

# Housing First: Innovative Practices of a Multidisciplinary Team



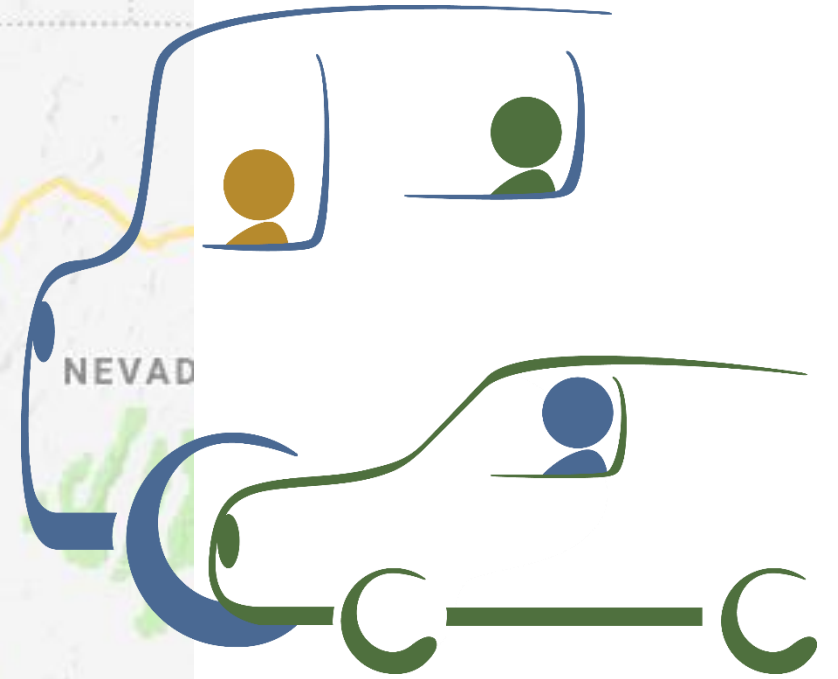
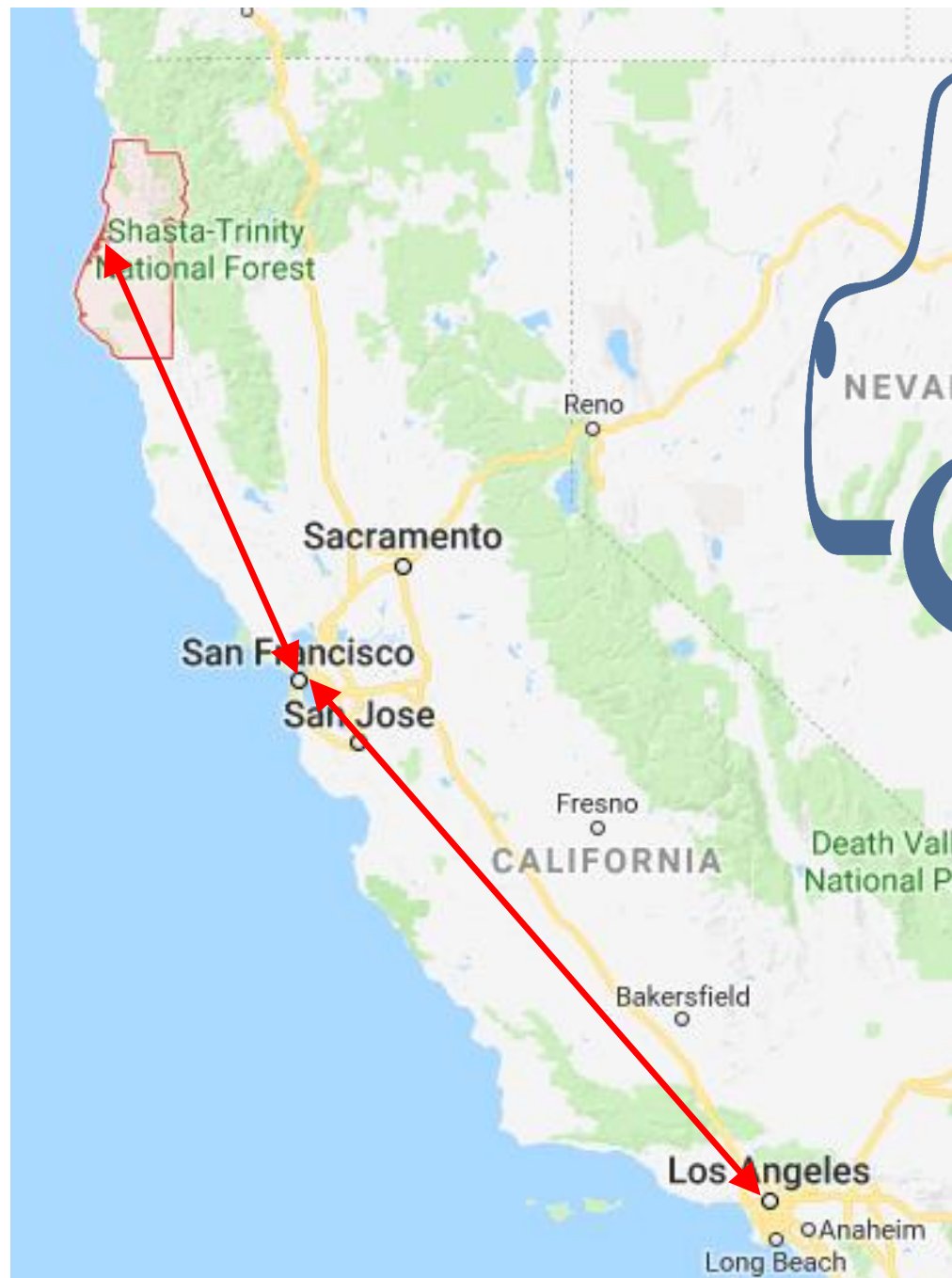
Presented by: Humboldt County  
Department of Health and Human  
Services, Mental Health Branch,  
Housing Unit

Michelle Buckman, Admin Analyst;  
Maricruz Gomez, Mental Health Case  
Manager; Betty Garfield, Peer Coach;  
Crystal Snow, Vocational Assistant

Humboldt County to  
San Francisco

**294** miles

**5** hours **38** min



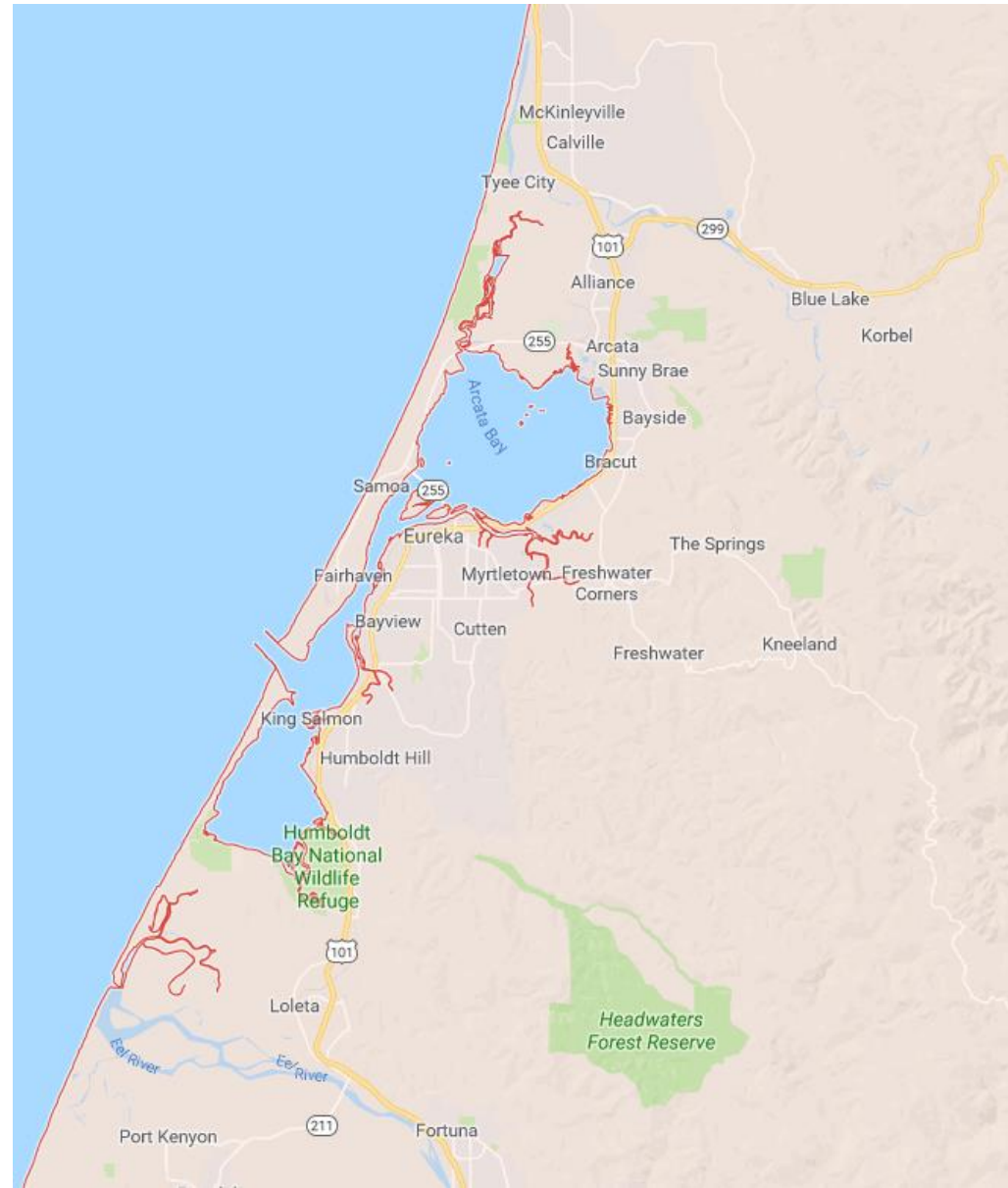
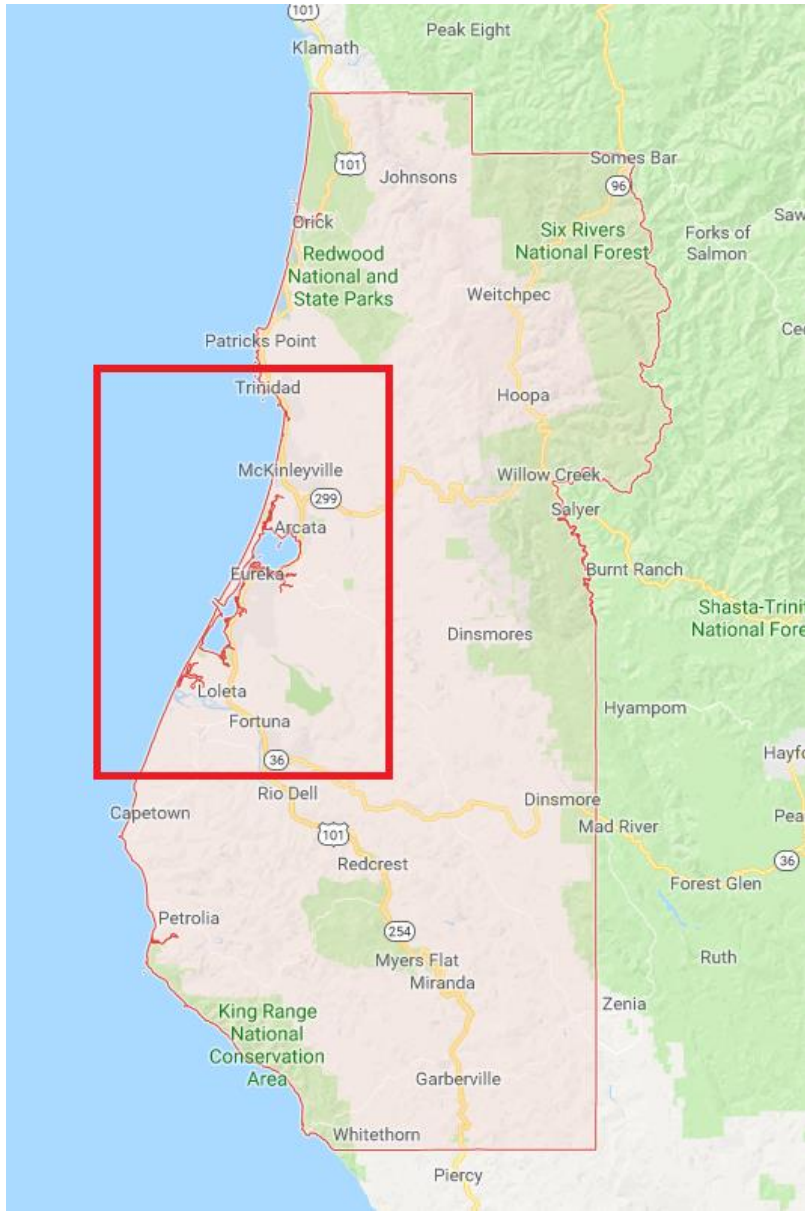
San Francisco to  
Los Angeles

