

CONCURRENT SESSION

**C7 COVID case study
deep dive**



IT'S TIME TO END
HOMELESSNESS



Help, hope and purpose

Presenters



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SUSTAINABLE HOUSING AND SUPPORT SOLUTIONS

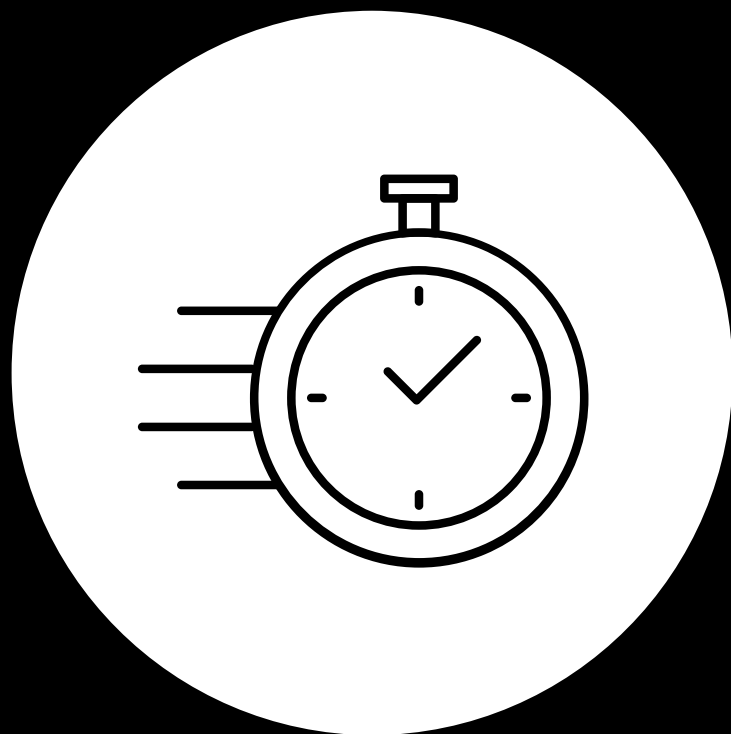
For those previously rough
sleeping and accommodated in
hotels during COVID-19
lockdowns

