

# 2016 ONPHA Conference and Trade Show

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## How to provide individual choice in supportive housing

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ONPhA



# How to provide individual choice in supportive housing

Welcome and Introductions



# How to provide individual choice in supportive housing

## Our Objectives

- To share context, process, and our recommendations and next steps for how to provide individual choice in supportive housing;
- Generate feedback and further insight into our recommendations from other providers and parts of the Province.



# How to provide individual choice in supportive housing

## Toronto Mental Health Addictions Supportive Housing Network – who we are and context for this project:

- A multi-organizational partnership
- One of the 4 areas identified for collective thinking and action in Strategic Plan 2013/2016



# How to provide individual choice in supportive housing

## ➤ Goals:

- Develop **common language** for definitions & terminology to assist in framing supportive housing approaches;
- **Common definitions** to inform data sharing & data analysis;
- Communicate **compelling and consistent messages** about the diversity and impact of supportive housing approaches



# How to provide individual choice in supportive housing

## Current External Environmental Drivers

- Persons with lived experience – choice
- Provincial Policies: Ending Homelessness, Poverty Reduction, Long Term Affordable Housing Strategy (LTAHS);
- Ministry of Health and Long Term Care (MOHLTC) Provincial Mental Health Addictions Leadership Advisory Committee: supportive housing; core basket of services, funding model reform and performance measurement;
- MOHLTC focus on access systems;
- Provincial 'Supportive Housing Framework' and 'Best Practice Guide'

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# How to provide individual choice in supportive housing (continued)

- City of Toronto: focus on defining housing with support for better matching
- Toronto Central Local Health Integrated Network (LHIN) (2013)
  - Alternate Levels of Care and 'Flow'
  - Health Links 1% and 5% priority populations
  - The Access Point
    - Common Criteria for referrals to similar services
    - Standardized triaging tool(s)
    - Clear criteria for priority access for targeted complex populations



