



**SAMHSA's Resource Center to Promote
Acceptance, Dignity and Social Inclusion
Associated with Mental Health**

Housing, Homelessness, and Social Inclusion: Essential Elements of Healthy Communities

February 23, 2011



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This Training Teleconference will be recorded. The PowerPoint presentation, PDF version, the audio recording of the teleconference, and a written transcript will be posted to the SAMHSA ADS Center Web site at <http://www.promoteacceptance.samhsa.gov/teleconferences/archive/default.aspx>.



Disclaimer

The views expressed in this training event do not necessarily represent the views, policies, and positions of the Center for Mental Health Services (CMHS), Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).



Questions

At the end of the speaker presentations, you will be able to ask questions. You may submit your question by pressing “*1” on your telephone keypad. You will enter a queue and be allowed to ask your question in the order in which it is received. On hearing the conference operator announce your first name, you may proceed with your question.



Housing Choices and Civil Rights

Bonnie Milstein, J.D.
Director of Housing Policy
David L. Bazelon Center for Mental Health Law





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Disability Rights Principles

Pre-conceptions, misconceptions, and stereotypes

- Disability and race
- “Disabled people” vs. people with disabilities

Empowerment and integration

- Safety concerns vs. “the dignity of risk”
- “Nothing about us without us”



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Implementing the Disability Rights Laws

“A public entity shall administer services, programs and activities in the most integrated setting appropriate to the needs of qualified individuals with disabilities.” (ADA Regulations, 24 CFR §35.130[d])

-Olmstead v. L.C. & E.W.



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The Impact of the *Olmstead* Decision on Housing, Services, and Choice

- Board & care homes, nursing homes, institutions for mental disease
- CT, NY, NJ, GA, IL, CA
- State *Olmstead* funding





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The Cost Effectiveness of Community Integration

Direct community costs vs. institutional costs

- Housing and services

Indirect costs

- Building, maintenance & staff
- ER and hospital use



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The Integration Effectiveness of Reasonable Accommodations

- Why discrimination prohibition isn't enough
- Companion animals and service animals
- Lease compliance for everyone



Resources

- The Supreme Court's 1999 decision finding that unnecessary institutionalization of individuals with mental disabilities violated the Americans with Disabilities Act (ADA) can be found at *Olmstead v. L.C.*, 527 U.S. 581.
- Many articles have been published about the *Olmstead* decision, its meaning and its implications. A recent and very readable article was published by the SCAN Foundation, *Implementing Olmstead in California*. <http://www.thescanfoundation.org/foundation-publications/long-term-care-fundamentals-no-5-implementing-olmstead-california> (January 2011)
- The U.S. Department of Justice (DOJ) published revised regulations to implement the ADA in September 2010. They can be found on the ADA website at <http://www.ada.gov/regs2010/ADAregs2010.htm>
- The Civil Rights Division of DOJ publishes cases, rules, Settlement Agreements, technical assistance, and guidance on the ADA. <http://www.ada.gov>
- The Fair Housing Act was revised in 1988 to protect the rights of individuals with disabilities. Its rules, rather than the ADA's, apply in housing and all real estate transactions. They may be found at <http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&rgn=div5&view=text&node=24:1.2.1.1.1&idno=24>



More Resources

- The U.S. Department of Housing & Urban Development enforces the Fair Housing Act. Its website is http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp
- In the ADA, the Fair Housing Act, and the first federal disability rights law, Section 504 of the Rehabilitation Act of 1973, the concept of *reasonable accommodations* continues to make it possible for millions of individuals with disabilities to live in their communities and not in institutions. HUD and DOJ collaborated on a helpful Q & A explaining how reasonable accommodations work in housing situations. <http://www.hud.gov/offices/fheo/library/huddojstatement.pdf>
- The Bazelon Center for Mental Health Law publishes information on the rights of individuals with mental disabilities in housing, education, employment, and community integration. <http://www.bazelon.org>
- The Technical Assistance Collaborative works specifically on solving housing and Medicaid issues for consumers and providers. <http://www.tacinc.org>
- SAMHSA published a Supportive Housing and Supportive Services Toolkit that explains, in detail, why and how to create supportive housing projects and how to provide voluntary services. <http://homeless.samhsa.gov/channel/Permanent-Supportive-Housing-KIT-557.aspx> and http://store.samhsa.gov/product/SMA10-4510?WT.ac=AD20100918HP_SMA10-4510



The Central Role Of Social Inclusion, Social Connectedness, And Social Capital In Homeless Programs

Livia Davis, M.S.W., CSWM
Project Director
SAMHSA Services in Supportive
Housing Technical Assistance Center
Center for Social Innovation



Why should we care about social inclusion?

What is the difference between social inclusion, social connectedness, and social capital?

What are the challenges in addressing this need?

What are some strategies to build social connectedness?

What are some of the resources that are available?



Why do we care?

“The main reason homelessness happens in someone’s life is due to a lack of an adequate social network in their life.”

Goodworks, Inc., 2009





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Why do we care?

“The availability of social resources such as physical and emotional support is positively associated with survival and recovery from stressful life events such as serious illness, traumatic loss, or transition.”

Ottman, Dickson, & Wright, 2006



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Why do we care?

The central importance of relationships in the process of exiting homelessness has been demonstrated through research.

Thompson, Pollio, Eyrich, Bradbury, & North, 2004



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Social Connectedness vs. Social Capital

“The subjective awareness of being in close relation with the social world.”

The term “refers to the extent to which people feel connected to their communities.”

Lee & Robbins, 1998; Women’s Health Victoria, 2006

“The collective value of all ‘social networks’ (who people know) and the inclinations that arise from these networks to do things for each other (‘norms or reciprocity’).”

Harvard’s Saguaro Seminar, 2009



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Which social network has greater social capital for Duane?

“Duane,” a father of two made homeless in a fire. Duane expressed interest in completing college to find a better job. The agency working with the homeless shelter tried to connect him to the local welfare-to-work program to assist him in meeting this goal. However, Duane believed his family and friends that the program lacked allowances for childcare and refused the agency’s advice, potentially losing an avenue to a better quality of life.

Schneider, 2004



Social Inclusion

“Participation in the key activities of society, which includes the economic, social, and cultural activities that are considered the social norm.”

Boushey, Fremstad, Gragg, & Waller, 2007

Social inclusion refers to a dynamic process by which communities make it possible for people who have been excluded to participate in all the community has to offer. It means the community welcomes them “inside” and acknowledges that those who are traumatized, ill, or otherwise challenged deserve the community’s full support.



Challenges To Building Social Networks & Social Connectedness

Although finding “stable housing is pivotal...the potential for social isolation should be anticipated by providers and ameliorated as much as possible.”

Padgett, Henwood, Abrams, & Drake, 2008



Challenges

Social connectedness programming must not only support the creation of connections, but also work to support persons to replace negative ties with positive ones.



Challenges

Homeless service providers often become the de facto community for many consumers when they first enter housing. Although acceptable as a starting point, the ultimate goal is to expand those networks to ensure that consumers are able to move beyond this closed circle to the larger mainstream community.





Critical Time Intervention (CTI) is a time limited, phased intervention in which case managers work with persons who are newly housed to assess their specific services and support needs and then support them to link or re-link them to community-based care.





The goal during CTI is to connect the consumer to informal supports (family, guy at the corner bodega, friends), as well as formal supports (mental health or substance addiction services, work, peer-run services) and then connect those individual supports to become a network that can continue to support the consumer once CTI is over.



Strategies From The Field

Community Connections, Inc., Washington, DC
Project Renewal, New York, NY
Cook Inlet Housing Authority, AK



Programs that Use a Farm Community Model

Møltrup Community, Denmark

Green Oak Ranch Ministries, California





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Housing First Assertive Community Treatment



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Resources

- Boushey, H., Fremstad, S., Gragg, R., Waller, M. (2007). Social Inclusion for the United States. London: Centre for Economic and Social Inclusion.
- Good Works, Inc. (2009). Why Do People Become Homeless? Available at http://www.walkforthehomeless.net/Why_Do_%20People_Become_Homeless.htm
- Lee, R.M. & Robbins, S.B. (1998). The relation between social connectedness and anxiety, self-esteem, and social identity. *Journal of Counseling Psychology*, 45, 338–345.
- Ottmann, G., Dickson, J., & Wright, P. (2006). Social Connectedness and Health: A Literature Review. Victoria, Australia: Inner East Primary Care Partnership.
- Padgett, D.K., Henwood, B., Abrams, C., & Drake, R. E. (2008). Social relationships among persons who have experienced serious mental illness, substance abuse, and homelessness: Implications for recovery. *American Journal of Orthopsychiatry*, 3, 333–339.

More Resources

- The Saguaro Seminar. (2009). Civic Engagement in America. Retrieved from <http://www.hks.harvard.edu/saguaro/>
- Schneider, J.A. (2004). The Role of Social Capital in Building Healthy Communities. Baltimore, Maryland: Annie E. Casey Foundation.
- Thompson, S.J., Pollio, D.E., Eyrich, K., Bradbury, E., & North, C.S. (2004). Successfully exiting homelessness: Experiences of formerly homeless mentally ill individuals. *Evaluation and Program Planning*, 27, 423–431.
- Wewerinke, D. (2010). The Strength of Supportive Networks in the Struggle against Social Exclusion: A Study on the Impact of Housing First Services on the Social Position of the Chronically Homeless. University of Amsterdam.
- Women's Health Victoria Clearinghouse Connector. (2009). Social Connectedness. Retrieved from <http://whv.org.au/publications-resources/clearinghouse-connectors/chc-social-inclusion>



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From Spare Change to Real Change

Michael Kelly, CPS
Outreach Worker
Housing for New Hope



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PATH

- Assertive street outreach to the homeless
- Meets the homeless where they are
- Builds a bond of trust
- Links the homeless with services
- Assists with finding temporary housing and permanent housing, when possible



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“If it’s money you want, I got plenty of that.

But the kind of change I have for you, you really have to want that.”

Alphonso Williams





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I was a lost spirit.

I lived in the woods.

One day, some people came
trying to find me.

I was scared, nervous, and
afraid of change. But they
comforted me and reassured
me.

I believed in them, and they
believed in me. A bond of trust
formed, and I let them lead
me out of the woods.



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Phoenix House

- Year-long transitional housing for homeless men
- Requires and assists with employment
- Offers self-improvement classes on health, nutrition, and budgeting
- Encourages “Freedom through Responsibility”



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Andover Apartments

- Permanent supportive and affordable housing
- Tenants must have case management and a wellness recovery action plan in place
- Tenant Association created
- Monthly tenant meetings take place in community room



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Thank you God, because I have been truly reborn from the ashes of my own destruction, just like the legend of the Phoenix, and have a new beginning here at Andover Apartments.





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I admire Housing for New Hope for employing people that have experienced homelessness, because we are the “been there, done that” people, who can relate so well with the people that we work with.





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I have seen many people cry with joy when they are given the keys to their new home, and I certainly was not alone the day I cried on my new front porch.



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Contact Us

Michael Kelly

(919) 724-3402

mike@housingfornewhope.org

<http://www.housingfornewhope.org>

<http://www.facebook.com/housingfornewhope>

- Homeless Outreach and Engagement
- Housing and Crisis Assistance
- Transitional Housing
- Permanent Housing
- Housing Development



Housing for New Hope
Preventing and Ending Homelessness
One Valuable Person at a Time



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Resource Organizations

- Substance Abuse and Mental Health Services Administration's (SAMSHA) Homelessness Resource Center <http://homelessness.samhsa.gov/>
- SAMSHA's Projects for Assistance in Transition from Homelessness (PATH) <http://pathprogram.samhsa.gov/>
- SAMSHA's Services in Supportive Housing (SSH) Technical Assistance Center <http://www.center4si.com/projects/projects.cfm?project=37d21195-9b6f-4217-a6ae-616f23795836>
- Bazelon Center for Mental Health Law <http://www.bazelon.org/>
- Center for Urban Community Services (CUCS) <http://www.cucs.org/>
- National Alliance to End Homelessness <http://www.endhomelessness.org/>
- National Coalition for the Homeless <http://www.nationalhomeless.org/>
- National Coalition for Homeless Veterans <http://nchv.org/>
- Pathways to Housing <http://www.pathwaystohousing.org/>
- SSI/SSDI Outreach Access and Recovery (SOAR) <http://www.prainc.com/SOAR/>



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Additional Resources

- Culhane, D.P. & Byrne, T. (2010). Ending chronic homelessness: Cost-effective opportunities for interagency collaboration. Penn School of Social Policy and Practice Working Paper.
http://works.bepress.com/dennis_culhane/94/
- Gillis, L., Dickerson, G., & Hanson, J. (2010). Recovery and homelessness services: New directions for the field. *The Open Health Services and Policy Journal*, 3, 71-79.
<http://www.nrchmi.samhsa.gov/Resource/Recovery-and-Homeless-Services-New-Directions-for-the-Field---Free-Access-48226.aspx>
- Hopper, E.K., Bassuk, E.L., & Olivet, J. (2010). Shelter from the storm: Trauma-informed care in homelessness services settings. *The Open Health Services and Policy Journal*, 3, 80-100.
<http://homeless.samhsa.gov/Resource/Shelter-from-the-Storm-Trauma-Informed-Care-in-Homelessness-Services-Settings---Free-Access-48227.aspx>
- Journal of Primary Prevention “SPECIAL ISSUE: Homelessness & Mental Illness”
<http://www.springerlink.com/content/0278-095x/28/3-4/>
- Stepping Stones To Recovery: A Case Manager's Manual for Assisting Adults Who Are Homeless, with Social Security Disability and Supplemental Security Income Applications
<http://www.prainc.com/SOAR/training/manual.asp>



Additional Resources

- Schweid, R. (2011). Report from Barcelona: Fostering social inclusion to end homelessness. Homelessness Resource Center. <http://homeless.samhsa.gov/Resource/Report-from-Barcelona-Fostering-Social-Inclusion-to-End-Homelessness-50139.aspx>
- Trauma-Informed Organizational Toolkit for Homeless Services <http://www.familyhomelessness.org/media/90.pdf>
- Tsemberis, S. (2010). Housing First: The Pathways Model to End Homelessness for People with Mental Illness and Addiction Manual and DVD www.hazelden.org/housingfirst
- Wewiorski, N. J. (2011). Peer-run supportive housing for families. *Homelessness Resource Center*. <http://homeless.samhsa.gov/Resource/Peer-Run-Supportive-Housing-for-Families-50140.aspx>

Questions

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For More Information, Contact

- Bonnie Milstein, J.D., bonniem@bazelon.org, 202-467-5730 ext., 140
- Livia Davis, M.S.W., CSWM, ldavis@center4si.com, 617-467-6014, ext. 212
- Michael Kelly, CPS, mike@housingfornewhope.org, 919-724-3402



Speakers

Bonnie Milstein, J.D.

As a staff attorney in the 1980s and 1990s at the David L. Bazelon Center for Mental Health Law, Bonnie Milstein led the Consortium for Citizens with Disabilities housing task force in amicus briefs to the Supreme Court and pursued administrative advocacy with the Federal departments of Justice, Housing and Urban Development (HUD), Labor, and Education. She successfully pressed for the inclusion of people with mental disabilities in the drafting and passage of the Fair Housing Amendments Act of 1988, the ADA, and the Civil Rights Restoration Act. In 1994, Ms. Milstein moved to HUD, where she directed the agency's enforcement of civil rights laws. She later became HUD's Fair Housing Co-Director and Community Builder in San Francisco. In recent years, she has been a housing and disability specialist in her consulting firm, Equal Opportunity Strategies. Ms. Milstein returned to the Bazelon Center in December 2009, where she now serves as the Director of Housing Policy, heading up the Bazelon Center's housing advocacy program.



