2014 ONPHA Conference and Trade Show

Making an
impact!

806: Helping new tenants integrate into their community

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ONPHA
Ontario
Non-Profit Housing
Association

Successful strategies for empowering individuals as they move from homelessness and/or precarious living to housing

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What is Salus?

SALUS *Where Hope Finds a Home.*

- Salus is a provider of supportive housing for adults with serious mental illness and concurrent challenges including addictions, homelessness and cycles of hospitalization

- Salus is a mental health service provider offering:
  - Case Management
  - Community Development
  - Transitional Housing Programs
  - Occupational Therapy
  - Wellness and Recreation Programming

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On-site Supports

- Salus Community Developers provide on-site support to tenants through resource centres located in four Salus supportive housing buildings, and in three Ottawa Community Housing (OCH) communities

- Community Developers provide:
  - **Crisis Intervention:** Including suicide intervention, stabilizing tenant relation issues, and assisting with tenant health and housing crises

  - **Ongoing Support:** Talking to tenants, identifying and encouraging community leadership, and connecting tenants with community or internal supports

  - **Community Development:** Organizing tenant activities, developing self help or skill development groups, linking with community activities, promoting tenant run meetings, encouraging tenants to build on strengths, exploring recreational activities and promoting healthy lifestyles

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Supports to Social Housing Program

- A City of Ottawa funded initiative where five support agencies partner with social housing providers to provide supports and housing for people with histories of homelessness and/or who are at risk of becoming homeless

- Salus supports 36 clients with mental health and/or addiction issues, who are at risk of losing their housing within 3 Ottawa Community Housing communities – MacLaren Towers, Regina Towers and Lepage Manor
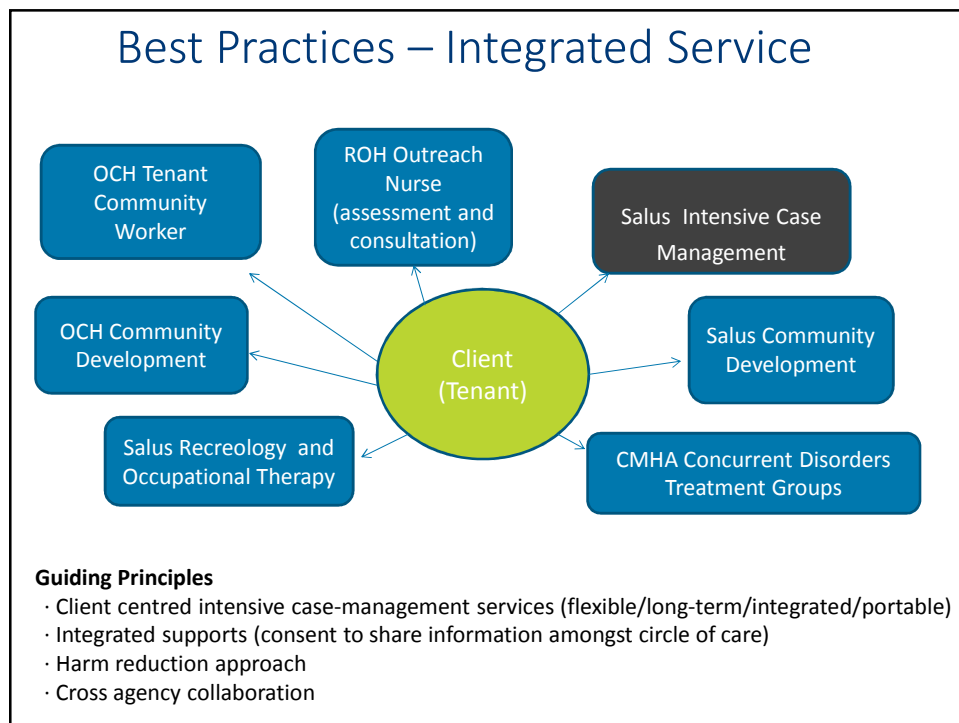
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SSH Program Goals

