



PeerConnectTO

*- Changing the Landscape in
Supportive Housing -*





homeless
connect
toronto

Partnerships and Funders



Community Housing
Transformation Centre
Centre de transformation
du logement communautaire



ecclesiastical



Mentor/Mentee Canada
GET YOUR MENTOR

PeerConnectTO Project Overview

PeerConnectTO will support and empower Tenants through Peer Navigation to increase knowledge and access to resources in order to improve community connections in housing safety, autonomy and sustainability.

“We’re used to settling coming from the streets”- project Advisor



Thank you project artist *Laura Bennick*

Charter of Peer Support

- I will **reflect** Peer Support Values in Action as a professional Peer Supporter. I will provide **active listening** to allow my Peer's **self-determination** and processing. I will practice **ethical boundaries and confidentiality** for my Peer, for my Team and as a representative of my organization(s) in my **trusted role**.
- I will actively practice the pillars of Peer Support through modeling **self-care, self-awareness**, reaching out to **self-supports** and practice **self-responsibility** to exemplify my own **recovery** for my Peer. I will engage **connection** for my Peer and help to **navigate** their wellness journey. I will support my Peer's **re-empowerment** through **encouraging, accompanying** and showing **holistic wellness** pathways they identify to lesson fear of the unknown and provide **allyship** to connect them to many other supportive relationships in community.
- I will provide **emotional** and **social** support and **guide** my Peer to **involvement** and **belonging** in **community**. I will hold **hope** for my Peer, and never give up on them.
- I will identify **tools** and **skills** to problem solve and support **healthy behaviours** in order to **overcome** harmful coping that my Peer has **self-directed** to change.
- I will **advocate** for my Peer, helping them **re-gain** their **voice** to feel they control as many decisions as possible that affect their life; I will be **non-judgmental** and support my Peer's **access** to services and **opportunities** toward their **small steps goals**. I will nurture my Peer's self-compassion, and support understanding of how lived experience is involved in creating systemic change.
- I will provide my Peer with dignity and respect in our **mutual learning** relationship.
- I will use my **professional communication skills** in sharing my story of **lived experience/expertise** by first asking permission at strategic moments for my Peers benefit.
- I will **work with** my Peer and support their **autonomy** and **agency**. I will support my Peer's goals in housing, employment and **lived experience leadership**. I will help my organization to update policies to support deep **trauma-informed care, anti-oppression**, and an **anti-stigma** approach.

Definition - Peer and Peer Connector

A Peer is a person of lived experience/expertise of marginalization and vulnerabilities.

The PeerConnector is a Tenant navigator role. It's a compliment role for Staff Providers informed through research of similar roles in the complex mental health and addictions sector.



PeerConnectTO

Building in Opportunities

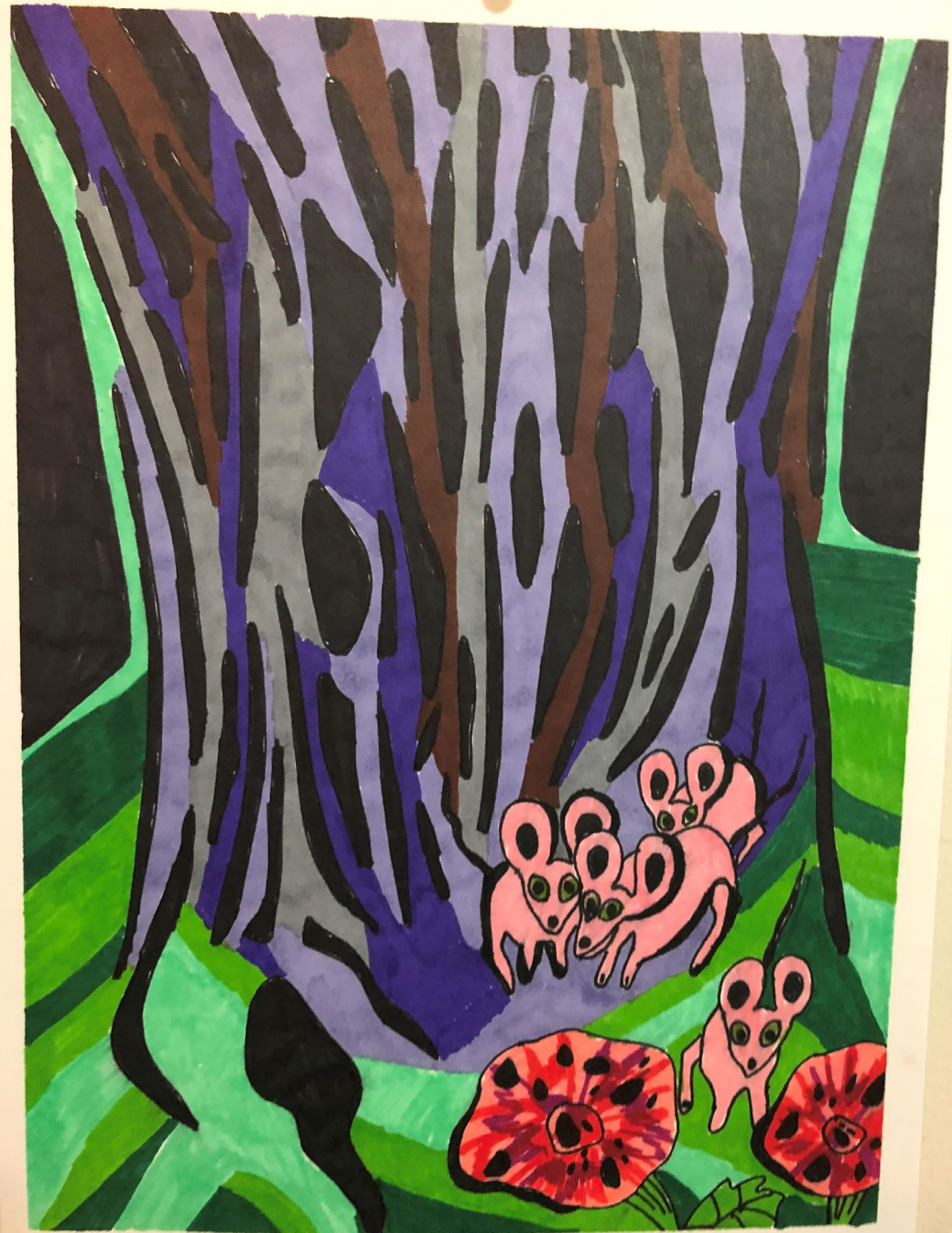
- 125-140 Tenants
- 6 Woodgreen Housing sites in Downtown Toronto
- 3 Programs
 - 4-year Transition House Program
 - Independent Housing
 - Supportive Program Housing