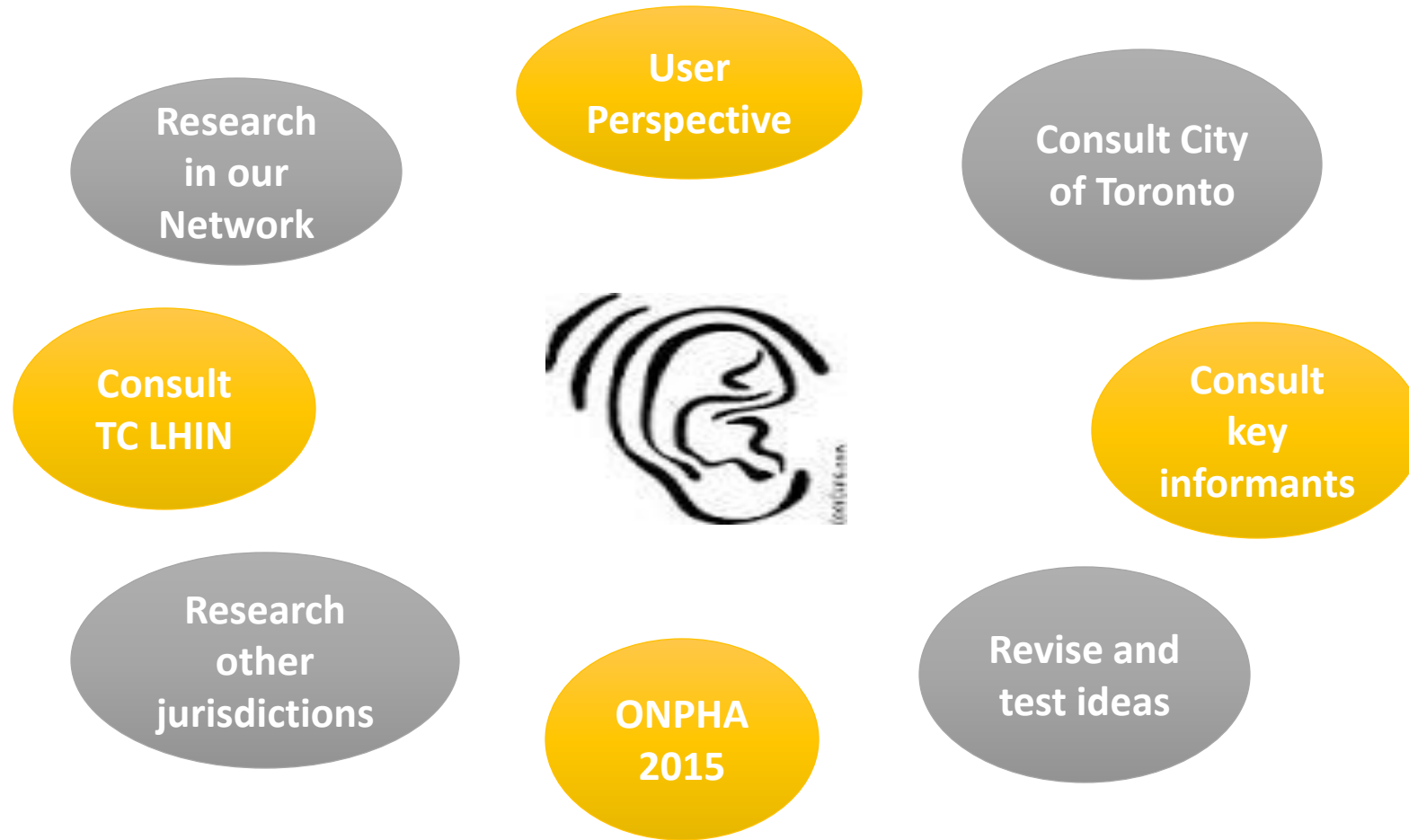


# How to provide individual choice in supportive housing





# How to provide individual choice in supportive housing – Our Process

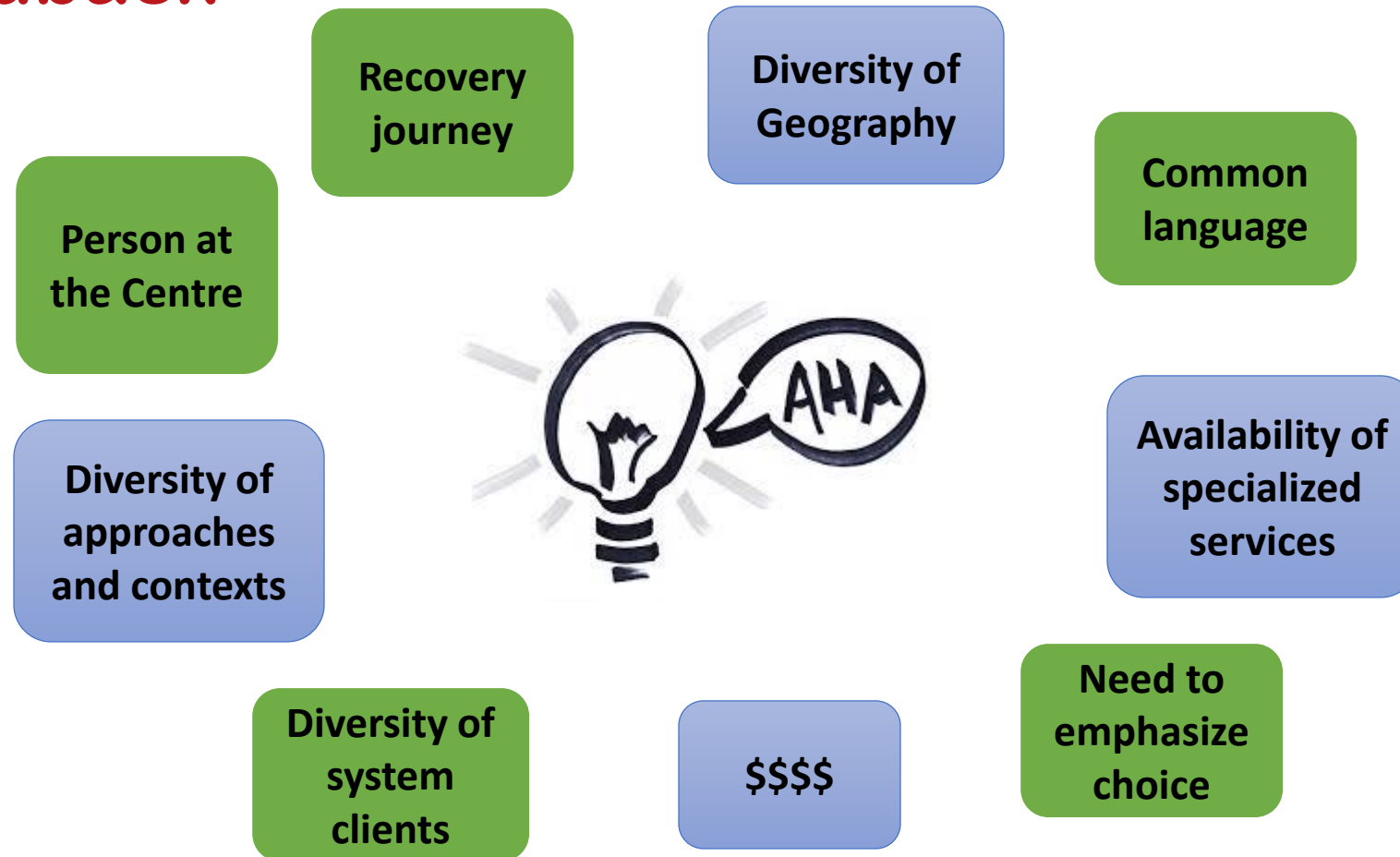


# The framework we tested in 2015:

## “Ideas for Moving Forward: Support Intensity Concept”

Support Element	Support Intensity			
	1 (Lowest)	2	3	4
Tenancy Support	Unit selection; leasing support; issues driven support/counseling as needed; eviction prevention; referrals for additional support	In addition to ‘1’: • active outreach and engagement of tenant; • available once per week	In addition to ‘1’ and ‘2’: • available 1 to 3 times per week and potentially multiple times a day	In addition to ‘1’, ‘2’, ‘3’: • available every day
Community, Leadership, Self-help	Ad Hoc activities, groups – voluntary participation	Optional Scheduled activities with opportunities for skills-building	Participate in specific services/activities to receive certain benefits	Required to participate as condition of occupancy
Tenant Engagement	Consulted  Receives information	Plays role in house rules  Decides care or service plan	Advisory  Recommendations  Peer to Peer activities, mentoring	Co-lead Equal representation on agency committees to make decisions Tenant councils
Meals	None offered	Voluntary food program	One meal per day mandatory	All meals - mandatory

# How to provide individual choice in supportive housing – key feedback



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# How to provide individual choice in supportive housing

## Our Process to Respond

- Back to drawing board
  - more research
  - more analysis
  - reviewed our goals
  - revised our concept
- Presented to Network - “Supportive Housing Core Basket of Services for Client Centered Choice”
- Unanimously endorsed by our Network May 2016
- Launch consultations – feedback and implementation

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# How to provide individual choice in supportive housing

## Principles of Client Centered Choice in Supportive Housing

- Person Centered
- Values tenant choice, independence, safety, and privacy
- Values tenant role in decisions about service and programs
- Recovery oriented, trauma informed, culturally competent
