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‘At Home/Chez Soi’ Follow-Up Implementation Evaluation: Toronto Site Report - Key Messages

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BREIF SUMMARY

This report documents the findings of the follow up implementation evaluation of the At Home / Chez Soi project at the Toronto site. It presents a summary and analysis of information that was gathered from different stakeholders to the project such as; service team members, landlords, housing team members, program managers, and the Toronto site coordinator.

The findings of this second implementation evaluation show the continued successes and challenges of implementation in Toronto. Fidelity assessments recognize the high initial housing and housing retention rates that Toronto maintains. This latter phase of implementation in Toronto has been predominantly focused on relationship building between client and worker. Stronger connections have been made during this phase as teams are now helping clients work on goals such as family connections, employment, education, and re-housing. Fidelity assessments acknowledge a strong person centered care approach in the Toronto service teams.

Stakeholders report increasing client success in community integration, in forming positive social and personal relationships and family/child reconnection in this phase. Other outcomes related to engagement in health and mental health care are also realized during this phase.

Program managers and staff demonstrated great interest in addressing earlier fidelity team recommendations. Knowledge of the skills and concepts behind motivational interviewing was an area that showed improvement. Furthermore, during the later implementation phase clients have focused on vocational and treatment goals and fidelity reports have acknowledged that staff has responded appropriately, adapting their plans of care to facilitate these goals. Fidelity reports noted the robust Wellness Recovery Action Plan groups, socializing activities and nurse groups that promote health awareness and harm reduction strategies as facilitating profound changes in teams and clients.

Teams have also expressed shared anxiety and concern surrounding the issue of further funding and future sustainability. Team members were most concerned about their client's recovery and their own job security. Messaging to clients on this topic over the last year has been a difficult task as case workers have wanted to prevent any heightened anxiety or potential relapse in clients. Also, housing team members have had difficulty finding landlords that are willing to offer monthly leases. A landlord sub study attached to Appendix A provides insight from landlords on their reasons for involvement and continued cooperation with the project as well as accounts of their experiences with program tenants vs. non program tenants.