**383** miles

**6** hours **3** min



# Humboldt County, CA - Population: 136,646



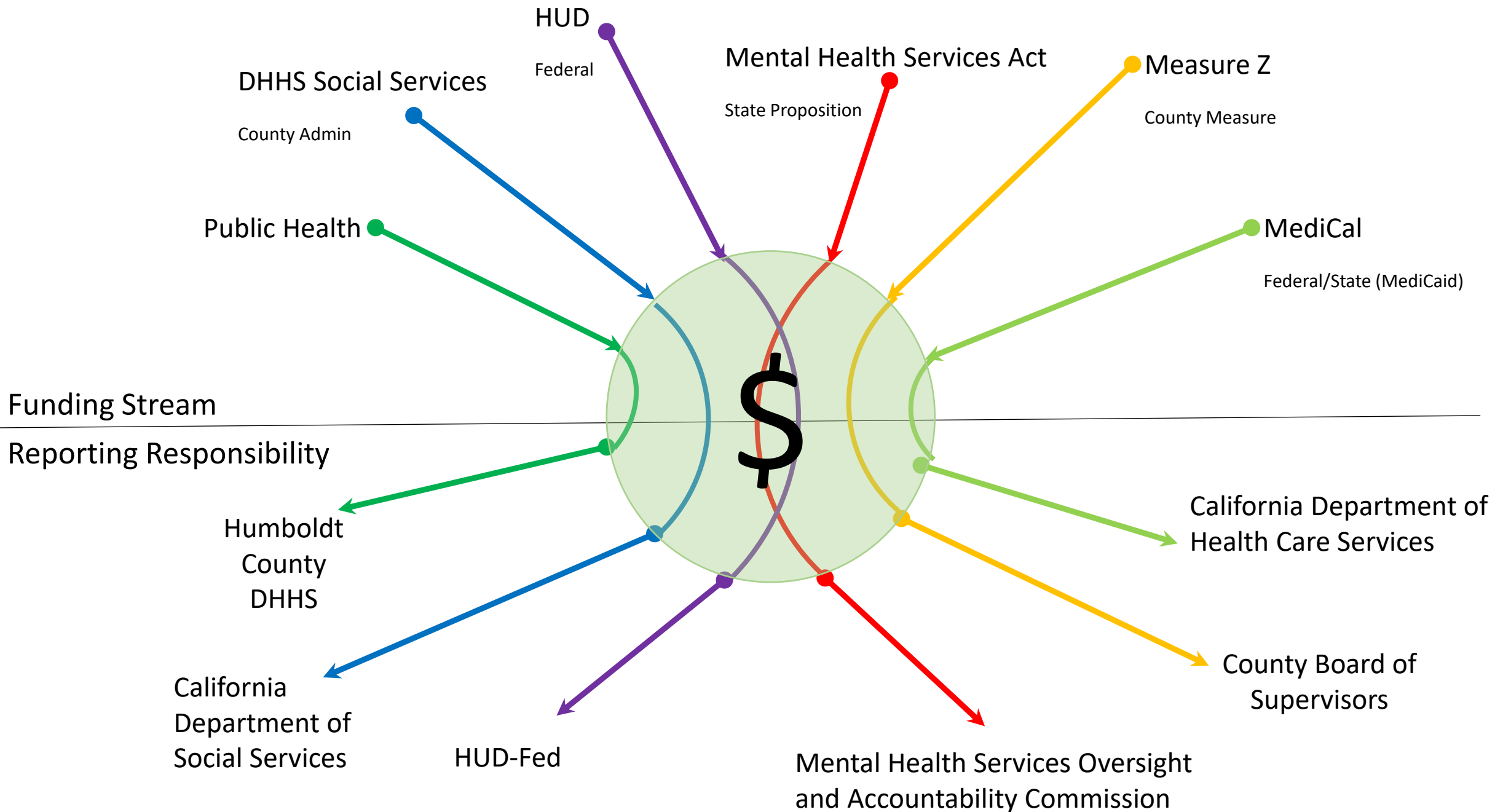


Social Services

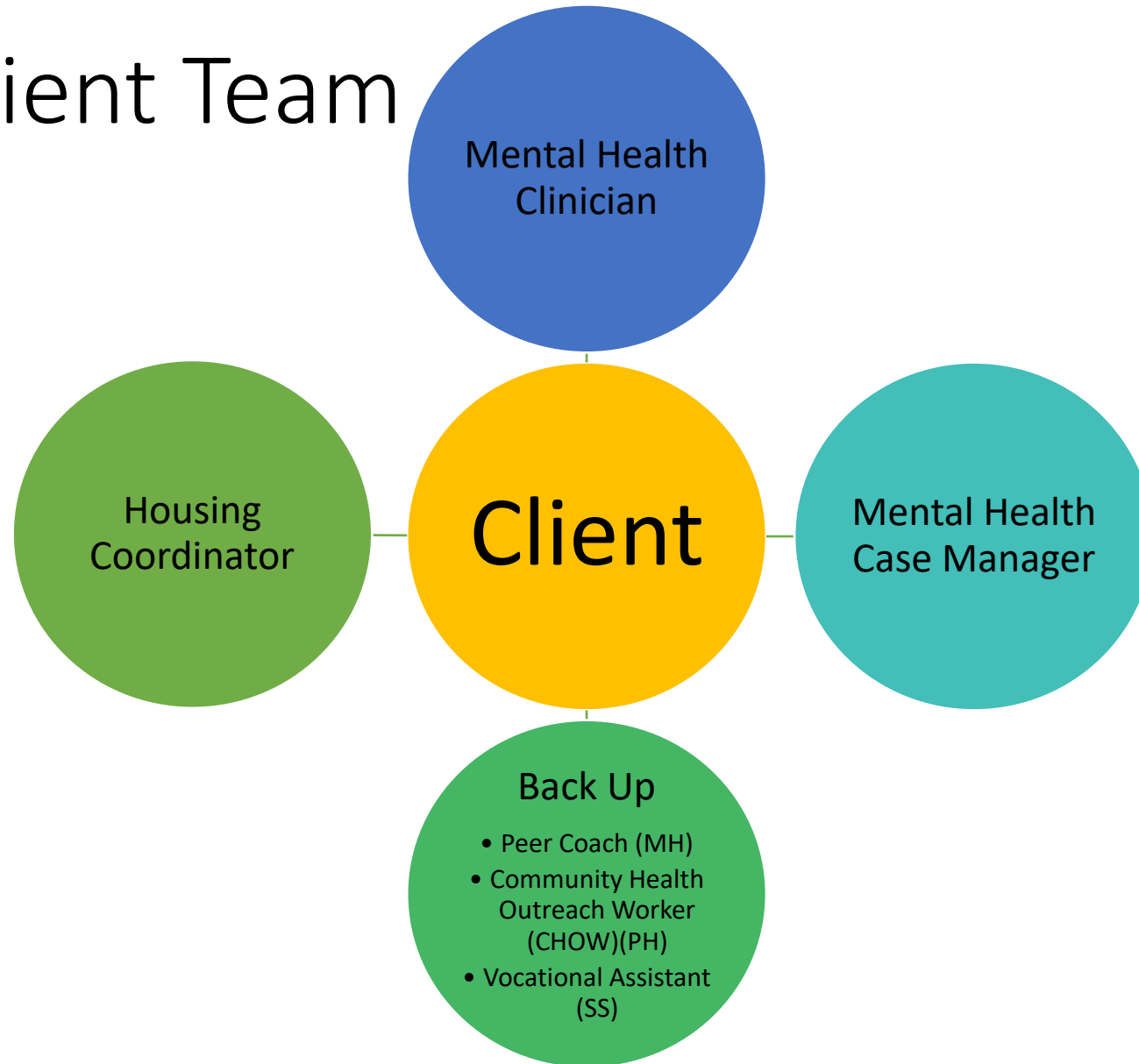
Public Health

Mental Health





# Client Team



Outreach/Housed/Regional

# of Staff

31


# of Clients

153

# Innovative Tool

- ACT.md
  - Care Coordination Phone App
  - Facebook for Clients

A screenshot of the ACT.md login interface. At the top, the ACT.md logo is shown with the tagline "The platform for team-based care". Below this, there are two input fields: the first contains the email address "mbuckman@co.humboldt.ca.us" and the second is labeled "password". A dark teal "Log In" button is positioned below the password field. Further down, the text "or log in with" is followed by two blue links: "Google" and "Partners Healthcare". At the bottom, a blue link reads "Forgot username or password?".

 **ACT.md**  
The platform  
for team-based care

Log In

or log in with

[Google](#)

[Partners Healthcare](#)

[Forgot username or password?](#)



## NCHIIN Support Client

Female Born 1 Jan 1940 Age 78  
[707-444-1111](tel:707-444-1111)

SOS - Humboldt County Mental Health Branch

[Change tags](#)

NCHIIN Support has not been invited to join ACT.md yet.

