

LOFT/Positive Service Coordination (PSC): Breaking Barriers, Creating Access, Nurturing Recovery

*The North American Housing and HIV/AIDS Research
Summit VIII:*

Tackling the Social Drivers of HIV

September 15, 2015, Washington DC

Omni Shoreham Hotel

*Eleshia Fahy, Coordinator, McEwan Housing and
Support/Positive Service Coordination*

*Kay Roesslein, Program Director, McEwan Housing and
Support/Loft Community Services*

Positive Service Coordination (PSC)

The (Positive) Service Coordination Project for Homeless People with Mental Health and Addiction Challenges living with HIV/AIDS

A Multi-agency Partnership coordinated by LOFT Community Services which exists primarily in the geographic Toronto East Health Links Neighborhood.

Overview:

The overall objectives of this multi agency collaborative are:

- 1) To increase access and continuity of services for both health and community support for People Living with HIV/AIDS who are homeless and are having health, mental health, and/or substance use issues, and
- 2) To increase coordination and integration of services for homeless PHAs between HIV/AIDS based community agencies, and services from the health sector, shelter and housing services, and mental health sectors.

PSC: Services Provided 2009-2015

- Intensive Case Management
- Coordinated Referrals/Intakes
- Access to Acute Health Care & Respite Stays
- Community Nursing Case Management
- On-site Psychiatric Assessments
- Crisis Intervention
- Primary Health Care Supports
- Substance Use Supports
- Ethno/Cultural Support
- Benefits & Assistance
- ID clinics
- Access to Dedicated Housing Units
- Peer input opportunities
- Coordinated Care Planning (including Mid-East Toronto Health Links)

