



Supporting People with Complex Needs in Housing

April 30, 2015

CHRA Congress

Options Bytown



Options Bytown's vision is to:

'provide leadership and support to end homelessness'

..and mission:

'offer permanent housing and supports to assist people at risk of homelessness live independently and achieve their goals'

Our History



- Established in 1989 with a new 60 unit building that changed the way supportive housing was provided in Ottawa
- Focus changed from admission requirements to barrier-free housing, lifeskills training, harm reduction
- Another 60 unit apartment building was acquired in 1994
- In 2000 we launched the Resource Centre Program in Ottawa Community Housing apartment complexes to support social housing tenants at risk of homelessness
- In 2009 we launched a housing-based case management program for social housing tenants
- In 2011 we acquired an 8 unit rooming housing for women

Options Bytown Housing Landlord + Supports



What is supportive housing?



- We offer community based housing and on-site supports
- Homelessness prevention important focus
- Comprehensive assessment ensures best fit for person's needs and for the community. This is achieved by carrying out an intake and risk assessment process so that applicants have the best chance of successful tenancies once they move in.

Housing Support Services

OPTIONS
BYTOWN

Building community
Développer la communauté

- Assist tenants to access education, training, employment opportunities.
- Promote the development of life skills and peer mentoring relationships.
- Work with tenants to develop a supportive community, providing a range of community programming.
- Ensure that tenants have the support they need, and that we work together with community partners to provide the appropriate supports.
- Provide a re-housing service to ensure tenants are supported in their transition into permanent housing

On-Site Support Model



- Team approach of providing supports
- Risk assessment at intake to best match tenants to housing and neighbourhood
- Strong partnerships with mental health, addictions, health care and other services
- We are the landlord as well as support provider
- We offer a variety of housing options so tenants needing more or less supports may be re-housed quickly

We Offer a Variety of Housing Options



- Permanent supportive housing where we act as landlord and support provider
- Resource Centre Program - On-site supports to tenants in large social housing complexes owned by Ottawa Community Housing Corporation
- Housing case management to both in-situ tenants and tenants moving from shelters into the second largest social housing provider, Centretown Citizens Ottawa Corp.
- "Housing First" case management to high and moderate acuity clients moving from shelters to housing
- "Graduates" of Options Bytown supportive housing who need minimal supports to live independently, in partnership with Centretown Citizens Ottawa



**Resource centres offer group activities
and individual counselling**

Emphasis on “Community”



OPTIONS
BYTOWN

Building community
Développer la communauté

- Social isolation interferes with ability to sustain independent living
- We build stronger communities by providing:
 - Peer support programs
 - Social events and outings
 - Common spaces in buildings
 - Leadership opportunities
 - Encouraging volunteerism in community
 - Programs such as tenants’ associations, gardening groups, collective kitchen programs, etc.

