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# Yolo Community Care Continuum

## New Dimensions Supportive Housing Semi-Annual Report July 1, 2017 to June 30, 2018

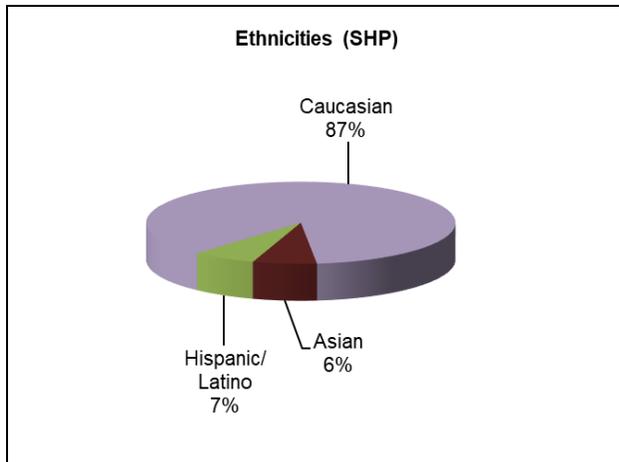
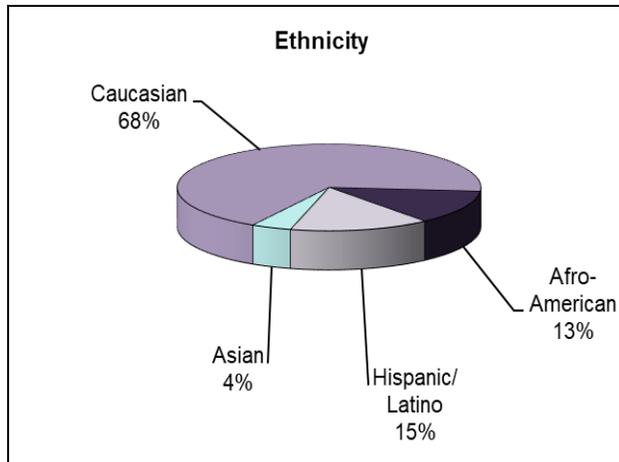
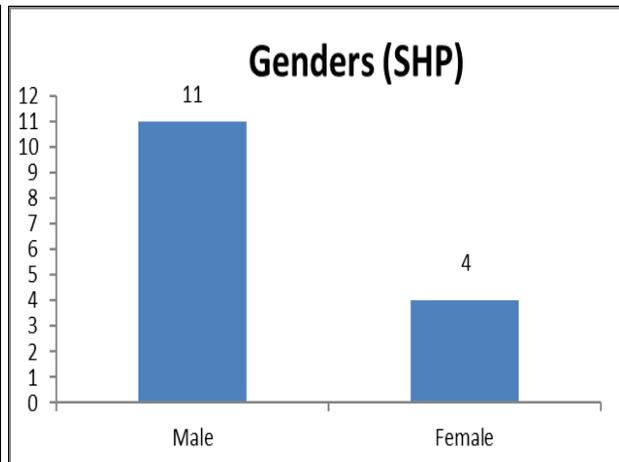
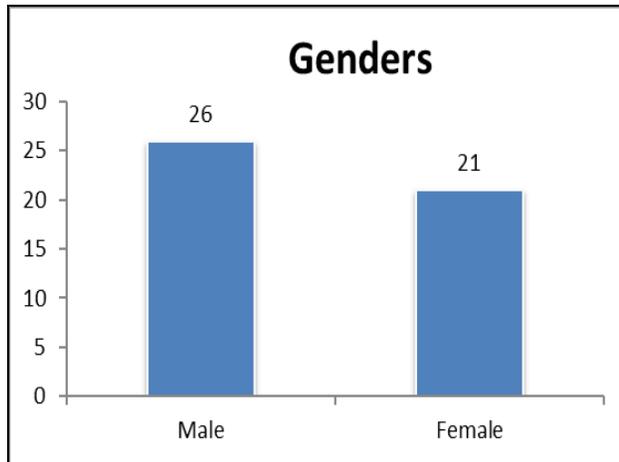
Submitted by: James McLeod  
Supportive Housing Program Director

