

Health Homes Supportive Housing Survey Summary

Overview/Introduction - The Health Home initiative is a care management service model that provides for comprehensive care coordination for all patient needs. Supportive housing is an essential service component of the Health Home program. DOH has collaborated with the Supportive Housing Network of New York and the Association of Community Living to develop an online questionnaire to gather information on processes, barriers, and the future of housing for Health Home members as it relates to Medicaid Redesign Team Health Home initiatives. Answers helped to develop the agenda for round table discussions between Health Homes, housing providers, and other stakeholders. Survey results as well as round table discussions complement the work of the MRT Affordable Housing workgroup.

Methodology - The Department of Health sent out a survey with various questions for all Lead Health Homes. Each Health Home was given the same amount of time (three weeks) to send answers to DOH.

General Findings - Totals and Results

- 19 # of Designated Health Homes Responding to Survey
- 13 # of Designated Health Homes Responding to Survey that Serve Downstate Counties
- 7 # of Designated Health Homes Responding to Survey that Serve Upstate Counties

What type(s) of housing resources do you think are needed most for your Health Home population?

All respondents answered this question although answers from Upstate Health Homes did not differentiate with answers from Downstate Health Homes. The top two answers were affordable Housing (89.5%) and permanent supportive housing in a single site with supports (84.2%).

Do you have any staff in your health Home or network partners dedicated to assisting Health Home members with obtaining housing related services? Yes or No?

If "not", have you considered utilizing staff/network partners primarily for this purpose? Yes or No?

Of the 19 Health Homes that responded 18 (95%) affirmed that they do use Health Home and network partner staff or have thought about using it to help Health Home members to obtain housing related services.

What are the Health Home's expectations of housing provider partner(s)?

Each Health Home was given a text box to answer with their own expectations. Sample responses included

| <u>Upstate</u> | <u>Downstate</u> |
|--|---|
| To secure safe and stable affordable housing, partnership in housing assistance applications | Help with accessing supportive & affordable housing. Linking with Care Coordinators and members as needed to assist with housing needs. |
| To respond quickly to housing needs and to collaborate with care managers | We would want for the care manager to have access to housing systems and application so we could refer patients directly and obtain placement |
| To understand the role of care managers - especially when a resident is in crisis - to use the care manager as a first point of outreach | Health Home expects the housing provider partner to provide available housing and case management. |

Does your network include housing for the following populations?

There were no significant differences between answers given by Upstate HHs with that of Downstate HHs. All 19 (100%) Health Homes include housing for Mentally Ill. Veterans (63%), Duals with

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developmental disorders (63%), and recently released incarcerated populations (74%) were the three least likely to be served by a wide range of Health Homes.

What percentage of housing do your Health Home members need?

It is difficult to correlate a conclusion from this question because it is unclear what the original housing capacity of Health Homes were when the question was answered. Health Homes were not asked to provide this information so inferring an answer from data collected via this question will not be helpful when judging need.

Has the Health Home tried to place any members in housing? If so, how many?

Of the 19 health Homes 13 (68%) have tried to place members in housing. Based on data received, more downstate HHs, 11, have placed members than Upstate HHs, 2.

These numbers are likely to increase as Health Homes continue to be phased in and outreach and engagement increases. This question is a good preliminary estimate on the beginning of the housing initiative.

If members have been placed in housing, in what type of setting and what was the outcome?

While no Health Home was willing to admit that they were not able to house members, 8 (42%) Health Homes have placed members and 4 (21%) Health Homes are in the process. Affordable housing, permanent supportive housing in a single site setting with support, and shelters all received 9 (69%) responses from Downstate HHs. Response count may or may not have something to do with the success of housing a certain population or simply that a large amount of that type of housing is available. Also, the Upstate Health Homes may not have begun to place members in housing which is why many upstate Health Homes were not able to answer.

What are the current barriers or limitations to obtaining stable housing for Health Home members?

The top barriers and limitations to obtaining stable housing for Health Home members were lack of affordable housing/funding (93.8%), the availability of suitable housing in the geographic location (81%), and difficulty of navigating the requirements of various housing programs (81%). Health Homes were also able to write in responses. Write-ins indicated that process was a large issue indicating that potential changes or assistance with applications and requirements could eliminate many of the struggles for both Upstate and Downstate HHs.

NOTE: Respondents did not have to choose given answers but could submit a unique answer via a text box.

Which additional resource(s) would you need to assist your Health Home in obtaining housing?

