



*A Critical Case for Building a
Primary Healthcare
Collaboration*



1.0: Who We Are

- Inner city St. John's, NL non-profit organization
- Providing services to marginalized individuals who we call Guests
 - Over 1500 volunteers and over 32 staff
 - Operating since 1994
- Exists largely on donations, government funding and volunteers
 - Ratio 1 staff to 20 volunteers

2.0: Our Mission

Provide critical barrier-free street level supports for marginalized individuals through collaborative partnerships and engagement; with compassion and kindness, respect and dignity for all.



3.0 Our Guests

- They are the most vulnerable members of our community
- There are many of them
- Over 1600 annually
- Up from 400 annually, just 4 years ago
- Community support systems struggling to service this marginalized population

Table 1: Total Number of Distinct Registered and Non-registered Guests at The Gathering Place 2014 to 2018


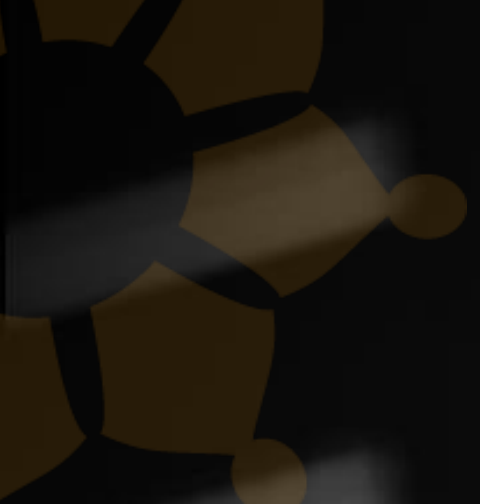
Guest Type By Year	2014-15	2015-16	Annual % Increase	2016-17	Annual % Increase	2017-18	Annual % Increase	Four year Increase %
Registered Guests	404	697	+ 72%	830	+ 20%	871	+ 5%	+ 116%
Non-registered Guests	Data not Available	103	Data Not Available	430	+ 317%	781	+ 83%	+ 658%*
Registered and non-registered Guests		800		1,260	+ 58%	1,652	+ 31%	N/A

*based on 3 years



3.1 What Challenges do Our Guests Have

- Homelessness
- Acute Hunger
- Mental Health Issues
- Alcohol and Substance Abuse

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- Domestic Violence
 - Justice System Problems
 - Chronic Illness
 - Extreme Loneliness

3.2: How often do our Guests visit TGP?

- There are over 800 visits per week
- Two distinct types of Guests:
 - Immediate and potentially prolonged daily requirements
 - Those with less immediate and less consistent needs

Table 2: Weekly Visitation Profile:

Weekly Visitation Profile	Number of TGP Guests Per Week	Percentage of Total Visitors %	Frequency of TGP Visits Per Week	Total Number of TGP Visits Per Week #	Percentage of Total TGP Weekly Visits %
One Visit Per Week	107	33	1	107	13
Two Visits Per Week	66	20	2	112	14
Three Visits Per Week	47	14	3	141	17
Four Visits Per Week	52	17	4	208	25
Five Visits Per Week	51	16	5	255	31
Total	323	100		823	100

3.3: What is the Demographic Profile of our Guests?

- Over 65% are over 50
- Over 65% are male
- 10 - 20% are without permanent housing
- 97% were born in Newfoundland and Labrador

Table 4: The Gathering Place
(Registered Guests by Gender)


TGP Guest Gender Profile	%
Male	65
Female	35
Total	100

Table 3: The Gathering Place (Registered Guests by Age and Gender)

TGP Guest Age Profile	%	Percentage of Total Visitors %	
65+	25	72% Male	28% Female
50-64	41	71% Male	29 % Female
40-49	20	40% Male	60 % Female
30-39	9	66% Male	33 % Female
20-29	5	40% Male	60 % Female
Total	100	65 % Male	35 % Female

Table 5: The Gathering Place (Current Housing)

TGP Guest Age Profile	%
Apartment	63
Bed-sitting Room	16
Friends & Relatives	11
Homeless	5
Transition Housing	5
Total	100



3.4 How often do our Guests end up before the Courts?

- In a 9-month period, our Guests appeared to face 5160 court charges.
- In that same period, they accounted for 1136 court appearances.

