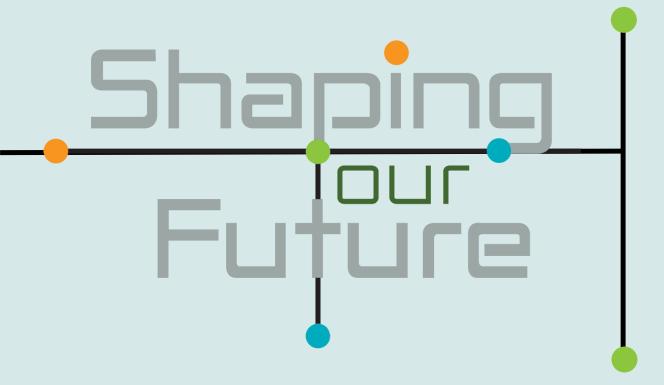


2017 ONPHA Conference and Trade Show



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
3:10 pm	Coffee break	All
3:25 pm	Breakout Group #2	Adair Roberts, Joy Connelly, all
4:20 pm	Wrap-up and evaluations	Adair Roberts, Joy Connelly, all
4:30 pm	Session adjourns	Adair Roberts



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!

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