

EMBRACING *Change* AND ACHIEVING *Success* FOR ALL



Check your assumptions at the door: Serving high risk/high need residents in Permanent Supportive Housing

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www.fchonline.org

The Florida Pilots

The Solution that Saves, Duval County Coalition Lift Program, Miami-Dade County

- Special appropriation to Florida Housing Finance Corporation to fund permanent supportive housing
- Three pilot sites selected – Duval, Miami-Dade and Pinellas Counties
- Determine benefits of providing permanent supportive housing - affordable housing linked with voluntary, individualized supports - to “high utilizers” of crisis services
- Each pilot site was identified in a community with a comprehensive and coordinated approach to identifying, assessing, prioritizing, and serving chronically homeless persons with significant needs
- Each Pilot site was required to partner with a qualified researcher

Ability Housing

Mission:

Building strong communities where everyone has a home



Vision:

A society where housing is a right, not a privilege; and all individuals have safe, affordable housing in vibrant communities



How:

- ~ Develop & operate affordable rental housing
- ~ Administer rental assistance
- ~ Partner with others to provide individualized support services



Ability Housing



Northeast Florida

29 rental homes and four apartment communities in Jacksonville; fifth under construction

Provide rental assistance to over 100 formerly chronically homeless households access market housing



Central Florida

Two apartment communities under construction in Orange County; another to begin construction later this year in Osceola County



Other Projects

Assisting a Jacksonville nonprofit to construct a 22-unit property; and a St. Petersburg nonprofit construct two 30-unit properties in Pasco County



MISSION

Carrfour's mission and vision is to **confront homelessness** by developing affordable housing and providing **supportive services** as a pathway to self-sufficiency. We are guided by a vision where everyone has safe and decent housing and is self-reliant.