- May be informed by harm reduction or may be abstinence focused
- Expectations regarding participation in services are clear – voluntary, mandatory
- Adequate on-site services or site coverage.

# How to provide individual choice in supportive housing

## There are 4 key ends of Client Centered Choice in Supportive Housing

- Tenants' needs met through ongoing, accessible, flexible services which respect tenant's goals and choice
- Tenants maintain stable residency in the community
- Tenants maximize capability for independent living
- Tenants engage in developing networks of support as they choose.

# How to provide individual choice in supportive housing

Housing Opportunity	Affordability Mechanism	Funding Source for bricks & mortars & support	Access	Building Form	Living Arrangement	Tenure Type	Support
<ul style="list-style-type: none"> <li>• Social Housing</li> <li>• Supportive Housing</li> <li>• Private Market Rental</li> <li>• Boarding Homes</li> <li>• Rooming Houses</li> </ul>	<ul style="list-style-type: none"> <li>• RGI</li> <li>• Rent supplement</li> <li>• Housing Allowance</li> </ul>	<ul style="list-style-type: none"> <li>• MOHLTC</li> <li>• LHINS</li> <li>• MCSS</li> <li>• Municipal</li> <li>• HPS Federal</li> <li>• Capital funding Federal</li> <li>• Capital Campaign/ Donation</li> </ul>	<ul style="list-style-type: none"> <li>• Referral or Partnership</li> <li>• Centralized Access System</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated Non-profit</li> <li>• Dedicated private sector</li> <li>• Scattered</li> <li>• Apartment form</li> <li>• House form</li> <li>• Elevator</li> <li>• Walk –up, stairs</li> </ul>	<ul style="list-style-type: none"> <li>• Self Contained apartment</li> <li>• Shared Facilities (common areas, kitchen, bathrooms) with private room, or with private room &amp; private bathroom, or with shared bedroom</li> </ul>	<ul style="list-style-type: none"> <li>• Permanent under <i>Residential Tenancies Act</i></li> <li>• Time Limited: Transition / Safe Bed / Respite</li> </ul>	<ul style="list-style-type: none"> <li>• <b>ON-SITE</b> Bus. Days varies</li> <li>• Bus. Days w. after hours program</li> <li>• Visiting on schedule and/or as needed</li> <li>• 24/7</li> <li>• <b>OFF SITE</b> Tenant goes to agency</li> </ul>



