



# Integrated Supported Housing Initiative

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## CRICH

CENTRE FOR RESEARCH ON INNER CITY HEALTH

## ISHI Community Needs Assessment Report

May 2015

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# **INTEGRATED SUPPORTIVE HOUSING INITIATIVE AT TORONTO COMMUNITY HOUSING A TENANT COMMUNITY NEEDS ASSESSMENT**

## **Introduction**

Toronto Community Housing (TCH) is the largest social housing provider in Toronto, serving approximately 58,500 low and moderate income households. Its residents are very diverse, and include an estimated 9000 tenants are living with a mental illness; this is twice the number living in the Supportive Housing sector (Toronto Community Housing (TCH), 2015). Ensuring that TCH housing tenants who have complex needs are supported with appropriate services requires an intersectoral approach (Connelly, 2011).

Following a successful Toronto Central LHIN (TC-LHIN) funded pilot project that provided supported housing service at a TCH building in early 2013, the TC-LHIN published a call for proposals for similar supported housing models for people experiencing complex mental health problems and addictions living in TCH residences in October 2013. This population faces considerable barriers when accessing health and social services. Many are severely debilitated by complex health problems, isolated, and experience considerable discrimination.

Houselink and Fred Victor responded to the TC-LHIN call for proposals and were successful in securing funding to implement a supported housing model in two TCH residences, which were identified in partnership with the TC-LHIN and the Toronto Community Housing Corporation. Other partners included in the model are: Toronto Police Services 51 Division, the Inner City Family Health Team, Regent Park Community Health Centre, Toronto Christian Resource Centre, and The Gerstein Crisis Centre.

The goal of the project is to improve access to services for the entire tenant community in each housing complex. This report provides a description of the findings of the needs assessment that was conducted with adult tenants living in the two residences in downtown Toronto.

## **Needs Assessment**

To understand what social and health services people living in these residences are already accessing as well as those they want and need, Houselink, Fred Victor and the Centre for Research on Inner City Health, St. Michael's hospital conducted a needs assessment. These data will be used to inform baseline service use and need, identify any unforeseen gaps in services and inform the structure and types of services to be implemented at each site. The Integrated Supportive Housing Initiative (ISHI) which facilitates access to service for tenants will use the findings to develop partnerships with providers of services where need has been identified. The findings will also support system planning by TCH, City of Toronto, and TC-LHINs. The research will enable Fred Victor and Houselink to determine which service agencies to approach to build a strong complement of service providers at each site to support tenant's complex needs.

## Methods

### Study Participants

We recruited 174 tenants living at two TCH buildings in Toronto's Moss Park and Regent Park neighbourhoods between August and November 2014. TCH data indicate that most of the households in these buildings are comprised of adults living singly and receiving income from social assistance. There are a total of 500 units in the two buildings, so the overall response rate was 35%; response rates in the two buildings were comparable, with 35% of the units represented in each.

### Sampling Strategy

We used a purposive sampling procedure with tenants voluntarily self-selecting to participate. All participants were given a \$20 President's Choice grocery gift card. Tenants who traveled to the interview were provided two Toronto Transit Commission tokens. Only one tenant per household was eligible to participate.

### Recruitment

The recruitment strategy was designed to maximize the exposure of tenants to calls for participation in the study. The study was described in an open forum in 3 to 4 community meetings at each site. In these meetings the project staff introduced the study and allowed time for discussion/questions. In general, tenants were interested in participating in the study and in learning how it might be beneficial to them. This study used peer reviewers, a group known to have several advantages for the research engagement process (E. Elliott, A. Watson, & U. Harries, 2002); they were on site during these meetings to interview anyone who wished to be interviewed that day. The research coordinator scheduled participants who preferred an interview on an alternate day. These tenants were added to a master list where their names and the interview dates/times were recorded. Each participant was given a slip of paper with their interview time, date and location as a reminder. The master list of participants included a unique id for each participant, their address, and name as a means to ensure that only one person was interviewed from each household. Flyers were also posted on community boards and placed in each tenant's mail box. Consent was verbal only to ensure tenant confidentiality. All participants provided verbal informed consent and retained a copy of the consent form. The study received ethics approval from St. Michael's Hospital Research Ethics Board.

### Data Collection (Peer Interviewers)

We hired 4 peer interviewers for the study (people who identify as having mental health issues who also have experience interviewing on research projects) to interview participants on-site in a private common area of each building. There is ample evidence in the literature that peer interviewers bring richness to the research through their ability to quickly establish rapport with study participants and their insider knowledge and lived experience of the subject area (E. Elliott, A. J. Watson, & U. Harries, 2002).

