



## Housing Retention Strategies: Incorporating Community Building and Eviction Prevention

### Presenters:

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Eviction Prevention

Community & Belonging

Recovery & Opportunity

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# Outline:

- Themes Explored:
  - Staying Housed - Eviction Prevention Strategies
  - Building Community and a Sense of Belonging
  - Promoting Recovery and Opportunity
  - Common Values that Inform our Work
- Our Approach:
  - Talk about our similarities and differences, and why
  - Highlight successful outcomes and learnings
  - Ensure enough time to hear from you!

# Eviction Prevention Strategies:

- Integrating landlord and support roles
  - Housing support functions:
    - Orientation to unit and community
    - Harm Reduction/Hoarding Coaching/Conflict Resolution
    - RTA escalation and problem solving
- The Tenant/Member as a partner
- Multiple built models to promote choice and avoid evictions



- Effective Partnerships – Successful Tenancy Plans

# Housing Retention Outcomes

- Housing Retention:

- Mainstay 95%
- Houselink 94%
- Salus # of evictions in last 10 years - 1

*\*\* Comparing four Housing First Programs, 2014*

- Percentage of Evictions Prevented

- Mainstay - 96% our five year average

- Length of Tenure 5 Plus Years

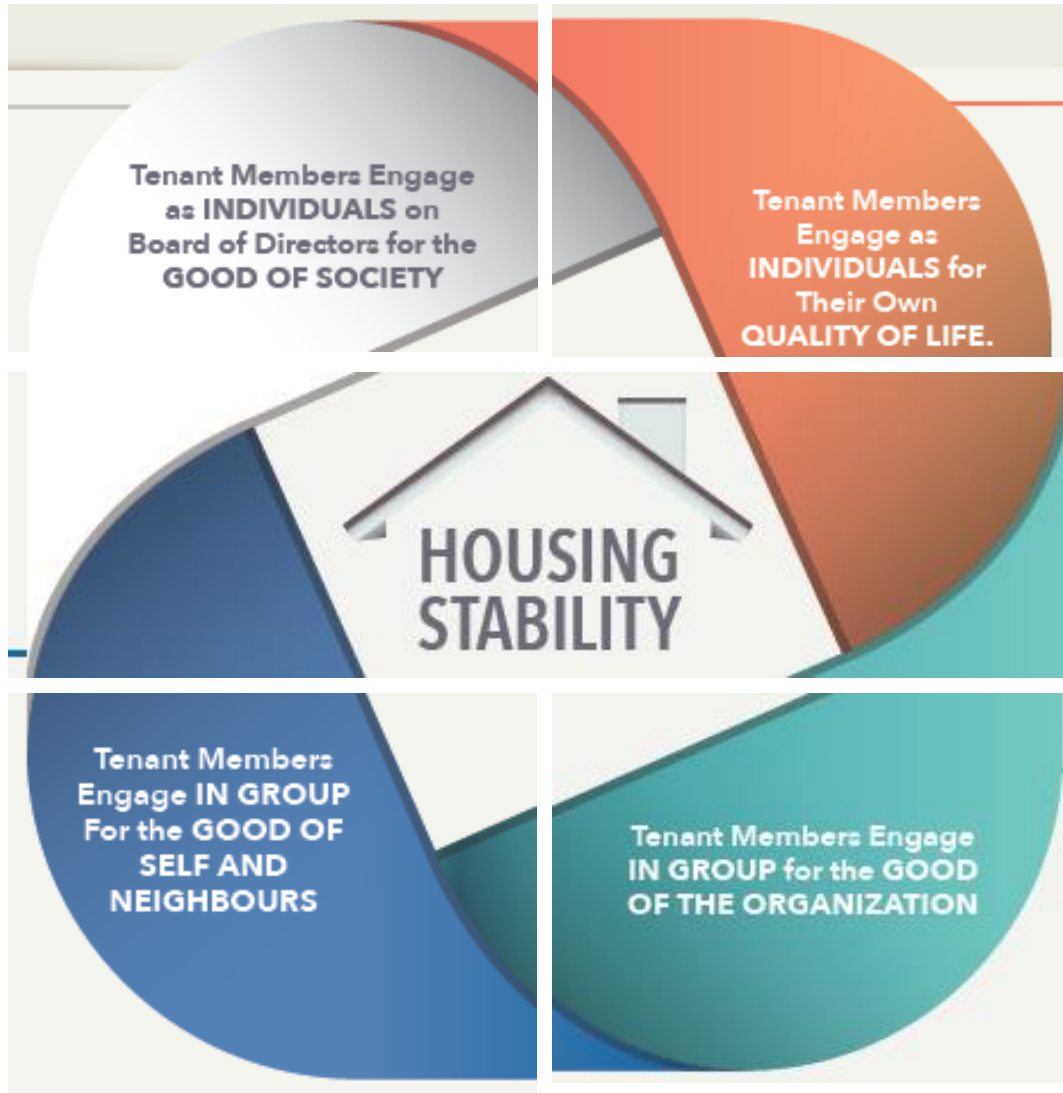
- Houselink 55%, Mainstay 57%, Salus 72%