**More than \$300
Million invested
and over 10,000
men, women and
children served.**



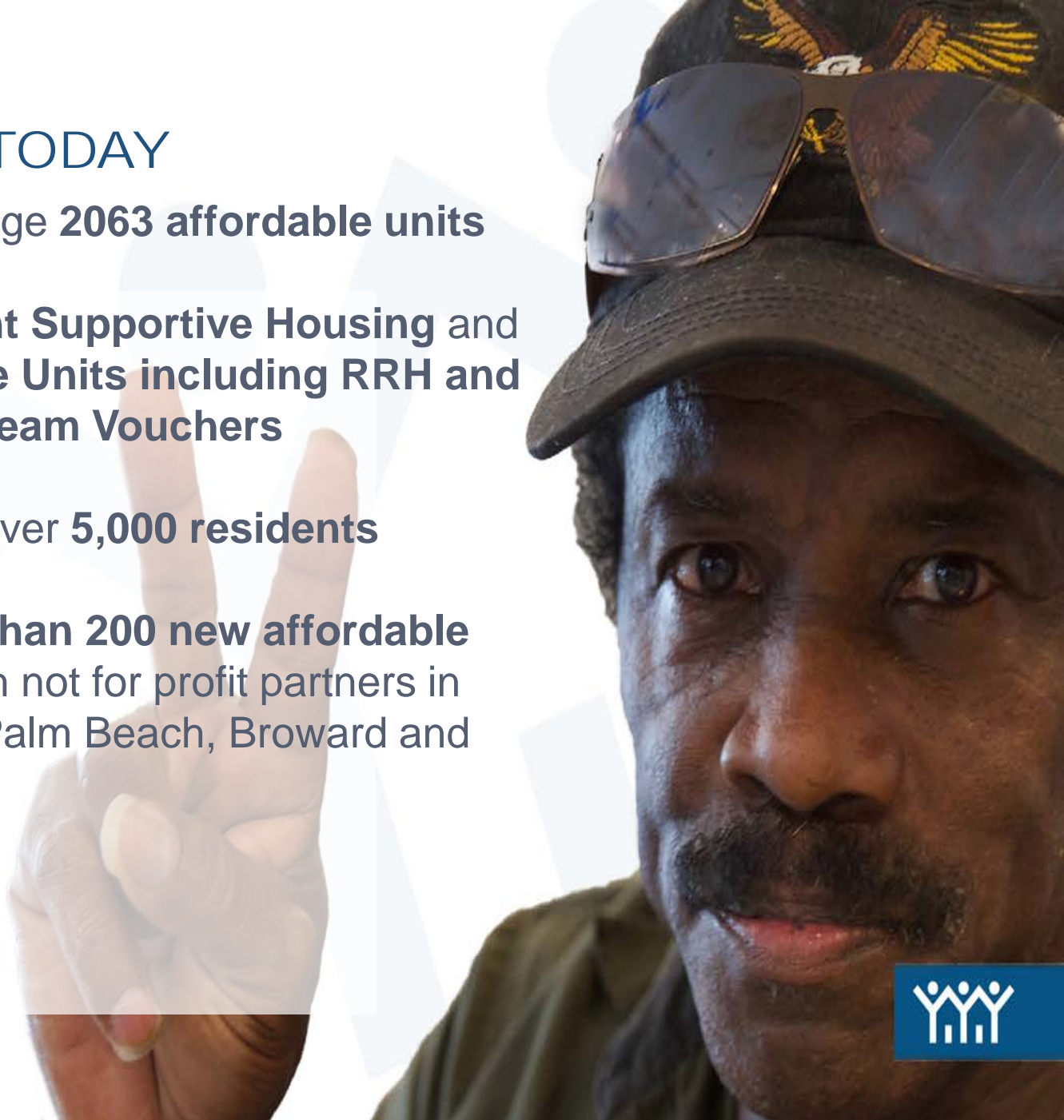


**Nineteen
communities
completed and five
in development.**



CARRFOUR TODAY

- Develop and manage **2063 affordable units**
- **800** are **Permanent Supportive Housing** and **176 Scattered Site Units** including **RRH** and **Section 8 Mainstream Vouchers**
- Currently serving over **5,000 residents**
- Developing **more than 200 new affordable housing units** with not for profit partners in Melbourne, West Palm Beach, Broward and North Miami



The Solution That Saves

- All pilot participants were extremely low-income and “high-utilizers” of crisis services for whom homelessness and housing instability were contributing factors.
- “High utilizer” refers to persons with chronic health conditions who frequently cycle through costly publicly funded systems of care.
- Of the total 92 participants initially enrolled in the study, 90 had at least one documented disability and were formerly chronically homeless.
- Of the 92 participants initially enrolled in the study, 77 remained in housing at the end of the two-year evaluation. This represents a housing stability rate of 90%.

Village on Wiley

Construction



After



43 units
11 residential buildings
Clubhouse with
computer lab
Onsite laundry facilities
Onsite support services

Coalition Lift Program

- The target populations of high need/high utilizers in **Miami-Dade County** were identified by layering data regarding interactions with public crisis and institutional systems, linking individuals across these administrative and primary data sources to create a master index (of a total of **800** individuals)
- Participants were placed in three groups
 - **Group 1: Coalition Lift (Building):** 34 Individuals
 - Group 2: **Other Permanent Housing:** 35 Individuals
 - Group 3: **No Housing:** These individuals declined housing intervention or will be placed on waitlist once as the Group 1 and Group 2 units are filled. (active and passive refusal of housing)
-

CONTRIBUTORS TO THE COALITION LIST

**Miami-Dade County Homeless Trust
CoC's Homeless Management
Information System (HMIS)**

High Scores VI-SPDAT & Length of Stay in Homeless System

**Miami-Dade County Criminal
Court System**

Homeless Persons with high rate of jail stays, bookings, and jail diversion programs

**Jackson Memorial Hospital (JMH)
– Public funded hospital**

Highest rate of emergency room visits/costs

**South Florida Behavioral Health Network
(SFBHN) – Managing entity for
Department of Children and Families
(DCF) and Substance Abuse Programs**

High utilization of Behavioral Health/Substance Abuse services

**Local Homeless Outreach Teams
(Miami-Dade/Miami Beach)**

Chronic Homeless Population



Coalition Lift Program





The Apartment...

