



ALBUQUERQUE  
**HEADING  
HOME**

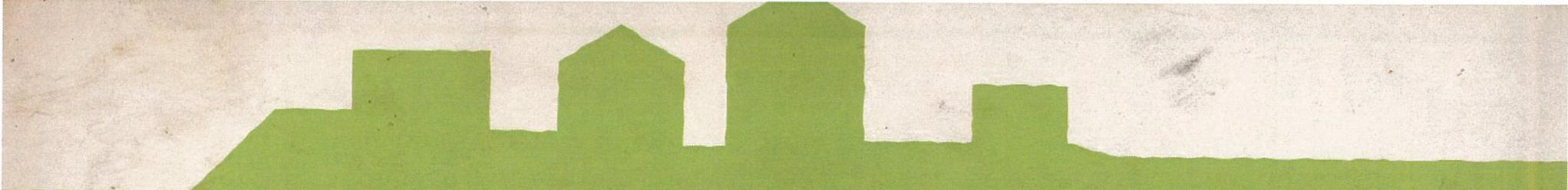
The Smart Way to do the Right Thing



# Albuquerque Heading Home



- Community-wide initiative launched in early 2011 under Mayor Richard Berry's administration with cooperation from non-profit leadership, and originally funded through the SAMHSA's CABHI grant program
- Emerged from the *Community Response to Homelessness in Albuquerque*, a plan developed in 2007 by the New Mexico Coalition to End Homelessness
- Designed to house chronically homeless and medically vulnerable people who have physical mental health and /or substance use disorders, and create system-changes to make homelessness, rare, short-lived and non-recurring.
- Achieves objectives using collaboration to provide permanent housing, case management and other supportive services for clients to have enhanced quality of life an ultimately become self sufficient



