

Strength in Collaboration: Why Multidisciplinary Approach to Street Outreach Work

INNOVATIONS & SOLUTIONS
for Ending Unsheltered Homelessness

March 4-6, 2024

San Francisco, CA

#NAEH2024

SEAN WHITTEN

Chief Executive Officer, RE!NSTITUTE

Noah Hoff

Lead Outreach Coordinator, City of Chattanooga Office of Homelessness and Supportive Housing

Victor Hinderliter

Director of Street Based Engagement and Mobile Clinics, LA County Department of Health Services

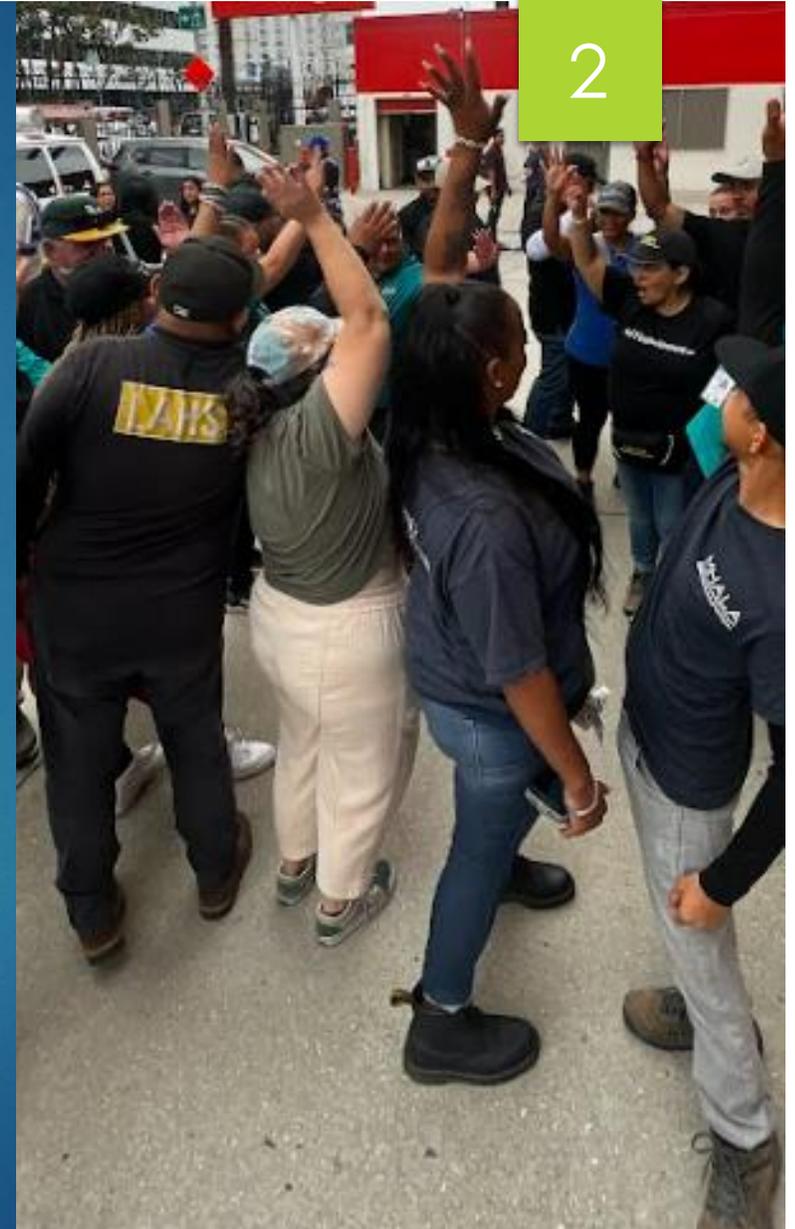
Jonathan Herrera

Director, Homeless Innovations Department, San Diego Housing Commission

Learn how your system can balance the unique immediate needs of people experiencing homelessness while working towards permanent housing. This balance can be achieved by utilizing a multidisciplinary approach: organizing street medicine, general outreach programs, veteran outreach, housing navigators, behavioral health professionals, and others to address unsheltered homelessness adequately. Hear about the benefits of this approach, and how to both fund and convene the appropriate mix of professionals to create impactful teams to reduce unsheltered homelessness.

