Creating a Comprehensive Service Delivery Model-

From Police to Housing

FOURTH STREET CLINIC

HOMELESSNESS HURTS. HEALTH CARE HELPS.

General Demographics

*as of 2016

- Salt Lake City Metro: 181,743 (90.5 square miles)
- Salt Lake County: 1.3 million (756 square miles) *most populous county in Utah
- Utah's median age in 2017 is 27.1 years, well below the national figure of 35.2 years
- 35th in the nation in population growth

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*Source: http://www.saltlakecityutah.org/salt_lake_demographics.htm

2016 Point in Time Count

Total Utahans Experiencing Homelessness: **2,807**	Total Headcount in Salt Lake County: **1,891**
1,810 Homeless Individuals	1,260 Homeless Individuals
979 Homeless Families	631 Homeless Families

- *67.3% of the entire state's total homeless population*
- *69.6% of the state's homeless individual population*
- *64.4% of the state's homeless family population*

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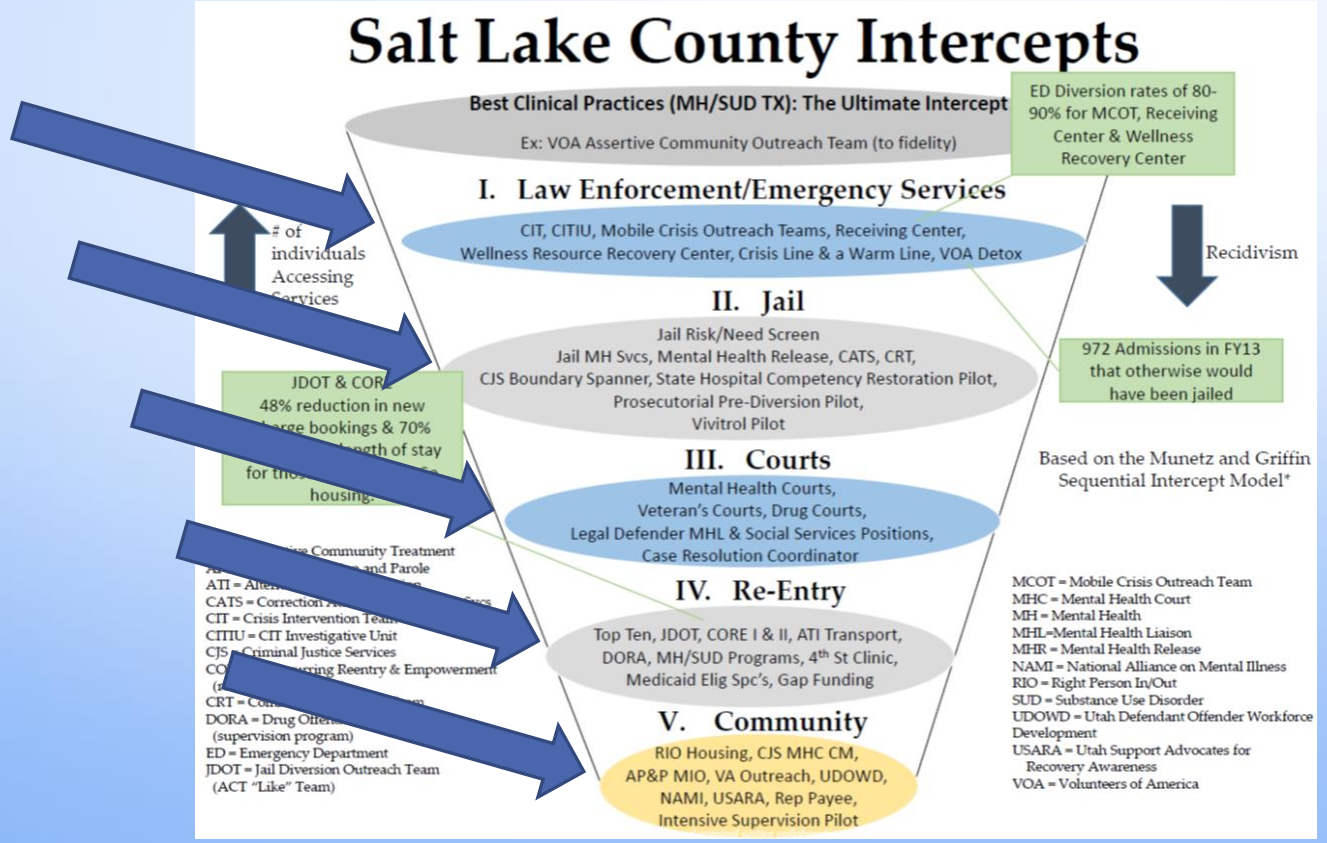
“No Wrong Door” & “Sequential Intercepts”

