



Healthier Washington: The Fellowship of Housing

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Principles of Permanent Supportive Housing





What is Coordination of Care?

Even if you've never heard the term “**care coordination**,” you've likely noticed when it was done well. Just as likely, you have noticed when it wasn't done well.

Why Is COC Important In Housing?

When it's done well, care coordination not only improves the participants' experience, it also can improve outcomes.



Characteristics of Care Coordination

- Collaboration between all members of a care team, no matter their specialty, role or location
- Clear communication between all parties involved in a participant's care, including the participant/ participant's caregiver
- Assessing all of a participants needs – not just their immediate housing needs



Let's hear from you!

- Example of positive Coordination
- Example of negative Coordination

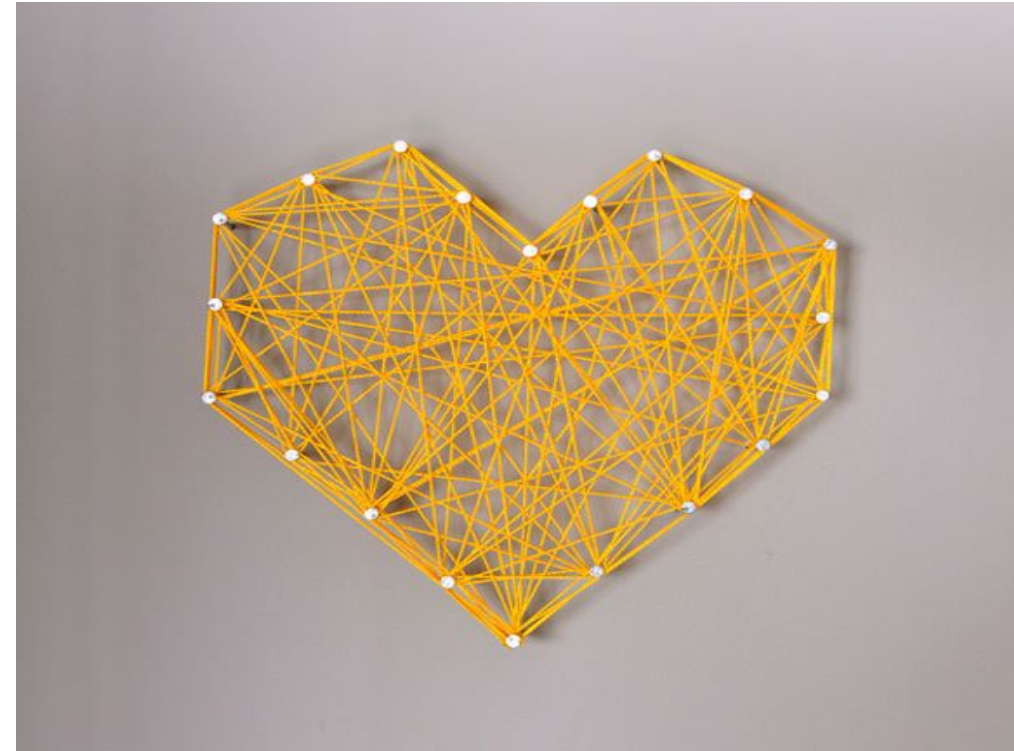


Share how these two examples effected yourself or your participant's support.

So...what is the **Golden Thread**?

And why is it important?

- Refers to a connection between:
 - Assessment tools used
 - Individualized service/treatment plan (ISP)
 - Interventions provided
 - Progress notes
- Medicaid requires it
- Can lead to provision of more effective services



Coordination of Care

- Supported Employment Services
- Substance Use Disorder Services (SUD)
- Supportive Housing Services
- Primary Care Physician
- Mental Health Services
- Additional Resources (SOAR, SNAP, TANF, DCS, Etc)





Case Note Scenerio

- D – Met with Jon at the local Housing Authority, he appeared to be in a good mood, was well groomed and had completed his housing application.
- I/A – Jon and I met with his HUD Case Manager regarding his Section 8 voucher and the rules and requirements behind his housing subsidy. “This is really exciting, I’ve been waiting a long time for this and I can’t wait to get into my own place and out of the shelter.” Jon and I began looking for places that he felt would meet his needs, immediately.
- P- Jon will continue searching for housing and will call with any leads. Jon will reach out to DSHS to try to get a copy of his ID to complete his HUD application. We will meet at our normal time next week, unless a housing opportunity comes up.

Brief Discussion

- What kinds of coordination happened?
- What other kinds of coordination *could* have happened?
 - Who else might need to know about these changes in Jon's life?





Who wants to volunteer? Activity Time!

- Housing
- Employment
- Mental Health (This means you too, Peers!)
- Physical Health
- Property Managers
- Rental Subsidy Provider
- DSHS/SNAP Case Manager





Why integrate community resources?

Why not?

Promotion of regular, valued roles

Interest-based relationships

Rich set of resources, opportunities

Learn skills where people need to use them

Replace yourself

Cultural preferences and resources

Opportunities chosen by the individual

Give and take/reciprocity

Social connection

Practical help and assistance



Unlock the potential in your community

- Social, welfare, legal, medical, dental agencies/services
- Businesses, banks, utilities, industry
- Government agencies
- Associations and groups
- Civic: police, fire, community watch
- Faith-based organizations and groups
- Education
- Social and recreation
- Special interests
- Cultural and ethnic groups/organizations
- Anything you can think of!



BRAINSTORM

Name at least 50 different kinds of resources in your community.





Asset Mapping

- Think of who the agencies are in your community that serve the same or similar population as you do.
- Now, Out of those agencies, which ones do you connect with on a weekly/regular basis to staff or coordinate care?
- Where are the gaps?
- Where can we develop new relationships in order to improve COC?
(Homeless task force meeting, Community stakeholder meetings, Landlord Assoc., etc.)



How do I create and maintain these relationships?

- Create Buy-in
- Decide what level partnership you want to create
- Identify potential partners
- Engage partners
- Find other organizations already involved
- Define goals and desired outcomes
- Keep it simple
- Remember: Relationships build your community!



**THANK YOU
FOR BEING
A FRIEND.**

“Just like with a friend, you have to check in with your community partners once in a while and see how things are going. Validate their feelings and make them feel appreciated, their job is a tough one too!”



Questions and Answers



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