

**Presentation to the
Hospital Association of Southern California**



and



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Before There Was Haven

Many good agencies providing food, shelter, clothing

But *no transformational services*

Jail, streets, jail — and then death

Society spent \$378,000, but mentally ill homeless man never had a chance.

Let me introduce you to Craig Hill by name. He was a good friend of Craig Johnson, the homeless man Laura Jesse writes about on LOGO's front page. Hill died in January.

Regular at court
Municipal Court Presiding Judge John Hill got to know Staff for quite some time between 2001 and 2003, when Hill worked the mid night shift on multiple occasions. Staff was arrested several times during that period, which the judge had decided for staff to give protection.

Staff offered up to four different addresses during his stays in custody. In those cases where he gave no address, he was simply listed as homeless.

City staff said he spoke of serving in the Navy and having a father who died in Iowa, a mother out of state and two children.

"He looked like Gelfinger the comedian," Hill said. "He had dark hair, a

It pains him that the various agencies charged with dealing with them are not coordinating their efforts.

"We need the medical, justice and law enforcement communities to be on the same page," he said.

The magistrate at the municipal court building sees 11 to 20 public intoxication cases booked each night, about 700 to 800 a month.

"Public intoxication is just a symptom of mental health problems," Hill says.

den liner: \$376,000
nature of Staffer's lengthy trip indicated he was not really a resident. Most of his arrests were for

GLORIA PARDUE



Before there was a haven...

a blighted area was "home" to the homeless – primarily those who were drug & alcohol-addicted and mentally ill



OUR MISSION

To offer a place of

Hope

and

new beginnings





Our Campus Today

Haven for Hope Model



Comprehensive services on a
22-acre campus

Collaborative partnerships

Services address root causes of
homelessness


Dignity and respect for
Members and Guests


Recovery & Trauma

Spiritual Services


Core Transformational Services

- Detox & sobering
- Education programs
- Job training
- Counseling
- Legal services
- ID recovery
- Medical/Dental/Vision Care
- Life skills training
- *And much more!*

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Program Innovations

- Intensive treatment programs for drug & alcohol addiction
- Intensive treatment programs for mental illness
- Initiated Trauma-Informed Care
- Jail Outreach Program
- Use of Peer Support Specialists
- Courtyard sick bay and day sleeping area
- Courtyard Integrated Care Clinic
- Development of CSG Call Center on campus

