

Hub of Hope ~ Philadelphia

Delivering Healthcare, Building Community and
Interrupting the Cycle of Homelessness

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NHCHC Conference March 2013

There's no place like home!

- Photo to go here during live presentation

- Provides comprehensive programs to assist chronically homeless individuals
 - housing
 - opportunities for employment
 - medical care
 - education

- Goal
 - End homelessness for 1,000 long-term vulnerable homeless individuals in Philadelphia by 2016



NONE OF US ARE HOME UNTIL ALL OF US ARE HOME

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- Photos go here during live presentation

Philly Stats

- 4,000 people homeless on any given day
- 15,000 people were homeless in 2005
- 20% of the single individuals and 13 % of the families were "chronically homeless"
- Children in families = 1/3 of the shelter population
- 10% of homeless population live on the street. Most homeless are "invisible."

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why did we do it?

- Street outreach and 100,000 Homes Campaign identified > 200 individuals sleeping in the Suburban Station concourse
- Many with long histories of street/concourse homelessness
- Target “hard to reach” individuals

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what did we do?

- Create a “storefront” in the concourse
- Offer integrated and concentrated services
- Assist individuals with the process of moving into permanent housing
- Connect people to physical and behavioral healthcare

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what did we do?

- Utilize peer support to welcome and engage people into services
- Learn effective tools and methods to better assist individuals long term
- Offer hot coffee
- January 3- April 13, 2012

Photos of the Hub

- Photos go here during live presentation

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overall services...

- Case Management
- Health Services (medical & psychiatric)
- Shelter/Treatment Connections
- Peer Support
- Outreach
- Addiction services

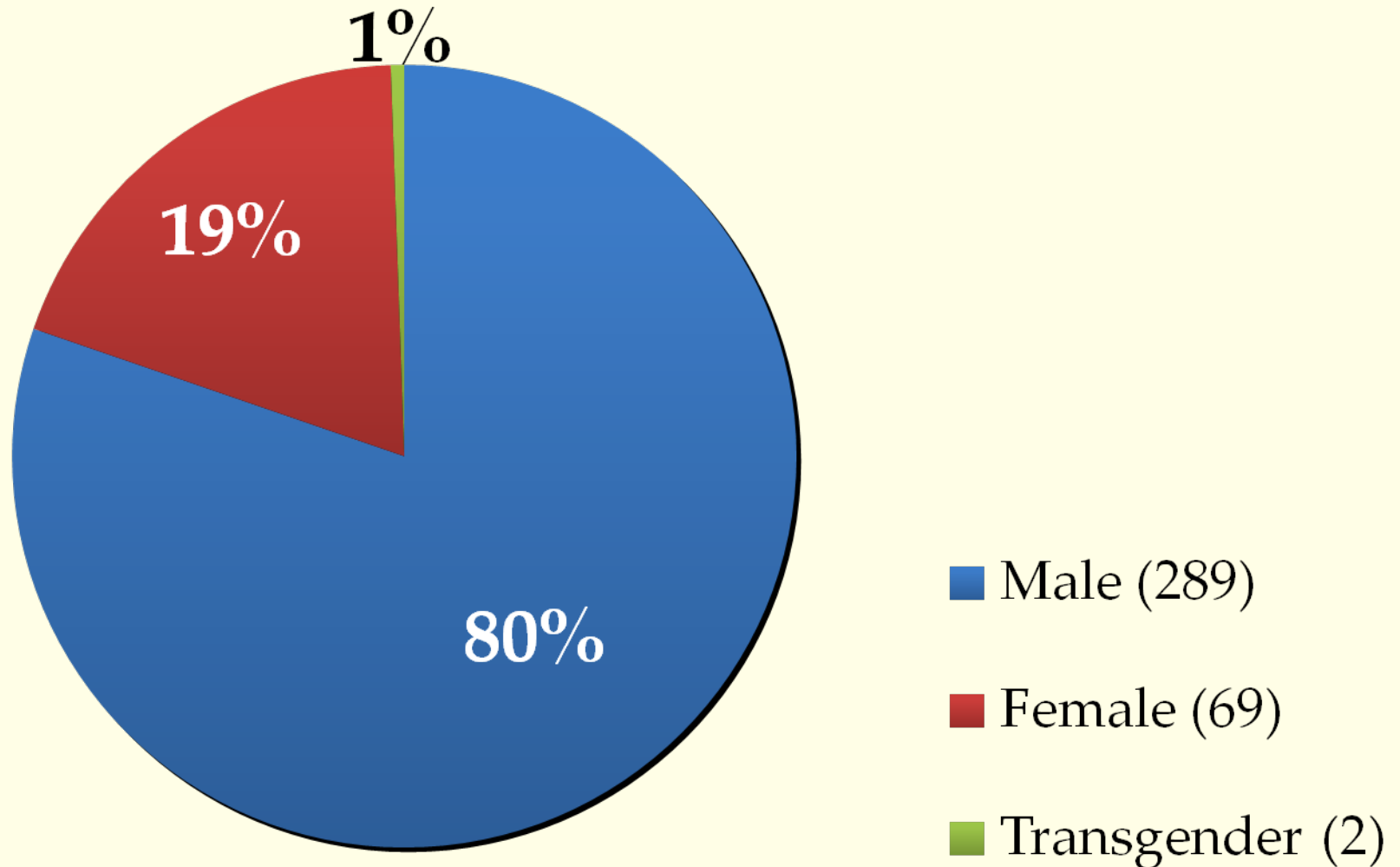
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social services...housing placement and case management