- NWD: A universal gateway to community services and government programs
- SI: “Intercepting” individuals with behavioral health issues, linking them to services and preventing further penetration into the criminal justice system



Source: Salt Lake County Behavioral Health

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Salt Lake City Police Department's

Community Connection Center

3 Teams, 1 Center

CIT METRO
WORKING TOGETHER

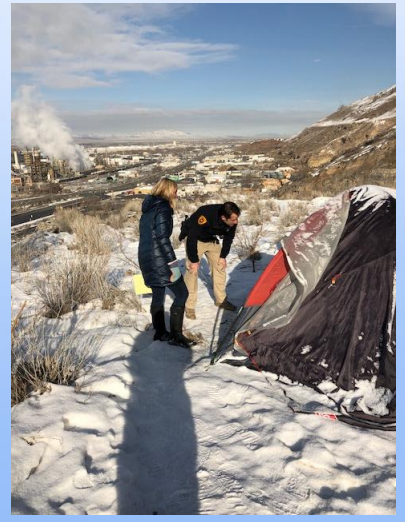
HOST
Homeless Outreach Service Team
INTO REAL CHANGE
100%
of donations go toward homeless services
THANK YOU

COMMUNITY CONNECTION TEAM
SALT LAKE CITY

POLICE
UTAH
EST. 1851
SALT LAKE CITY
SERVING WITH INTEGRITY

SLCPD Community Connection Center Mission Statement

"To provide a safe environment for people to access individualized care, support, and appropriate community services."



CIT Metro

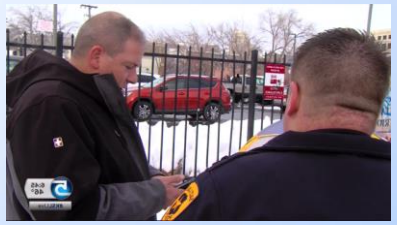
- SLCPD started CIT 15 years ago
  - 3 officers, 1 sgt.
- Provides training to officers, service providers and citizens.
- Collaborates with other law enforcement agencies to create “CIT Metro”
- Provide follow-up for mental health calls which equal approximately 3,000+ calls per year
- Provide community collaboration to constant callers

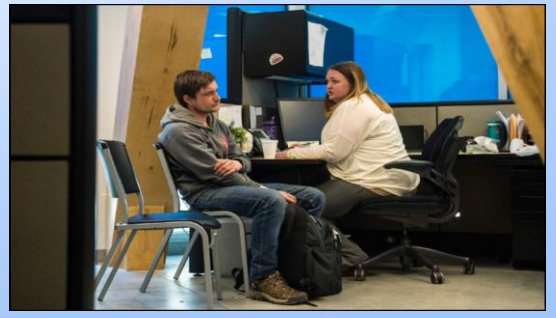
HOST

- Started in 2011
  - 2 officers, 1 sgt.
- Responds to community complaints regarding homeless issues
- Finds those in need of assistance through proactive outreach (searching for encampments, speaking with individuals that are experiencing homelessness)
- Created a panhandling initiative- “HOST meters”

CCT

- Started in 2016
  - 4 licensed clinicians, 5 case managers, 1 program manager
- Triage of an individual and/or family
- Intermittent, short-term therapeutic intervention
- Care coordination between agencies
- Case Management, which includes but is not limited to:
  - Housing Application and Navigation Assistance
  - Basic Needs
  - Transportation Assistance
  - Employment Resources
  - Navigation of the Behavioral Health System
- Follow Up Outreach and Co-Response
- Appointments available for any citizen of SLC free of charge





COMMUNITY CONNECTION TEAM
SALT LAKE CITY

POLICE UTAH EST. 1851 SALT LAKE CITY SERVING WITH INTEGRITY

Volunteers of America- Utah

Homeless Outreach

Volunteers of America®
UTAH

Mission Statement

"Volunteers of America, Utah provides a bridge to self-reliance and health for vulnerable individuals and populations who struggle with homelessness, addiction and mental illness in our Wasatch Front communities through a safety net of services."