### Data Source: Needs assessment tool

The Needs Assessment (NA) tool was designed in collaboration with Fred Victor, Houselink and CRICH. It included 120 questions about services people were currently receiving as well as those services to which they would like to have access. The NA tool focused on services related to: Food, Home/Self Care, Mental Health, Addictions, Physical Health, Employment/Income, Immigration/Settlement, and Children/Youth (see Appendix A for a copy of the tool).

## Findings

### Characteristics of Study Sites and Tenants (Table 1)

Building #1 differs from Building 2 in several ways. Building #1 has more units (n=301, compared to 199 in Building #2), all of which are bachelor or one-bedroom; while the majority of residents in both buildings are male, Building #1 tenants are older. Building #2 has fewer units, but more families with children; more than one-third of Building #2 tenants are 24 years or younger, compared with just four percent of those in Building #1. Three-fifths of Building #1 tenants are on Ontario Works (OW) and Ontario Disability Support Payments (ODSP), compared with two-fifths of Building #2 tenants. While tenants in Building #1 have made more emergency room visits over the past three years than those in Building #2 (n=583 compared with n=363), their ER visit profiles are similar, with one-tenth related to mental health-related issues in each building, and 16% due to injury and poisoning.

**Table 1**

CHARACTERISTICS OF STUDY SITES		
	Building #1	Building #2
<b>UNITS</b>		
Total number of units	301	199
Percentage of bachelor and one-bedroom units	100%	72%
<b>TENANTS</b>		
Total number of residents	310	331
Gender		
% Male	57%	54%
Age		
0-12 years	2%	22%
13-24 years	2%	15%
25-58 years	67%	52%
59 years and older	29%	11%
Income		
% on OW ODSP	57%	40%
<b>EMERGENCY ROOM VISITS</b>		
Total number over past 3 years	583	363
Percentage of ER visits for mental health-related issues	11%	12%
Percentage of ER visits due to injury and poisoning	16%	16%

Nearly three-fifths (57%) of the study participants were male, which is comparable to the percentage of males in both buildings. Only adults were recruited to the study; three-quarters (73%) were 25-58 years old, and one-quarter (23%) 59 years or older. Anecdotally, recruiters commented that tenants with children and immigrants were likely underrepresented among study respondents.

### Tenant Capacities (Table 2)

The needs assessment revealed strengths in each of the service domains. For example, more than two-thirds (69%) report having enough to eat, three-quarters (77%) eat meals which include fruits and vegetables, and most (89%) prepare their own food. Respondents' awareness and use of food-related services is ample: they named forty-five separate organizations they are accessing for food banks, food

boxes, or meals. Nearly two-thirds (n=108 or 62%) identified twenty-six separate food banks. They also named strong capacity in the domain of home care and self care: a large majority report they are able to manage their own housekeeping and cleaning (78%) and/or their own laundry (78%); most (86%) also manage their own personal hygiene.

In terms of accessing help when in need, two-thirds (64%) of these participants report having someone to contact or somewhere to go in a mental health crisis. Asked to name these sources, approximately half of these identified informal sources – friends/family/neighbor (n=83 or 48%) or themselves (n=6). Four-fifths (81%) currently have a doctor to attend to their physical health. And, 69% of the respondents are currently accessing all of the income and benefits for which they are eligible.

It is notable, however, that just one-tenth (11%) of the tenants responding to the survey are currently employed; many (41%) of those not currently employed are interested in working.

**Table 2**

<b>Tenant Capacities (N=174)**</b>	
	<b>Percent “Yes” **</b>
<b>Food</b>	
Have enough to eat	69%
Prepares own food	89%
Meals include fruits/vegetables	77%
<b>Home Care and Self Care</b>	
Able to do own housekeeping/cleaning	78%
Able to do own laundry	78%
Able to manage own personal hygiene	86%
<b>Mental Health</b>	
Have someone to contact or somewhere to go if in crisis	64%
<b>Health</b>	
Have a doctor	81%
<b>Employment and Income</b>	
Currently employed	11%
Interested in working (if not employed)	41%
Accessing all income/benefits eligible for <i>eg. OW, ODSP, CPP, CPP-D, WSIB, Vets Benefits</i>	69%

\*\* Percentages are calculated based on valid responses, which ranged from 162-172 of participants.