- Case management
 - Services offered
 - 7am-9am M-F
 - 7pm-10pm M-F
- 317 social services visits
- 360 unique individuals

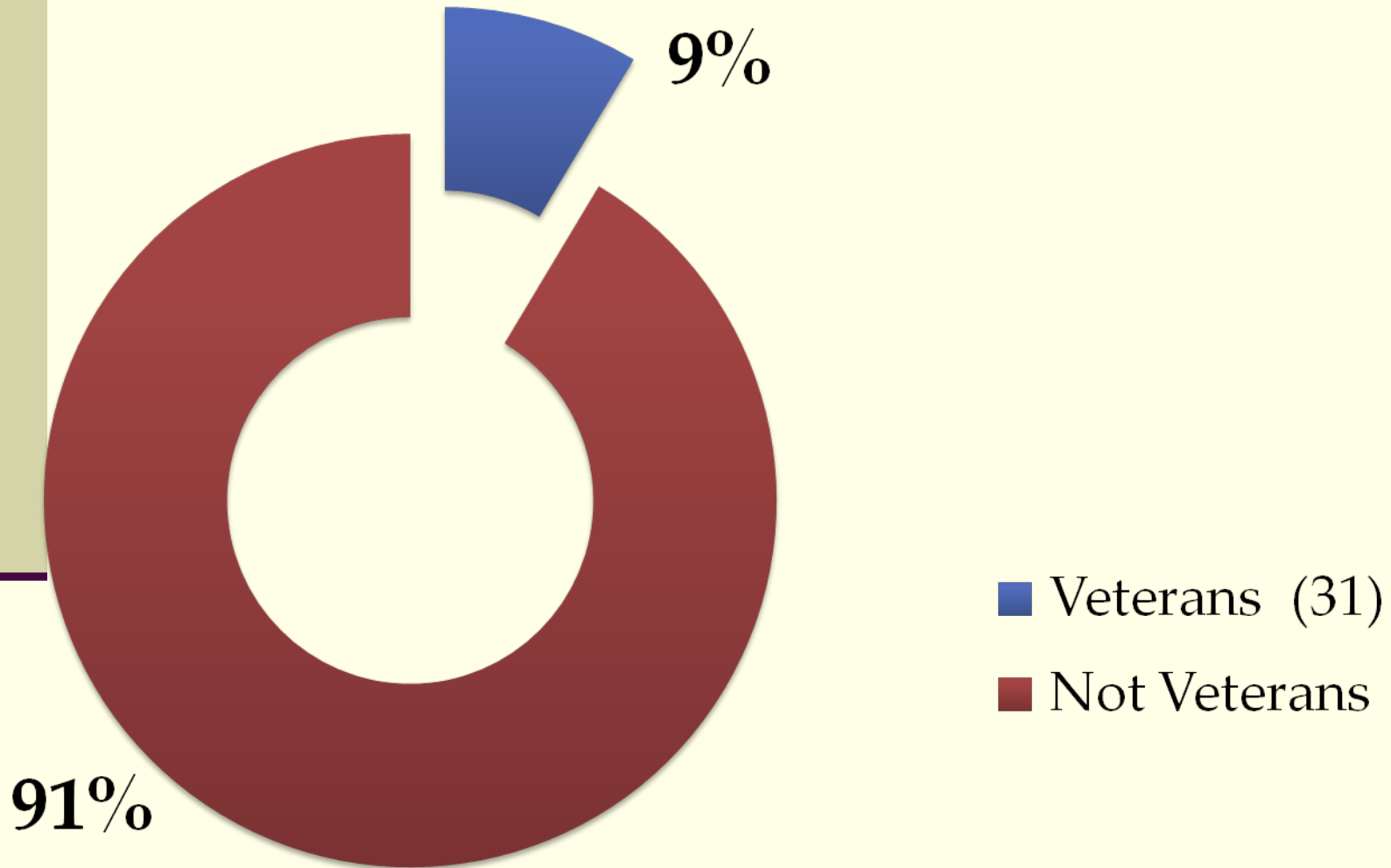