871

Served *daily* by Transformation Campus

431 Single Men

167 Single Women

273 Family Members

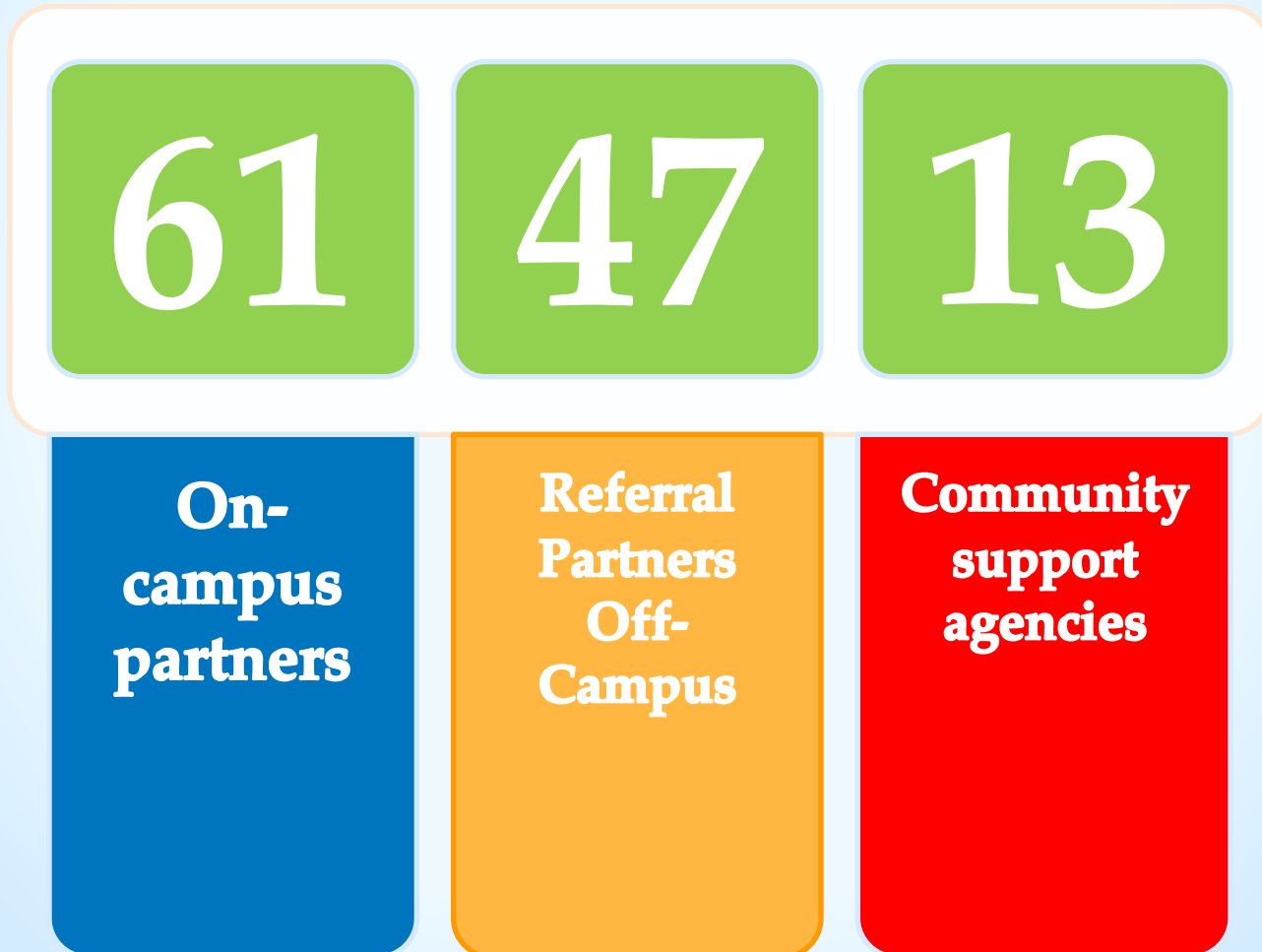
(168 children)

Serving Veterans

- 312 veterans served over the last 12 months
- Haven for Hope funded construction of 30 new veterans SROs at AGIF
 - \$2.7 million project
- Before Haven for Hope, AGIF was unable to help veterans with drug/alcohol addiction



STRATEGIC PARTNERSHIPS



Major Local Collaborators



**University
Health System**



**BEXAR COUNTY
JUDICIAL
SERVICES**



Haven for Hope

Employer Partners

- 360 Construction
- Abeco Contracting/MMC
- Aerotek -Toyota
- Amazon
- Aramark at Christus Santa Rosa
- Baptist/Tenet Health
- Baymont Inn & Suites
- Bella on the River
- Bexar County
- Block by Block – Centro San Antonio
- Bohanans
- Casa Rio
- Centralized Showing
- Cha Cha's Restaurants
- Cintas Uniform
- Coca-Cola
- COSA
- Costa Solutions
- CPS Energy
- Crandall Associates
- CSG
- D&N Tehologies
- Dependable Business Solutions
- Drury Riverwalk
- EFS Catering
- Emali Lane
- Endeavors Unlimited
- Fiduciary Doctors - Luci Harty Advisory, LLC
- Freidrich AC
- Freshpoint
- GE Reaves
- Get2Ten Consulting
- Gonzalez Group
- Goodwill Industries
- Grand Hyatt/Regency
- GW Mitchell
- HearGift
- HEB MWT
- Hill Country Bakery
- Hilton- Doubletree
- Holiday Inn Market Square
- IBEX Global Solutions
- Intuitive Solutions
- KGB /Conduit
- LPR Cleaning Solutions
- Marriott Global Reservations
- Marriott Riverwalk
- Merry Maids
- Methodist Healthcare
- Mission City Movers
- Morningside Ministries
- Mi Tierra Restaurant
- Northside ISD
- NuStar
- Oak Farms Dairy
- Office Pride
- Papouli's Greek Grill
- Phyllis Browning & Co.
- Rainforest Café
- Republic of Texas Restaurants
- RGIS
- RK Group
- RMG Partners
- Rosenberg AC
- San Antonio ISD
- SAMMinistries
- San Antonio Christian Dental
- Schilos German Deli
- Selrico Services
- Sirius Computer Solutions
- Southern Warehousing
- Staff Force
- Steele Trucking
- Sterling Foods
- Steve's and Sons
- Supply Demand Warehouse
- Taco Cabana
- Tejas Plastics
- Transcom
- Transformational Wellness
- United Fashions of Texas
- University Health Systems
- Village of the Incarnate Word
- Walton Signage
- West Corp.
- Whataburger

