

CITY OF HAMILTON

City Manager's Office

TO: Mayor and Members General Issues Committee	WARD(S) AFFECTED: Ward 4
COMMITTEE DATE: April 3, 2013	
SUBJECT/REPORT NO: Neighbourhood Development Strategy - Community Networker (CN) Pilot Project (CM13001(b)) (Ward 4)	
SUBMITTED BY: Chris Murray City Manager	PREPARED BY: Paul Johnson (905) 546-2424 ext 5598 Lisa Zinkewich (905) 546-2424 ext 2297
SIGNATURE:	

RECOMMENDATION

- (a) That the City of Hamilton enter into a partnership with the Hamilton Family Health Team, the McQuesten Community Planning Team and the Hamilton Community Foundation, to implement a pilot project that will lead to the hiring of a Community Networker that will work with residents in the McQuesten neighbourhood and a family practice located in that neighbourhood to improve the health and social outcomes of individuals and families;
- (b) That \$25,000 of the Neighbourhood Strategy Fund be provided to the Hamilton Family Health Team to assist in the delivery of this initiative; and,
- (c) That the City Manager be authorized to execute an agreement between the City of Hamilton and the Hamilton Family Health Team, in a form satisfactory to the City Solicitor, to implement the above recommendations.

EXECUTIVE SUMMARY

Report CM13001(b) highlights a unique opportunity to extend the relationship primary care providers have with their patients to better assist residents in the McQuesten neighbourhood in accessing resources (to address the social determinants of health) and to offer them opportunities to be increasingly socially connected within their neighbourhood.

The City of Hamilton, the McQuesten Community Planning Team, the Hamilton Family Health Team (HFHT) and the Hamilton Community Foundation are proposing to develop a formal partnership to pilot an innovative approach to improve both health and social outcomes for McQuesten residents. Through a partnership with a neighbourhood family practice site, Dr. Keith Lummack's practice, patients and/or families will be identified that would benefit from having a skilled nurse – called the Community Networker (CN) – assist them in articulating their needs and developing and implementing a plan to address them. The CN is a unique role combining clinical skills in assessing and addressing: physical and mental health, social determinants of health, community development, advocacy and evaluative research and will work closely with the practice, the neighbourhood planning team and the range of services available.

Although there are community services to assist people with food, housing, education, employment and income security, as well as with their social needs for recreation and connection, engagement with these services for some, is difficult. Until now primary health care has not been formally linked to the neighbourhood development work underway in the City of Hamilton. In addition to building bridges between primary care and community supports by assisting individuals to engage with the broadest range of services to enhance their health and well being, this pilot will be evaluated and researched to explore:

- What can Primary Care contribute to neighbourhood health renewal?
- What is the responsibility of Hamilton Family Health Teams (HFHT) regarding social and health inequities?
- How the introduction and addition of a Community Networker changes the ability of the HFHT and the McQuesten Community to meet the needs of patients and families.

The City of Hamilton would contribute \$25,000 to this pilot project. This investment would leverage an additional \$75,000 (\$50,000 from the HFHT and \$25,000 from the Hamilton Community Foundation) to cover the total cost of this project. The results of this pilot project will influence how resources from the HFHT could be re-allocated in the future to sustain this project in the future should the outcomes be favourable.

This pilot project would begin in May 2013 and run for one year. The outcomes of the one year pilot and related evaluation will be shared with community stakeholders, municipal decision-makers, and health care practitioners to assist in integrating this best practice based approach to support continued and future implementation of this role and

program with the alignment of services to better meet the needs of those accessing the services.

Alternatives for Consideration – None

FINANCIAL / STAFFING / LEGAL IMPLICATIONS (for Recommendation(s) only)

Financial:

This report recommends that \$25,000 be used from the Neighbourhood Strategy Fund to support the Community Networker pilot project. The total budget for this pilot project is \$100,000. This investment will leverage investments of \$50,000 from the HFHT and \$25,000 from the Hamilton Community Foundation, all in support of this project.

Staffing:

Staff that are currently involved in the Neighbourhood Development Initiative will partner with the HFHT, the McQuesten Community Planning Team and the Hamilton Community Foundation to support this work. No additional City of Hamilton staff resources would be required. The CN will be employed by the HFHT.

Legal:

A funding agreement satisfactory to the City Manager and the City Solicitor will be prepared by Legal Services prior to the release of any funds.

HISTORICAL BACKGROUND (Chronology of events)

Table 1 highlights the chronology of events from the establishment of the Neighbourhood Development Strategy Office to today.

