

Evaluating Lessons Learned From Durham Region's Community Hub Model For Homeless and Vulnerable Populations



Canadian Alliance to End Homelessness (CAEH)

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AGENDA

Project Background

Methodology

Key Findings

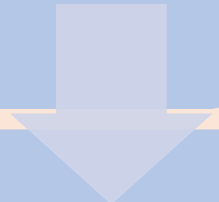
Recommendations

Limitations

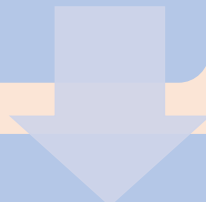
Conclusion

Project Background: Setting the Stage

The COVID-19 Pandemic severely disrupted community resources such as healthcare, housing, and support services for vulnerable populations.



In early 2020, two community hub pilots were developed as an emergency response to address resource gaps in healthcare and behavioural services.



Collaboration between Ontario Tech University and the Regional Municipality of Durham to evaluate the community hub model's effectiveness in addressing the patrons' needs.

Methodology

1

Study Design

Co-designed with community stakeholders

Mixed methods
-Close-ended and open-ended surveys

- Semi-structured interviews

2

Study Sample

75 Patrons

15 Direct service employees

5 Managers

2 Subject matter experts

3

Data Collection

Literature review

Patron survey (n=75)

Employee survey (n=15)

Key informant interview (n=7)

4

Data Analysis

Descriptive statistics calculated using the SPSS statistical software

Thematic analysis using Microsoft Excel and Survey Monkey software

Findings: Literature Review



Limited information on community hub models that integrate behavioural services and healthcare for populations experiencing homelessness.

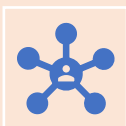


Urgent need for comprehensive, community-based, low-barrier access, integrated service models for vulnerable populations.



Benefits of integrated service models:

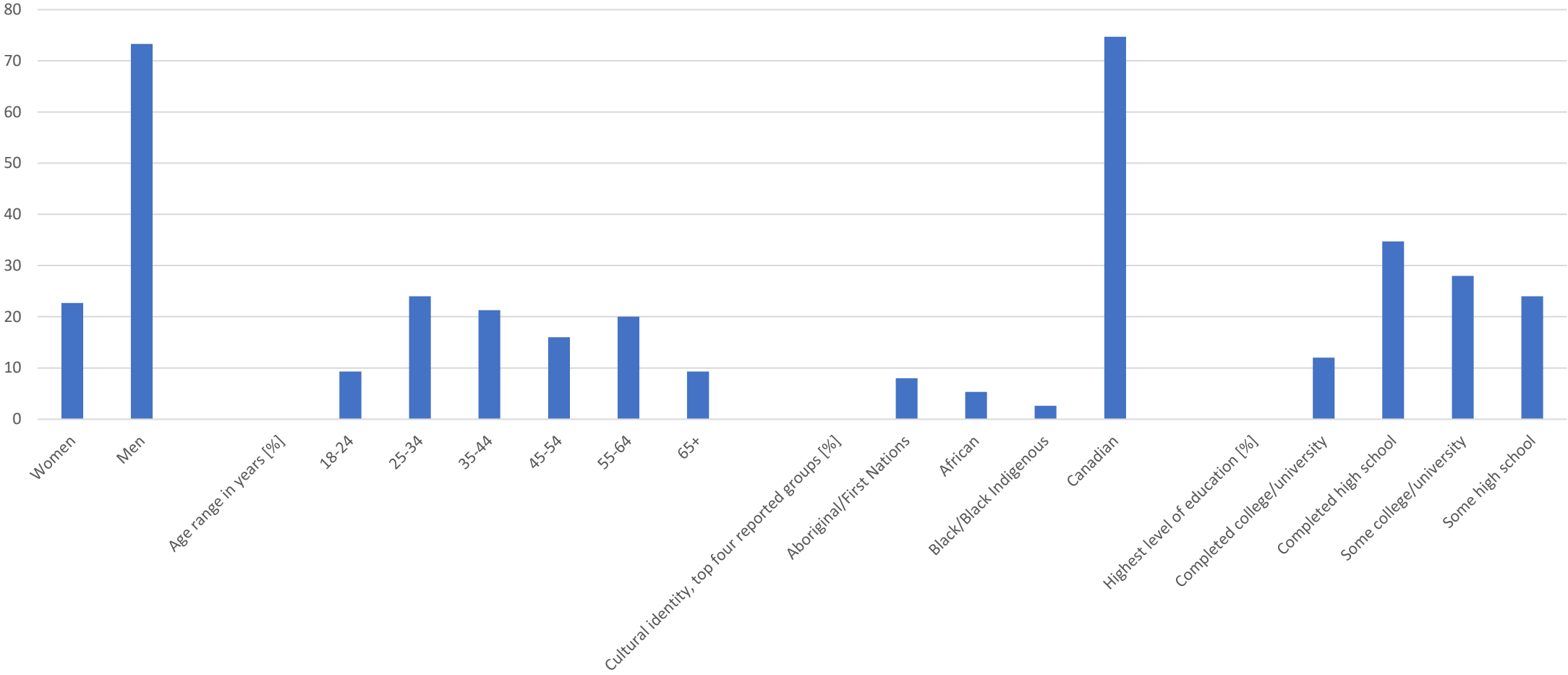
Improve symptoms of depression, physical health and quality of life.
Five times less expensive than hospital care.
Reduce stigma in service delivery.



