



2017 ONPHA Conference and Trade Show

Shaping
our
Future

Session 111:

Supportive Housing Exchange

PRESENTED BY:

Adair Roberts and Joy Connelly

Learning goals

1. A shared understanding of Province-wide trends in funding, growth, integration, advocacy and quality improvement
2. At least one new idea for growing your organization
3. At least one new idea for measuring quality in supportive housing
4. One concrete step you can take before you leave the room



Agenda

Time	Topic	Lead
1:30 pm	Welcome, introductions and session overview	Adair Roberts
1:40 pm	Our context – supportive housing in Ontario, 2017	Adair Roberts, all
2:10 pm	Breakout Group #1	Adair Roberts, Joy Connelly, all
<i>3:10 pm</i>	<i>Coffee break</i>	<i>All</i>
3:25 pm	Breakout Group #2	Adair Roberts, Joy Connelly, all
4:20 pm	Wrap-up and evaluations	Adair Roberts, Joy Connelly, all
<i>4:30 pm</i>	<i>Session adjourns</i>	<i>Adair Roberts</i>



Context and trends

- Funding and growth
- Integration and advocacy
- Quality improvement
- Other?

Trends – funding and growth

- Levels of government now aligned re: need to increase stock
- Many different funding ‘pots’ announced, many deployment details yet to be revealed
 - Continued reliance on “demand-side” housing policy
 - Many years of zero base budget increases
- Financing options changing – Social Impact Financing gaining traction
- Despite progress, demand will continue to far outstrip supply



Trends – funding and growth (detail)

- **Federal** – National Housing Strategy, Infrastructure funding, Specific Funds (rental innovation, data, operating agreement transition), Rental Construction Financing Initiative, EOA Baseline Funding, Health Accord
- **Provincial** – Long-Term Affordable Housing Strategy, Poverty Reduction Strategy, Cabinet position, Commitment to end homelessness in 10 years, MHA Branch / LAC, Best Practice Guide, Supportive Housing Framework, Portable Housing Benefit Framework, Inclusionary Zoning, Investment Tax, Rent Control, IAH Successor Program, Home for Good allocations; Auditor General Review of MOH, Social Housing Apartment Improvement Program
 - LHINs – Many years of no base budget increases
- **Municipal** – Will manage flow of Federal funds



Trends – integration and advocacy

- Drive towards both within- and across-sector collaboration / integration (mergers, collaboratives, provincial-municipal)
 - Balance btwn sub-sector and Sub-Region planning and integration
 - Intersection / alignment with population-based movements, initiatives, sectors (e.g., Homeless, Indigenous, LGBTQ, Youth, Seniors)
 - Balance between collaboration and competition (e.g., development of a system response while still competing for resources)
- Extraordinary time in the public's mind re: interest in and discussion of both affordable housing and MHA
- Growth of new sector organizations, collective impact strategies
 - How to work together, build on each's strengths, not trip over / cancel each other out



Trends – integration and advocacy (detail)

- **LHINs** – integration of CCACs, implementation of “One Team, One Plan” approach, Local (Sub-Region) Collaboratives (planning, service integration, performance improvement), promotion / facilitation of integrations (some more assertively than others)
- **Municipalities** – varying levels of integration with Provincially-funded services (e.g., plans to integrate housing allowance program with LHIN support resources); various levels of capacity within Social Housing organizations; Service Managers starting on Housing and Homelessness Plan updates in 2018
- **Alliances / sector initiatives** – growth of new sector organizations, collective impact strategies (although development easier / more relevant in some parts of province than others); population needs-based demand planning



Trends – quality improvement

- Lots of energy being directed at quality improvement
- Lots of parallel initiatives and processes
- Still figuring out “how to do it” (e.g., measures, tools, processes)
- Sector organizations working to help



Trends – quality improvement (detail)

- **Province** – MHA Leadership Table System Alignment Working Group developed a proposed set of standard quality measures; MHA LAC 2015 Report recommended implementation of a rigorous QI strategy
- **LHINs** – increased focus on QI in anticipation of extension of ECA Act to community MHA; measurement of patient/client experience in M-SAAs (OPOC); some LHINs mandating accreditation; some LHINs having Sub-Region tables launch QI initiatives to respond to pressure points
- **Municipalities** – by-law / licensing reviews; pilot projects to inform RH standards, increased enforcement expected; new bylaw re: standards in place for apartments (instead of licensing); shelter model evolving to “first step to home” model
- **Sector initiatives** – AMHO/CMHA ON/HQO project to support QI capacity-building (E-QIP)



Discussion

Does this **resonate**? For your region,
organization?

Similarities, differences across the
province?

Key **realities**? What's **missing**?

Breakouts 1 and 2 - organization

- Breakout #1
 - Group A – Left side of the room – Growth (Joy)
 - Group B – Right side of the room – Quality measurement (Adair)
- *Coffee break*
- Breakout #2
 - Group A – Left side of the room – Quality measurement (Adair)
 - Group B – Right side of the room – Growth (Joy)



Breakouts 1 and 2 - approach

- Rounding question
- Examples
- Discussion – facilitators, challenges, lessons learned, strategies
- **Action item** – leave with something concrete



Topic: Growth

How has your organization
grown in the past 3 years?

Or where do you want to
grow?

Growth includes:

More homes. Greater breadth or depth of services.

Reaching new populations.

New expertise. Greater connectedness with similar organizations...

Topic: Quality measurement

How have you been measuring quality?

Or how do you want to improve how you measure quality?

Quality measurement topics:

Why it matters. Specific measures. Methods and tools used. Results achieved. Application of results. Implications for organization(s).

Wrap-up

- A couple of examples of key takeaways?
- Don't leave before taking one step to walk away with something concrete...



Before you go...

- A big **THANK-YOU** for your interest and participation!
- Please complete and hand in your session **evaluation form**.
- We welcome your feedback – it will be used to make next year's Conference even better!



Questions? Email speakers.conference@onpha.org or call 416-927-9144 x 107