

Health Care Authority

Addressing Social Determinants of Health

October 9, 2019

Objectives of this workshop:

- ▶ Brief overview/history of why WA pursued an 1115 Medicaid Transformation Demonstration Waiver
 - ▶ Data from people exiting SUD/MH facilities
- ▶ Four legs of the affordable housing stool – Housing 101
 - ▶ Tools in your toolbox to help individuals obtain housing/employment
- ▶ Efforts to prepare for implementation of new SH/SE services
- ▶ Overview of FCS – eligibility/services
- ▶ Efforts to help agencies implement fidelity

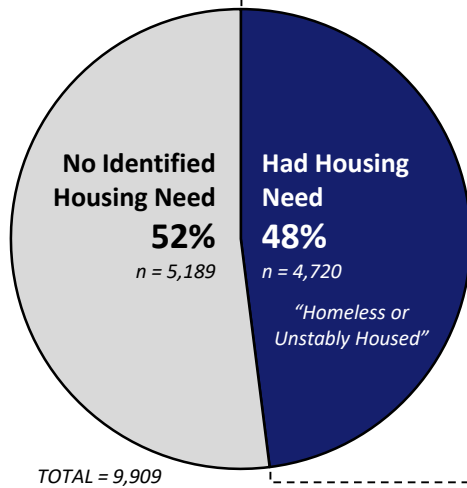
Building on Opportunities – Housing & Employment:

- Legislative direction to improve client outcomes (Employment and Housing) and use **Evidence-based, Research-based, and Promising Practices – SB5732-HB1519** (2013)
- Nationally Recognized Policy Academies (Housing 3000: Chronic Homeless Policy Academy & Olmstead Policy Academy)
- Supportive Housing and Supported Employment services authorized in SB 6312 (2014)
- Healthier Washington SIM Grant - CMMI

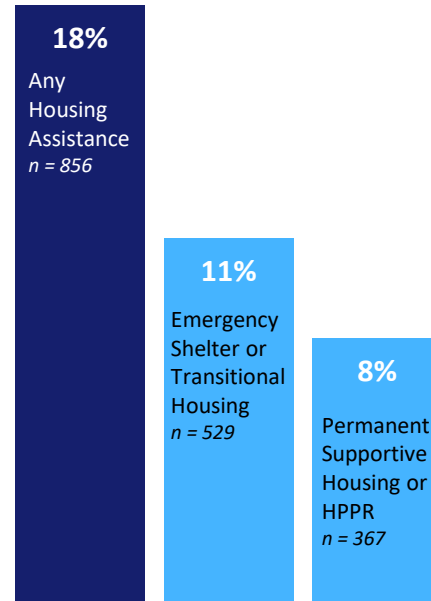
Clients discharged from residential chemical dependency treatment centers and state mental health hospitals in SFY 2010 had pronounced housing needs

Exiting a Residential Substance Use Disorder Treatment Center

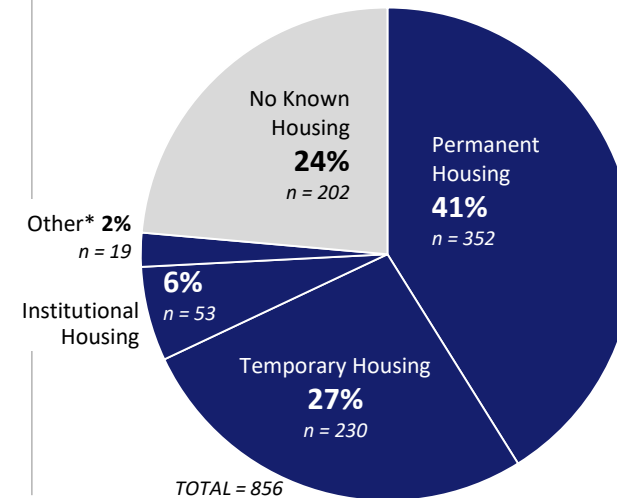
Housing Status in 12-Month Follow-up Period



Of those with housing need...



Destination following receipt of housing assistance...



*Other category includes those who died.

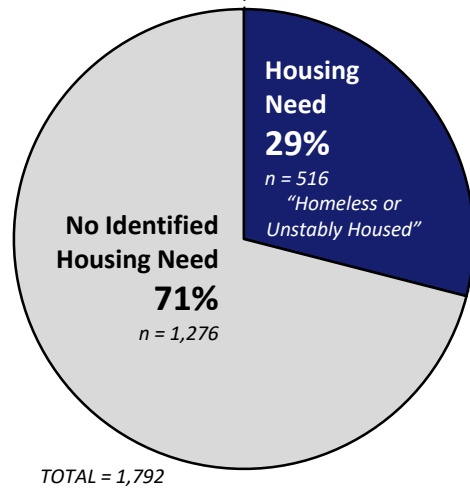
NOTE: Information on client housing needs was compiled from five different administrative sources (pie chart). Housing assistance detail is from the Homeless Management Information System (HMIS).