Demographics

who we saw...gender



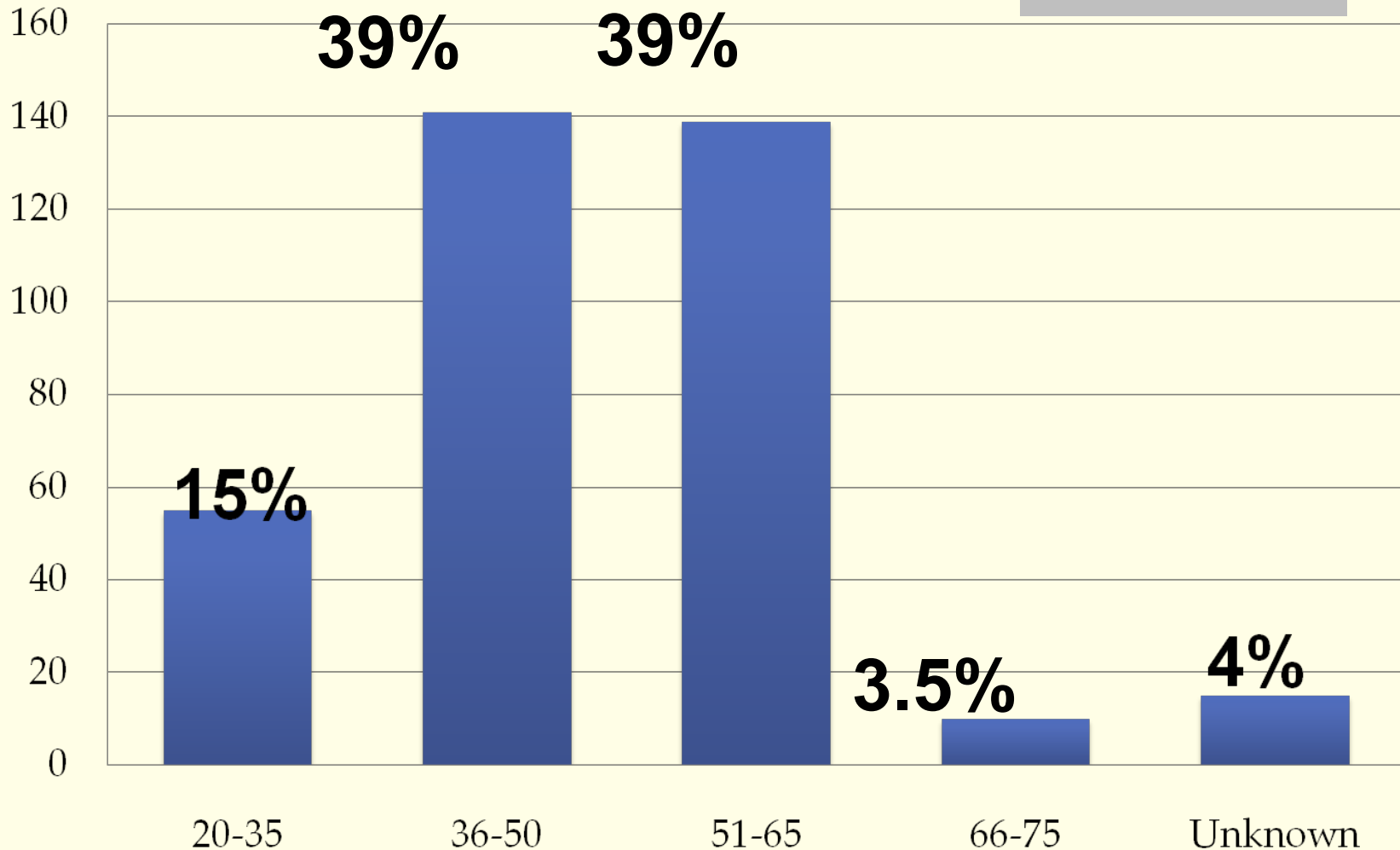
Demographics

who we saw...veteran status



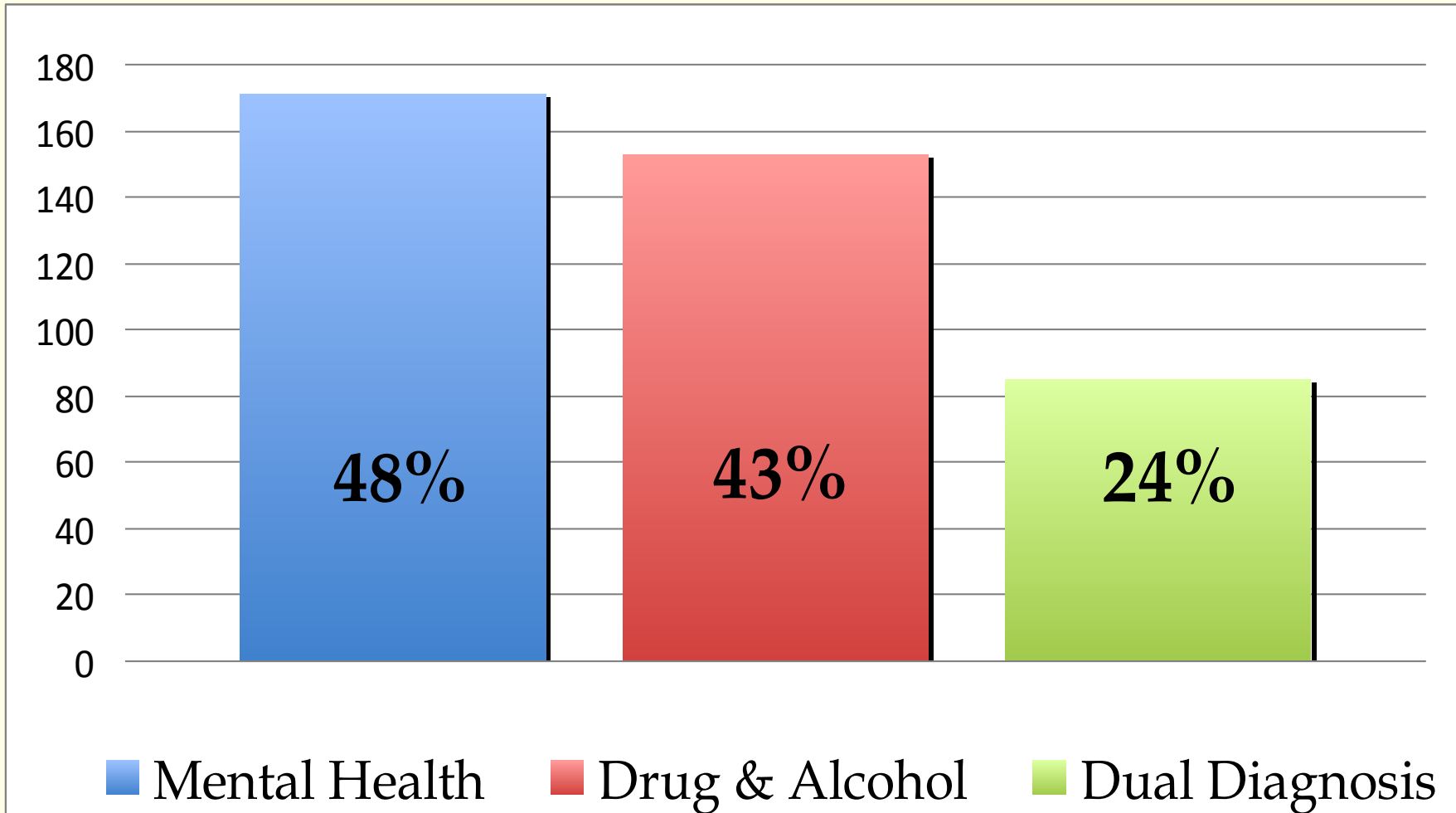
Demographics

who we saw...age



Demographics

self reported primary disability...



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services...physical and behavioral health

