

# MCEWAN HOUSING & SUPPORT SERVICES:

## Risk, Resilience & Best Practices



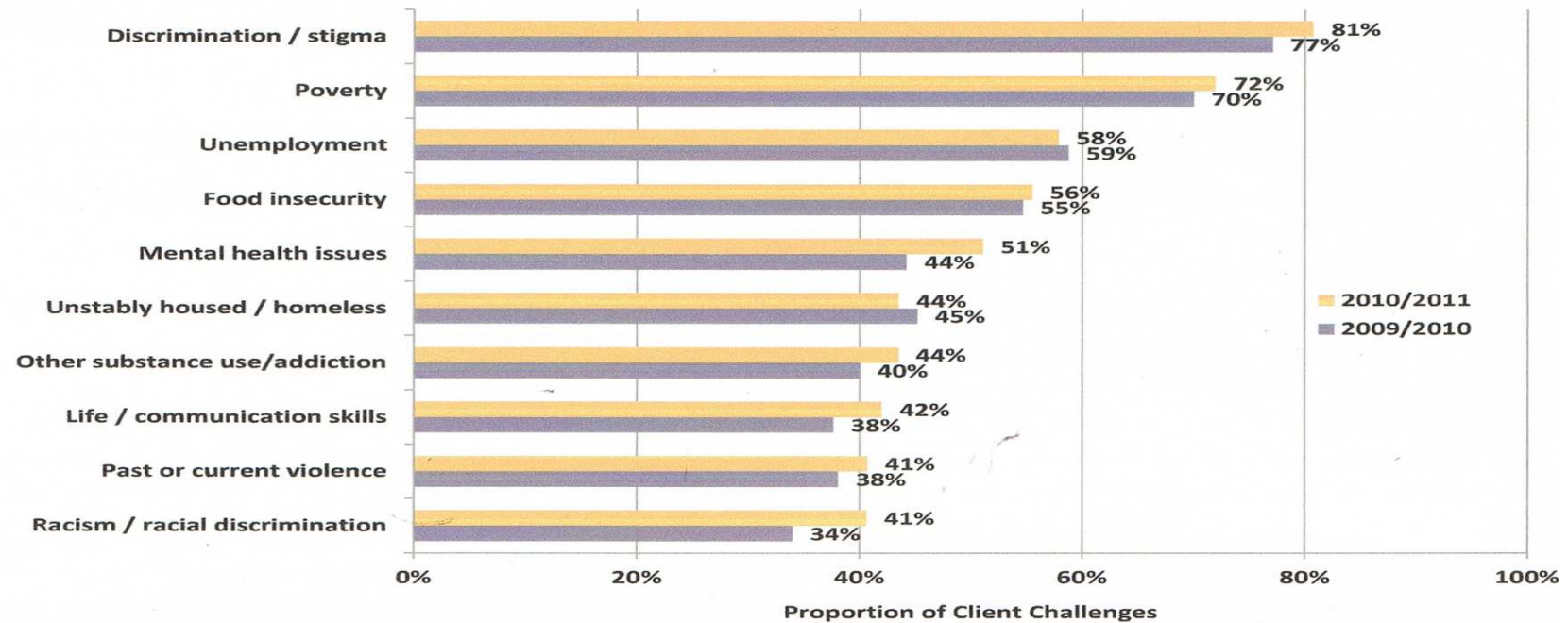
LOFT Community Services  
November 2013

# OCHART A View from The Front Lines 2012

## SOCIAL DETERMINANTS OF HEALTH CONTINUE TO AFFECT CLIENT WELL-BEING

The people we serve continue to have complex social and health issues, including discrimination, poverty, unemployment, food insecurity and mental health challenges. Clients are also coping with rates of violence much higher than in the general population.<sup>1, 2</sup>

Figure 14  
Proportion of Clients Experiencing Health and Social Challenges: Top 10 Challenges



