



THE COMMUNITY WELLNESS INITIATIVE (CWI)



Winnipeg Regional Health Authority
Office régional de la santé de Winnipeg
Caring for Health À l'écoute de notre santé



OVERVIEW



- **Introduction**
- **CWI Vision and Mission**
- **Sites**
- **Group Program**
- **Outreach Program**
- **Conclusion**

CWI Vision



CWI is aimed at encouraging and supporting the overall mental health and wellness of tenants in public housing buildings and helping to bring about positive change in their community.



CWI Target Group



CWI is intended to build **tenant** and **community capacity**. This is a worthy goal because in low-income public housing sites many tenants feel disenfranchised and challenged to change their personal circumstances and also their environment. Increasing tenant and community capacity through providing information, resources, support, access to services and a role in planning and decision-making results in tenants **feeling empowered** to improve their lives and their community.

Partnership



Winnipeg Regional Health
Authority (WRHA)



Manitoba Housing (MH)

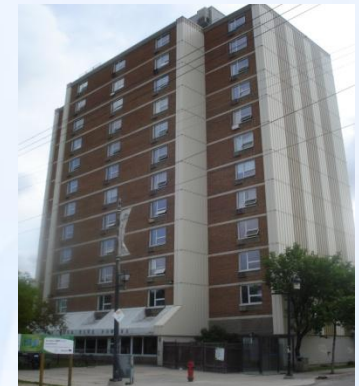
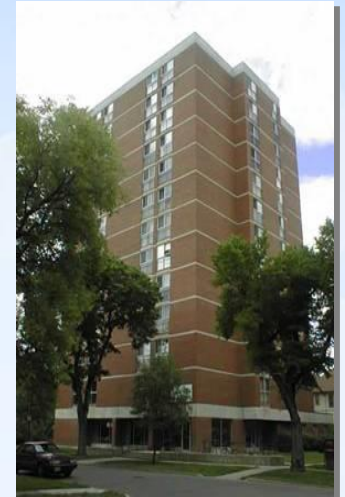
Mental health issues impact the community,
solutions require collaborative resources.
Strong link between keeping housing and
stable mental health outcomes.

SITES



12 Sites – 2000 units:

- 145 Powers
- 185 Smith
- 24 Carlton
- 515 Elgin
- 170 Hendon
- 601 Osborne
- 444 Kennedy
- 53 Stadacona
- 260 Nassau
- 101 Marion
- 125 Carriage
- 817 Main



Why These Sites?



- Isolation -- single non-elder housing, few have vehicles, small units make it difficult to host
- Poverty -- 69% on EIA social assistance
- Disability – high proportion of mental health and home care clients





THE GROUP PROGRAM

WHY THE GROUP MODEL



Low key approach/No
formal referral process

Voluntary

Comfortable

Inclusive

Brings community
together

Inspires tenant
participation &
decision-making



GROUP MODEL



- Bi-weekly events at each site
- Always provided in Manitoba Housing common space
- Delivered by Support Workers
- Coordination is key
- Food and giveaways are essential
- Range of activities is key
- Applying various evaluation methods to gauge results and inform future planning

GROUP PROGRAM ACTIVITIES



Health and Wellness

- ❖ Living in community
- ❖ Dealing with depression
- ❖ Personal growth
- ❖ Money management
- ❖ Diabetes
- ❖ Smoking cessation
- ❖ Health Fairs

Enrichment

- ❖ Cooking demo
- ❖ Music therapy
- ❖ Crafts
- ❖ Movie
- ❖ Bingo

Tenant-Related Issues

- ❖ Tenant rights and responsibilities
- ❖ Apartment safety
- ❖ Fire safety
- ❖ Conflict resolution
- ❖ Bullying

Agencies & Professionals



- YM and YWCA
- Pharmacists
- Nutritionists
- Employment & Income Assistant
- Winnipeg Police Service
- Winnipeg Fire Service
- Music Therapist
- Mental Health Therapist
- Income Tax Services
- Home Cleaning Services
- Manitoba Housing staff
- Residential Tenancy Branch
- Bed Bug Exterminators
- Diabetes Educators
- Heart and Stroke Foundation
- Art Beat Studios