# Supportive Housing Core Basket of Services for Client Centered Choice

Support	Description
Housing Stability Support	<ul style="list-style-type: none"> <li>• Leasing and orientation;</li> <li>• Support to meet lease obligations; eviction prevention;</li> <li>• Individual service planning which is planned and issues driven -- (life skills, legal, hoarding, income, primary care/health connections) and counseling for specific time-limited matters;</li> <li>• Outreach and engagement of tenants;</li> <li>• Crisis intervention/safety/security; conflict resolution;</li> <li>• Connections to community based &amp; clinical services;</li> </ul>
Supporting Community, Leadership, Self-Help	<ul style="list-style-type: none"> <li>• Assist tenant in developing support networks</li> <li>• Promote social engagement on-site/off-site</li> <li>• Promote opportunities for leadership, peer support (tenant to tenant)</li> <li>• Promote opportunities/structure for input into decisions into programs, agency directions</li> <li>• Support, organize and promote opportunities for group activity</li> </ul>
Special Support (Optional or Core Service or External Services added in Support in Housing)	<ul style="list-style-type: none"> <li>• <b>Support:</b> Case Management (Addictions, Mental Health, other); Peer Support Worker; HIV/AIDs; Psychiatric Consultation; Visiting Nurse or Nurse Practitioner; ACTT; Visiting Personal Care Worker; Cooks; Cleaner (tenant units)</li> <li>• <b>Property Management:</b> maintenance/repair staff, cleaners (common facilities/areas), rent collection, other.</li> </ul>

# Supportive Housing Core Basket of Services for Client Centered Choice

## Flexible Support in Housing: Housing Stability Support

Tenancy Support	Independent Life Skills	Crisis Intervention	Housing Goals
<ul style="list-style-type: none"> <li>• Unit selection, leasing and consent, etc.</li> <li>• Orientation to agency, staff, policies, etc.</li> <li>• Orientation to unit etc, move-in assistance</li> <li>• Housing service planning/goal setting (via initial agency intake and ongoing)</li> <li>• Psychosocial assessment</li> <li>• Residential Tenancy Act obligations &amp; education</li> <li>• Income verification and other funder rules &amp; entitlements</li> <li>• Scheduled meetings – formal &amp; informal</li> <li>• Individual counseling - issues driven</li> <li>• Emergency financial assistance</li> <li>• Legal assistance</li> <li>• Case management or other service coordination</li> </ul>	<ul style="list-style-type: none"> <li>• Rent payment and other financial management and assistance</li> <li>• Unit maintenance</li> <li>• Money management and/or public guardian/trustee</li> <li>• Entitlement assistance</li> <li>• Relapse planning</li> <li>• Food security</li> <li>• Nutrition counseling</li> <li>• Housekeeping education</li> <li>• Use of public transportation</li> <li>• Health and wellness</li> <li>• Case management or other service coordination</li> <li>• Job training / social enterprise opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Conflict resolution training and education</li> <li>• Personal safety</li> <li>• Apartment safety</li> <li>• Building safety and security plan</li> <li>• Emergency preparedness (fire, other)</li> <li>• Grievance/complaints policy – staff, tenant to tenant, other</li> <li>• Rules for disruptive behaviour in common areas</li> <li>• Education by-laws re: smoking in common areas, use of illegal substances, use of alcohol</li> </ul>	<ul style="list-style-type: none"> <li>• Occupancy terms and termination (if any) and reasons for decisions to move-out</li> <li>• Decrease use of withdrawal management Services</li> <li>• Decrease use of emergency department /crisis services</li> <li>• Decrease conflict with the law</li> <li>• Increase quality of life</li> <li>• Increase successful tenancy skills and knowledge</li> </ul> <p><i>Some or all of these supports may be available depending on program and funding available</i></p>

