

# Access to Health Services for People Experiencing Homelessness: Framework

Toronto Housing and Homelessness Services  
Planning Forum  
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# Background

## **2018 Health Services Framework**

- A coordinated approach to health services delivery for shelter clients to improve access to services, health equity, client experience and system sustainability
- Not fully implemented due to administrative and structural changes to the health care system

## **2021 Health Services Framework**

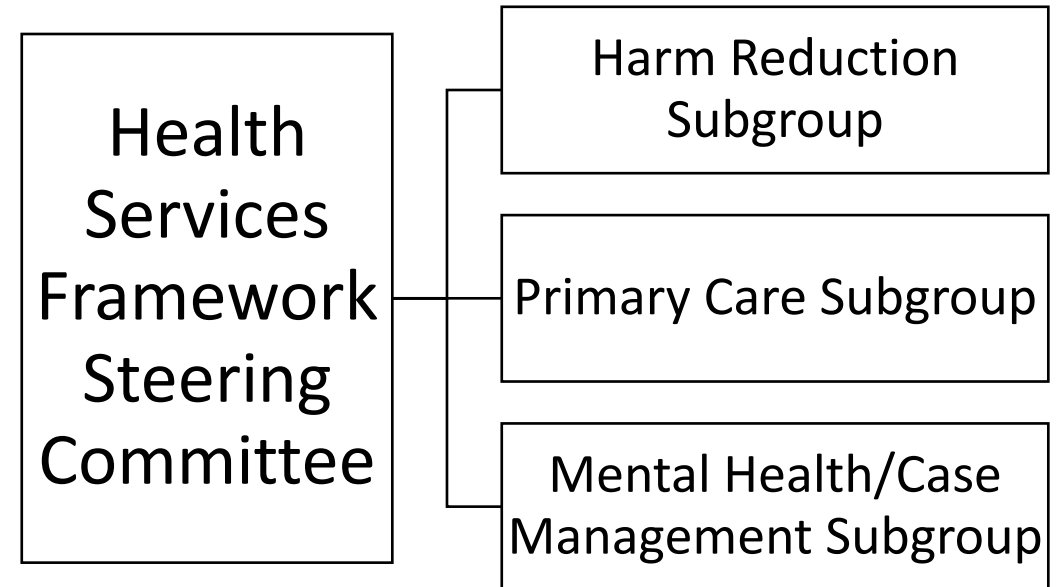
- COVID-19 catalyzed renewed coordination and investment in providing health services to people experiencing homelessness
- A Steering Committee has come together to evolve the existing Health Services Framework to ensure people who are homeless are able to access health services regardless of where they are accessing shelter or drop-in services

# Toronto Region Homelessness COVID-19 Working Group

- Through Toronto Region's Homelessness COVID-19 Working Group, three key health service work streams were identified as critical to supporting people who are homeless:
  - **Primary Care** (including psychiatry)
  - **Mental Health and Case Management**
  - **Harm Reduction** (overdose prevention, safer supply, & peer support)
- Each stream has a work group that meets regularly to match services to clients and shelter locations

# Health Services Framework Steering Committee

- Evolve the existing Shelter Health Services Framework that ensures people who are homeless are able to access health services across all 3 streams regardless of where they are accessing shelter or drop-in services
- Develop an implementation plan for the sustainable model
- Align this work with broader system planning with the City, OHTs, Province, etc.



# Health Services Steering Committee Membership

Shelter, Support & Housing Administration (Co-Chair)

Ontario Health Toronto (Co-Chair)

Parkdale Queen West Community Health Centre (Co-Chair)

Inner City Health Associates

The Access Point

The Works

South Riverdale Community Health Centre

Toronto Shelter Network

Toronto Drop-In Network

Toronto North Support Services

Violence Against Women sector

# Current Work: Harm Reduction

- Needs assessment at physical distancing sites to ensure all sites prevent and respond to overdoses recently completed, recommendations in development
- Collaboration between 8 agencies and The Works to provide harm reduction outreach at the physical distancing sites
- Safer Supply Program: prescription for alternative pharmaceuticals to divert from unsafe supply and reduce overdose
- Sites are being supported with a 10-point plan that outlines service development approaches and resource deployment considerations

# Current Work: Primary Care

- Primary care services matched to most shelter sites across the region
- A process developed to ensure matching occurs when gaps identified through needs assessment
- ICHA now supporting close to 75% of the shelter system (psychiatry and primary care services); continue to explore opportunities to support other sites
- Some sites supported by Community Health Centres and Family Health Teams
- Exploring primary health care needs in the VAW sector

# Current Work: Mental Health/Case Management

- Enhanced Case Management for sites with high needs, supported by additional funding from City through Toronto North Support Services at 6-9 priority sites (next 15 months); referrals will be provided by ICHA, the hotel operators, and Streets to Homes
- Needs assessment completed - supported by team from CAMH, of Drop In Centres to identify gaps
- Focusing on longer term sustainability, in the broader system (i.e., identifying service and resource gaps/improve referral pathways)



