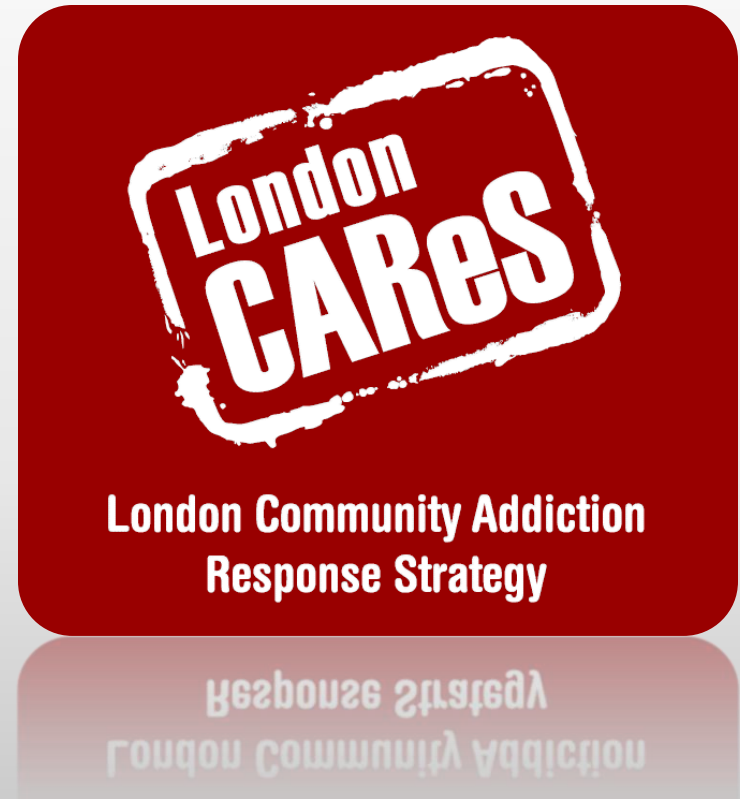


London CArES:

Five year strategy (2008-2013)

CURA Conference
October 23rd, 2013



“Improving the health and housing outcomes of street involved and homeless individuals who live with the effects of poverty, addiction and mental illness. “

London CARES 2.0 Overview

1. Mandate & Implementation Overview

2. Review of Objectives and Outcomes:

- Outreach Services,
- Housing Stability/Selection Services,
- Syringe Recovery Services

3. Additional Outcomes:

- London CARES/LMHC/Emergency Shelter Partnership Project
- National Veterans Project
- London CARES/London Police Services Partnership Project