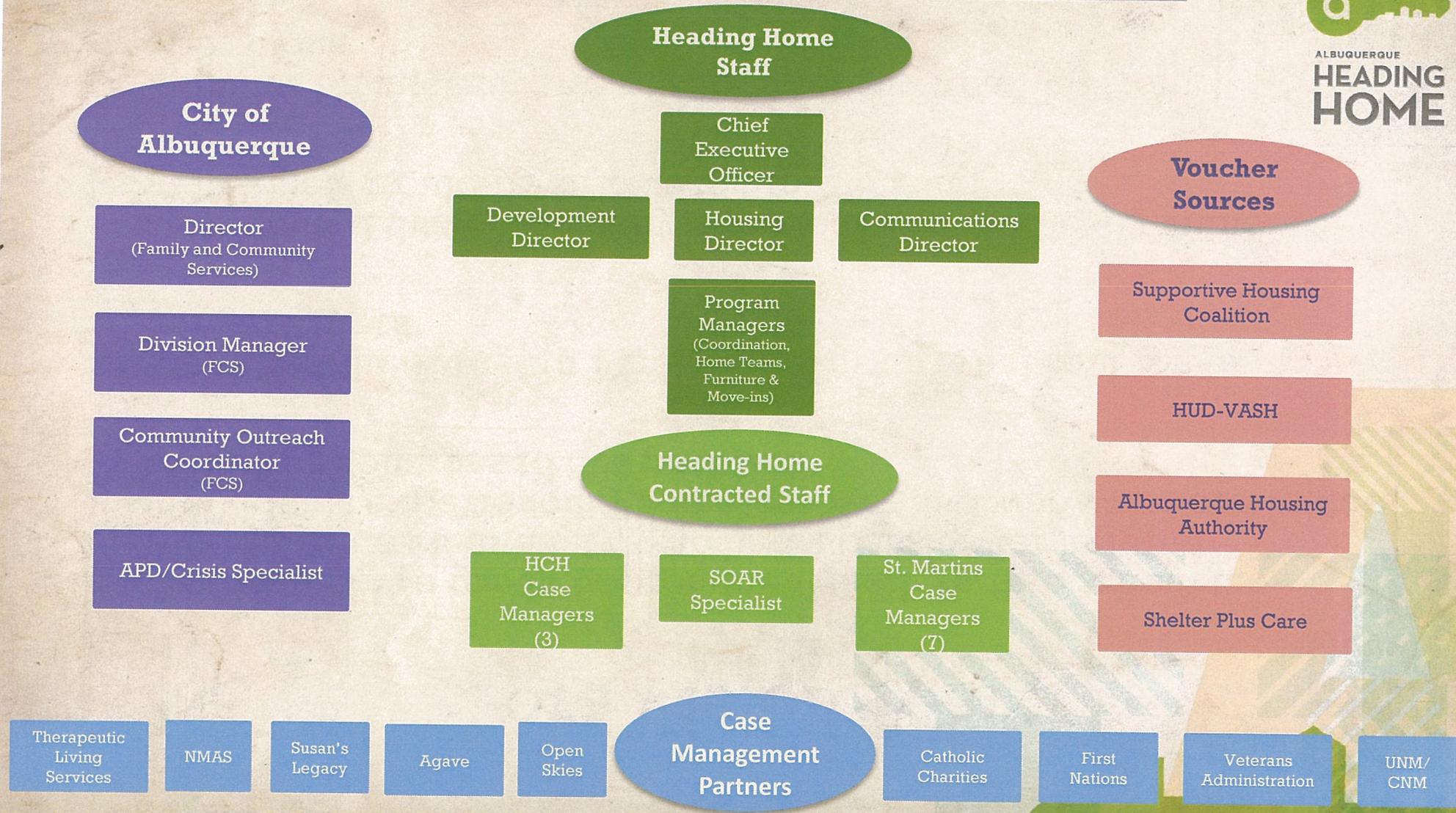
# Collaboration Overview

# Collective Social Impact



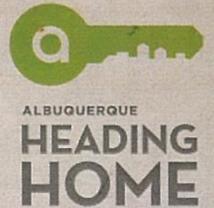
- **The Five Conditions of Collective Impact**
  - **Common Agenda** -all participants have a shared vision for change including a common understanding of the problem and a joint approach to solving it through agreed upon actions.
  - **Shared Measurement Systems**- collecting data and measuring results consistently across all participants ensures efforts remain aligned and participants hold each other accountable.
  - **Mutually reinforcing Activities**- Participants' activities must be differentiated while still being coordinated through a mutually reinforcing plan of action.
  - **Continuous Communication**- Consistent and open communication is needed across collaboration to build trust, assure mutual objectives, and create common motivation.
  - **Backbone Support**- Creating and managing collective impact requires a separate organization with staff and specific set of skills to serves as the back bone for the entire initiative and coordinate participating organizations and agencies.

# Albuquerque Heading Home Collaboration



\*See supplemental chart for Veterans Heading Home Collaboration Overview

# Core Vision Team



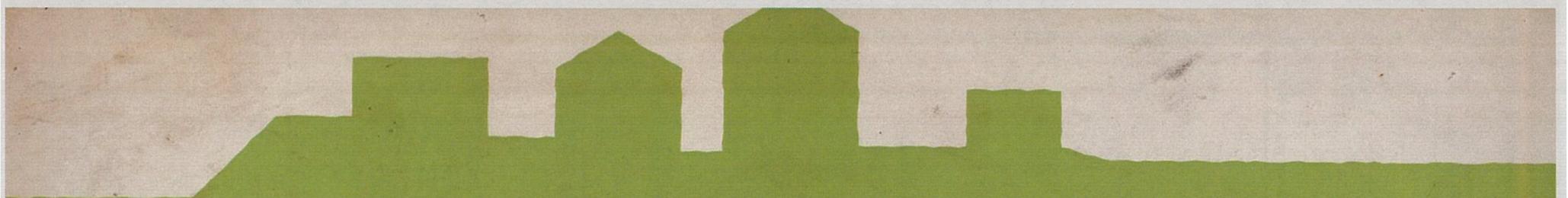
- Originated as a group of prominent leaders, throughout the Albuquerque community, who had a passion for helping individuals experiencing homelessness and who were committed to finding solutions to this problem
- Identified the **Housing First** model as an ideal solution to homelessness
- Determined that chronically homeless and medically vulnerable individuals would be prioritized for housing
- Remains an integral part of Albuquerque Heading Home operations

# Supportive Housing



Albuquerque Heading Home (AHH) utilizes a variety of housing sources. These include, but are not limited, to the following:

- Housing First Vouchers (set-asides for eligible AHH clients)
- TBRA/HOME Rental Assistance (set-asides for eligible AHH clients as well as clients of the three ACT initiatives [St. Martin's, UNM, New Mexico Solutions])
- Agency housing programs (i.e. Catholic Charities La Luz program; Crossroads for Women)
- Shelter Plus Care (Albuquerque HealthCare for the Homeless, St. Martin's, Transitional Living Services)
- Section 8 (both City of Albuquerque and Bernalillo County)
- Section 8 NED
- HUD VASH