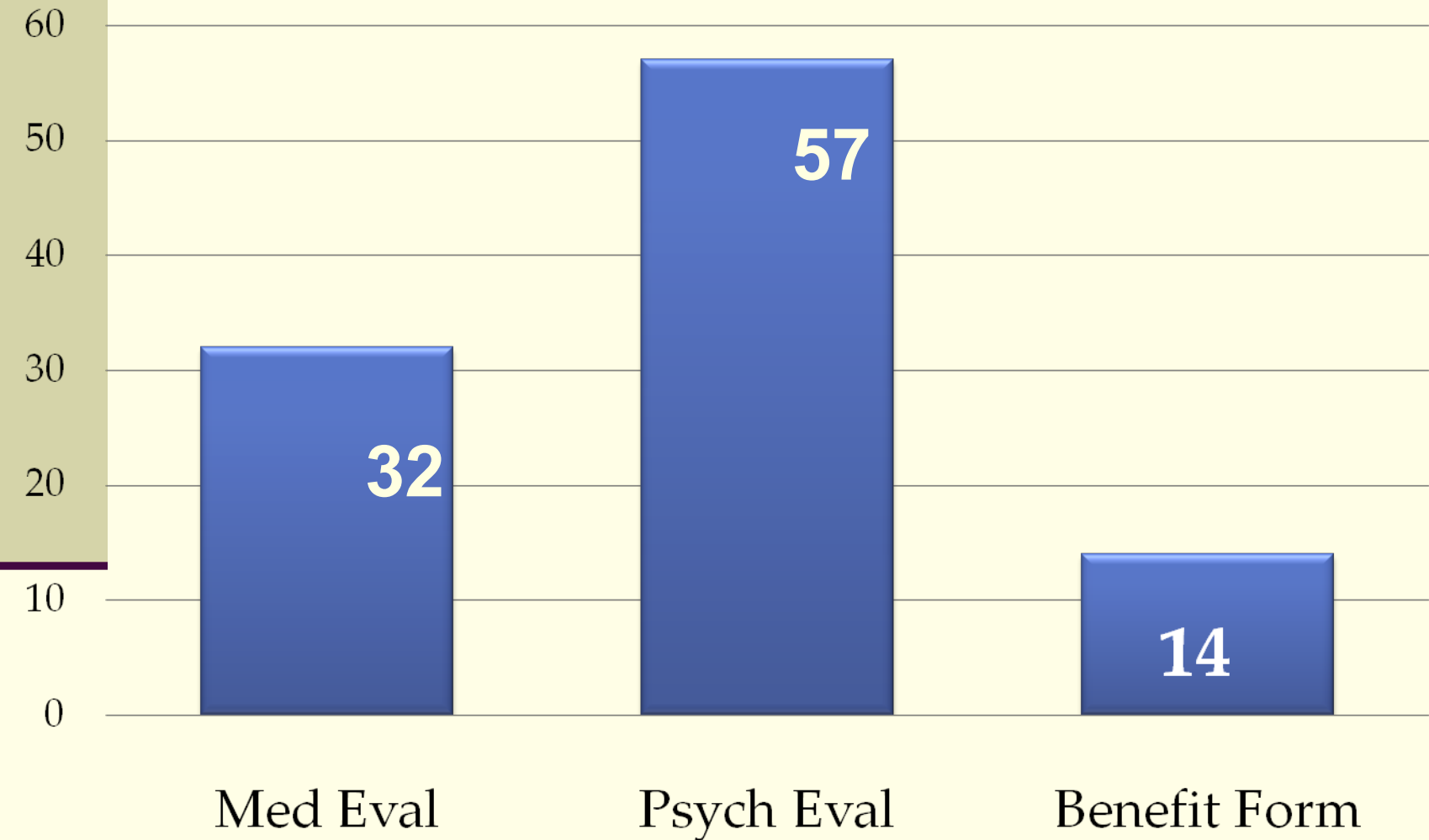
- Health services
 - Services offered
 - 7pm-10pm M-Th
- 292 total visits
- 134 unique individuals
- 63 behavioral health visits

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what we did...

- Medical & psychiatric services
- Evaluations
- Triage
- Connection to PCP
- Assistance with insurance

Forms for housing



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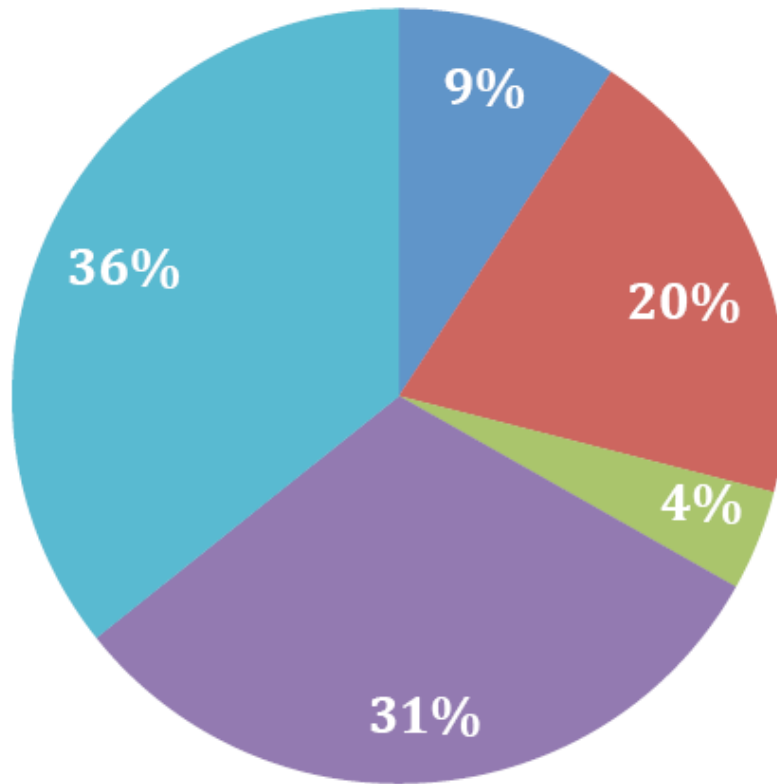
what happened...outcomes

