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**'At Home/Chez Soi' Implementation Evaluation Toronto Site Report  
– Key Messages**

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August 2011

## **Key Messages**

1. The documentation of the Toronto site ‘At Home/Chez Soi’ research demonstration project implementation phase has highlighted several key elements and mechanisms of change occurring within a complex health intervention that explores “Housing First” approaches to improving the lives of clients who experiences both homelessness and serious mental health problems. The experiences of the Toronto Site offer important lessons for implementation at other sites of the At Home/Chez Soi project, as well as similar research and project development in other jurisdictions.
2. Navigating the diverse paradigms and perspectives of project partners learning to work together requires both formal as well as informal structures and process for communication at the level of project governance and service delivery that are driven by shared support for clients, the “Housing First” model and, the spirit informing the implantation process: collaboration, dedication, and goodwill.
3. During the implementation of a complex health intervention is it important to focus attention and resources to factors influencing the service environment for project staff to operate within, including timing and rate of client recruitment processes; the size and balance of caseloads; staffs role in housing and Support Services functions; and, meeting the needs of the most complex clients. Steps should be taken to avoid staff “burnout” and turnover as they may have a significant impact on clients’ recoveries, particularly as the working relationship is presumed to be an important catalyst in the recovery process.
4. Despite challenges experienced during the implementation of a complex health intervention, it is important to focus attention on project successes. For the ‘At Home/Chez Soi’ Project these have included the tremendous collaboration that has taken place at the Toronto Site, and the numbers of participants who have been successfully housed, and who are working on their recovery goals.