



Beyond Housing

8 – March - 2023

Beyond Housing Background

- Findings from Toronto At Home/Chez Soi research
 - Housing stability
 - Health and social supports
- Learnings from Healthy Cities Symposium March 2020
 - Connecting and re-connecting with community and culture
 - Peer support
 - Adjusting systems to be more supportive and easier for people to navigate
- Complementing and building upon successful interventions currently in place



Beyond Housing Background

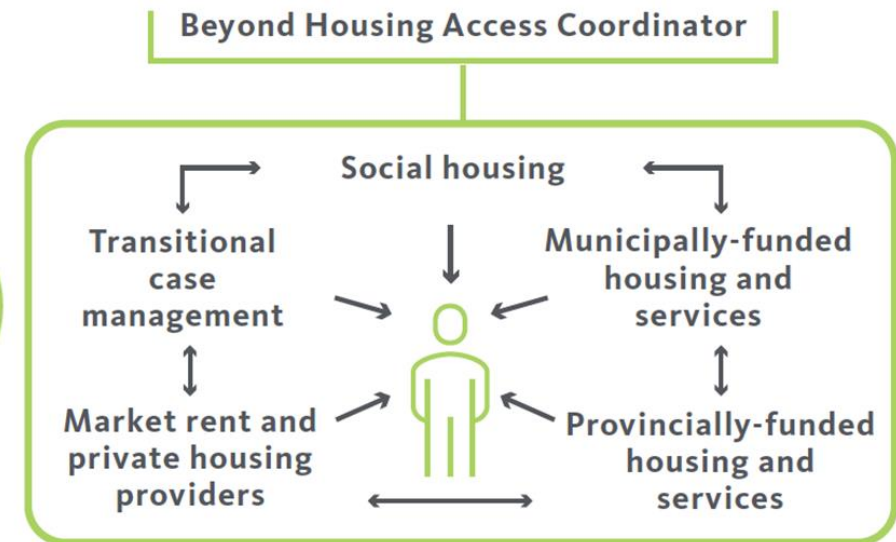
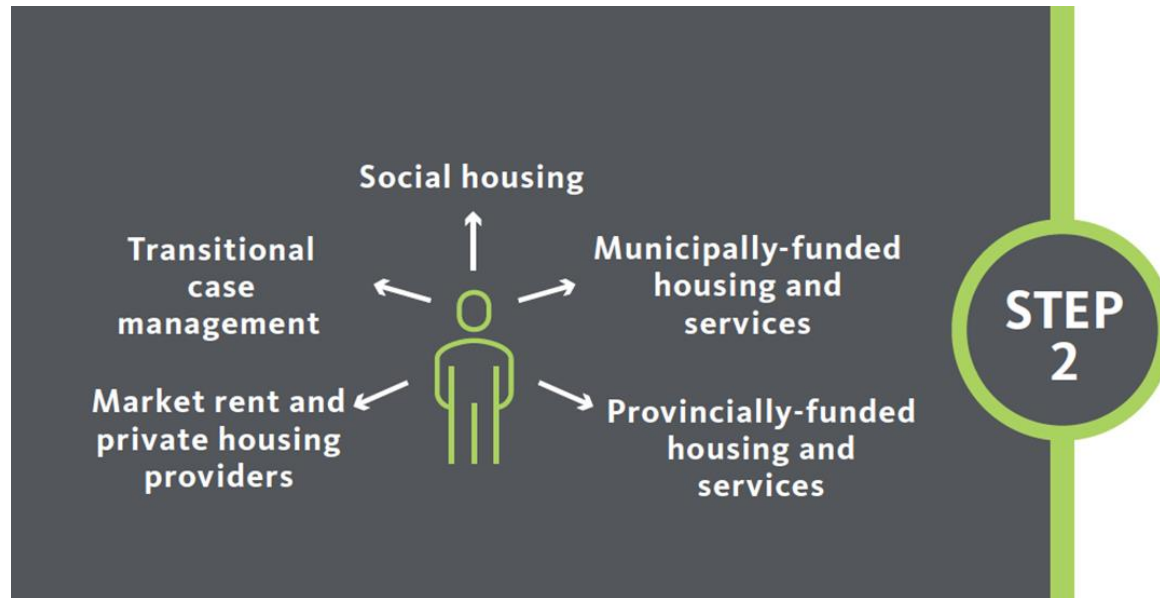
- St. Michael's Hospital Foundation
- 3-year Pilot Program and Evaluation
 - Focus on service delivery and service refinement
- Focus on Dixon Hall's three shelter hotels:
 - Bond Place
 - Hotel Victoria
 - Strathcona Hotel