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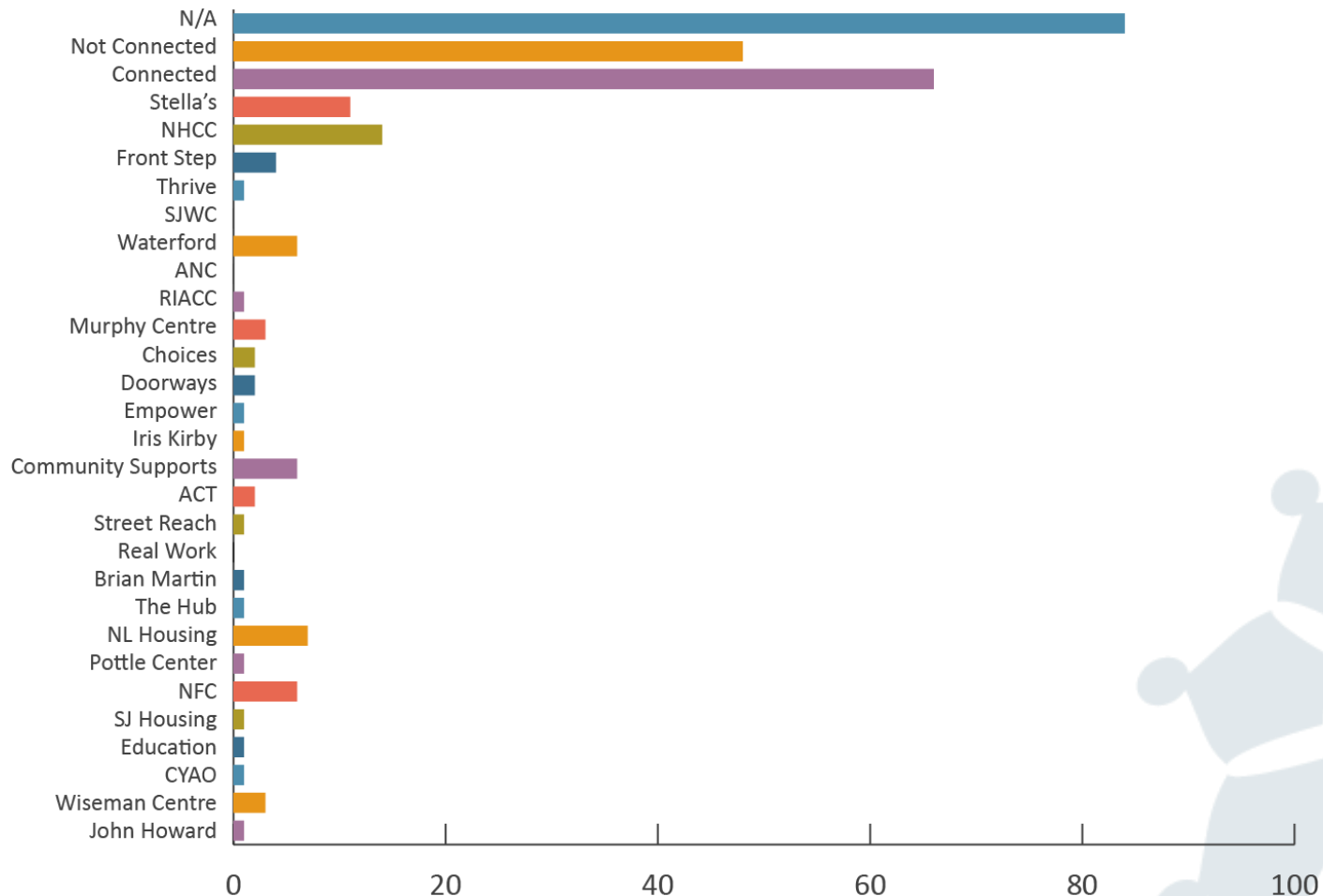
- In a 9 month period our Guests appeared to face 5160 court charges.
- In that same period they accounted for 1136 court appearances.

Table 6: TGP Guest Profile – Court Appearances

TGP Guest Court Profile (5,160 Cases Called in the Past 9 Months)	Number of TGP Guests	Percentage of Guests %	Total Number of Appearances	Average Number of Appearances	Percentage of Total Appearances
60+ Court Appointments	3	2	194	65	17
50-59	0	0	0	0	0
40-49	2	2	99	49	9
Sub-total (40+)	5	4	293	59	26
30-39	5	4	169	34	15
20-29	5	4	123	24	11
Sub-total (20-39)	10	8	292	29	26
1-19	110	88	551	5	48
Totals	125	100	1,136	9	100