Agencies & Professionals



- Provides a positive change for tenants
- Tenants can ask questions face to face
- Provides awareness and access to services
- Broadens the community
- Provides cross-learning and expertise
- Refresh the CWI staff



Quantitative Outcomes



289 group sessions
annually

24 sessions per site
annually

Average attendance is 15
tenants, 11% of tenants
attend each activity

Equal number of men and
women

Average age 55



Qualitative Outcomes - Tenants



Positive

- Increased tenant satisfaction
- Increased friendships and reduced isolation
- Increased tenant understanding and access to various community services
- Tenants expressed they had a lot to offer

Things to work on

- Safety a concern
- Poverty issues
- Other life issues impacting tenants such as legal issues, unemployment, limited to no family support

Staff - A Key To Success



- Staff with facilitation skills and right values
- Staff being friendly
- Staff creating a safe and welcoming place
- Activities like birthdays/memorials show tenants that staff care
- Having fun reminds tenants of good times and increases positive relationships
- Consistency in session start and end times
- Promotions (posters) prior to session



OUTREACH PROGRAM

OUTREACH PROGRAM



Outreach Program is a one to one intervention for tenants in Manitoba Housing buildings who are at high risk of eviction largely as a result of social and health issues and who lack appropriate supports.

Referrals come directly from Manitoba Housing staff

- Criteria #1: High risk for eviction**
- Criteria #2: No supports**
- Criteria #3: Tenant wants help**
- Criteria #4: Support can be provided safely**
- Criteria #5: Tenant is isolated**
- Criteria #6: Probability of success**

REASONS FOR EVICTION



Management of Premises

Hoarding, damage to unit, fire hazard

Management of Behavior

Tenant conflict, on-going disturbances,
hygiene issues, criminal activity

Management of Finances

Non payment of rent, costs due to damages



Why Don't They Have Services?



Tenant Factors

- They have burned bridges
- They are inconsistent in response to service
- They are overwhelmed by their problems and do not know where to start
- They do not understand the severity of the eviction notice

Service System Factors

- They do not meet exclusive criteria
- They need support in areas that are not a priority for service
- They sit on waitlists
- The conversations focus on the problem and not solutions
Stop that, Fix that, Change that, or you will get evicted...
- They are one of many in a complicated system
I just need help...

