



February 2026

House of Hope

Evaluation Report

October 1, 2024 - September 30, 2025

We would like to acknowledge and thank the City of London and the Health and Homelessness Fund for Change for their financial contributions to London Cares, which make the House of Hope program possible. This support reflects a continued commitment to advancing supportive housing solutions for individuals with complex needs in our community.

We are also grateful to the London Cares team, whose leadership, coordination, and hands-on support were essential to this evaluation. Their collaboration and responsiveness strengthened both the quality and integrity of this work.

We extend our appreciation to the many community partners who work closely with London Cares and the House of Hope and who contributed data, perspectives, and contextual information to inform this evaluation. Their willingness to share information was critical to understanding impacts.

Most importantly, we extend our sincere thanks to the House of Hope residents who generously shared their experiences, insights, and stories. Your voices are central to this evaluation. The time, honesty, and trust you offered have been invaluable, and this report would not have been possible without your contributions.

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Section 1.0

Introduction

1.1 About the Program

In collaboration with the London Health Sciences Centre (LHSC), London Cares Homeless Response Services (London Cares) opened House of Hope, a highly supportive housing program, in October 2023 in response to the growing homelessness crisis in the London community. Through House of Hope, 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 wraparound the supports they need to improve their health and well-being.

Five partners work collaboratively with London Cares to support the House of Hope, including the Congregation of the Sisters of St. Joseph in Canada, Ontario Health atHome, H.O.M.E Program, London InterCommunity Health Centre, and Voyago Health.

1.2 Purpose of the Evaluation

An evaluation of House of Hope was conducted to assess its impacts on residents and to examine how the provision of highly supportive housing contributes to housing stability, well-being, and reduced reliance on emergency, health, and social service systems. The evaluation focuses on understanding residents' experiences and outcomes over time, and on how intensive, wraparound supports influence individual, community, and system-level outcomes.

The evaluation draws on multiple sources of quantitative and qualitative data, including administrative program data, service data, and resident feedback. Resident voices are integrated throughout the report through survey responses, quotes, and impact stories to ensure findings reflect lived experience alongside measurable outcomes.

1.3 Purpose of the Report

The purpose of this report is to present the findings from an evaluation of House of Hope conducted between October 1, 2024, and September 30, 2025. The report documents resident characteristics at intake, patterns of program participation, and a range of resident, community, and system impacts observed during occupancy.

Findings from this report are intended to support evidence-informed decision-making related to the design, delivery, and ongoing investment in highly supportive housing services. Results may inform program improvement and implementation, demonstrate outcomes and contribute to broader planning and policy discussions related to homelessness, health, justice, and highly supportive housing in London.

1.4 Methodology

The evaluation of House of Hope used a mixed-methods approach to capture both quantitative and qualitative data. Multiple data collection methods were used, including:

- **Participant Survey:** A survey was administered to residents to collect self-reported information about their experiences in the program and perceived changes in housing stability, well-being, access to services, and quality of life. Participation was voluntary, and an honorarium was provided in recognition of residents' time and contributions. In total, 18 residents participated in the survey.
- **Partner Data Collection Templates:** Standardized templates were shared with community and service partners to capture data on residents' use of services and supports.
- **Program Database:** Administrative and service delivery data were extracted from the House of Hope program database to assess participation, housing stability, service use, and outcomes.
- **Stories of Impact:** Stories of impact were collected using a structured template to capture qualitative narratives about residents' experiences before and after entering the House of Hope. Names have been changed to protect confidentiality and promote anonymity.

Throughout the report, "n=" is used to indicate the number of individuals who responded to a specific data point.

Several limitations should be considered when interpreting the findings in this report. Some data is self-reported and may be influenced by recall bias or individual perceptions. Residents included in the evaluation have been housed for varying lengths of time. They are at different stages in their journey toward housing stability and well-being, which may affect outcomes observed at the time of data collection. In addition, not all residents participated in each data collection activity; consequently, the findings may not be representative of the experiences of all program participants. Despite these limitations, the use of multiple data sources strengthens the overall analysis and provides a comprehensive report of program impacts.

“After being on the streets for 11 years... I really don't think I would have made it much longer out there. You could have given up on me. I almost died a couple of times. I wouldn't wish it upon anyone. If it wasn't for you guys, I don't think I'd be here today. I have a lot to be thankful for, and I'm grateful for you guys. I like living here, I like the support I'm getting here.”

