

INTEGRATED SERVICE DELIVERY Presentation

8th ANTI-POVERTY ROUNDTABLE, MAY 3, 4, 2022 • YELLOWKNIFE, NT • CHIEF DRYGEESE TERRITORY HOME OF THE YELLOWKNIVES DENNE AND NORTH SLAVE METIS

Integrated Service Delivery

Residents to receive
• Support they need
• When they need it
• In ways that are
• **CULTURALLY SAFE**
• **PERSON-CENTERED**
• **TIMELY**

SHARED ACCOUNTABILITY!

WHOLE OF GOV. APPROACH.

WORKING TOGETHER! DON'T WORK IN SILOS!

EVERYONE, ACROSS ALL OF GOV.



SERVICES MUST BE CULTURALLY SAFE.

THERE IS NO WRONG DOOR.

Change of service delivery level. Training of frontline staff.

DOCS AVAILABLE IN INDIGENOUS LANGUAGES
Tycho Yati
Dene Zhatie
Sahtuot'ine Yati
ACTUALLY AVAILABLE. (NOT JUST SAY THEY CAN BE REQUESTED)
Dene Sutin' yati
Nehiyawewin
Dinji Zhi' Ganyik

CONSULTATION WITH FRONTLINE WORKERS

TRAIN ISD WORKER FROM THE COMMUNITY TO OFFER SERVICES IN THE COMMUNITY

WE KNOW THE PEOPLE + WHAT THEY NEED

WE KNOW THE BEST WAY FOR OUR COMMUNITY



STABILITY + CONSISTENCY
ONE DOOR

GRASSROOTS ALREADY DOES INTEGRATED SERVICE DELIVERY.

GET BUY-IN (AND TRAINING!) FROM HIGHER LEVELS

COMMUNICATION OF THE EXISTENCE OF ISD.

GOV. DOES NOT UNDERSTAND REALITY ON THE GROUND

LOOK AT EXISTING POLICIES/CONCERNS



LISTEN

CUSTOMIZED FOR EACH COMMUNITY

BOTTOM-UP APPROACH



~~ONE SIZE FITS ALL~~

LOCAL INVOLVEMENT

SIT DOWN WITH INDIGENOUS GOVS.

HUMANISTIC APPROACH

GET HUMAN ON THE LINE!



CULTURE OF SAFETY, ALLOWED TO MAKE MISTAKES

ALLOWED TO MAKE DECISIONS AND EXCEPTIONS



I WILL LOOK INTO THAT FOR YOU, DEBBIE.