EMERGENCY ACCOMMODATION

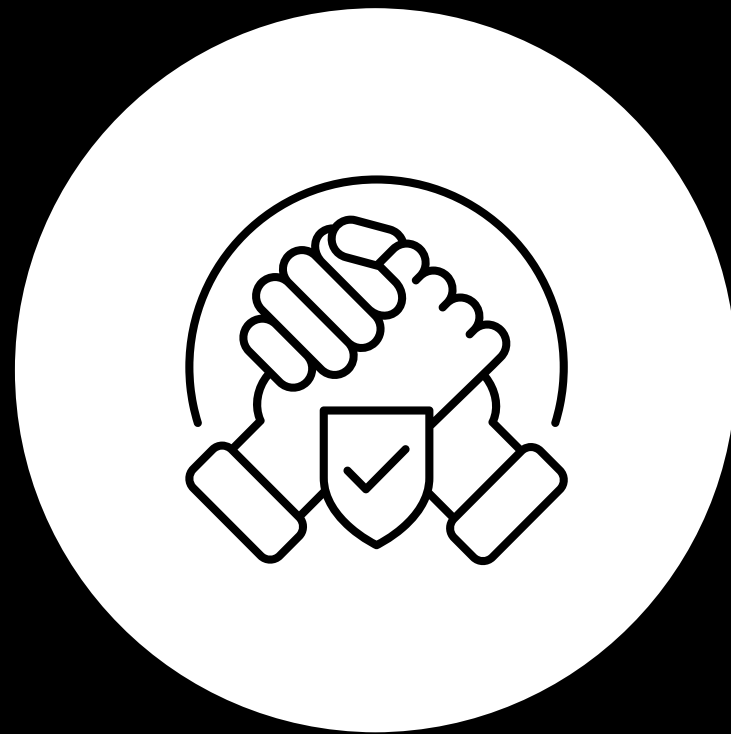
A public health response



EMERGENCY ACCOMMODATION



**Rapid
collaborative
action**



**Enormous
effort –
thousands
of people**



**Historical
undercounting**



**Transformative
response**

HOTELS

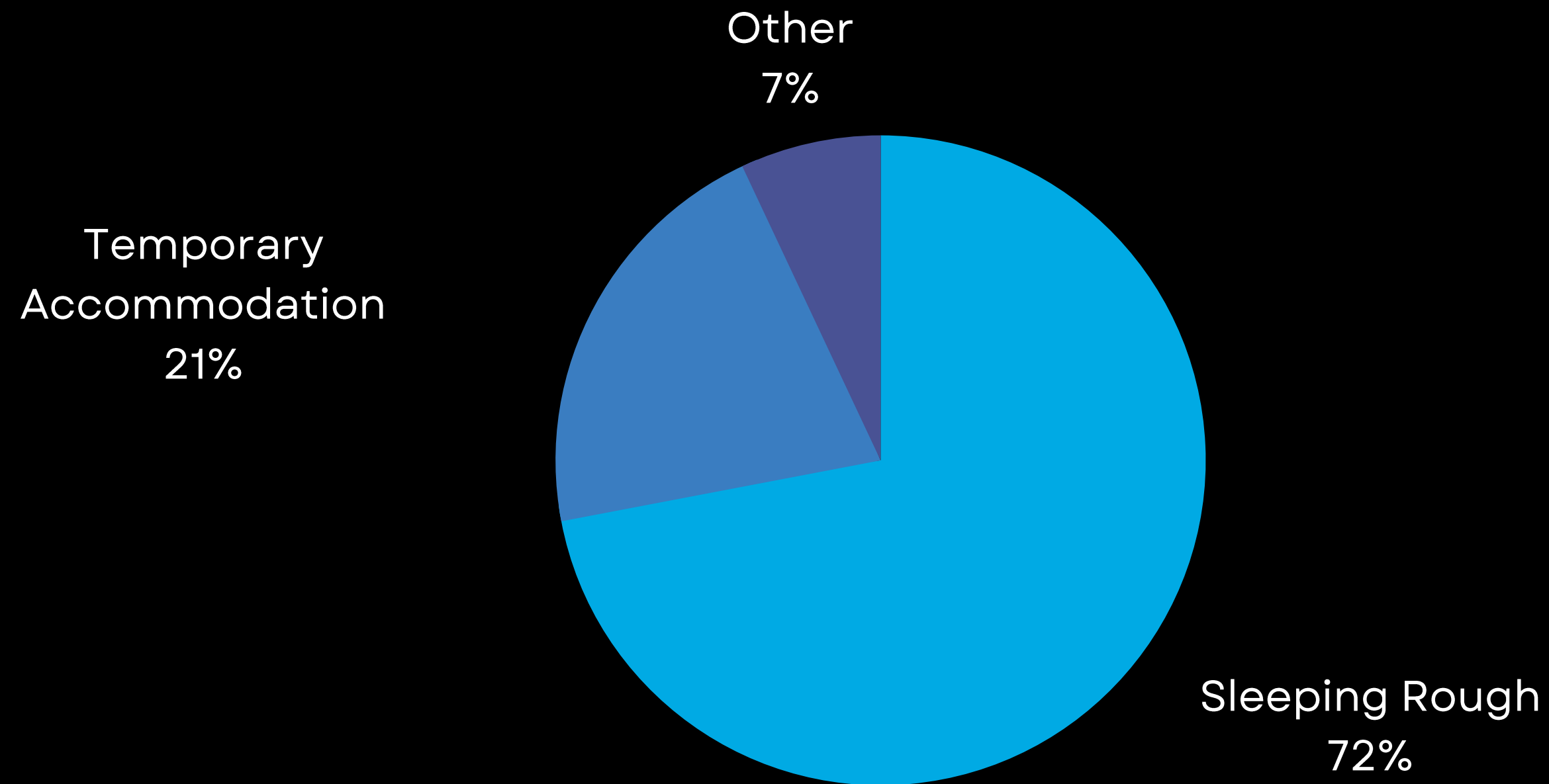
A concentration of high needs



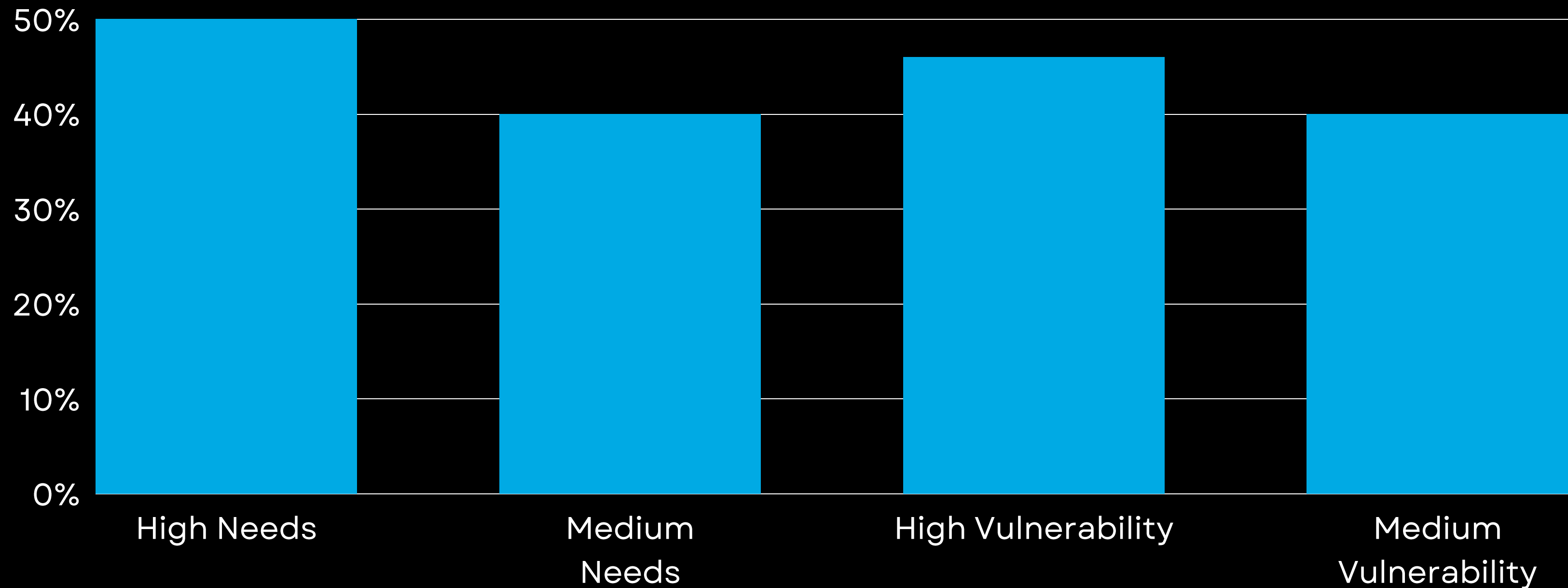
HOUSING STATUS

Key Point

Many were chronically homeless (Launch Housing average of 8 years and 3 month)



CLIENT COMPLEXITY



PIVOTING

Services

- Re-directed to 'holding' people in hotels
- New funded services –
eg Homeless
Emergency
Accommodation
Response Teams

Partnerships

- Collaboration across
govt depts
- Closer partnerships
with each other and
AOD, MH, FV, hospitals

Material Aid

- Food and material aid –
700+ meals daily
- Security and concierge
to promote safety

JULY 2020
\$150m new
initiative
announced

Homes

1,845 homes across Victoria

For people accommodated in hotels during COVID-19 lockdowns (VHR eligible)

Support

Stable housing for 18 months

Housing linked to integrated support packages of 18 or 24 months and flexible brokerage

Services

Property Service Providers and Support Service Providers work in partnership to deliver a seamless and quality service to the shared clients

Based on Housing First principles

SUPPORT + HOUSING

Tailored Support

- \$14,800 per client per annum
- For people with increased vulnerabilities and risks and require ongoing social housing, time limited support