Strength in Collaboration: A Multidisciplinary Approach to Street Outreach

VICTOR HINDERLITER, DIRECTOR OF STREET BASED
ENGAGEMENT, LA COUNTY DEPT OF HEALTH SERVICES



C³

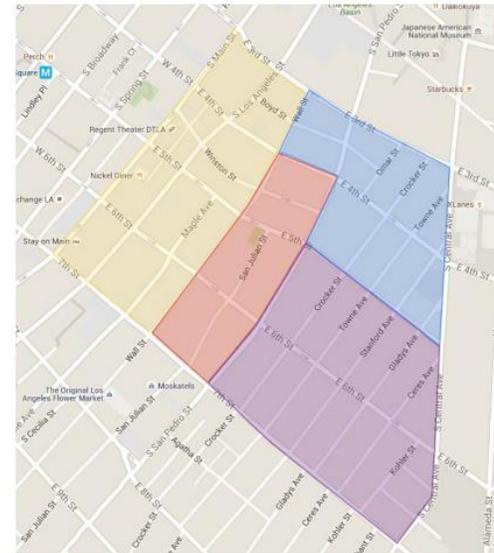
County + City + Community

An Innovative, Multidisciplinary Street-Based Engagement Model for LA's Skid Row

June 15, 2016

SKID ROW QUADRANTS AND TEAM COMPOSITION

3



TEAM MEMBERS DISCIPLINES	STAFF
Mental Health Clinician	1 Staff
Registered Nurse	1 Staff
Substance Abuse Counselor	1 Staff
LAHSA ERT	1 Staff
AmeriCorps Members	2 Staff
TOTAL	6 staff per Team



A history of collaboration in LA

Homeless Initiative and Measure H

- ▶ **February 2016** – LA County Board of Supervisors adopted a coordinated set of Homeless Initiative strategies to combat homelessness, and approved new one-time funding approved of \$99.7 million
- ▶ **December 2016** – LA County Board of Supervisors approves ordinance placing Measure H on the ballot – a ¼ cent County sales tax that will generate an estimated \$355 million annually for 10 years, solely to prevent and combat homelessness.
- ▶ **March 2017** - County voters approve Measure H, with 69.34% favoring landmark measure, with revenue beginning in July.
- ▶ **November 2024?** – Housing Solutions Measure to repeal and replace Measure H with a ½ cent County sales tax with no sunset date, to fund affordable housing, renter protections and homeless services.