- 52 referrals to pcps
- 30 connected
- Most common physical illnesses:
 - hypertension
 - diabetes
- Most common diagnoses overall
 - mental illness
 - substance dependence

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what we saw...

Disease Burden



- Type II Diabetes (22)
- Hypertension (47)
- HIV (10)
- Substance Abuse (74)
- Mental Health (85)

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what happened...outcomes

- Shelter and placements when Hub was open
 - 9 café/winter respites
 - 4 emergency shelter
 - 17 safe havens
 - 4 treatment programs

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what happened...

- Placements, continued...
 - 6 assessment centers
 - 1 permanent supportive
 - 54 SHREHUP
 - 95 total placements

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shelter and placements...

■ SHREHUP

- Student run emergency housing unit of Philadelphia
- United Methodist Church/Broad and Arch St.
- Short term stabilization beds
- Overnight “café” style
- January 30, 2012-April 20, 2012

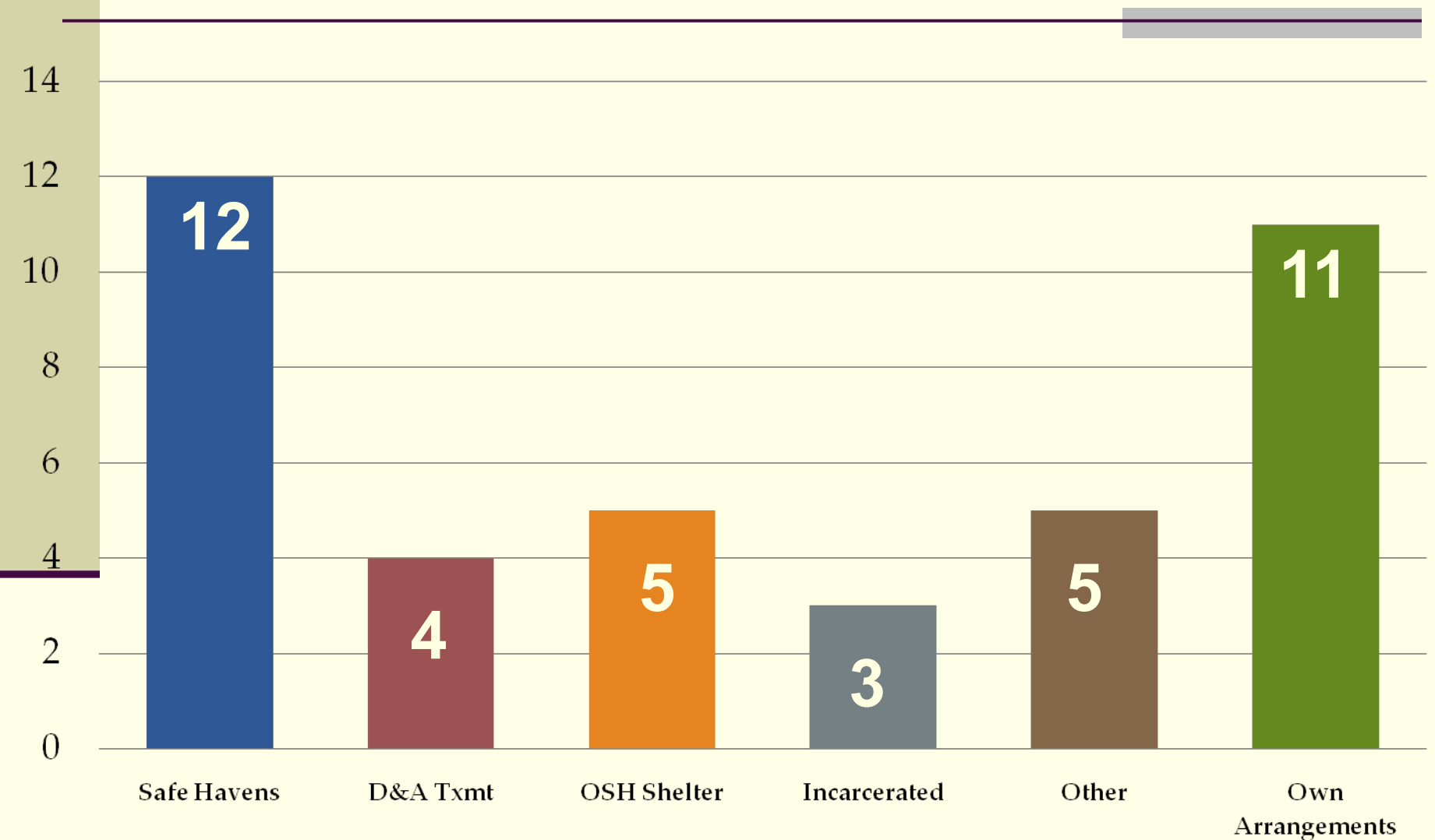
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shelter and placements...

