



COMPLEX TENANT CHALLENGES PILOT

A SUCCESS STORY

MARCH 26, 2025



A tenant story





A tenant story



A tenant story





COMPLEX TENANT CHALLENGES

- Mental Health and Addictions
- Crime: shootings, stabbings, drugs, theft, rape, vandalism
- Violence
- Domestic Abuse
- Poverty
- Food insecurity
- Unit sanitation/safety
- Physical health problems
- Neighbor conflicts
- Unsupervised children
- Risk of eviction
- Cognitive impairments
- End of life struggles
- Isolation/loneliness
- Hoarding

INITIAL DATA

1 DRNPHC Site

2023 Total Emergency Calls May to August 2023

Unit #	EMS		Police		Fire		Total	
	#	\$	#	\$	#	\$	#	\$
1 unit only	43	\$ 11,642	7	\$ 2,912	5	\$ 2,040	55	\$ 16,594
Others	62	\$ 12,275	21	\$ 2,151	9	\$ 5,700	92	\$ 20,126
Total Calls	105	\$ 23,917	28	\$ 5,063	14	\$ 7,740	147	\$ 36,720

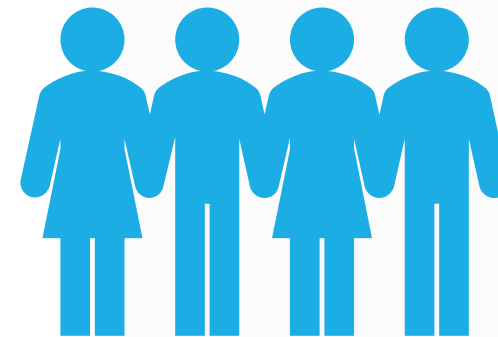
3 tenants only





COMPLEX TENANT CHALLENGES PILOT

- Durham Region - Housing Services partnership
- Homelessness Prevention Program (HPP) Funding
- 1 year pilot program - \$300,000
- Contract staff plus DRNPHC resources
- Serving DRNPHC, DRLHC plus other non-profit housing providers in our Region



THE SPECIALIST TEAM

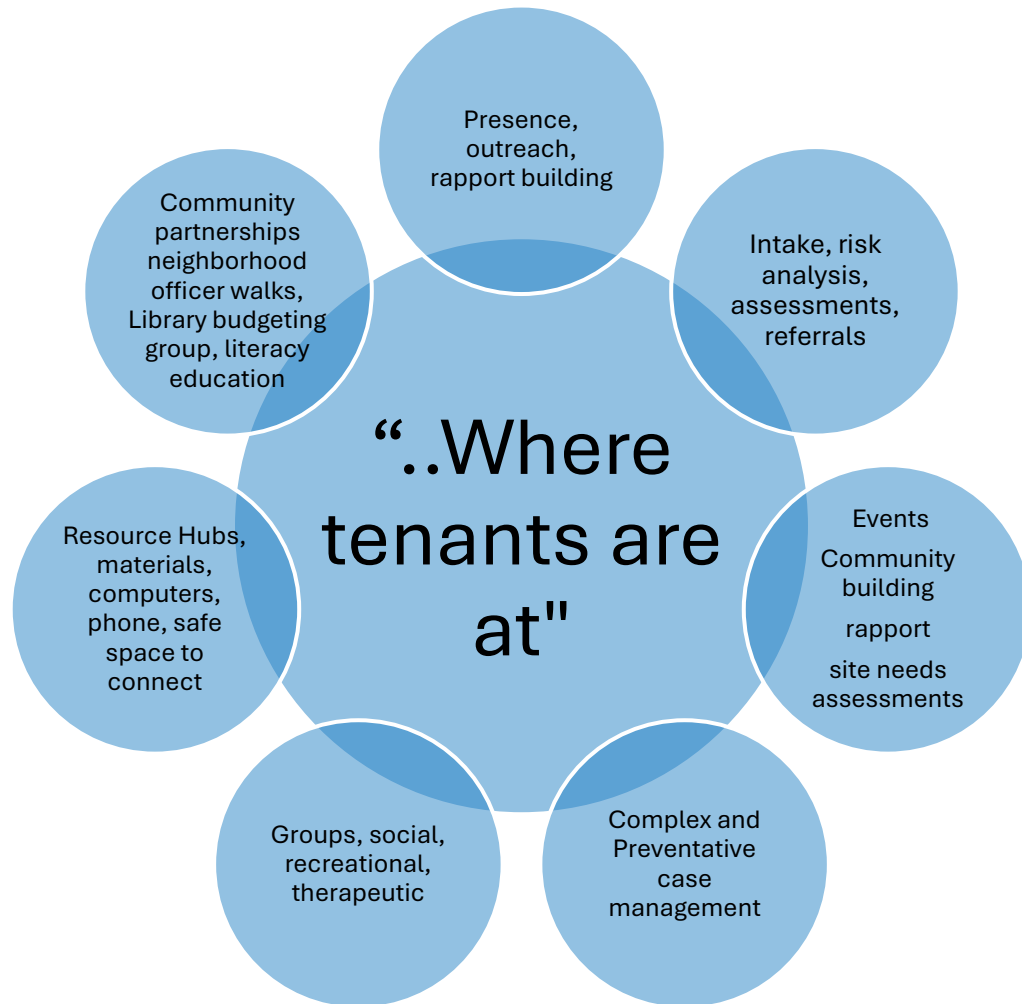


Community Support Specialists

- Mental health and addictions education
- 10 to 20+ years experience each
- Outreach, housing and homelessness work

Community Life Skills Specialist

- Mental health and addictions education
- Experience in life skills and group facilitation
- Housing and outreach experience



GOALS & METHODS

- Tenant Engagement
- Complex needs case management
- Individualized/goal-oriented preventative supports
- Group services and activities
- Build community
- Partnerships, on site services
- Support other housing providers
- community hubs/resource banks

OUTCOMES

137 individual support
112 complex

27 tenants receiving individual life skills assistance

976 participants at tenant engagements events

18 tenants from other community housing providers are receiving supports

410 participants in group programming
75 groups

32% decrease in N4 notices

17 established community partnerships

7 community partners offering on site services to our tenants

37 successful service referrals/linkages

- Reduced emergency service calls
- Reduced RGI terminations
- Eviction prevention
- Lower acuity of complaints/conflicts
- Tenants know where to go for help
- Tenant connected to community resources
- Tenants connected to their own communities
- Tenants participating in positive activities and events

OUTCOMES

Successful Factors - Measurables	Q1	Q2	Q3	Q4	Comments
	Apr-June	July-Sept	Oct-Dec	Jan-Mar	
tenants receiving individual support	25	93	137		47.3% steady increase from Q2, request submitted for additional funding
number of complex tenant issues	25	80	112		96.5% increase from previous quarter
tenants receiving life skills assistance	0	23	27		building trend from last quarter
other non-profits tenants receiving support	0	9	12		building trend from last quarter
participants at tenant engagement events	0	976	218		more engagement events in Q2 due to introduction of service and summer months
tenants in group programming	0	313	410		31% increase in group participation
number group programs run at sites	0	45	75		increase in groups provided based on common tenant interest and needs
collaborations with community partners	0	12	17		Existing partnerships continue to evolve and develop
successful referrals/linkages	0	37	27		total of 64 linkages for tenants that would otherwise not have these supports
Complaints Received - Severity	0	43%	8%		Number of complaints consistent but severity has dropped considerable, shows impact, shows connections
Non Payment Rent Notices (N4) Issued	0	503	337		33% decrease due to supports provided to tenants with rent payment issues
Eviction Applications (L1)	0	118	100		18% decrease due to hands on supports for eviction prevention
Calls to EMS	0	TBD	TBD		24% improvement as reported by tenant feedback
Calls to Police	0	TBD	TBD		29% improvement as reported by tenant feedback

Reduction in Police Calls to Site				
City	Site	Pre Pilot	Post Pilot	
		Jan-June	July-Dec	% change
Pickering	Orchard Valley	73	53	-27%
Oshawa	Wilson Village	131	61	-56%
Bowmanville	Mearns Meadows	19	9	-57%

OUTCOMES

Eviction Prevention



Case A	Goals	Methods	Outcomes
<ul style="list-style-type: none"> • Adult female • Eviction risk • Single Parent – lost custody of child • Mental health issues • Significant substance use • Police involvement • Victim of IPV • Assault charge 	<ul style="list-style-type: none"> • Maintain housing, avoid eviction • Develop coping strategies to reduce problematic behavior onsite • Regain custody of child • Improve mental health • Decrease substance use • Resolve legal issues 	<ul style="list-style-type: none"> • Attend LTB hearing with goal to mediate • Meet with CSP regularly • Linkages to supports – AA meetings, Pinewood, DBCSF, DMHS crisis supports, FSD & CFSD for counselling • Develop coping strategies to maintain mental health and avoid substance use 	<ul style="list-style-type: none"> • Mediated consent order with DRNPHC to attempt to retain housing • Reduction in Police presence onsite • Significant reduction in tenant complaints • Improved coping strategies • Reduction in substance use • Working part time • Charges to be dropped with completion of IPV course • Gaining access to visitation of child and plan to go to court for custody

OUTCOMES

Connecting to Services & Reduction in Emergency Services



Case B	Goals	Methods	Outcomes
<ul style="list-style-type: none">• Adult female• Victim of IPV• Significant mental health issues• Suicidal ideation• Isolated• Death of parent• Neighbour conflict• Food insecurity, financial issues	<ul style="list-style-type: none">• Reduce calls to 911• Develop coping strategies for mental health• Connect to counselling• Manage suicidal ideation• Obtain ODSP income	<ul style="list-style-type: none">• Met with CSP weekly• Identify coping strategies and review as needed• Linkages to services and supports – DMHS crisis services, 988 crisis line, Distress Centre Durham, Safety Network of Durham, ODSP, Bereaved Families of Durham, linkages to natural supports	<ul style="list-style-type: none">• Reduction in 911 calls• Reduction in use of crisis lines• Coping better with mental health and depression• Reduction in suicidal ideation• Started counselling• Able to walk dog in the community for improving mental health• Continuing to meet with CSP through depression rather than further isolating• Approved for ODSP income

OUTCOMES

Connecting to Services



CASE C	GOALS	METHODS	OUTCOMES
<ul style="list-style-type: none">• Adult Female• Eviction risk• Utilities Arrears• Developmental needsRelationship worries• Child protection involvement	<ul style="list-style-type: none">• Eviction Prevention• ODSP financial supports Connect with Utility Providers• Provide IPV support• Collaborate with CAS	<ul style="list-style-type: none">• Meet with CSP for linkage to resources• CSP engage with tenant around IPV needs• Connect with CAS for financial support• Connect to ODSP for utility arrears• Connect with Starfish• Connect tenant to new ODSP worker	<ul style="list-style-type: none">• ODSP paid tenant’s past utility arrears• CSP addressed IPV concerns, continue to monitor• CSP is collaborating with Star Fish and CAS• CAS provided funding for arrears

OUTCOMES

Connecting to Services & Reduction in Emergency Services



Case D	Goals	Methods	Outcomes
<ul style="list-style-type: none">• Adult Male• Eviction risk, home condition• Utility arrears• Rental arrears• History of IPV• CAS Involvement• Limited Support• Mental Health needs Bi-Polar, Severe Anxiety, PTSD	<ul style="list-style-type: none">• Reduce clutter in home• Eliminate Pests in home• Eviction prevention• Utility arrears payment• Rental arrears repayment plan• CAS file closure• Have his children back in his care	<ul style="list-style-type: none">• CSP meets with tenant to engage VHA and Pest Control• CSP liaise with Property regarding eviction process and rental arrears• Connect with ODSP regarding tenant's arrears• Connect with CAS to support tenant to have his children return to his care• CSP supporting LEAP and CDCD applications	<ul style="list-style-type: none">• CSP supported tenant to clean the unit with natural supports• Pest control to come assess unit once tenant has completed cleaning• CSS liaised with Property regarding plans to rectify unit condition issues• ODSP contacted regarding financial support for utility arrears• Repayment plan arranged with DRNPHC for rental arrears• Tenant able to attend child's Christmas concert



NEXT STEPS

Next Steps....

Partnerships +++

Community hubs

Volunteer programs

Growth and expansion



KEY MESSAGE

- Housing with help
- Meeting people where they are at
- Community building
- Eviction prevention
- Emergency services reduction
- Take home....makes a difference, permanent funding, Centre of Excellence

THANK YOU!



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