



Conseil des Services du District de
Manitoulin-Sudbury
District Services Board

TRANSITIONAL COMMUNITY SUPPORT WORKER PROGRAM

A NEW APPROACH TO SUPPORTIVE HOUSING

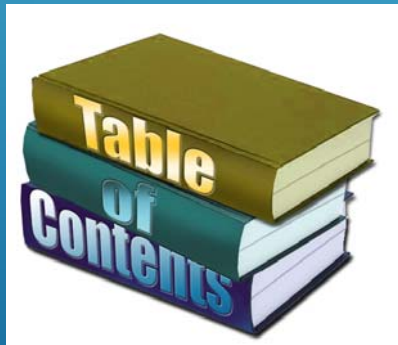
Donna Stewart - Director of Integrated Social Services
Rhonda McCauley – Social Housing Program Supervisor
Manitoulin-Sudbury District Services Board



Canadian Mental
Health Association
Sudbury/Manitoulin

Association canadienne
pour la santé mentale
Sudbury/Manitoulin

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THE NEED



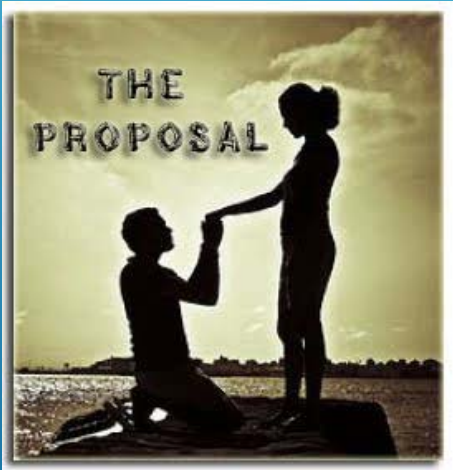
- ▶ DSB noted an increased need for Mental Health Services and supports for Social Housing Residents
- ▶ No capacity to provide
- ▶ Tenancies often resulted in termination
- ▶ Ongoing resident disputes, Police on Site, Paramedic Service calls for Service, Emergency Department visits

~23,000

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

Reference: ONPHA Report - Strengthening Social Housing Communities – Nov 2015

THE PROPOSAL



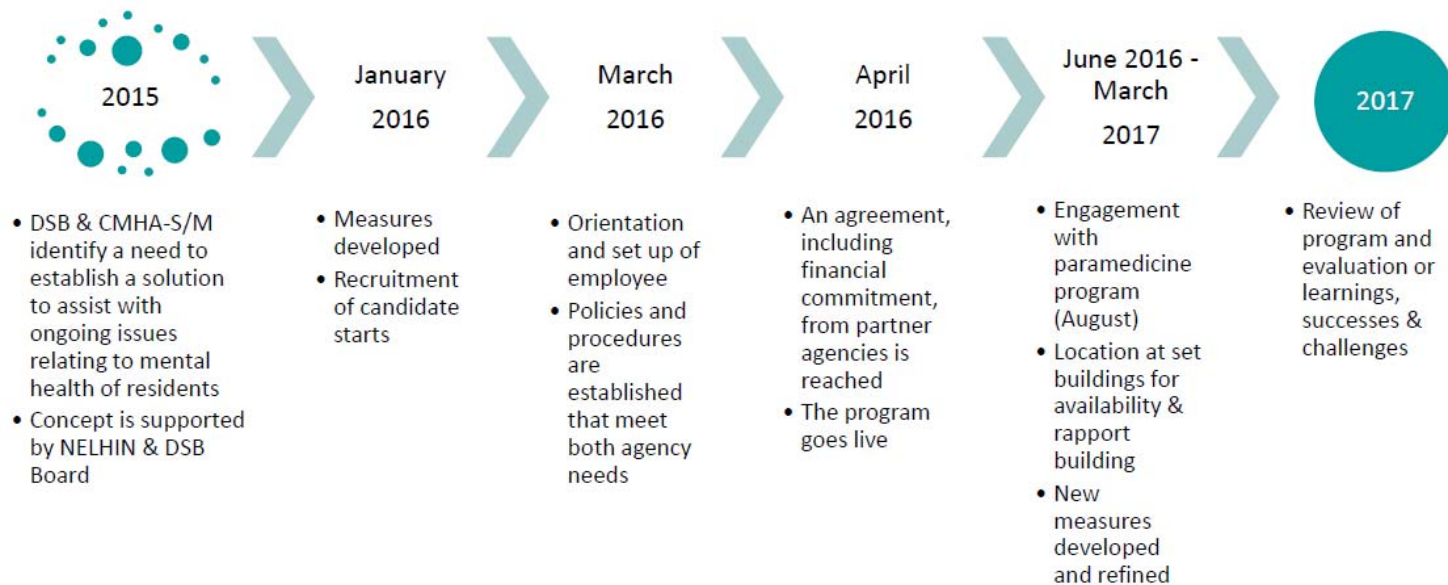
- ▶ Relationship already established
- ▶ Meet the needs where they are "At"
- ▶ Provide services and referrals to community programs
- ▶ Bridge the gap between the housing provider and the resident when issues present

