



OPTIONS BYTOWN

Utilizing the Team Lead to Optimize Housing First Services: A How to Guide

Presenters: Trish Roy & Kelly Howson, Options Bytown Non-Profit Housing (Ottawa, ON)

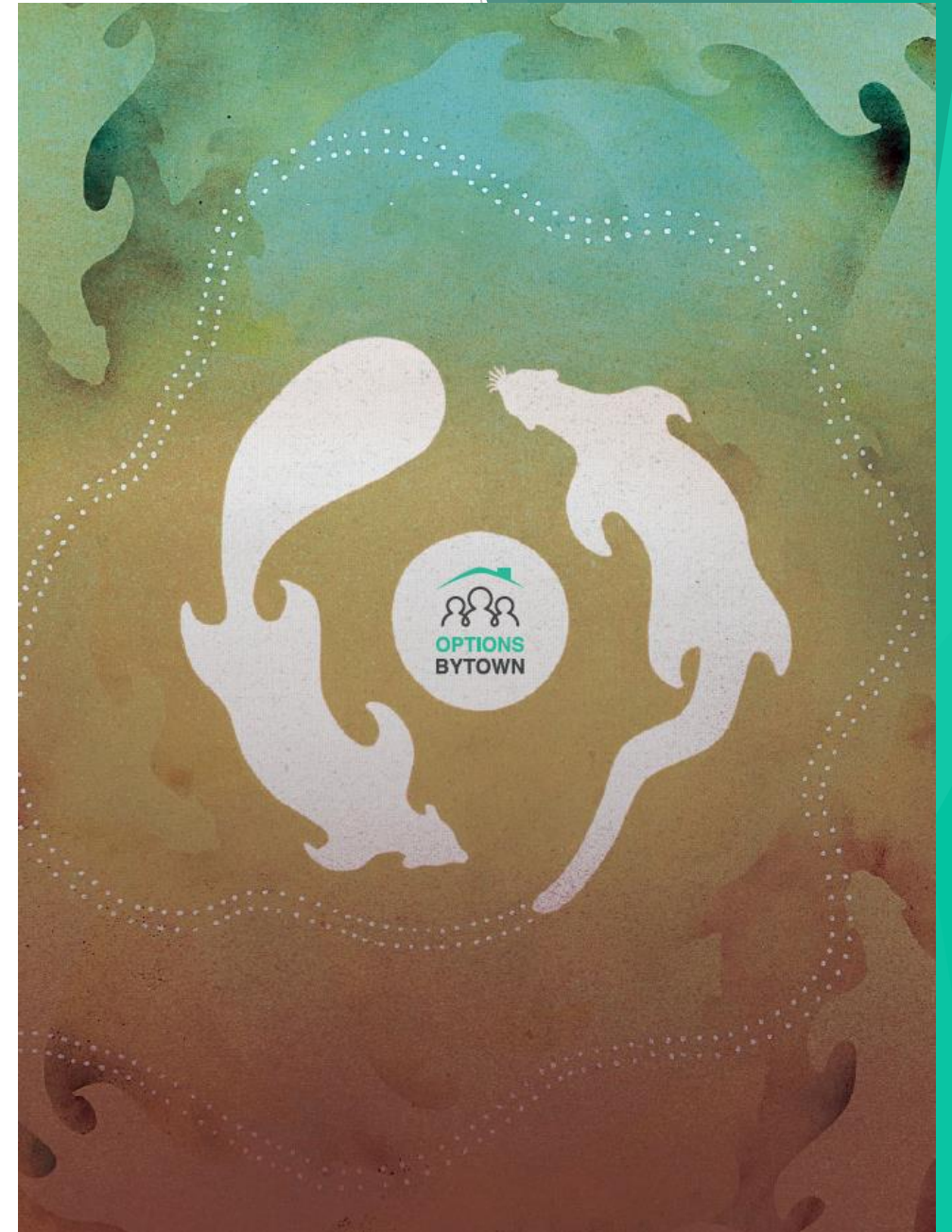
Thursday Nov 9, 2023 - 10:00 – 11:30

Innovative Practices in Housing First Programs

Land Acknowledgement

Options Bytown acknowledges that the land upon which we live and work is the traditional unceded, unsurrendered territory of the Algonquin Anishnaabeg Nation.

For generations this land has been governed and inhabited by Indigenous Peoples practicing traditional ways of doing, knowing and being. We are grateful to have the opportunity to be present on their territory.



