

**IMPLEMENTATION EVALUATION REPORT FOR MENTAL HEALTH
COMMISSION OF
CANADA'S AT HOME/CHEZ SOI PROJECT: MONCTON SITE
KEY MESSAGES**

Tim Aubry Rebecca Cherner John Ecker,

Jonathan Jetté Keith Philander

Implementation Evaluation Team for the Moncton Site At Home / Chez Project



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada



uOttawa
L'Université canadienne
Canada's university

Centre de recherche sur les services éducatifs et communautaires
Centre for Research on Educational and Community Services



UNIVERSITÉ DE MONCTON
CAMPUS DE MONCTON

Centre de recherche et
de développement en éducation

June 7, 2011

ONE PAGE SUMMARY

This report documents the findings of the evaluation of the implementation of the At Home / Chez Soi program in Moncton. It provides a summary and synthesis of the information collected from the different groups of stakeholders of the program, namely the consumers, landlords, service staff, and key informants comprised of housing staff, program managers, consulting psychiatrists, site coordinator, and a co-lead researcher.

Overall, the findings of the current evaluation highlight the successful implementation of the At Home / Chez Soi program in Moncton and Southeastern New Brunswick. The development of a growing pool of landlords who expressed commitment to the program and its participants is evidently a critical ingredient of the program's early success. There was also consensus that the program is delivering timely and effective multidisciplinary support to participants.

Despite this early implementation success, there is recognition among program stakeholders of the importance of further program development so that more targeted interventions can be delivered in the areas of addictions treatment and vocational / educational support.

The program has successfully built very good relationships among program stakeholders. The continued planning of events which have contributed significantly to effective relationship-building is recommended.

The Mental Health Commission of Canada has invested significantly in the training of program staff, helping them adapt to new roles and responsibilities associated with delivering Assertive Community Treatment (ACT) services within a Housing First approach. It is vital that training and the receipt of technical support continue to be available to program staff.

The At Home / Chez Soi program has developed strong collaborations with relevant ministries in the provincial government and with community agencies from the not-for-profit sector in Moncton. The program needs to continue to nurture these partnerships and continue to solicit the input of partners for further program development.

Consumers provided a fresh and distinct perspective on the program in the evaluation that included several suggestions for improving services. The program would benefit from a systematic and ongoing process for obtaining consumer feedback. As well, consumers appeared to be an untapped resource who could make important contributions to the services and supports being delivered by the program. In this context, it is recommended that the program consider developing a peer self-help group.

There is recognition by everyone involved in the program of the importance of having landlords receptive to renting to consumers. As a result, it is critical for the program to provide timely and effective troubleshooting when housing problems occur. As well, it is recommended that the program continue to make efforts to educate and inform landlords about the program by continuing to hold periodic meetings with them.