- Positive or 'Planned' Moves:

- Houselink 56%, Mainstay 73%

# Community and Belonging

## Opportunity for Voice



### Outcomes

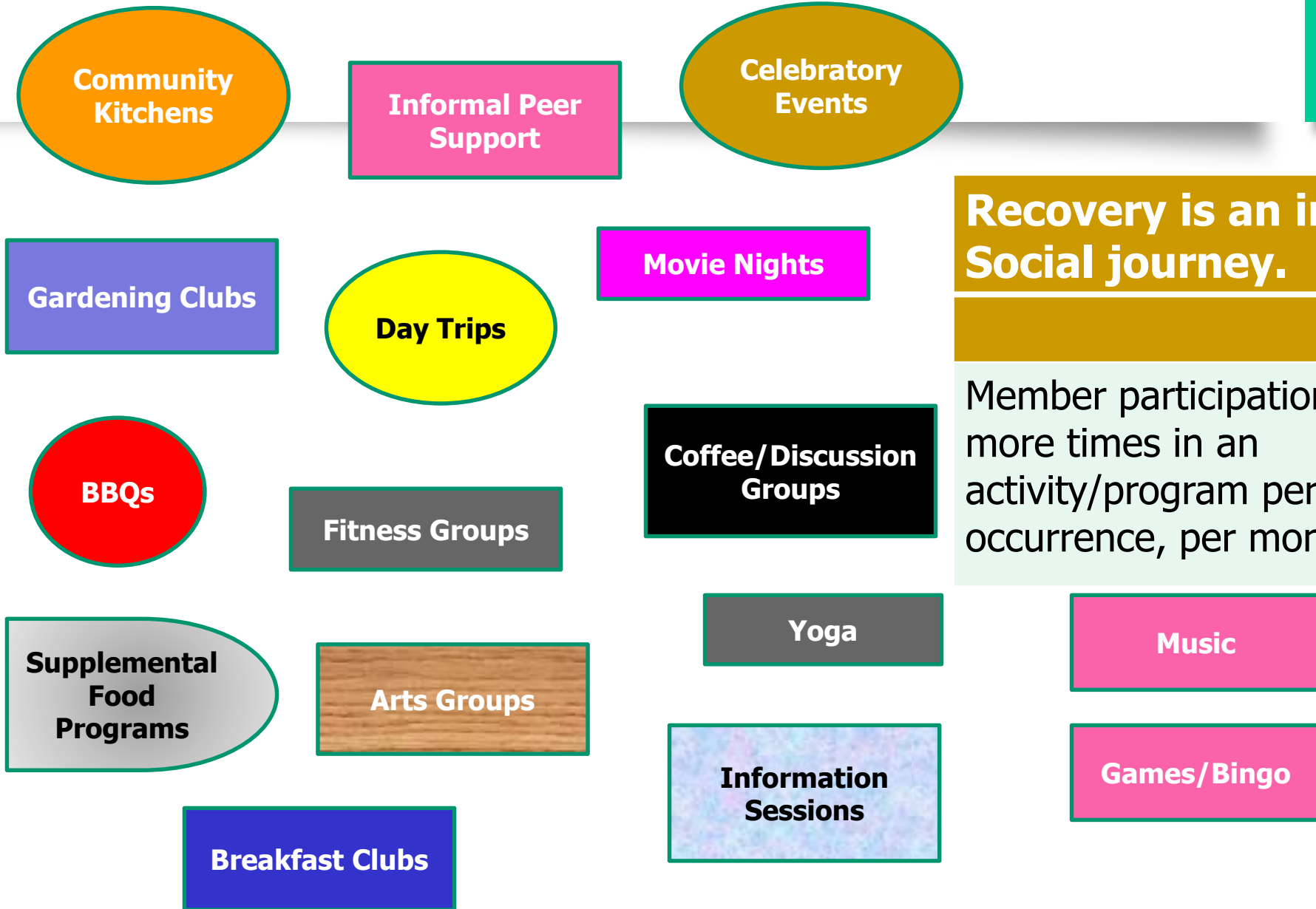
Community Belonging (citizenship) is promoted through Support in Housing