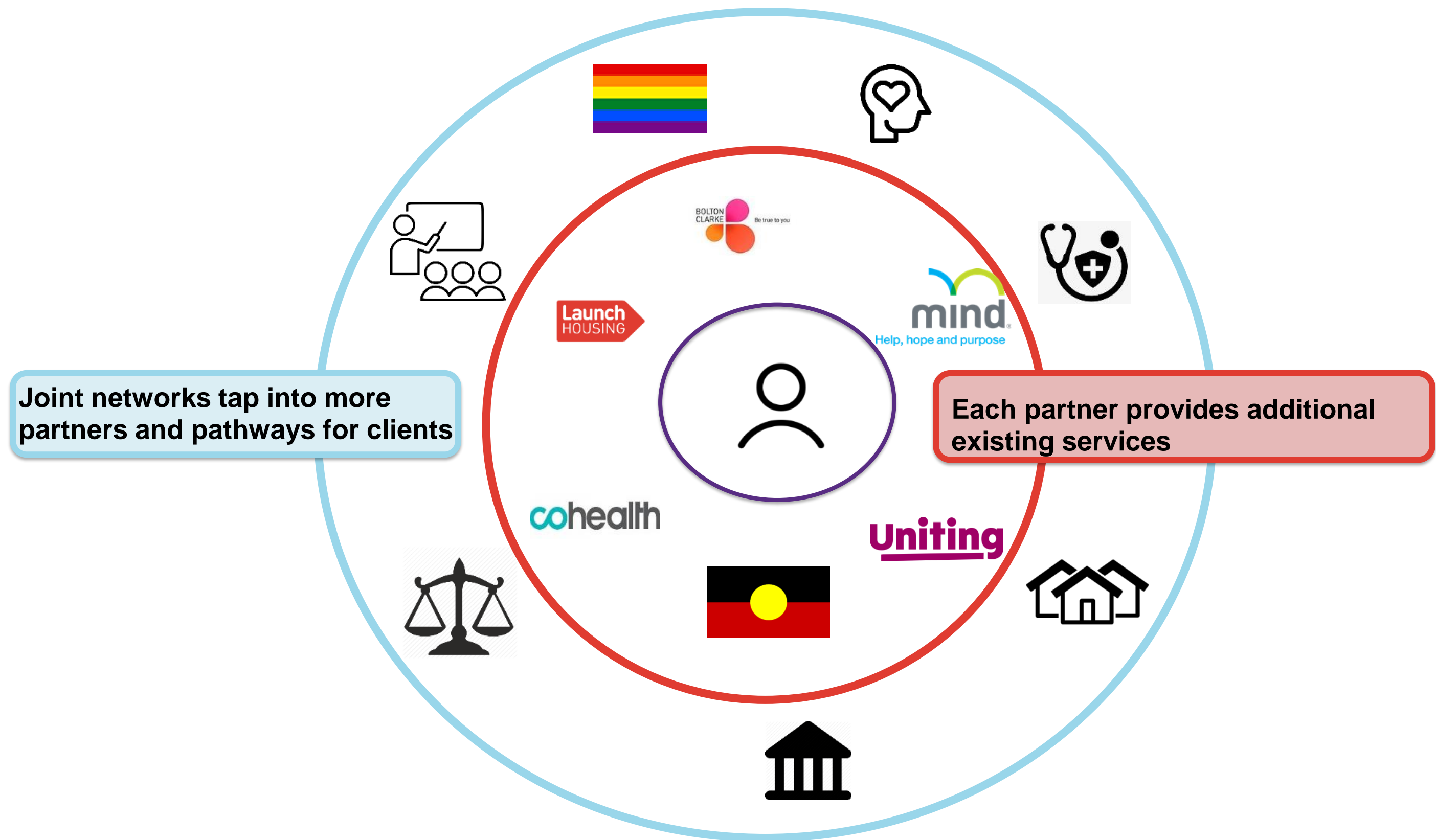
Intensive Support

- \$24,200 per client per annum
- For people with multiple support needs and likely to require intensive ongoing social housing and support

Housing Arrangements

- Public Housing managed by Homes Victoria
- General Lease Housing – govt owned, managed by a H2H property service provider
- Head Lease – managed by a H2H property service provider

OUR CONSORTIUM RESPONSE



CONSORTIUM STRUCTURE



PROGRAM DESIGN



**Person
Centred**



**Recovery
Oriented**



**Culturally Safe
and Inclusive**



**Trauma
Informed**

Sharing Information And Tools

- Support plan templates are built into our shared database SRS (Service Record System) and are used by H2H staff to create and review support plans created with clients.
- SRS also has built in capabilities to store SPDAT (Service Prioritisation Decision Assistance Tool) results. Workers can then see change over time.