Beyond Housing Components

1. Piloting Care Conference Tables in partnership with TAEH

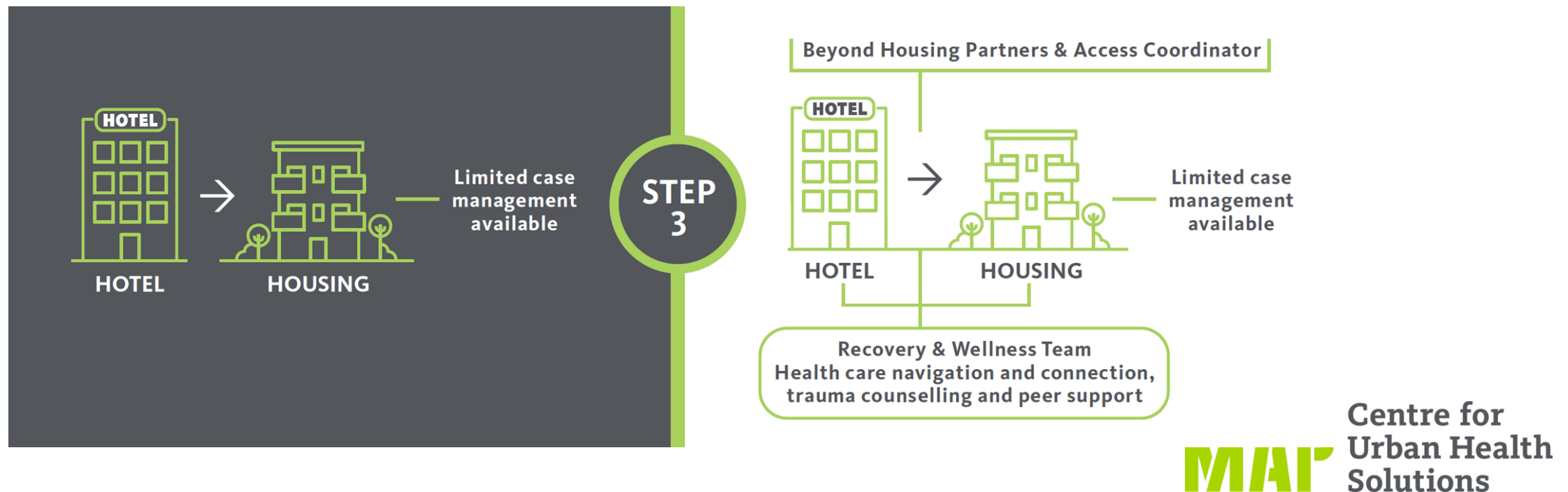
- Person-centered
- Focused on different populations