Benefits: Intended and Potential Outcomes

- Peer Connectors have increased confidence in navigating housing, employment, and community supports.
- Tenants have increased social inclusion, knowledge about choices and options for greater housing stability, and confidence to make housing decisions.
- Housing Providers and Staff are more supported with the inclusion of Peer Connectors as additional support for Tenants.

Pilot Timeline

- Fall 2022 Knowledge gathering and engagement
- Winter 2023 Peer Support Training
- Early Spring to December 2023 Pilot implementation and operations
- Early, Mid and Final Evaluations: training, data collection tracking, surveys and interviews
- Knowledge sharing





PEERCONNECT TO SURVEY

The PeerConnectTO program will be coming to your residence!
 We are looking for tenants to contribute to what this program will look like, help us identify what types of connection tenants are looking for, and what types of training support you would need to be a PeerConnectTO supporter yourself!

Please help us by answering the survey questions below and handing it back to your Community Support Worker by November 15th. We will make sure all tenants who complete the short survey receive a \$10.00 Tim Hortons Gift Card.

Question	No	Maybe	Comments
Would you be interested in contributing your ideas and your experience to this project?			
Would you be interested in receiving help from a peer supporter/navigator?			
Would you be interested in receiving training to become a peer supporter/navigator?			
Would you be interested in being employed as a peer supporter/navigator?			
Would you like to be involved in this project in another way?			

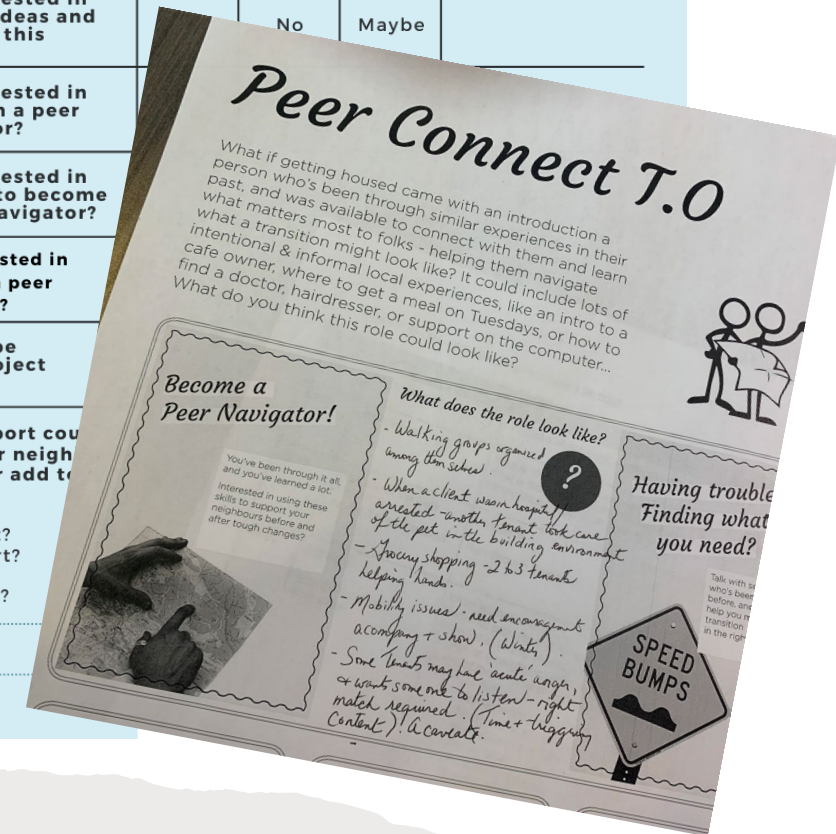
What types of support could you provide to your neighbours?
 (Circle preferred or add to)

- Social support?
- Tenancy support?
- Resource support?
- Online support
- Accompaniment?