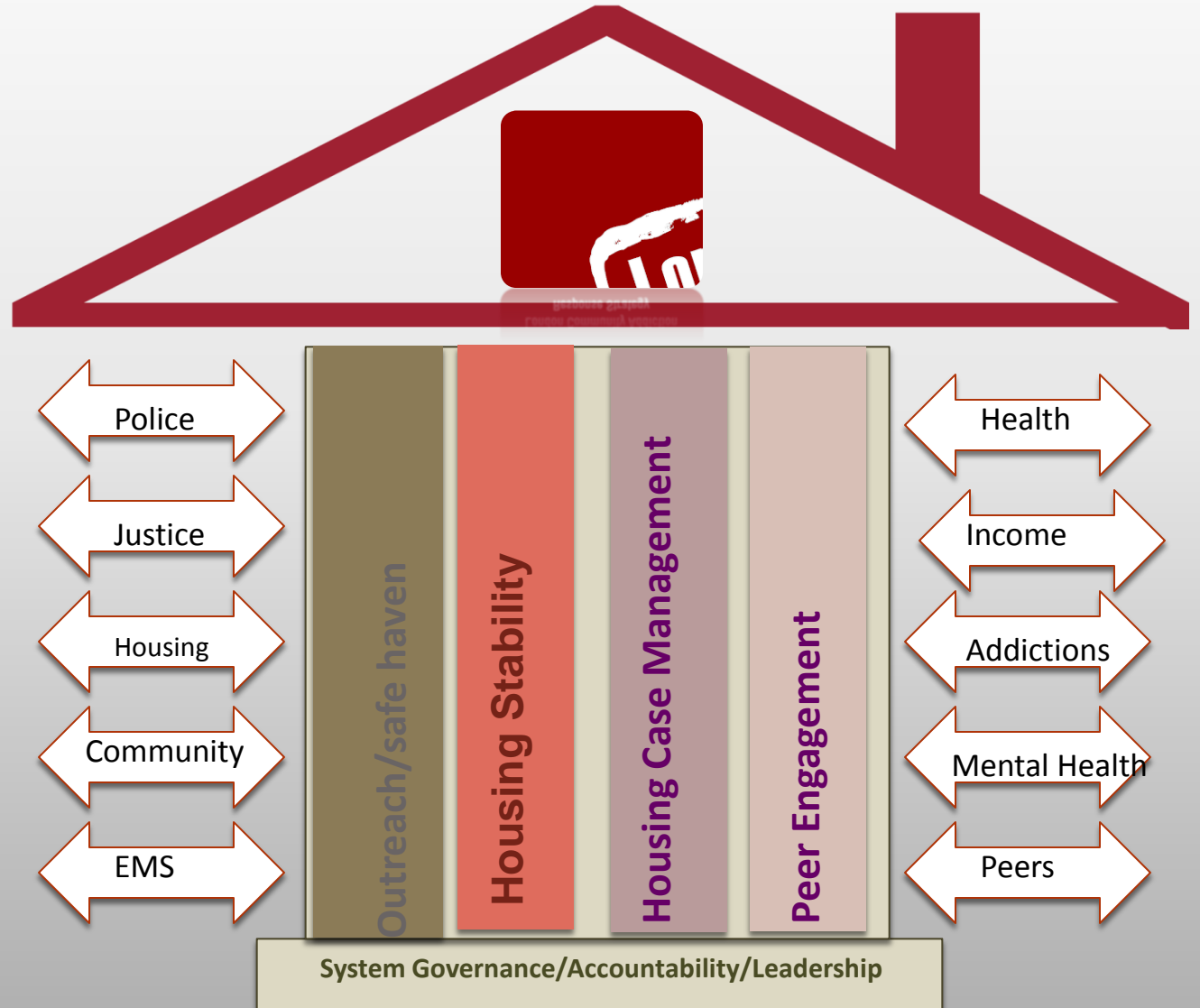
London CArES: The 5 Year Plan 2008-2013

London CArES is a strategy aimed at improving the health and housing outcomes of street-involved and homeless individuals who live with the effects of poverty, addiction, and mental illness.

Targeted areas include: the Downtown Core, Old East Village and SOHO.



London CArES 2.0



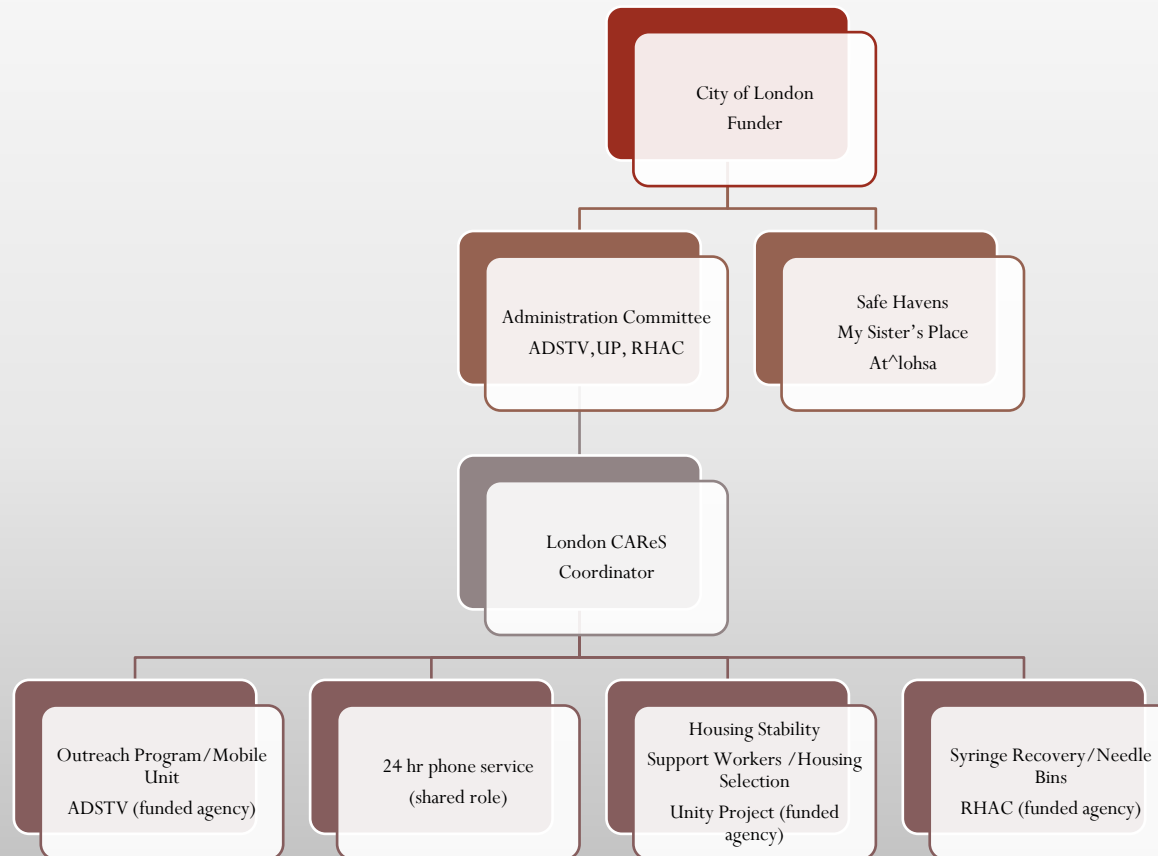
The Implementation of London CArES 2.0

The implementation of London CArES 2.0 took place in the fall of 2011 with:

- New Housing First and Rapid Re-Housing Approach;
- Centralized Coordination;
- New Organizational Structure



London CArES Organization Chart



Outreach Services

November 1st, 2011 – August 31st, 2013

Outreach Services...cont'd

- The Outreach Team focuses their interventions on specific target groups that include:
 - Individuals experiencing persistent homelessness
 - Youth
 - Women involved in street survival sex work
 - Aboriginal populations
 - And those new to the street

*Target goal of 150 unique individuals supported by Outreach Services by December 2013

Objectives

- To provide feet-on-the-street and mobile outreach services to the core areas
- To compile a demographic, profile based on gender and age
- To assist 150 individuals and families move away from 'street culture' and help them improve on their health outcomes and quality of life

Outreach Services

Who did London CArES Support?

