



Community Support

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COMMUNITY SUPPORT



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Cindy Villasenor, Region Lead Community Supports/ Housing Works

**Housing Navigation,
Tenancy Supports, and
Deposit Services
Provider Perspective**

The logo for Housing WORKS is contained within a white oval with a dark green border. The word "Housing" is written in a dark grey, sans-serif font. Below it, the word "WORKS" is written in a larger, bold, dark grey, sans-serif font. The letter "O" in "WORKS" is replaced by a yellow circle containing a white keyhole icon.

**Housing
WORKS**



About Housing Works

- We are a non-profit organization at the front lines of the homeless -crisis in **Los Angeles County**.
- **Founded in 2003** through the Immaculate Heart Community Organization.
- Mollie Lowery spear headed Eviction Prevention in Permanent Supportive Housing with A Community of Friends.
- 2009-2013 targeted **Pasadena** and **Hollywood** by housing the first 20 most vulnerable individuals through our contract with Housing For Health.
- Our Services provides our community members with **housing navigation and support, outreach, and resources** to ensure housing retention , rehabilitation , and future success within the community.
- Our Mission is to **create housing and service options** that model, with respect and dignity, sustainable, environmentally sensitive, affordable communities for people of limited resources.



Housing Services

Permanent Supportive Housing

Scattered Site
Single Site

Outreach & Community Engagement

- Pasadena Outreach
- Hollywood Food Coalition

Housing Navigation

- Community Supports
- FUSE

Enrichment

- Food Distribution
- Wellness Events
- Life Skills Support
- Arts Enrichment

Health

- Mobile Vaccine Clinical
- Physical & Mental Health Referrals



Special Projects Team

Programs

- Frequent Utilizers System Engagement (F.U.S.E.)
- Community Supports

FUSE

- Contracted with California Hospital since 2012 through the Social Innovation Fund
- All referrals from CA hospital / collaborate with JWCH clinic
 - Provide **Housing Navigation** Services through F.U.S.E.
 - **Interim Housing**
 - Cover **move-in costs**

Special Projects Team

Community Supports

Contracted

- Started with Health Homes through Kaiser
- Currently Contract with Kaiser, HealthNet, LA Care, Anthem and Molina

Services Provided

- Housing Navigation
 - Housing navigators have a caseload of 20
- **82** participants housed to date
- Tenancy Supports
- Housing Deposits



A woman with dark hair pulled back, wearing a black cardigan over a black and white striped tank top, stands in a doorway. She is looking towards the camera with a slight smile. To her left, on a light-colored wall, is a sign with the number '354' and a red triangle. The background shows a hallway with a door and some hanging items.

Tips, Tactics, Strategies (Clients/Populations)

- Our strength is working with **Single Adults**
- **Trainings** (LAHSA, DHS, Internal)
- **Networking** (Navigation Meetings, Case Conferencing , SPA Meetings
 - Established in **SPA 3, 4 ,6**
- Continuum of care (**CES**)
- **Collaboration is KEY**

A man with a beard and mustache, wearing a grey t-shirt and a yellow lanyard, is sitting at a dark table. He is smiling slightly. Behind him is a kitchen area with white cabinets, a microwave, and a stove. To his left, a large, colorful balloon with the word 'Howdy!' written on it is tied to the table. The balloon has a red, white, and blue pattern with stars. The background is slightly blurred.

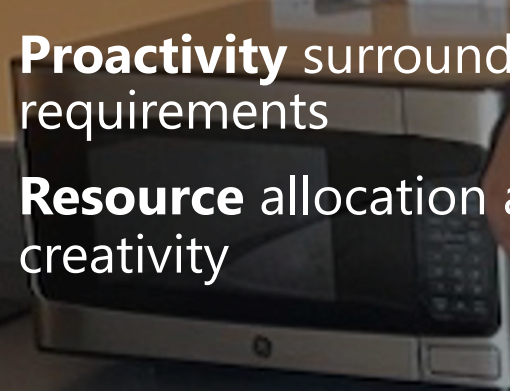
Tips, Tactics, Strategies

(CBO Pursuing Contracting with MCP's)

- **Grants**
- Good **relationships** with the MCPs and community providers
- Constant **communication**
- Strong **rapport**
- Attend **trainings**
 - Medi-Cal Academy
- **Case** conferences
- DHCS Cal AIM **Policy Guide**

Tips, Tactics, Strategies (Collaborative Members)

- Practice effective/timely **communication**
- Utilize **trauma informed care**, harm reduction etc.
- Provide **trauma-informed** work environment
- Check ins/ Divide & Conquer
- **Proactivity** surrounding all requirements
- **Resource** allocation and creativity



Challenges

- Training / Staffing
- Acuity of Participant Needs
- Billing
- Eligibility Documentation
- Accurate Member information
- Duplicate/Overlapping of Services
- Quality of Care
- Systemic Barriers
- Housing Availability



Suggested Changes

- Better Communication
- Sustainable Funding
- Universal forms and coverage for MCPs
- Accessibility to Medi-Cal eligibility and coverage
- Medi-Cal Training





Michael's Story

- Michael experienced homelessness for over 2 years
- He found shelter at various locations: family homes, hotels and parks in the county of Los Angeles
- In the year 2022, Michael was admitted to the hospital due to his chronic health conditions.
- In January 2023, he was referred to Housing Works from a HOLA recuperative care where we begin to work swiftly into connecting him to temporary communal placements like Pod Share and Interim housing site.
- Throughout his journey Michael experienced challenges with keeping communication with us while living on the streets.
- In February of 2024, Michael was matched to West Lake Apartments through the coordinated entry system.
- Michael's journey to Permanent Supportive Housing took a total of a year where he was finally able to call a place his HOME.



Ways to Connect with Housing Works

- Submission form on Housing Works Website : www.housingworksca.org
- **For more questions contact:**
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 - **Email:** Cvillasenor@housingworksca.org
 - **Phone:** (323) 466-0042