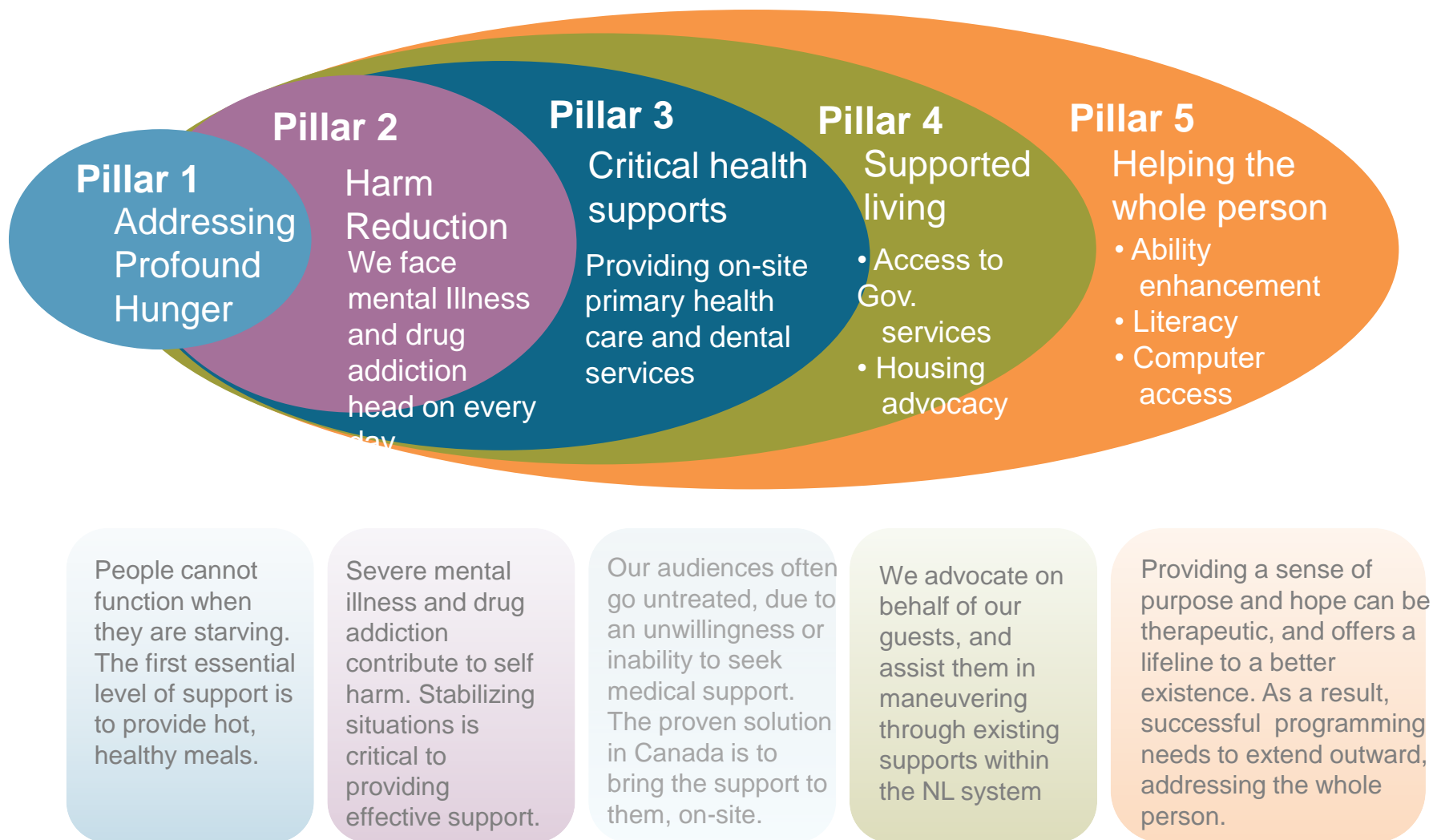
3.5: Are our Guests connected to any other organizations?

- Largely they are not connected to other organizations
- Only 20% of guests indicate they are connected to another organization.

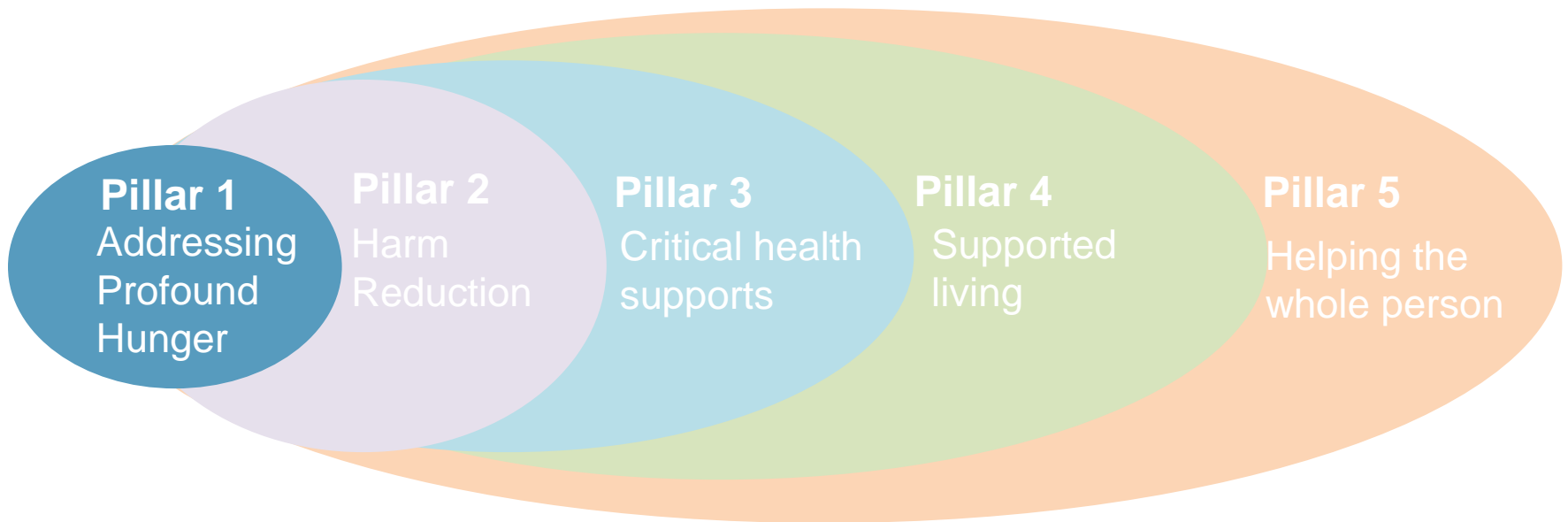


4.0 Pillars of Support at TGP

The Gathering Place offers 5 Pillars of Support to Guests:



4.1 Addressing Hunger





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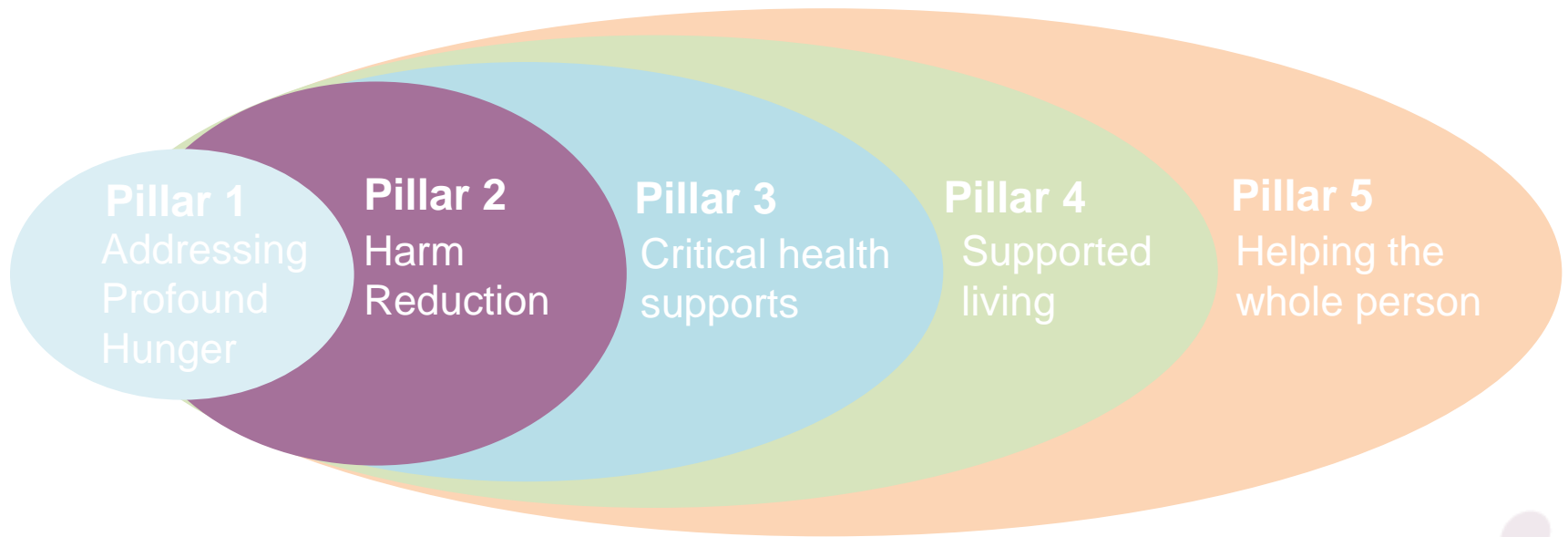
- In 2018, there were 73,870 meals served

Table 7: Total Meals Served Annually

Year	2016	2017	Increase %	2018	Increase %	Total(s)	3 yr. Increase %
Breakfast	0	0	0	16,622	0	16,622	0
Lunch	43,607	45,597	5	51,549	13	140,753	18
Brunch	1,653	4,118	150	5,699	38	11,470	244
Total Meals	45,260	49,715	10	73,870	49	168,845	63

