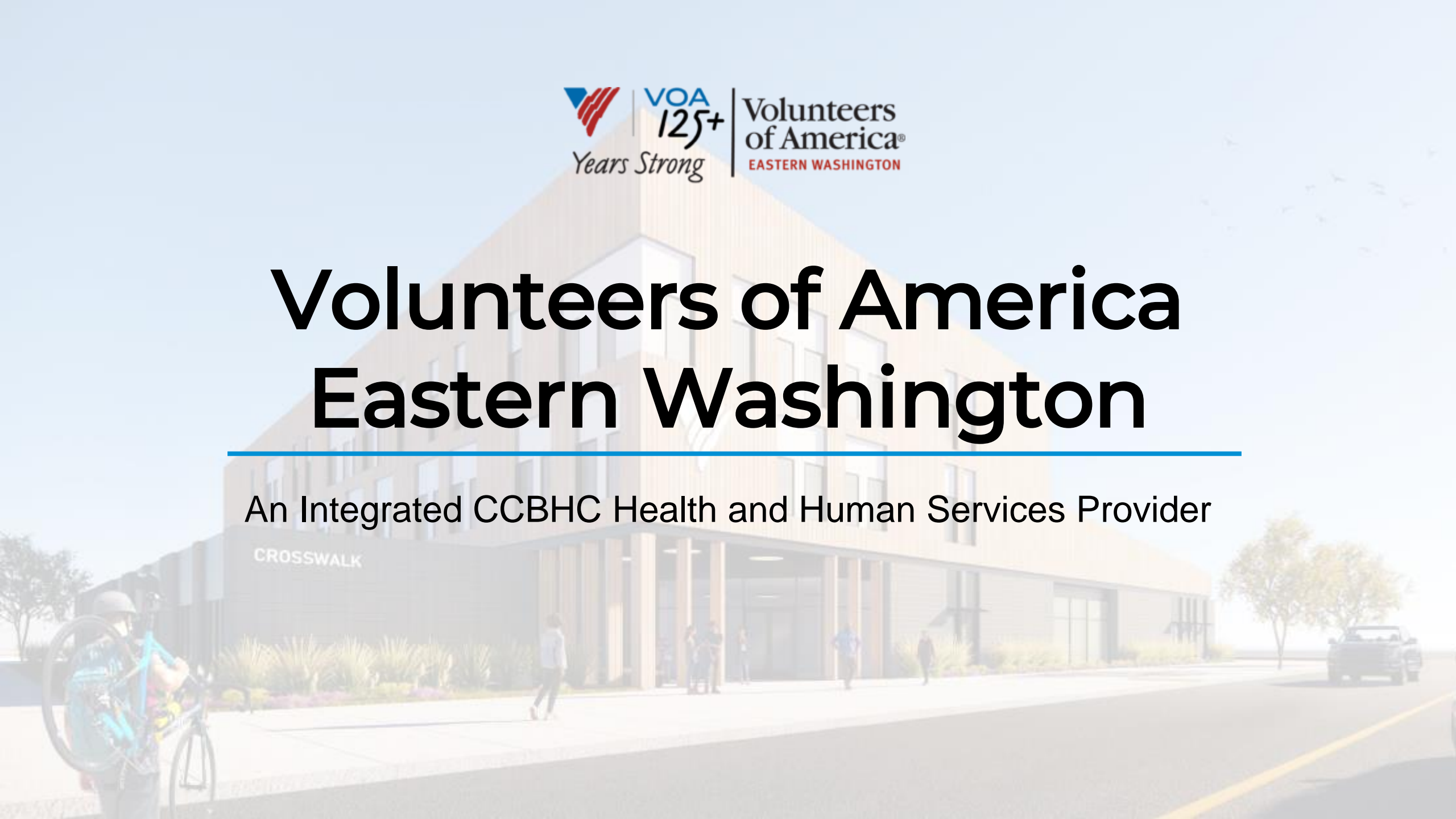


# Volunteers of America Eastern Washington

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An Integrated CCBHC Health and Human Services Provider





## Our Focus

Volunteers of America Eastern WA is an **integrated health and human services** provider. For over 125 years, we have been supporting people on their journey out of homelessness. We understand the direct connection with behavioral health, housing stability, physical health and social issues and provide integrated supports for people to rebuild their lives.