Sharing Information And Tools

- Hard copies of assessments, consent forms, letters, support plans and tool administrations, including tools used by partner agencies who are members of the consortium multi-disciplinary team, are uploaded into SRS and are stored along with all other information in a secure data facility in Victoria, fully compliant with all Australian and Victorian data security and privacy requirements.

Sharing Information And Tools

- Partner agency tools such as the Mind 'My Better Life' tool can also be uploaded to SRS as attachments and scores recorded in case notes.

SPDAT Domains

SPDAT Domain

A. History of Homelessness and Housing

B. Personal Administration and Money Management

MBL Area

Living Where I like

- My sense of home (a place I belong and can be myself)
- Where I feel safe and comfortable

Skills For Community Living

- My day to day living skills
- Household tasks like cooking, cleaning, shopping

SPDAT Domains

SPDAT Domain

C. Social
Relationships and
Networks

MBL Area

Rewarding Relationships

- The important people in my life
- The people who support me or who I support
- My pets

Connecting, Sharing and Belonging

- Things I do that connect me with people
- Communities, places and people that I am part of or where I spend my time

SPDAT Domains

SPDAT Domain

D. Self Care and
Daily Living Skills

E. Meaningful Daily
Activity

My Better Life Area

Identity, Self Awareness and Self Esteem

- Caring for myself
- Understanding and feeling okay about my mental health

Looking After My Mental Health and Wellbeing

- My mental health and emotional wellbeing
- Looking after and nurturing myself (self-care strategies)

Meaningful and Enjoyable Activities

- Activities I enjoy, that make me feel good, add meaning to my life or give me energy

SPDAT Domains

SPDAT Domain

F. Mental Health, Wellness and Cognitive Functioning

G. Physical Health and Wellness

My Better Life Area

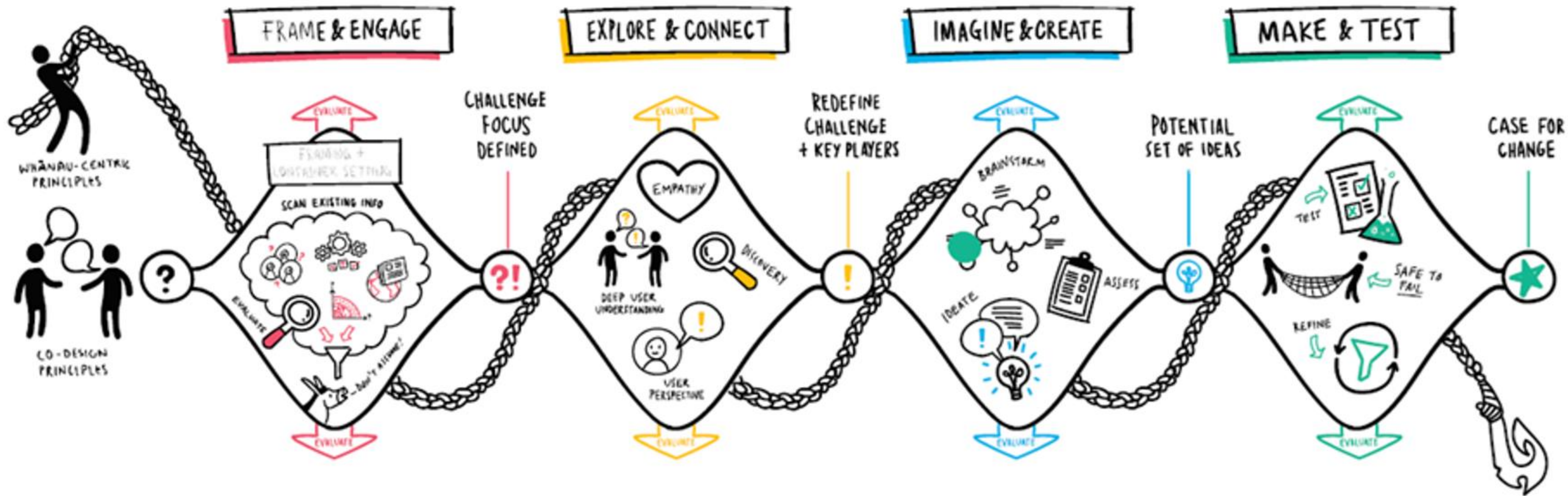
Looking After My Mental Health and Wellbeing - Mental Health
- My mental health and emotional wellbeing