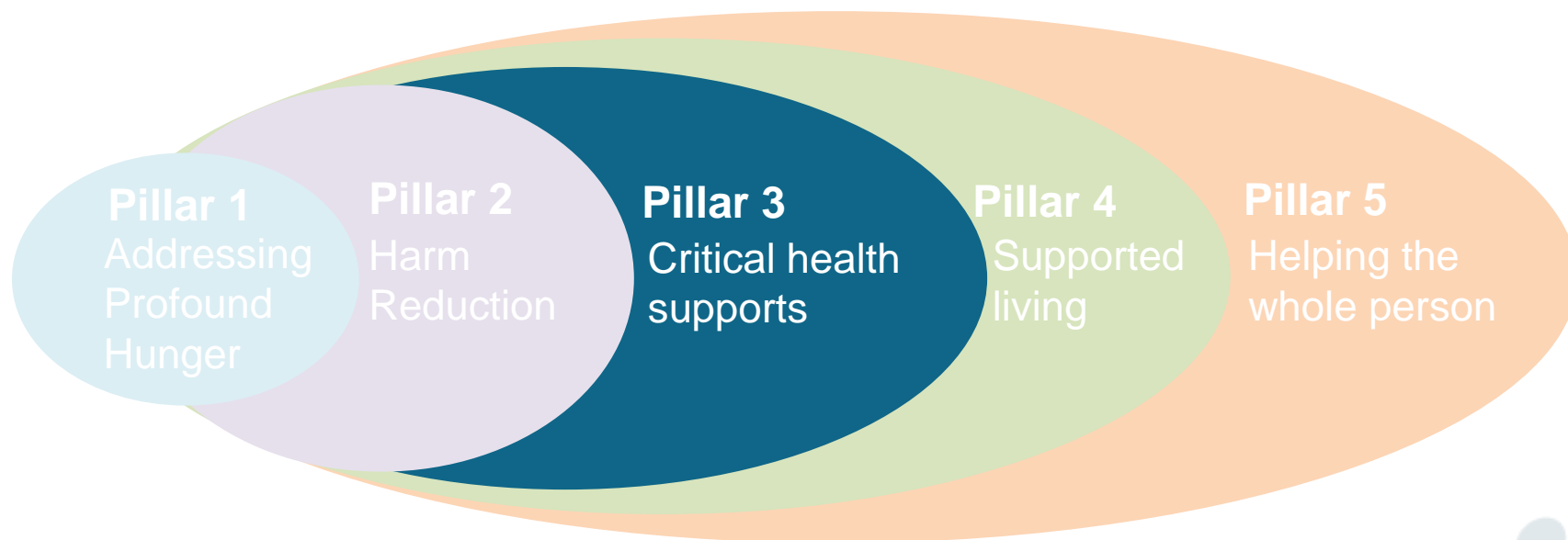
- 63% increase in meals served, over 3 years
 - Now going to 7 days a week
 - And longer hours per day
 - Over 5 years there has been a 150% increase in number of meals served
 - Annual visits have gone from 20,337 in 2014 to 51,549 in 2018

4.2 Harm Reduction



- 50% of Guests exhibit signs of active alcohol or drug use
- Through Case Workers, TGP tries to minimize criminal activities in the community
- Presently, there are no addictions counsellors or psychiatric evaluation resources on site.

4.3 Critical Health Supports



- In over 71 weeks, there were 3957 visits to the Medical Clinic at TGP
- Average of 56 visits weekly
- In 2019, average visitations went to 116 weekly visits.
- An increase of 63%.

4.3 Critical Health Supports

Table 8: Medical Visitation: Pre and Post Med. Access EMR Activity at TGP Medical Clinic

TGP Medical Clinic Details	Number	Percentage or Calculation Detail
Total # of Clinic Visits	3,957	100
Pre-Med Access EMR visits	3,143	80
Post Med. Access EMR visits	814	20
Total # of weeks examined in period	71	
Avg. # of visits per week (Total Visits/Weeks)	$3,957/71 = 56$	
# of Medical Visits Jan 28 – March 18, 2019	814	
# of weeks in period (2019)	7	
Avg. # of visits/week in 2019 (Total # of visits/week)	$814/7 = 116$	
Increase in average visits per week (2017 to 2019) vs. 2019 average – 2017-18 average	$116 - 56 = 60$ $60/56 = + 107\%$	

- In 2019, medical visits are trending significantly upwards.
- An increase of 63%.
- Employing a harm reduction approach to primary health care.



A black and white photograph of a pair of heavily worn-out sneakers. The shoes are positioned side-by-side, showing the front and side views. The upper material is frayed and torn, especially around the toe area. The laces are dark and appear worn. The soles are thick and show significant wear, with the tread pattern visible. The background is dark and out of focus.