KEY PARTNERS

- *Center for Healthcare Services (CHCS):* Local Mental Health Authority (LMHA) in Bexar County. Provides services in the areas of mental health, and substance abuse.
- *Centro Med:* Federally Qualified Health Center (FQHC) providing medical services for members on the campus and courtyard, as well as the nearby community
- *San Antonio Christian Dental:* Dental services, including prosthetics for members on the campus and courtyard, as well as the nearby community
- *San Antonio Food Bank and St. Vincent de Paul:* Serve 3 meals per day for members on the campus and courtyard
- *YMCA:* Serves children (ages 0-18) on the campus, including after school and summer programs

PARTNER SERVICES

40,000

Quality medical, dental
and vision care services
provided annually

**67% of these services
benefit the working poor in
the neighborhoods
surrounding Haven for Hope**

In-House Recovery and Wellness Programs

Help the addicted & mentally ill

1,267

Completed the In-House Recovery Program with a 58% success rate

1,114

Completed the Wellness Program with a 49% success rate

RESULTS

RESULTS

Restoration Center

35,000

Received life-saving services

\$96
million+

Cost avoidance for
City and County jails,
emergency rooms,
and court rooms

2008-2015

The Courtyard at Haven for Hope



- Safe Sleeping Area opened in 2010 to address basic need of food, clothing and shelter
- "No Questions Asked" policy
- Motivational engagement used to encourage transformation
- Guests must be 18 years of age (or older) and physically able to care for themselves

615 Average served
overnight in the
Courtyard
(high of 846)

853 Average served
during the day
(high of 919)

Courtyard Impact

- Over 4,900 moved into higher levels of residential care, including IHRP, IHWP, and other forms of supportive and/or permanent housing since 2010.
- In the past 12 months, 828 have transitioned from the Courtyard.



Homeless Prevention Services

Now a Key Function at Haven

Financial Assistance

- Local Transportation Assistance
- Out of Town Transportation Assistance (family reunification)
- Move-out expenses
- Hotel emergency stays
- Rental Deposits and Application Fees
- Rental Arrears
- Utility Assistance (Deposits, Payments, and Arrears)

Housing Referrals

- SAMM Ministries
- Women's Shelter
- Salvation Army
- Grace House
- American GI Forum
- Seton Home
- Group Homes
- Rehabilitation Centers
- Assisted Living Facilities