### Service Needs (Table 3)

Service needs, summarized in Table 2, are reported in three categories. “Yes” responses indicate that the respondent is interested in receiving the service and is not currently accessing it, “Already Have” responses indicate they are interested in the service but are already accessing it, and “No” means they are not interested in receiving the service and are not currently accessing it. Note that for those who “already have” the service, we do not know the source, frequency, or recency of accessing the service.

At least one-tenth of study respondents reported that they wanted or needed support, which they are not already accessing, on nearly all of these domains. Health and Employment stand out as the domains with the greatest level of need, but the specific services these tenants are most apt to express wanting

or needing, that they are not currently obtaining otherwise, include: dental care (47%), food (45%), and eye health (43%). Approximately one-third or more (32%) are interested in help with physical health services (generally). One-third (34%) want help to obtain employment and/or to access income entitlements, and two-fifths (39%) are interested in help to upgrade their education.

Although a majority of these tenants noted they have enough food to eat (see above), nearly half (45%) want help in accessing food. It is notable that more than three-quarters expressly said they are *not* interested in help preparing food or grocery shopping.

Although the ratio of respondents expressing an interest in services in the remaining domains is lower, it is noteworthy that two-fifths are interested in (22%) and/or already have support (22%) for mental health problems generally. Respondents expressed a need for individual support or counseling (29%) or support groups (25%), and one-fifth each (22%) want services for “general” mental health issues they are facing and/or a therapist or psychiatrist. Though the percentage of tenants identifying addictions as an area of need is overall quite low with 16% expressing interest in receiving support and 15% already with support one-fifth (21%) would be interested in individual support or counseling for addictions-related issues.

**Table 3**

<b>Service Needs (N=174)**</b>			
<i>Do you want/need support with...</i>			
	<b>Percent “Yes” – Interested in Receiving Service, but Not Currently Accessing</b>	<b>Percent “Already Have” – Interested in Receiving Service, and Already Accessing It</b>	<b>Percent “No” – Not Interested in Receiving Service, and Not Currently Accessing</b>
<b>Food (n=147-165)</b>			
Accessing Food	45%	16%	39%
Accessing Meal Programs	27%	22%	52%
Preparing Food	15%	6%	79%
Grocery Shopping	16%	6%	79%
<b>Home Care and Self Care (n=166)</b>			
Housekeeping	22%	8%	70%
Personal hygiene	8%	7%	85%
<b>Mental Health (n=165-170)</b>			
Mental Health Issues (generally)	22%	22%	56%
Individual Support/Counseling	29%	12%	56%
Support Groups	25%	12%	63%
Therapist/Psychiatrist	22%	19%	60%
Medication Management	7%	11%	82%
Brain injury/Cognitive	11%	0%	89%
ACT Team	7%	1%	92%
Peer Worker (for mental health)	10%	8%	82%
<b>Addictions (n=100-103)</b>			
Addictions (generally)	16%	15%	68%
Individual Support/Counseling (for addiction)	21%	19%	60%
Group Support (for addiction)	12%	17%	71%
Residential Help to Stop Use	15%	9%	76%
Non Residential (Community)	18%	12%	70%
Harm Reduction Support	10%	16%	75%
Peer Worker (for addiction)	10%	8%	82%
<b>Health (n=163-167)</b>			
Physical Health Services (generally)	32%	15%	54%
Physical Disability	27%	12%	61%
Diabetes or other Chronic Illness	17%	18%	66%
Dental Care	47%	15%	38%
Eye Health	43%	16%	41%
<b>Employment and Income (n=153-160)</b>			
Obtain Employment	34%	4%	62%
Upgrade Education	39%	6%	56%
Accessing Entitlements	34%	48%	18%

\*\* Percentages are calculated based on valid responses. The ranges for these responses are listed in parentheses next to each domain name.

## Service Use/Preferences (Table 4)

The 174 study participants are actively engaged with services and organizations in their community; they named approximately **130 unique organizations and/or services** that they are currently accessing within at least one of these domains. This may in fact be undercounted, because it only includes those they specifically named – that is, many respondents provided only a general description, such as “outreach worker” or the name of the neighborhood or geographic location of the organization.

The table below summarizes the number of organizations named within each domain, and the number of mentions for each. Those community organizations and/or services that are mentioned most frequently (usually at least ten times) within each domain are listed in italics. Participants named 62 organizations that they are accessing for issues relating to their mental health need; St. Michael’s hospital is named most frequently. More than fifty (n=54) unique organizations are being accessed for support and resources related to food needs; the four organizations named most frequently are all shelters or churches which offer free meals during the week.

