



# 2017 ONPHA Conference and Trade Show

Shaping  
our  
Future

509

Supporting vulnerable tenants  
through creative partnerships  
and collaborations

**PRESENTED BY:**

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# Learning goals

- Partnership with purpose
- Housing Stability
- Meeting Needs
- Resources





~22,400

Adults with a Serious and Persistent  
Mental illness live in Ontario's social housing

Reference: Strengthening Social Housing Communities



# And a New Baby is born.....

- ▶ A solution focused approach
- ▶ Collaboration with Mental Health Community Agency
- ▶ Modified existing program
- ▶ Meeting Residents where they are at
- ▶ How could we do this?



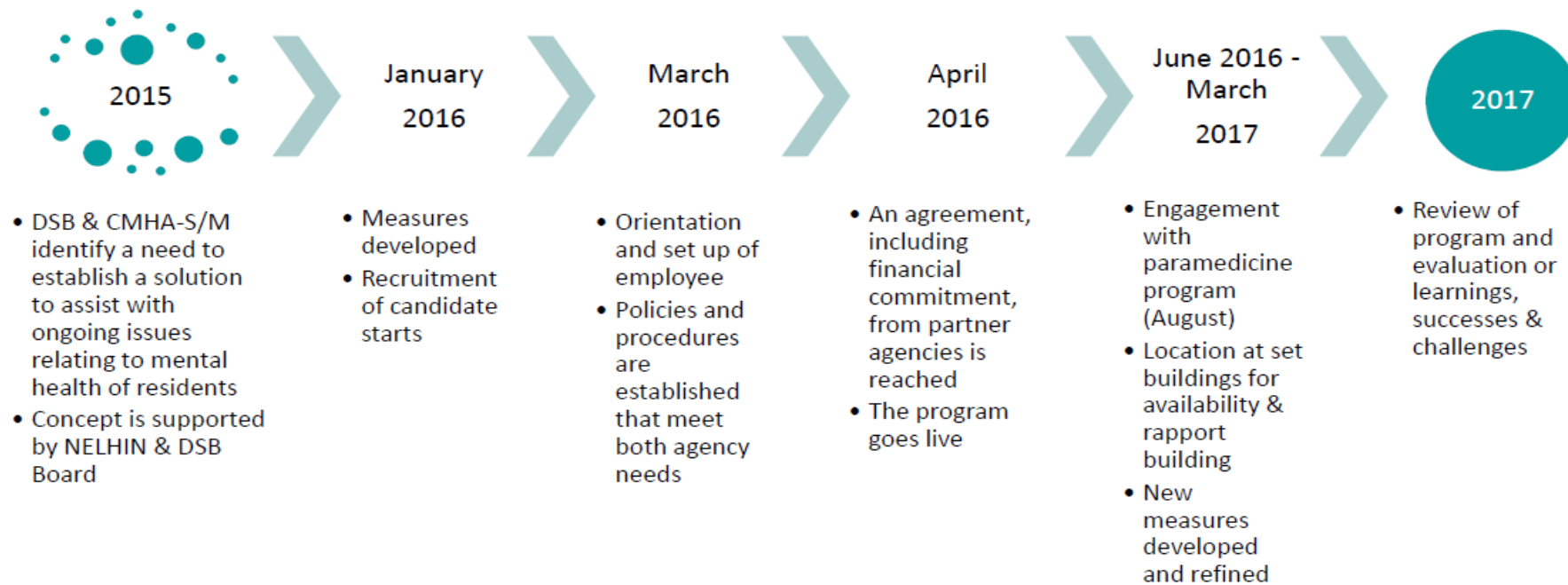
# Program Objectives |

- ▶ Less Landlord/Tenant Complaints
- ▶ Less resident turnover
- ▶ Reduced episodes of hoarding/bedbugs
- ▶ Increased Landlord and Tenant awareness of community supports
- ▶ Increased referrals to support programs (life skills, education, employment and child care)
- ▶ Increased participation in employment/volunteering



# Starting Out

## Moving the Project Forward



# Transitional Community Support Worker Role

## Role Definition

*To Provide support services to individuals living in Social Housing units to stabilize and sustain their housing.*

- ▶ Program Referrals
- ▶ Working “on site” in Common Areas
- ▶ Providing Brief Services



# Initial challenges

- ▶ Consent forms
- ▶ Connecting with Residents
- ▶ Organizational & Administration
- ▶ Varied Legislation
- ▶ Geography
- ▶ Policies/Consents
- ▶ Multiple/Complex Issues - referral for 1 - determined to be 4