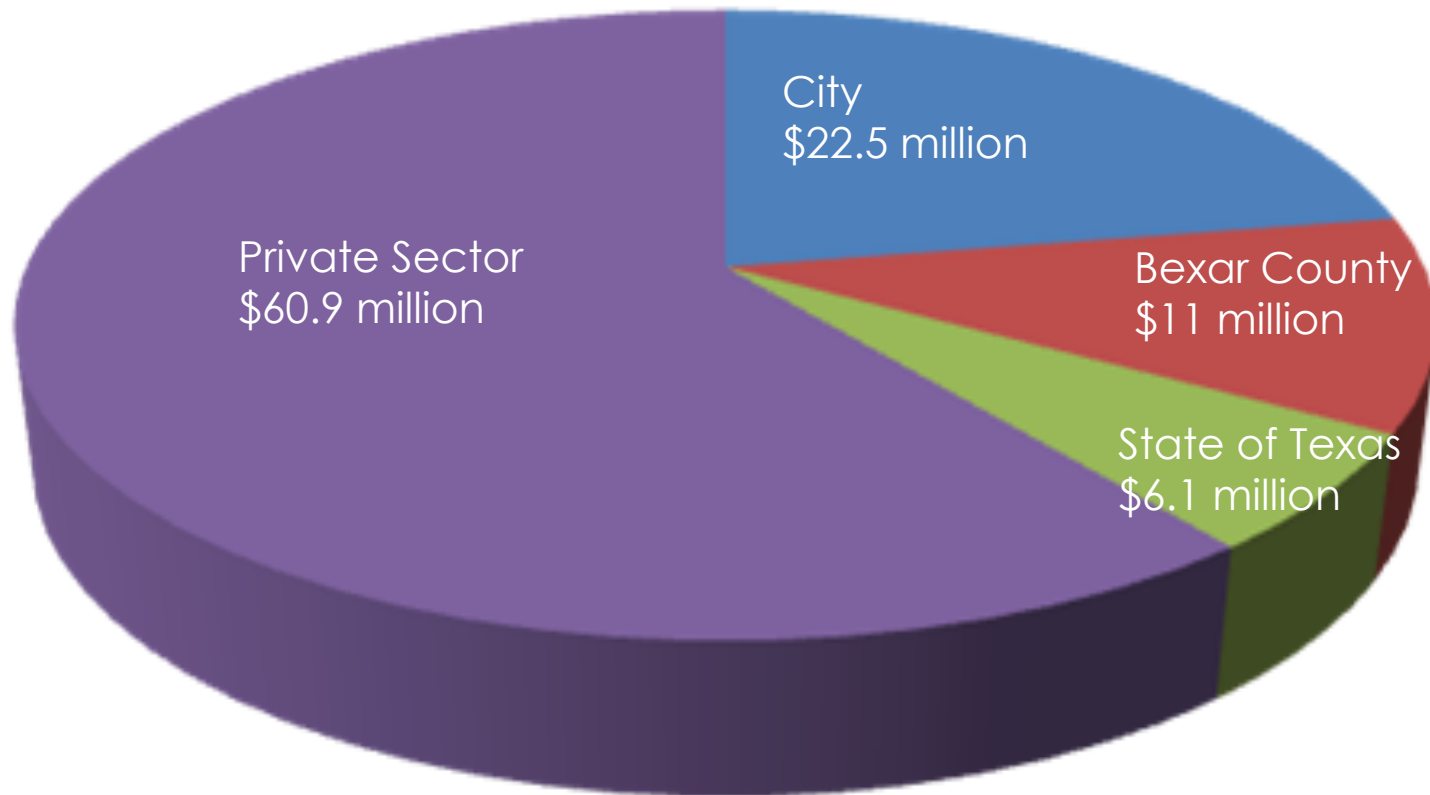
Haven for  Hope™

Funding

A True Public/Private Initiative

Haven for Hope Funding

\$100.5 million Haven for Hope Construction Funding



Haven for  Hope™

Results Greater
Than Expected!

RESULTS

SINCE 2010...

2984

Exited campus into
permanent housing
(90% retention-1 yr)

1889

Have attained
employment (71%
retention - 6 mo)

RESULTS

SINCE 2010...

JAIL RECIDIVISM RATE

Campus – 24%
Courtyard – 32% **VS. 80%** County average

OPEN BEDS/NIGHT

Average of 1,000 in Bexar County jail

DOWNTOWN HOMELESS COUNT

Decreased by 80%

OFFICERS BACK ON THE STREETS

Valued at \$2M per year

Summary of Our Success!

- Almost 8,000 lives saved
 - Almost 3,000 from homelessness to homes
 - Almost 5,000 off the streets and into higher levels of care
- Downtown homeless count down by 80%
- Over \$96 million in cost avoidance at jail, emergency rooms and courtrooms
- Over 35,000 individuals helped with sobering, detoxification and crisis intervention
- Over 1,000 open jail beds
 - Jail bookings in 2015 were 1,700 lower than 2014
 - Recidivism rate at Haven is 24%-32%, compared to County's 80%
- Over 40,000 medical, dental & vision services annually, over a \$16 million value
- A once blighted area of San Antonio transformed
- 340 jobs created

Lessons Learned

- Be bold, innovative and collaborative and results will exceed expectations
- Utilize evidence-based practices
- Be strategic in resource alignment, maximizing existing community strengths
- Create flexible community space
- Don't focus on "homeless", focus on healing and recovery resulting in healthy people—byproducts of which are housing, income, relationships, community membership—behavior modification DOES NOT WORK by itself
- Traditional healthcare models do not effectively address the needs of homeless "super-utilizers"

Healthcare for the Homeless

- Shortfalls of 'traditional' FQHC model
- Project HEALTH-CMS Innovation—Integrated Care with Peer Navigation
- “Super-utilizers”— 3000 patients= \$1.1 BILLION
- ED's providing primary care and behavioral health
- Adjustments:
 - Urgent care
 - Pharmaceutical
 - Diagnostics
 - Integration of Social Determinants for Health Outcomes

Conversation



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