For people to thrive, the whole person needs to be supported. We achieve this through a model of support that can assess, provide, coordinate with partners and intervene to find solutions for the whole person so that they may live a meaningful life and contribute to a healthy community.



# In Spokane we are experiencing:



## INSUFFICIENT CAPACITY TO ADDRESS NEEDS OF HOMELESS

- Insufficient and diminishing emergency shelter capacity
- A Lack of step-down or respite capacity
- A Lack of community-based crisis stabilization capacity in Spokane.
- An inability to access clinic-based care due to long wait lists, transportation - and stigma
- Lack of transitional housing and supportive services to prepare individuals with complex needs for independent living



## RISING ACUITY AMONG INDIVIDUALS SEEKING SHELTER

- Individuals presenting in shelter in psychiatric crisis and/or experiencing withdrawal symptoms
- Untreated medical needs including wounds, infections, and lapses in chronic condition management and MAT
- Discharges from EDs or Hospitals directly to our shelters without connection to aftercare (11% of discharges according to WHA!)
- Rising number of homeless seniors unable to live independently
- Rising number of homeless Young Adults unprepared to live independently







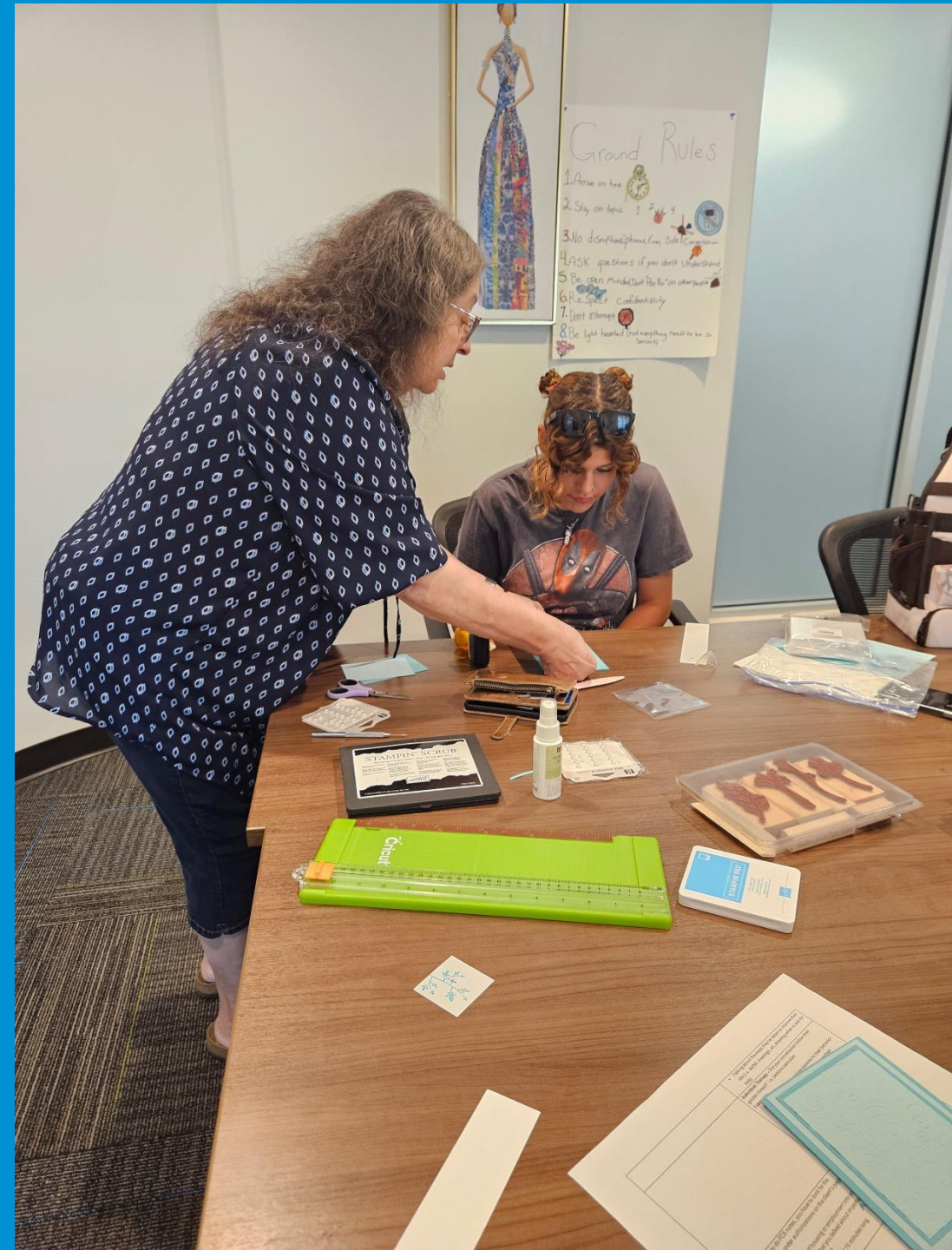
At VOA Eastern Washington we are solving for both sides of the health and housing equation.