**Table 4**

Service Organizations		
Service Domain	Number of Times Organization/Service Mentioned	Number of Organizations/Services Named
<b>Mental Health</b>	<b>203</b>	<b>62</b>
<i>St. Michael’s Hospital</i>	<i>38</i>	
<i>Center for Addictions and Mental Health (CAMH)</i>	<i>26</i>	
<i>Good Neighbours</i>	<i>14</i>	
<b>Food</b>	<b>180</b>	<b>54</b>
<i>Good Shepherd</i>	<i>21</i>	
<i>Allan Gardens Food Bank</i>	<i>16</i>	
<i>Metropolitan</i>	<i>13</i>	
<i>Salvation Army</i>	<i>11</i>	
<i>St. Paul’s</i>	<i>11</i>	
<b>Addictions</b>	<b>110</b>	<b>32</b>
<i>Street Health</i>	<i>14</i>	
<i>Fred Victor</i>	<i>13</i>	
<i>Sherbourne Health Centre</i>	<i>13</i>	
<i>Center for Addictions and Mental Health (CAMH)</i>	<i>10</i>	
<i>St. Michaels</i>	<i>10</i>	
<b>Employment and Income</b>	<b>54</b>	<b>34</b>
<i>ODSP</i>	<i>9</i>	
<b>Home Care and Self Care</b>	<b>26</b>	<b>20</b>
<i>Bayshore Home Health Care</i>	<i>3</i>	
<i>Community Care Access Centre</i>	<i>3</i>	
<b>Health</b>	<b>16</b>	<b>9</b>
<i>Sherbourne Health Centre</i>	<i>7</i>	

## Complex Needs (Tables 5 and 6)

Respondents reported a complex array of service needs. For example, nearly nine out of ten respondents identified one or more service needs within the domain of mental health; this includes

those who responded that they are interested in receiving services as well as those who said they are interested but already receiving them. Nearly three-quarters expressed service needs in general health (72%) and food (72%) domains, and half (48%) have chronic health needs.

**Table 5**

<b>Number and Percent of Tenants Identifying Service Needs in each Domain (includes 'yes' and "yes, already have" responses)</b>		
<b>Service Domains</b>	<b>Number</b>	<b>Percent</b>
Mental Health	150	86%
Health (general)	133	72%
Food	124	72%
Chronic Health	82	48%
Self-Help	73	42%
Addictions	63	37%

Another way to understand the complexity of needs these respondents face is to look at the number of service domains for which they mention service needs. As shown in Table 6, only one-tenth of the respondents mentioned service needs in just one or no domains; more than half (54%) identified service needs in between four and six domains. When looking at only those service domains specific to chronic health, mental health, and addictions, more than half (58%) identify needs in at least two of these.

**Table 6**

<b>Number and Percent of Tenants Identifying Multiple Domains of Service Need</b>		
<b>Number of Service Domains</b>	<b>Tenants Identifying Service Needs</b>	
	<b>Number</b>	<b>Percent</b>
No domains	4	2%
One (1) domain	14	8%
Two (2) domains	28	16%
Three (3) domains	34	20%
Four (4) domains	39	22%
Five (5) domains	33	19%
Six (6) domains	22	13%
	<b>174</b>	<b>100%</b>
<b>Number of Service Needs Related to Chronic Health, Mental Health, and Addictions</b>		
	<b>Number</b>	<b>Percent</b>
No domains	15	9%
One (1) domain	59	34%
Two (2) domains	64	37%
Three (3) domains	36	21%
	<b>174</b>	<b>101%</b>

## Discussion

This needs assessment from two large Toronto Community Housing residences provided important insights into the tenants' capacities, needs, and interests on an array of services and supports. Engaging peers to interview tenants proved an effective strategy to encourage participation in the study, and to

inform them about the onsite supported housing staff and their potential role(s) in addressing tenants' needs.

High service needs emerged across the majority of domains assessed in this study. A large majority (86%) of tenants reported they want or need help in mental health support (including those already accessing some services). Similarly, nearly three-quarters (72%) identified wanting or needing support in the domains of health and food. Respondents expressed great interest in immediate access to the three specific services (*not* including those already using services) of dental care (47%), food (45%), and eye health (43%). This provides important information for program staff when prioritizing responses to tenants.

A major finding of this assessment was the complexity of tenants' service needs profiles. Nine out of ten, for example, identified service needs in at least two of the domains we asked about, and three out of ten have needs in five or six. Singling out higher complexity of needs in the areas of chronic health, mental health, and addictions, revealed that a majority (58%) have service needs in at least two of these areas. Programmatic responses to tenant needs must address this reality.

Given the large number of organizations and services these tenants have and/or are currently accessing within each of the domains, it is also clear that there is an opportunity for duplication-reduction and possible collaborations with those organizations named most frequently. It is the combination of information from the needs assessment (capacities to meet their own needs in a domain, interest in accessing services for current health and social needs, and their current service access) which provides insight into the responses which might be most helpful within each domain. While a majority (69%) report they currently have enough food to eat, for example, the reality that they are reaching out to 54 separate organizations within their communities for food-related concerns may suggest the need is more in the area of streamlining access than in actual food provision. And in the mental health domain, study participants named 62 organizations where they are currently seeking help, though the most commonly named resources they use are either informal or the nearest hospital.

One of the limitations of this study is that it may not have captured the full range of needs and services in the building, as some tenants are very isolated and may not have participated. The peer interviewers commented that tenants who had children and/or were immigrants were least well-represented in the sample of respondents. Capturing these tenants' experiences through some other mechanism will be critical to ensure a more comprehensive picture of the needs in these residences. Despite this limitation, however, the needs assessment provides an excellent first step in understanding tenant capacities, interests, and needs in supports and services, and in informing programmatic strategies to address them.

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## Acknowledgements

This report was produced by Houselink Community Homes, Fred Victor and the Centre for Research on Inner City Health at St. Michael's Hospital in May, 2015.

People who collaborated on this report: Dr. Suzanne Zerger, Helen Cheung, Gautam Mukherjee, Carol Zoulalian, and Dr. Flora I. Matheson.

Thank you to the people who worked on the study: Jessica Petrillo, who was the study coordinator. She trained the peer interviewers, managed the data collection, and conducted the analysis along with Helen Cheung and Flora Matheson. Gautam Mukherjee drafted the need assessment tool. Suzanne Zerger drafted the report. We are grateful to the peer interviewers Ana Maria Cruz, Janis Warren, and Yvonne Scholich for their dedication to the project and their insights on the clients during the course of the study. One interviewer prefers remaining anonymous and we thank him too.

Houselink Community Homes and Fred Victor worked with CRICH staff to develop a specialized strategy to recruit study participants.

A very big thank you to all the people who participated in the study.

For more information on the Centre for Research on Inner City Health, please visit: [www.crich.ca](http://www.crich.ca) or email [crichlist@smh.ca](mailto:crichlist@smh.ca)

For more information about Houselink Community Homes, please visit:

<http://www.houselink.on.ca/>

For more information about the Fred Victor, please visit: <http://fredvictor.org/>

This project was funded by the Toronto Centre Local Health Integration Network.

## Appendix A

### Needs Assessment Tool

#### Integrated Supported Housing Initiative (ISHI) at Toronto Community Housing Community (TCH) Needs Assessment - Tenant Questionnaire

**Opening Statements:** *Thanks you for agreeing to participate in this survey about your health and service needs. First I would like to go over the consent form with you and answer any questions that you may have about the study. I will be reading the consent form out loud and then asking you some questions to make sure you have all of the information you need before continuing with the survey.*

\*After consent procedures, complete the questionnaire and sign that verbal consent was given.

*Do you have any questions for me before we begin?*

*What is your gender? Male \_\_\_\_\_ Female \_\_\_\_\_ Transgender \_\_\_\_\_ declined \_\_\_\_\_*

