

# How municipal government can be a leader in homeless health care: An account from Peel Region

Canadian Alliance to End Homelessness  
November 9, 2023

# Agenda

1. Introduction to Peel Region
2. Setting the Context: housing and homelessness in Peel
3. Peel's Journey: Developing a community model of health care
4. Key elements from our co-design
5. Next steps and final thoughts

# Peel Region, Ontario

Peel Region delivers essential services to 1.5 million residents and over 175,000 businesses. It is growing steadily and has a mixture of urban and rural landscapes.



# What is a regional government?

Regional governments such as Peel Region have **2 levels** of municipal government.

Peel's regional government offers services that extend across Mississauga, Brampton, and Caledon, including **health** and **human services**.

Regional staff work closely with **community** agencies and focus on the needs of the most **vulnerable residents**.

# Regional vs Local Services

Adult Day

Arts and Culture

Building Controls and Inspections

Chronic Disease Prevention

Community Investment

Early Growth and Development

Early Years and Child Care

Employment Support

Fire & Emergency

Heritage, Arts and Culture

## **Housing Support**

Income Support

Infectious Disease Prevention

Land Use Planning

Libraries

Local Roads

Long Term Care

Municipal Planning and Zoning

Paramedics

Parks & Recreation

Provincial Offences Court

Storm Sewers

Roads and Transportation

Tax Collection

TransHelp

Transit

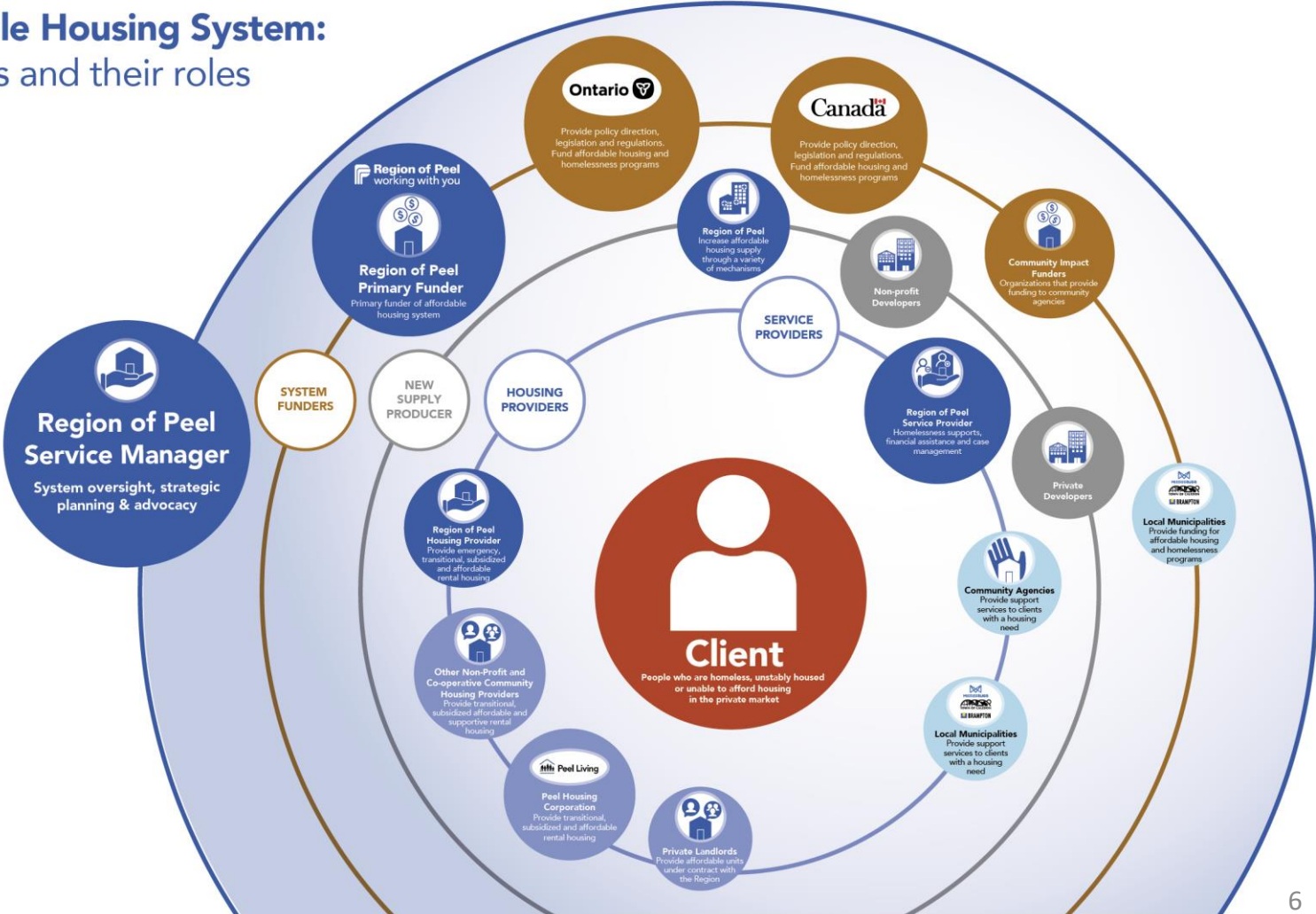
Waste

Wastewater

Water Supply

# Peel's Affordable Housing System:

## The stakeholders and their roles



# Peel Housing and Homelessness Plan



## Provide

Provide more affordable housing options for households in income deciles 1 to 6  
(household incomes \$0 to \$87k)

## End

Progress towards **ending** chronic Homelessness

