

MANAGING ENTITIES HOUSING CARE COORDINATION



Amanda Rosado
rosado@flhousing.org

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THE FLORIDA HOUSING COALITION



Everyone deserves a suitable, affordable home!



WE'RE PROUD TO OFFER PROFESSIONAL
CONSULTING SERVICES

In the areas of affordable housing, fair housing, ending homelessness, & related issues

WEBINAR LOGISTICS

- Participants are muted
- Enter your questions in the box in your webinar panel
- Handouts are available with this webinar
- Forgot to ask a question or want to ask privately? Email me at rosado@flhousing.org
- This webinar is being recorded and will be available at www.flhousing.org
- A survey will immediately follow the webinar; *please* complete it! Thanks!

WEBINAR OVERVIEW

- ✓ Introduction to Housing Care Coordination
- ✓ Guest Presentations
- ✓ Q&A

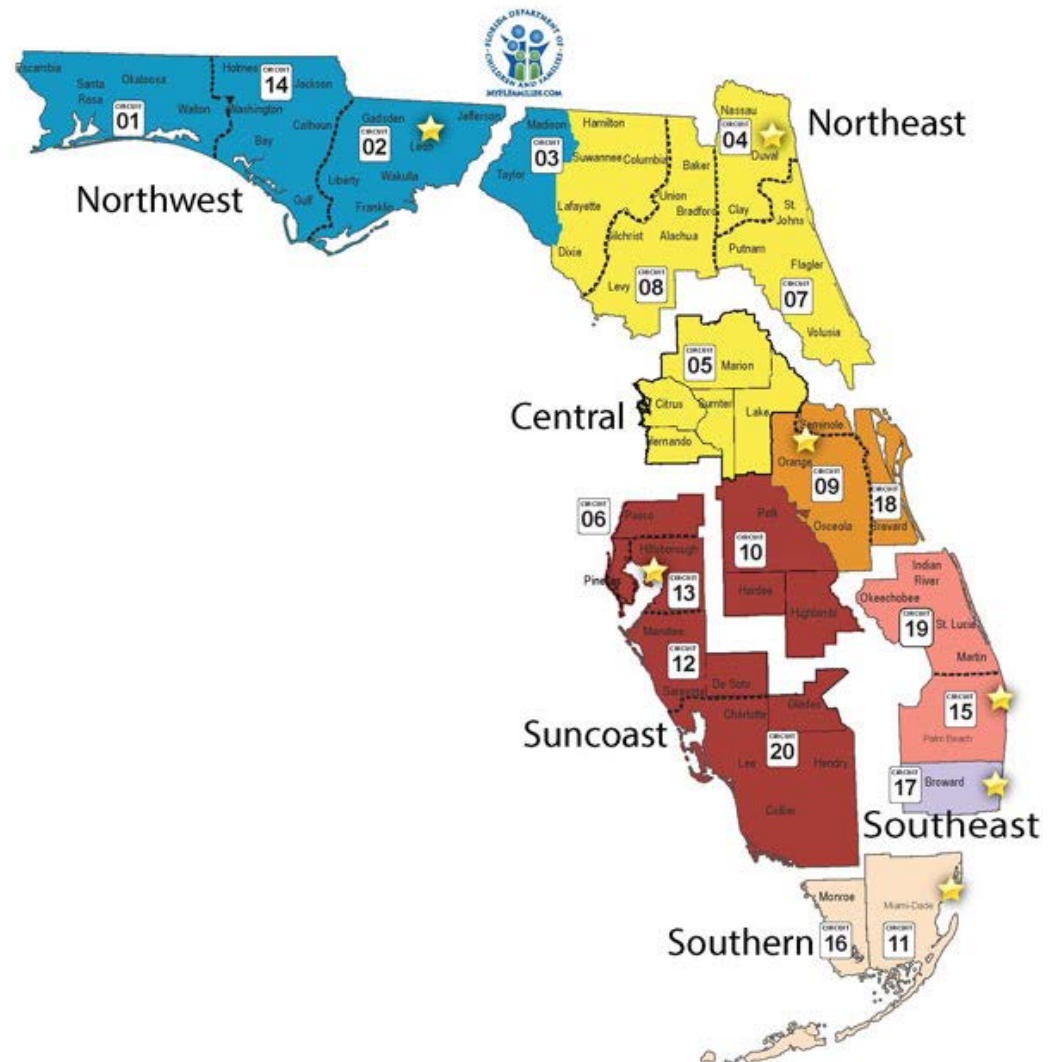


WHAT ARE MANAGING ENTITIES?