### Indicators

# Participate  
# Groups  
Quality of Life Improved (e.g. networks; safety; etc)

# COMMUNITY AND BELONGING

## TENANT MEMBER INITIATED & DRIVEN



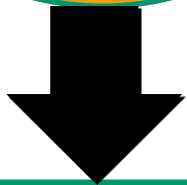
**Recovery is an intensely Social journey.**

Member participation one or more times in an activity/program per occurrence, per month

# COMMUNITY AND BELONGING

**NOTHING ABOUT US WITHOUT US!  
TENANT MEMBER LEADERSHIP**

**Tenant  
Members  
on Board  
of  
Directors**



**Tenant Members on  
Board Standing  
Committees:**

- Finance & Audit
- Quality
- Governance & Nomination
- Opportunity Fund

**AGM &  
GMM**

**Conflict  
Mediation  
Committee**

**Social/Rec**

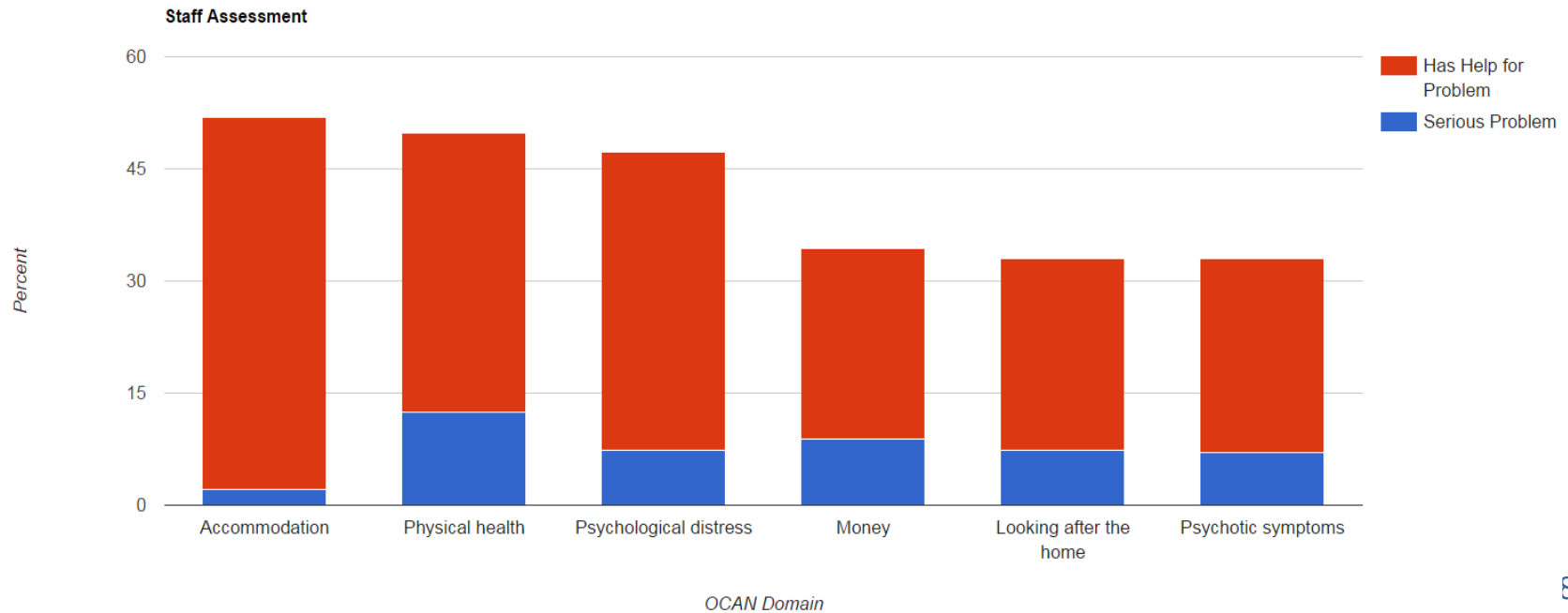
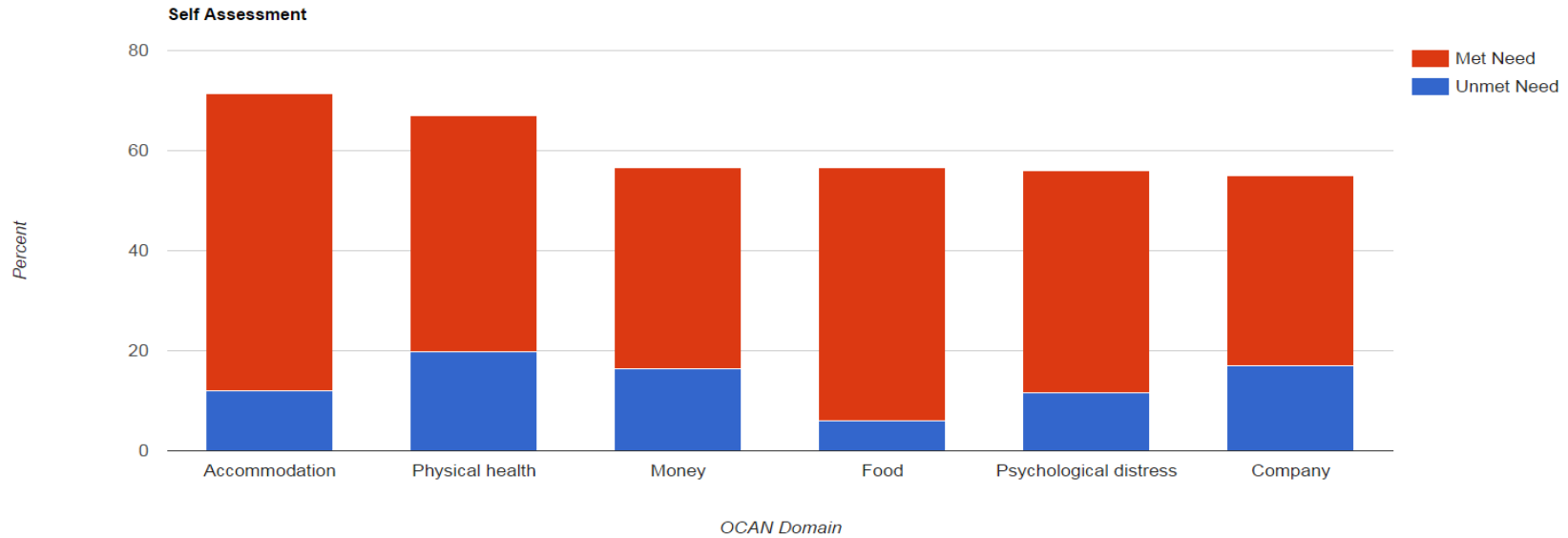
**Building  
Based  
Community  
Meetings**