SHELTER,  
TRANSITIONAL, AND  
SUPPORTED HOUSING



TREATMENT AND  
RECOVERY SUPPORT



# We provide Integrated Health and Housing Services to our Shelter and Housing Participants



## A Housing First Behavioral Health Home

- Integrated Behavioral Health Care *within Permanent Supported Housing*
- Integrated Team of clinicians, nurse, case workers and peers
- SAMHSA-funded Certified Community Behavioral Health Center



## Crisis Intervention & Nursing in the Shelter

- Crisis assessment and intervention to respond to needs *right in the shelter*
- Nursing services for basic medical care, triage, and harm reduction
- SAMHSA-funded Treatment for Individuals Experiencing Homelessness

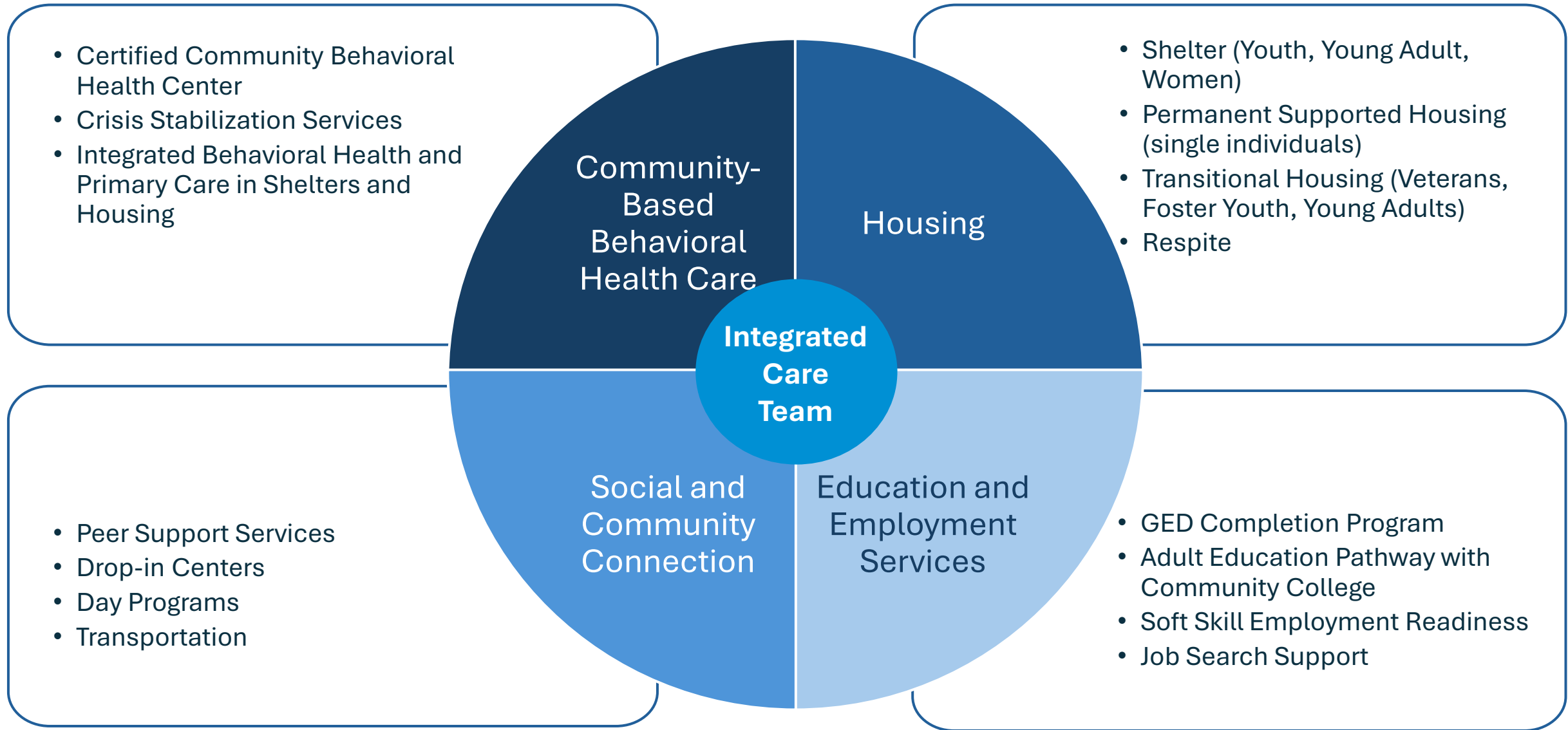


## Respite Within Shelter

- For those requiring more around the clock support
- Supporting medically frail individuals accessing shelter, including seniors
- Grant Funding for 8 Respite Beds



# Our Whole Person Health Approach





# Innovation in Shelter Services

## **Crosswalk Teen Shelter** (Licensed 13-17 year old)

Crosswalk is a licensed shelter for teens experiencing homelessness. Age appropriate behavioral health, GED completion program, recreation, skill building, family reunification and housing placement

## **Young Adult Shelter** (18-24 year old)

Age-appropriate services and supports are provided to unhoused elderly women. Includes integrated behavioral health and focusses on education and employment for skill building that leads to livable wage employment.

## **Hope House Women's Shelter** (Over 18 years old)

Women's shelter integrating behavioral health and primary care for crisis stabilization. Includes clinical behavioral health, skill building and housing case management and placement.



# Innovation in Housing



## Permanent Supportive Housing

**175 units supporting chronic homeless with disabilities into housing**

- Integrated Behavioral Health interventions
- Peer Support Service
- Primary Care Nursing
- Housing Skill Building

## Transitional Housing

*(For Homeless Veterans, Young Adults and Foster Youth)*

**Housing for Young Adults age 18-24. Age-appropriate services and supports including:**

- Educational pathways
- Employment support
- Integrated Behavioral Health interventions
- Pathways to permanent Housing

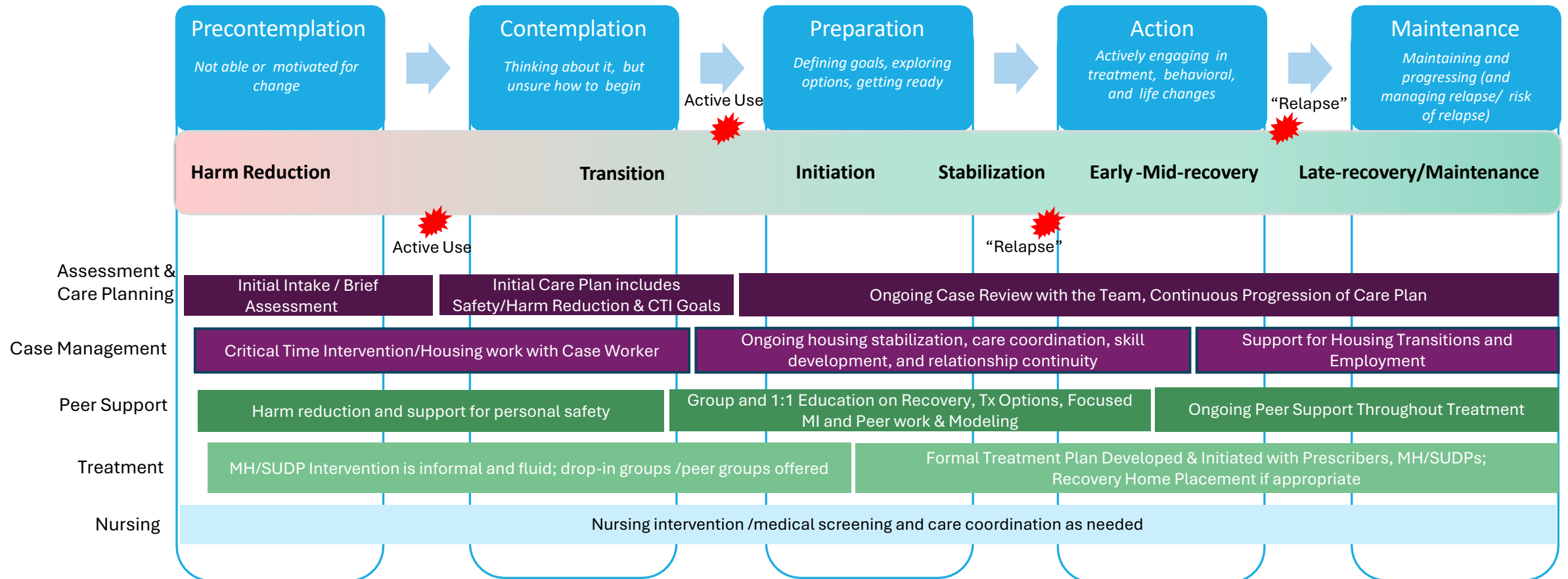
## Group Home – Pregnant & Parenting Teens