Approved Strategies to Combat Homelessness



Los Angeles County
Homeless Initiative



February 2016

Los Angeles County
Chief Executive Office

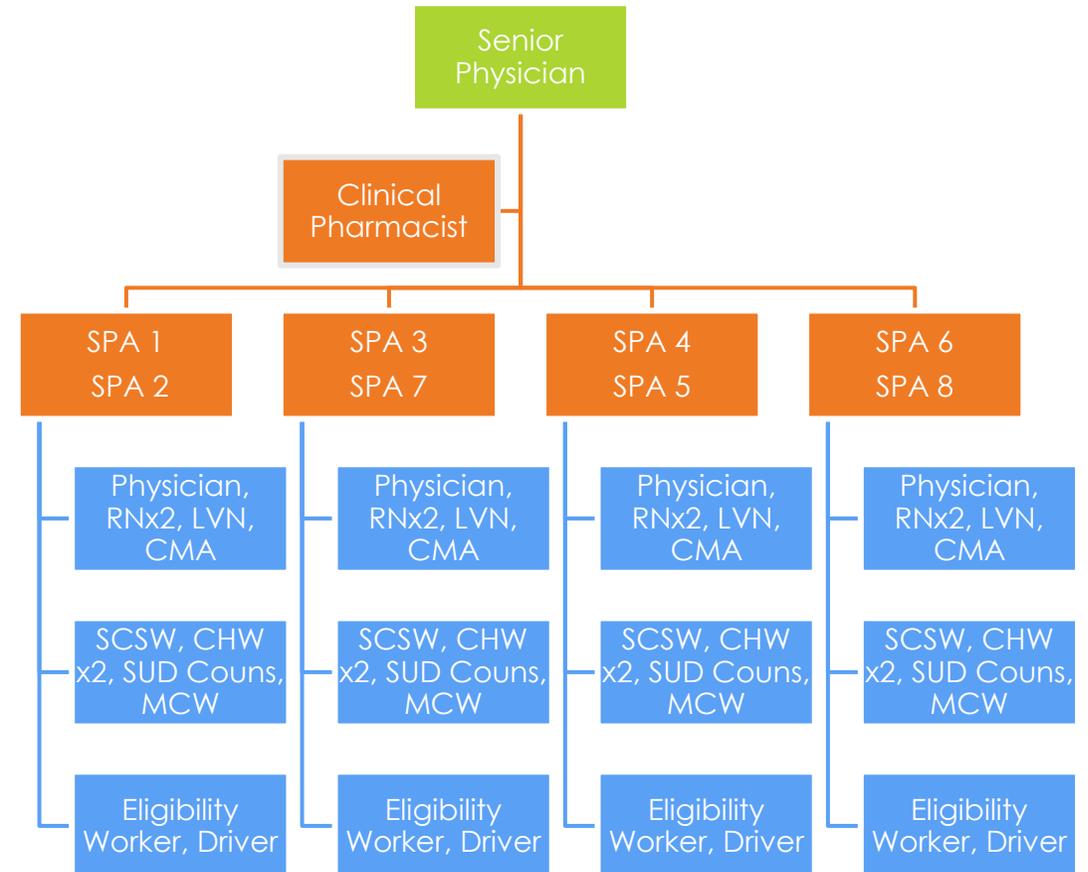


DHS-administered Multidisciplinary Teams (MDTs)



- ▶ MDTs are contracted through DHS and implemented by Community Based Organizations.
- ▶ Health Specialist, Mental Health Specialist, Substance Use Specialist, Peer with Lived Experience and Case Manager
- ▶ Primarily funded by Measure H, with dedicated teams also funded by Metro, Cities (Los Angeles and Santa Monica), and Hospitals (LA General and Harbor-UCLA)
- ▶ Assigned in Service Planning Areas by Homeless Count, deploying under a coordinated outreach strategy to cover all communities across the County.
- ▶ Clinical specialists allow teams to support participants with a higher level of care directly in the field, including health assessments and connections to primary care, mental health and substance use counseling, and other clinical services.

DHS Mobile Clinic Program





R. O. C.

Regional Outreach Cooperative

An initiative to
organize,
standardize, and
provide holistic
outreach care to
people experiencing
homelessness.

Noah Hoff

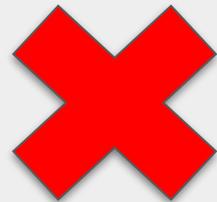
Lead Outreach Coordinator

nthoff@chattanooga.gov

The Beginning of the R.O.C.

Recognized problems in the community

- Lack of supplies
- Marginalized people
- Duplication of services
- Lack of inter-agency communication



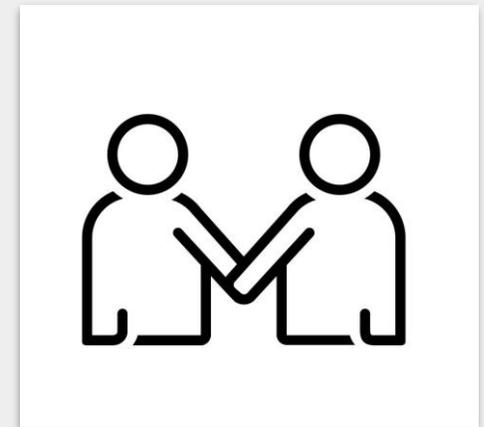
Resources in the community

- Homeless Healthcare -
Healthcare, supplies
- City of Chattanooga -
Housing, workforce
- Chatt Foundation -
Supplies