Looking After Mental Health and Wellbeing - Physical Health
- Being physically active
- Support to quit or cut down smoking
- Looking after my teeth (dental health)
- Alcohol or other drug use

CO-DESIGN PRACTICE

My Transition Toolbox and
H2H Clients Support Group





My transition toolbox

Times of transition can be challenging. It can be helpful to talk about what will support your wellbeing as you move towards the end of intensive support. Together we can work out next steps.

mind.
Help, hope and purpose

My wants...

What is important to have in place by the end of my support with Mind?

My priorities...

What do I want to do first or spend more time on than other things?

My roadblocks or speed bumps...

What might get in the way of my wants and priorities?

What's in my toolbox that will help me through this change...

What are my strengths or ways that I do things that really help me?
Who are my supports or community?

Date started

Date reviewed

My name

My supporters

mind.
Help, hope and purpose

Name

Phone

Email

Service name

What they help with

Name

Phone

Email

Service name

What they help with

Name

Phone

Email

Service name

What they help with

Name

Phone

Email

Service name

What they help with

Name

Phone

Email

Service name

What they help with

MY TRANSITION TOOLBOX

A collaborative and flexible tool:

- In person, writing/typing in the form with the client, or
- In conversation with the client, writing up afterwards
- Noting service referrals as they arise
- At the end of the support period, the completed document can be shared with the client and care team



RECOVERY AND WELLBEING

MY BETTER LIFE

SELF-CARE

JOURNEY TO EMPOWERMENT

MAINTAINING A HOME

MAINTAINING THE TENANCY

BUDGETING / SMART SPENDING

**MOVING INTO A HOME AFTER
HOMELESSNESS**

H2H SUPPORT GROUP

Support Group for Mind
Australia H2H clients who have
moved into their housing and
may be facing challenges in
their new reality of living in a
home.

CASE STUDY

S.K - a 38 year old male



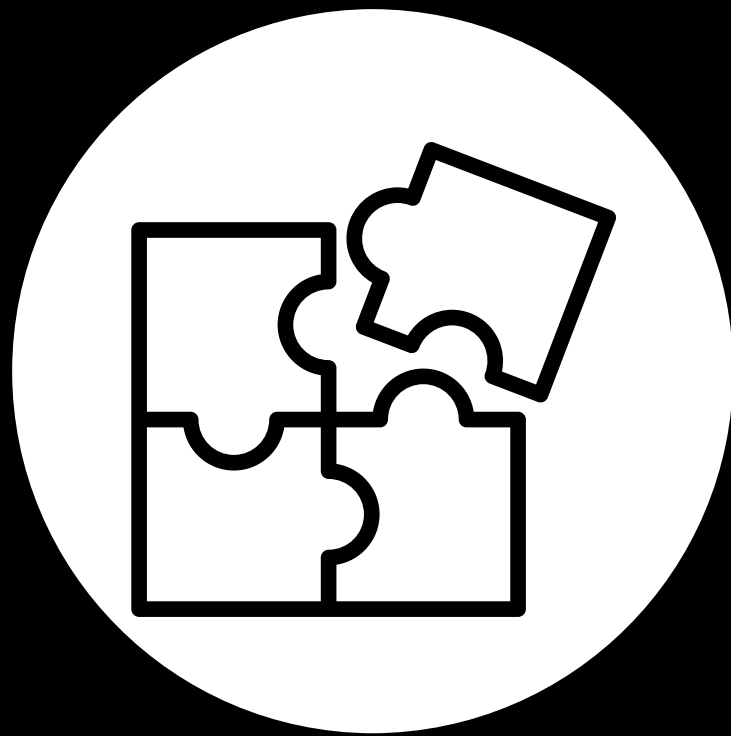
CASE STUDY - SUPPORT PROVIDED

- Secure Housing
 - Launch Housing providing case management / care coordination, support around housing, maintaining the tenancy, court hearings, family, pest control (two incidences of bed bugs whilst in housing), access to brokerage
 - Uniting providing support for drug addiction/use
- Mind providing support to develop strategies around managing strong emotions (emotional regulation), anger management, talking through issues that arise day to day; support with general organisation i.e. appointments, reminders etc.; assisting with application to NDIS
 - Support getting his Learners, paying for driving lessons

