

Review of Transitional Support Services at Bellwoods: Community Connect Program



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Bellwoods Experience

Background, size and resource,
accomplishments, qualifications, etc.



Background Information

Established 60 years ago, Bellwoods Centres for Community Living Inc. is a charitable, not-for-profit organization providing community based, client direct support services, independent living education programs, and accessible, affordable housing for person with physical support needs living in the Toronto area, to enable them to live independently.



Focuses on meeting community needs through partnership development to support health and housing system priorities



Committed to enabling adults and seniors with physical support needs to live as independently as possible and to direct their own services



Provide individualized services and programs in variety of living environments in Toronto area



Our Services

- Our services include a comprehensive and integrated continuum of supports which include provision of personal support services, supportive housing options and availability of MILE services
- PSW services include: assistance with personal grooming and hygiene, rising and retiring, positioning and transferring, dressing and undressing, eating, bowel and bladder, and light meal preparation
- Mobile Independent Living Education (MILE) Services is a community based education program for clients 16 years of age and older with a permanent physical disability
 - MILE program focuses on home and community skills development to maximize safety and independent living in the community through provision of education and support for identified, time limited objectives
 - MILE team assists clients to achieve optimal safety and independence in their home through skill development and community linkage
 - MILE staffing model includes: Program Facilitators (Occupational Therapists, Registered Nurse, and an Independent Living Educator)

Bellwoods Services and Programs Summary

Supportive
Housing/
Community
Connect



Housing Hubs



Attendant
Outreach



MILE Program



Overview

- 24/7 PSW services available on site
 - Permanent housing at Shaw (10), Dundas (31), and Mimico (13)
 - Community Connect (CC) at Shaw (21) offers up to 6 month transitional supports for ALC patients
- 24/7 access to PSW services
 - Housing partnerships with St. Clare's Multi-faith and Mahogany Management
 - Sudbury (9) and Deauville (10), *New in 2019* Madison (10), *New in 2020* Birchmount (25) including 3 bariatric units
- PSW services offered within client home, place of work or school
 - Available from 6 a.m. – midnight daily
 - Services are available on a pre-scheduled visitation basis
- Focus on optimizing safety and independence in the home through assessment, skills training, community linkages and case management
 - Staffed by Independent Living Educators and Program Facilitators



Community Connect – ALC Transitional Program

- Community Connect (CC) program began after extensive community consultation with acute care hospitals, rehabilitation and long term care homes (LTCH)
- Supports a “Homes First” approach and structures the needs of each individual
- Grown to 21 fully furnished and rent geared to income units with Bellwoods supportive housing site at 300 Shaw Street
- Functions as a intermediary program to support the transition back in the community
- Past 5 years, 140 clients have received services in the CC program





CC Program Benefits

Partnership to support transition

- Include: finding care, professional services, outpatient supports with discharge facilities, and other community support service

Enhanced program supports

- Include: independence living education and housing access support delivered by MILE team

Comprehensive intake assessment process

- Together with applicant, their family, referral source, community support network, and CCAC



Supports an integrated systems approach

- To enable ALC population to transition back to community

Access to Bellwoods transition supports

- Support services provided by certified PSW in a supportive housing environment with access to service 24/7



Community Connect – Program length

Current duration is up to 6 month with discharge date adjustment by exception only



1.

Assistance with finding a discharge destination



2.

Supports transition to identified destination



3.

Identification/procurement of required equipment and community support services



4.

Linkage and referrals with local service providers



5.

Program offers transition support after discharge as needed on short term basis



ALC/Community Connect #'s

Year	# of ALC days reduced
2016-17	6,319
2015-16	5,124
2014-15	4,979
2013-14	5,203
2012-13	4,772
Total	26,397

Year	# of Transitioned ALC Clients
2016-17	37
2015-16	29
2014-15	21
2013-14	26
2012-13	27
Total	140

Costs Avoidance

- 26,397 ALC days
- X \$1000 a day (Acute Care)
- \$26,397,000 over the last 5 years
- Program costs over last 5 years @ \$5M

Top 5 Features

1. Collaborative approach to problem solving focused on achieving a successful discharge to the community
2. Planning and service provision that is client and family centred and tailored to anticipated discharge destination
3. A transparent approach to communication and service expectations that includes all stakeholders e.g. referral team, client, family and other involved providers
4. Housing first approach
5. Inclusive with the goal of realistically balancing needs of client and health care system with consideration of available community resources

Outcomes

- Build client confidence to return to independent living in the community
- Build confidence of caregiver to reengage in caregiver role, test if love one could manage in with support
- Provide simulated environment that can mimics real world post discharge in the safety of 24/7 environment
- Creates flow in the system, can address high care needs, which gives almost everyone a change to see if community independence is an option
- Therapeutic and non-therapeutic supports included along with system navigation, housing security = one stop shopping

How to Scale

What would Bellwoods need to do more to achieve the goals of Patients First (everyone who can reasonably be cared for in the community will be) and the 2017 ALC strategy (reduce ALC volume)?

- Expand concept model to include mobile supportive housing
- Additional resources for mental health and addictions, alcohol dependence programs
- More Rent supplements
- More availability of supportive housing, case management
- More housing alternatives,
- Grants for accessibility modifications



Questions?