Beyond Housing Components

2. Wellness Team

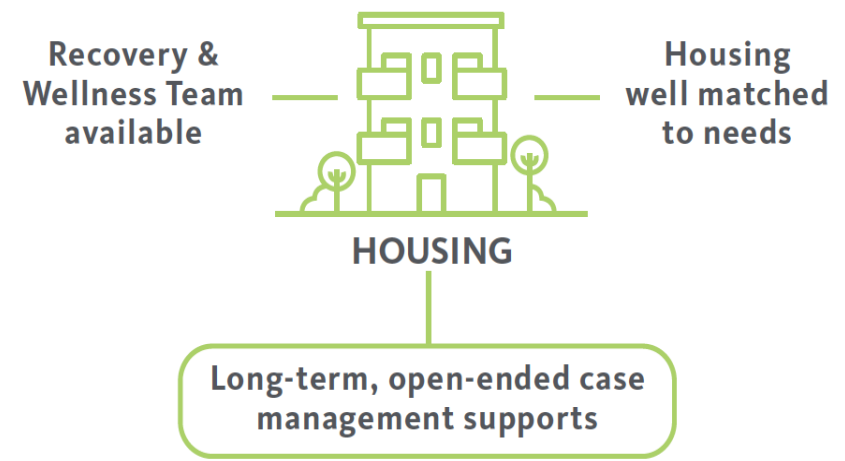
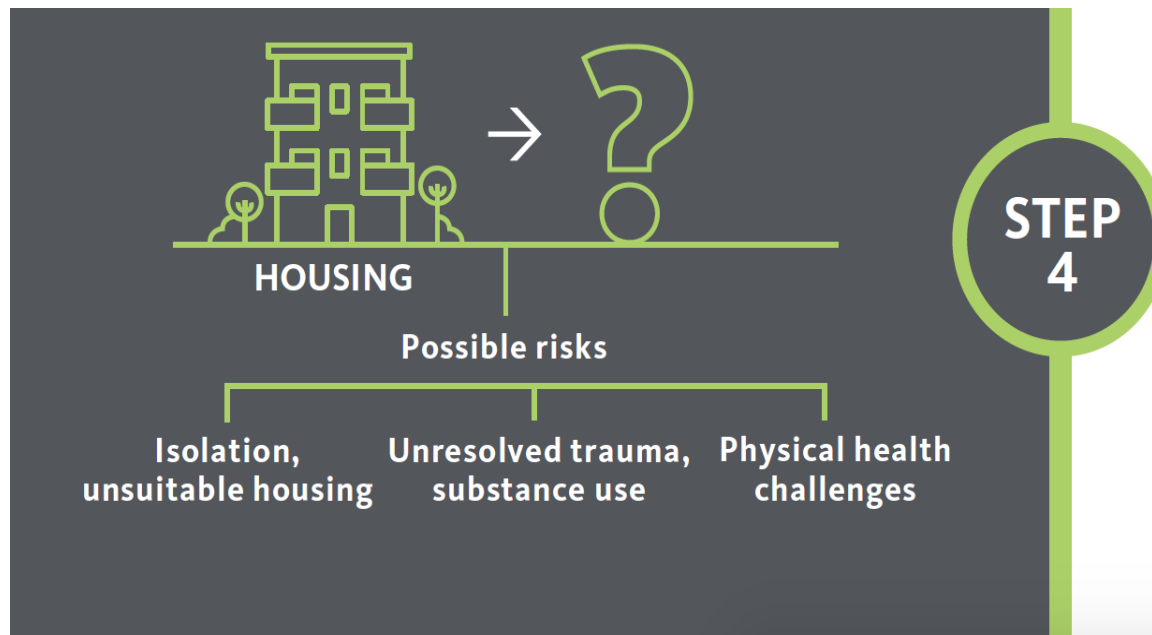
- Physical and mental health care supports, including counselling focused on trauma
- Community integration via Community Support Workers
- Health and social system navigation



Beyond Housing Components

3. Open-ended and longer-term case management in partnership with LOFT Community Services

- Working with clients earlier in the housing process to support rapport development

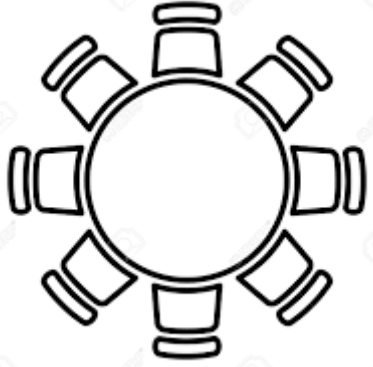


What is the Care Conference Table?

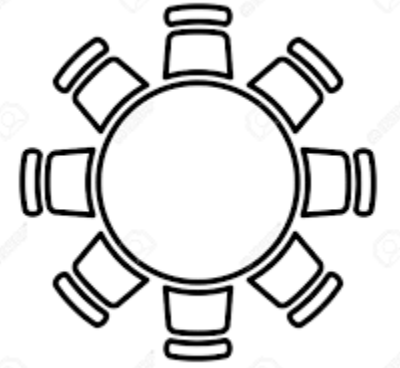
- The Care Conference Table, or CCT, is a space where staff from different agencies meet to discuss housing and support options that meet the self-identified needs of residents.
- From the CCT, care plans are developed and presented back to the resident for their approval.
- Aligns with the Matching & Referral component of a Coordinated Access approach.