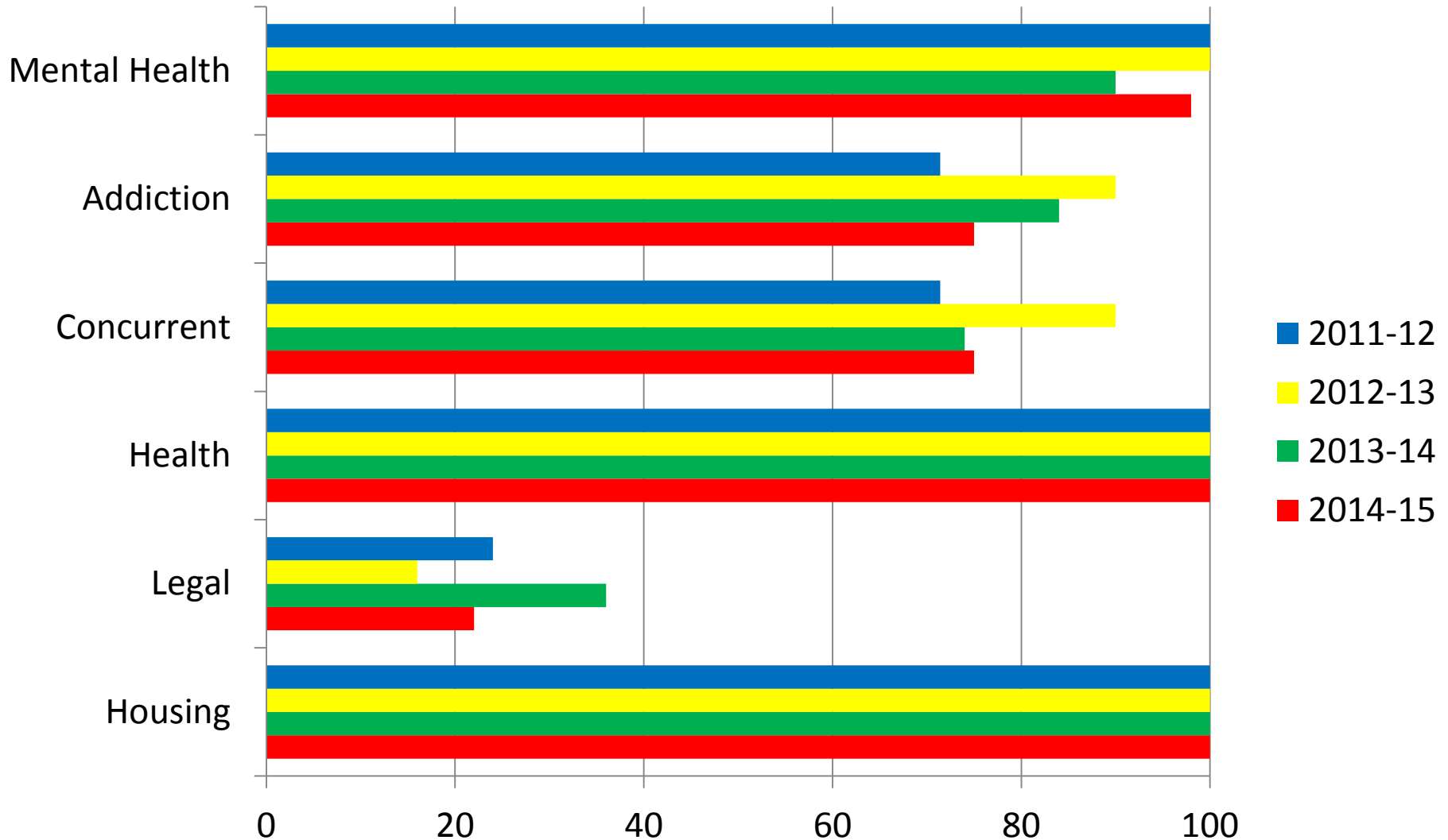


PSC: Formal Partners

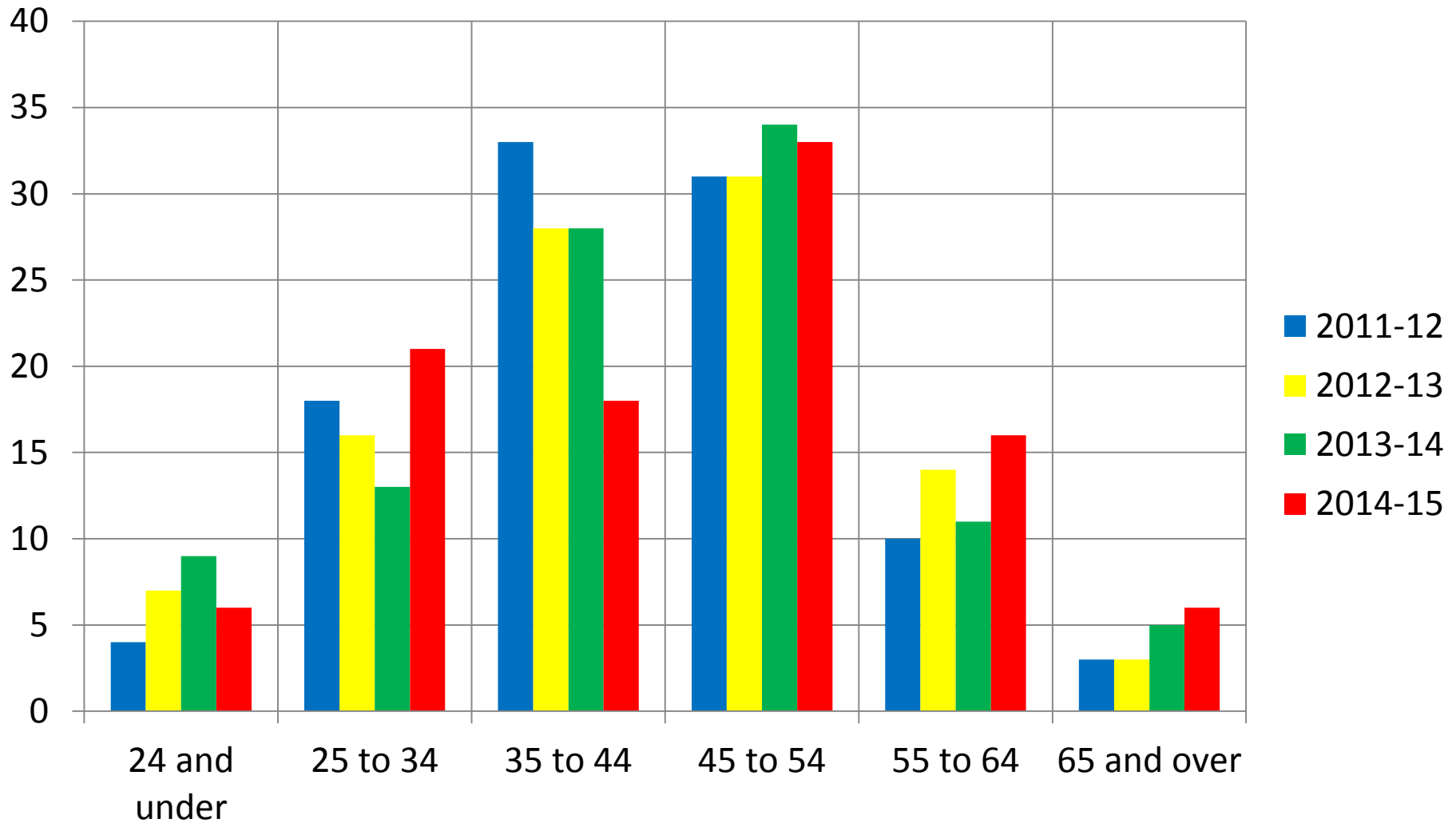
- 2-Spirited People of the 1st Nations
- Casey House
- Fife House
- Fred Victor Centre
- McEwan Housing and Support Services
- Prisoners' HIV/AIDS Support Action Network (PASAN)
- Seaton House Shelter, Infirmary Program
- Sherbourne Health Centre, Infirmary Program
- St. Michael's Hospital, HIV/AIDS Psychiatry
- St. Michael's Hospital, Positive Care Clinic
- The 519 Church St Community Centre, Trans Program
- Toronto HIV/AIDS Network
- Toronto People with AIDS Foundation (PWA)
- Action Positive
- Lativos Positivos
- Africans in Alliance Against AIDS (APAA)
- The Maple Leaf Health Clinic



