

## **Tenancy Risk Reduction Service Program**

**Service Description:** The Tenancy Risk Reduction Service (TRRS) Program provides support to adults living in cluttered environments, that may pose risk to them maintaining their tenancy, due to hoarding behaviour and or squalor. Services include a comprehensive assessment, an individualized service plan and ongoing care coordination. Service plan may include physical clutter remediation, minor repairs, advocacy regarding tenant/landlord issues, short-term Occupational Therapy intervention, and mental health Case Management. The objective is to enable the person to increase health and safety, retain their tenancy/housing and reduce the risk of homelessness through the provision of prevention supports and services.

**Service Provider(s):** The Program is a partnership between CHATS – Community & Home Assistance to Seniors, York Support Services Network (YSSN), and VHA Home HealthCare. Service providers include a Program Coordinator (regulated health professional), mental health Case Manager, Occupational Therapist and Client Service Workers. Handyman and/or contracted services may be included for minor repairs.

**Persons Served:** Adults who are at risk of losing their tenancy/housing due to hoarding behaviour, cluttered living spaces, and/or squalor.

- Eligibility:**
- Adults (25 years or older).
  - Person is a resident of York Region.
  - Person consents to service OR an approved substitute decision-maker consents to service on behalf of the person.
  - The person has low or moderate household income as defined by York Region.
  - The persons home requires decluttering or is unsafe due to hoarding behaviour, cluttered living spaces, uncleanliness and squalor, and/or is unmaintained.

**Limitations:** This program is not available to persons with high income.

**Program location(s):** Services are provided in the person's home.

**Availability:** Services are generally available from Monday through Friday 8:30 a.m. to 4:30 p.m. Program is operating during the COVID-19 pandemic.

**Frequency of Service:** As needed as determined by assessment and pace set by person served.

**Cost:** No fee.

**Contact:** CHATS: (905)713-6596, extension 6082 or 1-877-452-4287, extension 6082

**Referral Source(s):** Person served, care giver, other agencies/partners.

**Funded by:** United Way

**Stakeholders:** Persons served, family, landlords, municipal services, partner agencies