Speakers

Livia Davis, M.S.W., CSWM

Livia Davis is the project director for the SAMHSA Services in Supportive Housing Technical Assistance Center at the Center for Social Innovation. She is responsible for responding to demands for technical assistance and monitoring grantees who provide services to people who have experienced chronic homelessness but who are now living in permanent supportive housing. Prior to joining the Center for Social Innovation in 2007, Ms. Davis had 14 years' experience developing and operating homeless services and housing programs, including permanent supportive housing and residential treatment programs. She has experience developing and leading a continuum-of-care collaborative which monitors performance of Department of Housing and Urban Development grantees.

Ms. Davis was a first-responder assisting Hurricane Katrina evacuees arriving at Otis Air Force Base in Massachusetts in 2005. Her responsibilities included helping evacuees live in military barracks, working with staff from state and federal departments, and recruiting and training dozens of volunteers.

She has been featured in national media and has presented on social connectedness at national conferences. Ms. Davis holds a B.A. in Human Ecology from College of the Atlantic and a M.S.W. from Boston University. She grew up on her great-grandfather's 300-acre farm in Denmark where up to 125 people who experienced homelessness could live, work, and belong to a community. This gave her first-hand experience of a model that emphasizes social inclusion, consumer involvement, and supported employment as the cornerstones for empowerment and the development of independence for all who lived there.



Speakers

Michael Kelly, CPS

Michael Kelly is a formerly homeless person who has recovered his life with the help of Housing for New Hope programs. He works with Housing for New Hope's Projects for Assistance in Transition from Homelessness (PATH) Program as an outreach worker and certified peer support specialist. He also works with Housing for New Hope's OPC program as a housing support specialist helping clients in the Chapel Hill and Carrboro, NC area find affordable housing. Mr. Kelly is a founding member of the National PATH Consumer Provider Network and a consumer advocate member of the North Carolina Interagency Council for Coordinating Homeless Programs. He also is a member of Housing for New Hope's alumni association and is on several local boards and committees as a consumer advocate and advisor.

Mr. Kelly states that he is proof that the continuum-of-care and supportive housing works. In the last few months, Mr. Kelly picked up both his four years of clean time key tag and the keys to his new Habitat for Humanity home. Mr. Kelly likes to share his journey with others to help them understand how homelessness can happen to anyone. He has spoken at events in Raleigh, Durham, and Winston-Salem, NC; Phoenix, AZ; and just recently, before newly elected members of Congress and their staffers in Washington, DC.



Survey

We value your suggestions. Within 24 hours of this teleconference, you will receive an e-mail request to participate in a short, anonymous online survey about today's training material which will take 5 minutes to complete. Survey results will be used to determine resources and topic areas to be addressed in future training events.

Survey participation requests will be sent to all registered event participants who provided e-mail addresses at the time of their registration. Each request message will contain a Web link to our survey tool. Please call **1-800-540-0320** if you have any difficulties filling out the survey online. Thank you for your feedback and cooperation.

Written comments may be sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) ADS Center via e-mail at promoteacceptance@samhsa.hhs.gov.



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Also of Interest

If you enjoyed this training teleconference, we encourage you to:

Join the [ADS Center listserv](#) to receive further information on recovery and social inclusion activities and resources including information about future teleconferences.

Join the [10x10 Wellness listserv](#) to learn more about promoting wellness and increasing life expectancy for persons with behavioral health problems.

Sign the [Pledge for Wellness](#) to promote wellness for people with mental health problems by taking action to prevent and reduce early mortality by 10 years over the next 10 year time period.





Contact Us

SAMHSA ADS Center

4350 East West Highway, Suite 1100
Bethesda, MD 20814

Toll-free: **1-800-540-0320**

Fax: **240-744-7004**

Web: <http://www.promoteacceptance.samhsa.gov>

E-mail: promoteacceptance@samhsa.hhs.gov

*The moderator for this call was **Jane Tobler.***



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