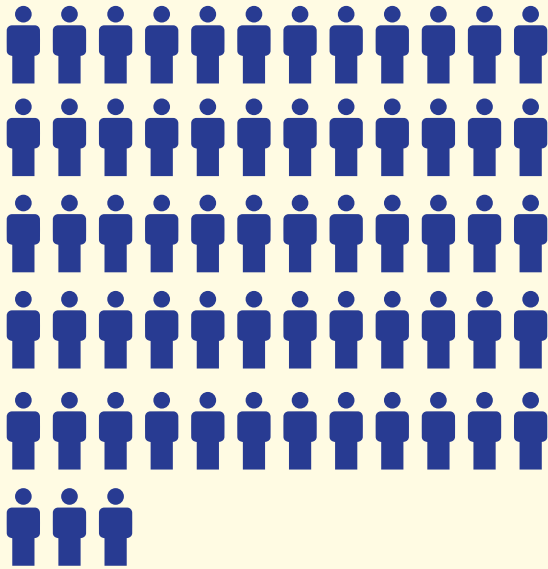
~House of Hope Resident

Section 2.0

Snapshot of the Results

Housing Stability

63 individuals were housed at the House of Hope.



97% (n=61) of residents have stayed in their unit each night and have not returned to camping or sleeping rough within the community.

73% (n=46) of residents remained housed at House of Hope.

Food Security



36,500 meals were available to House of Hope residents. All residents can access two meals daily through the Sisters of St. Joseph.

Access to Health Care in the Community



33 residents were rostered for primary care at London InterCommunity Health Centre, and residents made **787** primary care visits.



19 residents received transportation assistance through Voyago Health, with **35** trips provided to residents.

Access to On-Site Wraparound Health Care Supports



6 residents received in-home/onsite care through Ontario Health at Home, with **81** visits completed.

Managing Substance Use



52% (n=33) of residents accessed substance use treatment.

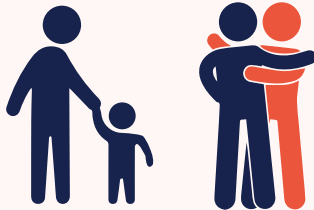
Connection to Services and Supports in the Community



94% (n=59) of residents accessed community services a total of **549** times during their occupancy.

62% (n=10) of residents reported it is easier to access the services and supports they need.

Family Reunification



65% (n=41) of residents reconnected with a family member during their occupancy.

Legal System Involvement



79% (n=50) of residents did not receive a new charge during their occupancy.

76% (n=48) of residents did not spend time in custody during their occupancy.

14 residents were diverted from the justice system because of support provided by House of Hope staff.

Police Interactions



Time After Occupancy	Change in Police Interactions
----------------------	-------------------------------

6 months	↓ 55%
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12 months	↓ 74%
-----------	-------

18 months	↓ 84%
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Note: Reductions are relative to the six months prior to occupancy.

Time Spent in the Hospital



Time After Occupancy	Change in Hospital Inpatient Days
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6 months	↓ 61%
----------	-------

12 months	↓ 93%
-----------	-------

18 months	↓ 84%
-----------	-------

Note: Reductions are relative to the six months prior to occupancy.

Emergency Department Visits



Time After Occupancy	Change in Emergency Department Visits
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6 months	↓ 81%
----------	-------

12 months	↓ 84%
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18 months	↓ 97%
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Note: Reductions are relative to the six months prior to occupancy.

Section 3.0

Resident Impacts

This section of the report highlights the impacts of House of Hope’s comprehensive, 24/7 health and social supports on residents’ well-being and stability.

3.1 Program Participation

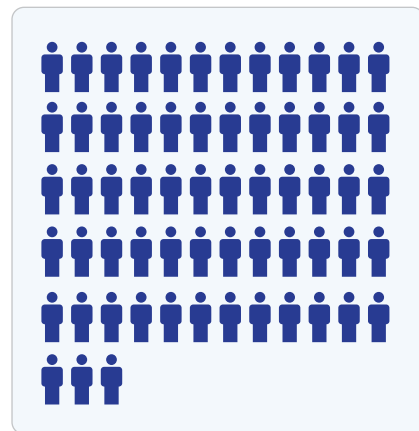
Finding: House of Hope successfully engaged and housed individuals with high and complex needs.