Other?

Focus: Co-Design

- Planning Stage - Building relationships and buy-in through Co-Design
- Tenant participation
- Staff and Management participation
- *Community design in program development has transformative outcomes as it includes all voices*



Collaboration Impact

- Aim to Create Teamwork
- Aim to Create Community Engagement
- Increase Information sharing
- Aim to understand Value of Tenant PeerConnectors in Housing

Engagement Overview

Homeless Connect Toronto conducted a series of surveys and focus groups over the months of October and November to understand what a Peer Connect role could look like for tenants of the woodgreen community.

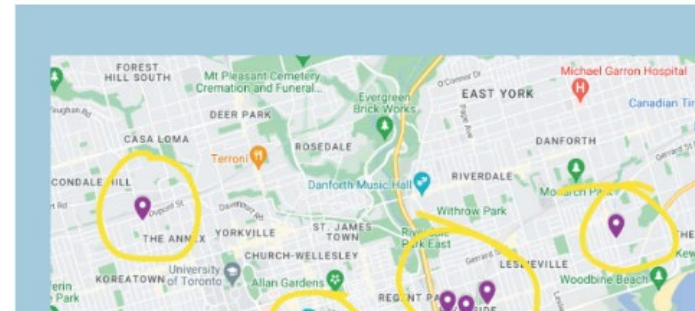
Exploring the following:

- Level of interest from tenants in the participating in a training and employment program;
- Types of supports they felt they could provide for other peers and neighbours;
- Types of services or connections they would like to receive if they were to be supported by a peer;
- And what barriers, challenges, or opportunities did they see the role having.

October Surveys x 42
(honorarium provided)

November Focus Groups
across 3 tenant groups
25 tenants attended
(honorariums provided)

Staff participating in focus groups = 14



Building locations

841 Queen Street East
650 Queen Street East
49 Mutual Street
1076 Bathurst Street
123 Coxwell Avenue
58 Lewis Street

Training in Recovery-based Employment Essentials Peer Support

- Incentives - honorarium, travel expense, healthy lunch
- Sustain wellness in Staff collective collaborative team
- Comprehensive fidelity training
- Reference Binder/Slides, Panel and Peer Support Network



*“Not every organization helps
you get out of poverty” –*

Program Advisor

Valuing and Supporting PeerConnectors

- \$23.15/hour
- Add-ons: Coffee Cards, Transportation, Phones and Data Plans
- Support and Supervision
- Ongoing Training/Team-Staff Meetings
- Added Honorarium roles
- Growing online connection

Introducing: EverydayConnect.ca



Connecting the dots to end homelessness.

Everyday Connect helps you find trusted services for your needs, close to home.

If you need support, contact
PeerConnector Adriana by phone:
647-499-6150

A promotional graphic for the Everyday Connect website. It features a yellow background with a large, stylized sun in the upper right corner. In the center, a laptop and a smartphone are shown displaying the website. The laptop screen shows the desktop version with a navigation menu (Home, About Us, Service Connectors, Services) and a main heading: "We help connect the dots to end homelessness in people's lives." Below this is a "Get Connected" section with a row of icons for Housing, Healthcare, Income Security, Legal, Recreation, and Other. The smartphone screen shows the mobile version of the site with the same heading and a "Get Connected" button. At the bottom of the graphic, the text "VISIT OUR PORTAL! EVERYDAYCONNECT.CA" is displayed next to a QR code.

VISIT OUR PORTAL!
EVERYDAYCONNECT.CA



Hiring Committee Onboarding – Documentation

- Mixed Community Hiring Panel
- Code of Conduct reflecting Peer Values and Principles – confidentiality, boundaries, role.
- Intake and Consents – Peer in charge every step of the way.
- PeerConnector Documentation reflecting training and best practices in Peer Support.

Provide on this form will help to connect you with a Peer Connector. All information on this form will be kept in strict confidence between yourself as a Peer and the Peer Connector.

Direct Care Team Member (1)

Name: _____

Email: _____

Phone #: _____

Direct Care Team Member (2)

Name: _____

Email: _____

Phone #: _____

Do you prefer to be contacted by _____

Email Text

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PEERCONNECTO FORM

Sometimes it can be beneficial to be supported by a Peer Connector to better support you in these ways?

Name: _____

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homeless connect to

Protection of Privacy

ConnectTO Program, and with ongoing support services offered through the following rights regarding what information we will collect about you and how we will protect it.

