



Hamilton

WORKING TO OVERCOME CLIENT BARRIERS: INTENSIVE SUPPORT TO ONTARIO WORKS CLIENTS

Presented by: Jennifer Emes and Jordan Fudge

PROGRAM OVERVIEW

Coordinated Supports for Families Pilot

- Improving current system to provide coordinated health and social services to sole support families
- Integrated support between home visiting, child care, Ontario Works, employment, housing and recreation
 - Coordinated case management with HBHC and OW
 - Goal: 30-60 families per year (Jan 2019-Dec 2020)

PROGRAM OVERVIEW

The program helps parents to...

- ✓ Improve their financial situation
- ✓ Improve mental and physical health of parents and children
- ✓ Increase physical activity, healthy choices, and self-esteem for children
- ✓ Improve children's school performance to break long-term cycles of poverty
- ✓ Reduce use of health care, social services, and social assistance

66.2%

Sole parents with children 0-6 have the highest poverty rate at **66.2%** in Hamilton (compared to **37.2%** in Ontario).

This is more than triple the rate of
15.7% among all Hamiltonians
and
13.9% Ontario-wide.



Children born into poverty are more likely to



Experience developmental delays and chronic illness

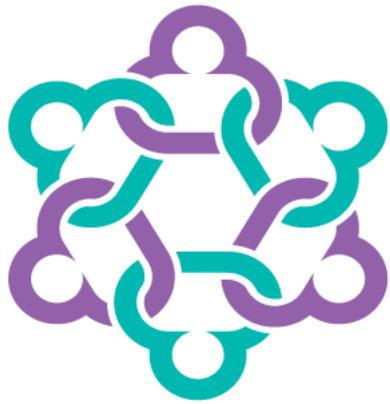
Live in inadequate housing



Receive inadequate nutrition

Experience multiple barriers to education and employment





Breaking the cycle of poverty requires coordinated family-led supports to establish economic stability, healthy home environments and programs to enhance early childhood development.

We are improving our system to provide coordinated health and social services to sole support families



Current Pilot Stats

- 20 families actively enrolled; 3 exited program (goal: 30-60 per year)
- Pre-surveys being completed with enrolled families
- Families referred to child care as needed; bus pass administered
- Housing support provided (subsidized housing applications completed)
- Recreation passes distributed

How does it work?

Recruitment

- Healthy Babies Healthy Children
- Verification through OW
- Client consent (3 in total)