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UTAH

Services Offered

- Homeless Services
  - Homeless Outreach Team
  - Library Engagement Team
  - Housing and Benefits Team
  - Youth Resource Center
- Prevention Services
- Residential Services
  - Young Men's Transition Home
  - Young Woman's Transition Home
  - Adult Detoxification Facility
  - Women & Children's Detoxification
- Treatment Services
  - Adult Treatment Services
  - Child and Youth Treatment Services
  - Domestic Violence/Mental Health Services
  - Assertive Community Outreach Team
  - Child Care

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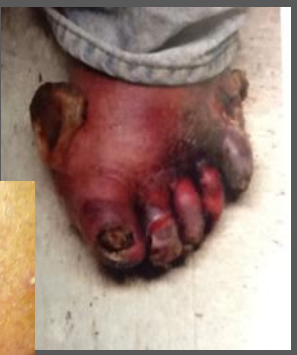
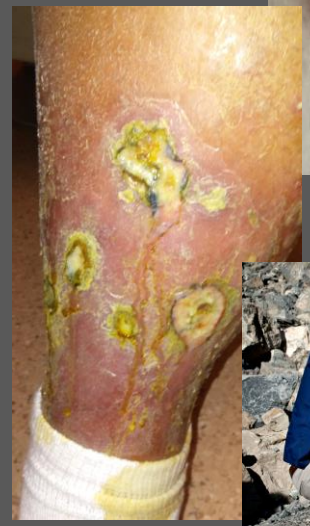
Volunteers of America- Utah and 4th Street Clinic

Medical Outreach





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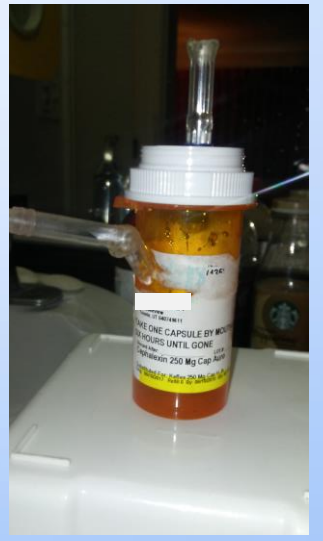
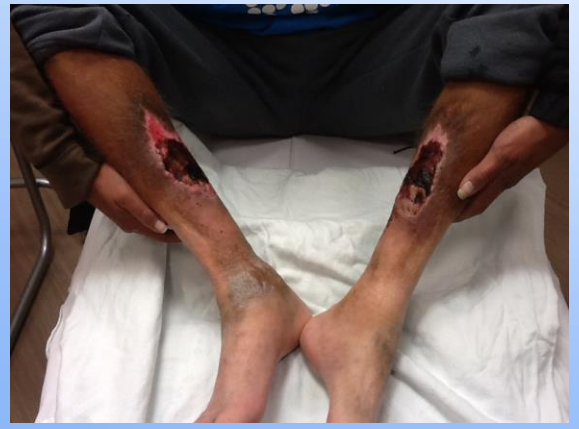
Medical Outreach

Dual Agency Team: 4th Street Medical Clinic works closely with Volunteers of America, Utah to provide medical outreach

***Mission of the Medical Outreach Team*:** is to meet the unmet medical needs of rough sleepers and those who are the most vulnerable

Services Include: a continuum of care which are medical, benefit enrollment, and housing applications that include case management





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4TH

FOURTH STREET CLINIC

HOMELESSNESS HURTS. HEALTH CARE HELPS.

Ok, a team finds someone... now what?