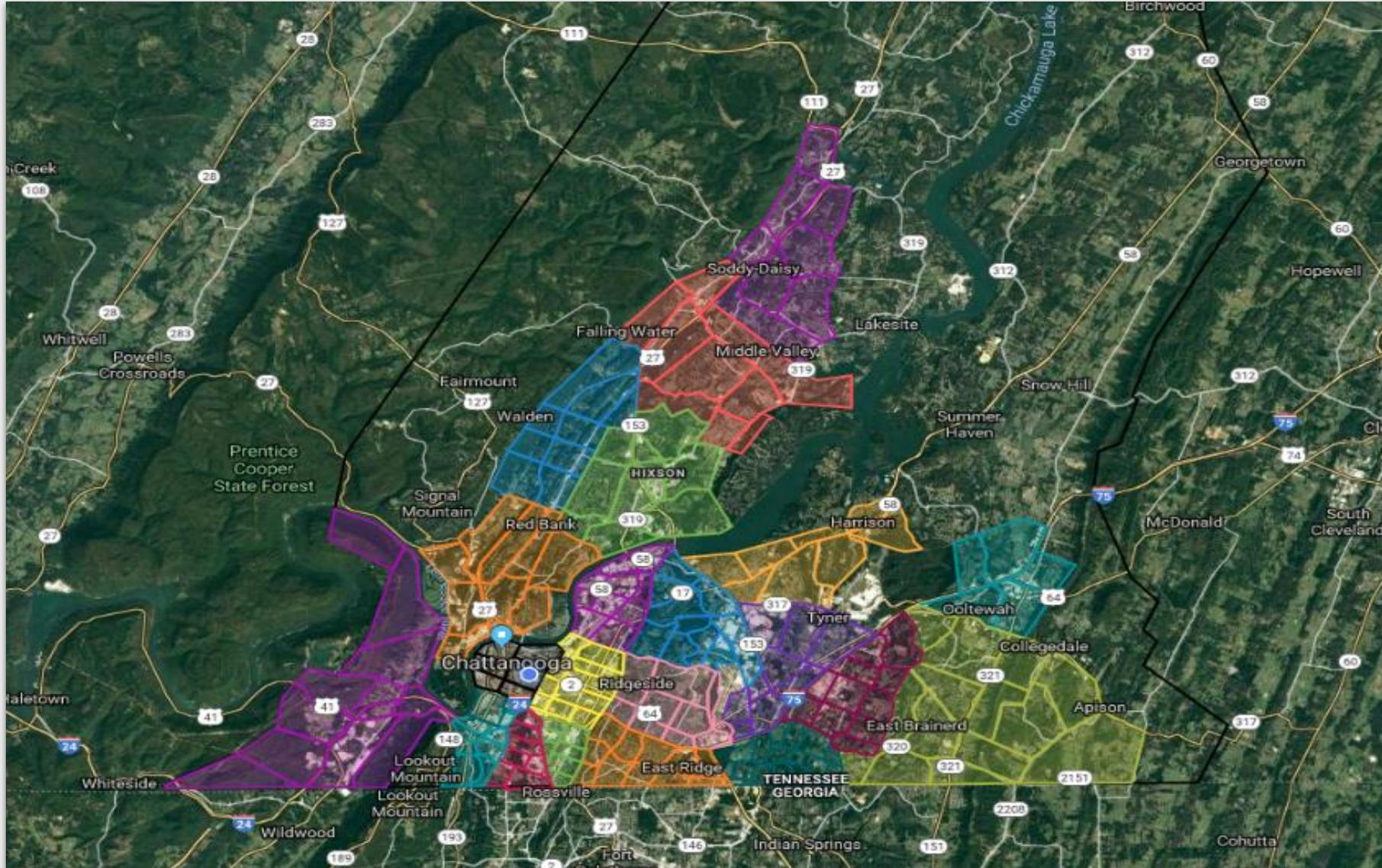
The Growth of the ROC - Community Partners

- ❖ CADAS
- ❖ CEMPA
- ❖ OHSB
- ❖ VA
- ❖ (Be)Caffeinated
- ❖ Welcome Home
- ❖ HHCC
- ❖ Erlanger Hospital
- ❖ Trinity Lutheran
- ❖ CHATT Foundation
- ❖ Hamilton County Coalition
- ❖ Be The Change
- ❖ ABBA's House
- ❖ PATH
- ❖ Chattanooga CPD
- ❖ H3 Ministries
- ❖ The Mission Chattanooga
- ❖ McKamey Animal Center
- ❖ Samaritan Center
- ❖ ShowerUp
- ❖ BOMBAS
- ❖ Crown Subaru
- ❖ Red Bank UMC
- ❖ Burks UMC
- ❖ Riverside Baptist
- ❖ Brainerd Baptist School
- ❖ Ivey Academy
- ❖ Chattanooga Room In The Inn
- ❖ Dalewood Middle School
- ❖ Chattanooga Newcomers Club
- ❖ First Christian Church
- ❖ UTC - School Of Nursing
- ❖ Chattanooga Food Bank
- ❖ White Oak Bicycle Co-Op