- The gender breakdown is as follows:

Male 58%

Female 41%

Transgendered 1%

- The age breakdown is as follows:

16-24 8%

25-64 87%

65 and over 5%

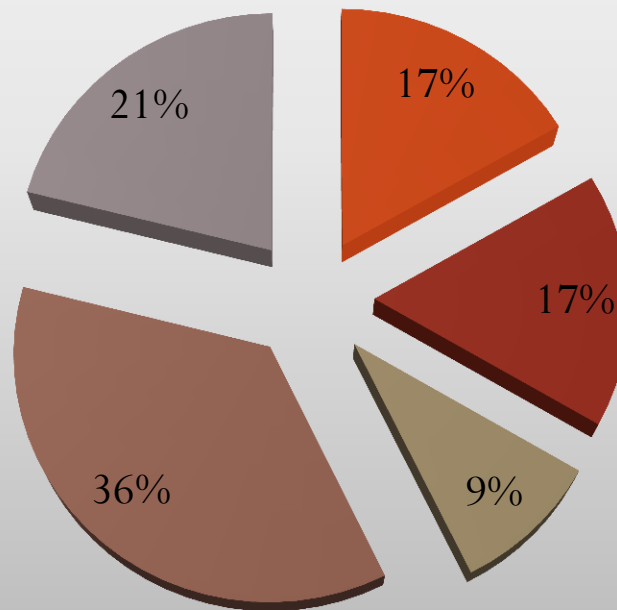


Outreach Services

Service Provided from Nov.2011 - Aug.2013

Current Housing Status

■ Street - ■ Shelter - ■ Friends - ■ Housed - ■ Unknown -



Mobile Unit

- The London CAReS Mobile Unit is used to assist individuals:
 - As part of a diversion from the use of emergency services;
 - Returning to their home supported by the housing team
 - With safe exit plans
- Safe transfer locations can include:
 - Safe havens, hospitals, or health care facilities, emergency shelter, partnering agencies



London CArES Mobile Unit

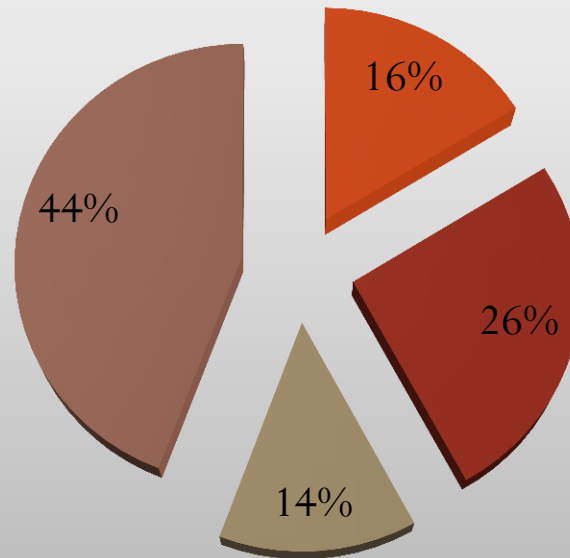
Reasons for Use of London CArES Mobile Van for Nov. 2011 – Aug. 2013

■ Diversion - Legal - 198

■ Safe Exit - 166

■ Diversion - Health - 314

■ Community Integration Activities - 539



Additional Highlights

- Seven day a week schedule of feet-on-the-street outreach in targeted areas (uninterrupted by holidays)
- Centralized coordination allowing for ongoing support and shared case management to participants
- As of today's date, **98** individuals housed by Outreach
- Target goal of **150** unique individuals supported by Outreach Services by December 2013
 - As of today's date, **527** unique individuals supported

Additional Highlights

Presenter at the National Conference on Ending Homelessness

- Topic: Best Practices in Housing Focused Outreach

“In making the shift from managing homelessness to ending it the role of outreach programs shifts from providing survival supports to also becoming the critical front door to permanent housing. This session will cover the basics of housing focused outreach and provide examples of innovative Canadian outreach programs.”