DCF SAMH – MANAGING ENTITIES

The department contracts for behavioral health services through regional systems of care called Managing Entities (MEs). These entities do not provide direct services; rather, they allow the department's funding to be tailored to the specific behavioral health needs in the various regions of the State.

7 MES IN FLORIDA



THE FLORIDA HOUSING COALITION



HOUSING CARE COORDINATION

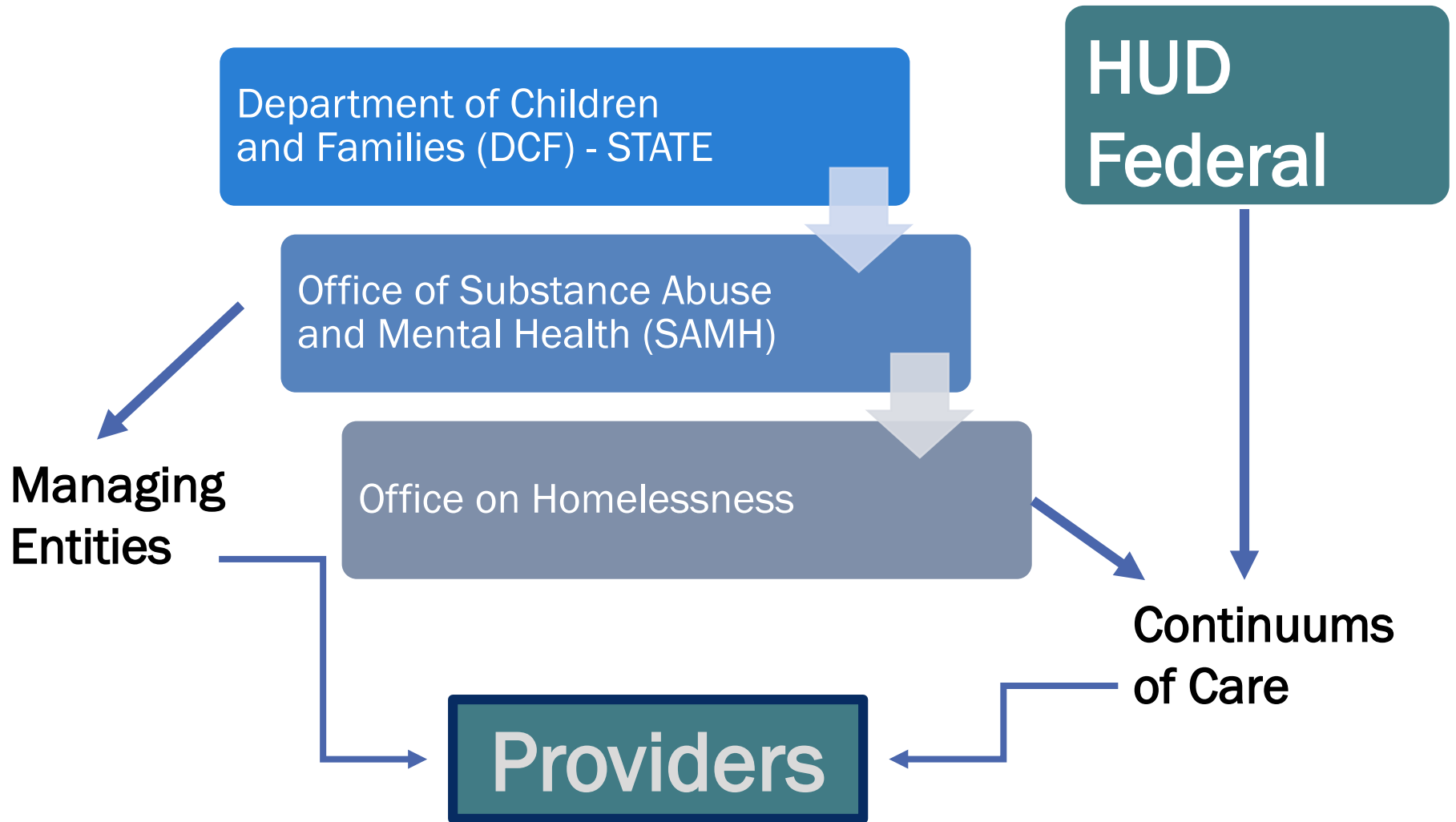
Managing Entity Responsibilities

1. The Managing Entity shall designate a full-time staff member to serve as the Managing Entity's Lead Housing Coordinator and shall designate the additional housing coordination staff identified in the Managing Entity's proposal, dated January 7, 2016, as approved by the Department.
2. The Managing Entity shall identify relevant local stakeholders and maintain a resource listing of available local housing resources that will be used to resolve housing-related issues for the individuals served by the Network Service Providers, and to provide a framework for communication and resolution of problems. The resource listing shall identify stakeholder including:
 - a. Network Service Providers and other community agencies delivering supportive housing services,
 - b. Community agencies providing affordable housing opportunities,
 - c. Community affordable housing and homelessness advocacy groups, and
 - d. County and municipal government agencies addressing homelessness and housing.

CONTINUUM OF CARE

1. Plan to prevent and end homelessness
2. Fund housing programs and services working to prevent and end homelessness
3. Coordinate local collaborative efforts

A Fun, Somewhat Confusing, Oversimplified Chart of How The Money Flows



LSF HEALTH SYSTEMS

CARL FALCONER

Managing Entities as Community Partners



- **CoC Board Members**
 - Non Providers