**Congregate living for young mothers and their baby. Age-appropriate services and supports including:**

- Parenting skill building
- Attachment and Bonding
- Educational pathways
- Employment support
- Integrated Behavioral Health interventions
- Pathways to permanent Housing



# VOA's Vision for the Participant Journey Thru a Stages of Change Lens: *Adaptation of Care Delivery and Interventions to Needs and Readiness*



# VOA's CCBHC Integrated Health and Housing Model



24/7 Safe, Supported  
Congregate Living  
Environment

- 24/7/365 Direct Care Supervision and Staffing
- In-house Facilities Maintenance and Security
- Daily Meal Services
- Space for personal storage

On-site and On-call  
Behavioral Health  
Services



- On-site Crisis Intervention Specialist
- Mental Health and Substance Use Disorder Counseling
- Trauma-Informed, Evidence-Based Interventions
- On-site Peer Support Specialist



Onsite and On-Call  
Medical Services

- On-site Street Outreach Medical Team through FQHC Partner
- Management of acute and chronic conditions
- On-call Physician and telehealth consultation
- Referral to specialty care

Medication Management  
and Access to  
Prescribers



- Medication reconciliation and management
- Post-acute aftercare
- Access to psychiatry and MAT through FQHC partner
- Safe medication storage



On-site Housing  
Assistance Services

- Housing Needs Assessment and Planning
- Benefits Eligibility and Coordination, including for Veterans
- Housing Search, Subsidy, and Placement services
- Support for transition and tenancy preservation