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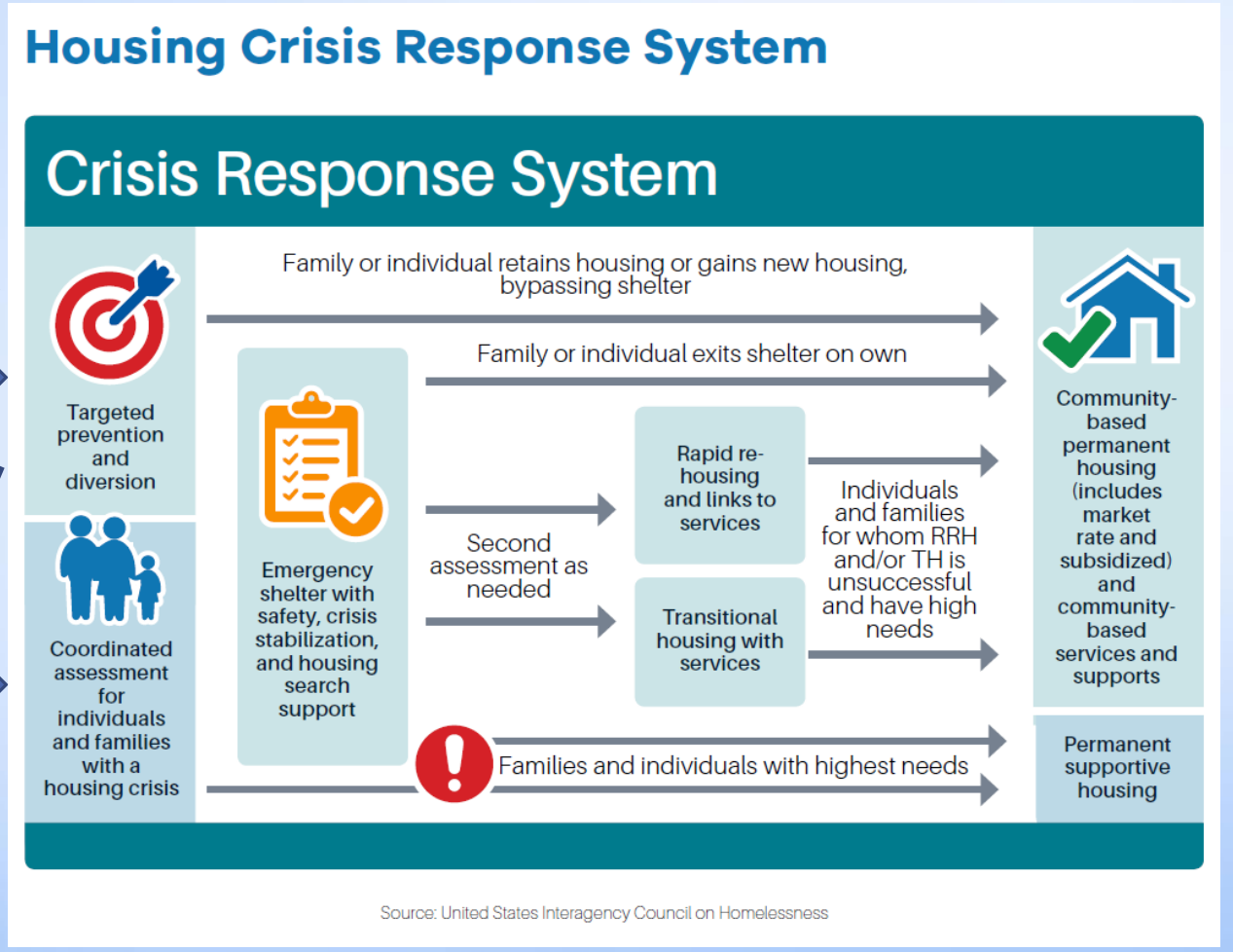
Current Crisis Response Model

Hospitals, Receiving Centers, 4th Street

Hotel/motel dollars provided by SLC: $80,000.00

Diversion: Utah Community Action

Housing Triage: How does SLC prioritize individuals?