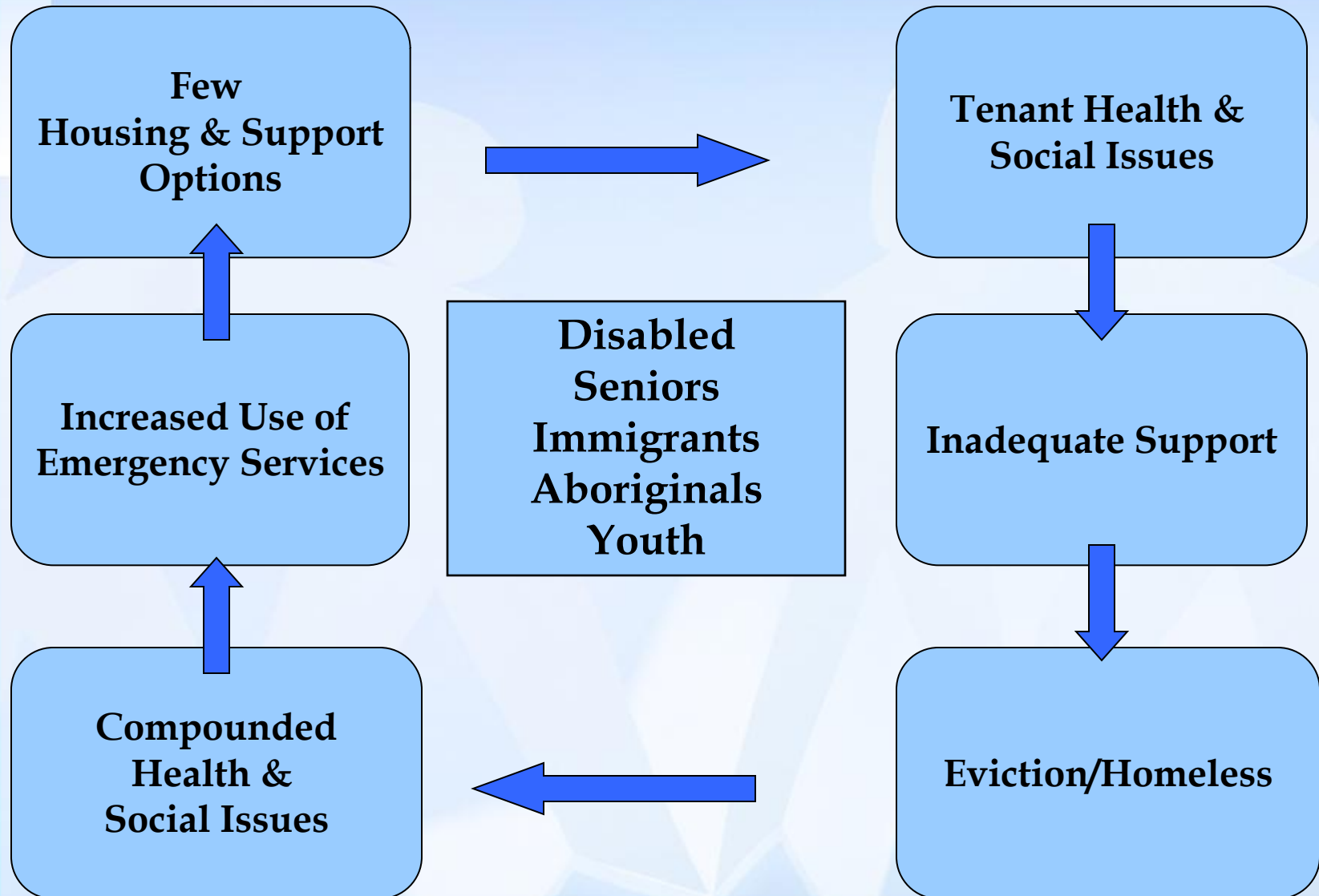
WHERE WOULD TENANTS GO IF EVICTED?