Housing Stability Services

November 1st, 2011 – August 31st, 2013

Housing Stability Services

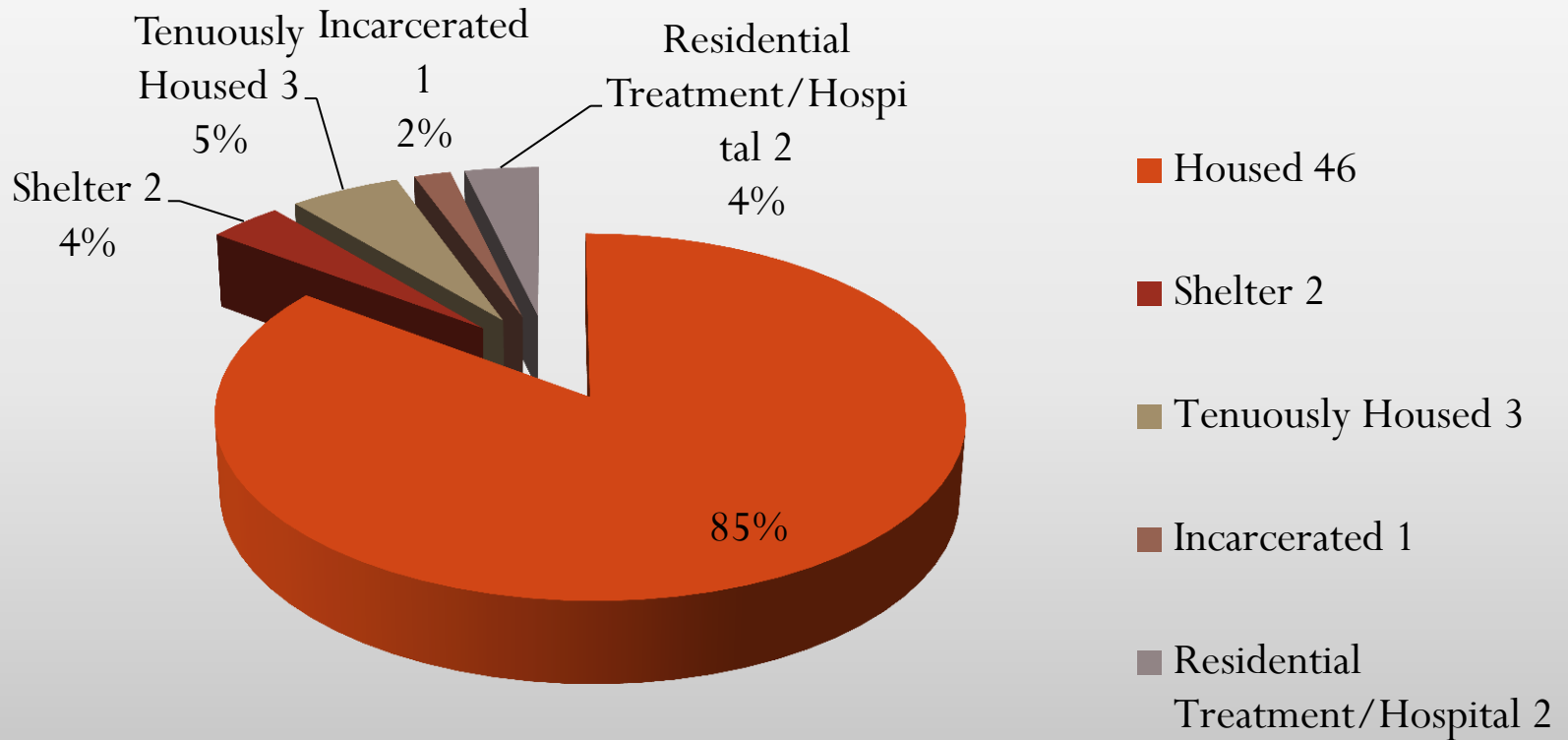
- Housing Support Workers establish relationships with individuals who have experienced persistent homelessness and focus their efforts on achieving housing stability and the prevention of homelessness
- Housing Support Workers offer:
 - Intensive, ongoing support, as directed by the needs of the participant
 - Connecting the participant to other services
 - And assist participants to transition into their housing and communities

Objectives

- To assist in establishing arrangements, relationships, and partnerships with landlords, property owners and managers to avoid conflicts and reduce unintended outcomes
- To assist 50 homeless individuals to achieve and retain housing stability by December 31st, 2013 and help them to improve on their health outcomes and quality of life

