Using an Implementation Science Approach to Design and Evaluate an Integrated Service Model for Seniors Social Housing
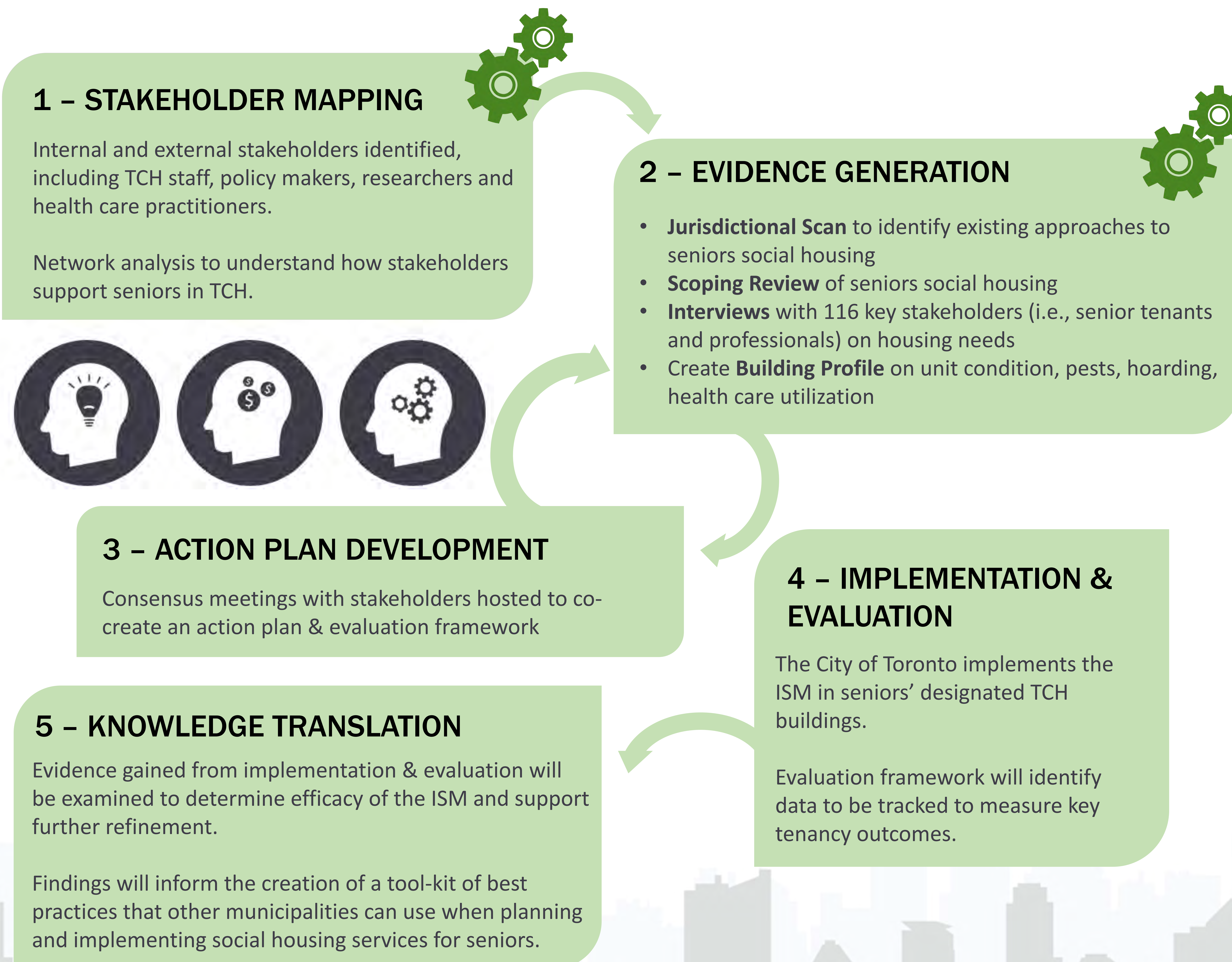
Christine Sheppard, PhD, MSW[1], Andrea Austen, MA[2], Sander L. Hitzig, PhD[1]
[1] St. John's Rehab Research Program, Sunnybrook Research Institute; [2] City of Toronto

Project Background

- Toronto Community Housing (TCH) is home to 14,000 older adults that live in 83 seniors' designated buildings.

- There is **inadequate** and **inconsistent** service delivery in these buildings, negatively impacting senior tenants' ability to age in place.

- City of Toronto and TCH are designing an **integrated service model** (ISM) that will implement three key innovations:
  1) New staff model that creates new roles and increase staff in the buildings;
  2) New operating procedures for delivery of housing services;
  3) New community hubs for seniors.

- While the City of Toronto has identified a general roadmap for implementing the ISM, **they struggle to identify relevant stakeholders and have few resources to make evidence-informed decisions.**

Objectives & Expected Outcome

- Using an **implementation science approach,** this research will help the City of Toronto co-create and evaluate the ISM.

- City of Toronto will be better positioned to co-create an evidence-informed model of social housing that can connect senior tenants to needed health and support services.

1 – STAKEHOLDER MAPPING

Internal and external stakeholders identified, including TCH staff, policy makers, researchers and health care practitioners.

Network analysis to understand how stakeholders support seniors in TCH.

2 – EVIDENCE GENERATION

- **Jurisdictional Scan** to identify existing approaches to seniors social housing
- **Scoping Review** of seniors social housing
- **Interviews** with 116 key stakeholders (i.e., senior tenants and professionals) on housing needs
- Create **Building Profile** on unit condition, pests, hoarding, health care utilization

3 – ACTION PLAN DEVELOPMENT

Consensus meetings with stakeholders hosted to co-create an action plan & evaluation framework

4 – IMPLEMENTATION & EVALUATION

The City of Toronto implements the ISM in seniors' designated TCH buildings.

Evaluation framework will identify data to be tracked to measure key tenancy outcomes.

5 – KNOWLEDGE TRANSLATION

Evidence gained from implementation & evaluation will be examined to determine efficacy of the ISM and support further refinement.

Findings will inform the creation of a tool-kit of best practices that other municipalities can use when planning and implementing social housing services for seniors.