Participant Engagement

63 individuals were housed

71 individuals were offered housing at House of Hope

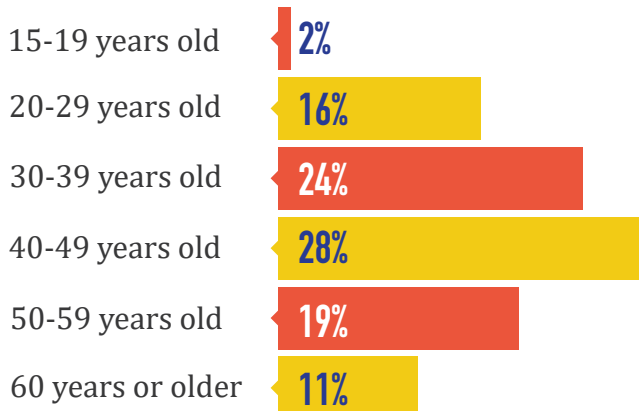
- 89% (n=63) accepted the offer and moved in
- 11% (n=8) declined the offer or did not move in



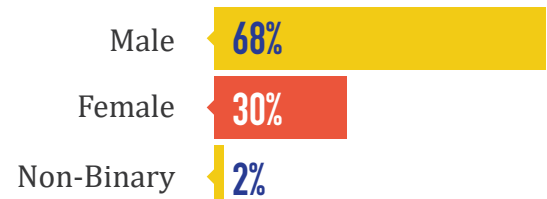
This indicates a high interest among individuals experiencing chronic homelessness in being housed.

Resident Demographics

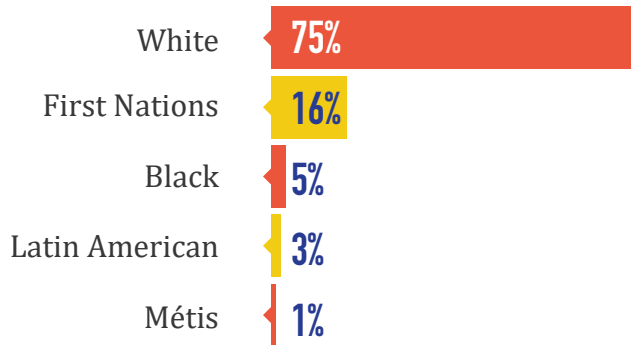
Age (n=63)



Gender Identity (n=63)



Racial & Indigenous Identity (n=63)

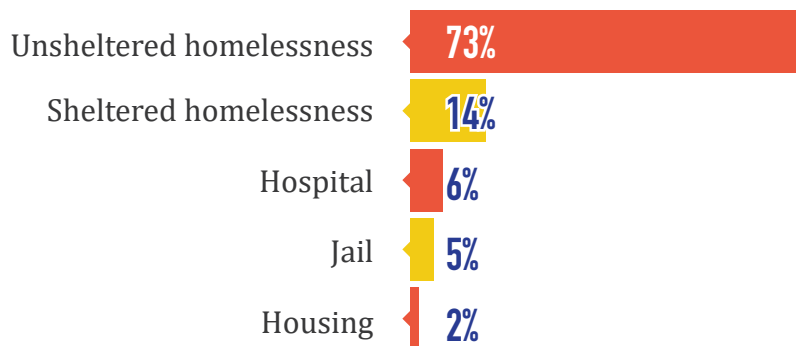


Newcomer Status (n=63)

