



# Heavy Users of Service Project (HUoS)



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# The Direction of the ‘Violence Reduction Strategy’ (VRS) (1 of 2)

- **VRS Vision:** to ‘reduce violence to people at risk of victimization and offending, and reduce harm to vulnerable persons and communities’.
- This was supported by a **Mission:**
  - ✓ To suppress, intervene and prevent violent crime and disorder,
  - ✓ To support people at risk of becoming victims of violent crime and disorder,



# The Direction of the ‘Violence Reduction Strategy’ (VRS) (2 of 2)

- ✓ To assist people at risk of becoming offenders to resist violent and threatening behaviours,
- ✓ Partnering with individuals, communities and service providers to achieve a safer city, and
- ✓ To apply evidence based learning to the violence reduction model



# HUoS Project Scope (1 of 2)

Aligns with VRS Vision and Mission, the Proposed Wellness Centre, and End Poverty Edmonton Priorities

- Advance the understanding of people with complex needs and how the system might need to evolve to address these needs
- Identify the strengths, weakness, gaps and opportunities discovered through the monitoring phase



# HUoS Project Scope (2 of 2)

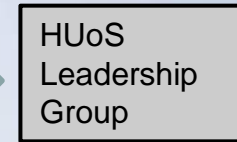
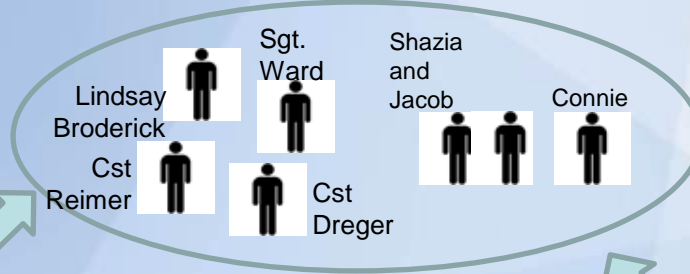
Aligns with VRS Vision and Mission, the Proposed Wellness Centre, and End Poverty Edmonton Priorities

- Develop innovative solutions to seven main identified gaps (Case Planning, Housing, Communication, Capacity, Program Coordination, Accountability and Transportation)
- Project goals communicated to the public via **WHO WE ARE** video
  - Here is the external link to YouTube: [This is Who We Are - Heavy Users of Services Project](#)