# The fixes

- ▶ Integrated consent form
- ▶ Resident Introduction Meetings/Letters
- ▶ Addition of the Community Paramedicine Program
- ▶ Rocket stick - setting up for OTN, base with CMHA for connection with colleagues - opportunity to debrief
- ▶ Understanding/educating
- ▶ Reduced the catchment - reduced caseload
- ▶ Moving the TCSW in building common areas (more presence)
- ▶ Paramedicine Wellness Clinics
- ▶ Food Incentives



# A Day in the Life.....

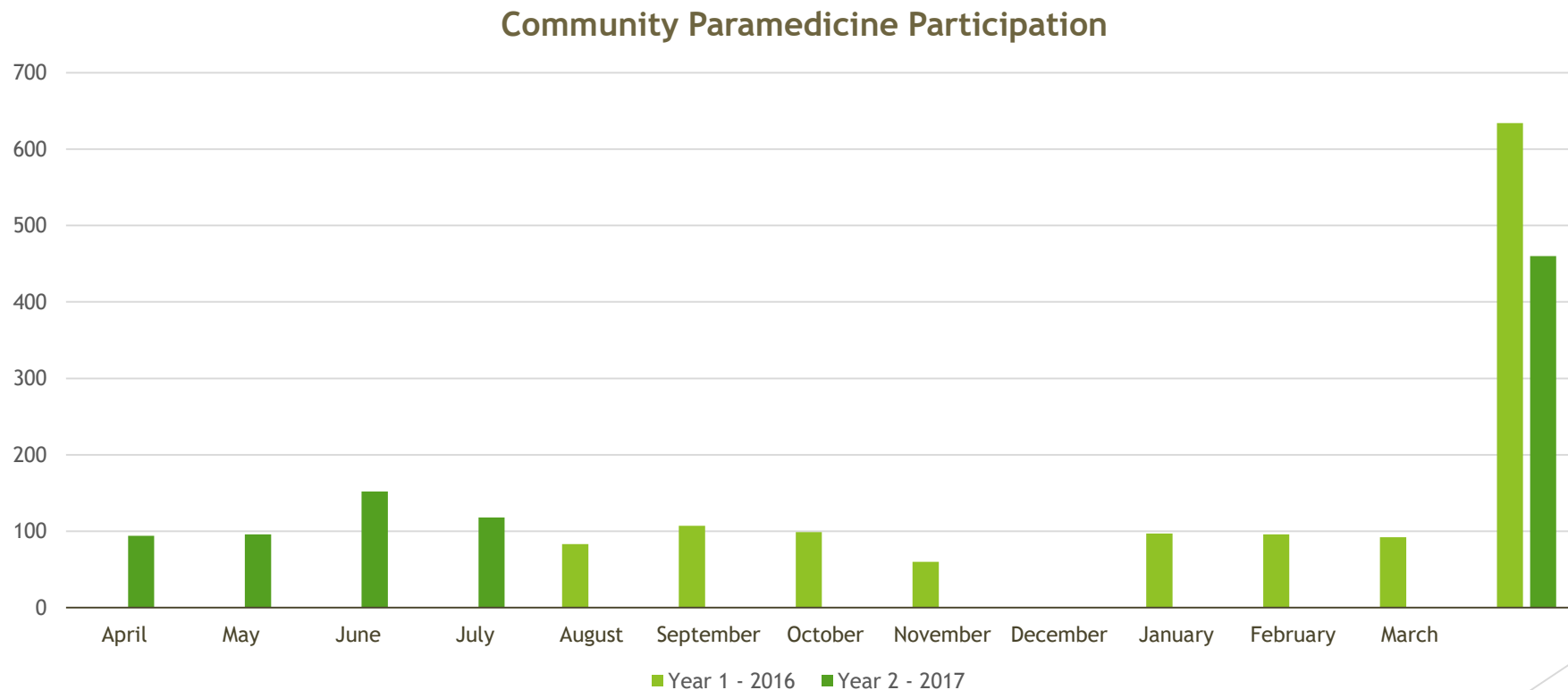


Picking up refreshments for the Community paramedicine program and participating in the program with the paramedics at the different social housing units.

- Monday: Office day
- Tuesday: Gore Bay & Manitowaning Clinics and seeing individuals
- Wednesday: Massey
- Thursday: Webbwood
- Friday: Espanola

