



Supportive Housing Models that Work

Serving Individuals with SMI, SED, SUD and COD

SAMHSA
Substance Abuse and Mental Health Services Administration

April 27, 2022
2:30-4:00pm ET

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Disclaimer

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Webinar Instructions

- All participant lines will be muted and the chat feature is disabled
- **Slides:** Available now: <https://hhrcrtraining.org/events-webinars>
- **Recording:** Will be available on the HHRC website in 1 week
- **Questions:** Please submit your questions using the Q&A feature
- **Evaluation:** Browser will redirect following the webinar
- **Certificate of Participation** (no CEUs are offered): Provided after evaluation is completed



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Panelists

- **Alison Korte**, MSW, Senior Associate, TAC
- **Rachel Post**, MSSW, Senior Associate, TAC
- **Julia Mines**, MSW, Executive Director, Miracles Club, Portland, Oregon
- **Eoj Johnson**, CADC-R, Operations Manager, Miracles Club, Portland, Oregon
- **Sabrina Fields**, MSW, Director of Housing, St. Joseph Center, Los Angeles, California
- **Jacob Salazar**, Program Manager SAMHSA PRIME, St. Joseph Center, Los Angeles, California
- **Chelsea Mitchell**, Peer Specialist SAMHSA PRIME, St. Joseph Center, Los Angeles, California



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Refresher from Session 2

- Implicit Bias and Cultural Humility
- Trauma Informed Practices
- Motivational Interviewing
- Harm Reduction
- Peer delivered services
- Role of hiring practices, training, supervision and performance evaluation in advancing equity
- Role local behavioral health agencies and health plans can play in establishing provider requirements around incorporating these practices
- Community example: Arizona's **Community Bridges, Inc.** and **Mercy Care** health plan



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Session 3

AGENDA:

- Collaboration with People with Lived Experience/Expertise
- Continuous improvement & monitoring
- Racially equitable service delivery practice presenters
 - Miracles Club, Portland, OR
 - Saint Joseph Center, Los Angeles, CA



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Definition

Lived X/People with Lived Experience/Expertise (PLE)

Refers to stakeholders with lived experience or expertise of homelessness. "X" creates space for those who have experienced homelessness to self identify as an expert or as someone who has knowledge due to that experience.



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Poll Question

How does your community collaborate with persons with Lived X?

- A. Regularly include Lived X folks as leaders in decision-making roles
- B. Have included some Lived X folks at various moments, but nothing ongoing
- C. Reaching out to community members with Lived X to build relationships
- D. Don't know where to begin
- E. Other _____



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Collaboration with Lived X

"If you have come here to help me you are wasting your time, but if you have come here because your liberation is bound up with mine, then let us work together."

-Lilla Watson

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Collaboration with Lived X

Why? Despite ongoing efforts, the voices of people who have experienced homelessness continue to be missing from the planning and programmatic policy development conversations

People who have experienced homelessness can offer local solutions and are aware of what would work for others in their community

We all must work to build collective capacity to integrate people who have experienced homelessness into planning, policy, and programmatic decision-making, and advocate to making partnerships an urgent priority

<https://jghhub.org/solutions/strategy-planning/expertise-lived-experience>

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Collaboration with Lived X

Central City Concern, Recovery Peer Mentor Program

<https://youtu.be/Lbfq9MaLps>

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Collaboration with Lived X

Preparing for Partnership

Ensure there is a **sustainable plan to compensate** Lived X folks for their time and contributions.

Ensure there are adequate resources in place such as **transportation, technology** such as **Wi-Fi and equipment** to join virtual meetings that allow full participation. This includes allocating additional staff time to **prepare** for meetings and managing the impact of **trauma in triggering conversation** and the **burden of emotional labor**.

Recognize that people who have experienced homelessness have **much more to offer than their experience of homelessness**. Take time to better understand **how people talk about** their skills and utilize those skills to guide the work.