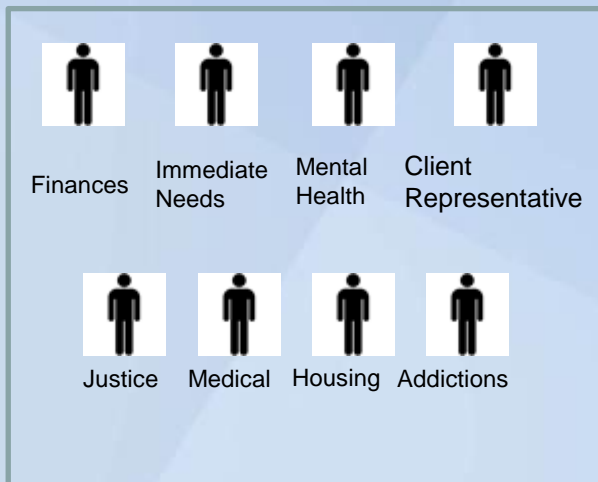


# Integrated Case Development and Delivery Process

## Navigation and Coordination Centre



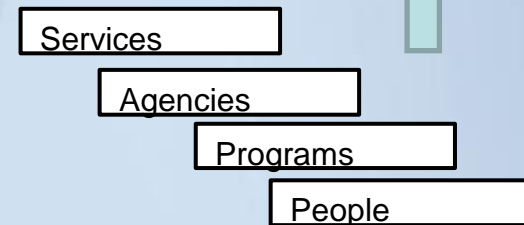
## Case Development Table



## Client



## Delivery Resources





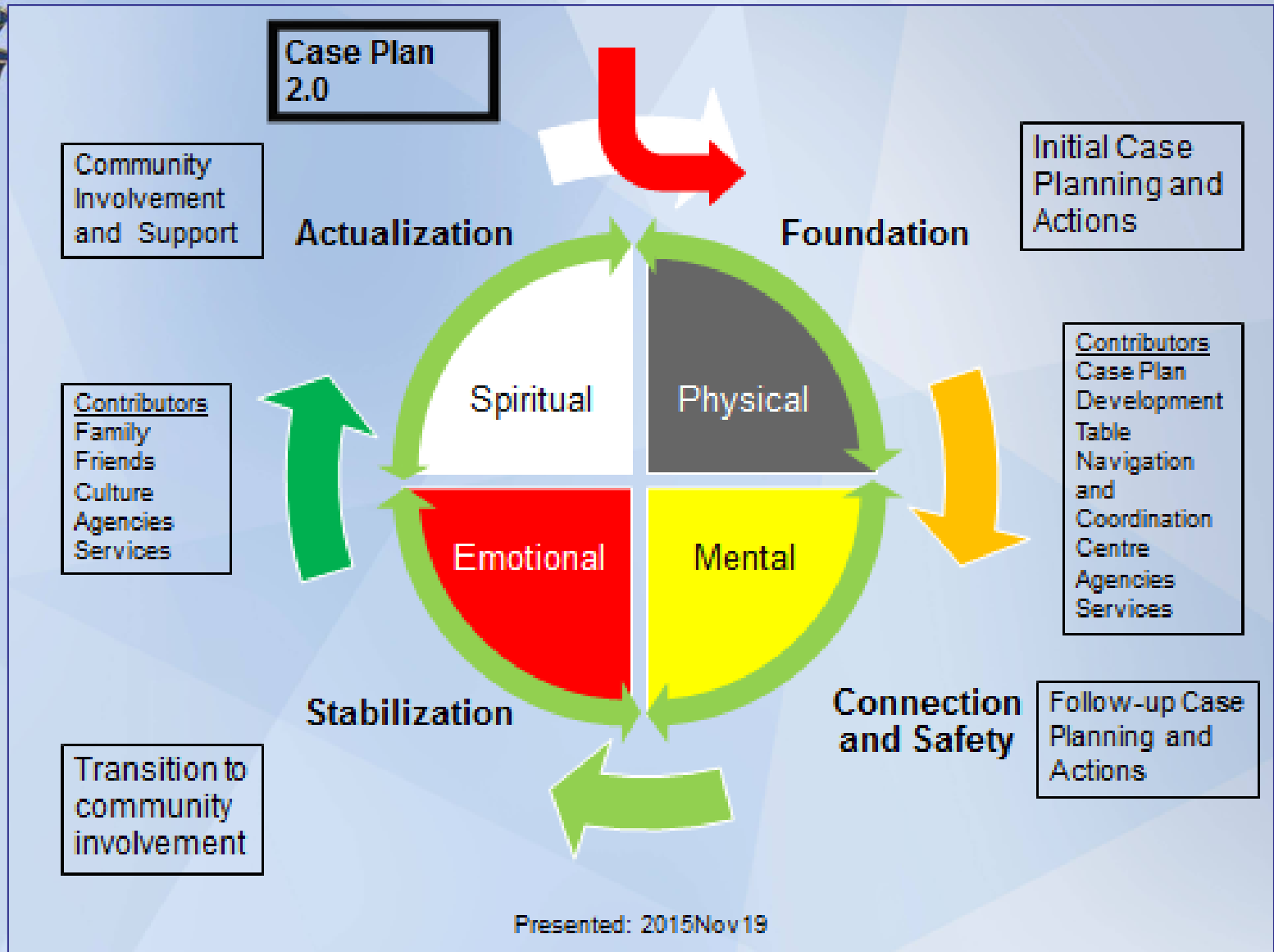
# HUoS Client Overview

Out of our 15 clients, here are our stats:

- 15 initial case plans completed
- 10 currently housed
- 3 clients moved into 'maintenance phase' due to success-allowing for 3 new clients to be selected
- Case Plan 2.0 developed and implemented for 15 initial clients



# CASE PLAN 2.0







# EVALUATING CLIENT OUTCOMES: **‘SELF SUFFICIENCY MATRIX’ (SSM)**

- Client needs are evaluated using an SSM, completed prior to active case management and then periodically during active management.
- At follow-up, clients registered substantial improvement.
- The overall mean score of all clients improved from: 41.5 (pre) to 69.26 (during). This equates to an increase of **+68%**.
- Client needs are being met to a greater degree than previously
  - they are developing self-sufficiency through their participation in HUoS.



# REDUCED CLIENT INTERACTIONS: PRE & POST HUoS INVOLVEMENT

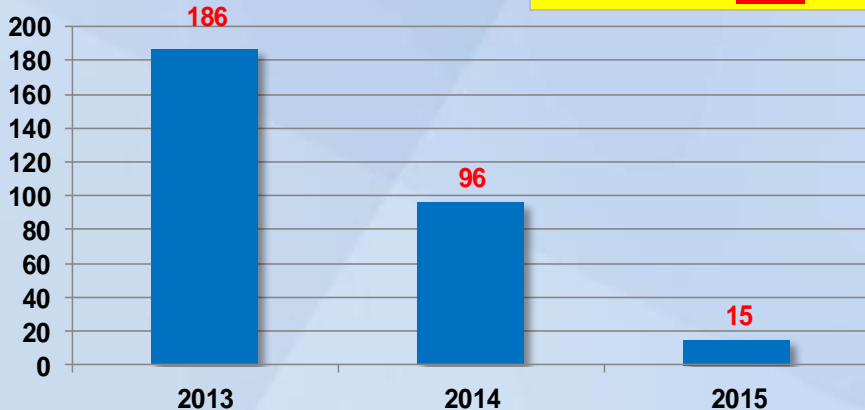
Case  
planning  
started in  
January 2015

Client A

Another Client

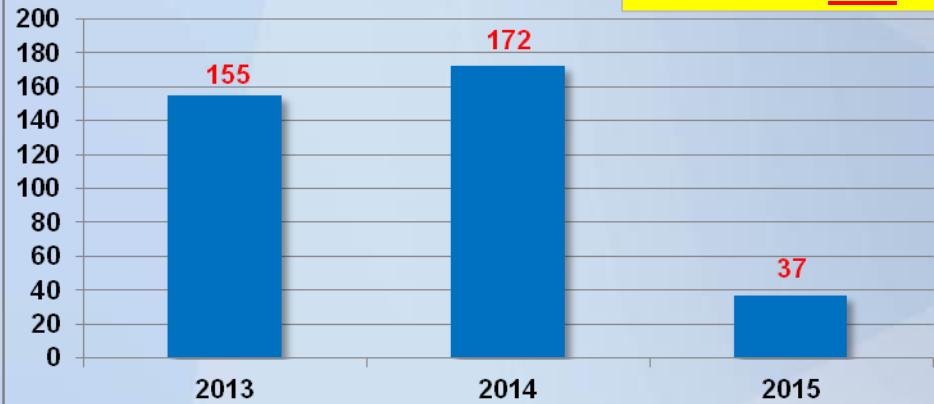
All EPS & ETS Interactions  
January - October