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VI-SPDAT/SPDAT

VULNERABILITY INDEX - SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (VI-SPDAT)

SINGLE ADULTS — AMERICAN VERSION 2.01

Administration

Interviewer's Name	Agency	○ Team ○ Staff ○ Volunteer

Survey Date	Survey Time	Survey Location
DD/MM/YYYY ___/___/_____	__ __ __ __	

Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only "Yes," "No," or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question or the assessor does not understand the question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

First Name	Nickname	Last Name

In what language do you feel best able to express yourself? _____

Date of Birth	Age	Social Security Number	Consent to participate
DD/MM/YYYY ___/___/_____	_____	_____	○ Yes ○ No

IF THE PERSON IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1.	SCORE: 0

Source: ©2015 OrgCode Consulting Inc. and Community Solutions

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What we are finding:

- An aging population with:
  - Physical & mental health issues
  - Incarceration & substance abuse issues
  - Lack of social support
- Older adults (50+) represent 25-30% of Salt Lake County's homeless population
  - THIS NUMBER IS PROJECTED TO DOUBLE BY 2050

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Source: Stewart, Melanie (2017) "Focusing on Aging Homeless Population: An Overview of Current Services and Recommendations for Salt Lake County"

The INN-Between

- **ONLY** non-profit hospice care (& respite care) in the United States for individuals experiencing homelessness
- ***Mission:*** To end the tragic history of vulnerable people dying on the streets of our community by providing a supportive and safe haven for individuals who have nowhere else to go in time of medical crisis

The INN Between®
Hospice for the Homeless

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What about those that you deal with time and time again?

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Crisis Response System (CRS)

- Monthly meeting regarding frequent utilizers of systems
  - These are people that are typically difficult to place
  - We have staffed and placed over 150 individuals

- Cross-System Participation
  - FBI
  - Homeland Security
  - Service Providers
    - Behavioral Health
    - Medical Health
    - Homeless
  - Ambulance Services
  - Hospital Emergency Rooms
  - Crisis Intervention & Hospital Diversion
  - Police Departments
  - Fire Department

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Case Study- Jane Doe

42 Year Old Female

- Wheelchair Bound, Incontinent, Homeless, HIV Positive- non-compliant with appointments, Co-Occurring Dx, Non-compliant with medications, Prostituting Self

SLCPD Police-Related Events

January- July of 2016 **= 33**

Emergency Room Visits

January- July of 2016 **= 72**

**this is just 3 hospitals*

Grand Total for 7 months
= **$174,433.95**

SLCPD Police-Related Events

July of 2016 to date **= 0**

Emergency Room Visits

July of 2016 to date **= 0**

**this is just 3 hospitals*

Grand Total for 18 months
= **$ 0.00**

**cost of the care center is $54,000 total*

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Are there any other organizations that have been involved to increase services & housing to individuals experiencing homelessness?

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Operation Rio Grande: A Multi-level, Multi-agency, Cross-System Collaboration

OVERALL OUTCOMES

1. Reduce the average length of stay in the shelter: Baseline SFY 2017 — **48.5** days
2. Increase the number of positive housing exits: Baseline SFY 2017 — **119**

Measurement will take place at the end of each State Fiscal Year.

PHASE 1 OUTCOME

Improve public safety & order by reducing the crime rate.

Measurement:
Part one offenses

Weeks 49-52 (December)

2017 **164**

3-year avg. 2014–2016 **188**

PHASE 2 OUTCOME

Support people struggling with mental illness & drug addiction so they can return to a path of self reliance.

Measurement:
Individuals entering treatment through the new drug court program

13 Current month

84 Total to date

PHASE 3 OUTCOME

Prepare & connect individuals to income that supports housing.

Measurement:
Individuals employed

14 December placements (Dignity of Work began Nov. 9, 2017)

For more details, click the buttons below

Updated 2/5/2018

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Source: www.operationriogrande.utah.gov

Targeted Adult Medicaid

- What is it?
  - Utah specific approach to reduce the number of uninsured adults
- Who is eligible?
    - Adults without dependent children
      - Age 19-64
      - U.S. Citizen or qualified alien
      - Resident of Utah and not in a public institution
      - Earning up to 5% of the poverty level
      - Ineligible for any other Medicaid program (with the exception of medically needy or refugee Medicaid)
      - Fall into one of the following targeted categories:
        - Chronically homeless
        - Involved in the justice system through probation, parole, or court ordered treatment needing substance abuse or mental health treatment
        - Needing substance abuse or mental health treatment

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However, there are still challenges...

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Current Challenges

- Number case managers available to assist once a person is placed into housing
- Availability of affordable housing units
- Income vs Rent
  - You have to make $19.00/hour to support a 1 bedroom apt. in Utah
  - Minimum wage is $7.25/hour
- Specific targeted housing units (i.e. aging population, TBI, SPMI)
- Respite Care
- Traditional Medicaid vs. Targeted Adult Medicaid
- Mental Health and Substance Use Treatment Capacity

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We are moving in a new direction...

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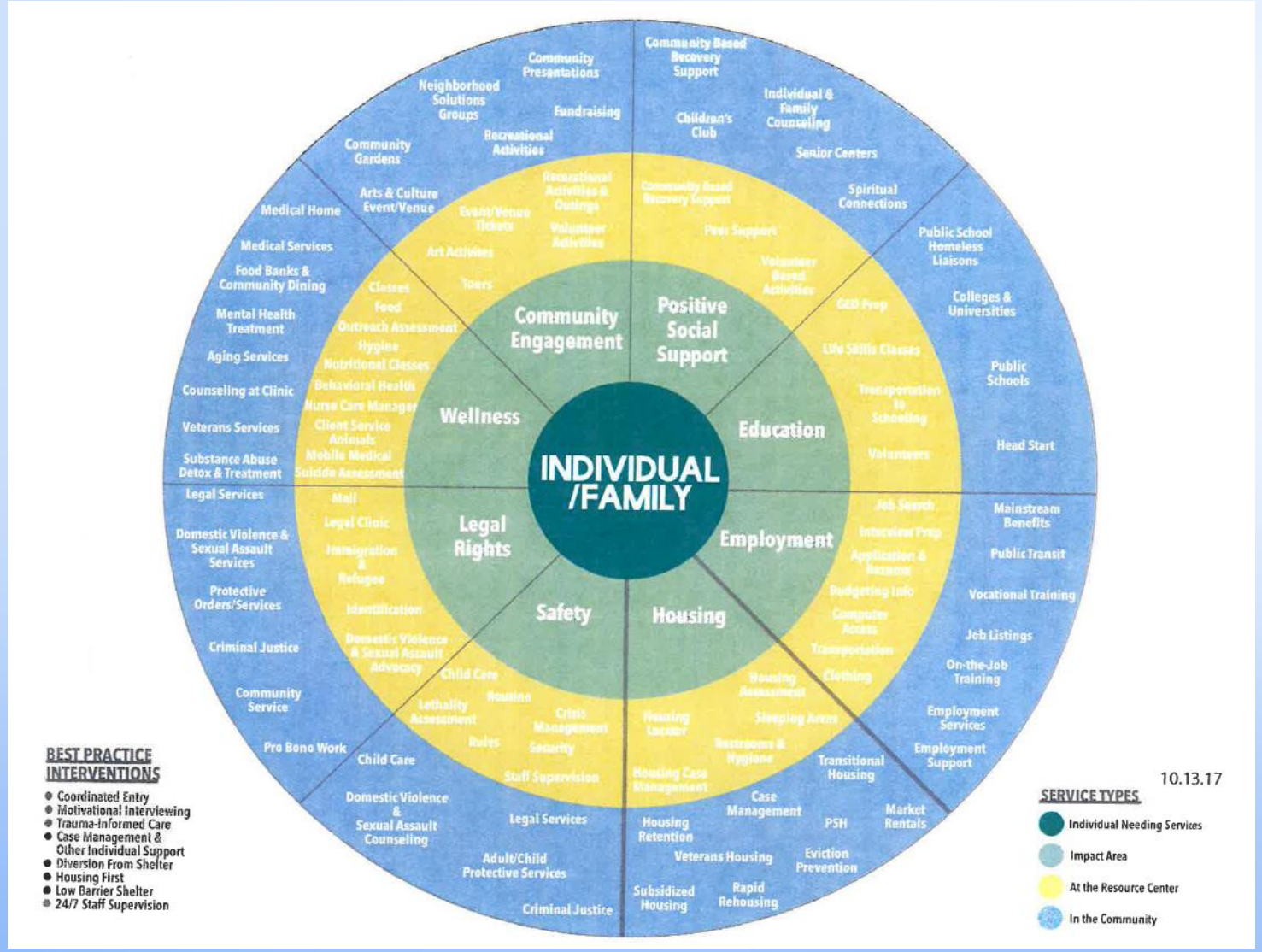
New Directions