 - Covering multiple CoCs
 - Can fill qualifications of sectors such as Government, Substance Abuse/Mental Health, Funder
- **Training**
 - Motivational Interviewing, SOAR, Targeted Case Management, Cultural Diversity, Trauma Informed Care, Mental Health and Substance Abuse Best Practices, VI-SPDAT, SPDAT, Peer Support, SBIRT
- **Coordination in Grant Writing**
 - Grant writing team
 - HRSA Grants, SAMHSA Grants, Foundation Grants
 - Can act on behalf of the State in some cases for funding agencies can't access

Managing Entities as a Parallel System



- **Contracted SAMH Providers**
 - Lead Agencies as Providers
- **Child Welfare System**
 - Family Integration Specialists (FIS)
 - Family Intervention Treatment Teams (FIT)
 - Children's Community Action Teams (CAT)
 - Integrated Practice Teams (IPT)
- **SAMHIS System**
 - Database tracking any person who has received Substance Abuse or Mental Health Services

Managing Entities as SAMH Specialists



- **Clinical Care Coordination**
 - Access to Care Line – 24/7 Helpline
 - Clinical Care Coordinators at providers
- **Specialty Teams and Placements—**
 - Florida Assertive Community Treatment Teams (FACT)
 - Assisted Outpatient Treatment Teams (AOT)
 - Forensic Teams
 - ALFs and Group Homes Networks
 - ✦ Directly Funded in Some Cases

Managing Entities as Homeless Service Providers



- **Housing Care Coordinators**
- **Project to Assist the Transition from Homelessness (PATH)**
 - 2 PATH Teams are contracted directly to Lead Agencies
- **SSI/SSDI Outreach Access and Recovery (SOAR)**
- **SAMH Community Transitional Vouchers**
 - Clinical Support Services
 - Housing Support Services – Includes rent, deposits, fees, other housing related expenses
- **Incidentals**

**CENTRAL FLORIDA BEHAVIORAL
HEALTH NETWORK, INC
KAREN BARFIELD
JASON SAFFELS**



Central Florida

Behavioral Health
Network, Inc.