Table 1 – Neighbourhood Development Strategy Timeline

Date	Report	City Milestone
Sept. 2010	Staff Report CM09021a/ CS10091	Creation of the Neighbourhood Initiative with a focus on a) improving “Code Red” neighbourhoods; and b) better integration and focus between the City and community actions at a neighbourhood level.
May 2011	Staff Report CM11007	Approval of the components of the Neighbourhood Development Strategy
July 2011	Info Update	Identified the neighbourhood selection criteria and initial neighbourhoods. Neighbourhoods selected for 2011/12 included Keith (Ward 3), Stinson (Ward 2) and the Stadium

		“precinct” (Ward 3). Neighbourhoods selected for 2012/13 initiation included Beasley (Ward 2), McQuesten (Ward 4) and Rolston (Ward 8). In addition, through the partnership with the Hamilton Community Foundation (HCF), 5 additional neighbourhoods to be supported through this initiative (for a total of 11).
Feb. 2012	Info Report CM11007(b)	Details provided in regards to progress made to date, overall Neighbourhood Development Strategy deliverables, governance structure, research and evaluation plan and costs.
June 2012	Info Update	Year one progress update highlighting quick-wins and next steps.
Sept. 2012	Staff Report CM12013	Endorsement of the Neighbourhood Action Plans for Keith, Stinson, Beasley and McQuesten.
Jan. 2013	Staff Report CM12013(a)	Endorsement of the Neighbourhood Action Plans for Riverdale and Davis Creek (formerly known as Quigley Road).
Feb. 2013	Staff Report CM13001	Neighbourhood Development Strategy Initiative – Hamilton Home Renovation Partnership Project
March 2013	Staff Report CM12013(b)	Endorsement of the Neighbourhood Action Plan for South Sherman.
April 2013	Staff Report CM13001(b)	Neighbourhood Development Strategy Initiative - Community Networker (CN) pilot project

POLICY IMPLICATIONS/LEGISLATED REQUIREMENTS

n/a

RELEVANT CONSULTATION

The work proposed will be undertaken by an interdisciplinary and cross-jurisdictional team including clinicians, established and junior scientists, administrators and decision-makers from health (Hamilton Family Health Team), the community (McQuesten Community Planning Team), the staff from the City of Hamilton Neighbourhood Development Office and McMaster University (School of Nursing). All of these partners have been consulted in the development of the proposed pilot.

ANALYSIS / RATIONALE FOR RECOMMENDATION

(include Performance Measurement/Benchmarking Data, if applicable)

People often bring both their social and health needs to their family doctor’s office. For some who experience social isolation and marginalization, the relationship with their doctor’s office may be one of the few long standing relationships of trust that they have.

Although there are community services to assist people with food, housing, education, employment and income security, as well as with their social needs for recreation and connection, engagement with these services for some, is difficult. Until now primary health care has not been formally linked to the neighbourhood development work underway in the City of Hamilton.

In combination with work already underway as part of the Neighbourhood Development Strategy, a unique opportunity is present to extend the relationship primary care providers have with their patients to better assist residents in accessing resources (to address the social determinants of health) and to offer them opportunities to be increasingly socially connected within their neighbourhood. The basic premise is that many people won't connect with services on their own, but if their trusted primary care provider offers direct assistance they may be able to access the resources they need.

The City of Hamilton, the Hamilton Family Health Team (HFHT), The Hamilton Community Foundation and the McQuesten Community Planning Team are proposing to develop a formal partnership to pilot an innovative approach to improve both health and social outcomes for McQuesten residents. One HFHT family practice site, Dr. Keith Lummack's practice, serving the McQuesten neighbourhood, will serve as the primary care pilot site. The practice will identify patients and/or families who have unaddressed social needs and who would benefit from having a skilled nurse, called the Community Networker (CN), to assist them in articulating their needs and developing and implementing a plan to address them. The CN is a unique role combining clinical skills in assessing and addressing: physical and mental health, social determinants of health, community development, advocacy and evaluative research and will work closely with the practice and with the neighbourhood planning team and the range of services available.

Evaluation of this project will be undertaken by McMaster University and will have three distinct components. The first phase will involve a literature review which will serve to inform the development of the intervention as well as the next two components. The second will focus on the narratives or stories of participants utilizing this service and the third on the interactions of the CN in relation to implementation and impact on health care professionals, primary care and community service providers. Evidence from all components will be collected and analyzed to support continued and future implementation of this role and program, alignment of service provision, and ability to meet the needs of those accessing services.

The McQuesten neighbourhood has been chosen for the pilot for several reasons. It is home to approximately 7000 people. It is a diverse neighbourhood and has significant health and social inequity. Approximately half of the housing stock in the neighbourhood is affordable housing. There are a large number of recent immigrants and refugees within the neighbourhood. Children are a large part of the McQuesten

neighbourhood with 31% being younger than 20 years old. McQuesten's child poverty rate is 75% almost triple the rate for the city as a whole. Thus the social determinants of health are intimately connected to the poorer health outcomes of the residents of this neighbourhood. While there are these many challenges, the McQuesten neighbourhood is also a vibrant, well organized community with many years of experience in planning and community development. These strengths lend to being able to develop the strong partnerships necessary for the success of the pilot. The McQuesten neighbourhood is also one of the priority neighbourhoods for investment through the City of Hamilton's Neighbourhood Development Strategy.

ALTERNATIVES FOR CONSIDERATION

(include Financial, Staffing, Legal and Policy Implications and pros and cons for each alternative)

None.

ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN:

Strategic Priority #1

A Prosperous & Healthy Community

WE enhance our image, economy and well-being by demonstrating that Hamilton is a great place to live, work, play and learn.

Strategic Objective

1.5 Support the development and implementation of neighbourhood and City wide strategies that will improve the health and well-being of residents.

Strategic Action

- (i) *Complete the development of Neighbourhood Action Plans in selected priority neighbourhoods and complete a funding strategy to guide how the City of Hamilton will support the implementation of Neighbourhood Action Plans.*

APPENDICES / SCHEDULES

None