**Co-Design:  
e.g. Community &  
Belonging**

**Steering Committees:**

- WRAP
- Gardening
- Resource Development
- Train the Trainer
- Community Kitchens

# Current OCAN Met/Unmet Needs





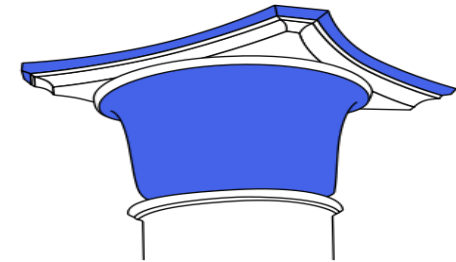
# Promoting Recovery and Opportunity



Volunteering



Education  
Bursary Funds

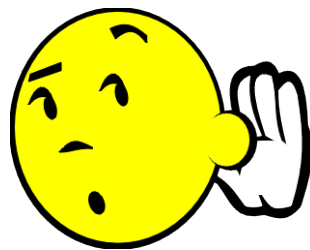


Hope & Purpose

FRESH

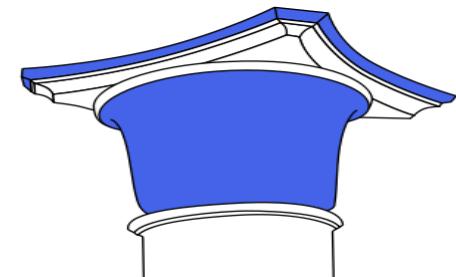


Physical Wellness



GAM

Social  
Action



Self Advocacy & Determination

Voice Hearing Groups

# Indicators and Outcomes

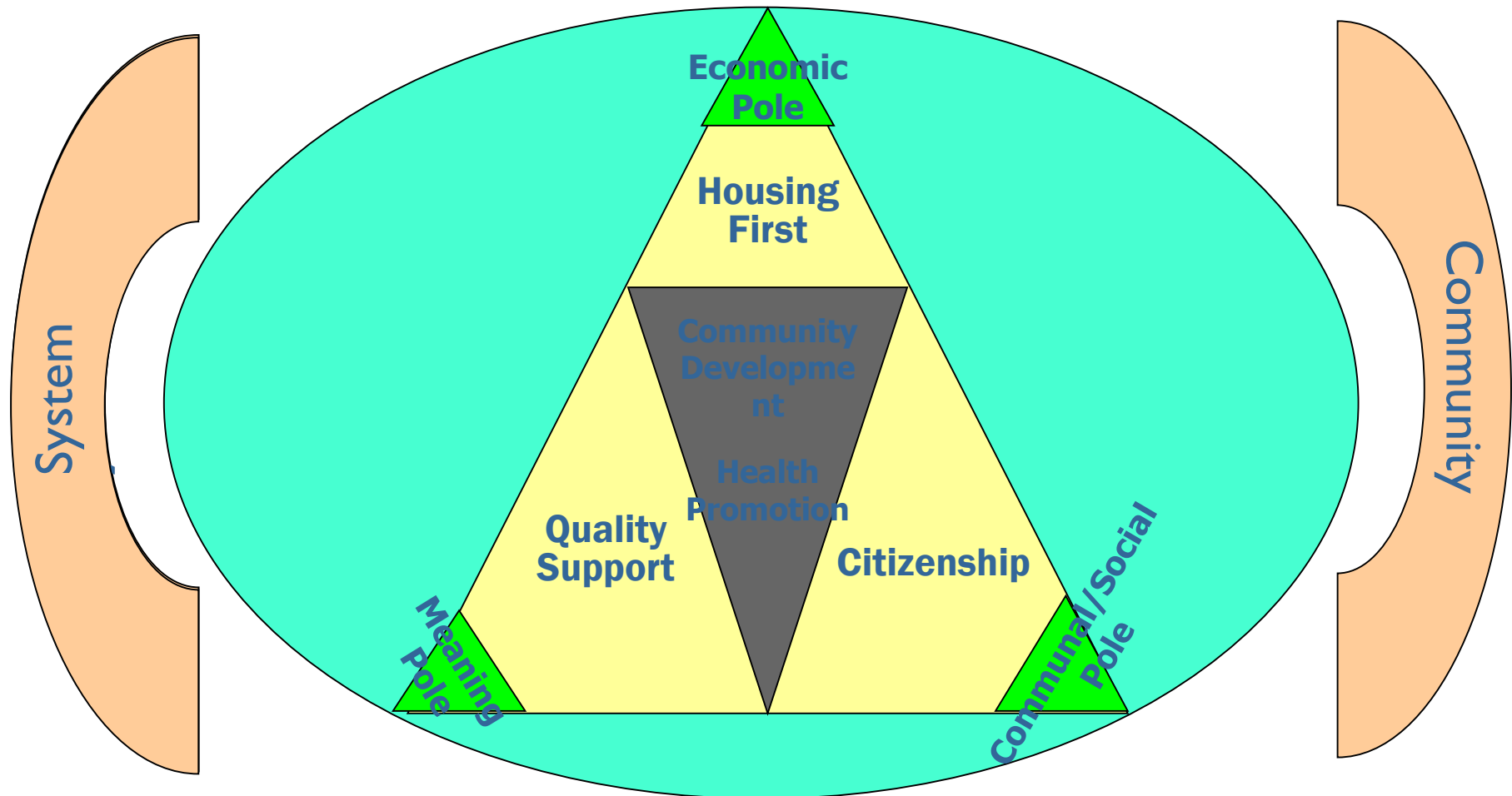
- Participant Statistics
- OCAN (Ontario Common Assessment of Need)
  - Monitoring trends in unmet/met/no need to participation (next slide)
    - Many factors to be considered
- Positive Move-outs / “Graduates”
  - Houselink 40% to 50% no longer need individual support
- Quality Scorecard
- Qualitative Data
  - Improved Self Esteem/Belonging/Contribute to Informal Supports

# Values that Inform Our Work

- Care Coordination
  - Primary health care/ telehealth/ CCAC
- Inclusive
  - Cultural Competent
  - Physically Accommodating
  - Anti-oppression framework
- Trauma Informed
- Poverty Mitigation
- Harm Reduction (range including abstinence)

# The Essence of our Approach

## Implications for the Individual, the Community at Large, and the System



# For More Information: Publications & Links

- Mainstay Housing
  - [mainstayhousing.ca](http://mainstayhousing.ca)
- Houselink Community Homes
  - [houselink.on.ca](http://houselink.on.ca)
- Salus Supportive Housing
  - [salusottawa.org](http://salusottawa.org)