Overall Decrease from  
2013 to 2015 = -92%



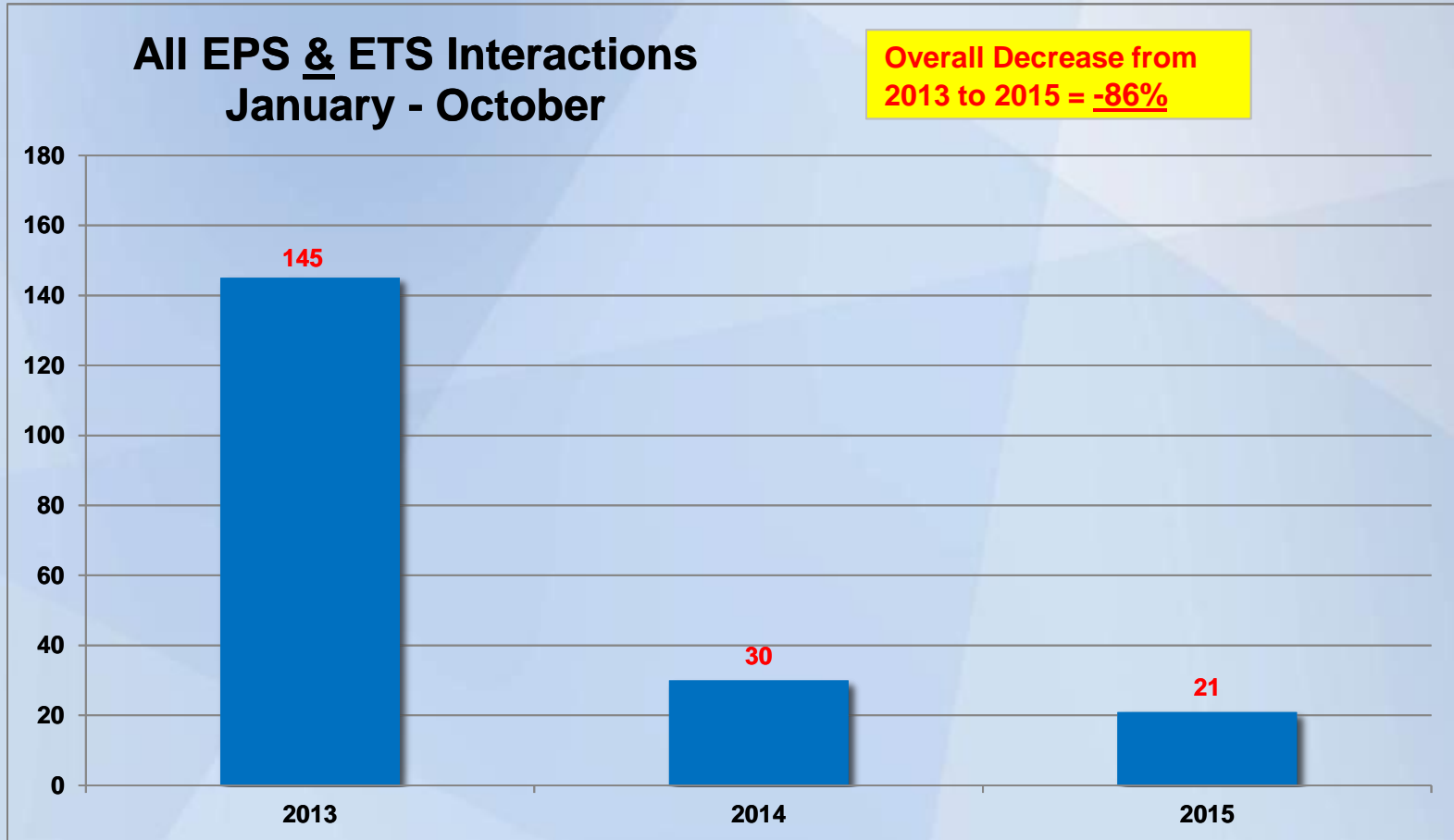
All EPS & ETS Interactions  
January - October

Overall Decrease from  
2013 to 2015 = -76%





# PRE & POST HUoS INVOLVEMENT Third Client Case Study Interactions





# FUNDING REQUIREMENTS

To continue the project as it currently operates with 1 Sergeant, 2 Constables, 2 Social Workers, 1 EPS analyst and 1 administration assistant:

- Solicitor General has funded the EPS resources until July 2017
- In kind, physical location of McDougall Station secured
- Funding for Navigators in 2016 has been secured
- Grant proposal through Edmonton Community Foundation (\$30,000 maximum) will be submitted.
- 'Scaling up the NCC'- what does expansion look like ?