COALITION LIFT SNAPSHOT

Awarded: 2014

Opened: April 2017

Property Type: Rehab

Units: 34 at or below 33% AMI

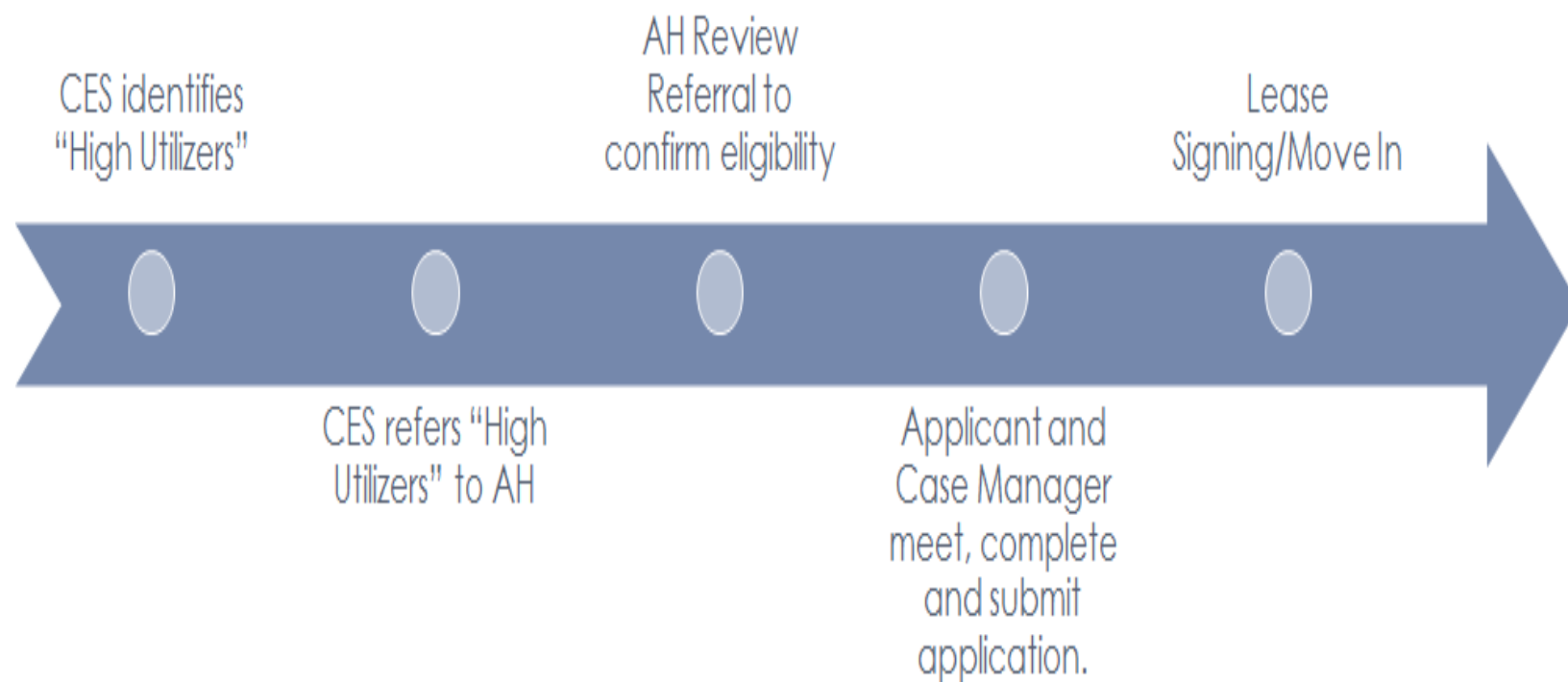
Rehabilitation Period: 10 Months

Multi Agency Services Team on site



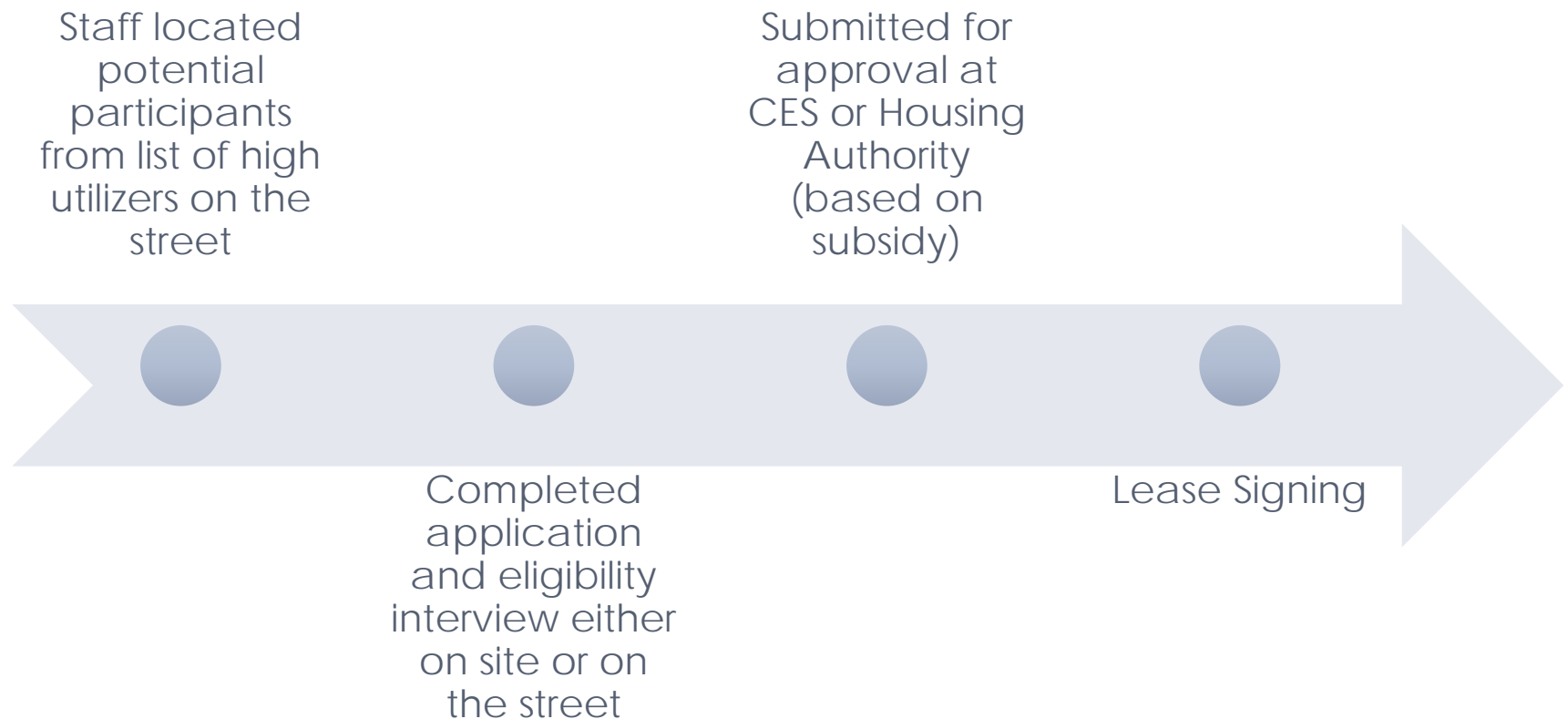
The Solution That Saves

How Pilot Participants Enrolled:



Coalition Lift Program

How Pilot Participants Enrolled:



ENGAGEMENT



Carrfour Case Managers went out with the Homeless Outreach workers to meet homeless individuals.

Became part of the outreach team working with the person and focused on developing trust and building rapport



Support Services at Ability Housing

- Recovery Peer Support Specialists
- SOAR Case Management
- Education/Employment (Programming and Partnerships)
- Access to Care through partnership with FQHC's, SUD Treatment Providers and other free/low cost providers

COALITION LIFT SERVICES

- Modified Assertive Community Treatment (ACT)
- Intensive Case Management
- Motivational Interviewing (Stages of Change)
- Trauma Informed Care and Harm Reduction
- Nursing case management services onsite
- Peer Support Specialist (7 days a week)
- Food, Electricity and Transportation Assistance



ADDITIONAL SERVICES

- Targeted Case Management Services
- Mental Health Services
- Substance Abuse Services/Relapse Prevention
- Health and Wellness Activities
- Recreation/Community Building Activities
- Security
- Employment and Training, SOAR Applications
- Emotional Support Pets



COMMUNITY ENGAGEMENT



- Health Related Activities
- Exercise
- Nutrition
- Cooking Classes
- Self-Grooming



