

**FINAL REPORT ON THE FINDINGS OF THE  
SECOND IMPLEMENTATION  
EVALUATION FOR THE MONCTON SITE OF  
THE AT HOME / CHEZ SOI PROJECT  
KEY MESSAGES**

Tim Aubry, Stephanie Yamin, John Ecker, Jonathan Jetté

Hélène Albert, Danielle Nolin, & John Sylvestre

Implementation Evaluation Team for the Moncton Site At Home / Chez Project



Centre de recherche sur les services éducatifs et communautaires  
Centre for Research on Educational and Community Services



**UNIVERSITÉ DE MONCTON**  
**CAMPUS DE MONCTON**

**Centre de recherche et  
de développement en éducation**

## ONE PAGE SUMMARY

This report documents the findings of the second evaluation of the implementation of the At Home / Chez Soi program in Moncton. It provides a summary and synthesis of the information collected from different stakeholders of the program, namely landlords, service staff, and key informants comprised of housing staff, program managers, and the site coordinator.

Overall, the findings of the second implementation evaluation highlight the continued successful implementation in large part of the At Home / Chez Soi program in Moncton and Southeastern New Brunswick. There was consensus among the members of the team conducting the second fidelity assessment, program managers and staff that the key ingredients expected of a Housing First program modeled on the *Pathways to Housing* program were present in the program. In particular, the majority of program managers and staff viewed the process as implementing a program that assisted a large majority of its participants to establish stable housing and begin the process of recovery and community integration.

The second fidelity assessment indicated that the program in Moncton had effectively addressed a number of issues raised in the first fidelity assessment. However, the second fidelity assessment also identified the presence of a number of challenges that continued to be faced by the program. Notable program areas requiring further development included the integration of substance abuse treatment into services delivered by the ACT team, the use of individualized service planning focusing on recovery goals, and the addition of a peer specialist to the ACT team.

There was a shared perception among program managers and program staff about the program's theory of change. Specifically, they defined housing stability, service engagement, and improved social relationships as intermediate outcomes expected in the first year of participation. They defined longer-term outcomes as including achieving vocational success, improving personal independence, and reducing substance use. They also noted that participants showed a wide range of outcomes and required varying time in the program to achieve these outcomes.

Program managers and program staff perceived a readiness and motivation for change, an ability to set personal goals, and a higher level of functioning as important characteristics of individuals who benefited from Housing First services. In contrast, they identified a lack of readiness for change, a lack of engagement in the program, a lack of preparation for independent living, severe addictions, significant health problems, a history of violent behaviours, and social isolation as personal characteristics of individuals who had not benefited from the Housing First approach.

As a group, landlords expressed openness to renting to program participants. Many of the interviewed landlords had experienced problems with some participants they had as tenants; however, most remained open to renting to program participants. According to landlords, advantages to renting to At Home included business reasons (i.e., rent was guaranteed, damage to apartment is covered) and personal reasons (i.e., opportunity to assist a marginalized group and assist the community). Perceived disadvantages included problematic behaviours and substance abuse of participants, which can lead to evictions, program participants causing damage to apartments, and attraction of outsiders to apartment.