Current Housing Status

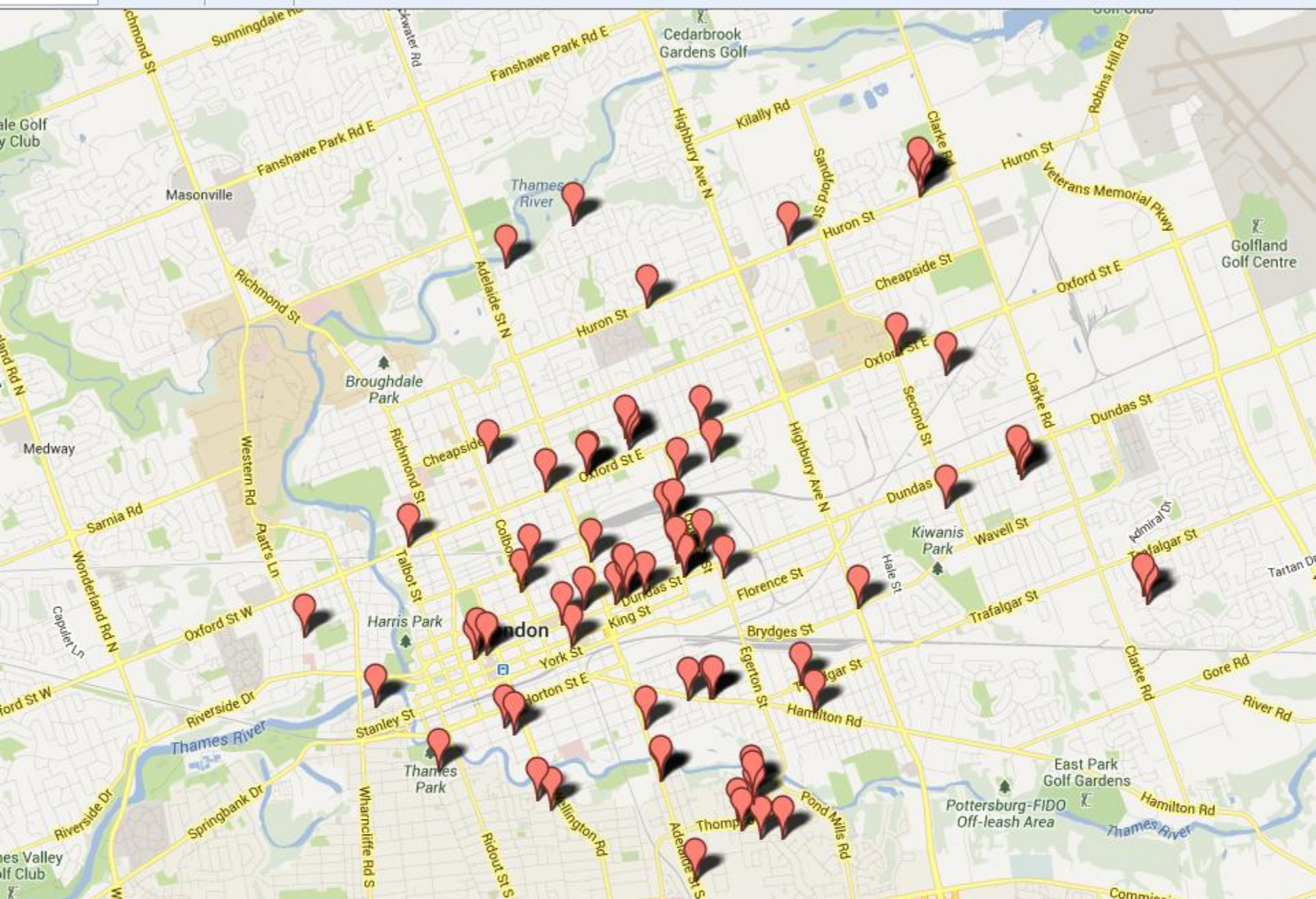
* as of August 31st, 2013



Housing Selection

- The Housing Selection position assists with the efforts of London CAReS by:
 - Obtaining actionable housing through scattered private sector housing units
 - Recruiting landlords
 - Developing relationships and effective working partnerships with landlords, property owners, and/or property management.





Syringe Recovery/Peer Engagement

November 1st, 2011 – August 31st, 2013

Objectives

- To establish syringe recovery initiatives and drug paraphernalia within the downtown and core area.

Since November 2011:

13 Needle Bins

363,765 Syringes recovered by
bins

52,512 Syringes recovered by
Peer Team

254 Responses to the
Community



Stationary Needle Bins in London

Part of a comprehensive strategy aimed at improving the health outcomes of individuals experiencing homelessness and street involved individuals.

Since Nov. 2011: By the Numbers



Street Outreach

527 Unique Ind. Served
728 Warm Referrals
93 Participants Housed



Mobile Unit

1217 Transports
512 Diversions
166 Safe Exits



Syringe Recovery/Peer Engagement

13 Needle Bins
363,765 needles recovered
254 Responses to Community Requests



Housing Services

54 Active Participants
49 Housed



London CARES 2.0: Additional Outcomes

London CArES/LMHC/Emergency Shelters Partnership Project

London CArES/LMHC/Emergency Shelters Partnership Project - Update

Partnerships

- United Way / City of London Funding
- London Middlesex Housing Corporation (LMHC)
- London CArES
- Emergency Shelters
 - Mission Services
 - Salvation Army Centre of Hope
 - Unity Project

PROJECT FOCUS – working with individuals experiencing persistent homelessness

- Housing Stability Workers will work with designated participants with:
 - Exiting shelter;
 - Transition into London-Middlesex Housing Corporation unit;
 - Support their positive tenancy and housing stability
- Building on the current London CArES Model, participants will be assisted to avoid eviction through:
 - Intensive in-unit housing support, 10-1 participant to worker ratio;
 - Community-based activities that anchor individuals into their neighbourhoods;
 - Wraparound services done in partnership with other community teams

National Veterans Projects

The London CARES Veterans Project

Supporting Veterans Experiencing Homelessness

- National research and evaluation project supporting Veterans experiencing homelessness achieve housing stability
- Four sites, including:
 - London
 - Victoria
 - Toronto
 - Calgary
- The City of London has the role of National Project Manager
- Project launched May 1st, 2012 ending March 31st, 2014

Veterans Project...cont'd

Goal of the Project

- Establish and evaluate a Canadian model for housing and support for Veterans experiencing homelessness, and will apply a Housing with Supports Approach

The London Site (London CARES)

London CARES, in partnership with the community and Veterans Affairs, will:

- Assist in securing private sector housing
- Provide frequent home and community visits
- Develop a personal plan
- Assist with access to community referrals, Veterans Affairs Canada, medical, mental health, addiction and rehabilitation services
- Assist in supporting a positive relationship with the landlord and neighbours

London Site: Highlights

- Reached participation goal
- Referrals from multiple sources, including:
 - Street Outreach
 - Local VAC office
 - Emergency shelters
 - Local Area Food Bank
- Increased access and use of Veteran specific benefits and services, including: **OSIC, OSISS, VAC case management services, earnings loss benefits, re-training, counseling, etc.**

