

Albuquerque Heading Home (AHH)
City of Albuquerque
 CABHI – PSH
 2-3-14

Community Consortium/Steering Committee

- Steering Committee: Core Vision team comprised of AHH project director, project managers, staff from DFCS, SMHC, AHCH, NM Coalition to End Homelessness, Downtown Action Team, and the project housing specialist.
- Community Consortium: Albuquerque Strategic Collaborative to End Homelessness

Target Population
 Medically vulnerable, chronically homeless with mental health and/or substance abuse needs, ranked as "high need" on the Vulnerability Index (VI) that identifies risk indicators, special population, and disability, substance abuse, and co-occurring disorders. VI conducted as a mass survey of homeless in 2011, 2013 and conducted on an ongoing basis by partners and stakeholders.

Outreach, Referrals, and Registration

- AHH targeted individuals on the 2011 & 2013 survey of individuals living in the street or shelters
- Ongoing referrals from partner agencies (HH, AHCH, SMHC, NM Solutions, hospitals)
- Outreach infrastructure includes partners and other community groups – VA Veteran Outreach Program, First Nations Community Health Source for Native Americans, NM Aids Services, NMDH, Project Echo, Agave, Catholic Charities, Open Skies, and hospitals.
- Screening

Assessment and Intake

- The VI is given at outreach and by case managers and other agency intake personnel.
- Registry prioritizes clients based on health risks and homelessness scores on VI, and is updated on an ongoing basis for clients
- Intake is done when applying for housing

Outreach and Referrals

Intake to Housing/ Enrollment

Case Management (ACT and Comprehensive Case Management)

Service Delivery

SAMHSA Discharge/No discharge from local program

Severe Mental Illness

Assertive Community Treatment (ACT)

- Mental Health ACT Team - NM Solutions
- Interdisciplinary ACT Team provides direct care and links to services
- Services provided 24/7
- Services provided in community-based setting and context of client's life.
- Team provides tailored and responsive mix of services as needed, not predetermined
- Team members collaborate and integrate service provision.
- Health screening (coordinated with AHCH, First Nations, University Hospital)

Co-Occuring Disorders

Comprehensive Case Management SMHC +AHCFH

- Support in navigating and accessing services and resources
- Expedited access and entry to housing and care
- Client directed priorities
- Therapeutic working alliance
- Smaller caseloads
- Enrollment (with the support of SOAR) in General Assistance, SNAP, Medicaid, SSI/SSDI, TANF, Veterans Benefits, Income supports
- Data collection -GPRA, costs, process

Housing Supports

- Rapid connection to permanent housing independent of other services
- Home team volunteers to support transition to housing
- Furniture
- Moving
- Home visits
- Third party payee

Treatment/Services

- Screening
- Counseling (Individual outpatient counseling)
- Detoxification center (Turquoise Lodge), Substance Abuse counseling
- Mental Health pharmacotherapy
- Health Clinic, primary care providers
- Psychosocial rehabilitation
- Dental services
- UNM expansion
- Comprehensive recovery team
- Home therapy
- Art therapy

Other Services

- Life Skills
- Social Skills
- Educational support
- Employment
- Voluntary supportive services
- Vocational training (Goodwill)
- Transportation, bus passes
- Peer-to-Peer support to increase social connections (Volunteers)
- Field Trips
- Clothing bank
- Mail service and long-term storage

Housing Intake
 Outreach will be carried out in the current systems as well as in areas where homeless may stay. Case managers will join the outreach team to engage participants to streamline referral to project housing and other PSH county housing.

Transitional housing
 Used only while awaiting PSH

Permanent Housing All Scattered Housing

SHCNM (Housing First)
 AHCFH (Shelter Plus Care)
 SMHC – (Shelter Plus Care)
 TLS (Shelter + Care)
 Section 8

SAMHSA Discharge

- Incarcerated more than 3 years
- Left Albuquerque
- No longer working with a case manager

Key

AHH = Albuquerque Heading Home
 SHC = Supportive Housing Coalition of New Mexico
 SOAR = SSI/SSDI Outreach, Access, and Recovery
 AHCH = Albuquerque Health Care for the Homeless
 VI = Vulnerability Index

TSL- Transitional Living Services
 COAST= Crisis Outreach and Support Team
 SNAP=Supplemental Nutrition Assistance Program
 SMHC = St. Martin's Hospitality Center

Grey filled boxes indicate the activity is contributed (not directly funded by a Homeless project) to the project.
 Green – SAMHSA program linkages Blue – Service linkages Red – SAMHSA program services