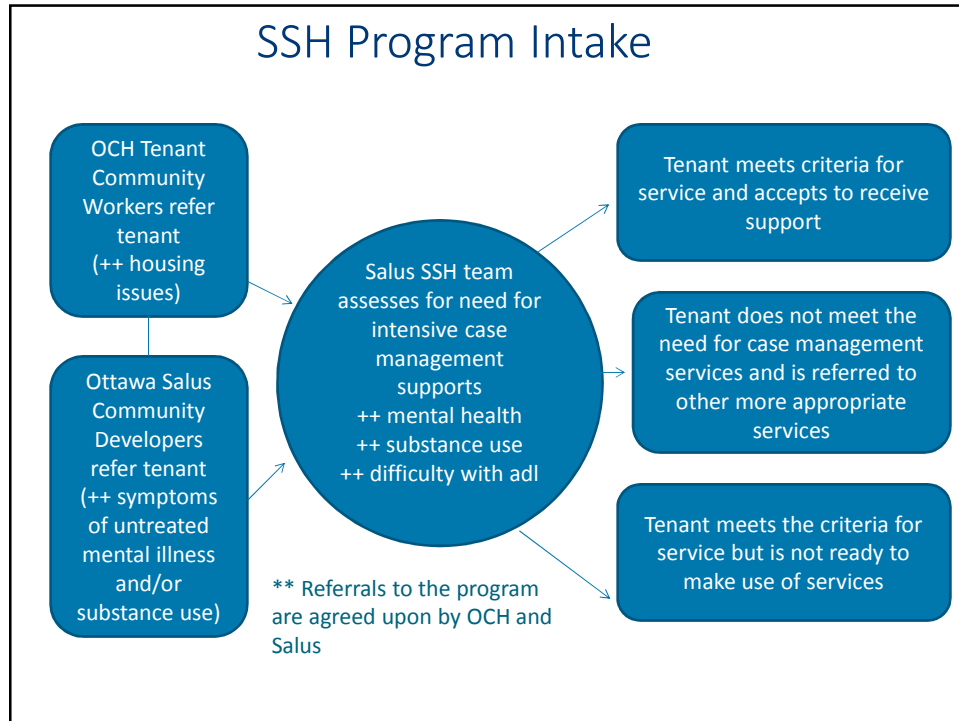- To address the needs of OCH tenants at risk of homelessness due to issues related to severe and persistent mental illness and/or concurrent disorders

- To ensure housing is maintained and stabilized and that the tenant does not experience homelessness and other harmful consequences associated with unsupported addictions and mental health issues

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SSH Program Intake

OCH Tenant Community Workers refer tenant (++ housing issues)

Ottawa Salus Community Developers refer tenant (++ symptoms of untreated mental illness and/or substance use)

Salus SSH team assesses for need for intensive case management supports
++ mental health
++ substance use
++ difficulty with adl

** Referrals to the program are agreed upon by OCH and Salus

Tenant meets criteria for service and accepts to receive support

Tenant does not meet the need for case management services and is referred to other more appropriate services

Tenant meets the criteria for service but is not ready to make use of services

Best Practices – Integrated Service

OCH Tenant Community Worker

ROH Outreach Nurse (assessment and consultation)

Salus Intensive Case Management

OCH Community Development

Client (Tenant)

Salus Community Development

Salus Recreology and Occupational Therapy

CMHA Concurrent Disorders Treatment Groups

Guiding Principles
· Client centred intensive case-management services (flexible/long-term/integrated/portable)
· Integrated supports (consent to share information amongst circle of care)
· Harm reduction approach
· Cross agency collaboration

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SSH Client Profile

74 Individuals served since March 2010 to present

36 Individuals currently receiving services

38 Individuals closed from service

Average Age:

Women: 47
Men: 51

Demographics:
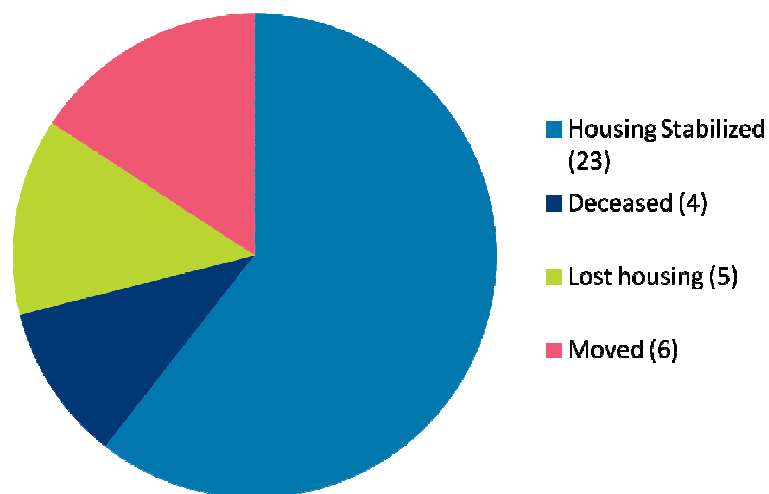
Women: 60%
Men: 38%
Transgendered: 2%

Francophone: 20%
Aboriginal: 9.5%

67% Concurrent Disorders (Mental Illness and Substance Use Disorders)

33% Serious Health Conditions along with Mental Illness

SSH Housing Outcomes

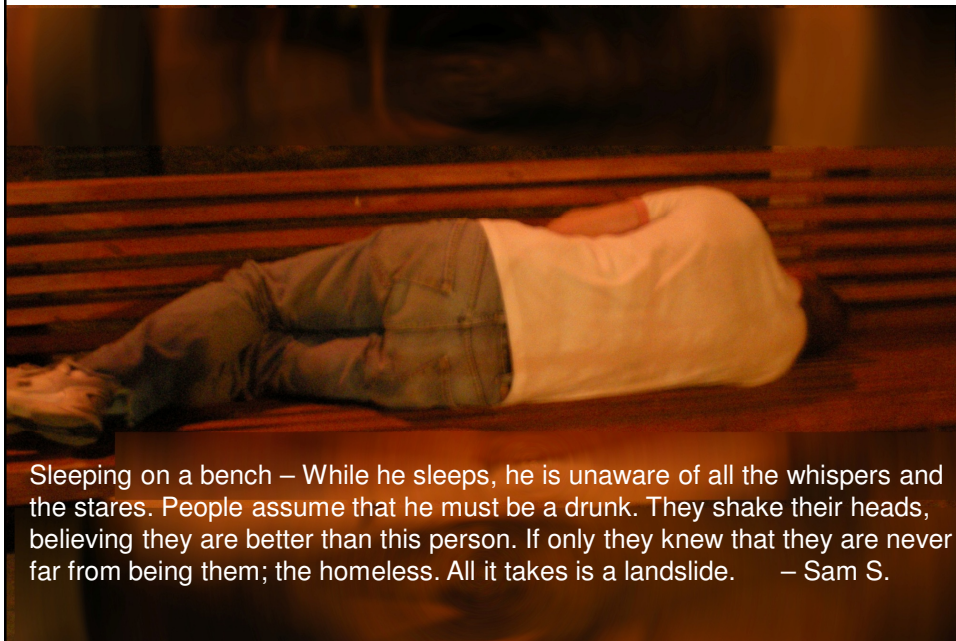### Past Program Recipients (38)

- Housing Stabilized (23)
- Deceased (4)
- Lost housing (5)
- Moved (6)

Passages – A Photovoice Project

- A group of SSH clients were given cameras and sent on photo-missions to capture what "home" meant to them

- Their photographs and accompanying narratives chart a journey from homelessness to home, and allow the viewer an intimate glimpse into the lives of those who have struggled with housing, mental illness and/or addictions

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Sleeping on a bench – While he sleeps, he is unaware of all the whispers and the stares. People assume that he must be a drunk. They shake their heads, believing they are better than this person. If only they knew that they are never far from being them; the homeless. All it takes is a landslide.   – Sam S.

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Anonymous

My walls create a level of anonymity.

When I first walk into a brand new place; I am anonymous.

Over time I create my haven, with my personal touch, I create my home; my identity.

Woven

This picture was taken on the Ottawa River Parkway. Someone has taken a lot of time and energy weaving a home for themselves out of twine and sticks.

You can see the hard work and craftsmanship that went into building this simple shelter.

 It makes me realize how lucky I am to be housed right now and makes me think about the care and love I put into my "shelter" that makes it my "home." – Jen B.

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