

OPPORTUNITIES **LIVE** HERE



mainstay



# Supporting Veterans with Complex Needs In Housing

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**Toronto, ON**

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# History of Mainstay Housing



## Our Mission:

Mainstay Housing works with people living with mental health and addiction issues, who are deeply affected by poverty and provides them with housing, ongoing support and greater opportunity to be a part of a community.

We offer over 867 units in a variety of housing options with various degrees of support. Mainstay is the single largest nonprofit provider of supportive housing in Ontario with 41 residential locations across Toronto and growing each day....

# Partnerships Matter



In 2012, Mainstay Housing, Royal Canadian Legion and Veterans Affairs Canada came together to address the rising concern of homeless ex-military /veterans in Canada.

Mainstay Housing provides the properties, ongoing maintenance and supportive housing workers. RCL provides financial support, and VAC provides two case managers for clinical support.

Our first success was creating a 10 room shared housing environment located in a large house in the heart of downtown Toronto. Our second, was creating ten 2-bedroom shared units in a small apartment building located in the north end of the city.

We serve tenant members who have been homeless and are dealing with mental health concerns such as PTSD, depression and substance use.

Both locations offer community and office space for the Supportive Housing Worker, Peer Worker and Case Managers.

# Supportive Housing Worker's Role

Supportive Housing Workers, (SHWs) provide support to tenants in many ways but focus on three hats: Community Development, Site Support and Agent of the Landlord

**Community Development:** Our tenant members live in isolation and community development is a way of ensuring that everyone belongs within Mainstay Housing's community. Housing Workers facilitates several activities in the building. Workers encourage and provide opportunities to build self-confidence, relationships and leadership skills through peer group lead and/or facilitated programs and activities.

**Site Support:** Supportive Housing Workers, often provide support to individuals living in within the community. These interactions include, but are not limited to, short-term life skills development, crisis-intervention/prevention and inter-tenant conflict resolution.

**Agent of Landlord:** Mainstay Housing operates within an eviction prevention framework. As agent of the landlord, Supportive Housing Workers take many preventative measures to ensure that a tenant member is not evicted. The Residential Tenancy Act (RTA) is the tool use to ensure housing sustainability.

# Our Locations: Bathurst & Parliament

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Bathurst has 10 units comprising of 2 bedrooms shared units. 2 tenants will share common areas such as the: kitchen, bathroom and the living space. Tenants move into the unit furnished with couches and the Legion provides a bed, mattress, table stand and hamper in each room to make the tenant feel at home.

Bathurst is located in the north end of the city. Tenants can travel to downtown Toronto to access additional resources.

Parliament has 10 units where tenants share the common areas such as community room, dining room, kitchen and bathroom. All tenants have their own room. The rooms are furnished with a bed, mattress, table stand and a hamper to welcome the tenant to their new home.

Parliament is located in the heart of downtown Toronto creating great accessibility to additional community resources. Tenants have easy access to: food banks, drop in centres, hospitals and community centres.

# Peer Support Worker's role



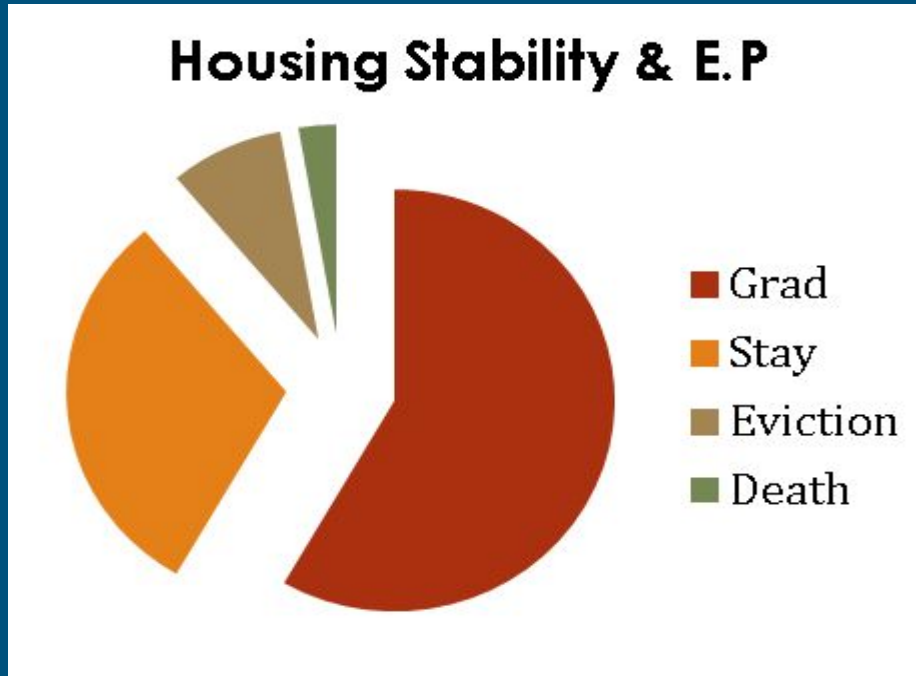
Provides and promotes emotional and social support to others who share a common experience.