Clarity and help with very specific questions seem to be the two things that can assist a Health Home in this process. Funding (84.2%), streamlined application/referral processes (84.2%), and better communication (52.6%) were the top three answers

NOTE: Respondents were limited to choosing 3 answers.

What is your Health Home's process for placing members in housing?

Each Health Home was given a text box to answer this question. Future surveys, questionnaires, and meetings should ask this question again to evaluate differences. Sample responses included:

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| <u>Upstate</u> | <u>Downstate</u> |
|---|---|
| Care Managers refer to the Affordable Housing List provided by Housing Council | Help with accessing supportive & affordable housing. Linking with Care Coordinators and members as needed to assist with housing needs. |
| SPOA process | Completing the SPOA application |
| We refer members to the SPOA coordinator and applications are reviewed bi-weekly. We work with the group homes to provide support to the resident and staff around the needs of HH members. We work with the inpatient unit to assist potential members with discharge from the BHU who need housing. | Care Coordinators first conduct the comprehensive and functional assessment both of which address housing status; educate the members about the types of housing; work collaboratively with housing providers to obtain documentation; conduct mock interviews to prepare the clients for the housing interview process and accompany clients to their housing appointments when feasible |
| Referrals to housing providers in network, waiting on available units, placement with ongoing monitoring by care management | 1. Work with clients to determine eligibility based on housing units and their mental/physical health status. 2. Work with providers to obtain efficient documentation, which enhances the process of the clients receiving housing. Prepare mock interviews to prepare clients for housing process. |

Does your Health Home do anything unique (e.g. “best practice”) related to working with housing providers or obtaining access to housing? Please indicate what practices have worked well that other Health Homes might benefit from knowing.

Each Health Home was given a text box to answer this question. Sample responses included:

| <u>Upstate</u> | <u>Downstate</u> |
|--|---|
| Care Coordination and SPOA process is very collaborative and includes a multi agency, multi disciplinary approach that has proven effective. | One of our care coordination partners has a direct partnership with HRA, HRA provides training for their staff and facilitates direct communication so that they are able to fast track applications for housing placement. |
| Monthly residential providers meeting for talk on what to do better and address barriers. | Collaboration and including multi-agency, multi disciplinary approach |
| To understand the role of care managers - especially when a resident is in crisis - to use the care manager as a first point of outreach | Educating members, a person centered approach; open communication with all providers |

Questions with answers in table format

What type(s) of housing resources do you think are needed most for your Health Home population? Choose any that apply.

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| Answer Options | Response Percent | Response Count |
|---|------------------|----------------|
| Affordable Housing | 89.5% | 17 |
| Adult housing | 73.7% | 14 |
| Assisted Living | 47.4% | 9 |
| Crisis, diversion or sub-acute, step-down | 63.2% | 12 |
| Permanent supportive housing in a single site with supports | 84.2% | 16 |
| Scattered site housing | 63.2% | 12 |
| Shelters | 47.4% | 9 |
| Single cash payment (rent, etc.) | 57.9% | 11 |
| OMH Licensed | 57.9% | 11 |
| OASAS Transition | 73.7% | 14 |
| Senior Housing | 63.2% | 12 |

Do you have any staff in your health Home or network partners dedicated to assisting Health Home members with obtaining housing related services? Yes or No?

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Yes | 73.7% | 14 |
| No | 26.3% | 5 |

If you answered "no" to the previous question have you considered utilizing staff/network partners primarily for this purpose? Yes or No?

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Yes | 41.7% | 6 |
| No | 8.3% | 2 |
| N/a | 50.0% | 11 |

What are the Health Home's expectations of housing provider partner(s)?

Sample responses included:

| <u>Upstate</u> | <u>Downstate</u> |
|--|---|
| To secure safe and stable affordable housing, partnership in housing assistance applications | Help with accessing supportive & affordable housing. Linking with Care Coordinators and members as needed to assist with housing needs. |
| To respond quickly to housing needs and to collaborate with care managers | We would want for the care manager to have access to housing systems and application so we could refer patients directly and obtain placement |
| To understand the role of care managers - especially when a resident is in crisis - to use the care manager as a first point of outreach | Health Home expects the housing provider partner to provide available housing and case management. |

Does your network include housing for the following populations?

| Answer Options | YES | NO | N/A | Response Count |
|----------------|-----|----|-----|----------------|
|----------------|-----|----|-----|----------------|