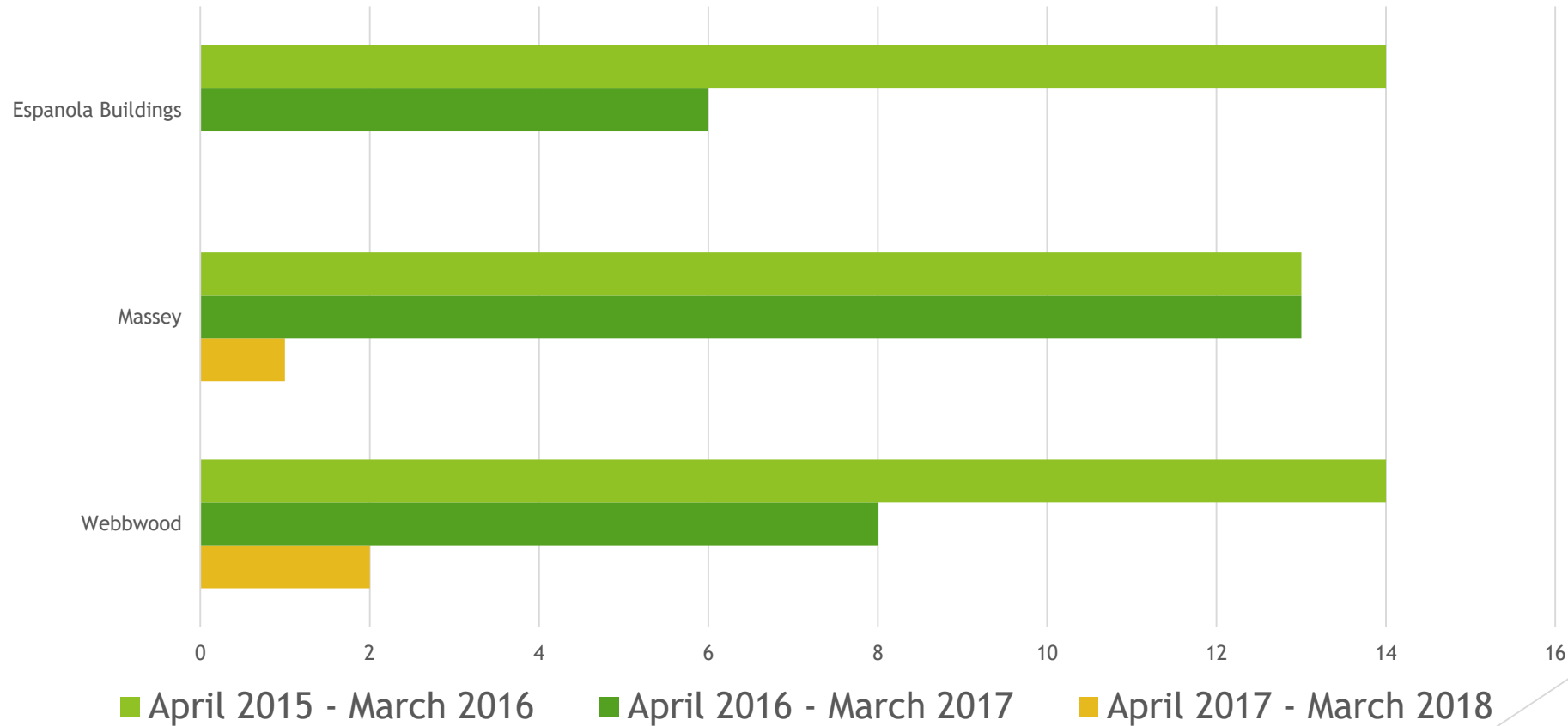


# Effective Bridge - Adding in Community Paramedicine Clinics



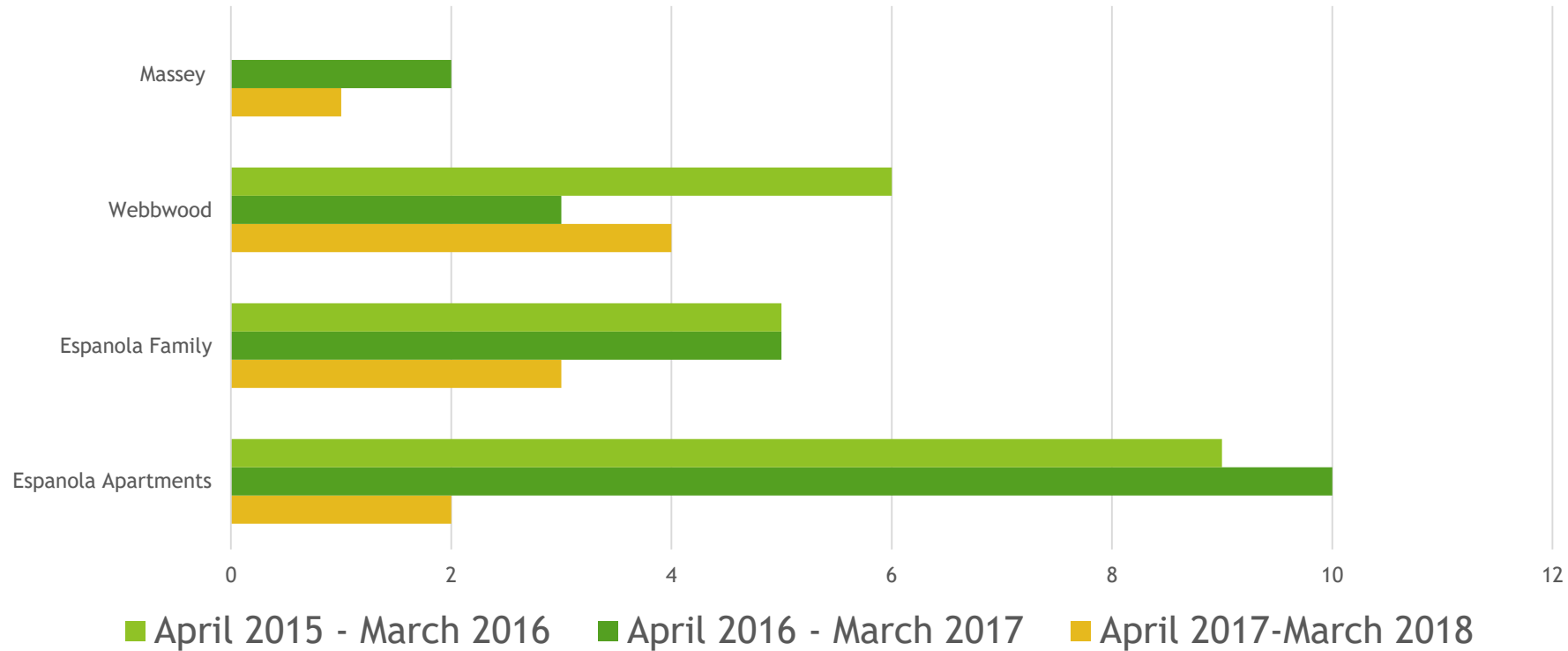
# Outcomes to be Proud of

## Paramedic Services Calls



# Outcomes to be Proud of

## Resident Complaints



# Outcomes to be Proud of

## System Impact Survey

How often did you experience the following:	In the 3 months prior to receiving support?	During the 6-9 months that you received support?
Use of Emergency Medical Services (EMS)	10	2
Admitted to Hospital	9	3
Crisis Line or Warm Line *	90	12
Involvement with Police	1	0
Risk of Homelessness	13	1
Notice of Eviction	1	0
	124	18



# What's Next?

- ▶ Generated very comprehensive report

[http://www.msdsb.net/images/SH/reports/2017/DSB\\_CMHA\\_FINAL\\_Evaluation\\_Report2017.pdf](http://www.msdsb.net/images/SH/reports/2017/DSB_CMHA_FINAL_Evaluation_Report2017.pdf)

- ▶ Expansion of Community Paramedicine Program
- ▶ Expansion of Social/Recreation aspect
- ▶ Future Introduction of Peer Support
- ▶ Expansion of Program (f/t and add'l staff Manitoulin)



# Testimonial - Residents

Anonymous- "The TCSW has been very helpful, we would benefit from having someone in the building more regular."

Lou- "Gives us something different"

Jill P-" I have got better care, it was Ok to ask for help again . I had a bad experience and was afraid they would break up our family by seeking help. More than supportive it keeps us in our home."

Mike P- "Easier to access medical support , have developed relationships with the paramedics. Helps accessing services. I am not suffering in silence."