Managing Entity Housing Coordinators – Working with CoCs and Housing Navigation

Karen Barfield
Supportive Housing Specialist

Jason Saffels
Supportive Housing Specialist

March 27, 2018

Introduction

- The complete Housing Specialist team was assembled on September 28, 2016. The Housing Specialist team have been fostering relationships with Homeless Continuums of Care (CoCs), key community stakeholders, and service agencies to realize the goals and purpose of Housing Guidance Document 37.
- CFBHN Homelessness, Housing and Support Services Action Plan Goals:
 - Goal One: Develop and Maintain Regional Housing Resource List for SAMH Clients
 - Goal Two: Develop and Implement A Strategic Housing Plan That Incorporates a Needs Assessment of Current Resources To Address Existing Gaps
 - SOAR Action Plan
 - Developing opportunities with the Florida Housing Finance Corp. to increase the stock of housing options.

Housing Resource List

Browser address bar: <https://www.cfbhn.org/service-locator/>

Service Locator – Central Fl...

File Edit View Favorites Tools Help

Central Florida Behavioral Health Network, Inc.

Collaborating for Excellence

HOME ABOUT SERVICE LOCATOR RESOURCES CALENDAR NEWSROOM PERFORMANCE PROCUREMENT CAREERS

HOME / SERVICE LOCATOR

SERVICE LOCATOR

Select an option to begin using the locator:

ADULTS

CHILDREN

Substance Abuse

Mental Health

Housing

Enter Zip or Address: Getting your current location address...

Search Descriptions: Enter Keywords Here, E.G. ACTS or Outpatient

Radius: 25mi

Legend: — Denotes your location.

Need Help?

County	Pinellas County
County	Pinellas County

Central Florida Behavioral Health Network, Inc.

Continuums of Care (CoC)

The Coalition for the Homeless of Pasco County
The Pinellas County Homeless Leadership Board
Tampa Hillsborough Homeless Initiative
Polk County Homeless Coalition
Highlands County Coalition for the Homeless

Suncoast Partnership to End Homelessness, Inc.
Gulf Coast Partnership
Collier County Hunger and Homeless Coalition
Lee County Department of Human Services

- Attend monthly meetings
- Membership
- Participated in the annual PIT Counts in 2017
- Development of SOAR Committees
- Coordinated Entry Committees

HMIS Access

Current HMIS access:

The Coalition for the Homeless of Pasco County
Suncoast Partnership to End Homelessness, Inc.

Set up in progress:

Gulf Coast Partnership
Tampa Hillsborough Homeless Initiative

Discussions in progress:

Lee County Department of Human Services

Meetings to be set:

Polk County Homeless Coalition
Highlands County Coalition for the Homeless
Collier County Hunger and Homeless Coalition



Defining the population

- CFBHN developed a report which generates in real time a list of SAMH consumers who have self reported homelessness
- The report generates by county, level of care and disposition
- Collaboration with CoCs to identify SAMH consumers on the By Name Lists to address gaps and increase care coordination



SOAR

- SOAR State Lead
- SOAR Local Leads
- Collaborate with local SSA offices
- Soar Steering Committees
- Providers of case management services contracted to utilize the SOAR process
- One Day SOAR Trainings
- Region wide DDD/DDS call

Affordable Housing

- Public Private Partnership (P3)
- Purpose
- Mission
- Current Project Partners
- University of Virginia Pay for Success Lab



