

Building Connections: The key to helping tenants thrive



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CONCERN

HOMES HEALTH JOBS

10/15/18



THE BIG PICTURE

- Houselessness often results in disconnection, trauma and broken relationships.
- Supportive Housing is the anchor for reconnecting with community and supports

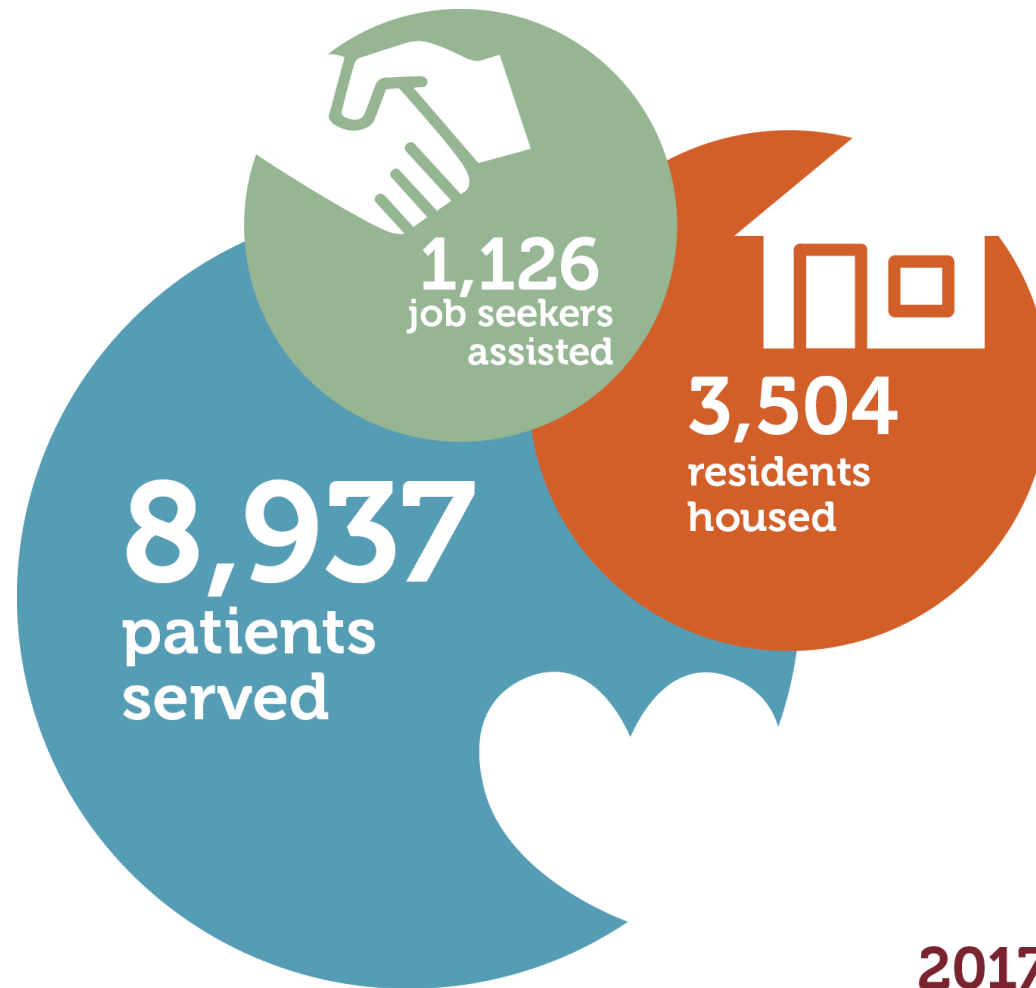


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CENTRAL CITY CONCERN'S SCOPE



2017

**1700 APARTMENTS
IN 24 BUILDINGS**



- Transitional housing
- Permanent supportive housing
- Family housing
- Housing first and harm reduction programs

EMPLOYMENT SERVICES



- One-on-one supported employment services specific to individual and community needs
- Volunteer opportunities that build confidence and work skills
- Training through transitional
- jobs in social enterprises

**13 FEDERALLY QUALIFIED
HEALTH CENTER SITES**



- Integrated primary & behavioral health care
- Community mental health services
- Subacute detoxification
- Inpatient and outpatient recovery services
- Acupuncture & naturopathic treatments
- Pharmacy

SOBERING SERVICES



- Transportation and stabilization services that protect the health and safety of the downtown community
- Harm reduction for individuals experiencing public intoxication



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COMPREHENSIVE SOLUTIONS

Direct access to housing which supports lifestyle change.