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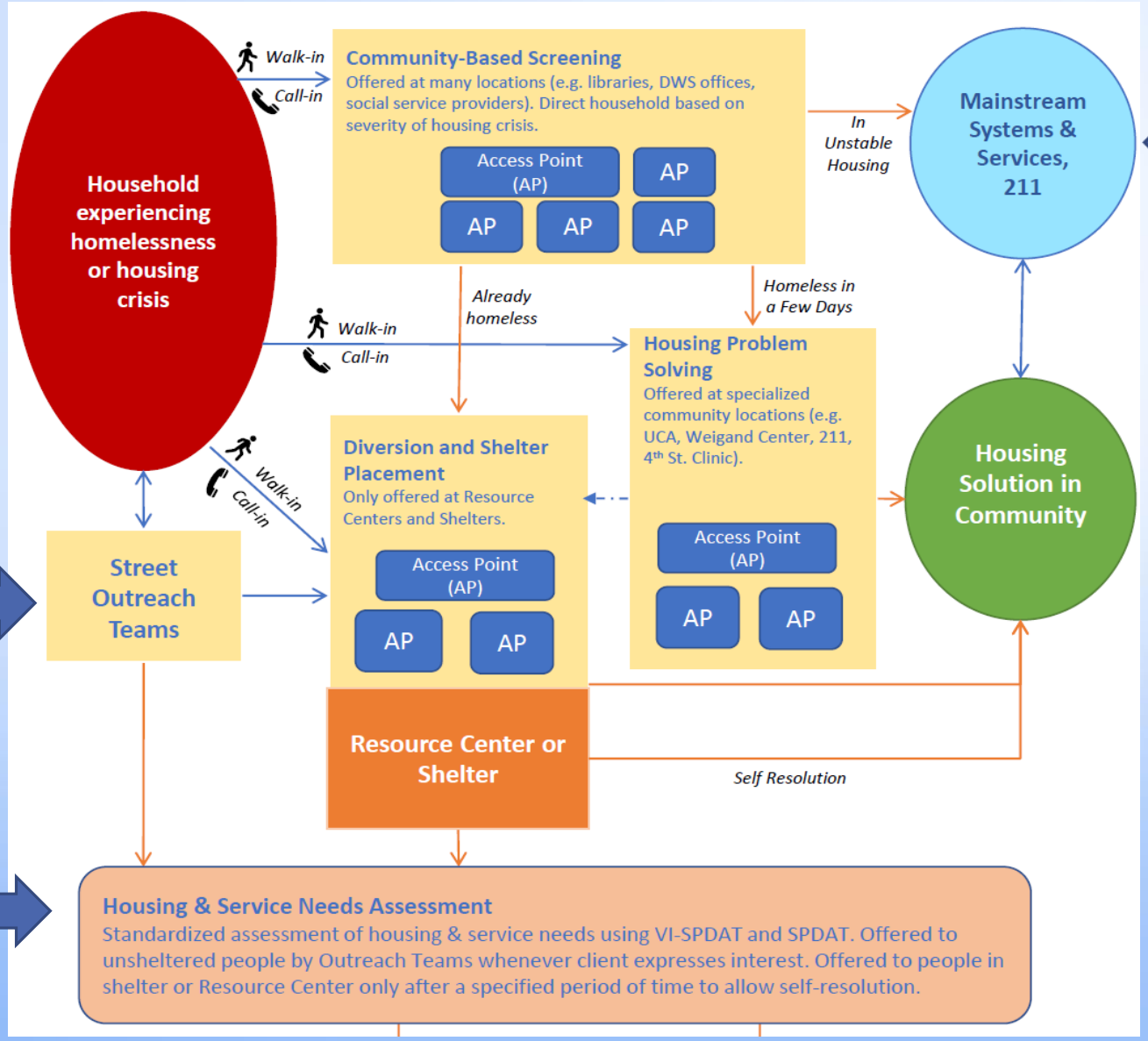
New Directions



