



HOUSE OF HOPE

December 2024

House of Hope

Highly Supportive Housing
Year 1 Results Snapshot

October 2023 – September 2024

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Section 1.0

Introduction

1.1 About the Program

In collaboration with the London Health Sciences Centre (LHSC), London Cares opened House of Hope, a highly supportive housing program, in October 2023 in response to the growing homelessness crisis in our community. Through the program, people experiencing chronic homelessness with complex health needs are provided comprehensive 24/7 health and social supports on site, such as mental health care, addiction treatment, educational resources, and food insecurity assistance. A permanent home provides a safe place for residents to stabilize and wrap around the supports they need to improve their health and well-being.

Five partners work collaboratively with London Cares and LHSC to support House of Hope, including:

- Congregation of the Sisters of St. Joseph in Canada
- Ontario Health atHome
- H.O.M.E Program collaborators
- London InterCommunity Health Centre
- Voyago Health

1.2 About the Report

This report highlights key program results from House of Hope's first year of operation from October 2023 to September 2024.

The results represent two cohorts of residents housed for varying lengths of time. At the time of reporting, some had been in highly supportive housing for a year, and others had been housed for as little as one month. This means the results represent residents at differing stages of progress in their journey towards housing stability and well-being.

Names used in stories of impact have been changed to promote anonymity.

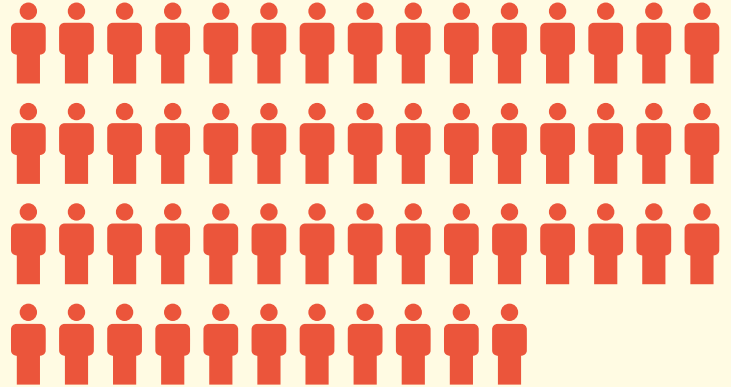
Section 2.0

Snapshot of Results

Program Participation

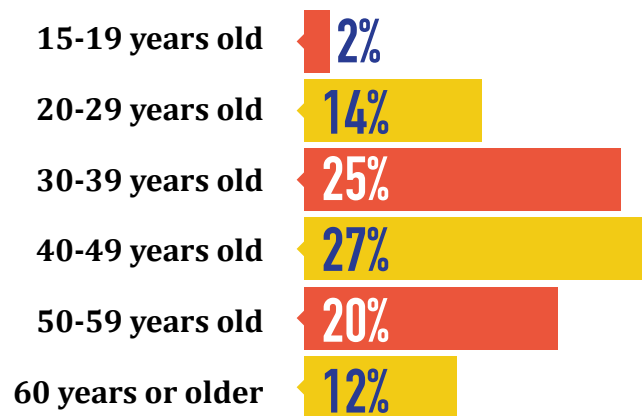
56 unique individuals were housed

Of those offered a unit at House of Hope, 97% (n=56) accepted the housing offer, and only 3% (n=2) declined, indicating a high interest among individuals experiencing chronic homelessness in being housed.

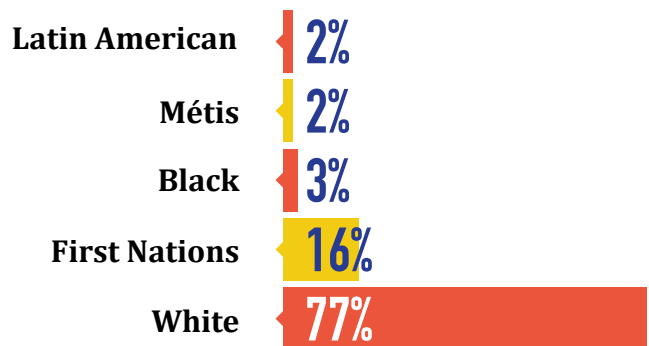


Resident Demographics

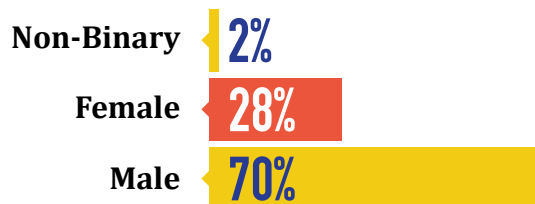
Resident Age at Start of Occupancy (n=56)



Resident Racial Identity (n=56)



Resident Gender Identity (n=56)



Resident Indigenous Identity

18% (n=10) identified as Indigenous

82% (n=46) were not Indigenous

Resident Newcomer Status (n=56)

2% (n=1) were newcomers

98% (n=55) were not newcomers

Housing Situation Before Moving In

89% (n=50) of residents moved directly from living outdoors into highly supportive housing


11% (n=6) of residents moved from being in the hospital into highly supportive housing


Housing Stability

87.5% (n=49) of residents remained housed as of September 30, 2024

Of those who did not remain housed:

 **4** exited the program

 **2** passed away

 **1** is in longer-term incarceration



98% (n=55) of residents have stayed in their unit each night and have not returned to camping or sleeping rough within the community

Stabilizing in their homes can be difficult for individuals with complex needs, especially when they first move in. In some housing programs, individuals continue to sleep outdoors while stabilizing and adjusting to housing. However, this has not been the case with highly supportive housing residents due to the supports they receive to anchor them into their homes.

