

# RISK-DRIVEN COLLABORATIVE INTERVENTION

A Preliminary Impact Assessment of Community Mobilization Prince Albert's Hub Model

## SYNOPSIS

### PURPOSE OF REPORT

The purpose of this report is to provide a preliminary assessment of the impact that Community Mobilization Prince Albert's (CMPA) Hub has on acutely-elevated risk, and on the efforts of human service professionals to address the composite needs of individuals who are experiencing acutely-elevated risk.

### WHAT IS THE HUB?

The Hub is structured as a venue for human service professionals (hereafter referred to as discussants) from a variety of disciplines, to meet and collaborate on interventionist opportunities of addressing situations of *acutely-elevated risk*. The Hub itself is inherently risk-driven, and lends itself to both secondary and tertiary efforts of prevention. The Hub meets Tuesday and Thursday mornings for up to 90 minutes each day. The focus of these meetings is to identify complex risks of individuals or families that cannot be addressed by a single agency alone. When situations are brought to the table by one of the partner agencies, the appropriate human service professionals become engaged in a *discussion*, which results in a *collaborative intervention* to connect services and offer supports where they were not in place before. The goal of the Hub is to connect individuals-in-need to services within 24 to 48 hours.

### WHO OWNS THE HUB?

Nobody has ownership over the Hub. It is a gathering of professionals from various agencies in Prince Albert who entered into a Memorandum of Understanding to collaborate and share only the necessary information required to address the composite needs of individuals in situations of acutely-elevated risk. To help the Hub in function, Community Mobilization Prince Albert chairs the Hub and provides additional support to professionals who sit on the Hub through its *Centre of Responsibility (COR)*.

### MAIN QUESTIONS OF REPORT?

The preliminary impact assessment of the Hub model in Prince Albert focuses on gathering evidence to answer the following questions:

- How did the Hub begin?
- How does the Hub function?
- How does the Hub affect the work of human service professionals?
- How does the Hub impact clients of human service professionals?
- What are the strengths of the Hub model?
- What are the challenges of the Hub Model?
- What opportunities are there for improving the Hub model in Prince Albert?
- What opportunities exist for future evaluation and research on the Hub model?

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## METHODOLOGY

A three-part methodology was executed to answer the main questions driving this report : (a) case studies of 10 different Hub discussions; (b) group interviews with 21 human service professionals on their experience in the Hub; (c) individual interviews with 14 key stakeholders from the various agencies that played critical roles in the development and implementation of the Hub model in Prince Albert.

## KEY FINDINGS

The Hub in Prince Albert has generated a number of successes.

- The Hub has broken down long-standing institutional silos. Human service agencies are now sharing limited but necessary information, and frontline professionals are more often collaborating around the needs of their shared clients.
- Clients are, for the most part, responding positively to collaborative interventions that are based upon voluntary offerings of support.
- Clients of Hub agencies are not only gaining quicker access to services before harm even occurs, but they are gaining access to services that they were never able to reach (or successfully engage) before their situation was brought to the Hub.
- Risk in most Hub discussions is being lowered from acutely-elevated to a more manageable level of risk. This lowers the severity and probability of harm to a significant interest of the individual, the family and the community.

## CONCLUSION

The success of Community Mobilization Prince Albert's Hub in engaging a diverse cohort of human service providers in collaborative risk-driven intervention is likely only the start of what is about to occur in Saskatchewan. Advocates of the Hub model are driven by the notion that the 'human service disconnect' in our contemporary bureaucracy makes it difficult for some individuals and families to get the supports they need. Furthermore, supporters of the Hub model believe that mobilizing various community resources around an individual who is in a situation of acutely-elevated risk is the surest means of reducing multiple risks and lowering the probability of harm occurring. The results of this preliminary impact assessment confirm that in many respects, they may be right. As such, fellow researchers, on-looking practitioners and curious government decision-makers should be prepared, for there is a wave of enthusiasm sweeping across this prairie province with the belief that the Hub model can produce positive and sustainable outcomes in public safety and wellness. This wave is powered by the simple desire to do better.

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