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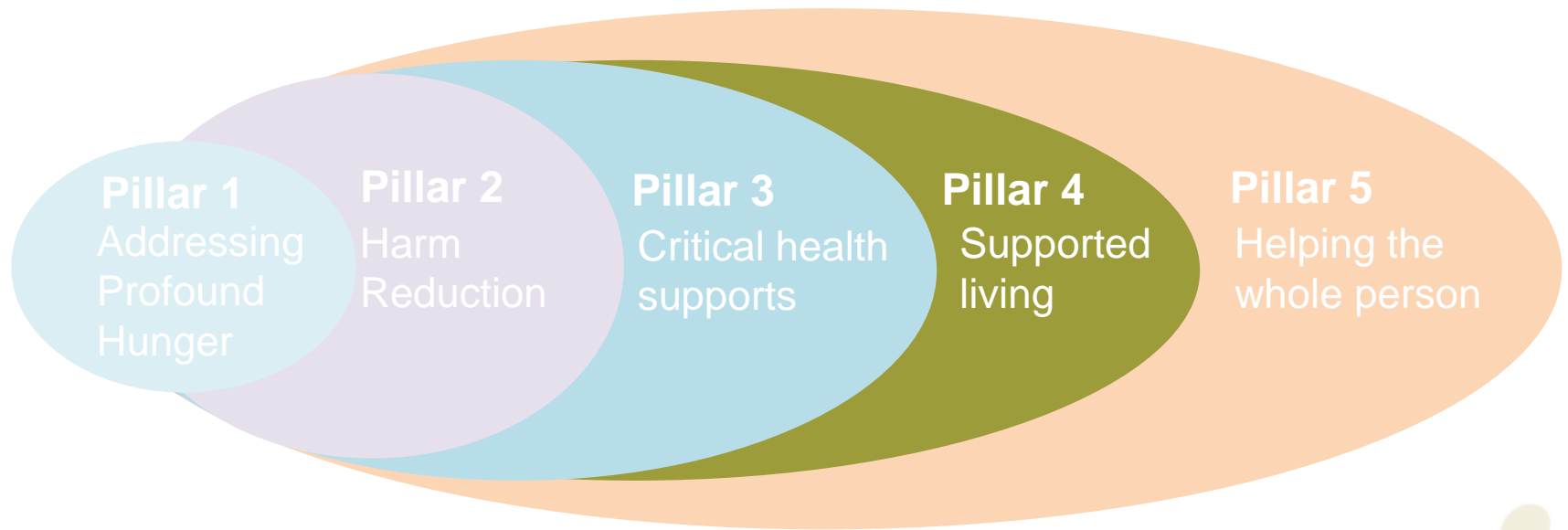
Table 9: TGP Medical Visits by Diagnosis

Diagnosis & Treatment	#	%
Mental Health		
Anxiety, Stress, Social,	325	23
Depression	125	9
Other Mental Health	97	7
Grief	10	1
Sub-total	557	40
Drugs & Alcohol Related		
Alcohol Related	30	2
Drug Related	155	11
Sub-total	185	13
Physical Health		
Abdomen	20	1
Arthritis	32	2
Back	80	6

Chronic Pain	20	1
Cold, Flu, URTI, Bronchitis, Pneumonia	185	13
Dental (Referred by Medical Staff)	60	4
Diabetes	90	6
Ear	25	2
Grief	10	1
Hepatitis C	30	2
IBS	10	1
Knee	15	1
Pregnancy & Related	60	4
STD	15	1
Urinary	25	2
Sub-total - Frequent Physical	677	47
Total All Frequent Visits	1,419	100

- Frequent medical visits by Guests are for many reasons, but mental health and drug/alcohol account for over 50% of visits.

4.4 Supported Living



- In 2018 laundry services by Guests exceeded 200 visits per month

4.4 Supported Living

Table 10: Average Monthly TGP Laundry Usage rates

TGP Laundry	2016	2017	2018	% Increase	2019	Monthly Average 2017+2018	Visits Per Day 22 Days/ Month
January		138	40 (Partial)	n/a	208	128	5.8
February		139	n/a	n/a		n/a	
March		152	79	-48		115	5.2
April		129	161	25		145	6.6
May		151	181	20		166	7.5
June		160	191	20		176	8
July		171	193	13		182	8.27
August		179	190	6		185	8.4
September	101	172	146	-15		159	7.2
October	114	114	206	80		143	6.5
November	151	123	206	67		166	7.5
December	127	88	139	58		118	5.15
Total Annual Visits	493	1716	1732				
Monthly Average	123	143	157				

- There are now over 1700 visits for laundry services per year and an average of over 150 per month.

4.4 Supported Living

Table 11: Monthly Clothing Boutique Visits by Season

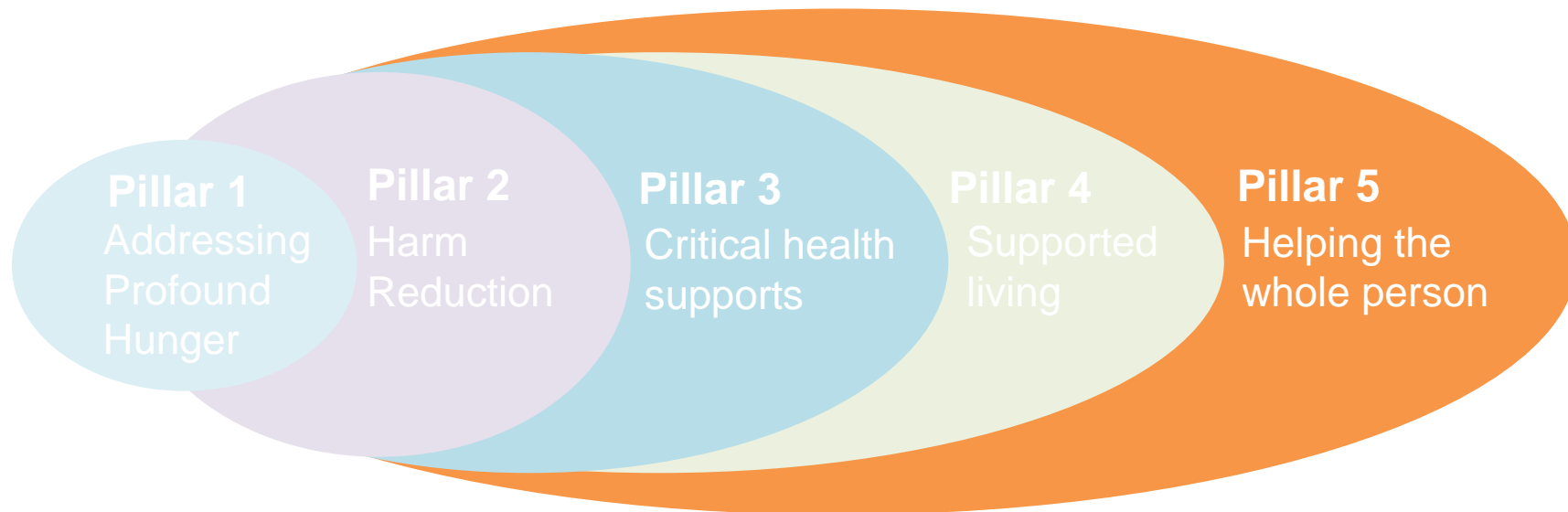
Month	Visits	Visitors	Frequency of Visits/Visitor
January	279	183	1.52
May	398	367	1.08
September	309	280	1.1
3 month average	329	277	1.2