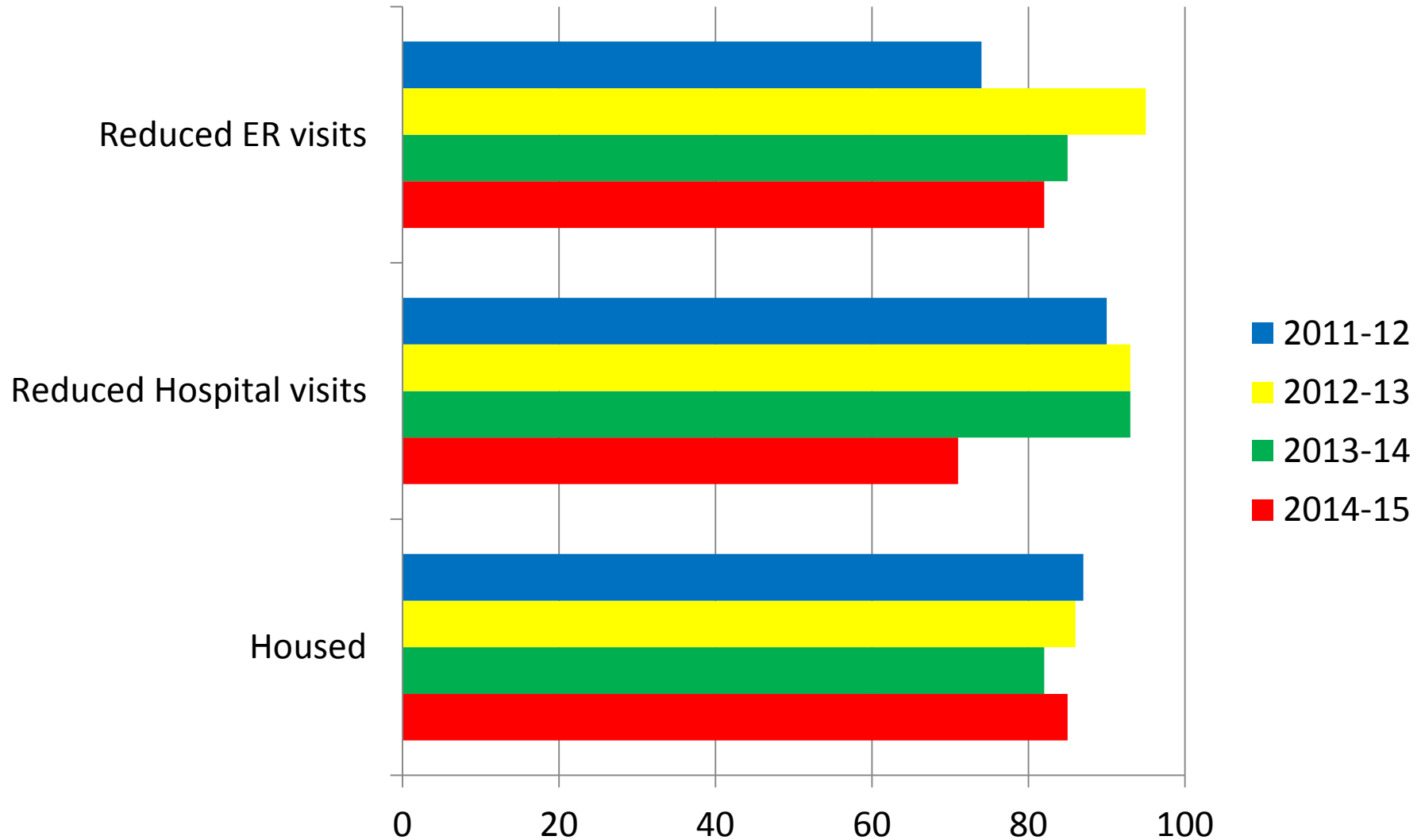
PSC: Clients Served by Category



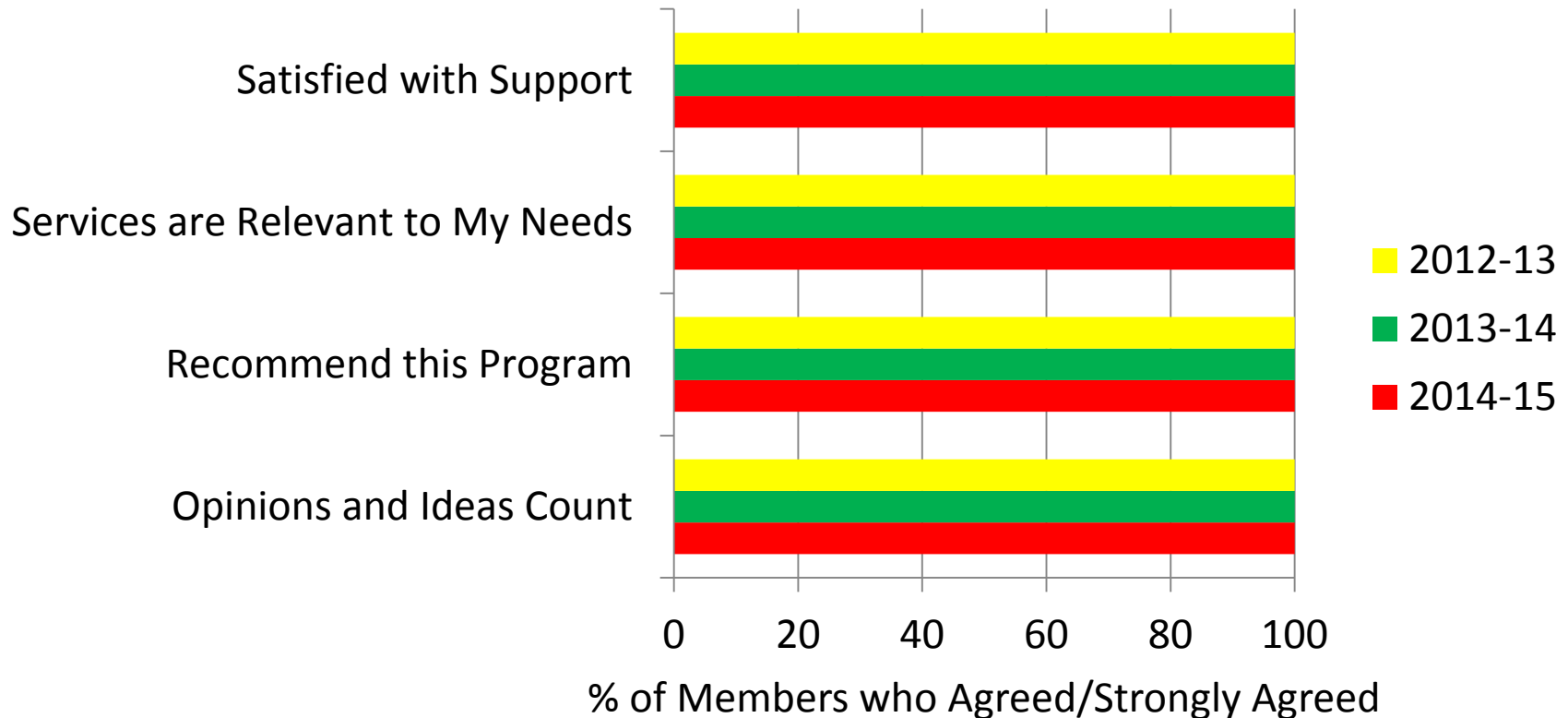
PSC: Percentage of Clients Per Age



PSC: Outcomes



PSC: Consumer Feedback



“This is the most effective and compassionate service I have received. Thank you for loving and caring genuinely. Thank you for giving me hope, encouragement, and inspiration.”

PSC: Challenges

- Stigma's: Professional, Systemic, Cultural, Social & Internal
- Housing Options
- Demand versus capacity
- Internal agency changes
- Adapting and remaining energized

With appreciation to:

