Reducing Barriers – Mercy Care RBHA Collaboration in our Community

Matthew Kelly, Lead Housing Liaison
Overview

• Where did we start
• Expansion and Implementation of Permanent Supportive Housing Model
  • Housing subsidies
  • PSH Service Capacity
  • Housing Authorities
• Implementation of VI-SPDAT
• Clinic Housing Specialist
• Comprehensive Community Health Program (CCHP)
• Human Service Campus-
• Community Collaborations
• Continuum of Care Participation
• Affordable Housing Investments
• Homeless Management Information Systems Agreement
Mercy Care was awarded the Regional Behavioral Health Authority Contract starting in April 2014.

Mercy Care in collaboration with AHCCCS implemented the SAMHSA Evidenced based practice of Permanent Supporting. PSH service providers have been reviewed annually since 2014.

Mercy Care established and expanded its Scattered Site, Project Based and Coordinated Entry Scattered Site Programs, adding many housing opportunities for members.

Mercy Care also has partnered with two Housing Authorities to create a renewable subsidy.

The PSH service providers were expanded to meet the growing housing support needs of our members. Members are eligible for PSH services if they need any housing support services regardless of their current housing circumstances.

To address the needs of members who do not qualify for PSH, the Temporary Housing Assistance Program (THAP) was established.
## Mercy Care Housing Expansion Efforts

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>• Mercy Care awarded the Regional Behavioral Health Authority contract</td>
<td>• Expanded Permanent Supportive Housing subsidies by 500</td>
<td>• Expanded Permanent Supportive Housing subsidies by 300</td>
<td>• Expanded Permanent Supportive Housing subsidies by 275</td>
<td>• Expanded Permanent Supported Housing subsidies by 15</td>
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<tr>
<td></td>
<td>• Number of members receiving scattered site subsidies = 107</td>
<td>• Expanded Permanent Supportive Housing Services by 665</td>
<td>• Expanded Permanent Supportive Housing Services by 300</td>
<td>• Expanded Permanent Supportive Housing Services by 300</td>
<td>• Mercy Care operates the 3rd largest housing program in Arizona-servicing 3,400 members</td>
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<td>• Community Living Program capacity 700</td>
<td>• Diversified housing programs</td>
<td>• Investment in Low Income Housing Tax Credit project</td>
<td>• Partnership with City of Tempe Housing Authority 25 subsidies</td>
<td>• PSH Providers year 5 review score average -77%</td>
</tr>
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<td>• Arnold v. Sarn Lawsuit settlement Agreement negotiated</td>
<td>• Permanent Supportive Housing training administered to Direct Care Clinic network and internal Care Managers</td>
<td>• Service Match leverage, provides rental assistance to an additional 1600+ (ABC)</td>
<td>• Added 255 subsidies with the Coordinated Entry System</td>
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<td>• PSH Providers first reviewed for Fidelity to the SAMHSA model (59%)</td>
<td></td>
<td>• Partnership with HAMC for 100 subsidies</td>
<td>• Temporary Housing Assistance Program 300 members</td>
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<td></td>
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<td>• June 30th Exited Arnold v. Sarn lawsuit</td>
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Proprietary and Confidential
### Mercy Care Housing/Services Portfolio

<table>
<thead>
<tr>
<th>Project Based</th>
<th>Scattered Site</th>
<th>Temporary Housing</th>
<th>HUD Match</th>
<th>PSH Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>655</td>
<td>1265</td>
<td>300</td>
<td>1600+</td>
<td>965</td>
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Bridging the Gaps

If Mercy care was a housing authority we would be the third largest housing authority in the state of Arizona through its expansion of housing subsidies.

Early on, Mercy Care recognized the need to address the linkages between the homeless and the behavioral health systems.

Mercy Care began to identify ways in which we could create partnerships, collaborations, and relationships in the community that would work to reduce barriers.
Bridging the Gaps

Mercy Care seeks to reduce barriers through:

- System Alignment
- Close Community Connections
- Member Centered Framework
- Strong Provider Communication
- Targeted Investments
VI-SPDAT

• Starting in July 2015 Mercy Care started requiring a VI-SPDAT for every housing application submitted to Mercy Care

• Not only is the VI SPDAT a great tool for triaging members and directing them to the best housing intervention for their situation, but it was also a great way align to the Maricopa County CoC

• Mercy Care provided a system-wide review of the VI-SPDAT for all SMI clinics in July 2015 introducing the tool
Clinic Housing Specialist

- Mercy Care funded the new position at any SMI Clinic servicing greater than 1000 members starting in 2016.

- AS of 10/2019 there are 21 housing specialist in the SMI Clinics

- Housing Specialists are responsible for the following:
  - Serve as the primary contact and subject matter expert for housing and homelessness related services
  - Provide oversight and expertise related to completion of the Vulnerability Index-Services Prioritization Decision Assistance Tool (VI-SPDAT)
  - Track housing applications and referrals to housing programs and services; ensure referrals are completed and members are connected to services
  - Participate in community-wide efforts to address homelessness and attend regular meetings with Mercy Care regarding housing and addressing homelessness
  - Collaborate in the community based Coordinated Entry process, including accessing the Homeless Management Information System (HMIS)
  - Participate in homeless case conferencing with internal and external partners
  - Provide support and advocacy with landlords on the members’ behalf to develop a plan to obtain and/or maintain housing
  - Provide intervention/assistance when a member’s housing is at risk and assist in connecting to resources
  - Participate in coordination and collaboration activities related to housing
Clinic Housing Specialist