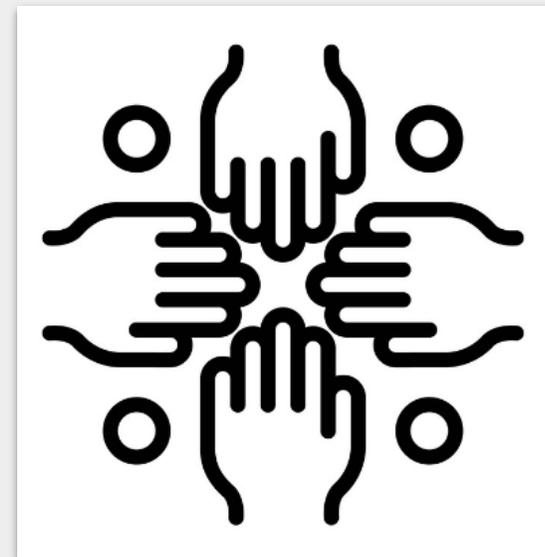
35+ Partners!

Methodology



1. Pack supply bags
2. Head out on routes
3. Communicate updates to R.O.C.
4. Consistency, Compassion, Connection
5. Relationship/trust building
6. Referrals and transportation

Impact / Reach



- The R.O.C. team visits **90+ encampments** throughout the county each week.
- We currently engage between **170 - 270 people** experiencing homelessness each week.
- We have encountered at least **950 unique individuals** over the past year.
- The R.O.C. consistently operates with at least **two** outreach teams, comprised of at least **two** people, four days a week.
- Our coverage area is about **576 miles**.



SAN DIEGO
HOUSING
COMMISSION

We're About People

4.05 Strength in Collaboration: Why a Multidisciplinary Approach to Street Outreach Work 2024 Innovations and Solutions for Ending Unsheltered Homelessness March 5, 2024 (1:30 p.m. – 2:45 p.m.)

Jonathan Herrera
Director, Homelessness Innovations
Strategic Initiatives and Homelessness Innovations Division
San Diego Housing Commission
jonathanh@sdhc.org



San Diego Housing Commission

Introduction

- Established in 1979
- Major program functions:
 - Federal rental assistance provider for more than 17,000 low-income households annually
 - Partner to address homelessness, through the direct provision and administration of permanent housing, supportive services and emergency shelter interventions
 - Affordable housing developer, lender, issuer of Multifamily Housing Revenue Bonds, administrator of land use programs, and property owner
- Homelessness Innovations Division
 - Homelessness Prevention & Diversion
 - Landlord Engagement and Assistance Program
 - Transitional Storage Centers
 - Supportive Services
 - Emergency Shelter
 - Rapid Rehousing
 - Permanent Supportive Housing



San Diego Housing Commission

Multidisciplinary Outreach Team (MDOT) – Overview

- Influenced by [Project 25](#) and [Coordinated Street Outreach Program](#)
- Operational since January 2023
- Operating Budget
 - Fiscal Year 2023: \$632,013
 - Fiscal Year 2024: \$1,000,000
- Program Operators
 - People Assisting the Homeless (PATH)
 - Father Joe’s Villages



Source: *Linkedin – People Assisting the Homeless*

https://www.linkedin.com/posts/people-assisting-the-homeless-path_meet-path-san-diegos-newly-expanded-multidisciplinary-activity-7134924365464289280-6rqB



San Diego Housing Commission

Multidisciplinary Outreach Team (MDOT) – Service Model

- Target Population(s)
 - High Utilizers of Crisis Response Systems
 - Individuals that have exits from Permanent Supportive Housing on multiple occasions
 - Individuals with severe co-occurring conditions
- Service Model
 - Client Centered
 - Trauma Informed
 - Housing Focused
 - Street Based Case Management (1:5 Staff/Client Ratio)
 - Continuity of Care / Post Placement Stability Assistance
- Staffing Model
 - Clinical Outreach Specialist
 - Peer Support Specialist
 - Housing Specialist
 - Mental Health Clinicians
 - Nurse Protection
 - Substance Use Disorder Counselor