- Hospitals
- Streets
- Shelters
- Substandard housing
- Family
- Hotels



Health Housing Cycle



MODEL



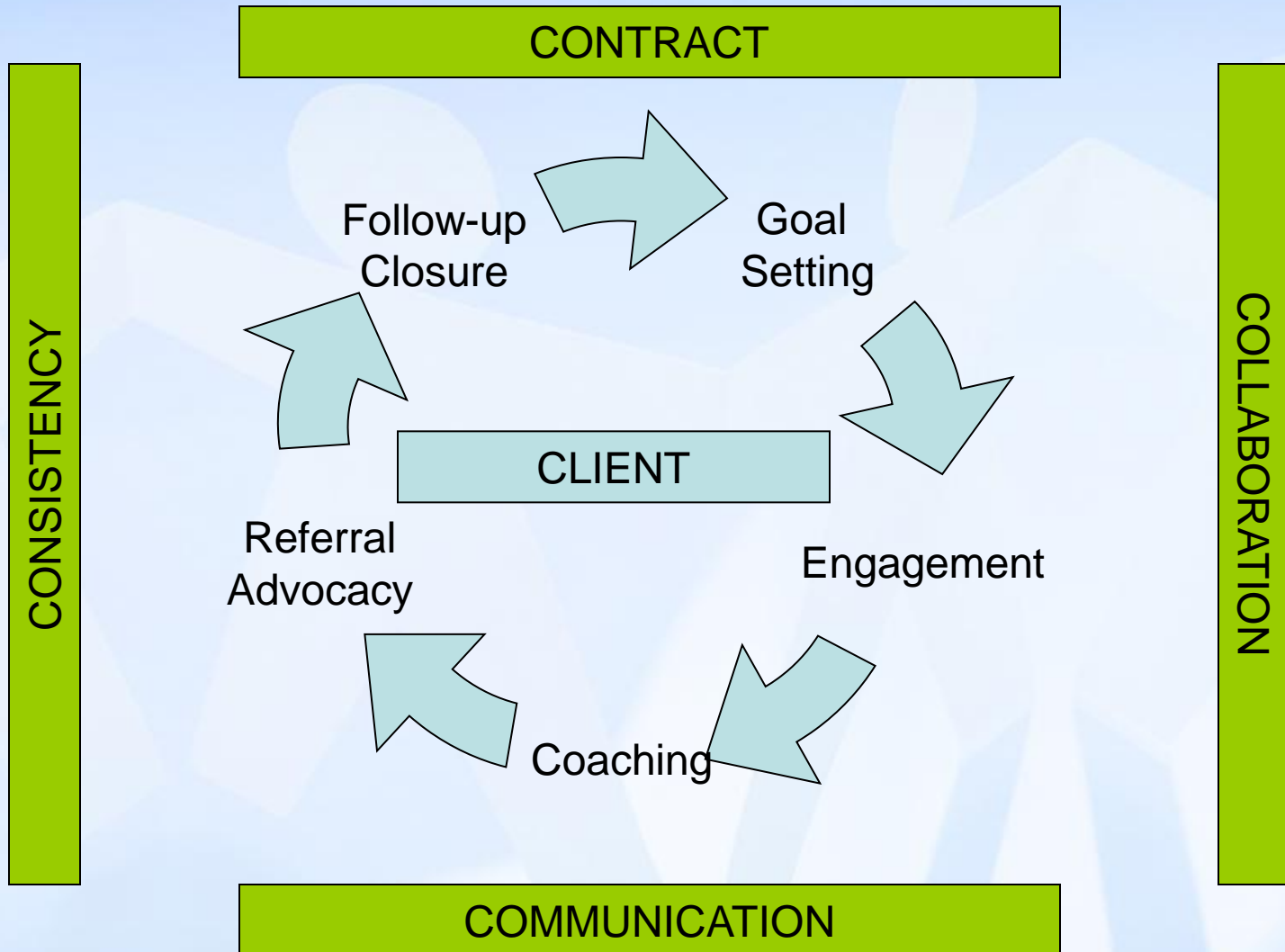
One-on-one Outreach Model

- Delivered by paraprofessionals in tenant's home
- Small caseloads/frequent contact
- Address specific challenges with hands on assistance
- Intervention and assertive approach
- Advocacy & Mediation
- Linking with services
- Working Together Agreement
- Communicate with Landlord

Projected Outcome

- Reduced evictions
- Stable tenancy
- Increased health and social outcomes
- Increased access and involvement with community services.

Outreach Service Process



Tenant A



Home Care service closed

Client receives warning letters regarding lack of cleanliness

Goal was to prepare unit for Final Deficiency Inspection

Client health issues include mobility, hearing and cataracts

HSW advocated for Home Care to reopen client file

Home Care reopened file and increased services

HSW linked client to hearing center, optometrist and neurologist

The client's hearing aid was replaced, the cataracts removed
and client regularly sees neurologist