- 2% were newcomers
- 98% were not newcomers

Housing Situation Before Occupancy

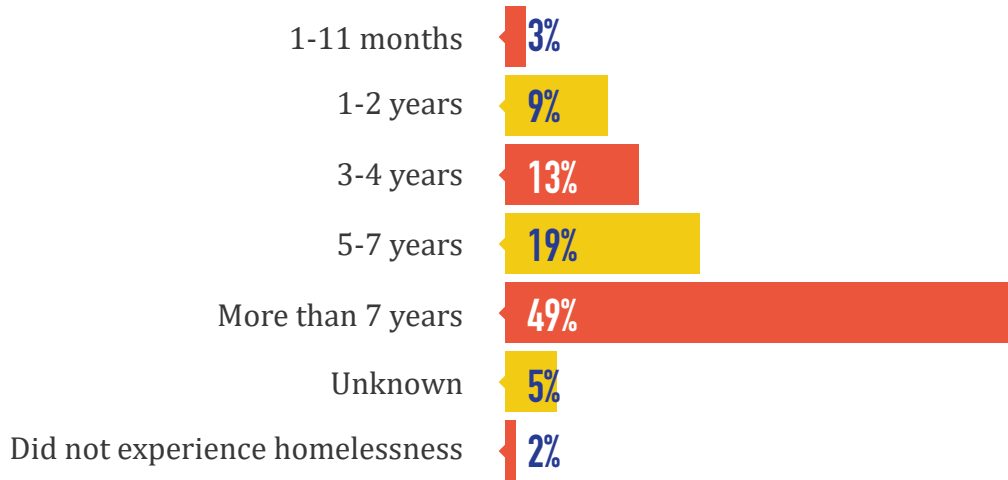
Type of Housing Situation Before Occupancy (n=63)



“Thank you again for supporting Sandy over the years, in the big and the smaller ways that are just as meaningful. It truly takes a village to raise someone, and Sandy had practically a second chance and a real renewal in his life. I can’t think of words enough to tell you how much we appreciate all that you have done for Sandy and for us, and also for those families in the community who have or are going through a similar journey. You bring light and celebration at times when the world feels full of darkness and despair.”

~Family member of a resident who passed away

Length of Time Experiencing Homelessness Before Occupancy (n=63)



What Does This Mean?

These findings indicate that House of Hope is reaching individuals with high and complex needs who have experienced chronic, long-term, and primarily unsheltered homelessness and have had limited access to or success with traditional housing supports. The high acceptance rate demonstrates strong demand for highly supportive housing, suggesting that when appropriate supports are available, individuals are willing to engage in housing. The length and nature of residents' experiences with homelessness underscore the acuity of needs being addressed and highlight the importance of intensive, wraparound supports to stabilize in housing.

"I love living at House of Hope; the staff are so nice to me. My 5 years of homelessness don't even feel real now that I have a stable home."

~House of Hope Resident

3.2 Supporting Housing Stability

Finding: House of Hope effectively supports housing stability by helping residents remain housed, avoid returns to homelessness, and build independence.

Anchoring Into Housing

97% (n=61) of residents stayed in their unit each night and did not return 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 they stabilize and adjust to housing. However, this has not been the case for residents of House of Hope, who receive supports that anchor them in their homes.

Key Factors that Supported Participants to Settle into Their New Place

Residents described House of Hope as providing more than just a place to live, noting that the combination of stable housing, furnishings, and 24/7 support helped them settle and feel secure. Many highlighted the importance of having a comfortable, well-equipped space, including kitchens, appliances, and furniture, which supported daily routines and independence.

Housing Retention

73% (n=46) of residents remained housed in House of Hope



Of those who did not remain housed:

- **7** exited the program
- **5** passed away
- **3** are in longer-term custody
- **2** graduated to a lower-acuity program

Supports That Helped House of Hope Residents Stay Housed

Residents described House of Hope as providing stability through secure housing, predictable rent, and consistent daily supports. Having rent paid directly, access to free laundry, and a safe place to live reduced stress and helped residents focus on their well-being. Ongoing staff support, including medication and appointment reminders, mental health check-ins, and help with basic needs, were highly valued. Residents also emphasized the importance of social connection and a sense of belonging, which contributed to increased stability.

Independence and Self-Efficacy

- **2** residents no longer require intensive 24/7 support (i.e., have graduated from the program)
- **8** residents are working towards transitioning out of House of Hope and into independent housing with case management support in the community
- **69%** (n=11) of residents reported their confidence in themselves has increased

Supports That Helped Residents Build Independence

Participants described how staff support with appointments, access to health care, food, and transportation helped them build stability and manage daily responsibilities. Consistent, trusting relationships with staff and peers were especially important in strengthening confidence and self-efficacy.