London CArES/London Police Partnership Project

London CARES & London Police Service

Occurrences with a London CARES client that is 'disorderly' in a public space

LPS

- Contact London CARES for either diversion or when released from cells
- Contact can be made 24/7 for individuals on identified list

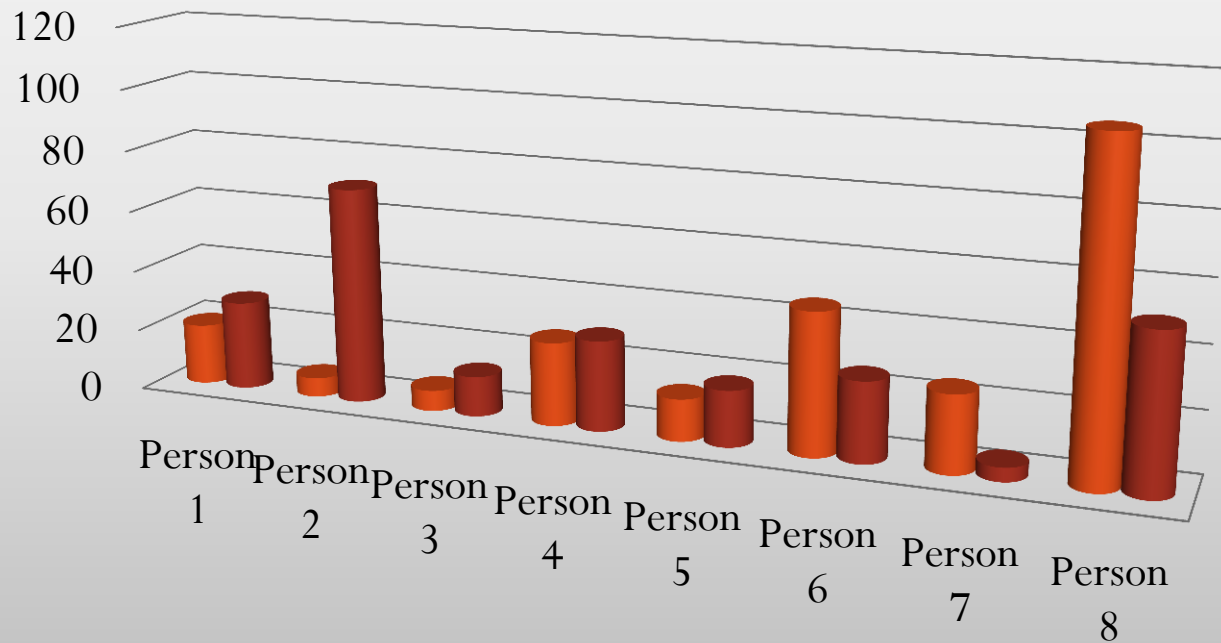
London CARES

- Responds within 30 minutes
- Safe transport available/secure releases
- Support an interim plan
- Find housing

Crisis Response

London Police Service

Monthly Hours of Calls for Service by LPS January – November 2012



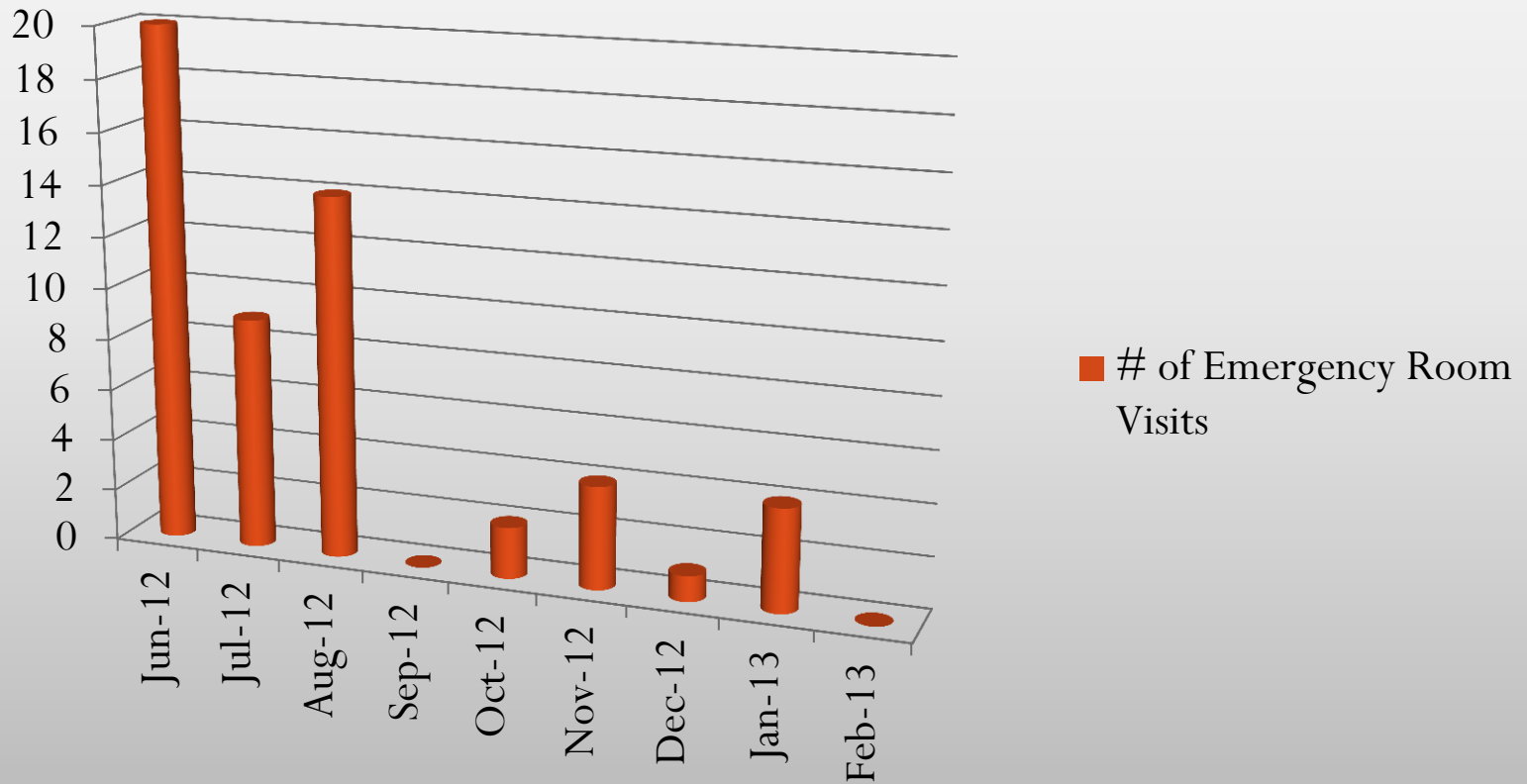
■ Jan - Jun ■ Jul - Nov (Clients working with London CARES during this period)