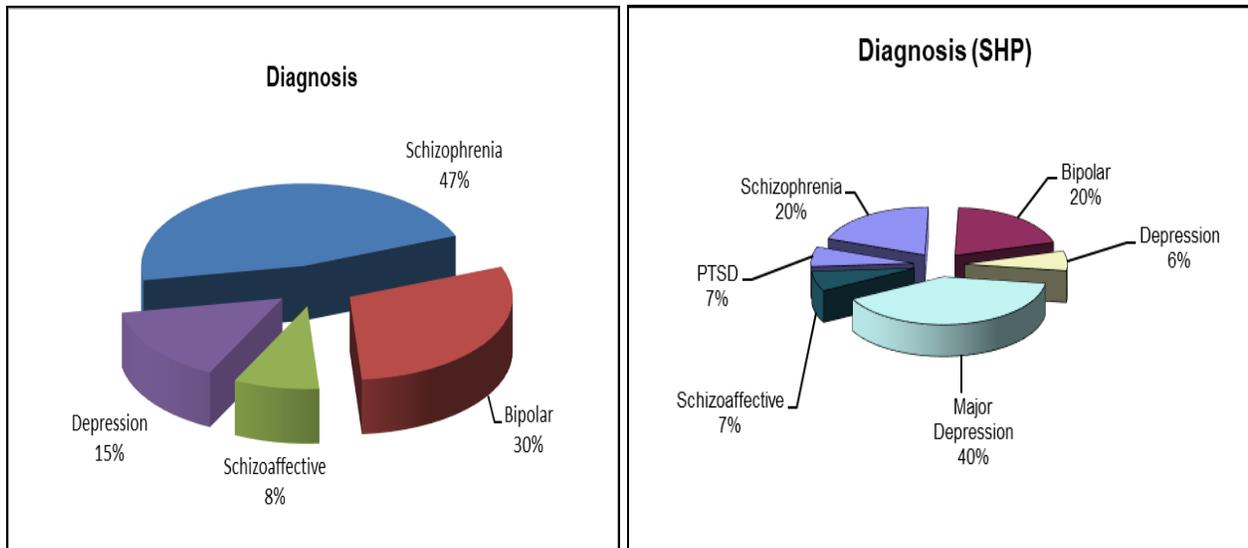
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Yolo Community Care Continuum's New Dimensions Supportive Housing offers two categories of supportive housing, which are equal as far as the type of housing provided but differ on how the housing is funded. The first category of housing is referred to as supportive housing, and it's for consumers that have their benefits, and as a result pay their own rent and pay for their basic needs. The second type of housing provides housing to consumers that are homeless and do not have their benefits, and is funded through the Supportive Housing Program grant, and here after will be referred to as SHP.

### Demographics



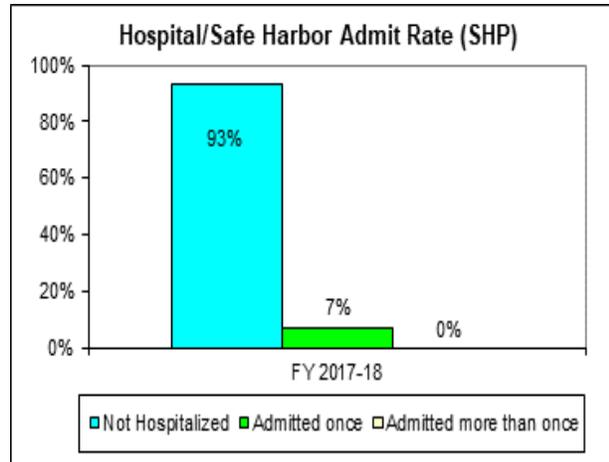
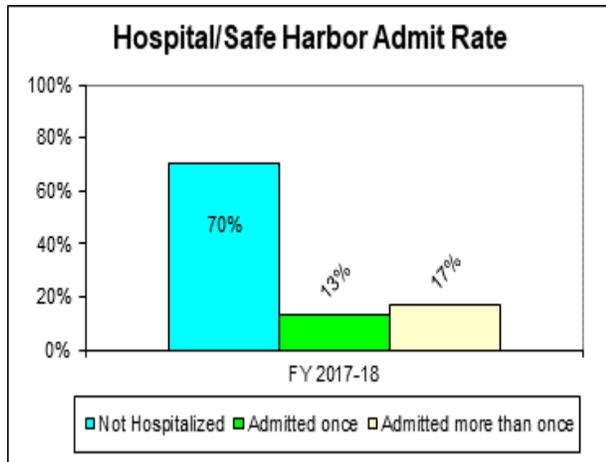


- The NDSH program currently has one co-op in Davis, four co-ops in Woodland (three of which are SHP co-ops), the New Dimensions apartment complex (15 units in Woodland), and the Homestead apartment complex (21 units in Davis). During fiscal year 2017-18, the New Dimensions Supportive Housing Program was able to house a total 62 individuals, 47 in the supportive housing program and 15 in the SHP program. The average length of stay for our current residents is 5.4 years.
- Forty eight percent of the current residents in the supportive housing program either have a Housing Choice Voucher (HCV), or live in a unit that has a Project Based Voucher. Twenty three percent are on the waiting list for a HCV or a Project Based Voucher, and the remaining twenty nine percent are either not on the HCV or Project Based Voucher waiting list, or do not qualify.

### Effectiveness

Supportive Housing measures program effectiveness by decreasing the number of hospitalizations needed, reducing homelessness, increasing independent living skills, reducing incarceration rates, and increasing vocational involvement.

- **Mental Health Stability**  
The effectiveness of New Dimensions Supportive Housing is measured by the number of clients who are able to maintain their current level of housing without having admissions to either Safe Harbor or the hospital. **Goal: 80% of those housed remain in housing without a hospitalization or Safe Harbor admission.**



In fiscal year 2017-18, seventy percent of the residents in supportive housing did not have any admissions to either Safe Harbor or the hospital. The six residents who were admitted to either Safe Harbor or the hospital one time, were able to return to their housing placement after they stabilized. Four the admits are due in part to the residents not having a case manager from HHSA, due to a vacancy at there. Seven of the eight residents that were admitted to either Safe Harbor or the hospital more than one time were able to return to their housing placement after they stabilized. The remaining resident was placed in a higher level of care.

In the SHP program, ninety three percent of the residents did not have an admission to either Safe Harbor or the hospital during the fiscal year. The resident who was admitted to either Safe harbor or the hospital one time, was able to return to their housing placement after they were stabilized.

Combining the total number of residents in NDSH and SHP, we see that seventy six percent of our residents did not have a single admission to either Safe Harbor or the hospital. Eleven percent of the residents had one admission to either Safe Harbor or the hospital, and thirteen percent of the residents had more than one admission over the course of the year.

- **Homelessness**

The effectiveness of New Dimensions Supportive Housing is measured by reducing homelessness within the Yolo County Mental Health Client population.

**Goal: 70% of those housed were homeless or at risk of being homeless.**

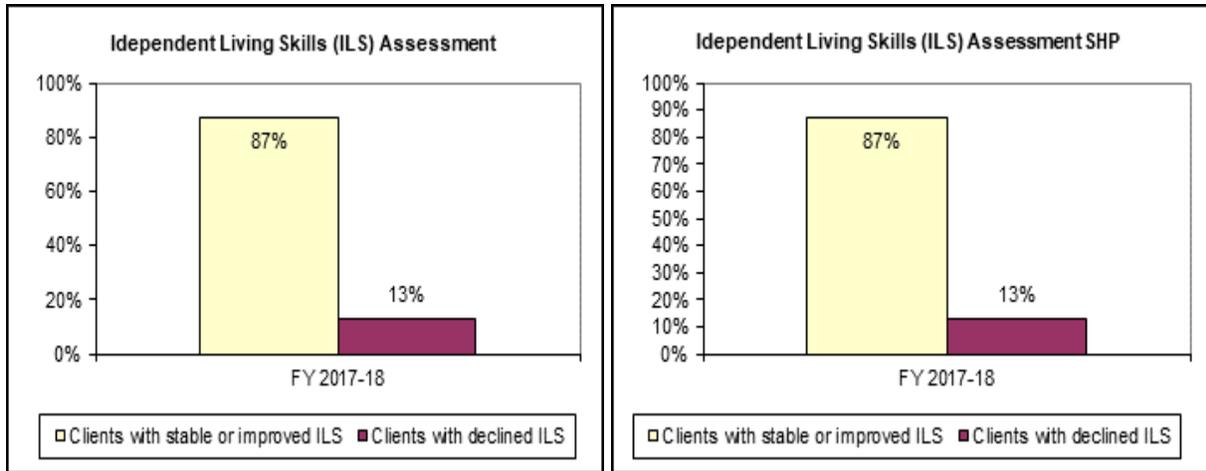
During fiscal year 2017-18, NDSH was successful in transitioning three new clients into supportive housing. The one opening at the M street co-op was not filled due to the house being for sale, and the two SHP beds were delayed being filled due to the new coordinated entry system required by HUD.

