelter and Health Requests
 - ❖ Intensive Case Management
 - ❖ Referrals and inquiries from community partners and the coordination of services. The ministry recognizes that traditional channels of accessing ministry services (via office or phone) don't work for some of our clients, we need to go to where our clients are at.
- ▶ This work is performed by CIS's using one of the four service delivery models:
 - Community Hub
 - Direct Service
 - Specific Focus
 - Remote Hub

Community Hub Model

- ▶ The client is in the centre, and community partners provide supports and resources (e.g. Access to physicians, mental health, Indigenous leaders and partners, housing, pharmacists, other community supports).
- ▶ The client builds a relationship with a person or organization and then that person/organization represents the clients' interest at the table.
- ▶ In this model, clients tell their story once and the partners provide the supports and resources that are required.

Direct Services Model

- ▶ Dedicated follow up over varying lengths of time, assisting with processes and connecting with other service providers.
- ▶ In this model, the integration teams maintain a case-load for individuals requiring more 1:1 service.
- ▶ The CIS teams work closely with clients in this model to support them as they work toward increased independence and enhanced health.

Specific Focus



- ▶ Wrap-around services, but focuses on the clients priorities at that given time.
- ▶ For example, this hub may consist of a group of housing partners who are able to identify available housing or housing supports to help a homeless client.

Remote Hub



- ▶ The remote hub model is an evolving model.
- ▶ It provides support and navigation for clients and or their advocates based on need.
- ▶ Workers on the ground may also carry the responsibility for other remote communities and connect with partners/stakeholders in those remote areas to streamline services for mutual clients.
- ▶ Flexibility to meet the client needs in smaller remote communities

Where and when to find CIS in the East Kootenays?

- ▶ *Julie* can be found at the local homeless shelter, Travel Lodge, every Wednesday from 9:30am-12:30pm, in Creston every other Thursday, and reachable by phone or email throughout as she works virtually and in-person, depending on the circumstances.

Who is Your CIS?

Julie Free

250-919-6472 cell

250-420-6169 office

Julie.Free@gov.bc.ca

Cranbrook/East
Kootenays



Contacts

- ▶ Manger of Service Delivery: David Rice, David.rice@gov.bc.ca
Telephone: 250 558-6275
- ▶ CIS Interior/Kootenays Supervisor: Alysha Nolte
Alysha.Nolte@gov.bc.ca Phone: 778-622-0112
- ▶ CIS Interior Supervisor: Laurel Wilms, Laurel.Wilms@gov.bc.ca Phone:
778 696-2233
- ▶ CIS Contact Email: SDPR.CISNorthKootenays@gov.bc.ca Email is
monitored daily by CIS workers throughout the Interior/Kootenays
and restricted to urgent requests