719 South US Highway 301, Tampa, FL 33619 • phone: 813-740-4811 fax: 813-740-4821 • www.cfbhn.org

**BROWARD BEHAVIORAL
HEALTH COALITION
ELISSA PLANCHER**

BROWARD BEHAVIORAL HEALTH COALITION

Housing Coordination Initiative

Managing Entity & Continuum of Care Collaboration



BROWARD BEHAVIORAL HEALTH COALITION

BEHAVIORAL HEALTH & HOMELESS SYSTEMS INTEGRATION

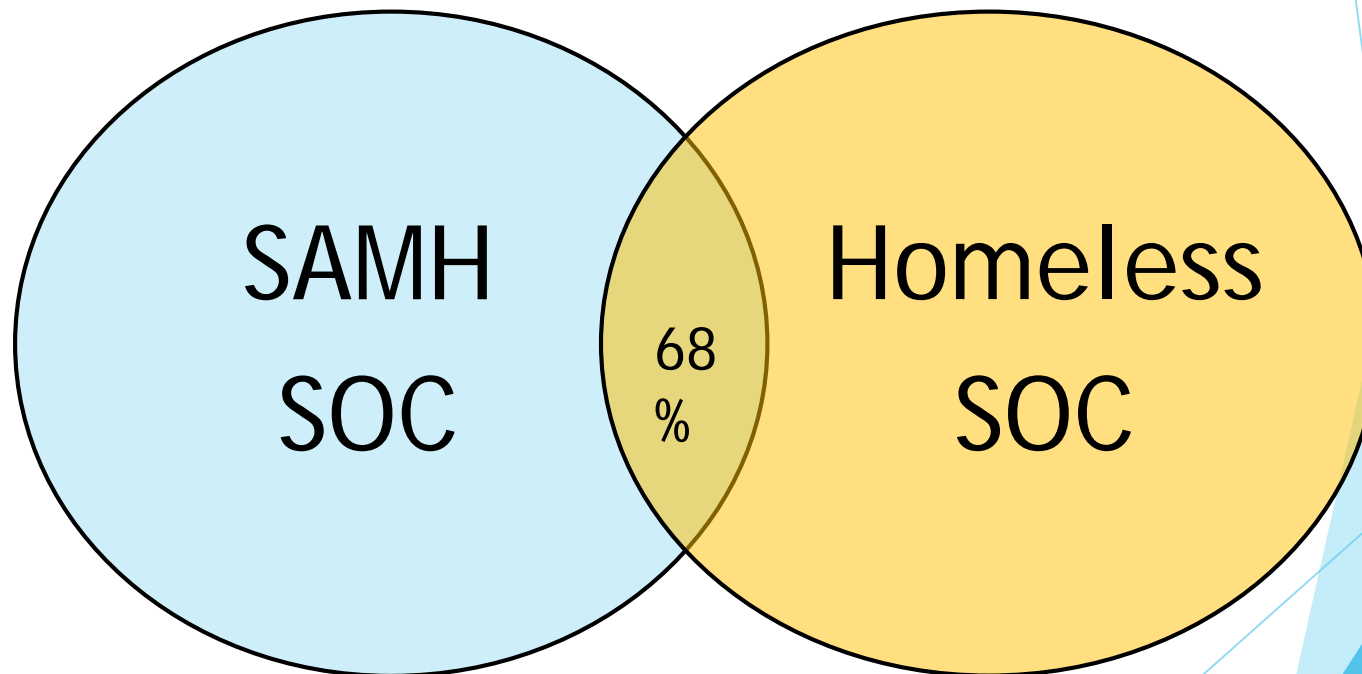


STRATEGY

- ▶ Identify overlapping persons served within the BBHC and CoC systems
- ▶ Use HUD Homeless Definitions (Categories 1-4) to determine housing options, based on funding source, for persons served within the BBHC network
- ▶ Train and educate targeted BBHC-funded receiving facility staff (discharge planners, case managers, admission staff) about the homeless system of care and how to identify and refer appropriate people
- ▶ Embed BBHC as an entry point into the Homeless Continuum of Care's Coordinated Assessment and Housing Placement System (Coordinated Entry)
 - ▶ BBHC Housing Coordination Team initiates referrals to PSH and RRH interventions, completes front-end tasks to establish verification of disability, homeless history/chronicity verification, provides care coordination to navigate people through the system to housing placement, and enters data in HMIS to document entry/exits for BBHC-funded services

WHAT DID WE PROVE IN THE FIRST YEAR OF THE BBHC BEHAVIORAL HEALTH/HOMELESS SYSTEMS INTEGRATION?