Focusing on Participant #8

- Participant within the Housing Stability Program since June 2012
- Frequent contact with Emergency Department staff for several years (often in contact every day)
- Often requiring emergency medical attention several times daily for days and months on end. This individual has been a part of the London CARES Housing Stability program since June 2012. His monthly emergency medical service usage since June is as follows:

Participant #8...cont'd

of Emergency Room Visits



Highlights...

Launched in July 2012:

- Working with 10 individuals identified as highly vulnerable and in most frequent contact with LPS for ‘non-criminal’ occurrences.
- July 2012, 1 participant was housed, 9 NFA
- July 2013, 10 participants are housed, 0 NFA

An Assessment and Evaluation of London CArES: Facilitating Service Integration through Collaborative Best Practices

18 Month Research Evaluation (2013-2014)

Funders

- Human Resources Skills Development of Canada,
Homelessness Partnering Strategy
- City of London

Purpose

- To evaluate the 5 pillar approach (treatment, prevention, justice response, harm reduction and the London CARS addition of collaboration and integration)
- To contribute to the development of evidence-based recommendations to improve services for homeless individuals experiencing addictions and mental illness

Methodology

- Participatory Action Research
- Sequential mixed methods research design

Two Levels of Research

Community Level

- Assessment and Evaluation of London CAReS
- How has the community implemented London CAReS (benefits, breakthroughs, challenges)?
- How has the collaboration changed the nature of services for individuals experiencing homelessness living with mental illness and addictions?

Two Levels of Research

Participant Level

- Assessment and Evaluation of the impact of London CARES
- What changes in health are reported by individuals accessing London CARES?
- What are the differences in the use of emergency health services, emergency response and emergency community services?

Methods of Assessment and Evaluation

Community level

- Focus groups with front line workers and key stakeholders (2 rounds, 12 months apart).
- Community level data (ie. Usage of shelter beds and social services)

Participant level

- Individual participant interviews (3 rounds, 6 months apart)
- Focus Groups (3 rounds, 6 months apart)
- ICES data (year prior to involvement with London CAREs compared to year after)

Project Update

Baseline interviews

- Completed in April-May 2013
- Enrolled 65 London CARES participants from the housing stability and outreach programs
 - 40 (61.5%) were from the housing program
 - 25 (38.5%) were from the outreach program

Demographics

	n (%)
Age [Mean (SD)]	41.3 (14.40)
Sex	
• Male	43 (66.2%)
• Female	22 (33.8%)
Marital Status	
• Single/Never married	42 (64.6%)
• Separated/Divorced	17 (26.2%)
• Married/Common-Law	3 (4.6%)
• Widowed	3 (4.6%)
Has Child(ren)	38 (58.5%)

Demographics

	n (%)
Has Contact with a Family Member	54 (83.1%)
Highest Level of Education	
• Grade school	26 (40.0%)
• High school	27 (41.5%)
• Community college/University	12 (18.5%)
Is Currently Employed	5 (7.7%)

Demographics- Mental Health Diagnosis

	n (%)
Mental Health Diagnosis	
• Substance/addiction issues	36 (55.4%)
• Mood disorder	31 (47.7%)
• Anxiety disorder	22 (33.8%)
• Disorder of childhood/adolescence	16 (24.6%)
• Schizophrenia	11 (16.9%)
• Post-traumatic stress disorder	9 (13.8%)
• Personality disorder	6 (9.2%)
• Other	1 (1.5%)
• Diagnosis present but type unknown	1 (1.5%)