*What age are you now? \_\_\_\_\_*

Service Area	Service Need	Service Provider Involvement	Time/Place & Other Services
<p><b>Food</b> <i>I'm going to ask you some questions about food and food services.</i></p> <p><i>Do you get enough to eat?</i> Yes _____ No _____</p>	<p><i>Do you want/need help with accessing food?</i> Yes _____ No _____ Already Have _____</p> <p><i>Do you want/need help with access to meal programs?</i> Yes _____ No _____ Already Have _____</p> <p>*If no services received or wanted skip to next service area question.</p>	<p><i>Do you use any of the following services to access food? What are they?</i></p> <p>Food Bank provider: _____</p> <p>Food Box provider: _____</p> <p>Meal provider: _____</p> <p>Something else: _____</p>	<p><i>When was the last time you used one of those services?</i> _____</p>
<p><i>Do you make your own food?</i> Yes _____ No _____</p> <p><i>If you don't mostly make your own food, where do you eat most of the time?</i> _____</p> <p><i>Do your meals include fruits and</i></p>	<p><i>Do you want/need help preparing food?</i> Yes _____ No _____ Already Have _____</p> <p><i>Do you want/need help with grocery shopping?</i> Yes _____ No _____ Already Have _____</p>	<p><i>Do you have support/help with preparing meals? Who/what are they?</i></p> <p>Meal preparation: _____</p> <p>Something else: _____</p>	<p><i>When was the last time you used one of those services?"</i> _____</p> <p><i>Is there a food service you don't currently use, but would like to? What is it?</i></p>

<p>vegetables? Yes ____ No ____</p>	<p>*If no services received or wanted skip to Home/Self Care Qs</p>		<p>_____</p>
<p><b>Home Care and Self Care:</b> <i>Now I'm going to ask you some questions about home care and self care.</i></p> <p><i>Are you able to do your own housekeeping/cleaning?</i> Yes ____ No ____</p> <p><i>Are you able to do your own laundry?</i> Yes ____ No ____</p> <p><i>Are you able to do your personal hygiene?</i> Yes ____ No ____</p>	<p><i>Do you want/need help with housekeeping?</i> Yes ____ No ____ Already Have ____</p> <p><i>Do you want/need help with personal hygiene?</i> Yes ____ No ____ Already Have ____</p> <p>*If no services received or wanted skip to Mental Health Qs.</p>	<p><i>Do you have support/help with home care and self care?</i> <i>Who/what are they?</i> Home care service provider: _____ Self care service provider: _____ Something else: _____</p>	<p><i>When was the last time you used those services?</i> Home Care: _____ Self Care: _____ <i>Is there a home or self care service you don't use, but would like to? What is it?</i> _____</p>
<p><b>Mental Health</b> <i>Now I'm going to ask you questions about mental health and mental health services.</i></p>	<p><i>Do you want or need to receive help with mental health issues?</i> Yes ____ No ____ Already Have ____</p> <p>*If no service received or wanted skip to individual support Q</p> <p>_____</p> <p><i>Do you want/need Individual support/counselling?</i> Yes ____ No ____ Already Have ____</p> <p>*If no service received or wanted skip to group support Q</p>	<p><i>Do you have support/help with mental health issues? Who/what are they?</i> Mental health service provider: _____</p> <p><i>Do you have individual support/counselling? Who/what are they?</i> Individual support/counselling service provider: _____</p>	<p><i>When was the last time you used mental health services?</i> Last time received service: _____ Last time visited at home: _____</p> <p><i>When was the last time you had individual support/counselling?</i> Last time received service: _____ Last time visited at home: _____</p>

	<p><i>Do you want/need to participate in any support groups?</i>  Yes ___ No ___  Already Have _____</p> <p><i>*If no service received or wanted skip to therapist Q</i></p>	<p><i>Do you go to a group for support? Who/what are they?</i>  Group service provider:  _____</p>	<p><i>When was the last time you went to a support group?</i>  Last time received service:  _____</p>
	<p><i>Do you want/need to see a Therapist/psychiatrist?</i>  Yes ___ No ___  Already Have _____</p> <p><i>*If no service received or wanted skip to medication management Q</i></p>	<p><i>Do you have a therapist/psychiatrist? Who/where are they?</i>  Therapist/psychiatrist provider: _____</p>	<p><i>When was the last time you saw a therapist/psychiatrist?</i>  Last time received service:  _____</p>
	<p><i>Do you want/need support with medication management?</i>  Yes ___ No ___  Already Have _____</p> <p><i>*If no service received or wanted skip to crisis support Q</i></p>	<p><i>Do you receive medication management services? From where?</i>  _____</p>	<p><i>When was the last time you received medication management?</i>  Last time received service:  _____</p> <p>Last time received service at home:  _____</p>
	<p><i>Do you have someone to contact or somewhere to go if you are in a crisis?</i>  Yes ___ No ___</p>	<p><i>Who do you contact or where to you go when in crisis?</i>  _____</p>	<p><i>When was the last time you used a crisis service?</i>  _____</p>