# Stigma categories:

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- Social
- Cultural
- Professional
- Systemic
- Internal

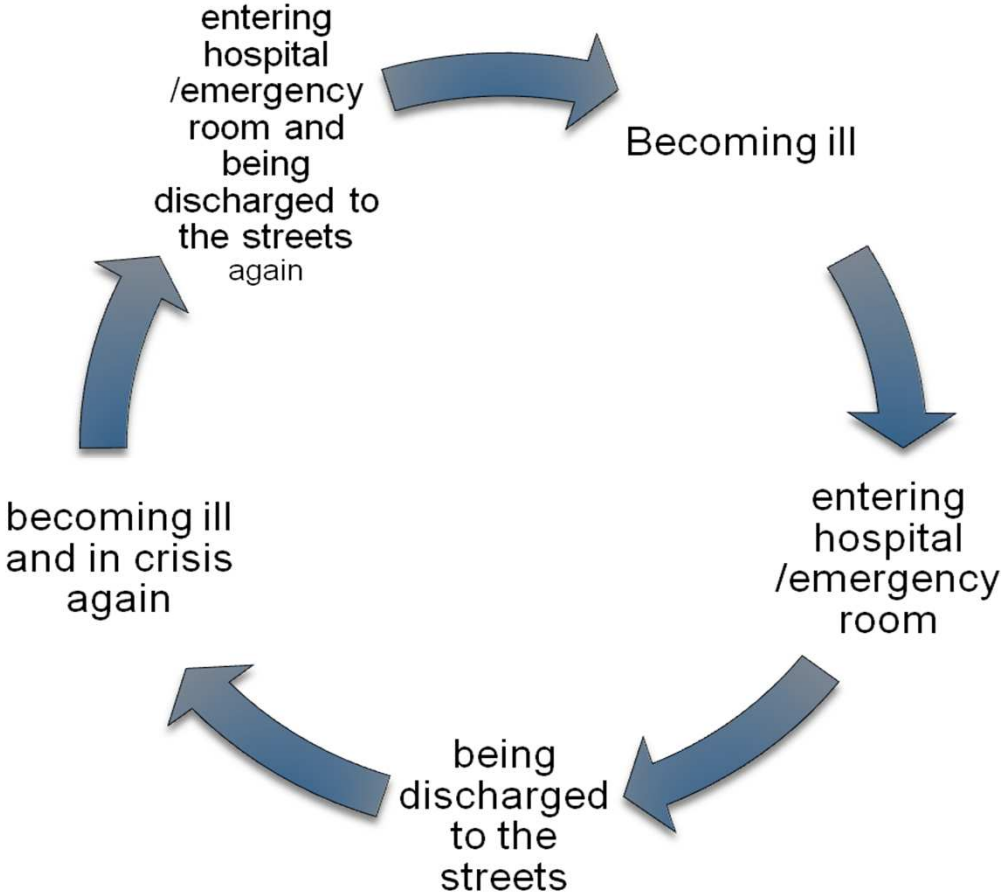
# The Domino Effect

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- ❑ Barriers to Services & Resources
- ❑ Isolation
- ❑ Decreased Health & Mental health
- ❑ Increased Substance Use
- ❑ Low Self-Esteem



# A Resulting Cycle



# The Toronto HIV/AIDS Network (THN)

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The Housing Working Group of THN has acted as a model in achieving the objectives of THN.

In 2008, The Housing Working Group identified the priority to improve access to a range of affordable and appropriate housing for people living with HIV/AIDS (PHAs) with these objectives:

- 1) Identify emerging issues and gaps in services
- 2) Explore and support the development of innovative service models
- 3) Exchange related program and community-based research information

# The Service Coordination Program

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## **The Service Coordination Program-2009**

The program increases access to the continuity of health and community services for People Living with HIV/AIDS who are homeless, experiencing health/mental health/substance use crises, Experiencing multiple hospitalization, through the coordination and integration of services among HIV/AIDS based community agencies, and services from the health, shelter and housing services, and the mental health/addiction sectors, having 17 formal cross-sectoral partners. This includes access to Respite stays and 24 hour staff support.