Intensive Case  
Management for Health  
and Social Care Needs



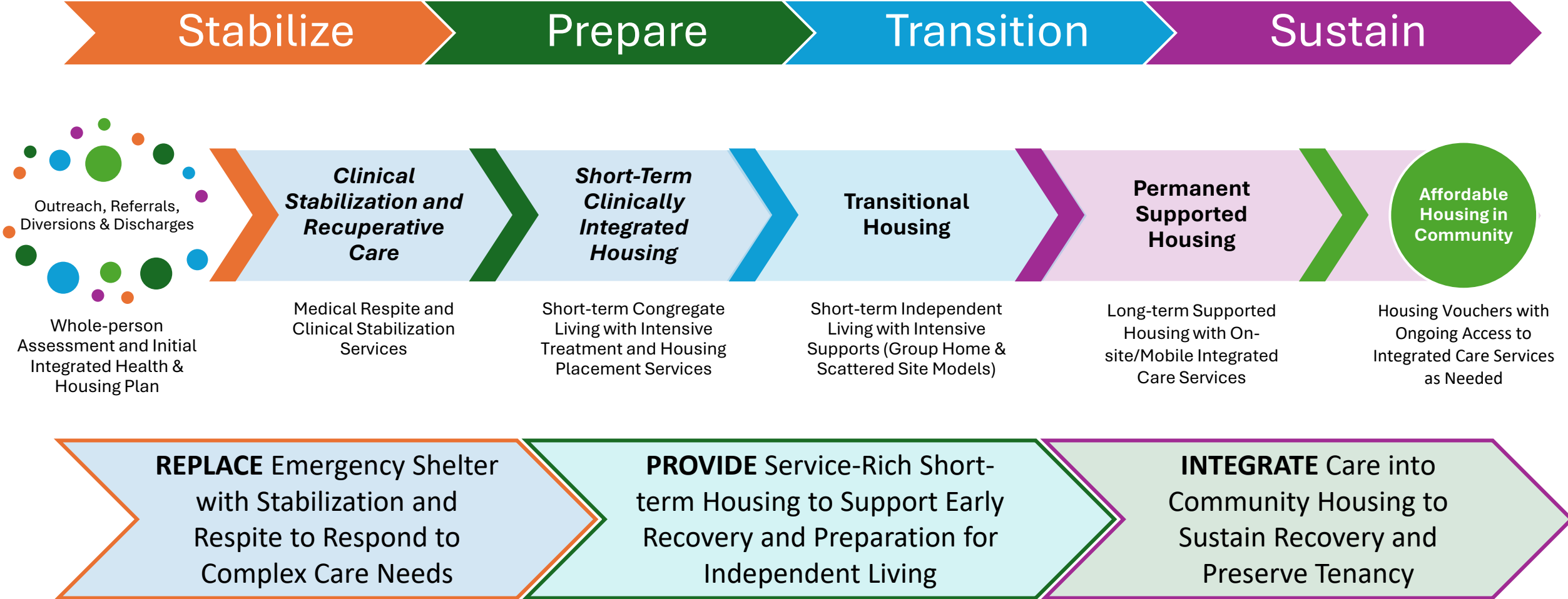
- Whole-person assessment and comprehensive care planning
- Clinical care coordination and referral management
- Social service navigation to address health-related social needs
- Transportation services



Life Skills Support and  
Habilitation Services

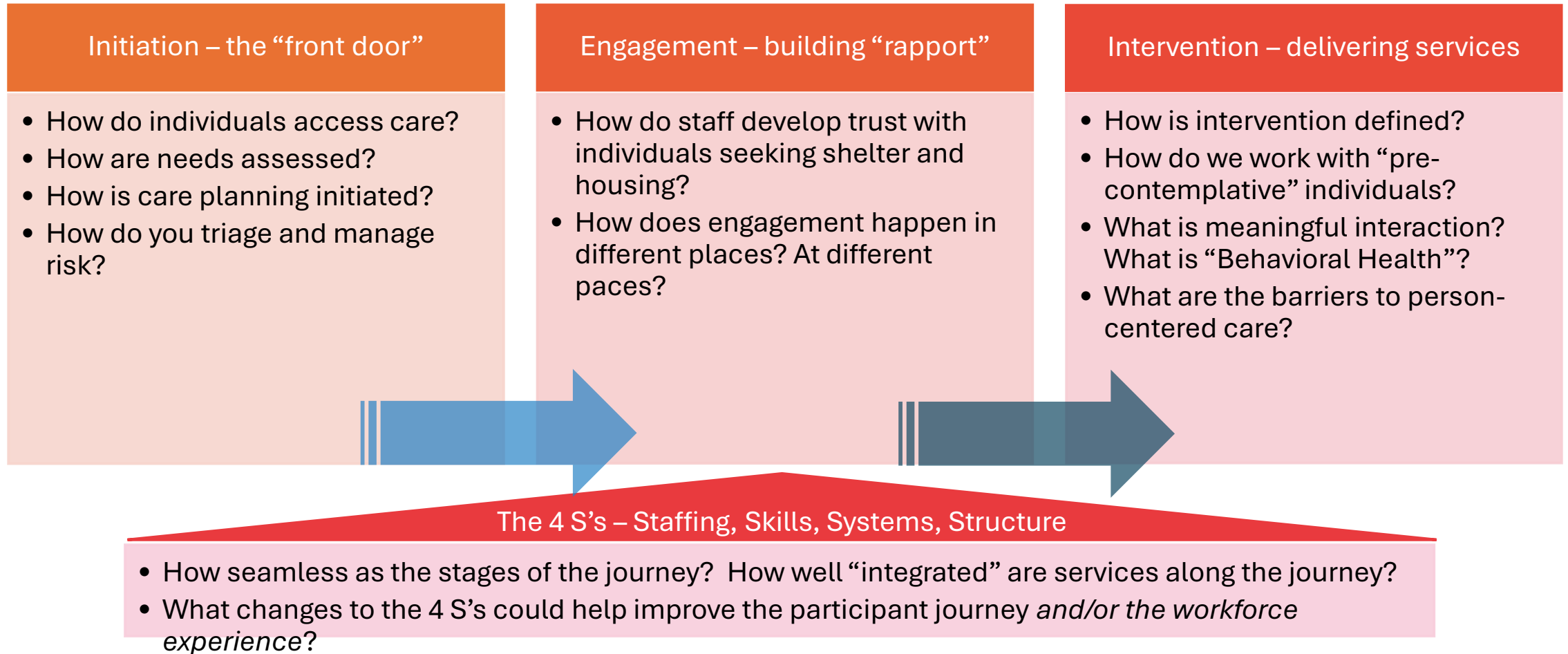
- Life skills training and development
- Access to job readiness and vocational support services
- Access to educational services
- Wellness and recovery groups and community-building activities