THE PILOT



- ▶ In January of 2016 recruitment started
- ▶ April 2016 Program went live
- ▶ Series of Tenant Engagements
- ▶ Fall 2016 addition of Community Paramedicine

Moving the Project Forward



PARTNERSHIPS WITH PURPOSE



- ▶ Working together – Client Centered Approach
 - ▶ Working alongside DSB staff with residents to foster relationships and provide programs/services
 - ▶ Community Partners – collaboration

PROGRAM OBJECTIVES



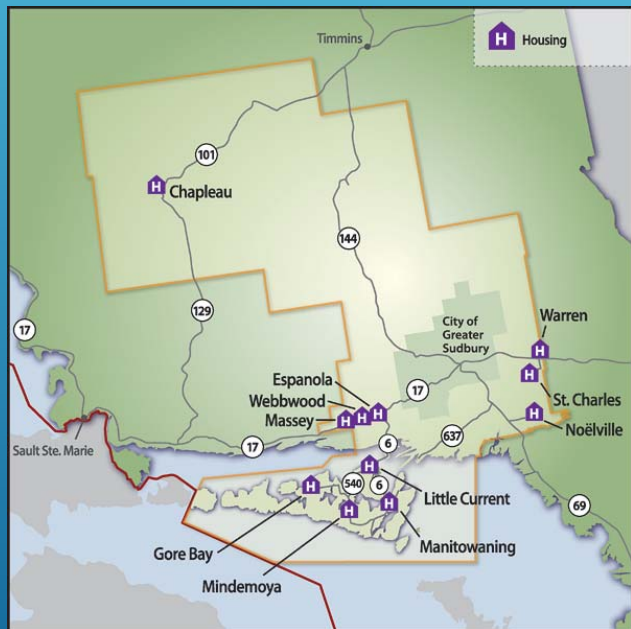
- ▶ Housing Stability
- ▶ Less landlord/tenant complaints
- ▶ Increased retention of tenants – less turnover
- ▶ Reduced episodes of hoarding, bed bugs (environmental issues)
- ▶ Increased landlord and tenant awareness of community supports available
- ▶ Increased referrals to support programs (life skills, education, child care)
- ▶ Increased participation in employment/ volunteering and/ or related programs or activities

ROLE OF THE TCSW

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

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 and Manitowaning Clinics and seeing individuals