# Evidence Based Practices and Tools

# Why do individuals experience homelessness ?



- **Structural Causes**
  - Increase in Poverty
  - Decrease in available affordable housing
- **Personal Issues**
  - Physical or mental disability
  - Substance abuse
  - Domestic violence
  - Lack of social supports



# Housing First Model



- AHH operates with a “Housing First” approach.
- The Housing First approach is simple: homeless peoples’ primary need is permanent housing.
- Housing First programs place people as quickly as possible into permanent housing, and then provides intensive home-based case management and stabilizing support services to prevent a recurrence of homelessness.
- Unlike programs that are designed to help people become “ready for housing,” Housing First programs prioritize client stability in the short-term and help them get housed immediately.
- Supportive Housing Coalition of New Mexico (SHCNM) administers both Housing First vouchers as well as TBRA/HOME vouchers. Although both programs ascribe to the Housing First model, there are distinct differences in the administration of the voucher programs and eligibility.
- The City of Albuquerque has committed resources to fund additional Housing First Vouchers and through contractual assurances, has committed that Shelter Plus Care contractors offer priority placement for eligible AHH clients.

*\*Summary of Housing First Research/March 2004, Conducted on behalf of: The National Alliance to End Homelessness Conducted by: Laura Lanzerotti, LaFrance Associates, LLC (LFA)*

# VI-SPDAT

(Assessment & Screening)



- **HMIS coordinated assessment**
- A Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.
- **Service Prioritization Decision Assistance Tool (VI-SPDAT)** - Developed by OrgCode Consulting, Inc. to aid in optimizing services provided to clients

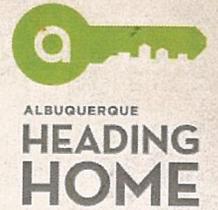
# Assertive Community Treatment (ACT)



- ACT is a team treatment approach designed to provide comprehensive, community-based psychiatric treatment, rehabilitation, and support to persons with serious and persistent Axis I mental health illness such as schizophrenia.
- A team of professionals whose backgrounds and training include social work, rehabilitation, counseling, nursing and psychiatry provide Assertive Community Treatment (ACT) services. Among the services ACT teams provide are:
  - Case management
  - Initial and ongoing assessments
  - Psychiatric services
  - Employment and housing assistance
  - Family support and education
  - Substance abuse services
  - Other services and supports critical to an individual's ability to live successfully in the community

*\*ACT Model. (200, March 21). Retrieved October 21, 2014, from <http://www.actassociation.org/actModel/>*

# SSI/SSDI Outreach, Access and Recovery (SOAR)



- The SOAR process is used for expediting access to mainstream benefits for people who are homeless – and particularly for those who are chronically homeless and struggling with behavioral health issues
- SOAR has been demonstrated to:
  - Reduce the number of appeals from initial determination to approval
  - Decrease the duration of time from initial application to approval.
- Albuquerque Heading Home contracts with a SOAR specialist.
- Previously denied Albuquerque Heading Home participants can quickly get involved in the SOAR process.

# Trauma-Informed Care (TIC)



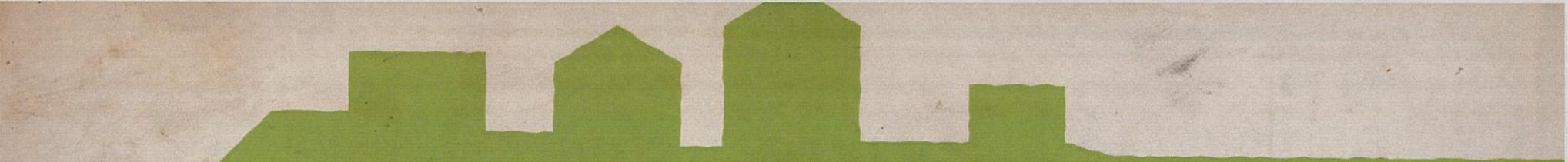
- Psychological trauma is a pivotal force that shapes people's mental, emotional and physical well-being. Because trauma stems from violence, abuse, neglect, disaster, terrorism and war, nearly every family is impacted in some way. Trauma-informed care (TIC) provides a new perspective where those providing the support shift from asking "What is wrong with you?" to "What has happened to you?". This change reduces the blame and shame that some people experience when being labeled. It also builds an understanding of how the past impacts the present, which effectively makes the connections that progress toward healing and recovery.
- Trauma-informed care takes a collaborative approach, where healing is led by the consumer and supported by the service provider. Together, in a true partnership, people learn from each other, resulting in greater respect, progress towards healing, and greater efficacy in services.