# A Range of Flexible Housing Options that are More Responsive to Individual Needs Will Create More Successful Paths to Long-term Housing Stability





# Tracing the Participant Journey: Framework Used for Observing Integrated Care In Action



# Lessons Learned and Next Steps – Integrated Care 2.0

## Initiation – the “front door”

- Close the gap between initial intake, bio-psycho-social needs assessment and BH diagnostic evaluation
- Provide Risk Screening and Harm Reduction right away
- Address basic needs first using critical time intervention practices
- Create welcoming environment and culture of participant-led community

## Engagement – building “rapport”

- Connect to case management & housing services immediately
- Create person-centered care plan assigning care team, roles, and tasks
- Formalize the role and development of peer specialists and/or CHWs
- Grow peer & participant-led programming
- Implement relentless outreach

## Intervention – delivering services

- Float clinicians in every setting to build trust and provide continuous access to low-barrier interventions
- Cross-train staff in core evidence-based interventions (TIC, Harm Reduction, CTI, MI, CBT) and crisis response protocols
- Add SUD Counselors
- More on-site/mobile CHAS services

## The 4 S's – Staffing, Skills, Systems, Structure

**Systems:** Revise assessment, workflows/ warm hand-offs to open cases for billing upon intake or within 12 hours of initiation

**Systems:** Leverage Lease-Up to intake PSH residents for Integrated Care and promote the value of services to support tenancy

**Systems:** Use Credible features to automate more of intake, care planning, case assignment and panel management workflows

**Skills:** Train all staff in evidence-based interventions, using OTJ training, shadowing and mentoring by onsite clinical supervisors

**Skills:** Develop career pathways for support/CM staff to become more skilled non-MHP counselors, CHWs, or peer certified

**Staffing:** Revisit shifts to match clinical coverage to highest intake hours in shelter; dedicate consistent clinical presence to PSH

**Staffing:** Revisit CHAS agreement to ensure nursing coverage in PSH, rapid prescriber access, & MH crisis / withdrawal protocols

**Structure:** Allocate clinical supervisors to programs to reduce time in transit, increase on-site access, and OTJ staff development

**Structure:** Create matrixed clinical leadership model to oversee quality and consistency of implementation across all programs

The Clinical resources through our Integrated Care Model, a collaboration with CHAS.