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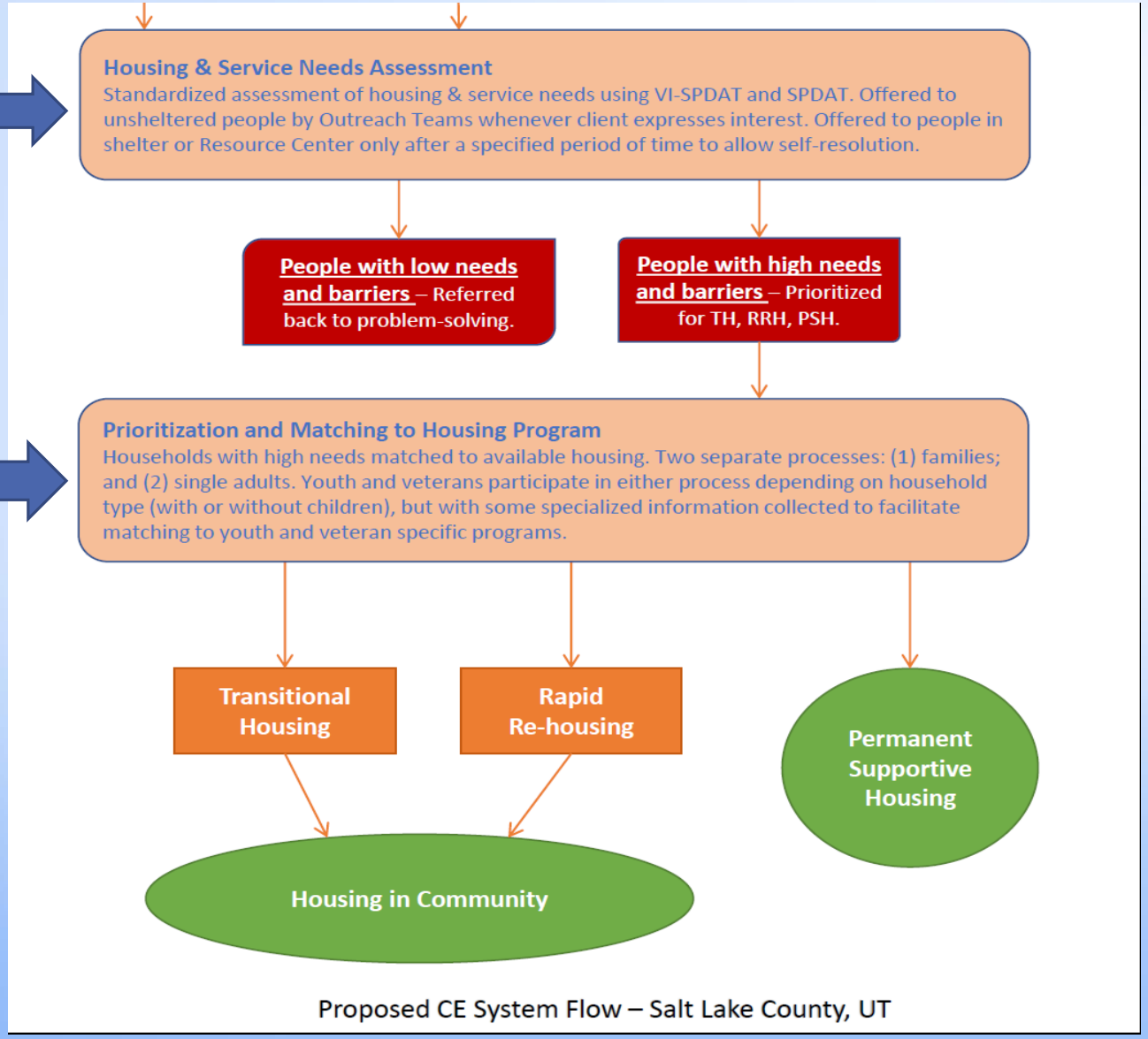

Proposed CE System Flow – Salt Lake County, UT

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Take-A-Ways

- Communication & patience are KEY
- Multi-level, multi-agency, cross system collaborations can occur with motivated stakeholders are at the table
- Information can be shared, it is a matter of how you approach it
- Track your cost-savings
- Emergency service entities, like law enforcement, are necessary to involve
- Work toward getting ahead of the aging population
- Mental health and substance use treatment capacity are a necessity- as well as the payor resource associated those

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Thank You
&
Questions?

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