Housing First, Then Outcomes....

• CHN’s approach has successfully engaged and permanently housed persons who have many barriers and challenges.

• Because housing is a prerequisite to recovery, CHN’s housing is essential to generating successful outcomes for community members with special needs.

• CHN offers a continuum of affordable housing models that are designed with minimal barriers to entry, resources and support and connection to needed services.

• Offering a range of housing options helps our agency match applicant housing needs with their service needs. This individualized approach helps our residents with emotional and housing stability that will foster recovery and pursuit of their goals.
Our Partners

• As an agent of ADAMH and CSB, CHN partners extensively with other ADAMH service providers to connect our residents to essential services.

• These ADAMH agencies serve residents living in CHN housing with specialized, experienced on-going case management, including quality mental health and addiction treatment services.

• In some CHN housing models, offered services are delivered through mobile, non-facility based staff. In other housing models, offered services are available to residents at the CHN housing site.
The Way Our Services Are Set Up...

• CHN provides some service coordination, however we rely on our service partners as a first line of support.

• Instead, CHN identifies resident service needs and then vigorously engages service providers to fill those gaps.

• CHN advocates at every level to ensure service gaps are filled from case managers to service funders like ADAMH.

• CHN chose this model so that our limited resources could remain focused on our primary business, housing. This approach ensures that CHN’s ability to provide housing for vulnerable individuals and families will be possible for the long-term.

• Our model also capitalizes on CHN and our service partners’ strengths and resources. CHN’s model allows for CHN to focus on our housing mission while simultaneously supporting our residents’ needs.
Service Models

• The services we offer are voluntary. Treatment is not a condition of housing.
• We recognize that some of our residents can live independently with minimal services, while others may need more support.
• CHN’s continuum of housing models include (from most service-intense to the least):
Residential Care (Next Gen)

• CHN owns Residential Care Facilities, also known as Next Generation Housing (NG), that are operated by ADAMH service providers.

• CHN’s role and purpose in NG Housing is as property and asset manager. NG Housing provides permanent housing with rent subsidies and services that are provided by ADAMH service providers for individuals who need more intensive levels of security and support.

• Service providers ensure access to more intensive on-site support and resources such as help with activities of daily living, treatment, groups and socialization activities.
24/7 Housing

- CHN’s Supportive 24/7 Housing (24/7) is housing with on-site support services that are available 24-hours per day, 7 days per week.
- Residents in CHN’s 24/7 sites require more intensive support to maintain their stability in housing, but less than those living in CHN’s NG housing.
- Consumer service plans include an array of services, including crisis management, that are available on-site at the CHN 24/7 housing site and through community-based service partners.
- CHN makes on-site supportive services available through formal partnerships with service providers. 24/7 housing is for residents needing greater service engagement, support and structure and who have been unable to maintain permanent housing due to the significance of their disabilities.
Service Enriched

• CHN’s Service-Enriched Housing (SEH) is housing with an on-site site manager that provides CHN residents with an additional level of security and support. Resident managers typically work 20 hours weekly, and are available in the evenings and on weekends.

• CHN’s SEH facilities provide sufficient space for property management, community living, and group activities.

• Service coordination for residents takes place through external ADAMH service partners.

• For residents who need services and do not have an ADAMH service provider, CHN refers and advocates linkage to an appropriate service provider. CHN’s Services-Enriched Housing provides housing with access to moderate on-site support through residential managers and resources such as linkage to external ADAMH service providers or limited services funded through small grants awarded to CHN.
Scattered Sites

• CHN’s Independent Housing, also known as Scattered-Site Housing, is supportive housing without on-site support.

• Independent Housing is CHN’s least restrictive housing setting. Housing sites are located in widely scattered, low-density clusters.

• Service supports available to residents are off-site through community-based service providers as well as CHN Service Coordinators.

• CHN’s Independent Housing provides residents who can and will benefit from living independently, a safe, affordable home linked to off-site services as needed. CHN offers independent housing both directly through property it owns, and indirectly as the administrator of rent subsidies known as Shelter Plus Care that give residents access to units CHN does not own.
Service Coordination

• CHN Service Coordination consists of service coordinators and an employment specialist who all work with residents living at scattered sites.

• The service coordinators provide support and assistance to residents who’s housing may be at risk.

• Service coordinators identify the need and work with the resident and the property manager using “creative problem solving” which usually results in linkage to case management and/or other service providers.
This Is How We Do It!

• We actively seek out service providers who are providing services that address our residents needs.
• Twice a month we have a community agency in to talk about their agency and what resources they provide.
• We build connections among the social service network and get creative!
• Get buy in from the resident/meet people where they are at
• Personal mantra: we work with people, until...
Questions?

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