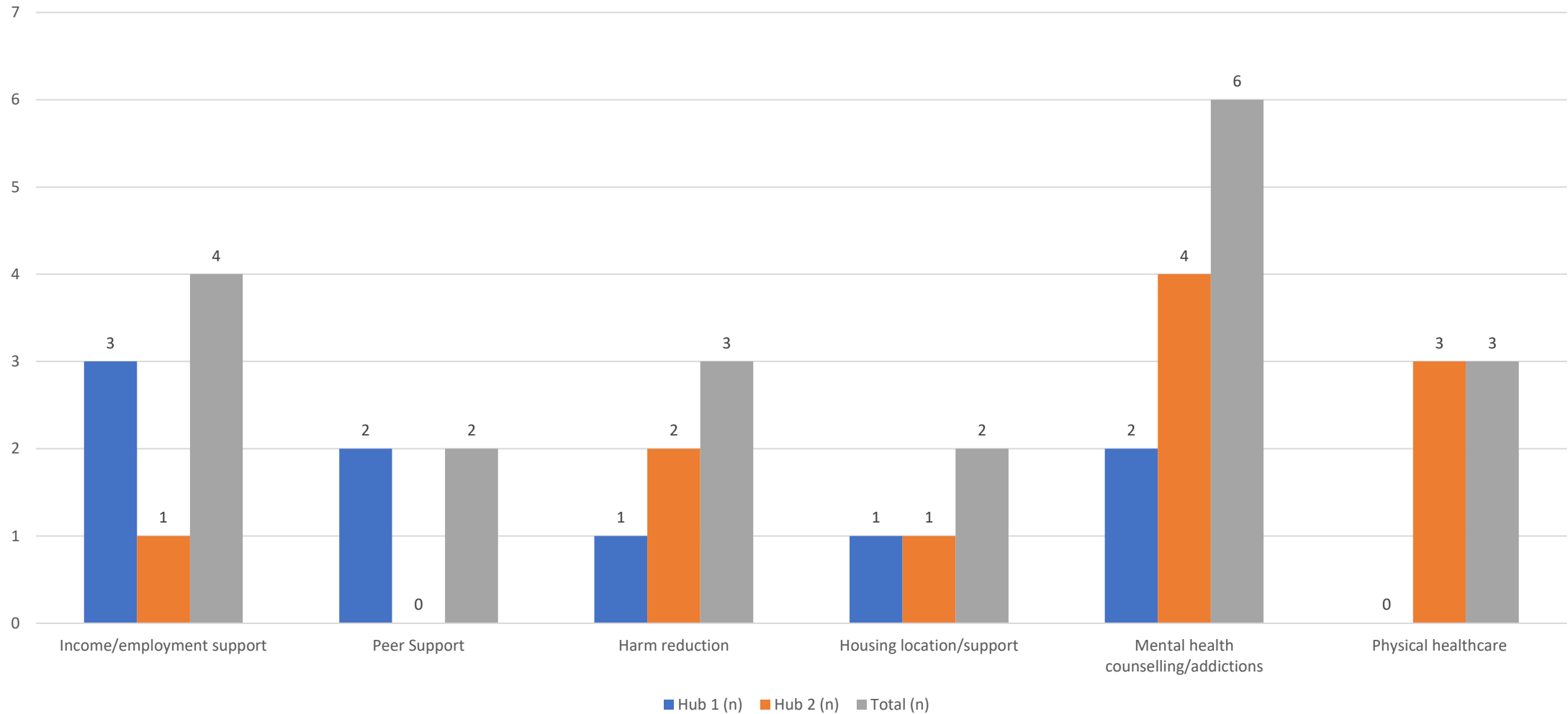
Barriers to community hubs' success:

Lack of culturally competent service providers, tools and financial resources.
Inadequate time to consult with community partners on service design and operation.
Challenges to integrate primary care into existing organizational structures.

Findings: Patrons Demographic Information

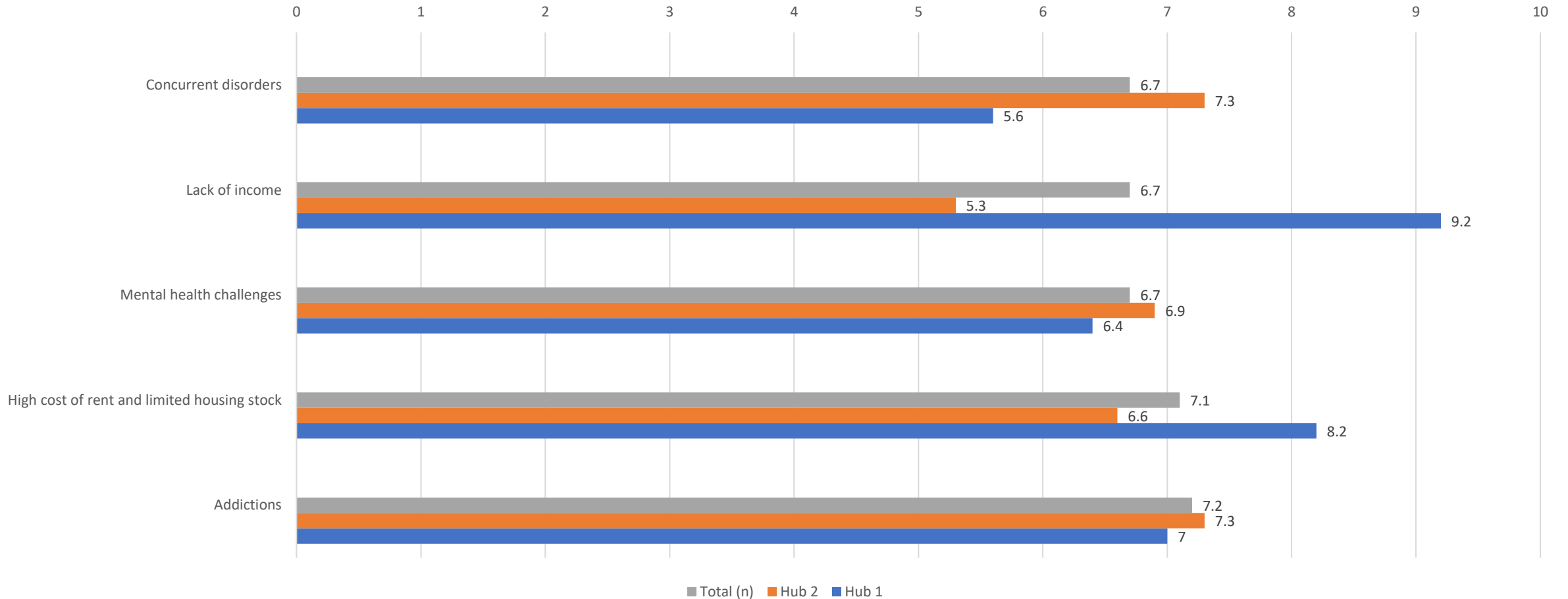


Findings: Direct Service Employees Roles



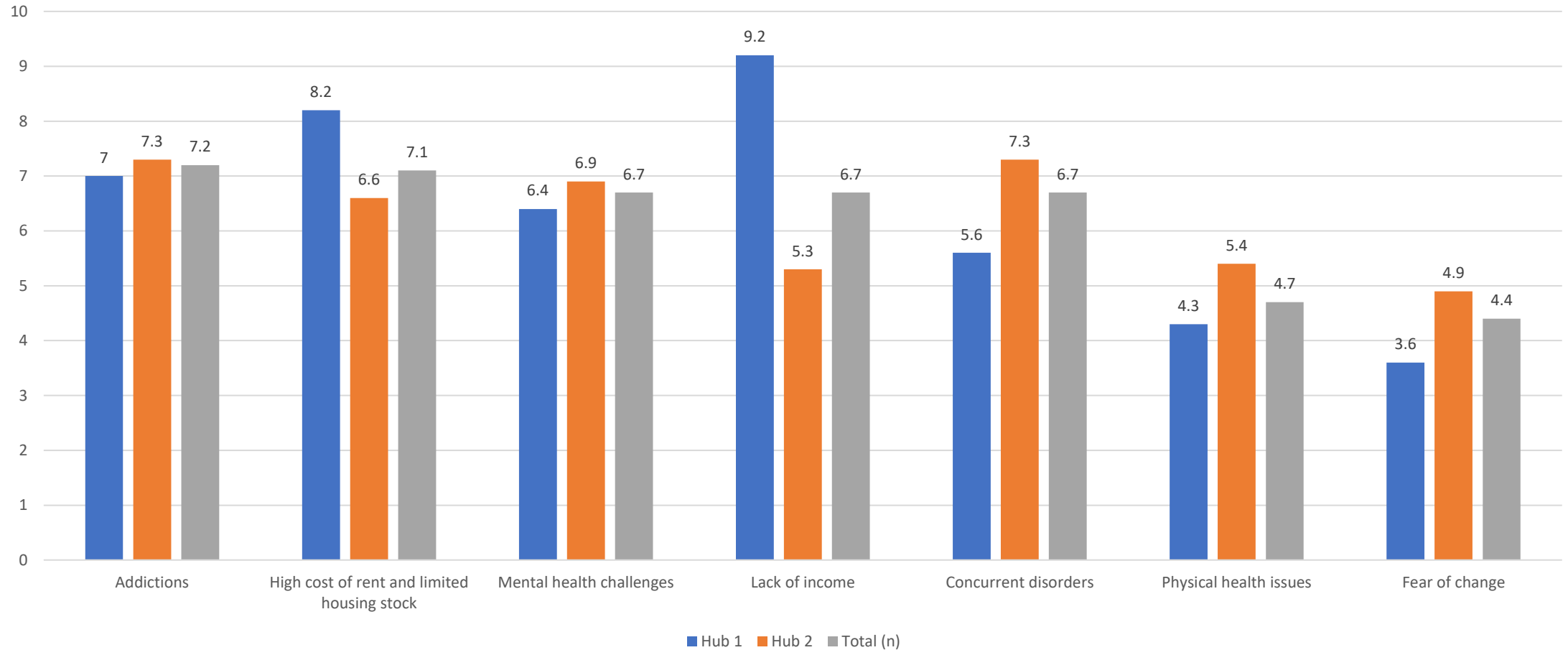
Findings: Patrons' Main Areas of Need

Patrons ranked their main areas of needs out of nine, with nine being the highest and one the lowest.