Story of Impact

Albert Finds Safety and Stability

Albert, a 72-year-old man, experienced more than five years of homelessness marked by frequent crises, police interactions, and severe memory challenges that prevented him from consistently accessing shelters or services. Through regular engagement at House of Hope's drop-in, staff built trust and facilitated Albert's transition to highly supportive housing. With stable housing and 24/7 support, Albert was connected to income supports, banking, and a public guardian to protect his finances, and now enjoys daily routines, nutritious meals, and a sense of community. While he continues to face complex health and memory needs, House of Hope is advocating for long-term care and coordinating additional supports, ensuring Albert can live with safety, dignity, and stability, while longer-term solutions are put in place.

What Does This Mean?

These findings indicate that House of Hope's highly supportive housing model is effective in helping residents achieve housing stability and avoid re-experiencing homelessness, even during the critical early adjustment period. Strong housing retention rates, combined with evidence of growing confidence, independence, and readiness to transition to lower-acuity housing, suggest that intensive, 24/7 supports play a key role in stabilizing residents and supporting progress over time. Together, these results highlight the importance of continued investment in highly supportive housing as both a stabilization strategy and a pathway toward greater independence.

3.3 Addressing Basic Needs

Finding: House of Hope supported residents in meeting basic needs by increasing food security and financial stability.

Food Security

Through the Sisters of St. Joseph:

- **36,500** meals were available to House of Hope residents, with all residents being able to access two meals a day

Story 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.

Income Security

- **13** residents accessed additional financial resources and increased their monthly income (e.g., moved from OW to ODSP)

Story of Impact

Paul Is Working on Completing His Taxes

Paul is working with House of Hope staff to complete his tax return, which will enable him to access previously unknown income. 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.

What Does This Mean?

These findings indicate that House of Hope helps residents meet basic needs by improving access to consistent meals and income-related supports. Gains in food security, financial stability, and budgeting capacity among residents underscore the importance of addressing foundational needs within a highly supportive housing model. Together, these supports help create the conditions necessary for residents to focus on housing stability, health, and longer-term goals.

“Just being more confident in myself and feeling better about myself due to being able to shower and change my clothes daily. It makes me feel better.”

~House of Hope Participant

3.4 Promoting Health and Well-Being

Finding: House of Hope improved access to health and substance use supports, contributing to greater health stability and quality of life for residents.

Access to Health Care in the Community

Through partnership with London InterCommunity Health Centre:

- **33** residents were rostered for primary care
- **787** primary care visits were made by residents for the following care types:
 - Acute illness: **456**
 - Infectious disease care: **369**
 - Substance use or addiction support: **357**
 - Wound care: **258**

Through collaboration with Voyago Health:

- **19** residents received transportation assistance
- **35** rides were provided to residents

Stories of Impact

Ed Received Life-Saving Health Care

Ed recently had heart surgery and a follow-up heart procedure. He received all necessary pre- and post-operative care. Without access to highly supportive housing and wraparound supports, it is unlikely Ed would have received this lifesaving 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.

“One of the first to move there, I was using drugs, but I stopped.”

~House of Hope Participant

Access to On-Site Wraparound Health Care Supports

Through the support of Ontario Health at Home:

- **6** residents received in-home/onsite care
- **81** in-home/onsite care visits were conducted for the following care types:
 - Nursing care: **67**
 - Occupational therapies: **10**
 - Nutritional counselling: **2**
 - Physiotherapy: **1**
 - Palliative care: **1**

Addressing Mental Health Concerns

- **32%** (n=20) of residents accessed services to address a mental health issue or concern during occupancy
- **39%** (n=5) of residents reported their mental health has improved

Addressing Physical Health Concerns

- **65%** (n=41) of residents accessed services to address a health issue/concern
- **63%** (n=10) of residents reported their physical health has improved

Story of Impact

Jason is Rebuilding His Health and Family Connections

Before coming to House of Hope, Jason was living in an inpatient mental health program and experiencing homelessness following a breakdown in family relationships. Since moving into House of Hope, he has been stably housed and supported to transition to outpatient mental health care, remain connected to his care team, and attend appointments. With stability and wraparound supports, Jason has reconnected with his mother and family, rebuilt strained relationships, and begun participating in community activities that promote wellness, belonging, and purpose. Jason's story demonstrates how appropriate housing and supports can enable recovery, connection, and renewed hope.