# Supportive Housing Core Basket of Services for Client Centered Choice

## Flexible Support in Housing: Community, Leadership, Self-Help

Social Engagement	Community Linkages	Leadership	Self-Help
<ul style="list-style-type: none"> <li>• Building based community meetings</li> <li>• Training/ programmes to build tenant skills</li> <li>• Food security initiatives</li> <li>• Tenant driven activities</li> <li>• Tenant led activities</li> <li>• Volunteer opportunities</li> <li>• Employment opportunities</li> <li>• other</li> </ul>	<ul style="list-style-type: none"> <li>• Tenant knows how to access local services – health, social, recreation, civic, religious as needed or wanted</li> <li>• Support access to community resources</li> <li>• Agency engaged with local resources – civic, police, fire, EMS, other</li> <li>• Mechanisms to encourage connection to friends, family</li> <li>• Linkages to vocational and employment services</li> <li>• Access to public policy awareness and advocacy</li> </ul>	<ul style="list-style-type: none"> <li>• Tenants actively involved in program planning design and implementation</li> <li>• Tenants’ input solicited</li> <li>• other</li> </ul>	<ul style="list-style-type: none"> <li>• Tenants’ participation in development of service plans and monitor progress</li> </ul> <p><i>Some or all of these supports may be available depending on program and funding available</i></p>

# Supportive Housing Core Basket of Services for Client Centered Choice

## Flexible Support in Housing: Special Support Services

Wellness & Health	Problematic Substance Use	Mental Illness	ADL and other
<ul style="list-style-type: none"> <li>• Specialized health services (e.g. HIV/AIDS; Diabetes)</li> <li>• Relapse planning and prevention</li> <li>• Personal emergency planning</li> <li>• Primary care connection</li> <li>• Nursing/visiting nurse care</li> <li>• Accompaniment to hospital and other health services</li> <li>• Accompaniment to other social and civic services</li> <li>• Connection to services</li> <li>• Coordination of services</li> <li>• Other</li> </ul>	<ul style="list-style-type: none"> <li>• Peer Support Staff</li> <li>• Recovery readiness</li> <li>• Relapse prevention</li> <li>• Recovery planning</li> <li>• Referral to problematic substance use services</li> <li>• Accompaniment to problematic substance use services</li> <li>• Other</li> </ul>	<ul style="list-style-type: none"> <li>• Peer Support Staff</li> <li>• Medication education</li> <li>• Medication management and logging</li> <li>• Medication monitoring</li> <li>• Psychiatric consultation (staff)</li> <li>• Psychiatric referral</li> <li>• Case management coordination</li> </ul>	<ul style="list-style-type: none"> <li>• Basic life skills assessment and referral</li> <li>• ADL service coordination</li> <li>• Provide ADL services</li> <li>• Other</li> </ul> <p><i>Some or all of these supports may be available depending on program and funding available</i></p>

# Supportive Housing Core Basket of Services for Client Centered Choice

## Typology

### ➤ Permanent Mental Health Supportive Housing

- Mental Health Supportive Housing/Adults or /Seniors/ or Families or/Youth or Indigenous or/ Dual Diagnosis or/Concurrent Disorder Mental Health Supportive Housing/Mental Health and Justice
- Mental Health Supportive Housing/High Support

# Supportive Housing Core Basket of Services for Client Centered Choice

## Typology

### ➤ Permanent Addictions Supportive Housing

- Addictions Supportive Housing/Harm Reduction/Adults or/Women or/Older Adults 55+
- Addictions Supportive Housing/Wet/High Support
- Addictions Supportive Housing/Sober Abstinence or Dry

# Supportive Housing Core Basket of Services for Client Centered Choice

## Typology

- Permanent (**HIV/AIDS, Acquired Brain Injury (ABI), Frail Seniors, etc**) Supportive Housing
- Time Limited Housing: Safe Bed/Transitional/Respite