PEER SUPPORT SPECIALIST



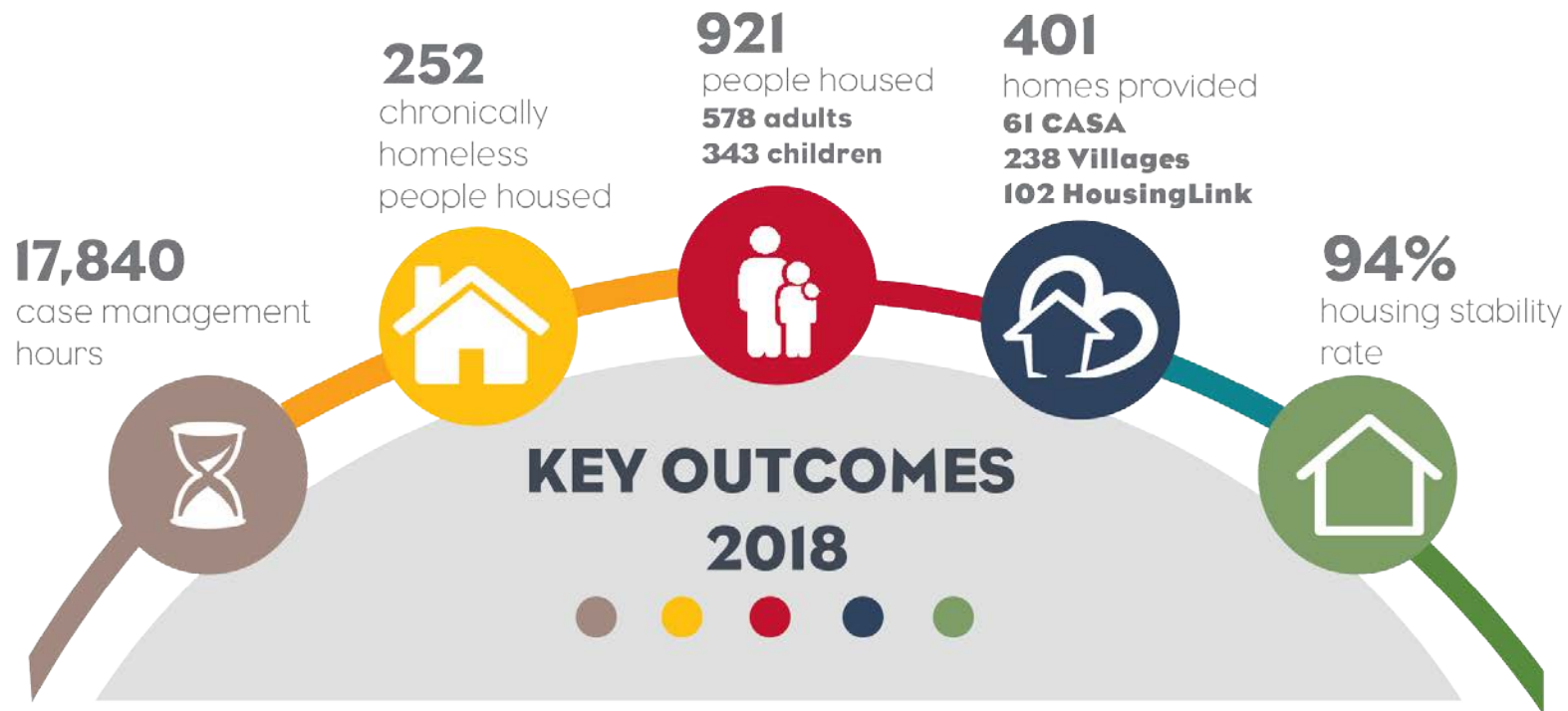
COMMUNITY ENGAGEMENT



The Florida Pilots

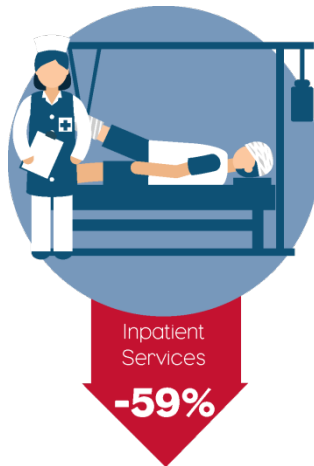
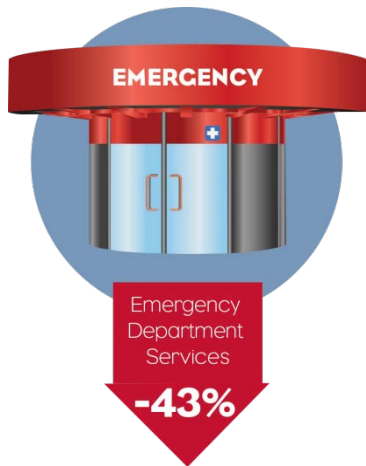


Ability Housing Key Outcomes – 2018



The Solution That Saves

Decreases in Healthcare Costs



The Solution That Saves

Decreases in Criminal Justice Costs



down
65%

Arrests and bookings two-years prior to housing totaled **\$74,256** (84 arrests). After housing, the cost fell to **\$25,636** (29 arrests), a reduction of **65%**.



down
72%

Days spent in jail two- years prior to housing totaled **\$123,447** (2,053 days). After housing the cost of fell to **\$34,274** (570 days), a reduction of **72%**.

Total savings for
arrests, bookings and jail time

\$137,792

The Solution That Saves

Impact on Participants

90% maintained stable housing - even though all participants were identified as highly vulnerable with complex problems*