Housing

+ support

+ counselling

+ learning

+ community

=



Housing *Plus*.ca

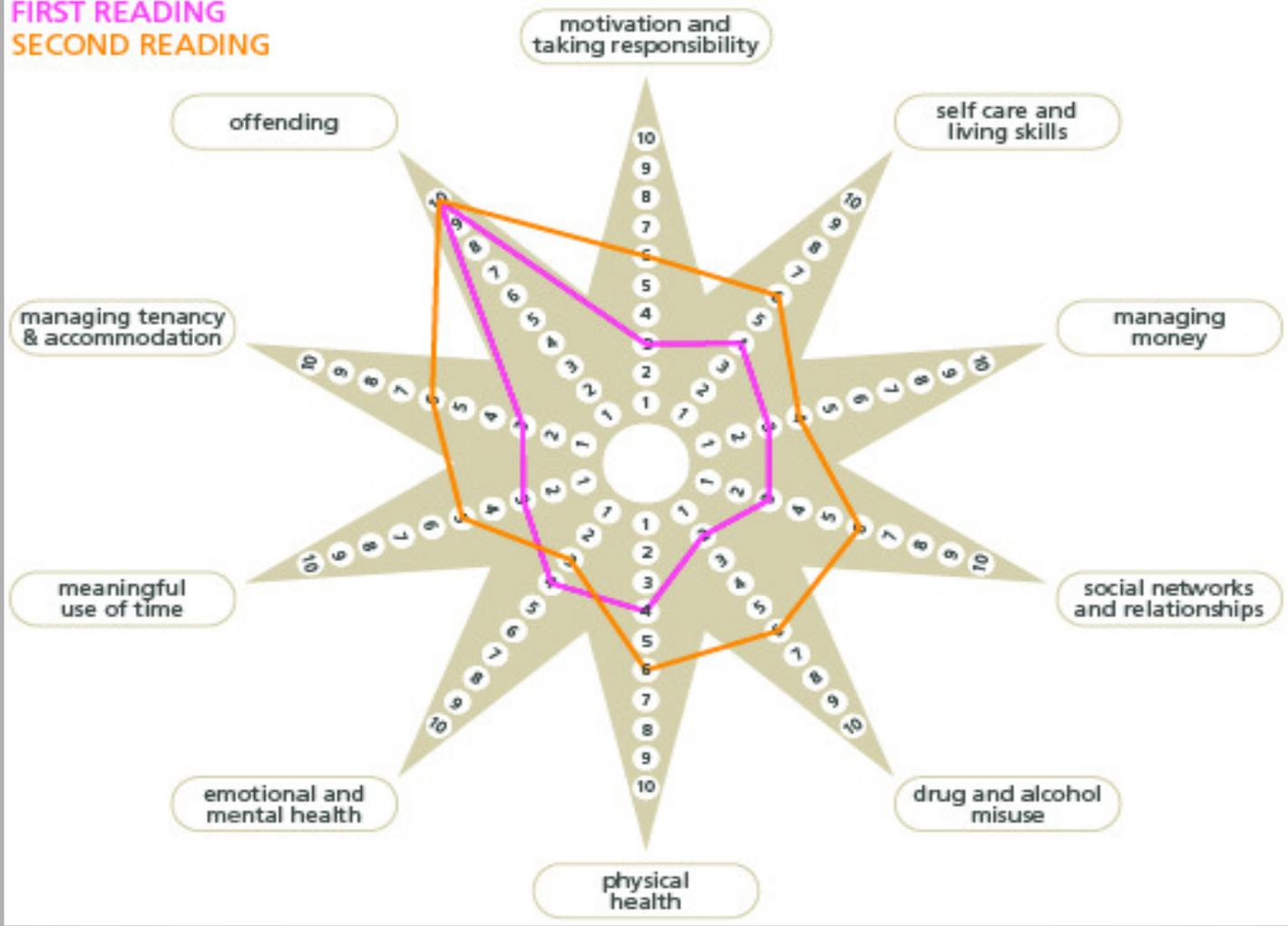


Service Enhancements: Outcomes Star



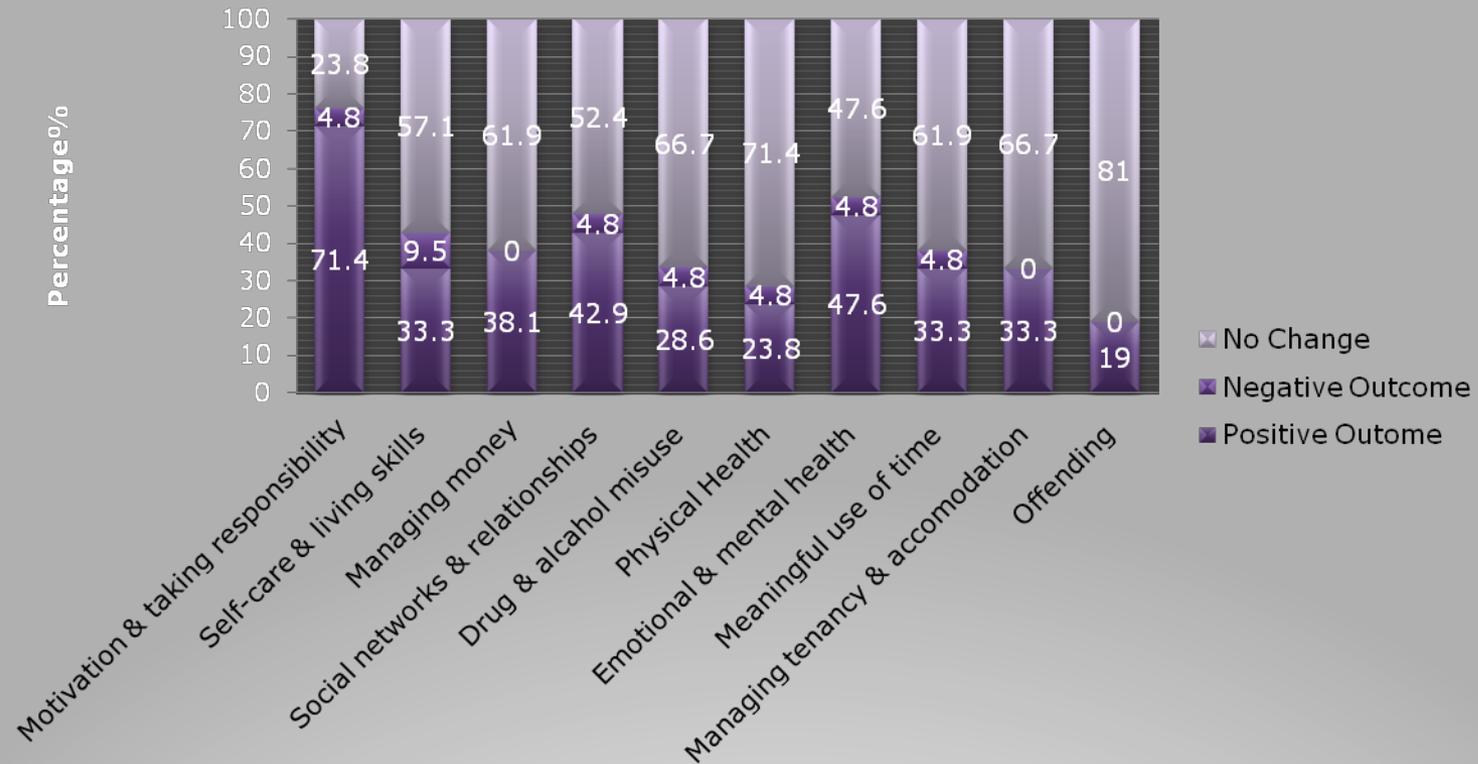
- Monitoring and evaluation tool that focuses on the gradual increases in confidence, improved behaviours, reduced self harm etc., which are all part of the journey from homelessness to finding stability and a lasting home
- Both measures and support progress for those who have been homeless, towards self-reliance in attaining their goals
- Allows for statistical comparison and analysis both within and between agencies
- Tenant-driven approach to identify key areas in which they want to work
- Here is an example of what the Outcomes Star scoring would look like...

FIRST READING
SECOND READING



Outcomes Star for Homelessness Supports

Pilot Test: 3 Month Assessment



Summary: Results

- Based on 27 participants
 - Nearly 3/4 of clients (71.4%) motivation improved
 - Almost half of clients (47.5%) exhibited improvement in their mental and emotional health
 - Over 40 percent of clients (42.9%) improved social networks and relationships
 - Over 1/3 of clients(38%) displayed improvement in terms of managing money
 - Less than 5 percent of total clients showed regression in their evaluations
- *Other categories with less or relatively no change can be attributed to higher starting scores