Findings: Housing Access Barriers

Employees ranked barriers to patrons accessing housing, with 10 being the highest and 1 being the lowest.



Findings: Prevalence of Patrons' Health Concerns

Patrons ranked the prevalence of their health concerns from one to six, with one being the most prevalent and six the least prevalent

Characteristic	Hub 1	Hub 2	Total
Mental Health Issues	1.9	2.7 (62%)	2.3
Chronic Physical Health Issues	1.7 (57%)	3.6	2.6
Physical Disability	2.1	3.8	2.8
Addictions	2.2	3.7	2.9
Mental Health and Addictions	2.5	3.3	2.9
Cognitive/Neurological Brain Injuries	3.8 (31%)	3.7 (42%)	3.7

Findings: Community Hubs' Response to Patrons Health Needs



Have a Family
Doctor/Nurse
Practitioner

Hub 1: 60%
Hub 2: 62.5%



Last visit with a
healthcare
provider

Hub 1: 32% less than
12 months ago
Hub 2: 31.45 more
than 12 months ago



Emergency
Department
visits in the past
six months

Never: 41.1%
Three times: 41.1%
4-6 times: 12.3%
7-10 times: 2.7%
10+ times: 2.7%

Findings: Patrons Experience with Community Hub Services



68% agree or strongly agree that the hubs help them access food.



67% agree or strongly agree that the hub programs help them feel less alone.



61% agree or strongly agree that the hubs help them access other social services they need in the community.



55% agree or strongly agree that the hubs help them access housing and housing support services.



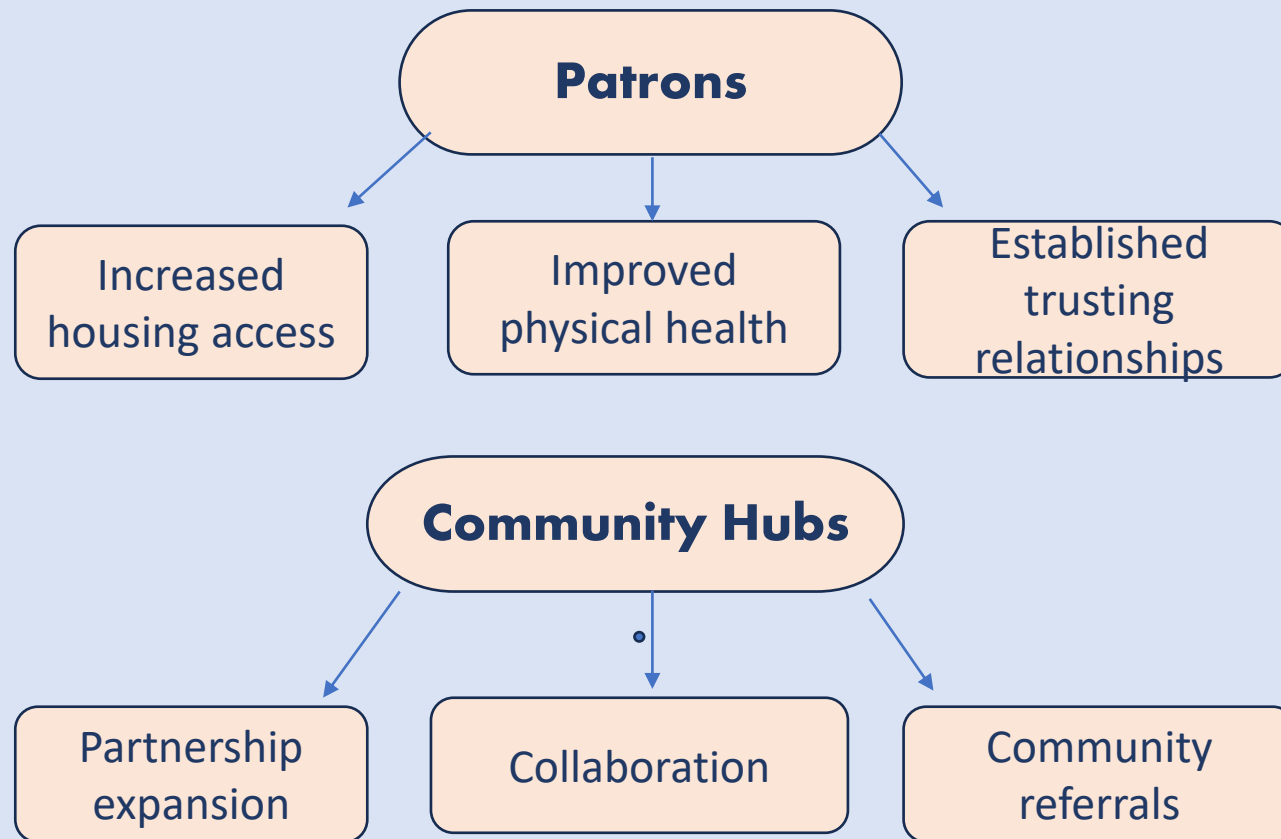
53% agree or strongly agree that the hubs help them address their physical healthcare needs.