■ SHREHUP

- 54 admitted guests
- 40 actively engaged in services
- 20 consistent residents

SREHUP Placements



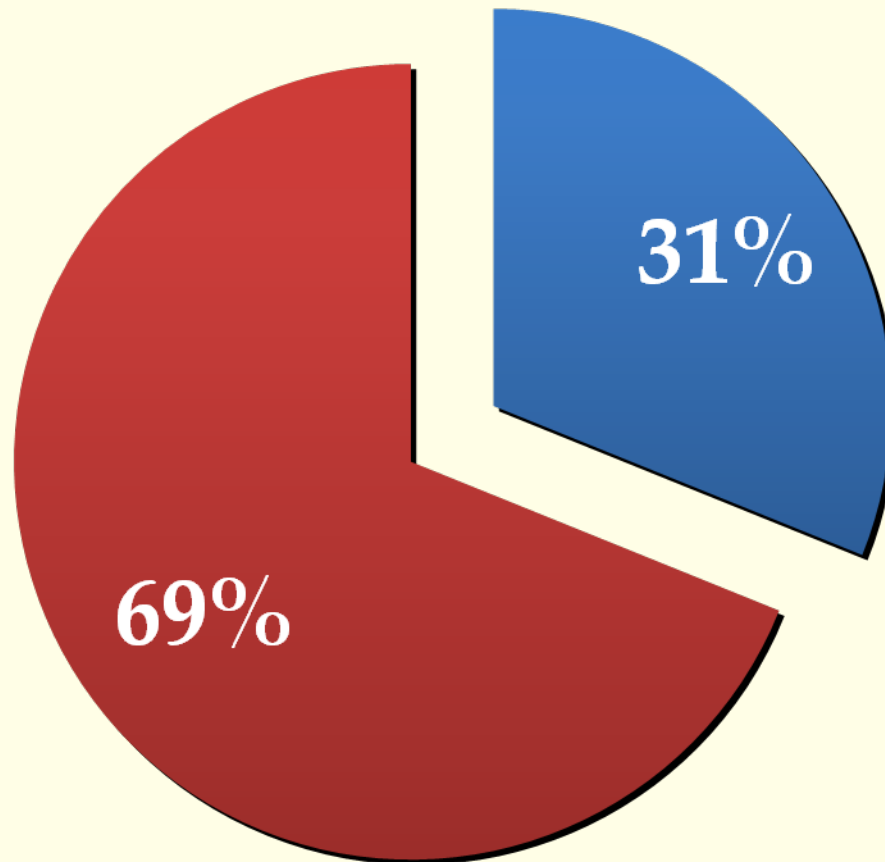
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shelter and placements...

- Continued placements after Hub closed:
 - 29 Safe havens
 - 9 OSH shelter beds
 - 8 D&A sites (including Journey of Hope)
 - 2 permanent supportive housing
 - 4 independent housing
 - 4 incarcerated
 - 3 other

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targeted individuals...



■ Targeted (112)

■ Other (248)

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why was this initiative successful?

- Storefront environment:
 - Non-threatening
 - Sense of community
 - Peer support
 - High engagement

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why was this successful?

- Access to services
 - Access to co-located physical and behavioral health care
 - Care coordination and ability for consistent follow-up
- Terrific multi-agency collaboration
- Broad financial and in-kind support
- The staff is INCREDIBLE!!

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lessons learned...gaps and GAPS that need to be filled

■ Needs:

- Resources for young and also older adults (average age 47)
- Access to housing resources for women
- Housing options for ex-offenders
- Medical and high vulnerability respite care
- Social and health services consolidated in easily accessible locations

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lessons learned...gaps and GAPS that need to be filled

■ Needs:

- Outreach teams throughout Philadelphia to coordinate and assess, plan, and follow-up with individuals living in and around the Concourse
- Operating hours created difficulty with appointment follow-through
- More housing and treatment options

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what we heard...