# Service Coordination Partners

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- **2-Spirited People of the 1<sup>st</sup> Nations.**
- **Casey House.**
- **Fife House.**
- **Fred Victor Centre.**
- **McEwan Housing and Support Services.**
- **Prisoners' HIV/AIDS Support Action Network (PASAN)**
- **Seaton House Shelter, Infirmary Program.**
- **Sherbourne Health Centre, Infirmary Program**
- **St. Michael's Hospital, HIV/AIDS Psychiatry.**
- **St. Michael's Hospital, Positive Care Clinic.**
- **The 519 Church St Community Centre, Trans Program.**
- **Toronto HIV/AIDS Network.**
- **Toronto People with AIDS Foundation (PWA)**
- **Action Positive**
- **Lativos Positivos**
- **Africans in Alliance Against AIDS (APAA)**
- **The Maple Leaf Health Clinic**



# The Partners

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# Services provided

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- Coordinated Referrals and intakes
- Referrals prior to Discharge
- Intake within 2 business days
- Intensive Case Management
- Community Nursing Case Management
- Primary Health Care Supports
- Psychiatric Assessments
- Crisis Intervention
- Access to Acute Health Care & Respite Stays
- Housing Support & access to Dedicated Units
- Benefits & Assistance
- Food & Nutritional Support
- ID Clinics
- Cultural Supports & Interpretation
- Justice Supports
- Harm Reduction & Addiction Supports

# McEwan & Case Management

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- Bear Witness
- Advocate
- Translate
- Interpret
- Resourcing
- Networking
- Counsel
- Life Skills/Activities of Daily Living

# Service Coordination Stats & Outcomes 2008-2011

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- 78 % of all clients served had concurrent mental health and substance use issues.
- 85 % of all clients were successfully housed
- 50 % reduction in ER visits involving all clients from the year prior to intake into services.
- 72% reduction in inpatient hospital stays

# Service Coordination Stats & Outcomes 2011-12

## *Percentage of clients experiencing:*

- 71.4 % concurrent mental health and substance use issues.
- 95.5% mental health
- 47.6% Hep C co-infection

## Outcomes

- 87.21 % Housed
- 73.52 % reduction in ER visits.
- 90.17 % reduction in inpatient hospital stays.

# Service Coordination Stats & Outcomes 2012-13

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*Percentage of clients experiencing:*

- 90% Concurrent mental health and substance use issues.
- 100% Mental Health
- 35% Hep C co-infection

Outcomes

- 85.5 % Housed
- 95% reduction in ER visits
- 93% reduction in hospital days

# Addictions Supportive Housing (ASH)

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The outcomes, and evidence from the 'Service Coordination Project' supported the funding proposal for a new '**Addictions Supportive Housing Program**' (also a partnership between Loft/McEwan and Fife House), which has 32 units of rent supplement housing for homeless PHAs with problematic substance use issues, with a high level of case management support attached.

*A focus of the intake criteria is upon frequent emergency room and hospital usage and withdrawal management service usage.*