- In an average year, TGP Clothing Boutique receives 4000 visits from Guests.



4.5 Helping the Whole Person



- Computer room visits have increased 20% to 3249 annually.
- Over 40% of guests need TGP Case Workers to assist them in 4 or more areas.
- Empowerment programs have been set up for Guests at TGP in: Social enterprise, Bike repair, Therapeutic arts, Community crafts, and Community gardening.



4.5 Helping the Whole Person

4.5 Helping the Whole Person

- Social Worker to be hired to incorporate Guest's lived experience in all programs and services.
- Develop peer-to-peer supports and expand empowerment program through a lens of enhancing opportunities for personal self esteem and dignity.

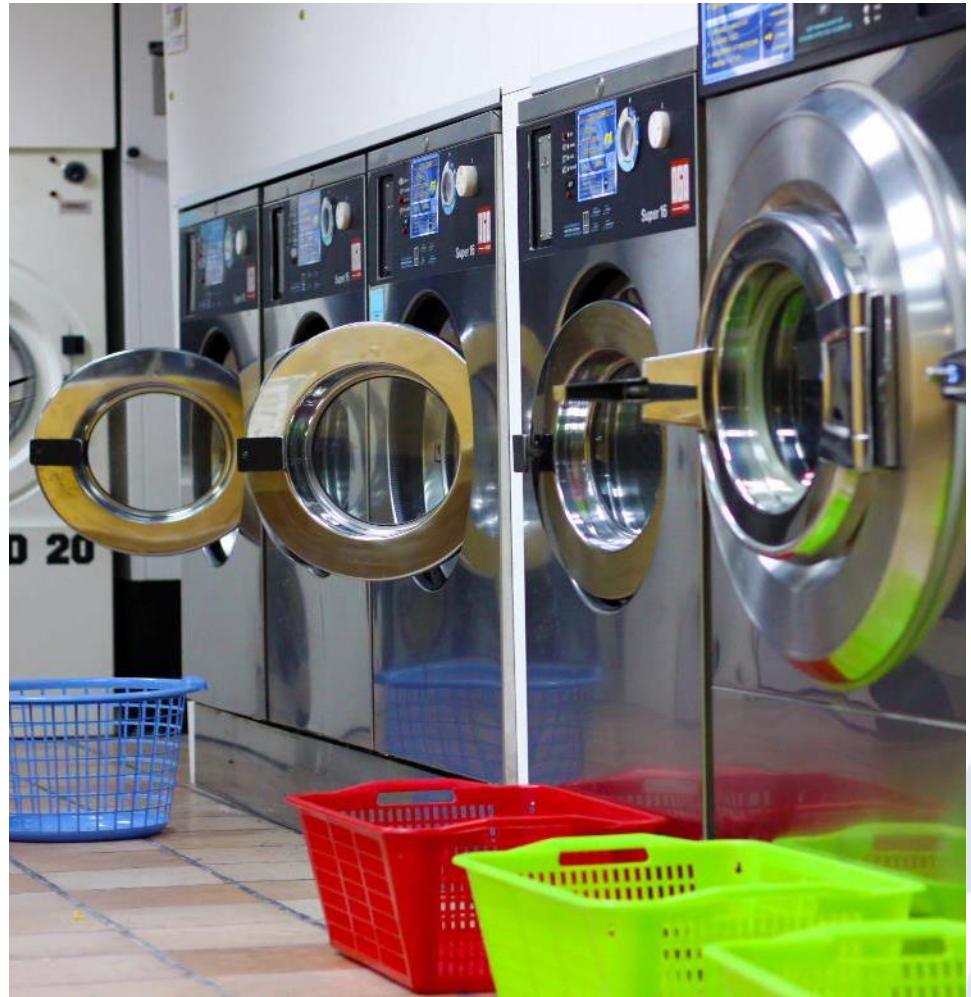


5.0 TGP Case Managers Help Guests in 15 or More Key Life Support Areas

- Income support
- Permanent housing
- Coordinating with Eastern Health for medical
- Dental volunteer clinic
- Coordinating Eastern Health mental health services
- Acquiring bus passes
- Assessing Service Canada and its programs
- Tax assistance through Canada Revenue