# Harm Reduction



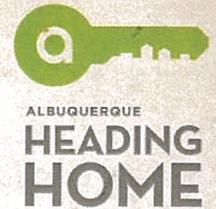
- Harm reduction is an integral part of the Housing First model that AHH utilizes.
- Harm Reduction principles include:
  - Non-judgmental and non-coercive provision of services and resources to people who use drugs in order to assist them in reducing harm to themselves and others
  - Establishing quality of individual and community life and well-being, not necessarily cessation of all drug use, as the criteria for successful intervention
  - No attempt to minimize or ignore the real and tragic harm and danger associated with licit and illicit drug use

*\*Principles of Harm Reduction. (n.d.). Retrieved October 21, 2014, from <http://harmreduction.org/aboutus/principles-of-harm-reduction/>*

A green silhouette of a city skyline is positioned at the top of the page. The skyline includes several buildings of varying heights and shapes, including a prominent rounded tower. The background behind the skyline is a light, textured color.

# Case Management

# Case Management for AHH Clients



- Due to the complexity, severity, and multiplicity of health and social problems of the AHH population of focus, we use case management practices to assist participants in navigating and accessing available services and resources.
- Case management is a critical strategy for more seamless movement through the services brought together through the consortium structure of the AHH initiative.
- Expedited access and entry to housing and care ultimately yield better client outcomes.
- Services coordination through case management is effective to keep clients more continuously engaged in services, which is known to result in better treatment and housing outcomes.

# Case Manager Direct Service Responsibilities



## Home Visits

- Many of the vouchers that Heading Home utilizes to connect vulnerable homeless with housing require home visits.
- Case managers are responsible for fulfilling this obligatory aspect of the housing sources.

## Transportation

- Case managers provide transportation to and from important appointments if the client is not able to transport themselves in a safe or timely manner.

## Healthcare

- Case managers help to ensure that their clients receive any healthcare they require. This includes primary care doctors, mental health professionals, and substance abuse treatment professionals (with consent from client).

## Accessing Services

- Another vital function of a Heading Home case manager is to help clients access services for which they are eligible. These services may include, but are not limited to, food stamps, health insurance, public assistance, payee, and social security.

## Ongoing Assessment and Referral

- Case managers continually assess client status and make necessary referrals if their client's social, financial or health status deteriorates.

# Case Manager Organizational Responsibilities



## Care Team Meetings

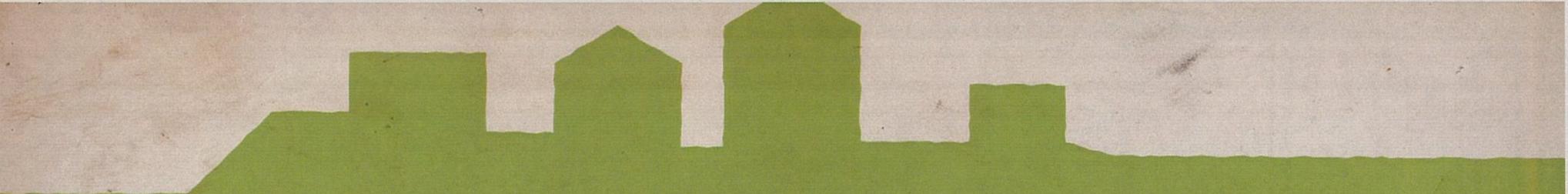
- Case managers attend the bi-monthly care team meetings that are held at the AHH offices.
- Care team meetings cover client housing status, case staffing and any other information that is relevant to our direct service staff.

## Ordering Furniture

- Case managers order furniture through the AHH furniture service.

## Individual Service Plans

- Case managers provide intakes and meets with their clients quarterly to develop goals.



# Additional Support

# Crisis Outreach Specialist



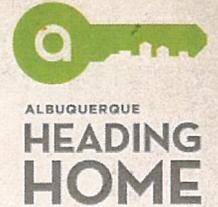
- The Heading Home Crisis Outreach Specialist (COS), working from APD's COAST unit, helps Heading Home clients who are in need of any type of crisis prevention or intervention.
- Situations where COS intervention is available:
  - Rent non-payment
  - Mental and physical health de-compensation
  - Client welfare check
  - Substance use problems that jeopardize landlord-client relationship
  - Other housing sustainability issues
- The COS may also assist in obtaining background checks when:
  - A client is currently in jail
  - The safety of being around any client, or potential client, is in question

# Crisis Intervention Team



- CIT intervention is coordinated with the Crisis Outreach Specialist.
- CIT requests indicated if client is reporting potential harm to self or others.
- CIT can arrange for meetings with the team psychiatrist.