Options Bytown: Who we are

- ▶ Options Bytown has a 34 year track record of providing **safe and permanent housing** for people who may otherwise experience chronic homelessness. Options Bytown is driven by the belief that *we all deserve a home*.
- ▶ **Our programming includes:**
 - ▶ 3 supportive housing locations
 - ▶ Resource Centres for tenants living in Ottawa Community Housing buildings
 - ▶ Peer Assisted Community Engagement team
 - ▶ Hoarding Assistance Team
 - ▶ Housing support workers working in partnership with Recovery Care and Safer Supply Ottawa.
 - ▶ Housing First team



Presentation Goal

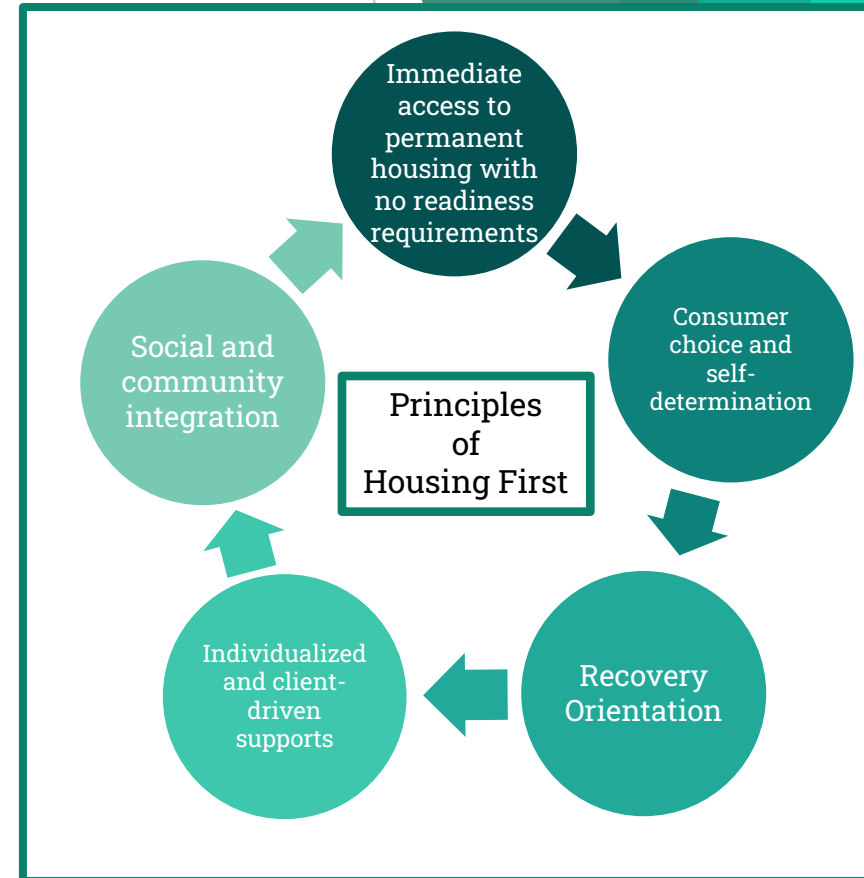
- ▶ Using a Housing First model, we will show you how to use Team Leads as part of the solution to create a highly effective practice, developing optimal service delivery practices for clients and high staff satisfaction.

Learning Objectives:

- ▶ Understanding Housing First and our team structure
- ▶ Defining the role of Team Leads
- ▶ Understanding the supports Team Leads provide to team members, and the manager

Housing First – The Condensed Version

- ▶ Provides clients with immediate access to permanent housing, with no housing readiness requirements.
- ▶ Consumer-driven approach, emphasizing self-determination and recovery orientation
- ▶ Working within a framework based in harm reduction and trauma-informed care
- ▶ Housing First programs provide intensive, community-based case management support to clients in order to secure and maintain housing



Our Team Structure

Our Housing First team includes:

- ▶ Program Manager
- ▶ 2 Team Leads
- ▶ Housing Specialist
- ▶ 11 Housing-Based Case Managers (HBCMs)
- ▶ 2 Peer Support Workers



Working from a "Team" Approach

- ▶ Individuals supported by our team have a primary HBCM, however the whole team works together to support all clients
- ▶ The team participates in daily and weekly meetings
- ▶ Utilizes both on-call and responder positions

ON CALL	Monday August 21	Tuesday August 22	Wednesday August 23	Thursday August 24	Friday August 25
Riss	Trish	Riss	Riss	Maddie	Leigh / Evn
Extra Support Needs • JC/CC • CGr • AMP • RvB • SL • SM	Van Clean/Vacuum DC - Text check in re health concerns, ASK if they want a home visit RVB - Email Gina to check in JG - door knock @ 1:30pm - see Lindsay Aug 19th KK - text revisit Thurs VS - text revisit Thurs VS/RB - text to arrange HIV Keerat sick Lindsay off Shannon off Maggie off	✓ - Door knock/drop off church list in AM AS - Furniture Delivery @ 10am ✓ - Text check in re new place W - viewing @ 10am AMP - food bank @ 1:30pm Text morning of to confirm HB - check in call RK - call 1095 to inform ID clinic only the Med will return next week Austin Starting @ Home Ashley off	• AM - Re text about Contractor @ 1pm tomorrow JD - Door Knock @ 10am @ Sal JR - check in @ work (see Shannon coverage for details) KK - call from ACTT for update in afternoon - currently staying and the made app. with an RVB - check in (AM) door knock Austin 10-7 Trish off All off	• AMP - Take to Catherine Hub for LEAP app while Contractor are at her place @ 1pm Text in morning to confirm • KenS - 4:00 meet @ Sal - Monday app • 10 am - meet MA @ Centre 454 - ask about am. Follow-up w/ Sandy Hill re: ID (Evan) • GS - HIV @ 11am • KB - drop off tan print @ 10:15 Austin 9:30 start Trish off All off	• GD - appointment @ VA @ 9am - van booked for pick up • RVB - email Gina to check + remind of mtg to pay rent on 29th DT - Call to check in re: maintenance issues (Austin) HB - H/N (call to arrange) JR - check in @ work in pm SL - Visit Bernard Arena @ 2pm Jenc off pm All off

Why Add Team Leads?