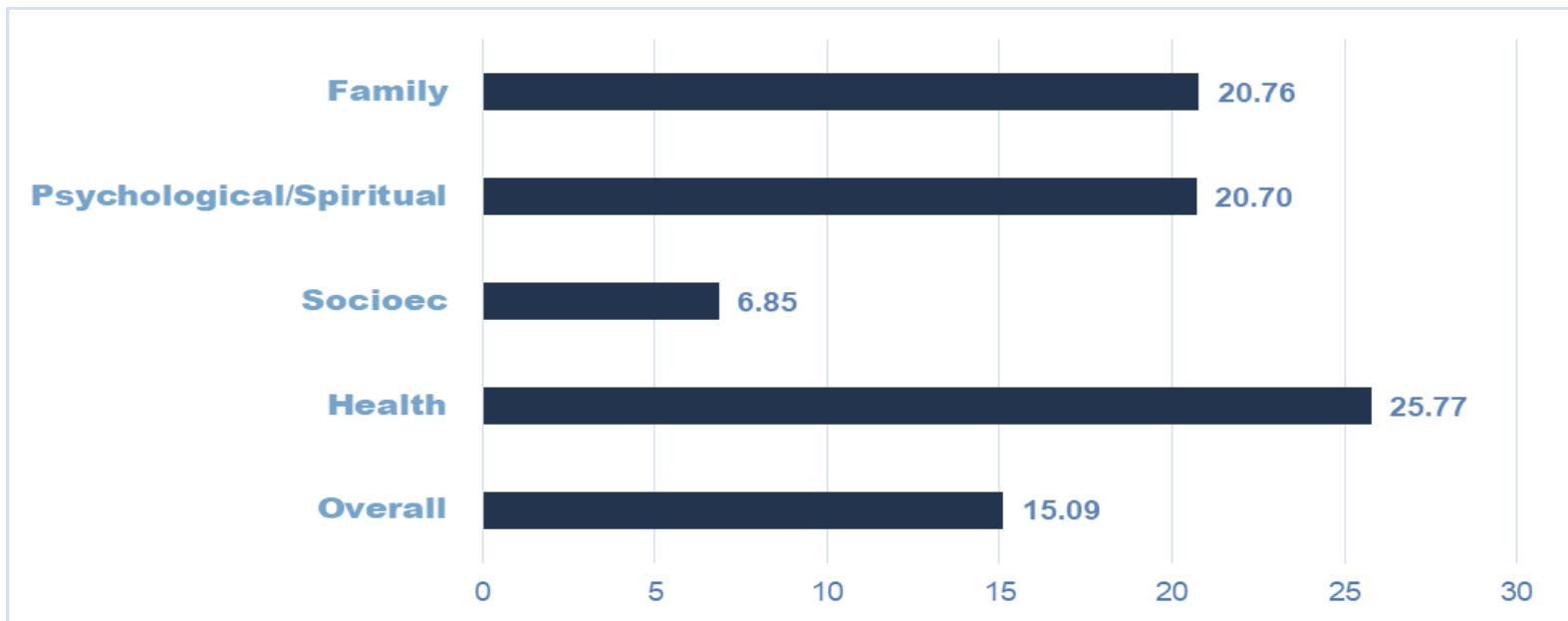


77.3% of participants reported at least one aspect of Quality of Life increased

*Two persons deemed ineligible for the pilot, three persons that were deceased and one person for whom data could not be found were not included in this calculation

The Solution That Saves

Improvement in overall quality of life and mental health.



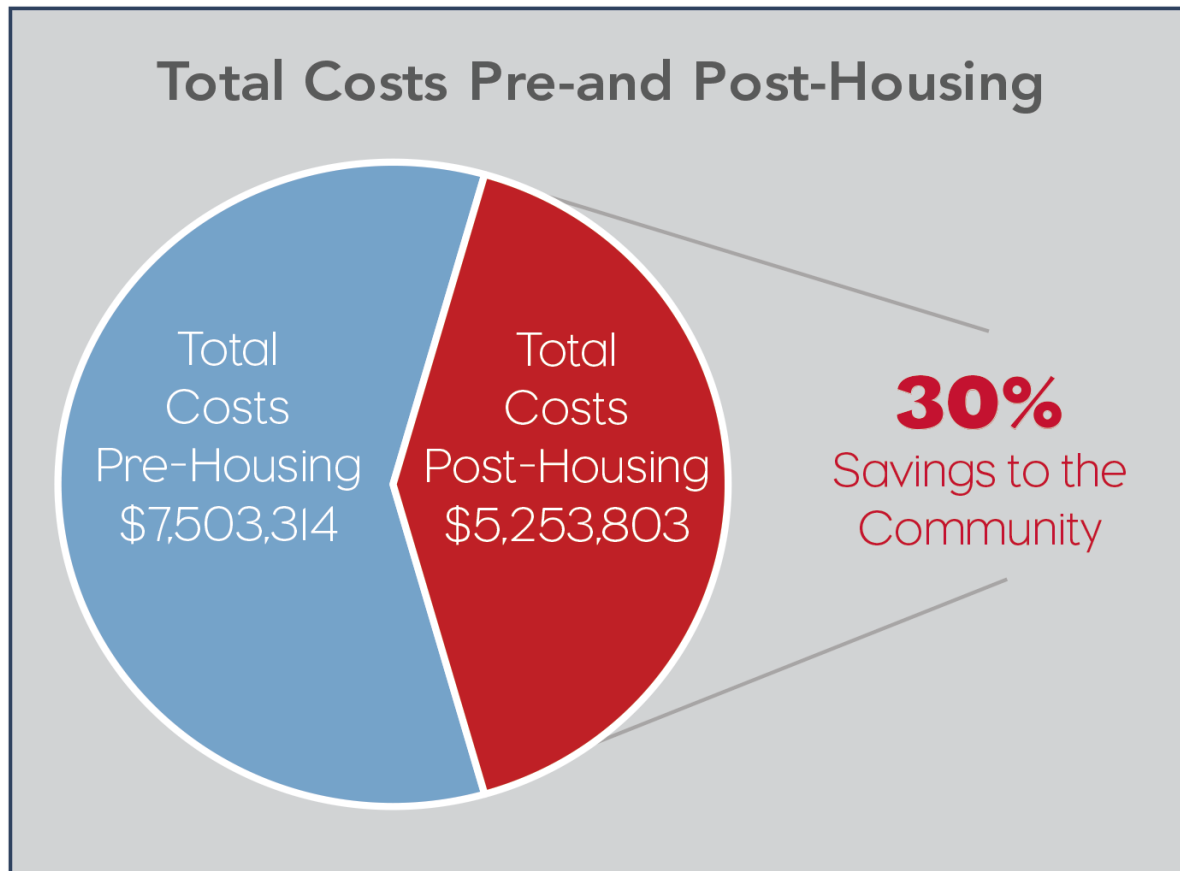
30.9% decrease in Suicidality.

20.0% decrease in Agoraphobia.

19.9% decrease in Drug Abuse/Dependence.