Calvin- "I feel an extreme amount of trust with the TCSW which makes it easier to connect."





# Testimonials - Paramedic Services



Ron - Primary Care Paramedic - Manitoulin-Sudbury DSB

“Cuts back on emergency calls”, “good interaction with people,” “breaks down barriers for those who are isolated”, “increase comfort levels for those who are confronted with emergency situations”. |



# Testimonial of the TCSW



Meckenzie Warrington  
Transitional Community Support Worker

“My goal is to create a sense of community in these buildings, where individuals feel safe and comfortable in their home. It has also been notable that having paramedics in the buildings, in a non-crisis situation appears to be having a positive effect on residents, by making professionals in uniform more approachable.

It has also allowed myself to have open conversations with paramedics about mental health wellness, how to engage individuals who may be struggling and the impact the clinics are having on the community. “



# Resources and Research

- ▶ [http://onpha.on.ca/Content/PolicyAndResearch/Other\\_Research/Stengthening%20social%20housing%20communities.aspx](http://onpha.on.ca/Content/PolicyAndResearch/Other_Research/Stengthening%20social%20housing%20communities.aspx)
- ▶ [http://www.msdsb.net/images/SH/reports/2017/DSB\\_CMHA\\_FINAL\\_Evaluation\\_Report2017.pdf](http://www.msdsb.net/images/SH/reports/2017/DSB_CMHA_FINAL_Evaluation_Report2017.pdf)
- ▶ <http://www.nelhin.on.ca/housing.aspx>



# Questions



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