Peer support can inspire hope & demonstrate the possibility of recovery.

Authenticity helps to create a shift in attitude and results through greater feelings of empathy and connectedness



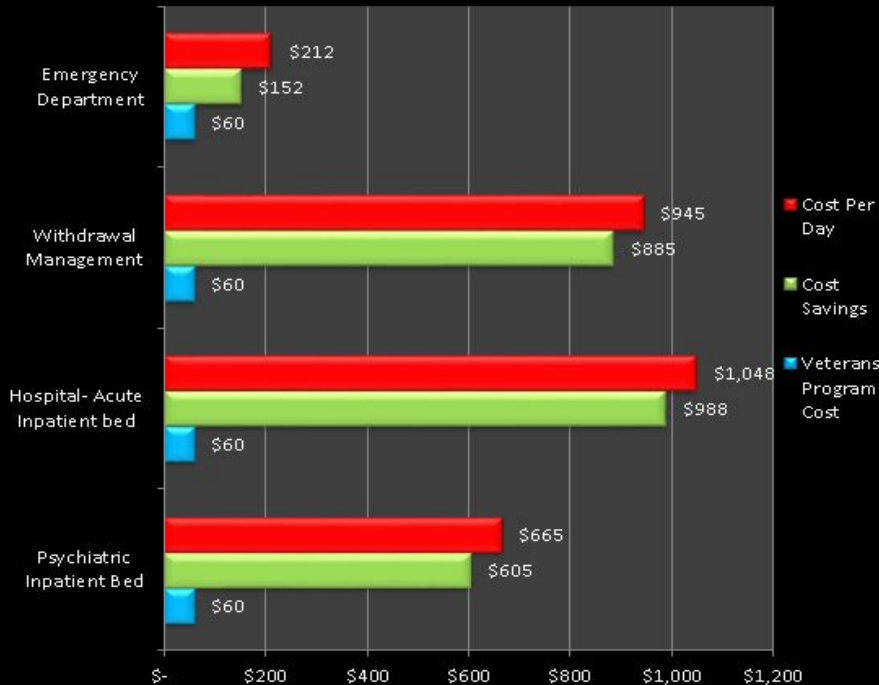
# Results from 2012/13 to 2016/17



- **57% tenant members have graduated from shared accommodation to independent living**
- **30% tenants members chose to remain in current homes**
- **8% tenant members moved out due to OLTB**
- **3% tenant passed away**

# Literature review on SROI

Health Cost Savings



EMERG dept - \$212.00 per day  
Vets Housing - \$60.00  
Savings: - \$152.00

Rehab - \$945.00 per day  
Savings - \$885.00

Hospital - \$1,048.00 per day  
Savings - \$988.00

Psych - \$665.00  
Savings - \$605.00

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# Tenant Testimonial

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One tenant once called housing and support at Mainstay was his, “Taj Mahal”, ‘It’s more than a place to live, it’s my palace’.

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“It is homes we must give our  
people, not merely shelter.”

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- Dr. Charles Hasting, Toronto Medical Officer of Health (1910 - 1929)

# Questions?

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