Tenant B

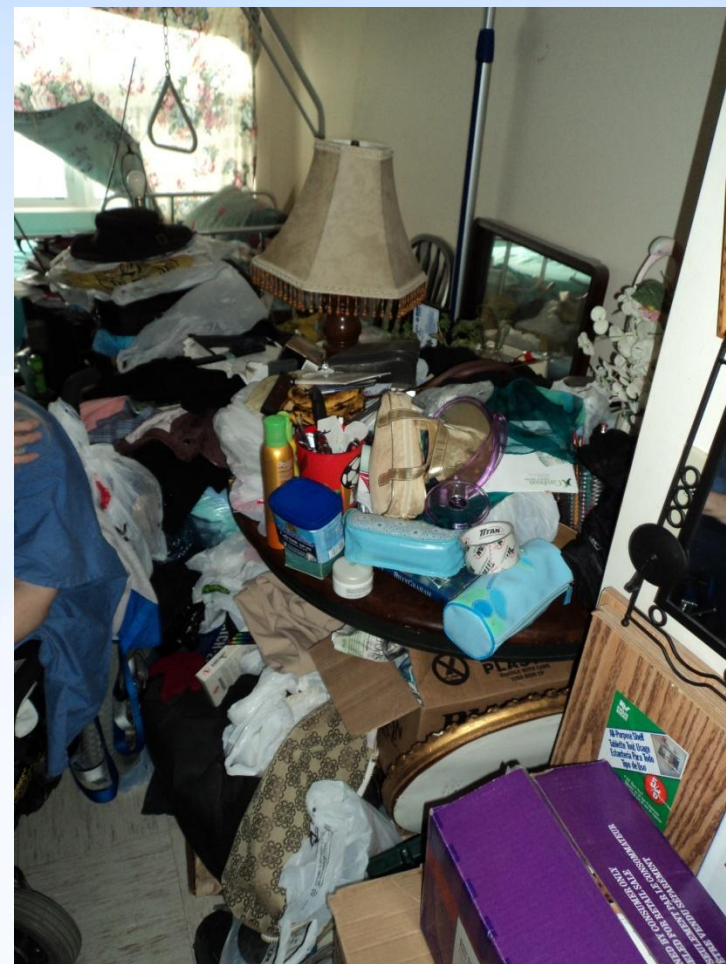


Goals were maintaining unit and improving financial situation.
Client was not able to prepare for bed bug spraying due to hoarding.
Client had multiple health issues; arthritis, cancer, mobility and counseling needs.

HSW and client worked side-by-side to de-clutter the unit.
Due to bed bug bites, the client was admitted to hospital.
Client received blood transfusions and medications which improved her health.
Client's doctor advocated to MH that client should not return to her unit and be moved.
HSW was asked, by hospital staff, to address the hoarding behavior due to client collecting various food items at her bedside.

When client was well enough she and the HSW returned to the unit dressed in protective equipment and took a small amount of the client's personal belongings.
HSW cleaned items such as wedding pictures and important documents.
HSW found the appropriate housing and moved the client to her new home.

HSW was able to get 8 years of tax returns filed for client and assisted in getting EIA Disability which increased the client's income from \$452.00 to \$800.00 per month.





Quantitative Outcomes



145 tenants completed program

138 tenants had issues resolved and eviction notices rescinded

50% of cases Management of Premises

38% of cases Management of Behaviour

12% of cases Management of Finances

Average age is 54 with low of 26 and high of 81

62% female and 38% male



Pre & Post Survey Outcomes



Are you happy with your mental health?

1=Not happy at all

3=Neutral

5=Very Happy

Pre-Survey **54.5%** rated 3 or higher

Post-Survey **71.4%** rated 3 or higher

How do you feel about your life in general?

1=Helpless

3=Neutral

5=Able to cope

Pre-Survey **50%** rated 3 or higher

Post-Survey **91.6%** rated 3 or higher

I am able to manage day-to-day activities.

1=Strongly disagree

3=Neutral

5=Strongly agree

Pre-Survey **58.3%** rated 3 or higher

Post-Survey **93.3%** rated 3 or higher

Were my problems addressed with the help of the CWI Program?

1=Strongly disagree

3=Neutral

5=Strongly agree

85.7% rated 4 or higher

I would recommend this service to another tenant.

100% rated 4 or higher

Staff - A Key To Success



- Experienced staff who provide hands on assistance
- Staff who communicate and collaborate well
- Staff who can work with challenging and difficult clients
- Staff who apply critical analysis and can identify issues that may be unstated
- Staff who are able to be focused on task while flexible to address percolating needs and problems

TENANT COMMENT



“Thank you for your vision and effort. Our building can become a healthy community with cooperation and communication between tenants and MH and the WRHA. It will take time and it is worth it. Thanks.”



170 Hendon Tenant

Questions & Comments



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