# Supportive Housing Core Basket of Services for Client Centered Choice

## Template/Definitions to support Client Centered Choice

- **Typology:** see examples previous page and choose one that describes program
- **About the Support in Housing Provider:** Brief description mission, mandate, vision and year of founding of the Supportive Housing Provider, total portfolio.
- **Number and Types of Units Available and General Geography:** Actual # of units in program and unit type (room, room with bathroom, bachelor, 1-bedroom,etc) and location (major intersections).
- **Support in Housing Choice Sponsor:** When program started, who created and is responsible for the program, the sponsor(s).
- **Goals and Philosophy:** briefly describe program goals and service philosophy/principles

# Supportive Housing Core Basket of Services for Client Centered Choice

## Template/Definitions (cont'd)

- **Tenant Profile:** gender/age; homeless (street, detox, ALC,); diagnosis if relevant; problematic substance use (chronic inebriates, crack, alcohol, other. No/yes sobriety requirement. No/yes/all/some engaged in treatment prior to tenancy); ethno specific (South Asian, indigenous); unemployed; applicants rejected if 'reference' shows currently violent or dangerous); other.

# Supportive Housing Core Basket of Services for Client Centered Choice

## Template/Definitions (cont'd)

- **Physical Description of the Housing:** # stories; # total units and type (including accessible for wheelchair); unit size if relevant, accessible (elevator - fob operated), stairs only. If self-contained. If yes then on site common spaces (purpose – general, arts and craft room, etc). If not then if shared living then: if share common bathrooms and location (each floor, other); if there is shared kitchen, or congregate dining with commercial kitchen/other and # meals. Building includes common laundry/ensuite laundry. On site office (property management only, support of agency, support of external, etc). On-site storage. Parking (above, under ground, bicycles, car). Video cameras monitor halls/entrance/other. And more if known.

# Supportive Housing Core Basket of Services for Client Centered Choice

## Template/Definitions (cont'd)

- **Service Description:** # and type of staff on site/off site/both; # hours per day/week. Focus of services - enough relevant detail on housing stability/community, leadership, self-help. Note relevant special services, (Mandatory food programs if relevant frequency, cost; medication, etc). Sobriety and smoking rules in public/program spaces. Expectations regarding family contact if relevant. Housekeeping standards if relevant. Participation rules/expectations about engagement with support provider (minimum; mandatory; condition of tenancy). Length of services.

# Supportive Housing Core Basket of Services for Client Centered Choice

## Template/Definitions (cont'd)

- **Access/Eligibility/lease/rent:** Access Means; permanent housing –yes/no; leases – yes/no and with whom; other agreements (consent to disclose information, etc); rent – direct pay by guardian, social services, bank transfer, etc; illegal substances & alcohol (yes/no; on site in unit; not in common areas); income requirements; subsidy.

# How to provide individual choice in supportive housing

## Using the Framework to describe the Supportive Housing opportunity

### Typology:

- Addiction Supportive Housing
- Harm Reduction/
- Managed Alcohol/
- High Support

➤ Regeneration Community Services, Toronto Central LHIN

# How to provide individual choice in supportive housing

**Typology:** Addiction Supportive Housing/Harm Reduction/Managed Alcohol High Support

**About the Support in Housing Provider:** Since 1977, Regeneration Community Services, providing range of supportive housing from independent apartments to 24-hour high support. We also offer case management and support services to residents and clients out in the community. We have an extensive employment program including our social purpose enterprise, the Steam Team, and a strong peer support program. This extensive and varied community involvement has been the driving force behind the expansion and development of Regeneration Community Services.

**Number and Types of Units Available and General Geography:** There are 10 units (bedrooms) in a house form property. The property is in the Rexdale area of Toronto on Islington avenue north of the 401 of Toronto.



# How to provide individual choice in supportive housing

**Support in Housing Sponsor:** Regeneration Community Services in partnership with St Stephen's jointly developed this program called 'Art Manuel House' to provide seamless, wrap around support and housing for eligible men and women.

**Goals and Philosophy:** The program Promotes self-determination and autonomy, Encourages individuality and diversity, Is relationship-based, Supports members with their goals and values – this may include housing, education, social relationships, employment, volunteer work, and/or health related issues

**Tenant Profile:** There are 7 units for men and 3 in a separate section of the house for women. This is for persons who are alcohol dependent, legal age of majority to consume alcohol in Ontario (19 yrs+), long history of street drinking, history of unsuccessful treatment attempts (eg: residential treatment, addiction counselling)

# How to provide individual choice in supportive housing

## **Physical Description of the Housing:**

The site is a large bungalow in the. Each individual has their own room with shared kitchen and bathroom. Generous and comfortable common space on 2 floors. The women's rooms are in a separate area of the house with their own shared washroom. There is a porch on the front and a backyard with garden furniture and shaded areas.