There were seven clients that left NDSH during the fiscal year. Three clients left the supportive housing program to move into apartments out in the community. Two clients

left the supportive housing program due to needing a higher level of care, and two clients discharged to homelessness.

- Independent Living Skills**

Effectiveness of New Dimensions Supportive Housing is measured by the number of clients who are able to improve or maintain their independent living skills (ILS), which ultimately results in the client’s ability to maintain their housing. **Goal: 80% show an increase, or maintain their independent living skills.**



Eighty seven percent of the residents in supportive housing were able to improve or maintain their ILS levels, while the remaining thirteen percent of the residents had a decrease in their ILS levels.

Of the forty-seven residents housed during the fiscal year, there were six residents who had a decrease in their ILS during the fiscal year. All of the residents were able to maintain their housing placement due to the support they received from the supportive housing program in improving their independent living skills. Two of these resident’s housing placement was saved due to efforts put forward by the supportive housing program and the other community service providers they received services from.

In the SHP program eighty seven percent of the residents were able to improve or maintain their ILS levels. The two residents that had a decrease in their ILS were able to maintain their housing placement due to the support they received from the supportive housing program.

- Client Satisfaction Survey**

Effectiveness of New Dimensions Supportive Housing is measured by how our residents rate NDSH in our client satisfaction survey. **Goal: To have 75% our residents rate NDSH in the top two rating categories on the survey.**

**How would you rate the quality of services you received?**

65%                      25%                      10%                      0%

Excellent	Good	Fair	Poor
<b>How much input do you feel you had in determining your treatment goals?</b>			
55%	45%	0%	0%
A Lot	Some	A little	None
<b>How satisfied were you with staff's effort to include your family in your treatment?</b>			
33%	45%	11%	11%
Very satisfied	Mostly satisfied	Somewhat satisfied	Dissatisfied
<b>How satisfied were you with the support you received from staff?</b>			
70%	15%	15%	0%
Very satisfied	Mostly satisfied	Somewhat satisfied	Dissatisfied
<b>How do you feel about the level of education you received on accessing community resources?</b>			
39%	50%	5.5%	5.5%
Very satisfied	Mostly satisfied	Somewhat satisfied	Dissatisfied
<b>How comfortable were you exploring your feelings and issues?</b>			
45%	45%	5%	5%
Very comfortable	Comfortable	Somewhat comfortable	Uncomfortable
<b>In how timely a manner did you feel you received services?</b>			
40%	40%	20%	0%
Very timely	Timely	Somewhat untimely	Untimely
<b>If I had other choices, I would still choose to get services from YCCC.</b>			
70%	20%	10%	0%
Strongly Agree	Agree	Somewhat Agree	Disagree
<b>The treatment that I have received has helped me manage my mental health symptoms and stay out of the hospital.</b>			
60%	35%	5%	0%
Strongly Agree	Agree	Somewhat Agree	Disagree

### **Recommendations for Continuous Quality Improvement**

- **Program Development**

1. Continue to recruit interns to provide services to the residents in the supportive housing program.
2. Increase the number of house meetings in our Woodland co-op to increase contact with residents, provide more supports where necessary, and improve their living environment.
3. Work on refining the terms & conditions in the rental agreement and have all residents sign the new rental agreement.

- **Fiscal**

1. Search for alternate funding sources to fund the different departments within NDSH to counteract the funding cuts from existing funding sources.

## **Implementations of Last Period's Recommendations**

- **Program Development**

1. NDSH was able to get 13 nursing students from the Sacramento State Nursing program to work with the residents who volunteered for 8 weeks in the fall and spring semesters.
2. With the additional staff person, NDSH continues to have weekly house meetings in our Davis co-op, but not the Woodland co-op due to the general stability of that house.
3. NDSH has created a new document, which is updated as situations dictate, to outline the rules and expectations of the housing program and has had the residents sign the updated version.

- **Fiscal**

1. NDSH received continued SAMHSA funding from Health & Human Services Agency and has secured funding from partner agencies to fund the Housing Now Network, to assist their clients to find housing out in the community. Housing Now Network is now part of NDSH.