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

Presented by: Jennifer Emes and Jordan Fudge
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)
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
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

Streamlined access to free family recreation and child care subsidy → Integrated case management with HBHC and OW → Coordination of health and community services
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

Phase I
• Process Evaluation

Phase II
• Outcome Evaluation
Process Evaluation

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
Outcome Evaluation

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)
Breaking down Barriers

Coordinated Supports for Families
Referral Form

* PRINT ONLY*

DATE

☐ RECREATION

☐ CHILDCARE

Applicant Information

OW/ODSP ID #:  

Name:

DOB:

Address:

Tel:

Email:

Consent signed/received

Yes ☐  No ☐  

How can we contact you?

☐ PHONE ☐ EMAIL ☐ MAIL

Dependent Information:

Child’s Name  

Date of Birth  

Requires Child Care  

Requires Rec Pass  

☐ ☐  

☐ ☐  

☐ ☐  

☐ ☐  

Office Use Only:

Date Parent Notified:  

Date Referral Received:  

Date OCCMS Updated:  

Assigned By:  

Assigned To Caseload:
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)
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
Questions?

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