4 residents no longer require intensive 24/7 supports and are working towards transitioning out of House of Hope and into independent housing with case management support in the community



Stories of Impact

Ed Received Life-Saving Health Care

Ed recently had heart surgery and a follow-up heart procedure. He received all of the necessary pre- and post-operative care required. Without access to highly supportive housing and wraparound supports, it is unlikely Ed would have received this life-saving health care, as he is fearful of hospitals and medical procedures. House of Hope staff and his wraparound supports were with him every step of the way, ensured he attended all pre- and post-operative appointments, and provided reminders for follow-up care.

Income Security



5 residents have been supported to access additional financial resources and increase their monthly income

Stories of Impact

Paul Is Working on Completing His Taxes

Paul is working with House of Hope staff to complete his taxes, allowing him to access income he was unaware of. Paul has complex health concerns and experiences significant memory loss, and with help from staff, he is being connected to support to assist with these concerns. Without staff assistance and this extra income, Paul would be living in unsafe conditions.

Resident Health



39% (n=22) of residents are actively working with a wraparound team and specialists to receive intensive care for medical concerns

Stories of Impact

Darren Is Working With a Dietician to Improve His Health

Before moving into House of Hope, Darren was camping. Darren stayed as an inpatient in the hospital on several occasions due to emaciation. Darren struggled with severe depression and did not feel he was worthy of food. He would often give meals to others who camped near his site. Darren is now working with a Dietician and has gained 30 pounds. He also actively works with staff on his care plan and food security.

Substance Use

45% (n=25) of residents decreased or stopped substance use through self-management, medically assisted substance use treatment, inpatient treatment, and attending meetings or programs for substance use concerns

93% (n=52) of residents have not experienced an overdose since moving in

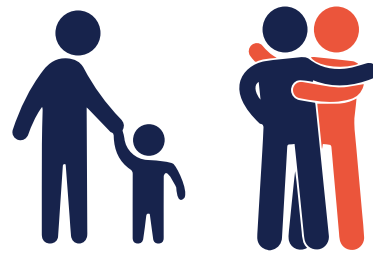
- Before moving in, some residents required weekly overdose intervention within the community

Stories of Impact

Sam Is in Recovery

Sam consumed alcohol chronically before moving into House of Hope. Sam has now been in recovery for 10 months. Before moving in, Sam had a high number of inpatient stays in the hospital due to high alcohol consumption. He has now been able to address his medical concerns and reduce his substance use to zero.

Family Reunification



57% (n=32) of residents reconnected with family, including children, partners, immediate family, and extended family

Survival Sex Work

10 residents were involved in survival sex work at the time they moved in



Since being housed, all 10 residents have chosen to stop or decrease their involvement in survival sex work.

Survival sex work is defined as trading sex for basic subsistence needs, such as food, clothing, or a place to stay.

- *Street Level Women At Risk*

Stories of Impact

Sandra's Son Is Now Living With Her

Since living in House of Hope, Sandra has reconnected with her son. They are now living together in her home, which would not have been possible without access to permanent housing through the program.

Building Community

11% (n=6) of residents volunteered in the community since being housed

Residents care for each other within the building and often check in on each other, helping to build a strong sense of community. Monthly resident meetings are held to discuss concerns and social engagements for residents. Residents also take ownership of their space while being good neighbours and often participate in gardening and picking up garbage in the neighbourhood.

Maintaining positive relationships with neighbours is critical to building community. Between October 2023 and September 2024, House of Hope received only 2 community concerns, which were addressed through meeting with neighbours and identifying service delivery strategies to mitigate the concerns.

Stories of Impact

Dave Is Participating in Community-Based Activities

With help from House of Hope staff, Dave was assessed by Developmental Services Ontario as being eligible for Passport Funding. The assessment is a complex, time-intensive, and challenging process. Being approved for Passport Funding gave Dave access to community-based activities through this funding support. As a result, he has found meaningful daily activities to engage in within the community, which has also helped Dave decrease his substance use, improve his mental health, and experience greater stability and community integration.

Use of Public Service Systems

The results below reflect the change in resident engagement with health and justice systems six months before moving into House of Hope compared to six months after moving in.



Health System

After six months of living in highly supportive housing, residents have had:

83% fewer emergency department visits

61% fewer days spent in hospital as an inpatient

57% fewer instances of being admitted to the hospital as an inpatient

Justice System



30% (n=17) of residents have been diverted from the justice system as a result of support provided by House of Hope staff, including:

- Sentencing to house arrest and diversion from jail due to having housing with supports in place
- Adhering to probation conditions and attending legal appointments, including probation meetings, with support from staff



After six months of highly supportive housing, residents have had:

63% fewer days in custody

58% fewer interactions with police

Stories of Impact

Debra Has Reduced Her Use of the Emergency Department

Debra was housed in an average middle-class community before experiencing homelessness. Going through a difficult divorce resulted in financial instability and sleeping on London's streets. Debra has memory impairment from an old injury and some significant health concerns; she has struggled to navigate the health and homelessness system and found herself visiting the hospital emergency department, sometimes multiple times a day. Debra moved into the highly supportive housing building and has been working with staff to complete a care plan and access proactive supports. In the first two months before moving into House of Hope, Debra attended the emergency department 17 times and spent 12 days as an inpatient. In comparison, in the first two months of her tenancy, she had 0 inpatient days and did not attend the emergency department.

Section 3.0

Conclusion

House of Hope's initial one-year results demonstrate that highly supportive housing has been effective in ending the experience of homelessness, improving health and well-being outcomes, and decreasing the pressure on emergency services.

A comprehensive evaluation of House of Hope is currently being conducted to examine the impact of highly supportive housing, and results will be shared after the second year of operations.