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Collaboration with Lived X

Preparing for Partnership

Prioritize building healthy relationships and group dynamics to cultivate a psychologically safe and supportive environment for everyone.

Prioritize the emotional climate and wellbeing over the need to complete an agenda. Make sure to allocate enough time so that everyone can participate and share, is on the same page the issue at hand, and can work together to develop solutions.

Source: <https://www.usph.gov/news/beyond-mere-principle-strategies-for-truly-partnering-with-people-who-have-the-lived-experience-in-our-work/>

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Racially equitable service delivery

- Reflecting back to Session 1- RI's House of Hope and Session 2-AZ's Community Bridges, Inc. key practices.
- Ensuring staff are ambassadors of cultural humility (Session 2)
- Trauma informed, including informed around race-based trauma
- Organization's hiring practices, training and supervision emphasize racial equity and attract and retain staff that are representative of population experiencing homelessness

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Program Monitoring

Program Monitoring addresses regulatory requirements that help achieve contractual obligations. For example:

- Using Stella P to look at racial disparities in access to and maintaining of PSH/RH
- HMIS-APRS
- Use of [HUD Monitoring Check-list](#), Chapter 13, Supportive Housing Program

Additionally, program monitoring reviews the degree to which a program is achieving the clinical outcomes intended. For example:

- Review of utilization data, case plans, clinical outcomes
- Fidelity Reviews for Evidence Based Practices (i.e. [ACT](#), [PSH](#), [SE](#))
- Program participant satisfaction

Program Monitoring for regulatory and clinical compliance, should also include those with Lived X in monitoring via transparent sharing of data and its interpretation: consumer advisory boards, focus groups, tenant councils.



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Continuous Improvement

- Requires prototyping and testing new approaches and incorporating stakeholders with Lived X early in the process.
- Requires continuous re-examination and recalibration of approaches after the initial test or prototype.
- Establish timeframes to reassess progress made towards achieving a universal goal or the impact of the prototype, and create opportunities for developing short-cycles in which to innovate and continually improve the design.



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Continuous Improvement Tool

Racial Equity Impact Assessment

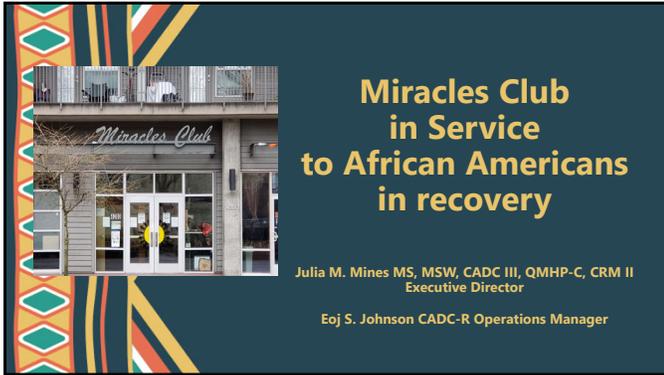
- Identify stakeholders
- Engage stakeholders
- Identify and document racial and ethnic inequities
- Conduct a root cause analysis
- Clarify the purpose
- Consider adverse impacts
- Advance equitable impacts
- Examine alternatives
- Ensure sustainability
- Identify success indicators



<https://www.raceforward.org/practice/tools/racial-equity-impact-assessment-toolkit>



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**Miracles Club
in Service
to African Americans
in recovery**

Julia M. Mines MS, MSW, CADC III, QMHP-C, CRM II
Executive Director

Eoj S. Johnson CADC-R Operations Manager

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Introduction



- **Rebuilding Lives, Restoring Families, & Renewing our Community**
- Miracles is a community recovery center