# Towards a Sustainable Model

## Site Level

- Track resources and map services to sites
- Identify gaps
- Connect, triage, and coordinate services to sites
- Receive requests and have an escalation mechanism

**Tool: Database to link services to sites**

## Client Level

- Receive and triage referrals
- Identify and track resources in system
- Matching and referral to appropriate services if unattached or if leaving/moving within shelter system

**Tools: OnBoard, case management, harm reduction supports**

# Site Level: Service Linking Database

Health Care Services at Sites Supporting Homeless/Unsheltered Community Members																					
Service Assignment Status	Total			SERVICES										Shelter, Drop In, Respite Site Details**					SITE CO		
	Site Name	Address	Postal Code	Sub-Region	Harm Reduction (Service/Site)			Primary Care and Allied Services			Mental Health/Case Management		Service Details	Setting	Operator	Population	Hours	Current Capacity	Number of Beds	On Site Contact	Role
AP - Active Services - Primary Care Allied Services - Planned in Progress	AP - Active Services - Harm Reduction Services - Planned in Progress	AP - Active Services - Mental Health Services - Planned in Progress	AP - Active Services - Other Services - Planned in Progress	AP - Active Services - Other Services - Planned in Progress	Overdose Prevention	Peer Support	Safer Support	Type of Service	Provider	Primary Care Contact	PSYCH	Mental Health Case	(Service: Name, Hours, Phone)								
					Street Health RPCHP	Street Health RPCHP		X	ICHA		X	HR- Street Health RPCHC		Temporary Response Site	Dixon Hall	All Gender	24 Hrs	21	21		
	5800 Yonge St. Building B	M2M 3T3	Downtown				Not needed		Aspirational Service (ICHA)			Example service		Temporary Response Site	Homes First		24 hrs	120 Women 80 Men	120 Women 80 Men	Jamie Facciolo	
	65 Dundas St. E	MSB 1C7	Downtown East	The Works	The Works	The Works			Yes		ICHA			Temporary Response Site	Dixon Hall	All Gender	24 hrs	200	200		
	76 Church Street	MSC 2G1	Downtown East						ICHA ICFHT			None		Temporary Response Site	Seaton House		24 Hrs				
	98 The Esplanade	M5E 1A9		RPCHC	RPCHC	RPCHC						AA Referral will be made to TMS and Access Point HR Internal, RPCHC	Case worker taking client to local walk-in clinic. No ID and ID pathway to Request Partner Shurbenau - waiting to be set.	Temporary Response Site	St. Felix	All Gender	24 hrs	28	28	Robin Kennedy Devin Lennox	
	2685 Kingston Rd.	M1M 1M2												Temporary Response Site	Scarboro Mission		24 Hrs				
	185 Yorkland Blvd	M2J 4R2		SRCHC	SRCHC	SRCHC			ICHA		X	HR-SRCHC, need to see additional services OFHT will provide the MSW Social Worker		Temporary Response Site	Fred Victor	All Gender		300	300		
	3600 Steeles Ave	L3R 9Z7	West						ICHA (October 2020)	Andrew Bond 416-436-6196 bondan@smh.ca				Temporary Response Site	CoT						
	26 Gerrard St. E	MSB 1G3		Sherbourne HC	Sherbourne HC	Sherbourne HC			ICHA		X	HR- Sherbourne Health		Temporary Response Site	Street Haven Capacity Expansion	Female		80	80		
	77 Ryerson Ave.	M5T 2VA	Downtown East	TBD	TBD	TBD			ICHA (October 1, 2020)		X			Women's Residence	CoT	Female		83	83		
	445 Rexdale Blvd (Etobicoke Central)	M9W 6P8	West	TBD	TBD	TBD			ICHA (September 14, 2020)	Andrew Bond 416-436-6196 bondan@smh.ca				Intake	Christie Ossington Neighbourhood Centre	All Gender		142	142		
	445 Rexdale Blvd	M9W 6P8							ICHA	The Works			Case management - A Health and Wellness worker - A HR-ASJP Mental Health - AA Referral will be made to								
	50 Estate Drive	M1H 2Z1	East						ICHA ( Oct. 1, 2020)	Andrew Bond 416-436-6196 bondan@smh.ca					Salvation Army						

# Client Level: OnBoard

- Model that is currently used to connect unattached clients moving from recovery sites and uninsured clients from some EDs to primary care
- Housed with Access Alliance and Mid-West, but can be used regionally
- Exploring this model to connect clients who are homeless and unattached to ongoing primary care
- This model is mainly used for Primary Care – options are being explored to consider similar models for harm reduction and mental health/case management

# Next Steps

- Continue to build model and adapt 2018 framework
- Engagement across sectors to ensure sustainability and alignment
  - Toronto Shelter Network
  - Toronto Drop-In Network
  - Toronto Alliance to End Homelessness
  - Violence Against Women sector
  - Indigenous partners
  - Ontario Health Teams
  - Justice sector

Questions?