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| | | | | |
|---|----|---|---|----|
| Dual Diagnoses with Developmental Disorders | 12 | 5 | 2 | 19 |
| Elderly | 15 | 3 | 1 | 19 |
| Families | 15 | 4 | 0 | 19 |
| HIV/AIDS population | 17 | 2 | 0 | 19 |
| Homeless/Transient | 17 | 2 | 0 | 19 |
| Mentally ill | 19 | 0 | 0 | 19 |
| Recently released incarcerated population | 14 | 4 | 1 | 19 |
| Veterans | 12 | 5 | 2 | 19 |

What percentage of housing do your Health Home members need?

| Answer Options | 0-20% | 20-40% | 40-60% | 60-80% | 80-100% | Response Count |
|---|-------|--------|--------|--------|---------|----------------|
| Affordable housing | 0 | 2 | 3 | 5 | 7 | 17 |
| OMH Licensed | 3 | 10 | 3 | 1 | 0 | 17 |
| OASAS Transition | 7 | 7 | 1 | 1 | 0 | 16 |
| Permanent supportive housing in a single site setting with supports | 6 | 5 | 5 | 1 | 0 | 17 |
| Permanent scattered site supported housing | 4 | 3 | 8 | 1 | 1 | 17 |
| Senior Housing | 11 | 3 | 2 | 0 | 0 | 16 |

Has the Health Home tried to place any members in housing?

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Yes | 68.4% | 13 |
| No | 31.6% | 6 |

If so, how many? If not, select N/a.

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Under 25 | 21.1% | 4 |
| 26-50 | 0.0% | 0 |
| 50-100 | 21.1% | 4 |
| 100+ | 21.1% | 4 |
| N/a | 36.8% | 7 |

If members have been placed, in what type of setting? If not, select n/a (Check all that apply)

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
|----------------|------------------|----------------|

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| | | |
|--|-------|----|
| Affordable Housing | 57.9% | 11 |
| OMH Licensed | 47.4% | 9 |
| OASAS Licensed | 26.3% | 5 |
| Permanent supportive housing in a single site setting with support | 57.9% | 11 |
| Senior Housing | 31.6% | 6 |
| Scattered site supported housing | 52.6% | 10 |
| Shelters | 52.6% | 10 |
| N/a | 36.8% | 7 |

If so, what was the outcome?

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Housed | 47.1% | 8 |
| Not housed | 0.0% | 0 |
| In process | 23.5% | 4 |
| N/a | 29.4% | 7 |

**What are the current barriers or limitations to obtaining stable housing for Health Home members?
Check all that apply.**

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
|----------------|------------------|----------------|

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|--|-------|----|
| Access to information on housing | 44.4% | 8 |
| Affordable housing/income | 94.4% | 17 |
| Availability of suitable housing in your geographic location | 83.3% | 15 |
| Complex medical issues | 61.1% | 11 |
| Complexity of the housing application process | 72.2% | 13 |
| Eligibility of Health Home members for available housing resources | 50.0% | 9 |
| Housing regulations | 50.0% | 9 |
| Navigating the requirements of various housing programs | 77.8% | 14 |
| Transportation | 44.4% | 8 |
| Trouble making/keeping contact with members | 44.4% | 8 |
| Other (please specify) | | 11 |

OTHER ANSWERS –

- There should be standardization of documentation in the housing process.
- Barriers we have faced are the lengthy response times from the agencies to disburse the rental assistance for the clients, the lack of cooperation with our organization from the staff at the agencies assisting the clients with rent
- Immigration status; The time that it takes to prepare and submit an application, obtain approval, get interviews at appropriate housing programs and wait for an available bed.
- Not enough supportive housing & access usually is restricted to OMH priority populations such as chronically homeless, residing in State psychiatric centers

Which additional resource(s) would you need to assist your Health Home in obtaining housing?

Choose three.

| Answer Options | Response Percent | Response Count |
|---|------------------|----------------|
| Additional training | 26.3% | 5 |
| Better communication with housing providers | 52.6% | 10 |
| Enhanced IT capability | 42.1% | 8 |
| Funding | 84.2% | 16 |
| Streamlined application/referral processes | 84.2% | 16 |
| Transportation services | 42.1% | 8 |
| Unit/Building upgrades | 36.8% | 7 |

What is your Health Home's process for placing members in housing?

| <u>Upstate</u> | <u>Downstate</u> |
|---|---|
| Care Managers refer to the Affordable Housing | Help with accessing supportive & affordable |

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| | |
|---|---|
| List provided by Housing Council | housing. Linking with Care Coordinators and members as needed to assist with housing needs. |
| SPOA process | Completing the SPOA application |
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