## Prevent

**Prevent** more individuals and families from becoming homeless

# Homelessness Programs in Peel

## Outreach (Street Homelessness Program)

- Region contracts with the Canadian Mental Health Association of Peel-Dufferin
- Street Helpline available 24/7
- Outreach vans provide 12 hours of service 7 days a week

## Shelters

- Regional program includes 7 shelters for youth, women, families, and single individuals
- Focus on diversion and client-centred responses



# Homelessness in the Region of Peel, 2022

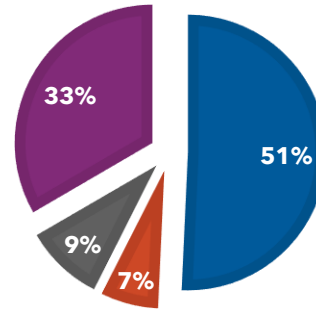
## Demographics

According to data from the Region of Peel's homelessness system...

- **3,186 unique clients** served across Peel's homelessness system, including Regional shelters, overflow sites, Region of Peel funded shelters, and transitional housing facilities.
- **66%** are between **25 - 54**
- **65%** identify as **male**
- **74%** are **Canadian**
- **31%** are **racialized**
- **3.5%** identify as **Indigenous**
- **Older adults** are ~**35%** of the population (45 yrs+)
- ~**50%** of individuals served were **born outside of Canada** - **India 1<sup>st</sup>, Jamaica 2<sup>nd</sup>**

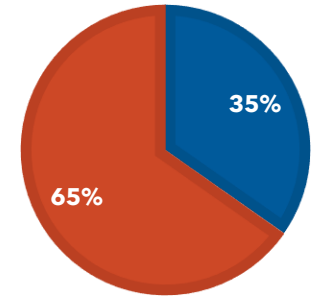
### RACIALIZED

■ No ■ NULL ■ Undisclosed ■ Yes



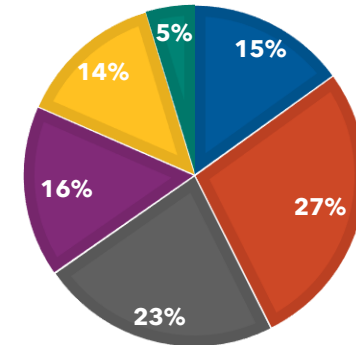
### GENDER

■ Female ■ Male



### AGE RANGE

■ 15-24 ■ 25-34 ■ 35-44 ■ 45-54 ■ 55-65 ■ >65



# The Impact of Homelessness on Health

**34-47** Average lifespan (compared to 77-82 in the general pop'n)

**4x** More likely to have cancer

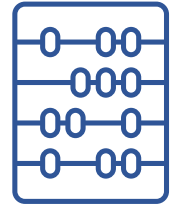
**28x** More likely to have Hepatitis C

**5x** More likely to have heart disease

# Developing a health care model for people experiencing homelessness

- Currently no dedicated, sustainable funding for integrated health care services for people experiencing homelessness in Peel
- Program co-design table of 25 organizations and people with lived/living experience
- Model development is guided and grounded with the feedback and participation of people with living experience
- Draft model to be complete by year-end

