Using an Implementation Science Approach to Design and Evaluate an Integrated Service Model for Seniors Social Housing

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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.

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