



Findings from a Fidelity Assessment of the Supported Housing Addiction Recovery Program in Ottawa

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Supported Housing Addiction Recovery Program

- Located in Ottawa, ON
- Established in 2010
- Partnership between CMHA Ottawa and Sandy Hill Community Health Centre
- 100 housing subsidies
- 120 clients
- 1 program manager, 1 program coordinator, 10 intensive case managers
- Promising housing stability outcomes

Methods

Fidelity Assessment Survey

N = 10

June - July, 2016

Qualitative Interviews

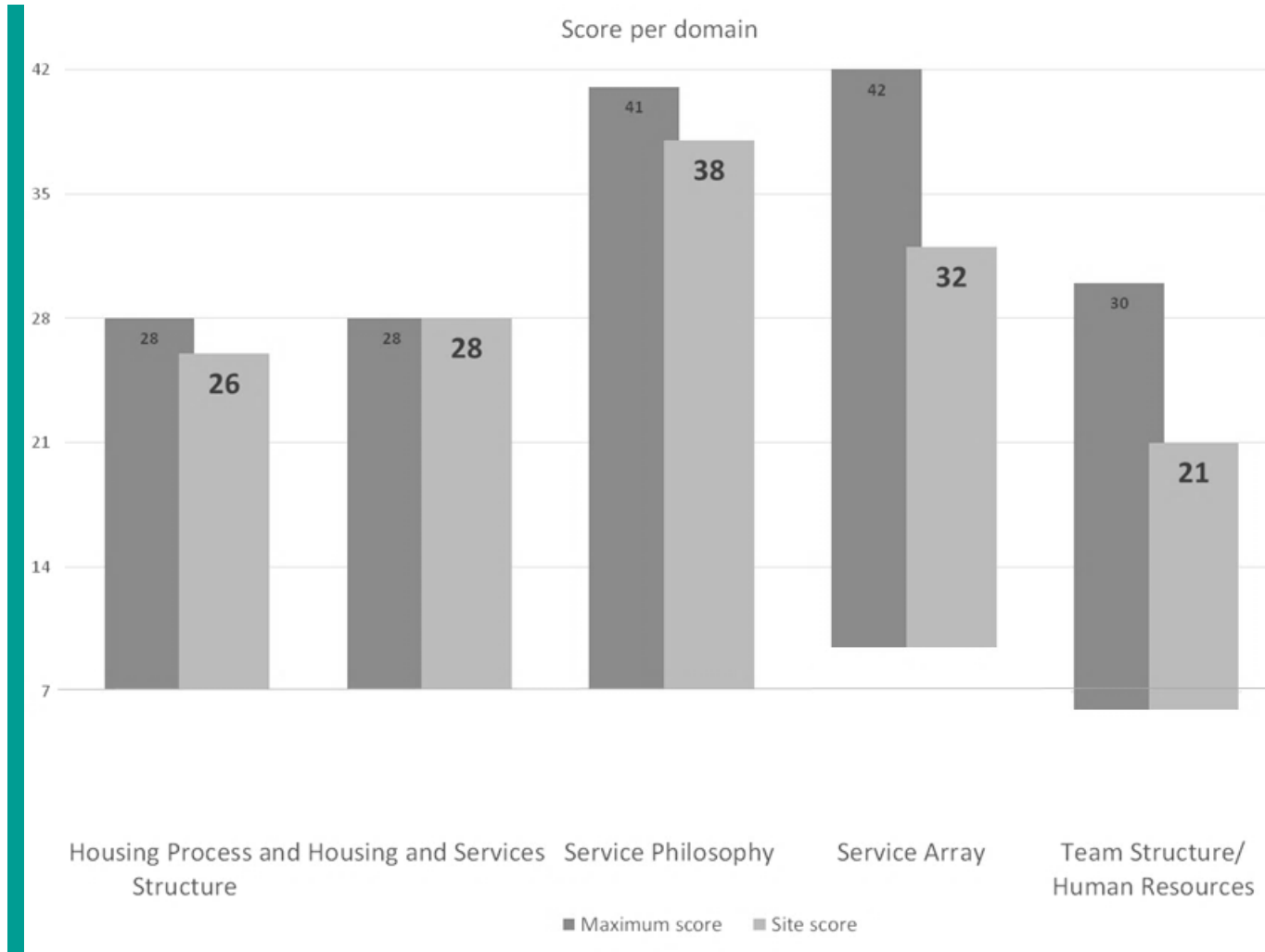
N = 7

October - November,
2016

Results: Fidelity Assessment Survey

Scores Across Domains			
Domain	Maximum Score	Site Score	Fidelity (%)
Housing Process and Structure	28	26	93
Housing and Services	28	28	100
Service Philosophy	41	38	93
Service Array	42	32	76
Team Structure/Human Resources	30	21	70
Total Scoring	169	156	86





Results: Fidelity Assessment Survey

Fidelity Domain	Average Rating	Items of Low Fidelity
Housing Choice and Structure	3.7	
Separation of Housing and Services	4.0	
Service Philosophy	3.8	Q.18 Treatment plans
Service Array	3.0	Q.24 Employment opportunities Q.28 Paid peer specialist
Program Structure	2.8	Q.35 Frequency of staff meetings Q.36 Team meeting components Q.37 Client input



Results: Qualitative Interviews

“I would rather be out in the community with my clients, to be quite honest with you, than meeting about it. I’ll meet about it once a month, and should there be any issues, I mean, I’ll call.”

“I think stuff that we do that we shouldn’t is when we use rent subs as carrot.”

Results: Qualitative Interviews

Systemic Facilitators

- Client characteristics
- Complementary services
- Housing availability
- Landlords
- Program reputation
- Rent supplements
- Professional practices

Systemic Barriers

- Alternative approaches
- Client characteristics
- Complex casework
- Housing context
- Landlords
- Legal issues
- Lack of resources
- Service availability
- Stigma

Results: Qualitative Interviews

Organizational Facilitators

- HF values
- Housing
- Management
- Partnerships
- Separation
- New program
- Team dynamics

Organizational Barriers

- HF values
- Housing
- Limited resources
- Limited service array
- Management
- Operational procedures
- Partnerships
- Team dynamics

Results: Qualitative Interviews

Individual Facilitators

- Staff approach to practice

Individual Barriers

- Client characteristics
- Staff approach to practice

Conclusions

- Adaptations to the fidelity scale
- Barriers and facilitators concentrated at the organizational level
- Strengths:
 - Commitment to HF values, separation of housing and services
- Challenges:
 - Peer support services, limited rent supplements
- Utility of fidelity assessment findings