# Knowledge-building



- **Region's COVID response for the homeless:** collaboration, partnerships, lessons learned
  - March 2020-May 2022: prevention of an estimated 272 COVID-19 cases, 177 hospitalizations, 70 ICU visits, 48 deaths
  - Unsheltered on intake 80% likely to improve housing status
- **Research:** studied systematic level reviews of effective interventions
- **Input from experts / key stakeholders in Peel**
- **J-scan:** Various funded models of care

# Interim Solution for Complex Care

- March 2022: Regional Council approved funding for up to 19 months of health care for homeless clients with complex care needs
- Services established during pandemic are being maintained while sustainable solution is designed
- Opened June 2022
- Peel also gave funding for a mobile community nursing program at shelters and drop-ins

# Dundas Street Shelter, June 2022-Sept. 2023

**243 new patients** received care for complex health needs

**45 readmitted** for complex health needs

**148 patients** received care for COVID-19

**391 total patients** received care for complex health needs and COVID-19

**55 patients** received geriatric services

**271 patients** received addictions supports

**18 patients** on average discharged each month

**215 total patients** (88%) discharged with **stable health**

# Hospital Diversion

2020-2021 average cost of a standard hospital stay in Ontario (7.2 days): **\$6,656**

Costs to health care system if all new DSS patients had been hospitalized (7.2 days): **\$1,104,896**

Actual costs to care for all new DSS patients with average length of DSS stay (11.2 days): **\$441,523**

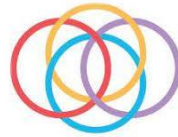
2022-2023 average cost for average length of stay at DSS: **\$2,660**