- ✓ 884 people identified as “homeless” in the BBHC network
- ✓ 106 people referred to BBHC as the Coordinated Entry point



BBHC BEHAVIORAL HEALTH/HOMELESS SYSTEMS INTEGRATION

▶ TRAINING

- ▶ 87 BBHC-network staff trained on homelessness, screening, & referral
- ▶ On-going outreach, education, and TA provided to BBHC network staff

▶ DATA

- ▶ Specific Cost Centers: *Crisis Support Emergency, Crisis Stabilization, Residential Treatment Facility, Detoxification*
- ▶ Residential status at time of admission: *Homeless*

▶ SUCCESSES (12/01/2016-06/30/2017)

- ▶ 59 individuals referred to Permanent Supportive Housing (PSH) Zero: 2016 waitlist
- ▶ 21 individuals referred from PSH waitlist to a housing agency
- ▶ Three (3) people are now housed in a CoC PSH program
- ▶ Two (2) people have a PSH voucher and are apartment searching
- ▶ BBHC is an entry point into the Homeless System of Care
- ▶ Increased interdisciplinary coordination to assist persons served

PSH CASE MANAGEMENT EXPANSION EFFORTS

- ▶ Broward County Housing Authority, the largest CoC-funded PSH provider, currently contracts with four (4) case management agencies who provide the supportive services to PSH participants.
- ▶ BBHC, in collaboration with the CoC, facilitated a meeting with BBHC-funded case management agencies and CoC-funded housing providers to discuss potential future partnerships between housing agencies and service providers.
- ▶ Increasing the number of providers who are contracted with housing agencies will enhance the match opportunity and expand the participant's choice of services.
- ▶ BBHC and the CoC are currently planning a second meeting with identified case management and housing agencies to discuss executing the MOU.

SSI/SSDI OUTREACH, ACCESS, AND RECOVERY (SOAR)

- ▶ BBHC and the CoC are working in partnership to implement a county-wide SOAR initiative throughout both systems of care.
- ▶ CoC will be adding language about the SOAR initiative in the upcoming RFPs for Emergency Shelter funding.
- ▶ BBHC and CoC are meeting to discuss identified key players within both systems and how to incorporate the SOAR model into both system.
- ▶ BBHC is identifying the number of current PSH participants who are reporting zero income and who are receiving BBHC-funded case management services.
- ▶ CoC staff participates in BBHC-facilitated SOAR Managers and SOAR Processors meetings.

CoC's CHRONIC BY-NAME LIST

- ▶ To coordinate care and housing placement for the most vulnerable people in the community, BBHC has cross referenced the CoC's Chronic By-Name list to determine who from that list is being served within BBHC's system of care.
- ▶ Strategy is to create a list of the top 10-15 multi-system high-utilizers and focus on housing these identified people.
- ▶ For purposes of care coordination, Broward County Homeless Initiative Partnership, BBHC, Broward Sheriff's Office, City of Fort Lauderdale Police Department Homeless Outreach Team, and TaskForce Fore Ending Homelessness Outreach Team are working together to identify the high-utilizers of multiple systems who exist on the CoC's chronic list to coordinate care and prioritize them for PSH vacancies.

OTHER COLLABORATIVE ITEMS WORTH NOTING...

- ▶ BBHC CEO is a voting member on the CoC Advisory Board as of December 2017
- ▶ BBHC CEO is a voting member on the Performance & Outcomes & Needs & Gaps (PONG) Committee
- ▶ BBHC and CoC collaboratively trained Mental Health Court staff on CoC eligibility screening and referral process
- ▶ BBHC Housing Coordinator participates in the following CoC Committees/Workgroups:
 - ▶ Chronic Workgroup
 - ▶ Coordinated Assessment & Housing Placement Workgroup
 - ▶ HMIS Data Committee
 - ▶ Homeless Providers and Stakeholders Committee
 - ▶ Homeless Youth and Families Committee
 - ▶ Permanent Housing Committee

ELISSA PLANCHER
BBHC HOUSING COORDINATOR & SOAR LOCAL LEAD
eplancher@bbhcflorida.org
CELL: 954-770-7851





THE FLORIDA HOUSING COALITION





THANK
YOU

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AFFORDABLE HOUSING CONFERENCE
HOME MATTERS
IN FLORIDA

SAVE THE DATE!

AUGUST 27-29, 2018 | ROSEN CENTRE HOTEL | ORLANDO

Save the Date and Plan to Attend the 2018 Affordable Housing Conference.



The Coalition is Florida's affordable housing and homelessness training and technical assistance provider.