The Solution That Saves

Total Cost Reductions





Hospital Costs by Revenue Center

	Baseline		One Year Follow-up Actual Costs		Change	
Revenue Center	Clients	Cost	Clients	Cost	Clients	Cost
Psychiatric Bed Stay	2	\$1,316	2	\$15,110	0	\$13,794 (1048.2%)
Medical/ Surgical Gyn Stay	3	\$38,487	1	\$7,922	-2	-\$30,565 (-79.4%)
Intensive Care	6	\$69,795	0	\$0	-6	-\$69,795 (-100.0%)
Emergency Room Visits	6	\$29,888	8	\$9,443	2	-\$20,445 (-68.4%)
Observation Room	4	\$970	3	\$2,420	-1	\$1,450 (149.5%)
Drugs/Labs and other Ancillaries (Units)	7	\$32,746	6	\$11,179	-1	-\$21,567 (-65.9%)
Total	7	\$171,963	8	\$46,074	1	\$-125, 899 (73.2%)

Criminal Involvement

- *Overall jail days reduced from 526 days a year prior to being housed to 261 days while housed*
- *A 50% reduction in days in jail*
- *Jail costs one year prior to housing \$105,100 and reduced 50% to \$52,200 after being housed*



Avoiding Homelessness

- The average stay for residents housed in the Coalition Lift program was 342 days compared to 321 days for other housing in the community
- 16% were evicted (unable to return) or abandoned their unit

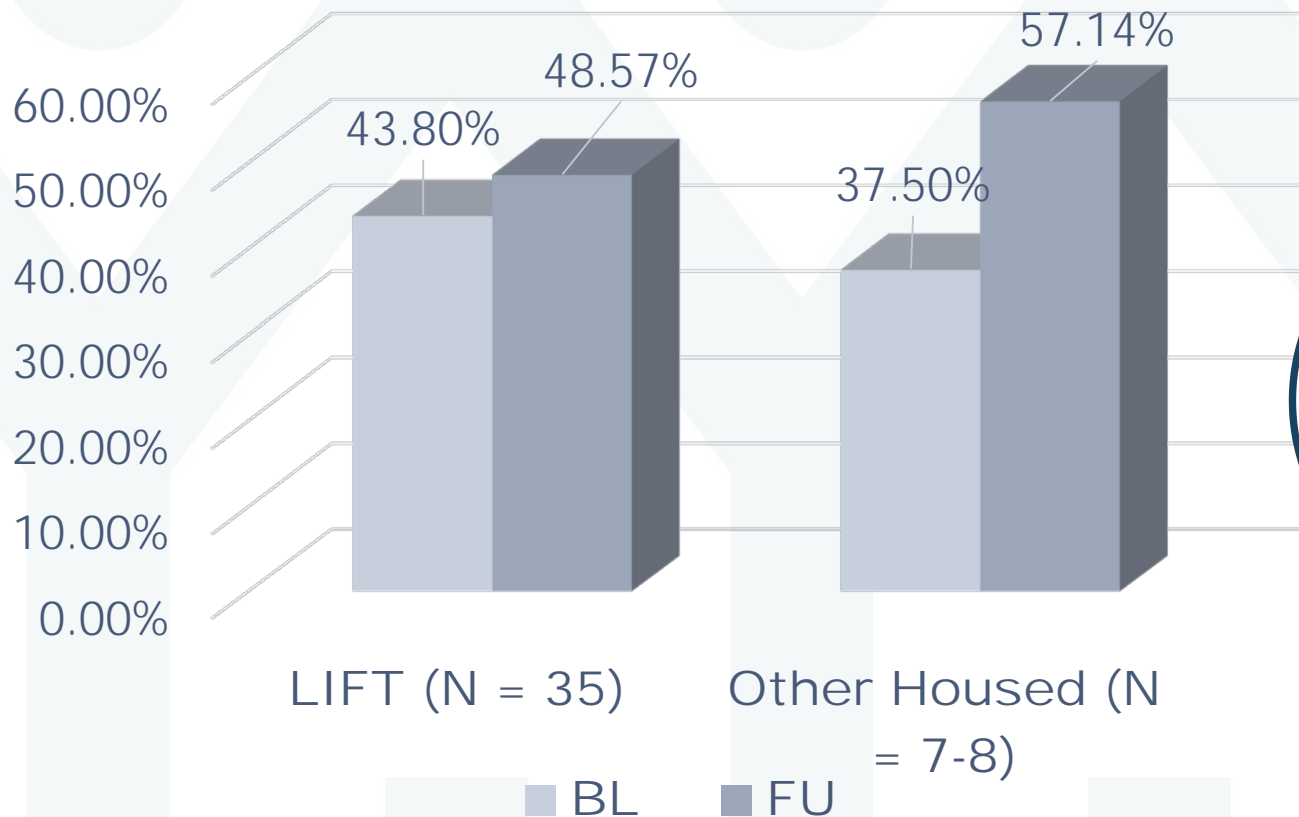


Attaining/Maintaining Income

- On average, income benefits increased by 43.53% as more individuals were receiving benefits
- On average, income for clients in other housing collectively decreased by 27.56%. Although amount of money received from benefits declined, there was a self-report increase in wages earned



RECENT INTERACTIONS WITH SUPPORTIVE FRIENDS AND FAMILY



Both groups showed increased time with social support



WHAT WE DID LEARN

...

