

## **Appendix C**

### **Case Studies of Effective Interventions**

- Client connected with voice mail service. Used voice mail for job search concurrent with move to new apartment. Client reported in September that he was off OW as he was earning over \$800 a month and was settled in new apartment. Had not panhandled since move to housing and securing employment.
- Client housed with agency and in a wheelchair. Identified panhandling primarily as a social activity. Requested assistance completing Assistive Devices Program application for motorized scooter. Has not panhandled since September.
- Client housed with agency. Has chronic illness. Confirmed ODSP special diet and connected to agency employment resources. Client was seeking meaningful activity to avoid boredom and depression.
- Client lived in Scarborough in subsidized housing. Reported that police had broken down his door while searching for guns as they had the wrong apartment. Needed food for pet cat. Client connected to ODSP and Scarborough Housing Help to mediate property repairs. Repairs completed and client supported in getting additional resources for cat.
- Couple in dispute with trustee over disbursement of funds from criminal injuries settlement. Requested assistance with ODSP to get woman added to man's benefit unit.
- Client recently released from jail, quite intoxicated. Requested assistance getting to detox.
- Client on ODSP, \$930 a month. Pays \$450 a month for private market shared accommodation and panhandles for basic needs. Connected to agency to meet basic needs instead of panhandling.
- Client needed assistance to complete taxes. Then started working and identified he would stop panhandling with commencement of employment.
- Client was panhandling for food money. Connected to agency lunch program.
- Client was protesting outside Mount Sinai hospital. Says his friend had made him 'next of kin' prior to his death, but the doctor's were refusing to give him the estate. Had ODSP issues, and once resolved he ceased panhandling.
- Client assisted in connecting with physician to complete ODSP application. Medical involvement uncovered numerous health issues that were being addressed. ODSP application completed.
- Client was housed and a heavy drinker. Lost housing due to alcohol related charges and moved under a bridge. Referred to Streets to Homes for follow-up. Stopped panhandling while working to get re-housed.