	<p><i>Do you need/want services for Acquired Brain Injury/Cognitive Support?</i>  Yes ___ No ___  Already Have ___  *If no service received or wanted skip to ACT team Q</p>	<p><i>Do you receive service for Acquired Brain Injury/Cognitive support? Who/Where?</i>  _____</p>	<p><i>When was the last time you used this service?</i>  Last time received service:  _____  Last time received service at home:  _____</p>
	<p><i>Do you need/want support from an ACT Team?</i>  Yes ___ No ___  Already Have ___  *If no service received or wanted skip to peer support Q</p>		<p><i>When was the last time you met with your ACT Team?</i>  Last time received service:  _____  Last time received this service at home:  _____</p>
	<p><i>Do you need/want support from a peer worker for mental health support?</i>  Yes ___ No ___  Already Have ___  *If no service received or wanted skip to "other" Qs</p>	<p><i>Do you receive peer support for mental health? Who/Where?</i>  _____</p>	<p><i>When was the last time you used peer support?</i>  Last time received this service:  _____  Last time received this service at home?  _____</p>
	<p><i>Do you need/want support for mental health issues from anywhere that we haven't spoken about yet?</i>  Yes ___ No ___    Already Have ___</p>	<p><i>Where do you receive other services for mental health issues?</i>  _____    <i>Have you ever done an OCAN?</i>  Yes ___ No ___  Unsure ___</p>	<p><i>When did you complete your last OCAN?</i>  _____    <i>Is there a mental health service that you don't currently use, but would like to? What is it?</i>  _____</p>

		Who did you do the OCAN with? _____	
<p><b>Addictions</b> I'm now going to ask you about addictions and services related to addictions.</p> <p>I am asking about any addictions including: over-the-counter, prescription, and non-prescription drugs, alcohol, gambling, cigarettes, and other addictions</p>	<p>Do you need/want help with addictions: Yes ___ No ___ Already Have ____</p> <p>*If no services received or wanted skip to Health Qs</p>	<p>Do you receive addictions services? Who/Where? _____</p>	<p>When did you last receive addiction services? Last time received service: _____ Last time visited at home: _____</p>
	<p>Do you need/want Individual support/counselling for addictions? Yes ___ No ___ Already Have ____</p>	<p>Do you receive individual support/counselling for addictions? Who/Where? _____</p>	<p>When did you last receive this service? Last time received service: _____ Last time visited at home: _____</p>
	<p>Do you need/want group support for addictions? Yes ___ No ___ Already Have ____</p>	<p>Do you receive group support for addictions? Who/Where? _____</p>	<p>When did you last receive this service? Last time received service: _____ Last time visited at home: _____</p>
	<p>Do you need/want residential help to stop use? Yes ___ No ___ Already Have ____</p>	<p>Do you receive residential treatment support? Who/Where? _____</p>	<p>When did you last receive this service? Last time received service: _____</p>
	<p>Do you need/want non-residential (community) services to help to stop use: Yes ___ No ___ Already Have ____</p>	<p>Do you receive community treatment for addictions? Who/Where? _____</p>	<p>When did you last use this service? Last time received service: _____ Last time visited at home: _____</p>
	<p>Do you need/want harm reduction support, such as clean needles or</p>	<p>Do you receive harm reduction services? Who/Where? _____</p>	<p>When did you last use this service? _____</p>

	<p><i>clean crack kits, peer support, or peer groups?</i>  Yes ___ No ___  Already Have ____</p>	<p>_____</p>	<p>Last time received service:  _____</p> <p>Last time visited at home:  _____</p>
	<p><i>Do you need/want addiction/harm reduction services from a peer worker?</i>  Yes ___ No ___  Already Have ____</p>	<p><i>Do you receive addiction/harm reduction services from a peer? Who/Where?</i>  _____</p>	<p><i>When did you last use this service?</i>  Last time received service:  _____</p> <p>Last time visited at home:  _____</p> <p><i>Is there an addiction/harm reduction services that you don't currently use, but would like to? What is it?</i>  _____</p>
<p><b>Health</b>  <i>We're more than halfway through, thank you for answering the questions I've asked so far.</i></p> <p><i>I'm not going to ask you about your physical health and physical health services.</i></p>	<p><i>Do you need support for physical health services?</i>  Yes ___ No ___  Already Have ____</p> <p><i>Do you have a doctor?</i>  Yes ___ No ___</p> <p><i>Do you need support with a physical disability?</i>  Yes ___ No ___  Already Have ____</p> <p><i>Do you need support with diabetes or other chronic illness?</i>  Yes ___ No ___  Already Have ____</p> <p><i>Do you need support with dental care?</i>  Yes ___ No ___  Already Have ____</p> <p><i>Do you need support with eye</i></p>	<p><i>Do you go to Sherbourne Health Centre/Regent Park Community Health Centre?</i>  Yes ___ No ___</p> <p><i>Do you have a Personal Support service provider? Who/Where?</i>  _____</p>	<p><i>When did you last use this service?</i>  Last time received service:  _____</p> <p>Last time visited at home:  _____</p> <p><i>Is there a physical health service that you don't currently use, but would like to? What is it?</i>  _____</p>