CURRENT SNAPSHOT

- 420 packages, have serviced 449 clients (non engagement, incarceration) etc
 - 15 client deaths
 - Average length homeless pre H2H -
 - IS- 10 years
 - TT - 8 years
 - those still in hotel - 15 years
- 84% have dual diagnosis of both AOD and MH
 - 52% have simultaneous co-morbidity of AOD, MH and a chronic health condition
 - 63% are currently experiencing FV or FV in recent history
 - 17% are First Nations people

LEARNINGS: THE PROGRAM



Complexity

- Complexity of clients intensifies the challenges
- The initial funding model was complex



Timelines

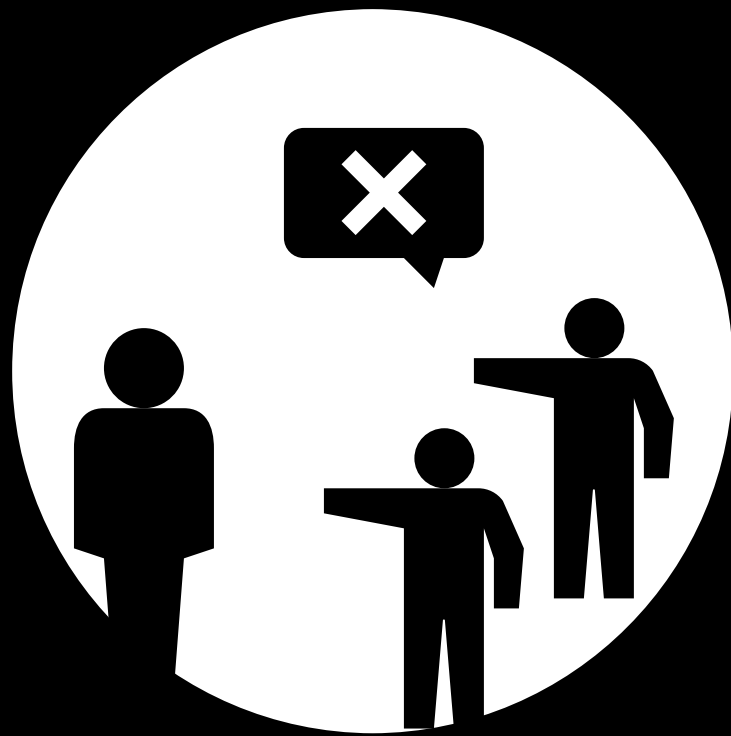
- Timelines were overly ambitious
- Housing is time-limited with transitions uncertain



Inconsistencies

- Assessment and intake was inconsistent
- The spot purchase program struggled to find suitable properties

