

Connecting Health and Housing to Address Homelessness in Massachusetts

A review of our work with the Housing and Services Partnership Accelerator

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Collaborators

State Partners

- Mass Health
- Housing and Livable Communities
- Elder Affairs
- Public Health
- Mental Health
- Massachusetts Rehabilitation Commission

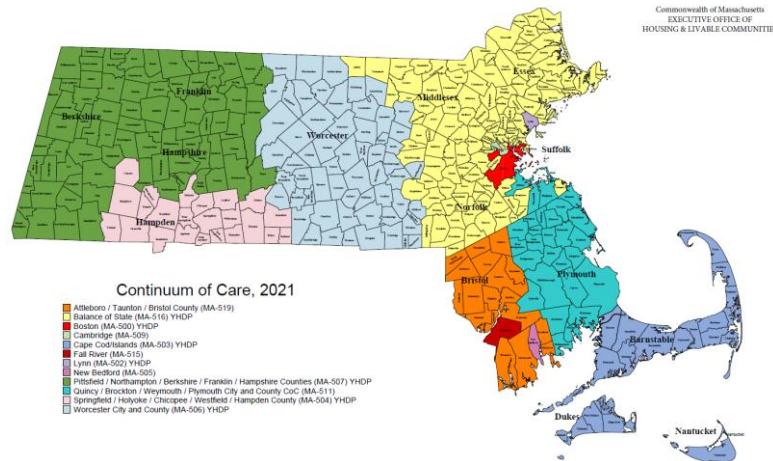
Other Partners

- The Continuum of Care Collaborative
- Massachusetts Housing and Shelter Alliance
- United Way of Massachusetts Bay
- Independent Care Living Centers, and
- Pine Street Inn (the largest provider of PSH for formerly homeless persons in New England)

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What problems were we trying to overcome?

11 Continua of Care in a geographically very small state



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What problems were we trying to overcome?

Organizational Separation of Housing and Services

Health and Human Services

Housing and Community Dev.

Homelessness Programming

Housing

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What Problems were we trying to overcome?

Organizational
Separation of Housing
and Services

Services left behind

- Department of Mental Health
 - Community Based Case Management Services
 - Clinical Assessment and Triage
 - Respite services during crisis
- Public Health – Bureau of Substance Addiction Services
 - Recovery Coaching
 - De-tox and post de-tox residential supports
 - Outpatient Medication Assisted Treatment
- Public Health – Office of HIV & AIDS
 - Seamless prioritization for HOPWA housing resources
- Mass Health
 - Various Behavioral Health Supports
 - Housing Stabilization Supports

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What Problems were we trying to overcome?

Lack of understanding
of the services
landscape

No one person or entity understood

- The full scope of services available
- Who was eligible for those services
- How people could seek access to those services
- Who provided the services once people were enrolled
- How the provider would be paid for those services
- Which services could be paired with homelessness
 - Which services would fall away once someone was housed
 - Which services could only be used once someone was housed
 - Which services could be used in either event

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What were our goals?

Develop a
comprehensive service
system map

Goal 1: Develop a comprehensive service system map

- The full set of services available
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Goal 1: Ways of getting that info

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What were our goals?

Identify Gaps

Goal 2: Identify where service gaps are

- Unmet needs
- Un/underserved subpopulations
- Regional
- Along the pathway
- What was real and what was perceived

CSP-HI example of a perceived gap

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What were our goals?

Strategy development

Goal 3: Strategies for Filling those gaps

- Education
- Flex Pool

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Barriers discovered in the process

- Difficulty accessing services
- Provider fatigue

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Going Forward

New Goals

- Exploring 3rd party Administrator
- Sustaining the effort

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