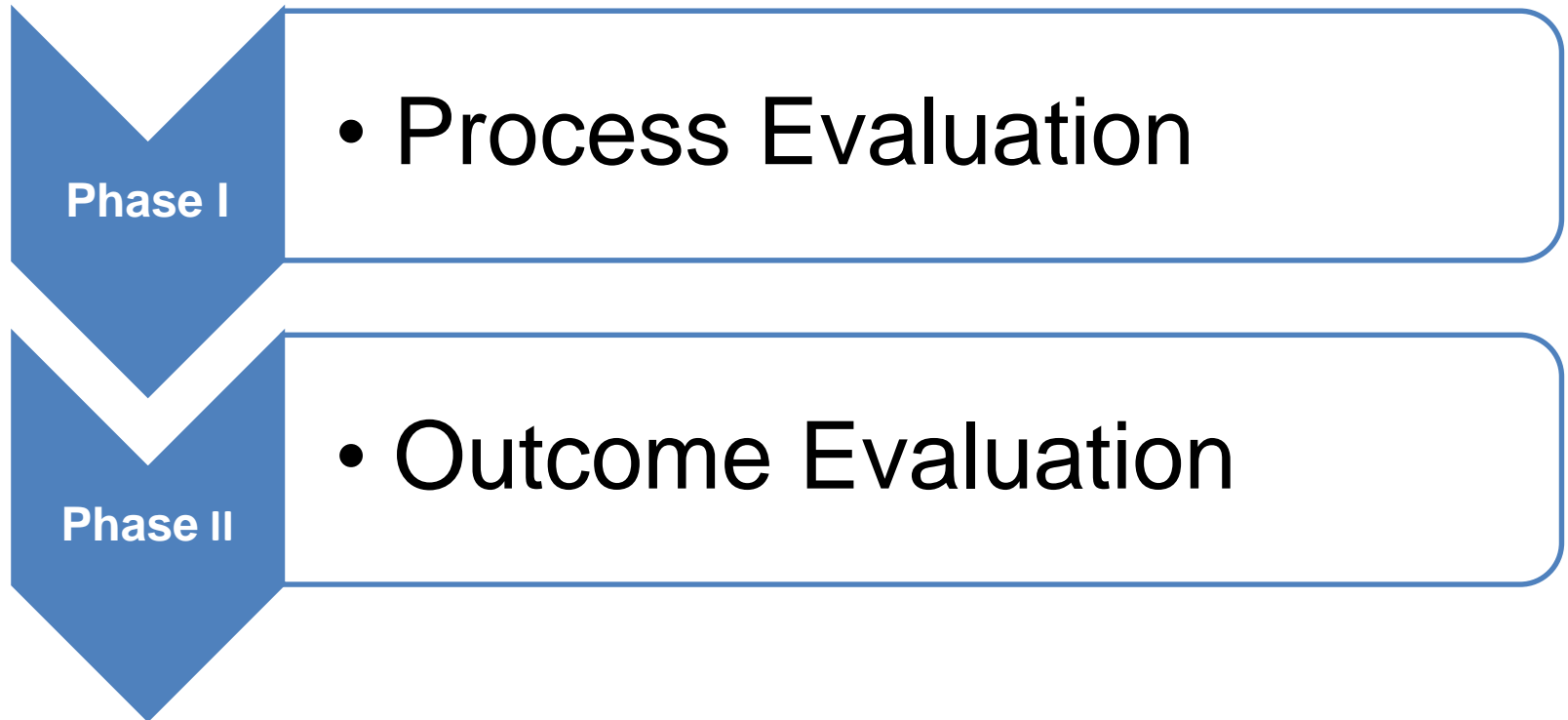
Joint Home Visits

- Assess housing, child care, bus pass
- Checklist
- Every 3 months

Program Completion

- Average HBHC involvement 9-12 months
- Involvement ends from either OW or HBHC
- Community referrals continue

Evaluation Plan Overview



Goal

Evaluate feasibility of integrating HBHC and Ontario Works case management with streamlined access to childcare, employment services, and recreation

Monthly meetings with 2 OW case managers and 3 Public Health Nurses and direct supervisors

- Case consultation
- Problem solving client barriers
- Ongoing review of pilot

Data Collection Methods

- Service Provider Online Survey (Pre/post)
- Service Provider In-person Focus Group
- Client Satisfaction Paper Survey

Key Objective

- Evaluate impact of the CSF program on improving quality of life for sole support parent families.

Methods

- Client Survey, Program Data Review

Themes for Tool Development

- Physical Health
- Health Care Utilization
- Financial Health
- Mental Health
- Child Health

Breaking down Barriers

- Stronger collaboration between community programs
 - ✓ Healthy Babies Healthy Children (3 nurses)
 - ✓ Ontario Works (2 case managers)
 - ✓ Recreation (1 service provider)
 - ✓ Child Care Subsidy (2 service providers)
 - ✓ Housing Services (1 service provider)



Hamilton

Coordinated Supports for Families Referral Form

* PRINT ONLY*

DATE	<input type="checkbox"/> RECREATION	<input type="checkbox"/> CHILDCARE	
Applicant Information		OW/ODSP ID #:	
Name:		DOB: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Address:		Tel: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
		Email: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Consent signed/received	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	How can we contact you? <input type="checkbox"/> PHONE <input type="checkbox"/> EMAIL <input type="checkbox"/> MAIL		
Dependent Information:			
Child's Name	Date of Birth	Requires Child Care <input type="checkbox"/>	Requires Rec Pass <input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>

Office Use Only:

Date Referral Received: _____ Date Parent Notified: _____
 Assigned By: _____ Date OCCMS Updated: _____
 Assigned To Caseload: _____

Breaking down Barriers

Streamlined access to child care subsidy and recreation.

Breaking down Barriers

OW Case Manager – home visits

OW case manager completes mandatory forms completed in client home (e.g. updates participation agreements, review need for special diet allowance forms and mandatory/discretionary benefits)

Breaking down Barriers

Housing

- PHN or OW case manager complete and submit subsidized housing applications
- Open communication with housing worker and clients
- Priority housing status
- Verify status on housing waitlist

Breaking down Barriers

- Increased knowledge of client barriers, program supports
- Increased program efficiencies

Contact info

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