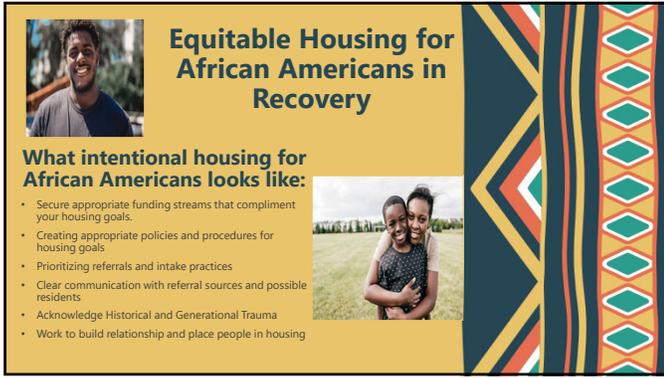
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Engaging African Americans

Interesting facts:

- In 1960's, 70's, and 80's the black family became a crime.
- In 1970's and 1980's drugs were introduced and flooded the Black communities
- The War on Drugs (which mainly affect Black and Latino communities) was enacted.
- Jay Z "A History of The War on Drugs" (shared in Session 1)
- Housing for African Americans with drug related crimes
- Recovery housing for recovering African Americans

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Equitable Housing for African Americans in Recovery

What intentional housing for African Americans looks like:

- Secure appropriate funding streams that compliment your housing goals.
- Creating appropriate policies and procedures for housing goals
- Prioritizing referrals and intake practices
- Clear communication with referral sources and possible residents
- Acknowledge Historical and Generational Trauma
- Work to build relationship and place people in housing

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Our Recovery Housing

Transitional Housing

- Referral source support
- Limited stay/no rent
- Verifiably clean and sober
- Some programming
- Must engage with mentor
- Must establish savings account

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Our Recovery Housing

Permanent Recovery housing

- Studio, 1 and 2 bedroom
- Verifiably clean and sober
- Federal tax credit building
- Affordable rent
- Mandatory UA's
- Program of recovery
- Peer delivered services

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Conclusion

- ✓ Everyone is the expert in their own life!
- ✓ Housing is a right, not a privilege!
- ✓ We have to address the needs and not sweep them under the rug!

LISTEN TO UNDERSTAND.
STOP JUDGING

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St. Joseph Center

SAMHSA PRIME
Service Through Equity



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Presenters

- Sabrina Fields MSW- Director of Housing
- Jacob Salazar- Program Manager SAMHSA PRIME and PSH
- Chelsea Mitchell- Peer Specialist SAMHSA PRIME

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What we will be discussing?

- Who we are and what we do
- What service integration looks like for our agency
- How we practice service and equity in action
- Hear directly from our Peer Specialist, Chelsea Mitchell

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About St. Joseph Center – Hope Through Empowerment

- Founded in 1976 by two Sisters of St. Joseph of Carondelet who began providing advocacy, referrals, and assisting families with basic needs such as food, clothing, and job readiness in Venice, CA
- St. Joseph Center has grown into a multifaceted organization. Each year we reach over 13,000 people through more than 25 programs throughout LA County with a growing staff of nearly 300
- Our programs are organized into [four pillars of service](#): Outreach & Engagement, Housing, Mental Health, and Education & Vocational Training.

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What is SAMHSA PRIME?

- The Substance Abuse and Mental Health Services, People Recovering in Mutual Engagement program
- Designed to integrate the treatment of substance use disorders into SJC's outreach, mental health, vocational and housing services
- The goal is to motivate homeless individuals and families to engage in recovery and develop a system of support towards becoming more stable.
 - **Services:** Case management • Linkages to substance use disorder treatment services • Housing support • Benefit advocacy • Linkage to mental health, medical and food assistance services • Peer support

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SAMHSA PRIME- Integrated and Comprehensive Care