# Governance Structure





# Health Care Model Co-Designers

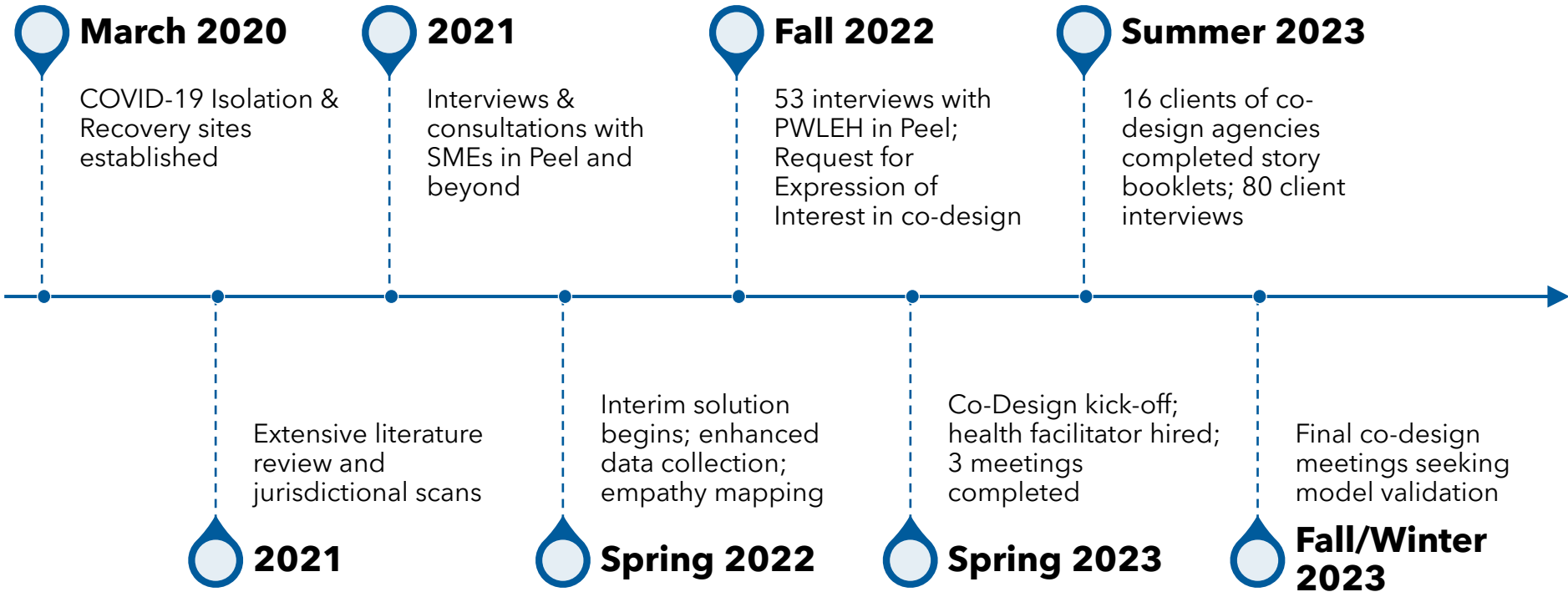


# Flexible Community Engagement for Co-Design

<b>STAKEHOLDERS Participant Options</b>	<b>Activity</b>
<b>Informed</b>	<ul style="list-style-type: none"><li>• Informed regularly on progress</li><li>• Support advocacy efforts</li></ul>
<b>Consulted</b>	<ul style="list-style-type: none"><li>• Provide information and feedback (e.g., surveys, meetings, share data)</li></ul>
<b>Involved</b>	<ul style="list-style-type: none"><li>• Work directly with stakeholders throughout the design and development process</li></ul>

**Stakeholders include people with lived/living experience of homelessness, health care service providers, supportive housing providers, advocates, housing and homelessness agencies, engaged citizens**

# Peel's Co-Design Process



# Empathy Mapping



# Client Story Booklets

- Created to engage with people with living experience of homelessness to better **understand their perspectives** about the health care system
- Our final model of care will be **informed** and **enhanced** with their feedback

## Storytelling: Your Health Care Experience

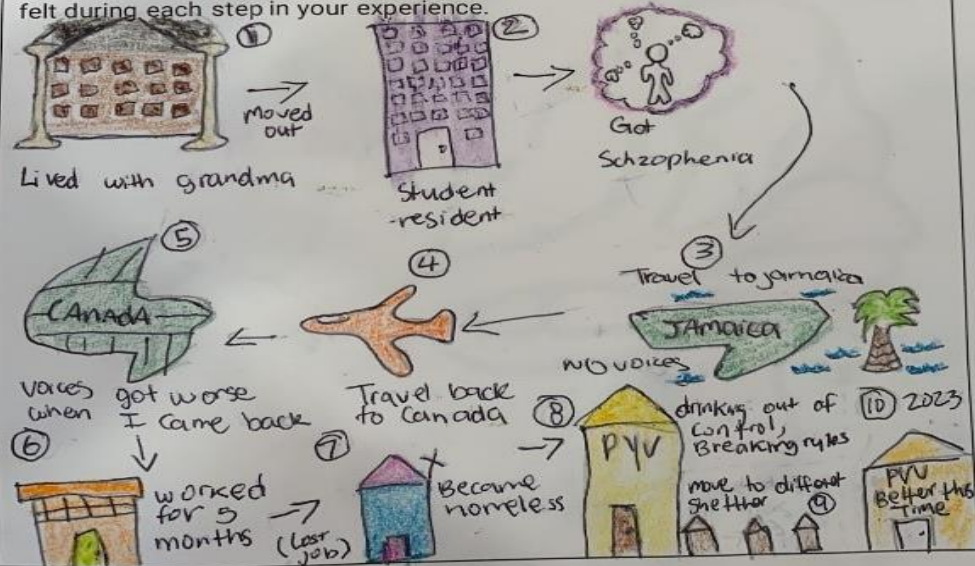
Thank you for sharing a story about your health care experience.

Below is space for you to share more about your experience in a different way, drawing!

For some, it is easier to share about how an experience made them feel using art instead of words. Please feel free to use the space below to write or draw, to explain your experience and the emotions that you felt.

### Part 2: Draw your experience

Use the space below to illustrate your experience in the health care system. Think about using colour to illustrate your emotions and how you felt during each step in your experience.



