

Supporting the Needs of Tenants Living with Mental Illness in Social Housing

Co-Design Event Summary
June 12, 2024



What was the purpose of this co-design event?

- 1 To identify actions based on nine recommendations identified in a report called “Mobilizing community assets to support single adults living with mental illness and substance use disorders in social housing in kingston, ontario, canada”
- 2 To co-design approaches to respond to these recommendations that could be implemented in social housing in kingston, ontario, and beyond.

Who attended the event? 19 people were present

9

Leaders in health and social care organizations

5

Direct service providers in health and social care services

2

Tenants

1

Municipal policymaker

1

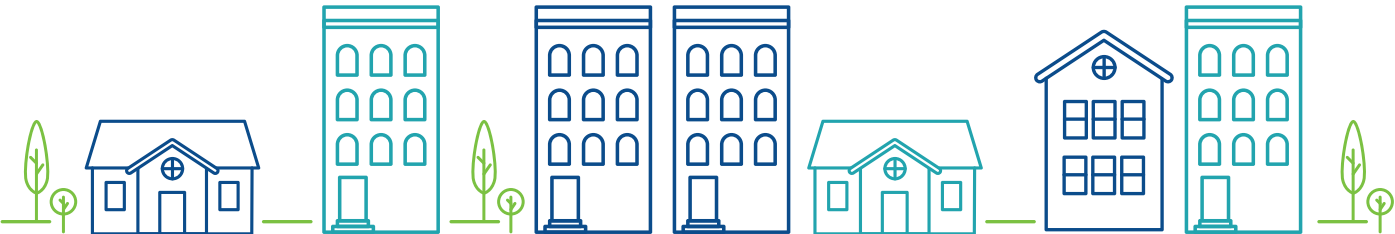
Researcher

1

Kingston-Frontenac Housing Corporation (KFHC) board member

Organizations represented included:

KFHC	Lionhearts
Home Base Housing	Addiction and Mental Health Services
City of Kingston	Providence Care
Kingston Community Health Centres	Peer to Community (P2C) program
Resolve Counselling	Western University



What happened?

1

The co-design event began with a summary of research findings from a stakeholder consultation completed with tenants, social housing providers, and community service providers

2

Nine recommendations included in this report were used as a basis for a World Café event, where attendees discussed ideas for responding at a local, provincial and federal level

3

World Café discussions were summarized by moderators

4

Based on World Café discussions, attendees identified a focus for further co-design, which was an on-site model of support aimed at addressing the unmet needs of tenants living with mental illness in social housing

5

Participants began co-designing an on-site model of support which was facilitated through a range of collaborative discussions

6

Attendees identified the components of an on-site model of support

7

A plan for following up with attendees on further design of the model was identified, and included a survey, and further discussions to refine the model

What is the model that attendees began to develop?

Attendees discussed the following components of a model for on-site supports for tenants living with mental illness in social housing:

1

Attending to the infrastructure needed to support an on-site model including dedicated office space for program staff located within social housing buildings

2

An interdisciplinary group of health and social care professionals that could support tenants with the following:

- Liaising with income support programs alongside tenants (i.e. Ontario Works and the Ontario Disability Support Program)
- Support with healthcare, housing and other paperwork, taxes, etc. necessary for obtaining necessary services and benefits
- Mental health and addictions support
- Support for managing activities in daily life including the ability to develop routines for cleaning and maintaining one's unit, and managing the social dynamics of social housing
- Mental health crisis support
- Supports would be focused on immediate concerns, with referrals to long-term supports in the broad community until a connecting with the referral has been made
- Should a service not be available in the broad community (e.g. independent living skills support, or addictions support), the on-site team would become the primary service that a tenant would use to meet the service need

3

A range of professionals were identified that could support tenants with these activities including:

- Social work
- Occupational therapy
- Cultural knowledge brokers (i.e. Indigenous-informed services)
- Peer workers (i.e. persons with lived experiences of mental illness and addictions)
- Recreation therapy

4

A possible name for this model emerged in discussions – “The Navigator Program”, with a tagline of “let us be your compass,” where COMPASS stands for:

C

collaborative

O

on-site

M

multi-disciplinary

P

peer-supported

A

assessment

S

support

S

services

What are the next steps?

The community advisory board will meet to further refine the developing model by:

1

Developing a document describing the model in detail

2

Developing a fidelity measure to guide implementation efforts

3

Identifying grant opportunities to pilot and evaluate this model

Note that new community advisory board members are welcome. If you are interested, contact **Julia Holmes** at jholme65@uwo.ca

Want to know more?

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