- Program structure:
 - Program Manager
 - 2 Housing Navigators
 - 2 Peer Specialist
- Housing Navigators
 - Provide case management support and work collaborate with Peer Specialist, mental health, treatment centers, landlords to help clients obtain and maintain housing
- Peer Specialist
 - Help connect clients to the community and initial introduction to SAMHSA PRIME program
 - Lived experience experts
- Collaboration across agency pillars and program referrals
 - Housing
 - Mental Health
 - Outreach
 - Vocational and Educational



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Service and Equity in Practice

- SJC hiring practices
 - Use of criminal background checks
 - Convictions and/or arrest do not determine job eligibility and are evaluated on a case-by-case bases
 - Who is trusted with assignments? Who gets promoted?
 - SAMHSA promotion of staff
 - Peer Specialist to Housing Navigator
 - Housing Navigator to Program Manager
 - Valuing work experience
 - Hiring people with lived experience

Addressing Racial Equity in the Homeless Sector

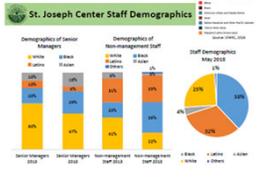
Questions to consider:

- Does the provider workforce reflect the racial diversity of those we serve?
- Are hiring decisions affected by implicit bias?

Implicit bias can affect:

- Who gets hired
- Who manages trust with assignments
- Who gets promoted

St. Joseph Center Staff Demographics



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Service and Equity in Practice

- Recruiting practices beyond local institutions
- Hiring incentive for staff who refer someone to the agency for a job opportunity
- Careers for a Cause linkages to job opportunities
- Standard new hire training for all new employees
 - Cultural humility, trauma-informed care, harm reduction



Careers For A Cause (CAC) is an 8-week pre-employment training program offered by Los Angeles Southwest College to prepare South L.A. residents to compete for careers in social services. Participants will receive a stipend and case management to support their participation in the training.

Hybrid Classes (Online & In Person)
4/11/2022 - 6/3/2022
Mon-Fri (12pm- 4:45 pm)

Please Click the Link Below to Apply
[CAC Cohort 5 Application](#)

Application Deadline
March 6, 2022

*LA Southwest College Enrollment Requires COVID-19 Vaccine or Exemption Compliance

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Meet Our Peer Specialist

- Chelsea Mitchell
- Graduate of Careers for a Cause program
- Peer Specialist on SAMHSA PRIME team

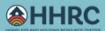


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Questions and Answers

Please type in the Q&A box




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Poll Question: Reflecting on the series, what is your biggest take away? How might you incorporate new practices into your work?



Link: <https://www.menti.com/jfrp4hv6bo>



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Resources

- <https://ijghub.org/solutions/strategy-planning/expertise-lived-experience>
- <https://www.racialequityalliance.org/tools-resources/>
- <https://www.usich.gov/news/beyond-mere-principle-strategies-for-truly-partnering-with-people-who-have-the-lived-experience-in-our-work/>
- <https://ijghub.org/solutions/strategy-planning/expertise-lived-experience>
- https://www.raceforward.org/sites/default/files/RacialJusticeImpactAssessment_v5.pdf
- https://store.samhsa.gov/sites/default/files/d7/priv/evaluatingyourprogram-se_0.pdf
- <https://store.samhsa.gov/sites/default/files/d7/priv/evaluatingyourprogram-psh.pdf>
- https://store.samhsa.gov/sites/default/files/d7/priv/evaluatingyourprogram-act_1.pdf
- <https://www.youtube.com/watch?v=Lbfc99MaLps>
- <https://www.hud.gov/offices/adm/hudclips/handbooks/cpdh/6509.2/index.cfm>
- <https://www.hudexchange.info/trainings/courses/partnering-with-persons-with-lived-experience-lessons-learned-webinar/>

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Thank You!

SAMHSA's Homeless and Housing Resource Center provides high-quality, no-cost training for health and housing professionals in evidence-based practices that contributes to housing stability, recovery, and an end to homelessness.

Contact Us:

<http://hhrctraining.org/> | info@hhrctraining.org | 518-439-7415x4





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