Intervention	Average Cost
Emergency Medical Services (EMS) Call/Ambulance Ride	\$2,945 per incident
Incarceration (Jail)	\$346/day \$126,384/annual
Incarceration (Prison)	\$291/day \$106,131/annual
Multidisciplinary Outreach Program	\$26/day \$9,524/annual



San Diego Housing Commission

Multidisciplinary Outreach Team (MDOT) – Service Model (Continued)

- Defining Success
 - Client Stabilization
 - Improved Self-Sufficiency
 - Exits to Permanent and Longer-Term Housing
 - Housing Retention
 - System-Level Impact
- Program Outcomes (July 1, 2023 – January 31, 2024)
 - Persons Served: 31
 - Exits from Outreach to Longer-Term Housing: 2 individuals
 - Exits from Outreach to Permanent Housing: 8 individuals
 - Exits from Post-Placement Stability Assistance: 2 individuals
 - Active Clients: 29 individuals



Source: City of San Diego

<https://www.sandiego.gov/homelessness-strategies-and-solutions/services/outreach>



San Diego Housing Commission

Multidisciplinary Outreach Team (MDOT) – Client Profiles

Client #1

- 64 years old, White, Woman
- Experiencing Chronic Homelessness (2+ Years)
- Long-Term Physical Disability, Chronic Health Conditions, Co-Occurring Conditions, Victim of Domestic Violence, Section 8 Voucher Recipient, Numerous EMS calls for service
- Intensive Street-Based Case Management (5 months), Care Coordination, Transition to Short-Term Lodging Accommodations, Exit to Permanent Housing, Ongoing Post-Placement Stability Assistance

Client #2

- 55 years old, Hispanic, Woman
- Experiencing Chronic Homelessness (4+ Years)
- Chronic Health Conditions, Co-Occurring Conditions, Numerous encounter with law enforcement as a result of mental health crisis
- Intensive Street-Based Case Management (8 months), Care Coordination, Exit to Long-Term Care Facility



San Diego Housing Commission

Multidisciplinary Outreach Team (MDOT) – Learning Lessons

- System-Level Coordination
 - Emergency Response / Law Enforcement / District Attorney / Continuum of Care / Housing Authority / County
- Flexible & Sustained Funding
 - Client Financial Assistance
 - Operating Guidelines
- Dedicated Housing Resources
 - Temporary Lodging Accommodation
 - Permanent Housing Solutions
- Competitive Salaries & Benefits
 - Licensed Practitioners
 - Partnerships with local colleges/universities
- Policies & Procedures
 - Client Prioritization
 - Client Financial Assistance





San Diego Housing Commission Multidisciplinary Outreach Team (MDOT)

Questions & Comments



Small groups

- What are some challenges around multidisciplinary outreach?
- What are some innovations around outreach?
- What are some questions for the panel?



Questions?



Strength in Collaboration: Why Multidisciplinary Approach to Street Outreach Work

INNOVATIONS & SOLUTIONS
for Ending Unsheltered Homelessness

March 4-6, 2024

San Francisco, CA

#NAEH2024

SEAN WHITTEN

CHIEF EXECUTIVE OFFICER, REINSTITUTE

Noah Hoff

Lead Outreach Coordinator, City of Chattanooga Office of Homelessness and Supportive Housing

Victor Hinderliter

Director of Street Based Engagement and Mobile Clinics, LA County Department of Health Services

Jonathan Herrera

Director, Homeless Innovations Department, San Diego Housing Commission

Learn how your system can balance the unique immediate needs of people experiencing homelessness while working towards permanent housing. This balance can be achieved by utilizing a multidisciplinary approach: organizing street medicine, general outreach programs, veteran outreach, housing navigators, behavioral health professionals, and others to address unsheltered homelessness adequately. Hear about the benefits of this approach, and how to both fund and convene the appropriate mix of professionals to create impactful teams to reduce unsheltered homelessness.