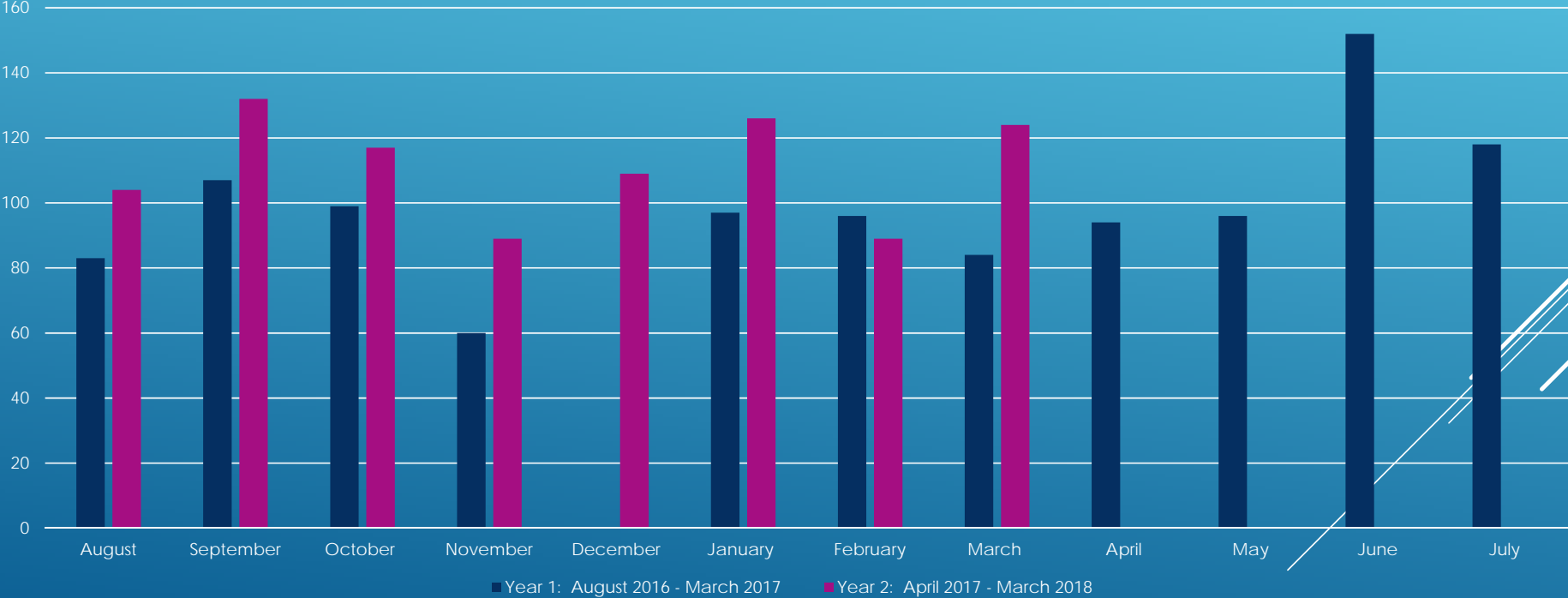
Wednesday: Massey – clinics and resident engagement