Connect Toronto will maintain the following pieces of information in secure files (electronic), and for the following reasons:

Your Private Information	How We Use It
Your name	To know who we are working with
Your contact information (including phone number, email address, and home address)	To contact you to arrange meeting locations
When and where appointments are scheduled with your PeerConnector	To ensure the safety of both yourself and your PeerConnector while out in the community
The number of appointments you have with your PeerConnector, and the types of activities that you participate in with your PeerConnector	To evaluate the delivery of service program, and to report to program funders on program activities and effectiveness. We will not report on who we are working with (include any identifying information to meeting activities)
If you have indicated that you would like your Case Manager or other Worker to be informed of your PeerConnector service	To allow for open communication between your Case Manager, your PeerConnector, your PeerConnector Supervisor and Coordinator. (Any conversations related to service supports that you receive within this program will be directed by you, and always in accordance with your preferences.)
Feedback and voluntary evaluations related to your experience while participating in the PeerConnector program	To be utilized by Homeless Connect to determine the efficacy and success of the PeerConnector program. (Anonymous information will be provided to funders to ensure the success of the program growth, and ongoing program development)

How was the Main Support Provided?

Emotional Support - Connection

- Encouraged/provided hope and optimism
- Shared from my recovery story
- Supported inclusion and belonging
- Accompaniment

Trauma/Crisis Support

- Shared a wellness skill or tool
- Discussed a part of the wellness plan
- Discussed self-care/self-supports/self-awareness/taking back control where possible

Service/Resource or Program Support - Connection/Referral

- Shared a resource and/or contact information for appointment
- Support Peer to explore available options
- Connected to another supportive relationship

Advocacy Support - Connection

- Provided strength-based support
- Supported Peer to do things for themselves
- Supported autonomy and agency
- Supported access to services

Problem Solving

- Discussed options together to problem solve
- Discussed self-determined goals and next steps

Tenant/Housing

Other Support (describe):

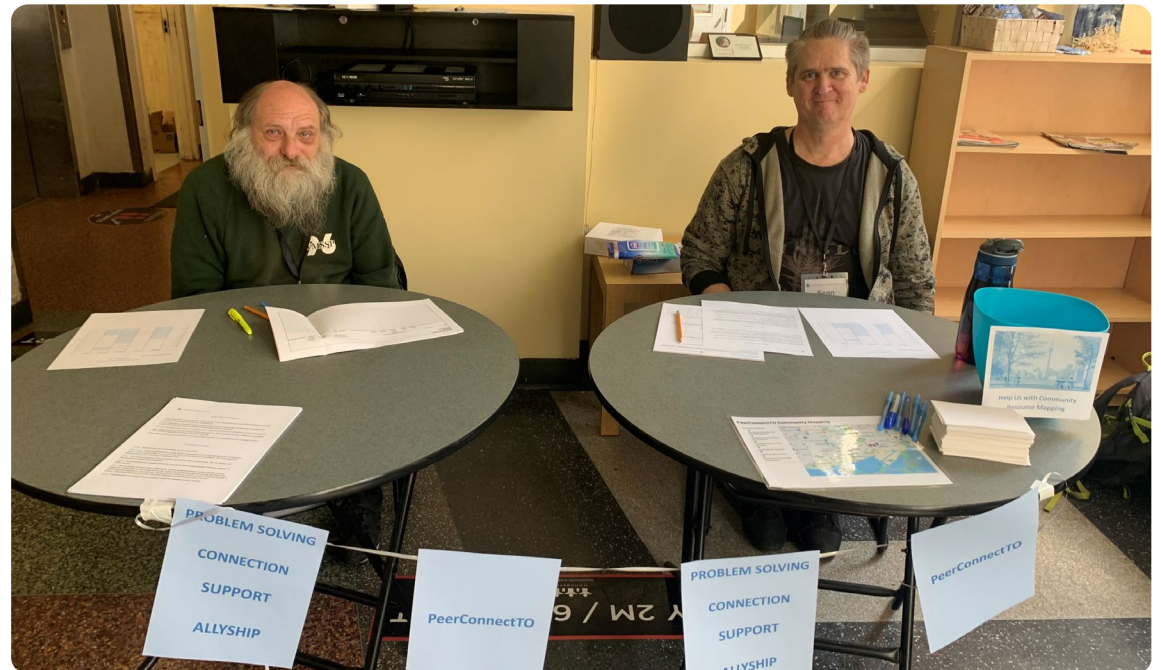
2. HOW was the Support Provided?

- Reinforced and re-visited confidentiality
- Provided clear and assertive boundaries
- Non-judgmental, genuine listening
- Mutual respect
- Modeled wellness and recovery
- Mutual learning with and from Peer



Shift scheduling, postering, door knocks

- 5-10 Hours/week
- One-on-Ones
- Outreach 1-2 times/month
- Alternating Team/Staff and development Meetings weekly



Outreach, One-on-Ones, and 1st Evaluation

- More Program Awareness wanted by Tenants
- More Connection with PeerConnectors wanted
- Growing Outreach Activities to accommodate shift in scheduling