**VOA BEHAVIORAL HEALTH AND HOUSING STABILIZATION TEAM:**

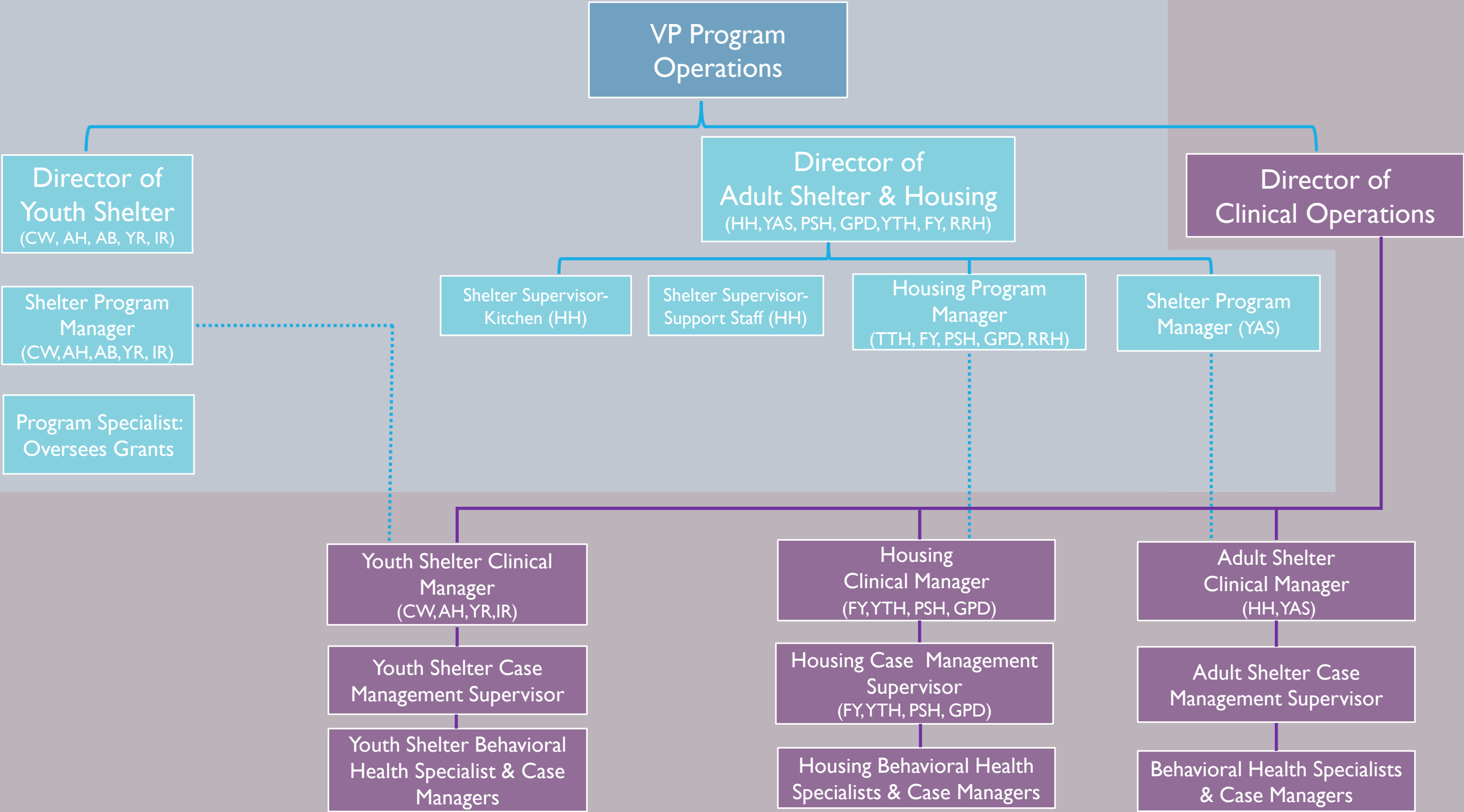
Clinical Supervisor  
Behavioral Health Crisis Intervention Specialist  
Co-Occurring Disorders Specialist  
Peer Specialist  
Mental Health Counselor  
Case Managers for Housing and Care Coordination  
24/7 Direct Care Staffing



**CHAS MEDICAL SERVICE TEAM:**

Medical Direction  
On-Site Community Nursing provided by the CHAS Street Outreach Team  
On-Call Physician Consultation  
Access to Psychiatric prescribing  
Access to Medications for Opioid and Alcohol Use Disorders (MOUD/MAUD)







## Contact Information

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A hand is holding a light blue card with handwritten text in black marker. The text is arranged in two columns. The left column reads 'From: kiki;' and 'to: all Staff'. The right column reads 'Thank You all Staff for everything you all do'. In the background, a person's hands are visible holding a bunch of keys, and there are some papers and a small white cup on a table.

From: kiki; Thank  
to: all Staff You all  
Staff  
for everything  
you all do