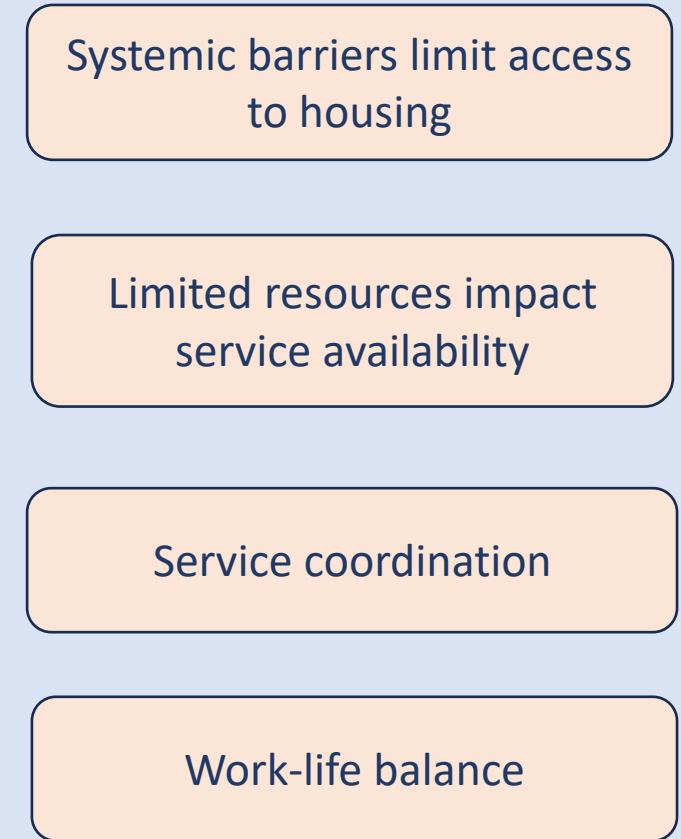
52% agree or strongly agree that the hubs help them address their mental health and/or addiction needs.