[Invite now](#) · [Archive record](#)

To Do 2

Care Plan

Patient

Team 44

Calendar

Files

History

Updates

[Add a new family member](#)

[Add a new care provider](#)

[Add many providers...](#)

### Patient & Family



NCHIIN Support Client  
Patient

Full access

Not yet invited

[707-444-1111](tel:707-444-1111)

### DHHS



Maricruz Gomez  
Case Manager

Full access



[MGomez@co.humboldt.ca.us](mailto:MGomez@co.humboldt.ca.us)



DHHS  
Eureka, CA 95501



Betty Garfield  
Peer Coach II

Full access



[BGarfield@co.humboldt.ca.us](mailto:BGarfield@co.humboldt.ca.us)




Crystal Snow  
Vocational Assistant

Full access



[csnow@co.humboldt.ca.us](mailto:csnow@co.humboldt.ca.us)





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To Do 8


Care Plan Patient Team 45


Calendar Files History Updates


 Assign tasks...

 Copy summary to clipboard


 New discussion...

 Send secure message...


 All acts

 New task...

Michelle Buckman (Adminis ▼)

 Due date

Save

<div>Finish ▼</div>	Kerri Escudero Quality Improve...	<div> Alert: Emergency Department Discharge on Monday, July 24, 2017 at 03:35:00PM</div> <div>Due 24 Jul 2017</div>	>
<div>Finish ▼</div>	Jessica Osborne-S...	<div>! Jail Release Alert</div> <div>Due 7 Feb</div>	>
<div>Finish ▼</div>	Betty Garfield Peer Coach II	<div>Food Bank Appointment</div> <div>Due 27 Feb</div>	>
<div>Finish ▼</div>	Maricruz Gomez Case Manager	<div>HUD Renewal</div> <div>Due 1 Jun</div>	>
<div>Finish ▼</div>	Crystal Snow Vocational Assistant	<div>Assist to pay rent</div> <div>Due tomorrow</div>	>
<div>Finish ▼</div>	Betty Garfield Peer Coach II	<div>Check In - Monday</div> <div>Unscheduled</div>	>
<div>Finish ▼</div>	Maricruz Gomez Case Manager	<div>Check in - Wednesday</div> <div>Unscheduled</div>	>

# Peer Coach

- SB 906 – Certification program for Peer Providers
  - Peer Support Services billable
  - Sen. Jim Beall, D-San Jose
- What does it mean to be housed to you?
- Harm reduction
  - Sharps containers
  - Lock boxes
- Modeling/teaching life skills



# Integrated Practices

- Fluid team structuring allows for multiple touch points for newly housed clients
- Client driven goals in housing. Using interdisciplinary approach to ensure positive outcomes.
- Importance of communication – ROIs for landlord/property managers, medical providers, housing applications, SSI, General Relief, etc.



# Barriers – to services and housing

- The struggles of the newly housed
- Teaching good neighbor skills
- Connecting with resources to enhance self-sufficiency and addressing harm reduction
  - General Relief, SSI, Section 8, employment opportunities
- Housing Coordinator works with the landlords/property managers to address issues



# Connecting Clients with the Community



- Utilizing community resources to support our clients
- Applying for other programs such as IHSS to assist clients in maintaining housing

TAY	Hope Center	PACE	Senior Centers
Older Adults	Food for People	Volunteer Opportunities	IHSS
CalFresh	HEAP	Clothing Closets	Free Meal
Tri-County Independent Living	Betty Kwan Chinn Day Center	Community Resource Centers	Open Door Community Health Center
APS	211	Mobile Medical	Dial-A-Ride
Hoopa Valley Tribe	Humboldt Housing Authority	Legal Services of Northern California	United Indian Health Services



# When Things Go Wrong - Never giving up

- Addressing lease violations – fixing what can be fixed
- Notices to vacate: how to help client address re-housing
- Pro-active housing search to prevent return to homelessness





Housed



Homeless

Housing  
Search

Engagement

Outreach



Audience Questions



Contact ACT.md

Nicole LaCasse

Market Director, ACT.md

[nicole@act.md](mailto:nicole@act.md)



# Contact Us

Michelle Buckman

Administrative Analyst – Housing Unit

(707)441-5040 – Desk Phone

(707)572-8870 – Cell Phone

<https://humboldt.gov.org/dhhs>

[mbuckman@co.humboldt.ca.us](mailto:mbuckman@co.humboldt.ca.us)