Integrated health care services that are highly effective in engaging people who are often alienated from mainstream systems.

HOUSELESSNESS

Individual
Factors

Structural
Factors

Attainment of income through employment and/or accessing benefits.

The development of peer relationships that nurture and support personal transformation and recovery.



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WHAT IS SUPPORTIVE HOUSING?



Combines and links permanent, affordable housing with flexible, voluntary support services designed to help the tenants stay housed and build the necessary skills to live as independently as possible.



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SUPPORTIVE HOUSING IS RELATIONAL

EQUALITY VERSUS EQUITY



In the first image, it is assumed that everyone will benefit from the same supports. They are being treated equally.



In the second image, individuals are given different supports to make it possible for them to have equal access to the game. They are being treated equitably.



In the third image, all three can see the game without any supports or accommodations because the cause of the inequity was addressed. The systemic barrier has been removed.



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CCC BELIEVES IN HOUSING CHOICE: DIFFERENT HOUSING FOR DIFFERENT NEEDS

- **More than 1,700 units total** (additional 376 coming online in the next 9 months)
 - 1,099 units Recovery Housing
 - 604 units Housing First/low-barrier housing
 - 300 scattered site Permanent Supportive Housing units



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SUPPORTIVE HOUSING: CORE RESIDENT SERVICES



Housing Stability

Household Opportunity

Household Advancement

**Supported connections to primary care &
behavioral health**

Care plan & healthy living support



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BUD CLARK COMMONS

- Services at BCC:
 - Housing First philosophy
 - Case Management Staff
 - Housekeeping
 - 24/7 staff support
 - Partnerships
 - Groups and resources
 - Mental Health and harm reduction services



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BUD CLARK COMMONS OUTCOMES

FY 17-18 Outcomes

- 93% of residents in the building enrolled in Health Insurance
- 71% of residents assigned to a Primary Care Provider
- 206 Unique visits related to Eviction Prevention
- 69% of residents engaged with a MH or SUDS provider
- 10 Evictions (Housekeeping, violence, rent, pest control)
- 10 Deaths



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BUD CLARK COMMONS

- What is success in Supportive Housing?
 - Building relationships and feeling heard
 - Any movement in a positive direction
 - Thriving despite challenges

- Sally's story
 - Long history on the streets
 - Freedom to choose, honor self-determination
 - Community supports
 - Medical, mental health, substance abuse



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OLD TOWN RECOVERY CENTER



- OTRC is an outpatient, office-based, specialty mental health clinic with varying levels of outreach capacity.
- Most clients have co-occurring substance use disorder and/or medical concerns.
- Yearly, 650 severely mentally ill people in Portland find solace, stability and engagement at the Old Town Recovery Center.



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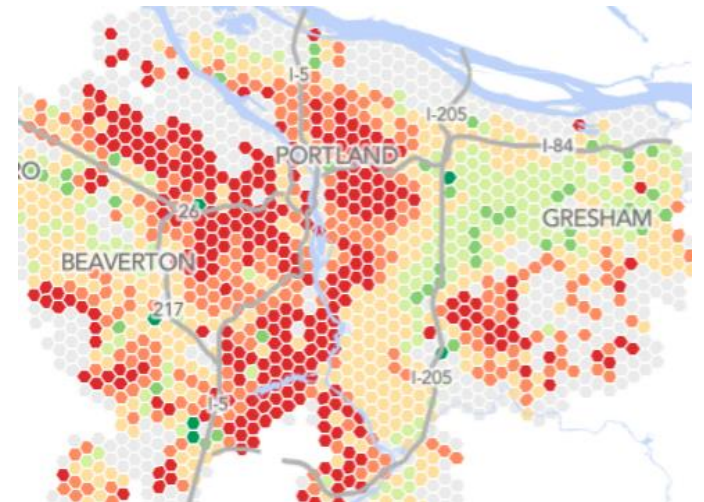
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SCATTERED SITE HOUSING SUPPORTS

Other avenues we utilize to support our clients living with Mental Illness

- Fair Market Housing
- Develop Relationships with:
 - External Partners
 - Supportive Housing Programs
 - Independent Property Management Companies
 - Property owners
- New developments
- Utilizing waitlists for affordable housing



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INTEGRATED HEALTH AND RECOVERY TREATMENT TEAM

IHART:

- **IHART is a Specialty Mental Health Team working in conjunction with primary care providers**
- **IHART is made up of:**
 - **4 Master's level counselors**
 - **1 Case Manager**
 - **Team Coordinator**
 - **Behavioral Health Assistant**
 - **Housing Case Manager**
 - **Employment Specialist**
 - **Psychiatric Providers**
 - **Nurses**

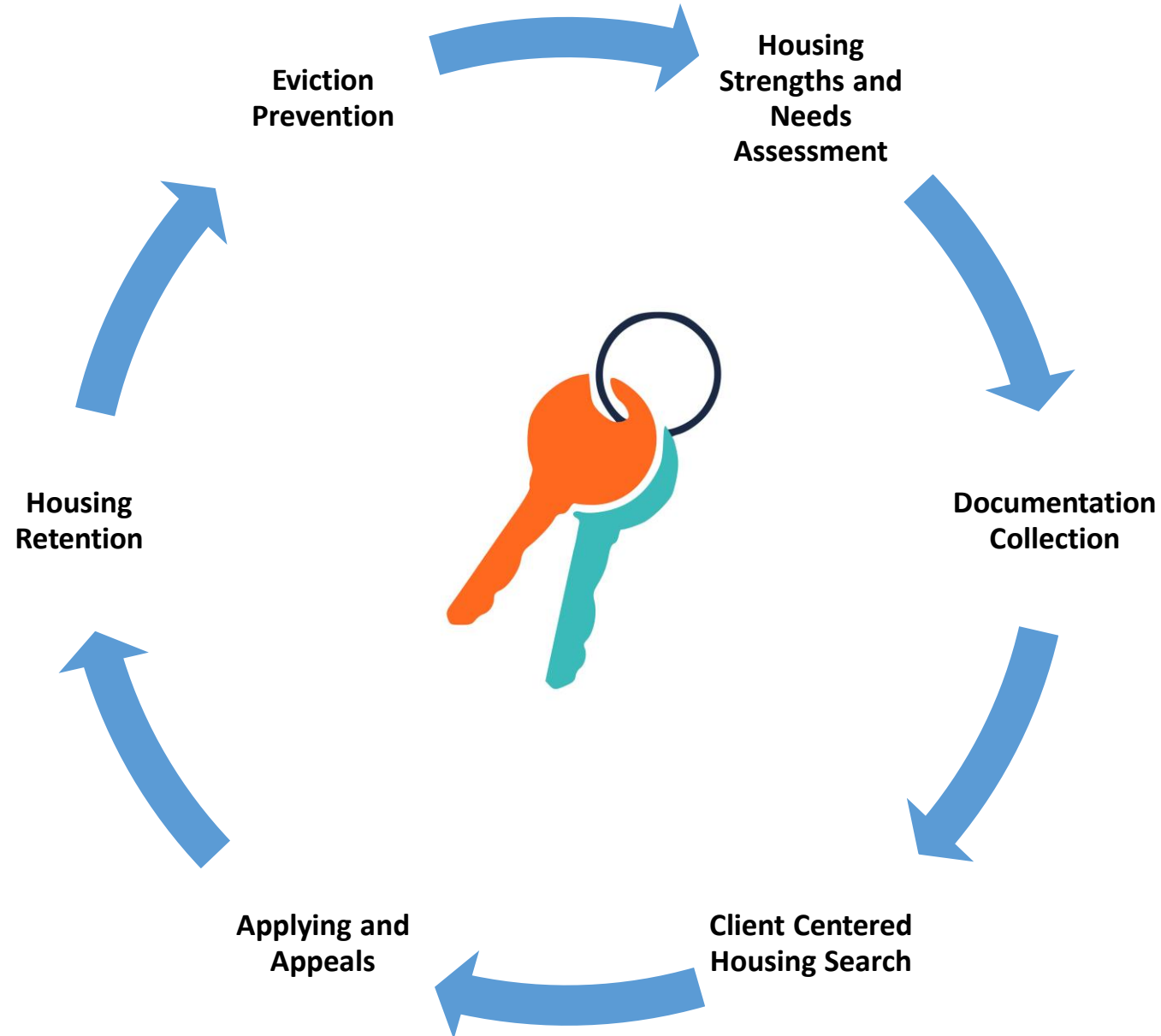


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MY ROLE AS A HOUSING CASE MANAGER



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EQUAL VS EQUITABLE HOUSING

- Equal Housing Practices leads to access
- Equitable Housing Practices leads to success
- Success leads to healthy communities



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MAC'S STORY

- Mac Dee – a true survivor and advocate for the houseless community



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QUESTIONS?

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