# Our Co-Designed Overarching Goal

Develop an **easily accessible** and **responsive** health care service that is **high quality, integrated,** and **sustainable** for people experiencing homelessness or transitioning out of homelessness in Peel Region.

## Storytelling: Your Health Care Experience

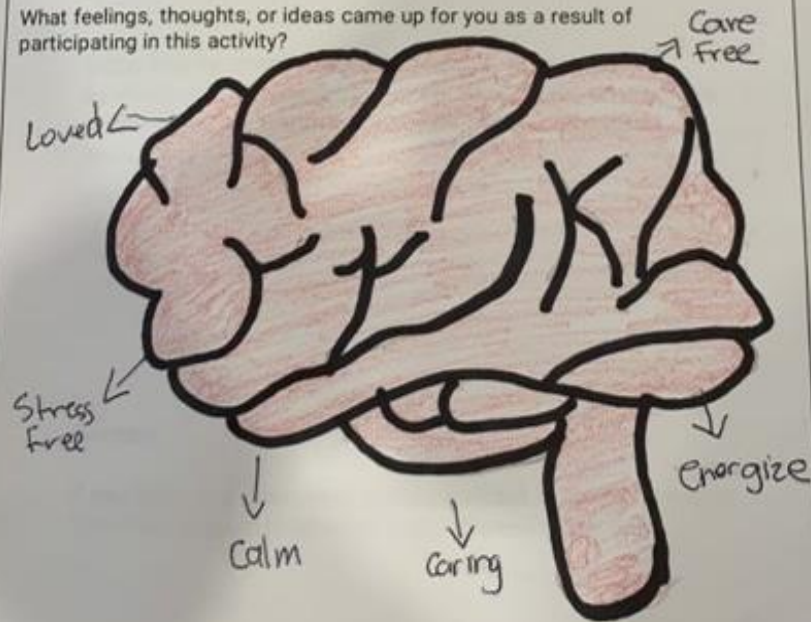
Thank you for sharing a story about your health care experience.

Below is space for you to share more about your experience in a different way, drawing!








For some, it is easier to share about how an experience made them feel using art instead of words. Use the space below to write or draw, to explain the feelings, thoughts, or ideas that came up for you as a result of participating in this activity.

### Part 2: Draw your experience

What feelings, thoughts, or ideas came up for you as a result of participating in this activity?



# Current State of Health Services

Organization	Program	# of sites	# of health services FTEs	Funder	Permanent
Homeless Health Peel	Community Nursing Program	8 (shelters, drop-ins)	2 FTEs - nurse & NP; 0.25 FTE nurse, 0.25 FTE NP per site	Peel Region	
Homeless Health Peel	Dundas Street Shelter	1	4 FTE onsite daily	Peel Region	
Our Place Peel	Youth Emergency Shelter	1	1 FTE Manager of Health Promotion	Peel Region	
WellFort	Bloom Clinic		1 FTE RN	MOH	
CMHA	Peel Outreach		2 FTE RN	Peel Region	

**3,186**  
unique  
clients in  
2022

**1**  
permanent  
health care  
service

# Current state

- Model is nearing completion; finalizing implementation details with co-design table
- Will seek validation and approval
- Exploring sustainable funding opportunities
- Engaging in advocacy
- Continuing to build capacity, integration





# Outcomes achieved



Regional and municipal support



Community-led creative problem-solving and momentum



Homelessness is a shared priority in our health and housing systems



Interim model of care is making an impact



More data & support to fund a sustainable solution



Better integration between health and housing supports

# Principles to Guide Your Journey



Be brave, curious, persistent



Try different things



Keep it manageable

# Principles to Guide Your Journey



Find your focus

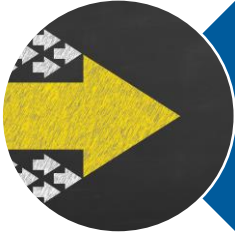


Collaborate & communicate



Have HOPE

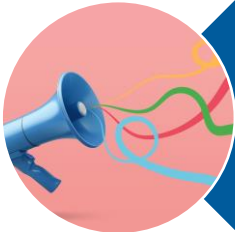
# Final Thoughts



Municipalities can **lead** program design and delivery



BUT Provincial/health system funding **vital**



SO go out and **advocate**

# Thank you

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