Secondary area of support	MAIN Type of Help Provided?	Client response	Follow-up needed?	Type of follow-up planned for
Online/Technical	Support of recovery goals	Very satisfied	Yes	Phone check-in re: artwork tec
Health/Wellness	Support of recovery goals	Very satisfied	Yes	Text check-in re: health goals a
Online/Technical	Provided information/resources or skills	Very satisfied	Yes	Continue housing connection r
Trauma/Crisis	Listened / provided emotional support	Very satisfied	Yes	Next appointment planned to s
Tenancy/Housing	Support of recovery goals	Very satisfied	Yes	Continue/encouraged self-care
Tenancy/Housing	Check-in	Very satisfied	Yes	Peer was away re: family loss/c
Recreation	Check-in	Very satisfied	Yes	Meeting Peer in person for recr
Online/Technical	Advocacy	Very satisfied	Yes	Contacting Staff together re: hc
	Referred to a provider or agency	Very satisfied	Yes	Follow up regarding doctor app
Trauma/Crisis	Listened / provided emotional support	Very satisfied	Yes	Continue supports of integratio
Connection/Social Support	Provided information/resources or skills	Very satisfied	Yes	Calling services together re: ne
Connection/Social Support	Referred to a provider or agency	Very satisfied	Yes	Next day meeting planned
Connection/Social Support	Accompaniment	Very satisfied	Yes	Check-in re: accompaniment to
Tenancy/Housing		Very satisfied	Yes	Crisis planning with Supervisor
Not requested at this time	Support of recovery goals	Very satisfied	No	No follow-up needed at this tin
Online/Technical	Provided information/resources or skills	Very satisfied	Yes	Requested paper application fo
Trauma/Crisis	Listened / provided emotional support	Very satisfied	Yes	Regular check-in following advc
	Support of recovery goals	Very satisfied	Yes	Regular check-in to follow
Trauma/Crisis	Listened / provided emotional support	Very satisfied	Yes	Continued support, looking into
Trauma/Crisis	Provided information/resources or skills	Very satisfied	Yes	Provided self-care re-focus duri
Connection/Social Support	Help with problem solving	Very satisfied	Yes	Problem solved re: missing blin
Not requested at this time	Provided technical help	Very satisfied	No	Problem solved - camera is wor
Health/Wellness	Provided information/resources or skills	Very satisfied	Yes	Continue job serach. Find famil
Health/Wellness	Check-in	Very satisfied	Yes	Relay available doctor informat
Employment	Provided information/resources or skills	Very satisfied	Yes	Support goals of financial/emp
Tenancy/Housing	Listened / provided emotional support	Very satisfied	Yes	Follow up with S re: ongoing st
Tenancy/Housing	Listened / provided emotional support	Very satisfied	Yes	Seek supports to measure/inst



Peer Connect TO

PEER CONNECT TO

MEET THE PEERCONNECTORS - HOW CAN WE HELP YOU ?



ALEXANDER

Alexander is a friendly, approachable PeerConnector who supports his Peers with budgeting and saving skills, along with emotional and social support, mental health and addiction skills plus community supports.

CALL 647-955-0579



SEAN

Sean offers his online and technical support skills to the Peers he supports along with excellent communication skills for mental health, addiction challenges, re-entry and much more.

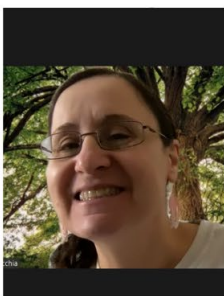
CALL 647-499-4745



KEITH

Keith supports Peers through his strong faith, spirituality, and capable cognitive behavioural skills for re-grounding. As a 'numbers guy,' Keith is also there to support your budgeting challenges.

CALL 647-394-2065



ADRIANA

Adriana is a resource connection specialist, skilled in mental health, trauma and disability supports. Adriana supports her Peers in housing advocacy, and is passionate about community-building.

CALL 647-499-6150



SEANE

Seane is a personable community connector who supports his Peers from streets-to-homes with connections to housing and mobility supports in the community.

CALL 647-749-1555

PeerConnector Specialties + Added Roles

- Community Resource Mapping
- 6 Program Advisors, 3 Tenant Hiring Committee
- 5 Program Ambassadors
- 3 Tenants sharing inspiration and knowledge (Home-ness Support, Accessing Mobility Devices, Becoming a Pensioner)
- 1 Consultant, 1 Training Co-Facilitator, 2 trained Peer Researchers and Tenant promotion designer.
- 2 Tenant Panelists



Today's Amazing Volunteer

Five Tenants Needed!

Are you interested in:

- having your unit cleaned, repaired, and painted?
- learning more about exercise, food prep and budgeting?
- building a better community in your building?

And all of this is for free...

but you'll need to do these activities **with** us!

If you'd like to be considered, let us know BEFORE July 6th:

- Speak with Nakara / Tanisa OR
- Call Adriana (PeerConnector), 647-499-6150



841 Queen Street East

WoodGreen, HCT and PanoRRama are working together to support "home-ness" activities of health, wellness, and community at 841 Queen Street East.