Findings: Employees Experience with Community Hub Services

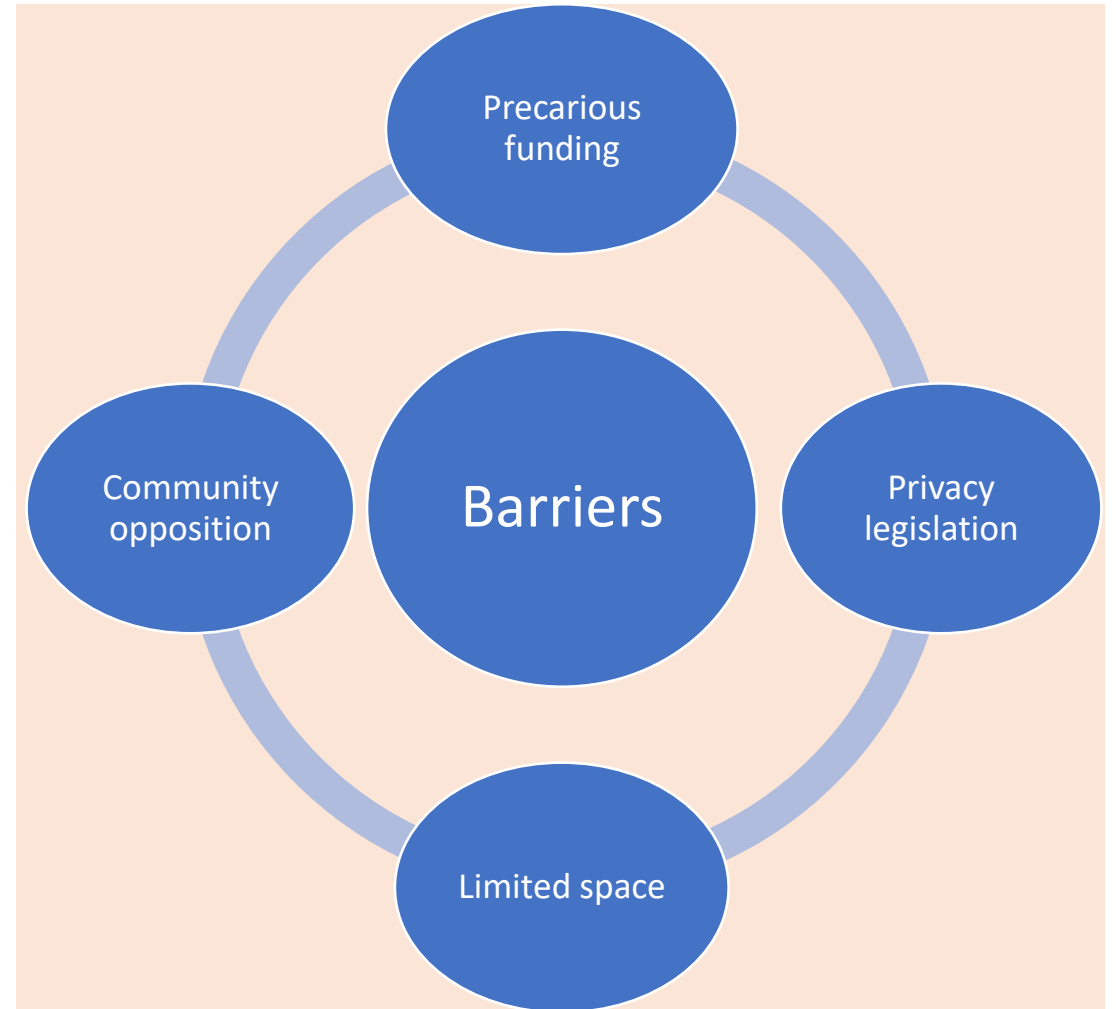
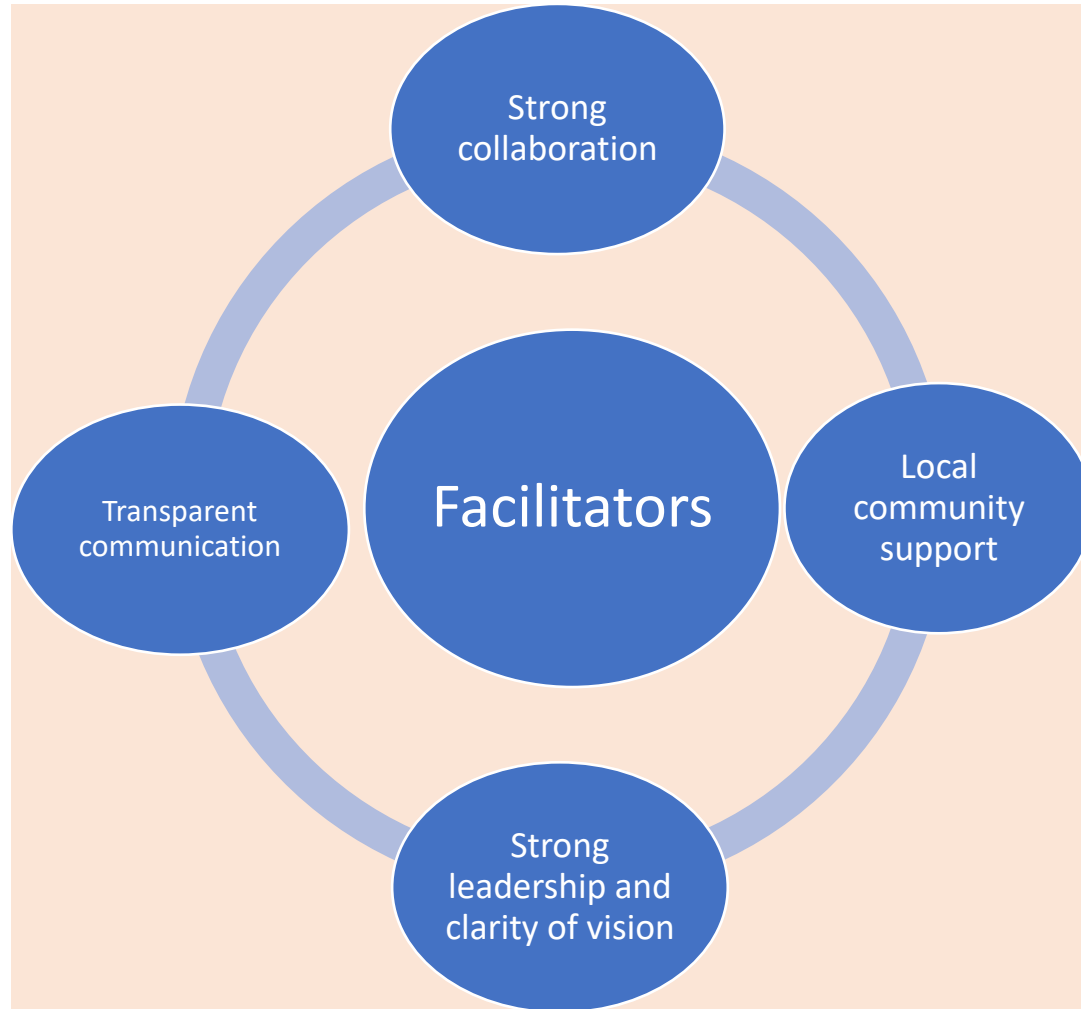
Achievements



Challenges



Findings: Key Informants' Experience with Community Hub Development and Operation



Recommendations



PROVIDE ADEQUATE
AND SUSTAINED
FUNDING.



ESTABLISH REGIONAL
HEALTH SERVICE
COORDINATION
AMONG HOSPITALS
AND COMMUNITY-
BASED
ORGANIZATIONS,
INCLUDING THE
COMMUNITY HUBS.



IDENTIFY HOUSING
ACCESS AS A KEY
STRATEGIC PRIORITY.



GROUND
COMMUNITY HUB
MODELS IN BEST
PRACTICES AND
EMPIRICAL
EVIDENCE, SUCH AS
THE PERSON-
CENTRED CARE
APPROACH.



DEVELOP KEY
OUTCOME
INDICATORS,
METRICS AND TOOLS
FOR DATA
COLLECTION AND
PERFORMANCE
MEASUREMENT.

Limitations and Conclusion

Limitations



Conclusion

The research provides data to help inform the following:

Durham Regions' strategic plan for vulnerable populations.

Development of Key performance indicators and outcome measures.

Determine the long-term viability of the community hub model as a core service delivery.

**Thank you
for your
time and
attention.**

For additional information on the project, please contact

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