LEARNINGS: THE CONSORTIUM



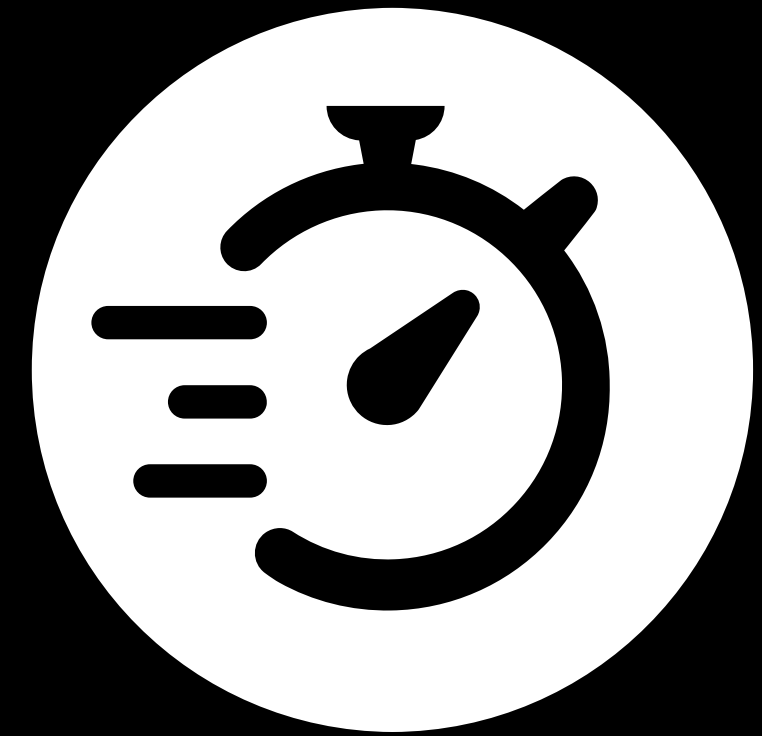
Community Acceptance

- Large number of complaints
- Difficult to overcome stigma from community
- Stakeholder Engagement Toolkit



Support

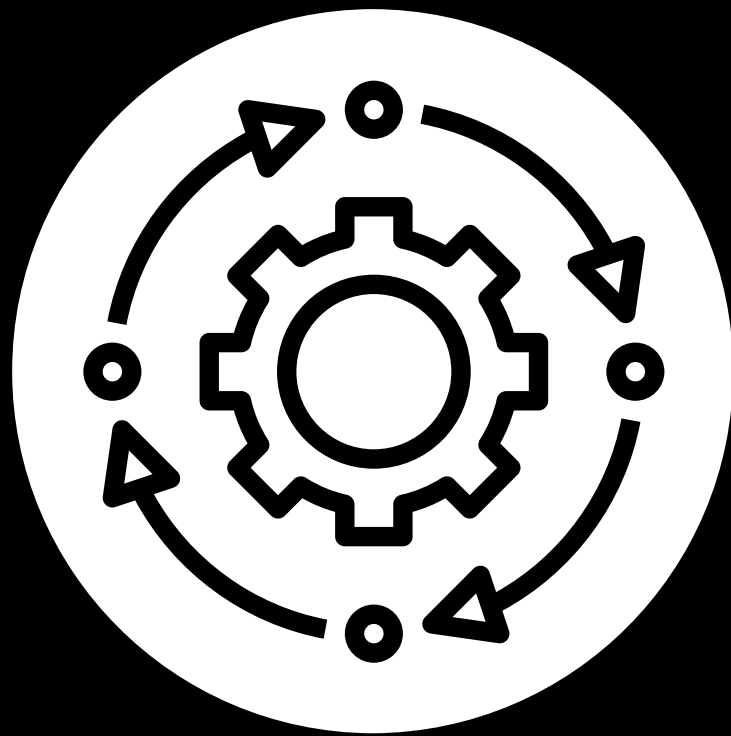
- Accessing rapid clinical mental health services proved challenging
- Access to specialist support is not readily available



Speed and Scale

- High pressure to house people caused staff stress
- The staff to client caseload ratios are too high
- Shared approach to client consent

LEARNINGS: THE CONSORTIUM



Processes

- Information sharing and duplication of processes
- A new opportunity for collaboration among partners.



Engagement

- Complex needs can affect people's sense of safety and trust
- Role of NDIS in longer term support



Critical Incidences

- High number of deaths
- People with multiple intensive support needs, previously in the "gaps" of the services system, were under the spotlight

LEARNINGS: SUSTAINING HOUSING

- 382 people are currently sustaining tenancies
- 9 people are on a second tenancy
- 34 not yet housed

Head lease stats:

- 19% of tenancies in headlease have not been sustained (so far)
- 81% sustained for 9 or more months

Key Points

- Government investment in data gathering is necessary for continuous improvement
- Stabilising those who have been chronically homeless requires long term, flexible and multi-disciplinary support
- Housing types should be matched to clients, with a special focus on people with complex support needs

Key Points

- People with complex needs need multi-disciplinary services. Multi-disciplinary partnerships need to operate from a position of trust.
- Need to increase AOD and mental health support
- Lack of certainty of extension of funding has broad consequences



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