Home-ness Week: August 14-18, 2023



Home-ness Week



Challenges +
Adaptations:

Tenant Talk
and Managers
Meetings

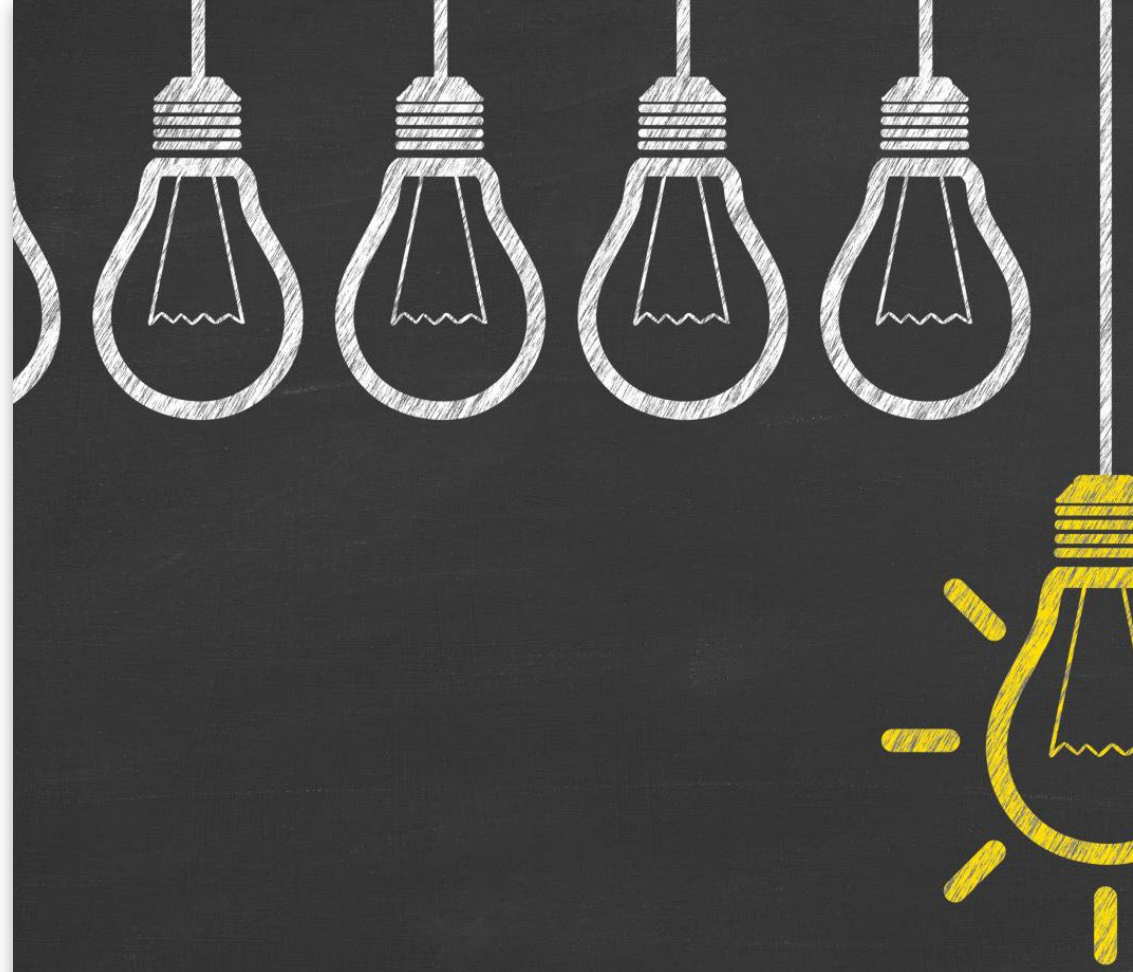


Understanding tenants' needs and desires: We want Tenants to have a better experience

1. Trauma Informed Communication
2. Safety and Security
3. Maintenance
4. Understanding Processes

Knowing this, how can we SOLUTION this together?

- Communication - learning Peer Support values and principles
- Maintenance and processes – signing off on completed work
- Utilize Tenant talents and skills in new roles





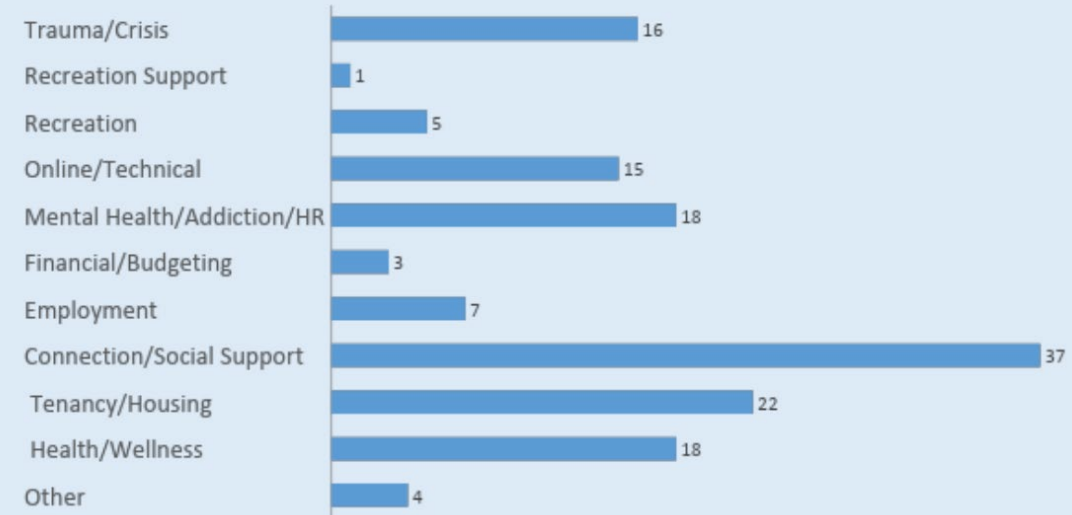
Where and How can PeerConnectTO help?