Care Conference Process

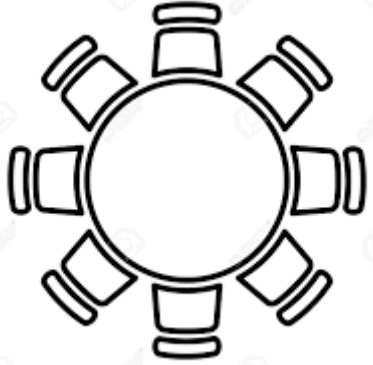
Access	Assessment	Prioritization	Matching & Referral
<p>Eligibility: Follows City’s prioritization criteria, along with the below</p> <p>Client Identification</p> <ol style="list-style-type: none"> 1. “List-based”: Identifying residents on the City’s By-Name List who are eligible for housing opportunities, but are not engaging with housing workers. 2. “Referral-based”: Identifying residents based upon staff recommendation. 	<ol style="list-style-type: none"> 1. STARS Tool 2. Huddle: Bringing people together who are currently working with the resident to gain a comprehensive understanding of the resident. 	<p>City’s Prioritization Criteria</p> <ul style="list-style-type: none"> - Chronic homelessness - Indigenous community members - Young people - Seniors - Black people - Other racialized people - 2SLGBTQ+ people - Women 	<ol style="list-style-type: none"> 1. Care Conference Table (CCT): Huddle participants and community-based service providers come together. Resident bio and goals presented. 2. Care Plan: Based upon CCT, care plan developed. 3. Post-Huddle: Role identification and “being kept in the loop”



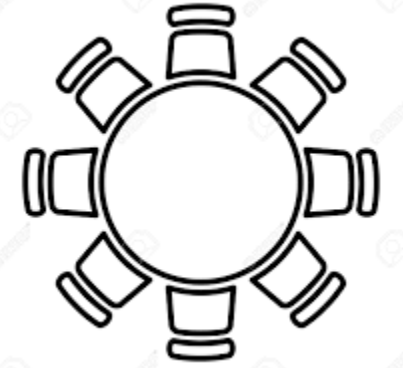
Care Conference Table Features



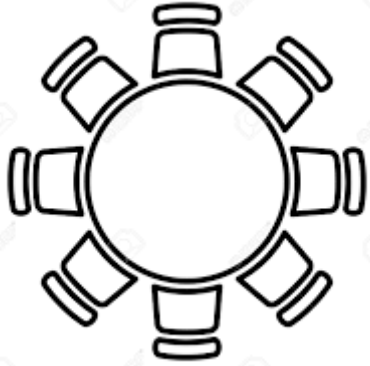
- Client consent process
- Engagement of a client's Circle of Care
- CCT commitment of participation



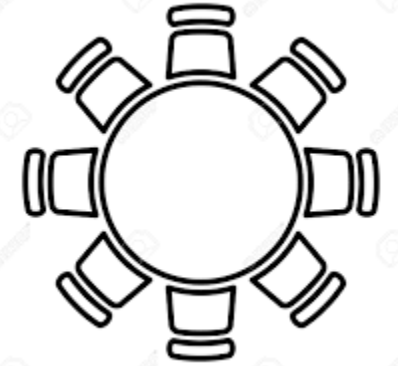
Care Conference Table Review



- Summary of Action Items:
 - Setting people up with Rent Café/COHB
 - Administrative housing requirements have been a large part of the work!
 - Connecting with people about housing goals and readiness
 - Connecting to Dixon Hall harm reduction services
 - Support with documentation (Immigration/Settlement Papers; Status Cards; Taxes)
 - Connections to health services on-site and in the community
 - Community engagement opportunities
 - Translation services
 - Connection to cultural supports
 - Hoarding supports
 - Transportation supports
 - Appointment accompaniments



Care Conference Table Review



STRENGTHS	OPPORTUNITIES FOR GROWTH
Developing community partnerships	Coordination across multiple agencies
Care coordination and care plan development	Role clarity to avoid duplication of the work
Connection with case management/case management services	Coordinating post-CCT distribution of care plan
Engagement with Hotel Victoria residents – persistence pays off!	Working within the shelter hotel context – Need to pivot the work and adapt to urgent relocation needs
Continuing work with residents who are not always comfortable to engage in services	
Engagement of staff at the CCTs	

QUESTIONS?

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