	<p><i>health?</i>  Yes ___ No ___  Already Have ___</p>		
<p><b>Employment and Income</b>  <i>I'm now going to ask you about employment and income supports.</i></p>	<p><i>Are you currently employed?</i>  Yes ___ No ___</p> <ul style="list-style-type: none"> <li><i>(If no,) Are you interested in working?</i>  Yes ___ No ___</li> </ul> <p><i>Do you need/want support to obtain employment?</i>  Yes ___ No ___  Already Have ___</p> <p><i>Do you need/want support to upgrade education?</i>  Yes ___ No ___  Already Have ___</p>	<p><i>Do you receive employment supports? Who/Where?</i>  _____</p> <p><i>Do you receive training for employment? Who/Where?</i>  _____</p>	<p><i>Is there an employment/training support services you don't currently use, but would like to? What is it?</i>  _____</p>
	<p><i>Are you accessing all the income you are eligible for, eg. OW, ODSP, CPP, CPP-D, WSIB, Vets Benefits</i>  Yes ___ No ___  Unsure ___</p> <p><i>Do you need/want support accessing entitlements?</i>  Have ___ Want ___  Already Have ___</p>	<p><i>Do you receive support navigating income supports? Who? Where?</i>  _____</p>	<p><i>Is there an income support services you don't currently use, but would like to? What is it?</i>  _____</p>
<p><b>Immigration/Settlement</b>  <i>I'm now going to ask about immigration and settlement.</i></p> <p>Note - Newcomer defined as someone who has come to Canada within the last 5 years</p>	<p><i>Are you a newcomer to Canada?</i>  Yes ___ No ___</p> <ul style="list-style-type: none"> <li><i>(If yes,) do you need/want support with immigration?</i>  Yes ___ No ___  Already Have ___</li> </ul> <p><i>Do you need/want support with settlement issues, such as ESL,</i></p>	<p><i>Do you receive services for immigrants/newcomers? Who/Where?</i>  _____</p>	<p><i>Is there an immigration/settlement service you don't currently use, but would like to? What is it?</i>  _____</p>

	<p><i>integration into Canada?</i>  Yes ___ No ___  Already Have ___  *If no to both, skip to children</p>		
<b>Children/Youth</b>	<p><i>Are any members of your household 18 or younger?</i>  Yes ___ No ___  *If no, skip to closing statements  <i>Does your household need/want...  ...access to youth/children's services?</i>  Yes ___ No ___  Already Have ___  <i>...access to Anti-gang services?</i>  Yes ___ No ___  Already Have ___  <i>... childcare?</i>  Yes ___ No ___  Already Have ___  <i>... Children's/youth mental health services?</i>  Yes ___ No ___  Already Have ___  <i>... children's/youth addiction services?</i>  Yes ___ No ___  Already Have ___  <i>... education assistance?</i>  Yes ___ No ___  Already Have ___  *If no services wanted or received skip to closing statements.</p>	<p><i>Does anyone in your household receive children/youth services?</i>  <i>Who/Where?</i></p> <hr/>	<p><i>When was the last time someone in your household received children/youth services?</i></p> <p>Last time received service:  <hr/></p> <p>Last time visited at home:  <hr/></p> <p><i>Is there a children/youth service that your household is not currently using, but would like to? What is it?</i></p> <hr/>

**Closing Statements:** Thank you for taking the time to complete this survey with me. The information you provided is very helpful. The results will be compiled into a final report that will inform future service planning in your building. We talked about a lot of different service needs and issues

*in this interview; I have a resource list of services in the neighbourhood that are available for you or anyone you know. If you want support with anything we have talked about today, or support navigating services there are ISHI staff located in your building that are available to help you with this Monday to Friday from 9am-5pm. If you have any questions about this survey/study you can contact any of the study staff listed on your consent form. \*Fill out Honorarium Tracker and provide gift certificate. Bring completed interview package to Jessica.*