# Peer-to-Peer Program



## Mission:

- The mission of the peer-to-peer program is to increase the social connectedness of our new neighbors and provide ancillary services upon request.

## Ongoing / Regular Supports:

- Monthly Peer-to-Peer Luncheon
- Medicaid Enrollment
- Section 8 Workshops / Enrollment
- Flu Shots
- Monthly Newsletter

## Additional Resources:

- Literacy Classes
- Budget Classes
- Health / Wellness & Nutrition Education
- Employment Workshops / Resume Building

# Home Team Program



## Mission:

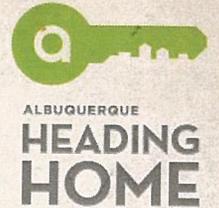
- The mission of the Home Team program is to encourage client participation in community events, programs, groups and various offerings throughout the community with the support of Home Team volunteers.

## Current Supports:

- Program Manager dedicated to Home Team operations
- 40 dedicated volunteers comprise ten Home Teams who have been screened and specially trained , and who are familiar with the challenges of transitioning from homelessness to housing

\*See attached article from Albuquerque Journal

# Furniture Service



## Mission:

- The mission of the furniture service is to “make a house a home” and help clients transition more comfortably from homelessness into a house or apartment and a permanent living situation.

## Current Supports:

- Program Manager delegated to weekly furniture service operations
- Furniture delivered to newly-housed clients every Friday (*Move-ins*)
- Donation pick-up from individual donors every Friday

## Supports in development:

- Community wide furniture service coordination through Adelante.

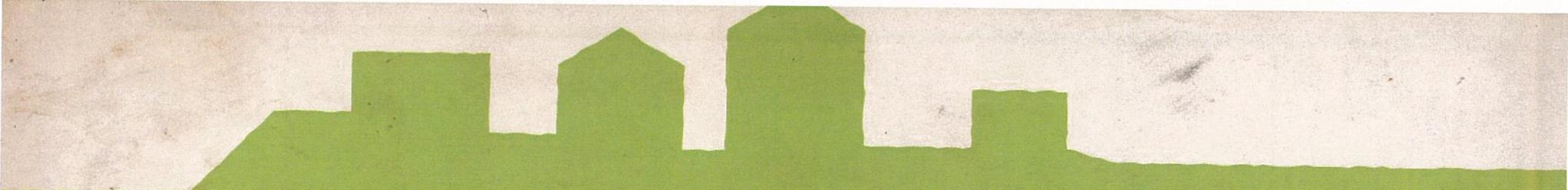


# Outcomes

## TOTALS

- All Housed: 566
- Individuals 479
- Family members 87
- Retention Rate 85-90%  
(Average after one year)





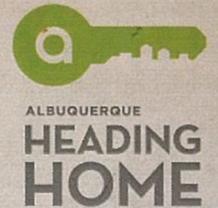
# Innovation & Success

- The greatest innovation and strength of AHH is the political good will and support it has from city leadership and the business community. The Mayor publicly supports AHH and encourages others to do the same.
- AHH has been able to integrate the services of several organizations and thus access resources across service partners to ensure that clients needs are met.
- In addition to city support, AHH uses research and data to promote project successes and sustainability. For example, an independent cost-study released in 2013 reports and highlights the cost-saving measures of AHH. Specific findings include reduced shelter, jail and emergency room costs. Data-driven success has helped generate positive project reputation and community support as well as the interest of cities in other states.

\*See insert (Independent Cost-Study in Brief)

*Paul Guerin, Ph.D. – University of New Mexico Institute for Social Research*

# How to Stay Informed



There are many ways to keep up with the news happening at Heading Home:

- Phone:
- Albuquerque Opportunity Center Campus: 505-344-2323
- Annex Location: 505-226-1700
- ABQ Heading Home Website: [www.abqheadinghome.org](http://www.abqheadinghome.org)
- Heading Home Website: [www.headinghome.org](http://www.headinghome.org)
- Facebook: ABQ Heading Home
- Twitter: @drpnewmex
- Email: [Jodiej@headinghome.org](mailto:Jodiej@headinghome.org)
- Instagram: Heading Home