- ▶ Team Leads take a position of leadership, in an unique role as they can act as a liaison between management, which still being a peer to colleagues
- ▶ Offers valuable support and oversight for daily operations, as well as support to HBCMs in the field
- ▶ Able to liaise with other collateral agencies (shelters)



Team Lead Job Description

- ▶ The Housing First Team Lead maintains a primary caseload of 3-5 clients
- ▶ In collaboration with the entire team, coordinates the provision of all services
- ▶ The Team Lead is responsible for the daily operation of the team and assuring that the agency values and Housing First philosophy are adhered to
- ▶ The Team Lead maintains oversight to ensure that client self-identified goals for recovery, rehabilitation, and community integration are supported by appropriate services and best practices.

Support to the Team

- ▶ Accompanying HBCMs on client visits for support/safety/coaching;
- ▶ Supporting the Housing Specialist with landlord issues;
- ▶ Supporting the Peer Support Workers with client concerns/questions;
- ▶ Assist the team when clients move from shelter to their new home;
- ▶ Ensuring coverage when team members are away

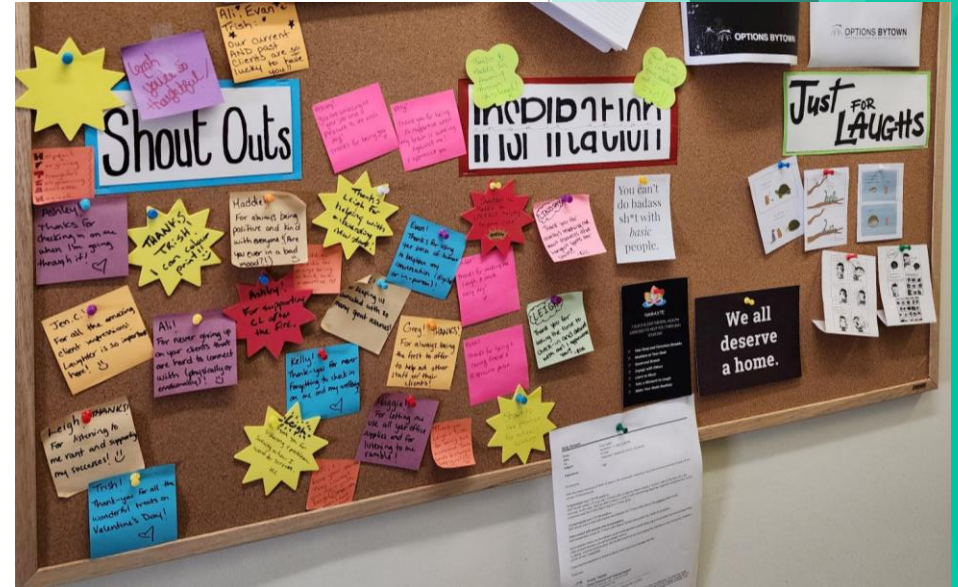


Supporting Team Wellness

Our Team Leads plan and lead the following as part of the team wellness initiative:

- ▶ Debriefs – hosting monthly debriefs for the team to come together and share how the work is impacting them.
- ▶ Team-Building activities – team members take turns coming up with a monthly activity that team members can participate in, such as painting rocks for our memorial garden, fun community-based activities, potlucks etc.
- ▶ Team coffee meet-ups – monthly meet-up in the community where the team can gather, grab a beverage, chat for an hour, and then continue on with their day.





Support to the Manager

- ▶ Take the lead in the onboarding of new staff
- ▶ Host daily team morning meetings to ensure that client tasks are covered for the day and clients with more immediate needs are discussed.
- ▶ Chair weekly team meetings/caseload review
- ▶ Holds monthly one-on-one support meetings with HBCMs, in addition to the clinical support meetings provided by the Manager



Support to the Manager

- ▶ Collaborate in identifying and working to address broader program, or systemic, needs, gaps or barriers that the team may encounter, and problem solving if changes to service delivery are required
- ▶ Assist with ensuring program fidelity and compliance with agency values and policies
- ▶ Outreach to new and established partner organizations to ensure smooth referral process for clients
- ▶ Attend relevant community meetings/events, with both internal and external partners

Support to the Manager

- ▶ Provide support in identifying overall HBCM caseload balance, client and team needs
- ▶ Assistance in statistical collection and reporting requirements
- ▶ Identifying areas for training opportunities



Presentation Summary

The role of the Team Lead can offer:

- ▶ Support to the Team
- ▶ Support to the Manager
- ▶ Program fidelity
- ▶ Outreach and partnership building with community agencies
- ▶ Broader awareness and identification of system related barriers, needs, and gaps in service delivery



Questions?



Contact Information

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To learn more, visit our website: www.optionsbytown.com