- At Tenant meetings to support with Peer communication values (*non-judgmental; safety of the group; validation*)
- At Home-ness week Tenant follow-up meetings/and prior to extreme cleans
- Extreme Clean trauma prevention
- Grief and Loss Peer Support

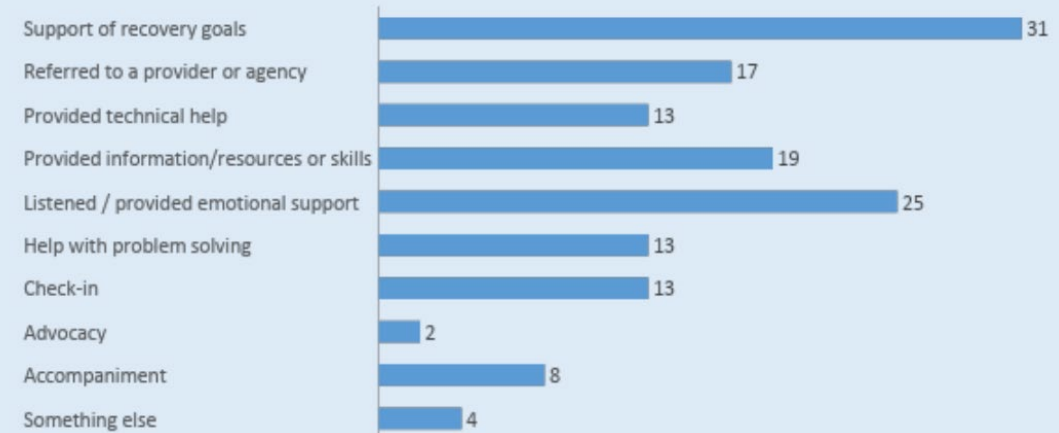
Second Evaluation

- Support of Recovery goals #1 type of help provided
- 35 Intake Peers (14 with 4-28 visits) 390 Connections
- *“A Program Success is that a Peer has reached out to you 28 times” – program Advisor*

No of Client Contacts by Main Areas of Support Needed



No. of Client Contacts by Main Type of Help Provided



Note: Support of recovery goals was #1 in May/June report too.

Community Building

- Adding Peer Group programming in winter months
- Build trust to reach those who have not reached out
- Survey how Peers want to be reached
- Ongoing Peer Support Training for Tenants



PeerConnectTO
DREAMCATCHER
Workshop

FRIDAY
27 OCTOBER

Hosted by PeerConnector
Adriana

2:30 PM - 5:30 PM Downstairs

LEARN HOW TO MAKE YOUR OWN DREAMCATCHER
FOR YOUR HOME
with instructor: Jody-Anne

homeless connect
toronto



Would you like
to go for coffee?

Keep our
Home-ness Week
Connection going!

- We were glad to meet you during Home-ness Week and would like to re-connect.
- Coffee & Chat with a PeerConnector (a Trusted and Trained Tenant) at your local Starbucks.

Coffee is on us!
(Up to \$10.00)

Please give us a Call:

- Contact Elizabeth (PeerConnectTO Coordinator), 647-562-0485

PeerConnectTO
PeerConnectTO is a Peer Navigator pilot project to support Tenants at 841 Queen Street East with wellness supports, community-building, connections to the services and resources that you want, and positive relationships.

homeless connect
toronto



PeerConnectTO
MUSIC
performance

LIVE MUSIC - POP & SNACKS
with
PEERCONNECTOR, SEAN
FRIDAY, OCTOBER 13, 2023

Location :
49 MUTUAL STREET COMMON ROOM

Time :
2:30 PM - 5:30 PM

homeless connect
toronto

homeless connect toronto



LET'S GO FOR A
WALK
TOGETHER!
PEER CONNECT
TO

WHEN: MONDAYS, OCTOBER 16th and 30th
TIME: 11 AM - 1 PM
MEET: IN THE COMMON ROOM

No registration required. Come as you are.
Coffee Break at Tim Hortons!