Service Enhancements: Specialized Approach to Hoarding

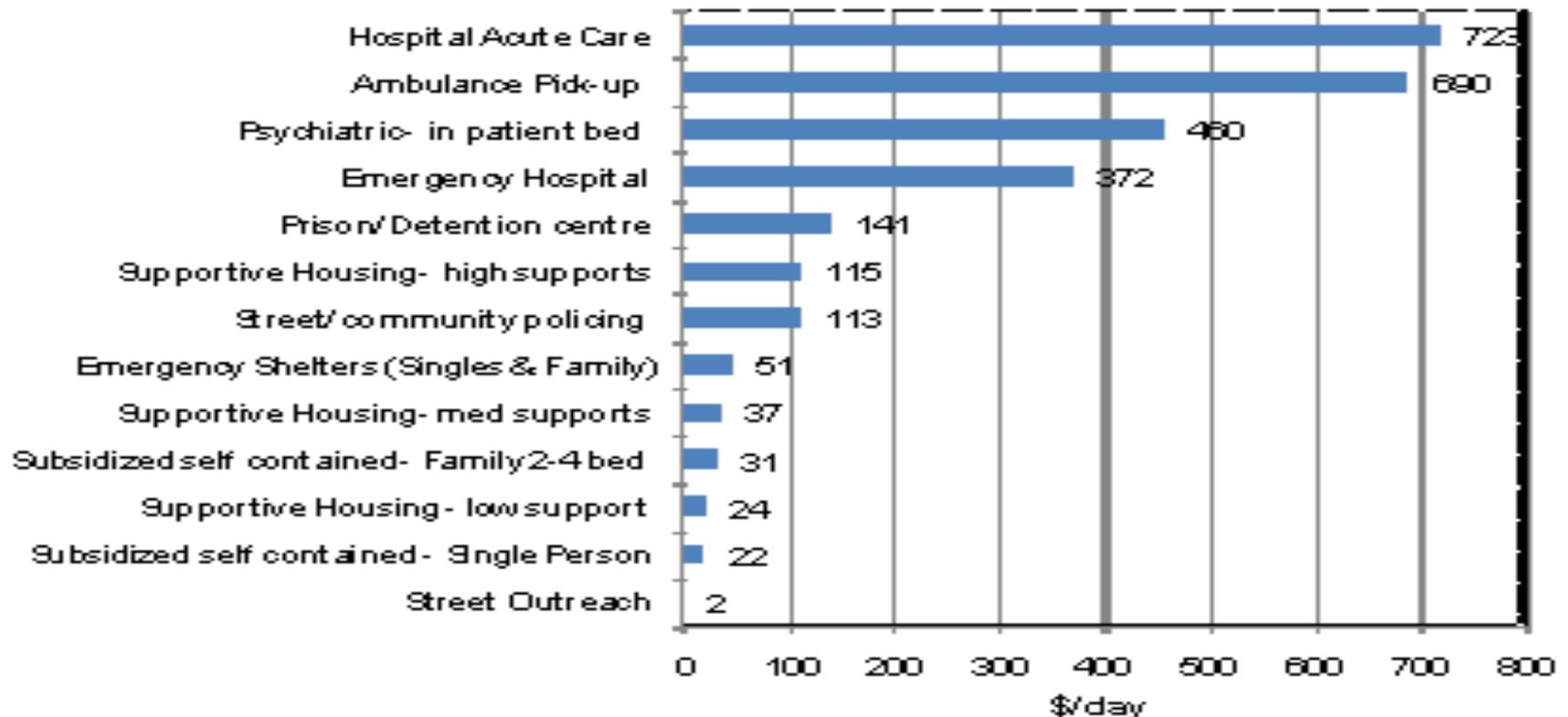


- Hoarding is a complex problem - mental and physical health problems, schizophrenia, acquired brain injury, intellectual disability, autism spectrum disorders, eating disorders and impulse-control disorders
- Environmental scan of supportive housing network in Ottawa found that consistently 1-5% of the population was affected by hoarding issues.
- We were frustrated with how to deal with the situation.
- So we developed our own support model...

- Intensive training for maintenance and housing support staff
Clinical Supervision with an expert in the field - front-line workers bring prepared cases to supervision and have questions like: where are they getting stuck/validate the hard work
- Emphasis on lifeskills, motivation, tenant responsibilities, gradual process, etc.
- Deal with underlying mental health problems and resistance
- Our work has gained recognition and we have received Provincial Ministry of Health funding for a to provide the services of a “Hoarding Specialist” including funding cleaners, storage facilities and movers

Cost Effective Outcomes

**Typical Daily (or per use) Cost for Services
Across Typology of Responses to Homelessness in Ottawa**



Audrey's story



- Audrey arrived at our rooming house for women from a shelter. She had lost her housing due to lack of affordability, mental health and addiction issues, the breakdown of her marriage and the loss of custody of her children. When she arrived she felt a sense of relief and security. She did well for a while and found full-time work.
- Then she faced some crises and her mental health deteriorated and she began to drink heavily. Her behavior impacted the rest of the community in the house, and reached a point where the police were called. Other tenants felt unsafe around her.
- Our Housing Support Worker connected Audrey with specialist mental health supports and offered intensive in-house supports. Audrey and staff have agreed she will be better served living in an Options Bytown building, in a self contained unit with a greater level of on-site supports.

Contact us



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