- Emergency housing through other agencies
- Coordinating with Addiction recovery agencies
- Food
- Assessing legal services and legal aid
- Assessing laundry services
- Coordinating with other social and Government organizations
- Acquiring clothing etc. from Clothing Boutique



6.0 Typical day of a TGP Case Worker: Saw 9 individuals:

Peter: 42 year old male

Does not have a bed at his apartment

Filled out application for subsidized housing from NLHC

Nicole: 33 year old female

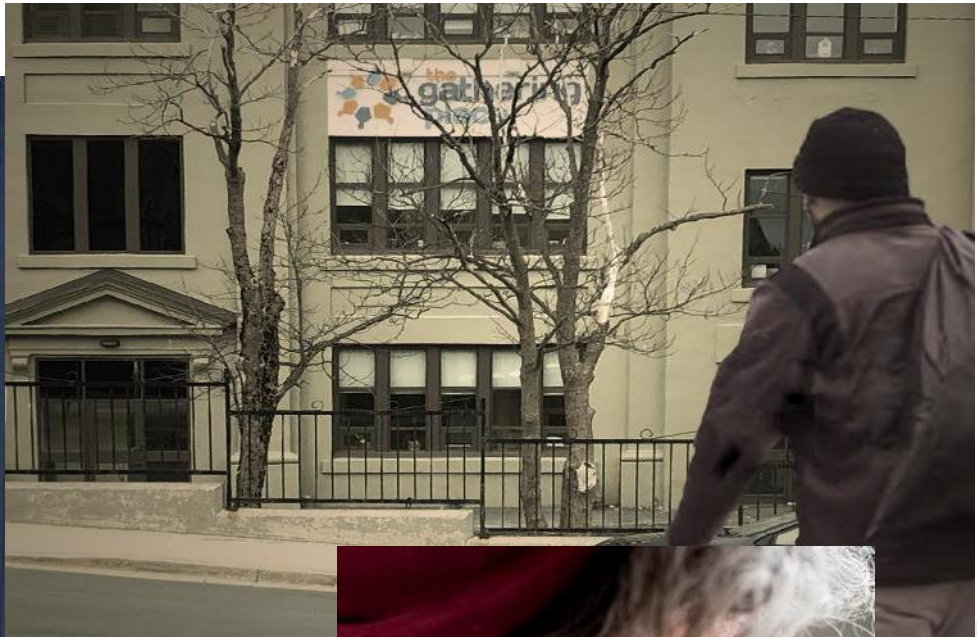
Consulted on getting custody of her children and consulted on trying to get a child's tax benefit.

Sal: 60 year old male

Has cuts and bruises on face. Robbed and assaulted at shelter he was staying at. Arranged for a landlord to house him.

Samantha: 28 year old female

Under house arrest for 2 months. Got her a donated phone.



6.0 Typical day of a TGP Case Worker (continued):

Jerry: 55 year old male

With the increase in his power bill has only \$20 biweekly available. Trying to get additional benefits from government agencies for Jerry to live on.

David: 45 year old male

Left workforce 2 years ago due to injury, currently on income support, wants to return to work , connected him to Murphy Centre.

Esther: 32 year old female

Has no current address and cannot get support cheques. Arranged for cheques to be sent to TGP where Esther can pick them up.

Christopher: 67 year old male

Has mobility issues assisted by Case Worker to put together a GOBus application.

Karen: 31 year old female

Helped her get dentures through MCP low income dental program.

7.0: Summary

- The number of marginalized Guests at TGP are increasing dramatically.
- The number of services these Guests require is increasing dramatically.
- ON SITE access to critical support services increases Guest usage substantially.
- The care Guests receive is crisis-driven
- TGP is expanding both services and days to meet this critical need



The Differences We Can Make

Medical Clinic

20 patients/day, 3,000/year
Reduces emergency room visits & hospitalization

Foot Care Clinic

20 patients/week, 1,000+/year
Reduced amputations, reduced emergency room visits

Counseling

7 patients/day, 1,000+/year
Acute addictions counseling, psych assessments

Housing Access

20 guests/day, 1,000 cases/year
Access conduit to other services, reduction in homelessness


Supported Living

20 cases/day, 5,000+/year
Enables guests (who would normally struggle) to self manage, and helps them to navigate “the system”

- More than ever we need donations and volunteers to help these vulnerable members of our community.
- Need relevant organizations to work together to maximize resources to help this group.

Our Community Resource Network Includes...





KINDNESS WANTED



the
gathering
place

Thank you for your time

KINDNESS WANTED



the
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