Managing Substance Use

- **79%** (n=50) of residents have not experienced an overdose since moving in

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

- **52%** (n=33) of residents accessed substance use treatment through self-management, medically assisted substance use treatment, inpatient treatment, and attending meetings or programs for substance use concerns

Quality of Life

- **95%** (n=60) of residents had an improved SPDAT score
- **75%** (n=12) of residents reported staff treated them with respect
- **75%** (n=12) of residents reported they trust program staff

Story of Impact

Sam Is in Recovery

Sam consumed alcohol chronically before moving into the 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.

Story of Impact

Jason Is Advancing in His Recovery

After several years without stable housing, George came to House of Hope following significant challenges with alcohol use, gambling, and declining mental health that led to repeated hospitalizations and loss of family connections. Since moving into House of Hope, George has achieved nearly two years of sobriety, rebuilt financial stability, and developed the skills to manage rent and budgeting independently. He reconnected with his daughter and grandchildren, hosted them at his home, and celebrated significant milestones, such as purchasing Christmas gifts for the first time in years. Now ready for the next step, George is graduating from the highly supportive housing program and transitioning to community-based support, demonstrating sustained recovery, independence, and renewed family connection.

What Does This Mean?

These findings suggest that House of Hope plays an important role in improving residents' access to health care, onsite supports, and substance use services. Increased connection to primary care, transportation, and wraparound health services helps address unmet health needs and supports greater stability for residents with complex physical and mental health concerns. While improvements vary across individuals, the observed changes in health stability, reduced overdose risk, and quality of life indicate that integrated health supports are a key component of the highly supportive housing model.

3.5 Facilitating Connections to Services and Supports

Finding: House of Hope connected residents to a wide range of community services, improving residents' ability to access the supports they need.

Connection to Services and Supports in the Community

- **94%** (n=59) of residents accessed community services 549 times, including:
 - Medical: **179**
 - Income: **89**
 - Legal: **68**
 - Food security: **58**
 - Other: **44**
 - Mental health: **33**
 - Dental: **22**
 - Disability support: **16**
 - HIV/STBBI care: **10**
 - Addiction: **8**
 - Housing: **7**
 - Harm reduction: **5**
 - Life skills: **4**
 - Eye care: **3**
 - Employment: **2**
 - Education/training: **1**

'Other' included youth support, transportation, identification, family support, clothing, pet care, case conferencing, and storage.

- **64%** (n=352) of the time, service access was the result of a warm referral/connection by House of Hope staff

Ability to Access Services and Supports

- **62%** (n=10) of residents reported it is easier to access the services and supports they need

What Does This Mean?

These findings indicate that House of Hope is an important bridge between residents and the services they require, including health care, income support, legal assistance, and day-to-day assistance. Staff play a critical role by making warm referrals, helping residents navigate complex systems, and ensuring connections are established. Residents also reported that accessing services became easier over time, highlighting the value of coordinated, relationship-based support within a highly supportive housing model.

“I’ve tried helping people in the past, but I always end up being screwed over. I need to just focus on helping myself, and this place allows me to do that. I don’t necessarily love all the people that live here, but you’ll get that anywhere. At least here, I know who these people are because we lived together on the streets. At least there is security here, and they actually care too”.

~House of Hope Resident

3.6 Fostering Community Integration and Belonging

Finding: House of Hope supported community connection and social integration, thereby improving residents' sense of belonging and reconnection with family and community.

Community Belonging and Engagement

- **51** residents attended one or more internal community events during their occupancy
- **10** residents engaged in one or more planned recreational or community activities
- **2** residents gained employment
- **2** residents engaged in school or education activities
- **5** residents participated in cultural activities
- **2** residents accessed traditional medicines

Story 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 provided Dave access to community-based activities. 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.

Family Reunification

- **65%** (n=41) of residents reconnected with a family member during their occupancy, including:
 - **27%** (n=12) with a child/children
 - **27%** (n=12) with a sibling(s)
 - **27%** (n=12) with an extended family member
 - **19%** (n=8) a partner

Story 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.

What Does This Mean?

These findings suggest that House of Hope creates opportunities for residents to reconnect with others and engage more fully with their communities through internal activities, external engagement, and family reconnection. While not all residents participate in community or cultural activities, improvements in belonging and renewed family connections among residents indicate meaningful social and relational impacts. Together, these outcomes highlight the role of highly supportive housing in supporting social integration alongside housing stability.