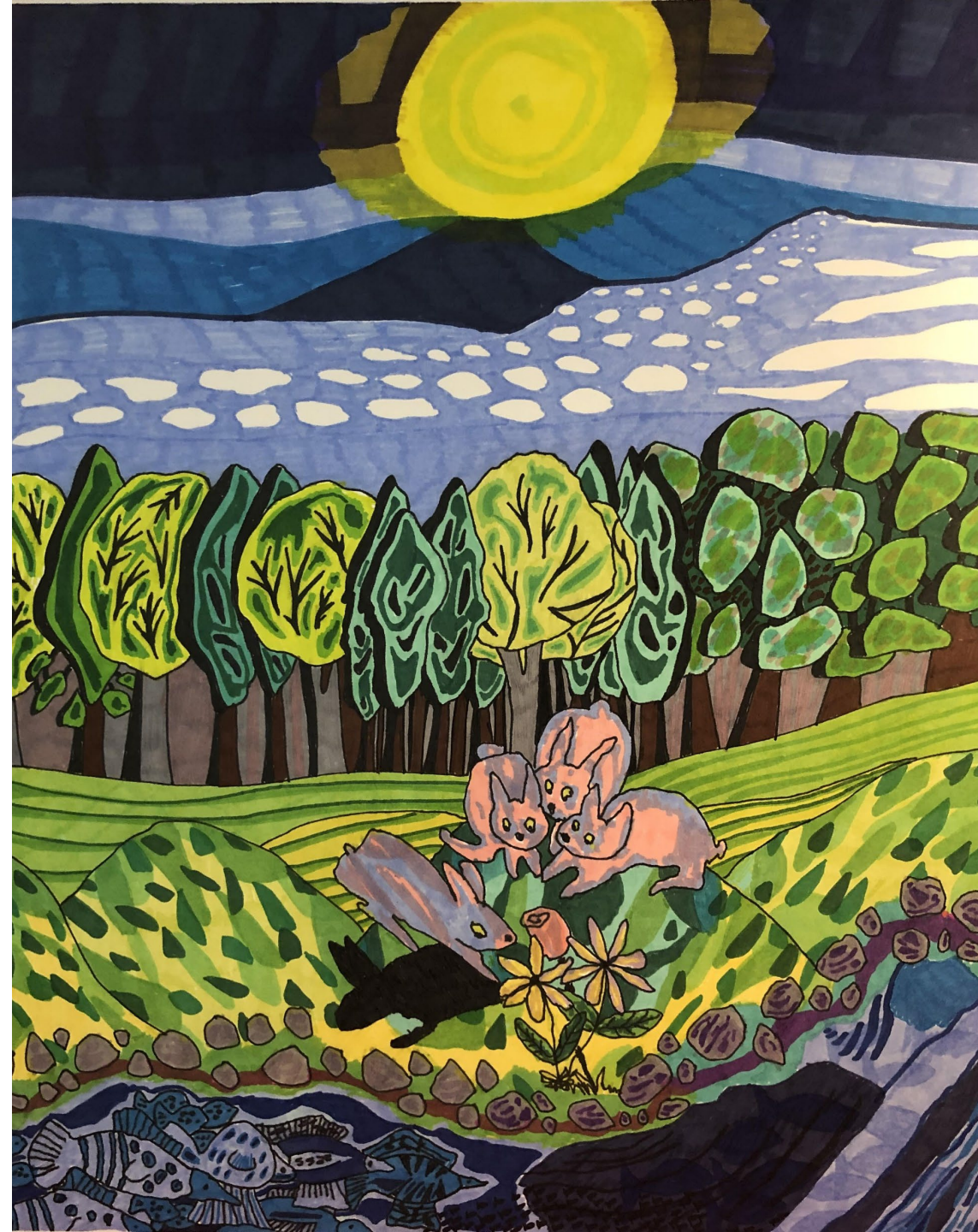
CONTACT: Elizabeth Tremblay, Project Coordinator
PeerConnectTO@hctoronto.org

Lessons in Collaboration

Continue to move toward Working Together

Supporting Staff

- Adapting Scheduling
- Opening Communication Channels (shared consents)
- Biweekly emails (updates)
- Commitment to honour individual workload/timelines, safety needs



Take Aways - *Supporting More People*

- PeerConnector Impact: Housing Application/Interview; Available Family Doctor/Psychiatrist and Dentist; Local MPP; Mental Health and Addiction Residency Support; Special Accompaniment and Peer Groups...
- **May to October 2023:** 43 Intake Peers; 490 Outreach Connections; 92.9% Follow-up and 93% Very Satisfied; *Support of Recovery goals consistently Number 1 in main type of help provided.*

'If s/he wasn't around I'd be crying or going to the hospital' - 'Fills a void' - 'I see huge benefits in the building' - 'reaching out is the best thing I did.'

Innovating Together

- Supporting Maintenance communication
- Accompaniment to Appointments
- Tenant Meetings - building on Home-ness week
- Growing Connection through the Everyday Connect portal



Thank you -
*Greater Victoria Coalition to End
Homelessness and
Downtown Eastside SRO
Collaborative*



Stay Connected

email: PeerConnectTO@hctoronto.org

website: HCToronto.org

upcoming Webinar – *Vancouver's
Downtown Eastside SRO
Collaborative and PeerConnectTO,
2024*