We have worked with supportive housing populations for over 20 years and there has been a significant shift in the needs of the individuals served

The Participants in the Study are a microcosm of the referrals to all of the Carrfour programs

The System wide priority is the chronic homeless and highest utilizers/highest needs of the system

Traditional supportive housing services does not work with this population

LESSONS LEARNED FROM PARTICIPANTS

Individuals that were high utilizers for “criminality only” benefited from placement in mixed buildings/community settings

Developing trusting relationships and engagement with residents was longer than 12 months

Individuals were willing to address medical concerns and down-played mental health/substance abuse issues

Efficiency apartments were preferred to 1-bedroom apartments (open space)

Belief that Housing is real, and supports are available and not contingency based is still a struggle

What Works

- All contacts focus on engagement and building trust
- Every interaction comes from a Trauma Informed Care, Motivational Interviewing, and Harm Reduction framework
- Having units move-in ready with furniture, food, household and personal items
- Address medical concerns

What Works

- Minimizing the “treatment focus”
- Peer Specialist Services – 7 days a week
- Creating opportunities for community connections (i.e. recreation activities, health and wellness, food preparation)
- Provide incentives for participation (i.e. food, prizes, gifts)
- Emotional Support Animals

Supervision ... Supervision

- Monthly trainings with staff – Housing First, Trauma Informed Care, Harm Reduction, Motivational Interviewing
- Redefining successes – (i.e. sleeping in the unit, returning home, paying rent, any participation in community activities)
- Crisis intervention
- Transference and countertransference issues

PROGRAM SUCCESSES



MA (#52 of 800 highest utilizers)

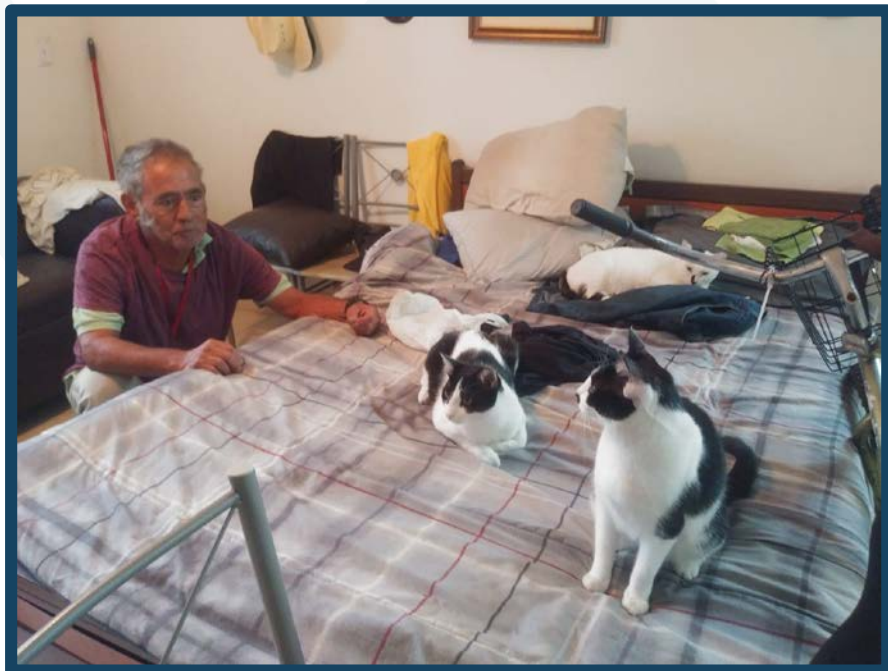
- 61-year-old Cuban male
- Entered the United States on the Mariel Boatlift in 1980
- Street Homeless for over 22 years
- Refused to enter the shelter because he would not leave his dogs
- Extensive substance abuse problem

Miami Herald Article, 2012



PROGRAM SUCCESSES

M.A. Current Status 2019



- Signed his first lease in Coalition Lift 8/30/2017
- Just approved for Social Security Disability Benefits
- Extensive medical and mental health concerns
- Minimal substance use (i.e. alcohol on occasion)
- 4 Emotional Support pets (Cats)
- Daily Peer Specialist supports for daily living
- Active in the community discussions/activities



PROGRAM SUCCESSES



MR (#3 of 800 highest utilizers)

- 49-year-old African American Female
- Been on the street since age 15
- Runaway from Foster Care System
- Homeless in Miami since 2000
- First lease on October 5, 2017, still housed
- Since 2016, 11 arrests prior to being housed
- 6 Arrests since housed at Coalition
- Chronic substance abuse issues



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