# How to provide individual choice in supportive housing

## Service Description:

- The site has Residential Support staff 24/7 with full time Case Management and bi weekly Physician visits. 1 Full Time Equivalent (FTE) trained Peer Support and Community Physical Health Supports.
- Trustee Program is mandatory
- MAP is the harm reduction program for a specific cohort of people who's severe alcohol addiction affects various areas of their life, making them often unable to receive proper medical care and follow up, access community resources, maintain housing and maintain any relationships outside of the alcoholism. Managed Alcohol (paid for by the members) provided on an individually assessed basis throughout the day.
- Connects members to outside resources through referrals and/or community engagement. Ensures that all member supports (friends, family, or agencies) are included in the ongoing care and services as well as in the evaluation of member service plans and goals. Advocacy for member rights both on an individual and systemic level.
- Case Management provided through the partnership with St Stephen's Community House, TCAT. Case Manager also coordinates the trustee program for the tenants and provides ongoing support and participation in all program components as part of the team.
- Once a week, Medical Addictions Specialist is on site to do the physical follow up on the tenants and to consult the clients and program staff on the Managed Alcohol Program. The rest of the time, the doctor is available on an on-call basis to provided support to RSWs with any tenant medical or MAP related questions or concerns.
- Primary Care also provided by the Rexdale Community Health Centre .

# How to provide individual choice in supportive housing

## Access/Eligibility/lease/rent:

Access through Program specific application form from referrer through Access Point to Art Manuel Team. Initial interview with St Stephen's (Toronto Community Addiction Team) Case Manager followed by team interview and discussion.

### Client must meet ALL of the following (A) criteria:

- alcohol dependent, legal age of majority to consume alcohol in Ontario (19 yrs+), long history of street drinking, history of unsuccessful treatment attempts (ie: residential treatment, addiction counselling)
- alcohol related health concerns (ie: seizures, blackouts, liver disease, Acquired Brain Injury, depression), participant understands and has desire to take part in the Managed Alcohol Program, participant willing to enroll in financial trusteeship, participant wants to live communally and approves of location (Rexdale), staff and clinician's assessment deems client would benefit from participation, participant understands there will be house rules and a guest policy

This is a permanent housing program under the *Ontario Residential Tenancies Act*.

# How to provide individual choice in supportive housing

## Access/Eligibility/lease/rent:

**Client must meet a minimum of 3 of the following (B) criteria:**

- consumption of Non-Beverage Alcohol (ie: mouthwash, rubbing alcohol, hand sanitizer, Chinese cooking wine), other complex health problems that are not being addressed as a result of alcohol use, frequent user of emergency and other services (ie: Emergency Room, EMS, Police Services, social services), assessed as being vulnerable (physically and/or socially and/or mentally), expressed community concern over behaviours related to alcohol use, restricted or barred from other community services as a result of alcohol use

This is a permanent housing program under the Ontario *Residential Tenancies Act*.

# How to provide individual choice in supportive housing

## Access/Eligibility/lease/rent:

## Exclusionary Criteria:

- Consistent pattern of severe behavioural issues, including threats of violence, abusive language and violence that would impact the safety of staff and residents
- Regeneration Community Services headleases the property and rents units to the members of the program. Maximum Shelter Allowance is contributed by the member and Regeneration Community Services tops up the rent with Ministry Supplements, Members pay a food allowance as part of the meal program at the site. They also pay for the alcohol provided.

This is a permanent housing program under the Ontario *Residential Tenancies Act*.

# How to provide individual choice in supportive housing

Questions and Feedback Please

On

**Supportive Housing Core Basket of Services for  
Client Centered Choice**

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# How to provide individual choice in supportive housing

## Our Next Steps

- Develop and implement plan for our Network to use typology (common language) to describe our supportive housing offer(s) as agencies and as Network;
- Seek funding for web, for publication;
- Continue to work with City of Toronto and Toronto Central LHIN for integrated accessible web based access to supportive housing approaches available.



Thank you!