# ASH Outcomes

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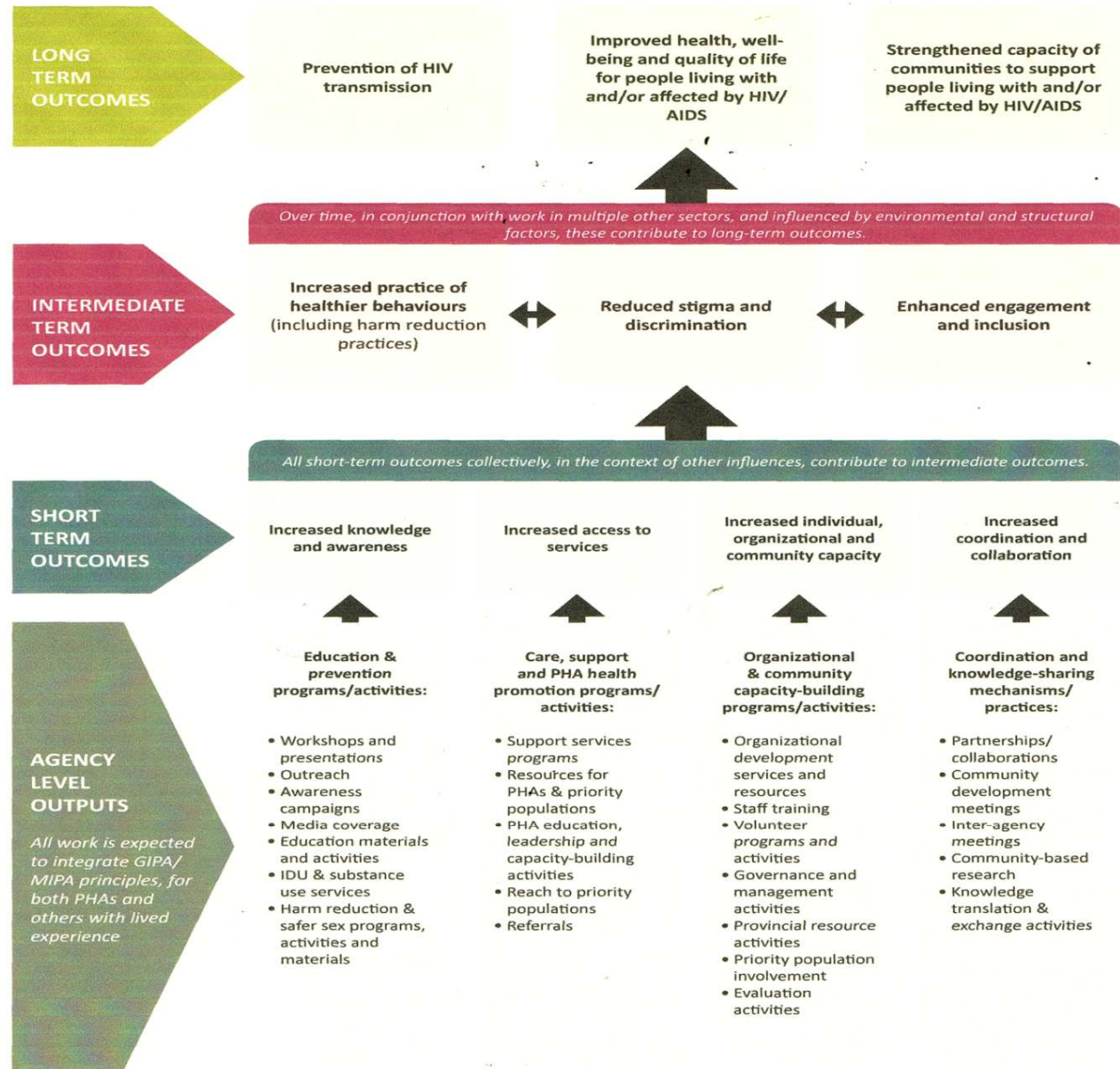
## 2011-2012

- Reduction in ER Visits 79%
- Reduction in Hospital Stays 72%
- Reduction in Withdrawal management visits 95%

## 2012-2013

- Reduction in ER Visits 90%
- Reduction in Hospital Stays 85%
- Reduction in Withdrawal Management visits 91%





## OCHART Logic Model

# Community

- “If community exists, both freedom and security may exist as well. The community then takes on a life of its own, as people become free enough to share and secure enough to get along.” (Putnam, D. 2000. *Bowling Alone: The Collapse and Revival of the American Community*, p. 19.)

# McEwan's GMA Program

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