Thursday: Webbwood – clinics and resident engagement

Friday: Espanola – clinics and resident engagement

EFFECTIVE BRIDGE – ADDING IN COMMUNITY PARAMEDICINE CLINICS

Community Paramedicine Participation

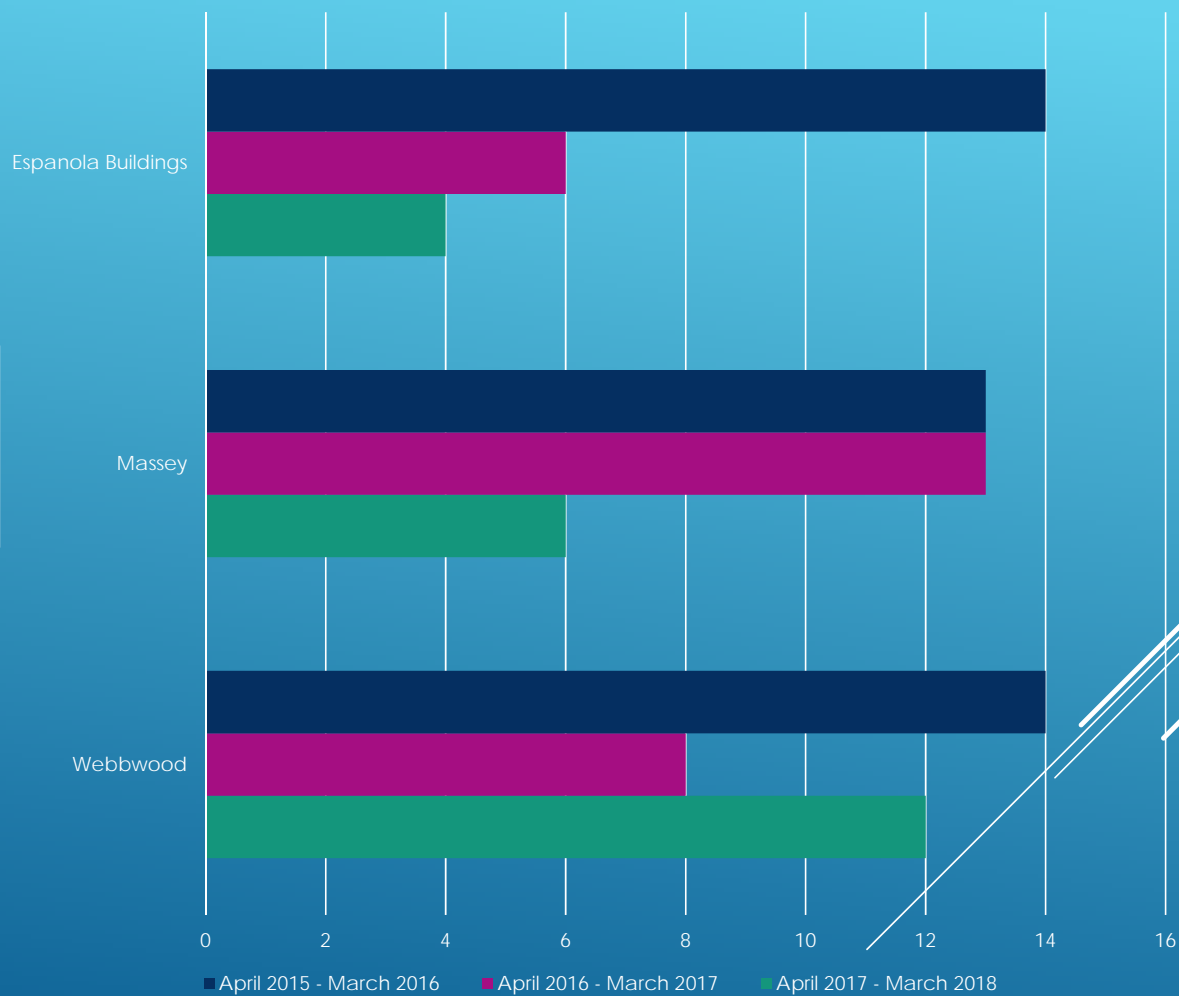


THE RESULTS

- 66 Tenants received direct support
- 624 Referrals to Community Agencies
- 1984 total resident visits to Community Paramedicine Wellness Clinics in a 20 month period
- 64% Reduction in Police calls from Year 1 to Year 2 and from Year 2 to Year 3, we saw a decrease in one building but a slight increase in another building
- 33% Reduction in Paramedic Service calls from Year 1 to Year 2 and another 12% Reduction from Year 2 to Year 3
- 45% Reduction in move-outs from pilot year to year 2

OUTCOMES TO
BE PROUD OF!

Paramedic Services Calls



HOW DO THE RESIDENTS FEEL?

How often did you experience the following:	In the 3 months prior to receiving support?	During the 6-9 months that you received support?	% decrease
Use of Paramedic Services	16	8	50%
Admitted to Hospital	11	9	18%
Crisis Line or Warm Line *	92	12	87%
Involvement with Police	1	0	100%
Risk of Homelessness	13	1	92%
Notice of Eviction	1	0	100%
Total Occurrences	134	30	78%

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 on site
- Base Office for OTN, 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

WHAT'S HAPPENING NOW?

- Generated very comprehensive report

http://www.msdsb.net/images/SH/reports/2017/DSB_CMHA_FINAL_Evaluation_Report2017.pdf

- Expansion of Community Paramedicine Program
- Expansion of Social/Recreation aspect
- Expansion of Program (f/t and add'l staff Manitoulin) and the LHIN continues to support this initiative

TESTIMONIALS 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

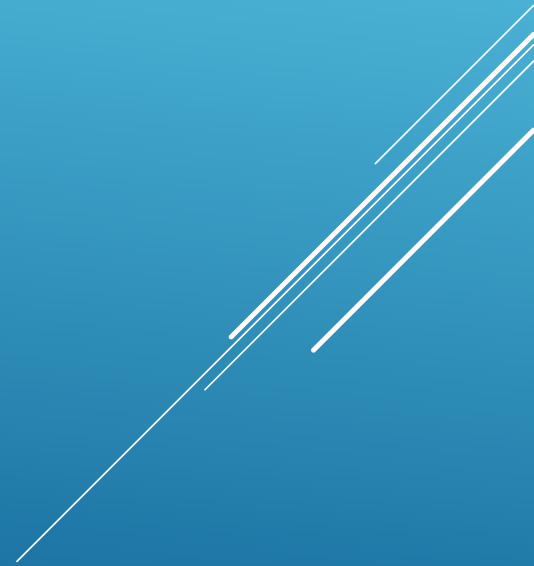
Ron – Primary Care Paramedic –
Manitoulin-Sudbury DSB

“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



RESOURCES AND RESEARCH

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_Report_2017.pdf

<http://www.nelhin.on.ca/housing.aspx>

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QUESTIONS



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