- From individuals served
 - “I just don’ t want to be out there anymore”
 - “You understand what I’ m saying”
 - “Thank you for listening.”
 - “I just need a way out of this.”
 - “I know that people in the Hub care about me in spite of me being homeless, addicted and poor.”

> 3 REASONS WHY HOMELESS PROGRAMS NEED CONTINUED SUPPORT:

① THE FINANCIAL CONDITION OF THIS COUNTRY IS RE-DEFINING WHO THE HOMELESS ARE. MORE AND MORE HOMELESS PEOPLE DO NOT FIT THE TRADITIONAL STEREOTYPES (I.E. DRIFTER, BUM, WINO, ADDICT, ETC.), MANY ARE FORMER PROFESSIONALS WHO HAVE OWNED PROPERTY AND HELD GOOD JOBS.

SUDDENLY THEY FIND THAT THEY ARE WITHOUT THE MEANS TO SUPPORT THEMSELVES. THERE ARE ALSO MORE AND MORE FAMILIES IN THIS SITUATION OF BEING UPROOTED. MORE AND MORE ARE BECOMING DESTITUTE, DEPRESSED AND DESPERATE. MOREOVER, INCREASING NUMBERS OF PEOPLE ARE JUST ONE CHECK AWAY FROM BECOMING VICTIMS OF THIS DILEMMA.

② HOMELESSNESS IS WEAKENING THE FABRIC AND FOUNDATION OF THIS NATION. WHEN MASSES OF CITIZENS ARE WITHOUT HOPE AND NON-PRODUCTIVE, DESPERATION CAN DRIVE THEM INTO MENTAL ILLNESS AND EVEN CRIME, DE-STABILIZING SOCIETY EVEN MORE. IF GIVEN AN OPPORTUNITY MANY HOMELESS INDIVIDUALS CAN STILL BE PRODUCTIVE MEMBERS OF THE COMMUNITY.

③ PEOPLE ARE JUST PLAIN HURTING AND IN NEED OF BASIC NECESSITIES - FOOD, SHELTER AND CLOTHING! THEY'RE MERELY TRYING TO SURVIVE. THEY NEED A LITTLE HELP IN GAINING A Foothold. BACK TO NORMALCY, STABILITY AND SELF-RESPECT.

HELPING THESE HAPLESS PEOPLE IS THE HUMANE THING TO DO. IGNORING THEIR PLIGHT WOULD NOT ONLY BE CRUEL BUT IT WOULD GUARANTEE THE PERPETUATION OF THIS GRIM ASPECT OF LIFE TODAY — HOMELESSNESS.

Y LARRY W., CURRENTLY HOMELESS AND A CLIENT OF PROJECT HOME

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what we heard...

- From providers

- Frustrations

- “..learning about how broken the shelter landscape is...”
 - “...how much the system blames and labels the participants.”
 - “...bridging the ‘culture gap’ is hard.”
 - “...barricades to helping people: not homeless long enough, no insurance, no “serious” mental illness...yet, still unable to function...”

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what we heard...

- From providers

- Personal impact of project

- “...made me a lot more jaded...”
 - “...great reminder of the large gaps in medical care and social services...”
 - “...colleagues care deeply about participants...”
 - “It has given me a greater capacity to listen to what people actually need vs what I think they need.”
 - “I have been increasingly humbled.”

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with thanks...

- Mental Health Association of Southeastern Pennsylvania (MHASP)
- The City of Philadelphia
- Student Run Emergency Housing Unit of Philadelphia (SHREHUP)
- Behavioral Health Special Initiative, Journey of Hope Project
- Jefferson University Hospital and JeffHOPE

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with thanks...

- Public Health Management Corporation (PHMC)
 - Mary Howard Clinic and Care Clinic
- Bethesda Project
- Catholic Social Services
- Outreach teams of Project HOME, MHASP, Hall Mercer, SELF, Horizon House
- Keystone Mercy

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with thanks...

- Volunteer Outreach workers at New Pathways, ODAAT and ProAct
- PernaFrederick Commercial Real Estate
- Crown Properties
- Bellevue PR
- Liberty Property Trust
- Metro Market

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with thanks...

- Einstein Healthcare Network Behavioral Health
- Jon Bon Jovi Soul Foundation
- Urban Outfitters
- Pathways to Housing PA
- Center City District
- SEPTA Police
- Our concourse neighbors

Financial Stuff

- Open 40 hrs/wk, 4.25 FTE staff, numerous volunteers, 3.5 months
- \$67,000 grant from DBH
- All medical/psych professionals – in-kind
- Donated space
- Donated painting/electrical work
- Donated coffee!!

Q&A

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