**Individuals were asked to identify all diagnoses present and therefore may be counted in more than one diagnosis category*

Preliminary Findings- Head Injuries

Has had a head injury

	(%)
No	36.9
Yes	63.1

Preliminary Findings- Access to Health Care/ER Usage

Measure	(%)
Access to Medical Care	
<ul style="list-style-type: none"> • Has a regular medical doctor 	73.8%
<ul style="list-style-type: none"> • Has a regular place to go when sick/needs advice 	84.6%
<ul style="list-style-type: none"> • Has been a time when needed medical care but did not receive it 	44.6%
Use of the Emergency Room (ER)	
<ul style="list-style-type: none"> • Has used the ER in the previous 6 months 	40%
<ul style="list-style-type: none"> <ul style="list-style-type: none"> • Visit was for a medical reason 	80%
<ul style="list-style-type: none"> <ul style="list-style-type: none"> • Visit was for a psychiatric reason 	20%

Preliminary findings- Community Integration, Quality of Life, Housing

Measure	[Mean (SD)]	Score Explanation
Community Integration		
<ul style="list-style-type: none"> Physical integration <i>(Scores range from 0-7)</i> 	2.26 (1.77)	0= low integration 7= high integration
<ul style="list-style-type: none"> Psychological integration <i>(Score range from 4-20)</i> 	11.82 (3.19)	4= low integration 20= high integration
Quality of Life		
<ul style="list-style-type: none"> General Life Satisfaction <i>(Score range from 1-7)</i> 	4.4 (1.59)	1= low satisfaction 7= high satisfaction
Housing		
<ul style="list-style-type: none"> Number of moves in the previous year 	2.11 (1.57)	
<ul style="list-style-type: none"> Number of weeks spent in a shelter in the previous year (of those who spent time in a shelter) 	22.6 (14.62)	

Preliminary Findings- Reasons for Being At-Risk or Absolutely Homeless

	At Risk for Homelessness (n=42) (%)	Absolutely Homeless (n=11) (%)
Substance abuse	50	45.5
Mental illness	40.5	36.4
Physical illness	31.0	36.4
Unemployment	28.6	18.2
Family events or problems	28.6	27.3
Out of jail/incarceration	26.2	27.3
Other**	23.8	18.2
Unable to pay rent/mortgage	21.4	27.3

*Reasons are mutually exclusive- one individual may be present in many categories

**Other includes: Gambling, “bad social work”, not being able to pay for food, “own stupidity”

Preliminary Findings- Reasons for Being At-Risk or Absolutely Homeless-Continued

	At Risk for Homelessness (n=42) (%)	Absolutely Homeless (n=11) (%)
Evicted	16.7	27.3
Low wages	14.3	18.2
Seeking work	11.9	9.1
Welfare cut-off	9.5	9.1
Transient or migrant	9.5	9.1
Welfare cheque late	7.1	9.1
Welfare payment is inadequate	7.1	9.1
Doesn't qualify for welfare benefits	4.8	9.1
Divorce	4.8	9.1

*Reasons are mutually exclusive—one individual may be present in many categories

Preliminary Findings- Migration

Born in London

	(%)
No	72.3
Yes	27.7

London is home community

	(%)
No	26.2
Yes	73.8

Preliminary Findings- Migration

Number of times moved to a difference community in last year

Number of Moves	(%)
0	74.6
1	12.7
2	3.2
3	4.8
4	1.6
5	1.6
10	1.6

Preliminary Findings- Migration

Number of times moved to a different community in last 5 years

Number of Moves	(%)
0	53.3
1	5.0
2	6.7
3	15.0
4	3.3
5	5.0
6	5.0
7	1.7
10	1.7
15	1.7
50	1.7

Preliminary Findings- Migration

Will be staying in London

Response	(%)
No	19.4
Yes	80.6

Project Update

2nd round interviews

- Began in Aug 2013

Focus Groups

- Completed 8 focus groups
- 9 participants
- 13 staff
- 18 key stakeholder

Participant Focus Group- Preliminary Emerging Themes

London CARES as a Safety Net

- “Pretty much saved me because I am also addict and alcoholic so they’re helping me stay clean”
- “She (London CARES worker) is my safety net”
- I was a hopeless junkie on the streets....they saved my life basically”

Participant Focus Group- Preliminary Emerging Themes

London CARES Presence: Always There

- “I would have gone right back to the streets...but she was there for me...she is always there for me regardless if I just need her to be there with me or if I need a ride or whatever right. She is always there”
- “A lot of times I have wanted to just give up but London CARES has been right there”

Participant Focus Group- Preliminary Emerging Themes

Positive Affirmations of London CArES Staff:

Respect/Feeling Valued

- “...if I’m not happy my worker wants to know why”
- “They never look down on us”
- “They don’t make you feel like you’re an outsider”

Next Steps: Data Collection Timeline & Milestones

December 31, 2013

- Round 2 focus groups and interviews with London CArES participants.
- Analysis of community and participant level data.

Next Steps: Data Collection Timeline & Milestones

February 28, 2014

- Round 3 focus groups and interviews with CARES participants.
- Round 2 focus group with staff and management.

March 31, 2014

- Complete final analysis and draft report.
- Analyze participant data through ICES.
- Complete interim progress report.
- Disseminate information via local and national conferences and publications.

Questions?