Housing Specialists

- serve as a link between the homeless services and the direct care clinics
- Receive regular updates, training and information relevant to their role
- Are subject matter experts for clinical teams working with homeless or at-risk members
- Can assist members in finding affordable housing
**Comprehensive Community Health Program CCHP**

- Mercy Care identified early on that GMHSU members were an underserved population and could benefit from increased supports to navigate members to better outcomes.
- The Comprehensive Community Health Program (CCHP) serves high needs/high costs members within the GMHSU population. This includes members with a high rate of crisis and inpatient utilization, frequent interactions with emergency first responders, inadequate or at-risk living environments, homelessness, and chronic medical conditions.
- Members can be referred to CCHP from Coordinated Entry, Mercy Care, High Cost High Needs team, hospital, shelter or emergency services.
- Services are focused on connecting a member to an outpatient GMHSU provider in our network and if that is not the members choices the provider will enroll the member for services and act to navigate them as needed.
- In the last year Mercy Care was able to reduce ED utilization by 69.5% and psychiatric hospitalizations by 43.5%.
- Members can be paired with housing subsidies as part of this program - City of Phoenix 275.
- Partnerships - United Way, City of Phoenix, mercy Care, CBI and Empact.
Human Service Campus

• The Human Service Campus is an integral partner in addressing collaboration efforts between the behavioral health and homeless services.

• Central Arizona Shelter Services

  • Feb 2017- Mercy Care and Central Arizona Shelter Services signed an agreement providing CASS access to the Mercy Care web portal.
  • The intent was to reduce coordination efforts needed to connect Mercy Care members to their clinical teams/service providers.
  • This has also led to increased coordination of care between CASS and Mercy Care.
  • We continue to focus on reduced shelter stays for enrolled members at CASS
Human Service Campus

- Behavioral Health Coordinator
  - Starting in August 2016, Mercy Care in Collaboration with the Human Service Campus created the Behavioral Health Coordinator (BHC)
  - The BHC is the link between homeless members on the Human Services Campus and SMI clinics
  - The BHC will also assist SMI members with completing their VI-SPDAT for coordinated entry
  - Will participate in regular meetings with clinic housing specialists to improve connections
  - Due to the increased need for coordination efforts on campus, a second position was funded this year
Human Service Campus

• Phoenix RISE
  • Starting in 2019, Phoenix RISE started providing coordinated behavioral health services to members on the Human Services Campus who are diagnosed as GMHSU
  • Phoenix RISE offices are located in the Lodestar Day Resource Center
  • Phoenix RISE covers an array of services that include:
    • Campus Response teams (EMTs)
    • Outreach navigators
    • Enrollment (Crisis transition services or outpatient services)
    • Medication Management
    • Group counseling
    • Benefits assessment
    • Connection to community-based supports as needed
    • Connection/advocacy for housing
Human Service Campus

• Temporary Shelter Bridge Program
  • Starting in September 2018, the Bridge program opened at 34 bed transitional shelter for men who are transitioning from homelessness into permanent housing
  • The 30 day Bridge program is a collaboration between City of Phoenix, DES, Community Bridges and Mercy care to serve GMHSU members who are looking for housing.
  • By providing a safe space for members to find housing length of time to identify housing can be reduced
  • Housing Navigators on site will help members create a transition plan and provided needed life skills to be successful in housing

• Human Service Campus collaboration
  • Thanks to Amy Swabenlender and her amazing team for the ongoing collaboration and partnership.
Community Collaborations

• Mercy Care has focused on having a seat at the table wherever mental health and homelessness interact

• Projects that demonstrate this commitment include:
  • Men’s Overflow Shelter Closure
  • Overflow closure
  • Rooming Inc
  • Hand-in-Hand

• Training and participation is another Community meetings
  • CIT training for first responders
  • Participation in community meetings and collaboratives with Police an Fire across the County
  • HomeVP
  • Mercy Care Community Meetings
Continuum of Care Participation

- Mercy Care is committed to being part of the regions solution to end homelessness
- Mercy Care currently has representation on the CoC Board, Coordinated Entry subcommittee, Data subcommittee, Rank and Review subcommittee, Ending Chronic Homelessness workgroup and the Outreach workgroup
- 2018- Mercy Care committed housing subsidies and services to house 60 chronically homeless individuals on the by name list.
Affordable Housing Investments

- Mercy Care recognizes that there is a severe shortage of affordable housing in the Phoenix area.
- Mercy Care has sought community partnerships that will increase available affordable housing stock.
- Some examples of this include: Camelback Pointe, Laurel Tree and Heritage at Surprise
- Additionally Mercy Care has provided numerous Letters of Support to providers in the community. Mercy Care leverages its support services to serve the members in these housing projects.
Homeless Management Information System Agreement

• Starting in June 2019, all SMI Clinic Housing Specialists have been trained and are starting to use HMIS
• Clinic Housing Specialist are able to document engagements in HMIS and are also able to see activity for any member they may be working with.
• Mercy Care hopes to be able to roll out access to HMIS to the ACT team housing specialist in coming years.
We are just getting started. We look forward to future collaborations that work to reduce barriers between behavioral health and homeless systems.
Questions

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Thank You!