3.7 The Impact of House of Hope

Residents were asked how moving into the House of Hope had affected their lives. The following themes were derived from resident responses.

- 1. Safety and Stability:** Residents reported feeling safe, warm, and secure in their private spaces, noting that being able to lock their door and sleep without fear marked a significant change from homelessness.
- 2. Improved Health and Access to Care:** Stable housing made it easier for residents to attend appointments, manage health needs, and experience improved overall well-being, with being indoors and supported contributing to a greater sense of health and stability.
- 3. Increased Independence and Responsibility:** Residents reported greater independence and accountability, with the development of daily living skills and personal task responsibility contributing to greater self-sufficiency.
- 4. Reduced Stress and Fear:** Knowing their housing was stable reduced anxiety and fear, particularly at night, while ongoing staff support provided reassurance that help was available when needed.
- 5. Recovery and Willingness to Ask for Help:** Residents shared that being housed supported changes in substance use and made it easier to ask for help, creating space for recovery, reflection, and personal growth.
- 6. Social Connection and Learning:** Residents reported stronger social connections and valued opportunities to learn from staff and peers, which, for some, contributed to increased confidence and personal development.

“I have a nice home where I lock my door and enjoy space and time alone very much.”

~House of Hope Resident

“Better health.”

~House of Hope Resident

“Being inside, warm and safe.”

~House of Hope Resident

“I don't fear sleeping at night. Not worried if I ever get left alone. I have the support of staff.”

~House of Hope Resident

“I became more responsible, warm and comfortable.”

~House of Hope Resident

3.8 What Life Would Be Like Without the House of Hope

Residents were asked to reflect on what their life would be like without House of Hope. Residents' insights informed the following themes:

- 1. Continued Homelessness and Housing Instability:** Residents shared that without House of Hope, they would still be homeless, living on the streets or in unstable housing, describing life without the program as cold, unsafe, and extremely difficult.
- 2. Risk of Death or Serious Harm:** Residents stated they believe they would not be alive without House of Hope, referencing risks such as freezing or overdose and underscoring the severity of harm faced prior to being housed.
- 3. Increased Justice System Involvement:** Residents reported they would likely have been jailed or continued to have frequent interactions with police, with some describing feelings of criminalization and poor treatment while unhoused.
- 4. Poor Physical and Mental Health:** Without stable housing, residents anticipated continued or worsening physical and mental health challenges, including depression, with instability contributing to stress, declining well-being, and limited capacity for recovery.
- 5. Ongoing Substance Use and Barriers to Recovery:** Residents felt they would still be actively using substances or struggling to access recovery supports, often cycling through programs without achieving lasting stability.
- 6. Increased Stress and Conflict:** Residents described life without the program as more chaotic and stressful, with a greater likelihood of conflict or involvement in fights, reflecting the destabilizing effects of ongoing homelessness.
- 7. Negative Self-Perception and Social Exclusion:** Residents shared that without housing, they felt society viewed them as “useless,” reflecting experiences of stigma, isolation, and loss of dignity prior to entering the program.

“Could be in jail, society will be looking at me like I'm useless.”

~House of Hope Participant

“On the streets or dead.”

~House of Hope Participant

Honestly, I would most likely still be homeless. I would maybe even be dead.”

~House of Hope Participant

“I would of died and froze to death.”

~House of Hope Participant

Section 4.0

Community and System Impacts

4.1 Use of the Justice System

Finding: House of Hope reduces justice system involvement by supporting diversion from custody and significantly decreasing police interactions.

Legal System Involvement

- **79%** (n=50) of residents did not receive a new charge during their occupancy
- **76%** (n=48) of residents did not spend time in custody during their occupancy
- **14** residents were diverted from the justice system because of support provided by House of Hope staff

House of Hope helped divert residents from the traditional justice system by facilitating referrals to the Adult Therapeutic Court and by providing written and in-person advocacy to the courts. By confirming housing stability, engagement in supports, and progress toward stabilization, this advocacy contributed to reduced jail time, early release, and alternative community-based sentencing that allowed residents to remain housed while addressing underlying needs.

Police Interactions

Compared to six months before occupancy, residents have had:

- **55%** fewer police interactions 6 months after occupancy
- **74%** fewer police interactions 12 months after occupancy
- **84%** fewer police interactions 18 months after occupancy

In the six months before entering House of Hope, residents had **398** interactions with the London Police Service. In the six months after moving into House of Hope, the number of police interactions declined to **178**, representing **220** fewer than before.

What Does This Mean?

These findings show that stable housing combined with proactive advocacy and coordinated supports can significantly reduce residents' involvement with the justice system. Most residents avoided new charges and custody while living at House of Hope, and targeted court advocacy helped divert individuals from traditional justice pathways toward therapeutic and community-based alternatives. At the same time, police interactions declined sharply and continued to decrease the longer residents remained housed, suggesting that stability, support, and accountability reduce crisis-driven interactions and improve individual and community safety over time. This trend is also reflected at the individual level. For example, one resident had 17 police interactions in the six months prior to move-in, which declined to zero in the six months after residing at House of Hope.

4.2 Use of the Health System

Finding: House of Hope significantly reduces residents' use of acute health care services through stable housing and coordinated supports.

Time Spent in the Hospital

Compared to six months before occupancy, residents have had:

- **61%** fewer inpatient days 6 months after occupancy
- **93%** fewer inpatient days 12 months after occupancy
- **84%** fewer inpatient days 18 months after occupancy

In the six months before entering House of Hope, residents collectively spent **583 days** in the hospital. In the six months following occupancy, hospital use declined to **227 days**, representing a reduction of **356 hospital days**.

Emergency Department Visits

- **81%** fewer Emergency Department visits 6 months after occupancy
- **84%** fewer Emergency Department visits 12 months after occupancy
- **97%** fewer Emergency Department visits 18 months after occupancy

In the six months prior to entering House of Hope, residents visited the emergency department **534 times**. In the six months after moving into House of Hope, emergency department visits dropped to **100**, representing **434 fewer visits**.

Story 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. During the first two months before moving into House of Hope, Debra presented to 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.

What Does This Mean?

These results show that stable housing, paired with coordinated supports, reduces health crises that would otherwise lead to hospital or emergency department use. As residents remain housed longer, both the frequency and intensity of acute care use decline, reflecting improved health stability and earlier, more appropriate support. This shift benefits residents by supporting recovery and continuity of care, while also reducing pressure on hospitals and emergency services.

Section 5.0

Conclusion

Overall Impact

This evaluation demonstrates that House of Hope provides highly supportive housing to people with complex needs who have experienced long-term homelessness, and it is making a meaningful difference for residents, the community, and public systems. Across nearly all outcome areas, the findings demonstrate that stable housing combined with intensive, wraparound support helps people feel safer, become more stable, and begin to recover and move forward.

Resident Stability and Progress

For residents, House of Hope has been a strong source of stability. Most residents have remained housed and have not returned to homelessness, even during the early months when adjusting to housing can be difficult. Residents also reported increased confidence, independence, and ability to manage daily responsibilities. Support with food, income, health care, mental health, and substance use helped meet basic needs and reduce barriers that previously led to crisis and repeated system use. Stories shared in this report show how stable housing created the foundation for recovery, family reconnection, and renewed purpose.

Health and Well-Being Outcomes

The evaluation shows clear improvements in health and well-being for many residents. Residents had better access to primary care and onsite health services, experienced lower overdose risk, and reported improvements in physical and mental health. Over time, residents used hospitals and emergency departments less frequently, with fewer admissions and fewer inpatient days. These changes suggest that residents are more stable and receiving care earlier, reducing the need for crisis-driven health services. Increased housing stability not only improves health outcomes for individuals but also continuity of care, reducing the burden on emergency health services.

Community and System Benefits

House of Hope has also had positive impacts beyond individual residents. Police interactions and involvement with the justice system decreased significantly after residents moved in, and staff advocacy supported diversion from custody and traditional court processes. Together, these findings show that highly supportive housing can reduce pressure on emergency and justice systems.

Conclusion and Looking Ahead

Overall, this evaluation provides strong evidence that House of Hope is an effective and essential part of London's response to chronic homelessness for people with complex needs. The findings highlight the importance of continued investment in highly supportive housing as both a compassionate response and a practical approach that reduces reliance on emergency and institutional systems. As London continues to address homelessness, health, and community safety, House of Hope offers a strong example of how housing, paired with the right level of support, can lead to lasting change for individuals and the systems that serve them.