SOURCE: *The Housing Status of Individuals Discharged from Behavioral Health Treatment Facilities*, DSHS Research and Data Analysis Division, Ford Shah, Black, Felver, July 2012 <http://publications.rda.dshs.wa.gov/1460/>.

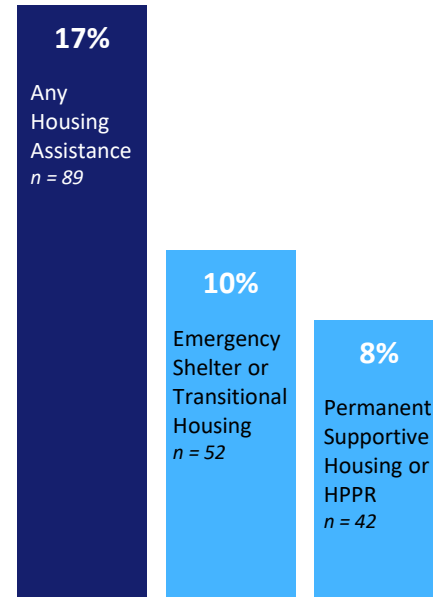
Clients discharged from residential chemical dependency treatment centers and state mental health hospitals in SFY 2010 had pronounced housing needs

Exiting a State Mental Health Hospital

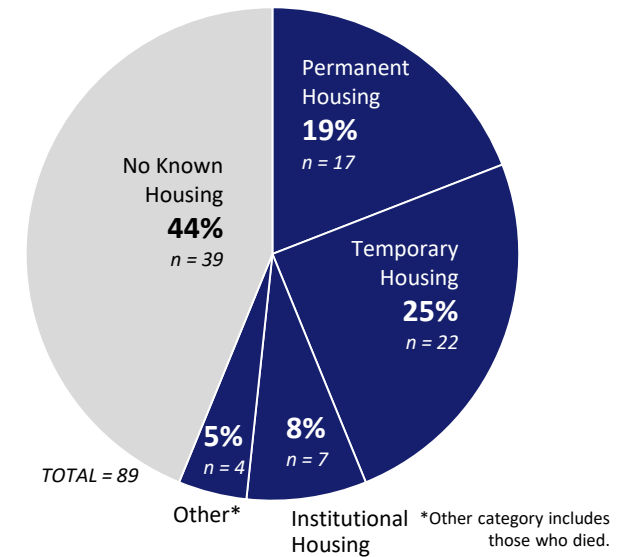
Housing Status in 12-Month Follow-up Period



Of those with housing need . . .



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NOTE: Information on client housing needs was compiled from five different administrative sources (pie chart). Housing assistance detail is from the Homeless Management Information System (HMIS).

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Housing = Four legs of the stool

O&M:

Consolidated Homeless Grant

Subsidies:

HEN

Section 8 Vouchers

NED Vouchers

TBRA

HOME

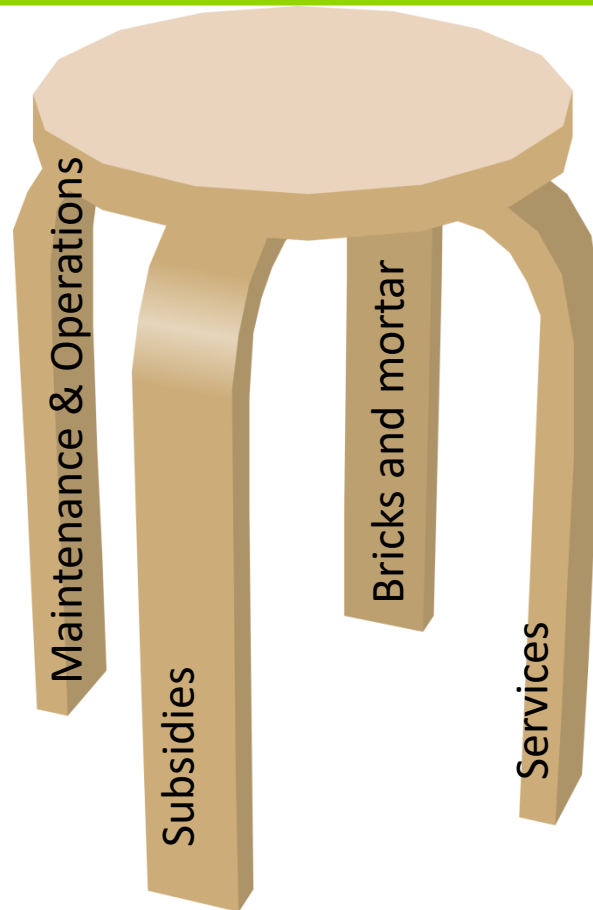
Consolidated Homeless Grant

HARPS

VASH Vouchers

Deed Recording Fees

1406 Local Tax



Bricks and mortar:

Housing Trust Fund

WA Youth & Families Fund

Tax Credits

PHAs

USDA rural development grants

Services:

Shelter + Care

FCS – supportive housing services

Getting Ready for SH/SE services

- ▶ Chronic Homeless Policy Academy Strategic Plan & Olmstead Policy Academy Strategic Plan – many of these strategies are a result of the plans
- ▶ WLIHA Medicaid White Paper and Medicaid Academies - <http://wliha.org/conference/pre-conference-medicaid-training> and <http://wliha.org/medicaid-benefit-resources>
- ▶ WLIHA Decriminalizing homelessness toolkit - <http://wliha.org/toolkit>
- ▶ Changed the WACs to include SH & SE certification for both MH & CD licensed agencies - <http://apps.leg.wa.gov/WAC/default.aspx?cite=388-877A> and <http://apps.leg.wa.gov/WAC/default.aspx?cite=388-877B>

Getting Ready for SH/SE services

- ▶ Tiny Houses feasibility study – which prompted larger study (<http://www.commerce.wa.gov/wp-content/uploads/2017/12/hau-sach-tiny-shelters-report-12-14-2017.pdf>)
- ▶ Analysis of CE Assessment tools across the state
- ▶ Developed a Resource Guide on Housing replacing the archived PDF version - <http://supportedhousing.pbworks.com/w/file/115082530/Housing%20Resource%20Guide%209-30-16.xlsx>
- ▶ Discharge Planners Toolkit - Draft

Getting Ready for SH/SE services

- ▶ Pathways to Employment – Added modules/information - [https://fortress.wa.gov/dshs/pathways/\(S\(iwrxj1wq1budtgfh2el2ll5d\)\)/p2emain.aspx](https://fortress.wa.gov/dshs/pathways/(S(iwrxj1wq1budtgfh2el2ll5d))/p2emain.aspx)
- ▶ Pathways to Housing - [http://pathwaystohousing.wa.gov/\(S\(53o22vjdqvh3f1nyidxqfadv\)\)/P2HMain.aspx](http://pathwaystohousing.wa.gov/(S(53o22vjdqvh3f1nyidxqfadv))/P2HMain.aspx)
- ▶ SH Wiki - <http://supportedhousing.pbworks.com/w/page/64124434/FrontPage>
- ▶ SE Wiki - <http://mhempcon.pbworks.com/w/page/49334971/FrontPage>
- ▶ IPS International Learning Community – 2015 <https://ipsworks.org/index.php/ips-international-learning-community/>

Getting Ready for SH/SE services

- ▶ Guide for documenting SH/SE with a Medicaid lens
<https://www.hca.wa.gov/assets/billers-and-providers/medical-necessity-documentation-guide.pdf>
- ▶ Learning Community approach to continuous quality improvement
SH/SE fidelity – see Trainers for more information
- ▶ HARPS Subsidies for individuals exiting/at risk of entering inpatient BH settings
- ▶ Dept. of Commerce long-term subsidies for individuals exiting/at risk of entering inpatient BH settings

Getting Ready for SH/SE services

▶ Peer Workforce development:

- ▶ SH 4-part Continuing Education Curriculum - <https://bhwc-training-center.myshopify.com/collections/continuing-education/products/advanced-peer-training-permanent-supportive-housing>
- ▶ SE 5-part Continuing (2 modules completed thus far) [https://fortress.wa.gov/dshs/pathways/\(S\(iwrxj1wq1budtgfh2el2ll5d\)\)/p2eOEPC.aspx](https://fortress.wa.gov/dshs/pathways/(S(iwrxj1wq1budtgfh2el2ll5d))/p2eOEPC.aspx)

▶ Great Minds at Work – Anti-stigma Campaign directed towards Employers & Brochures for agencies: <https://greatmindsatwork.org/>

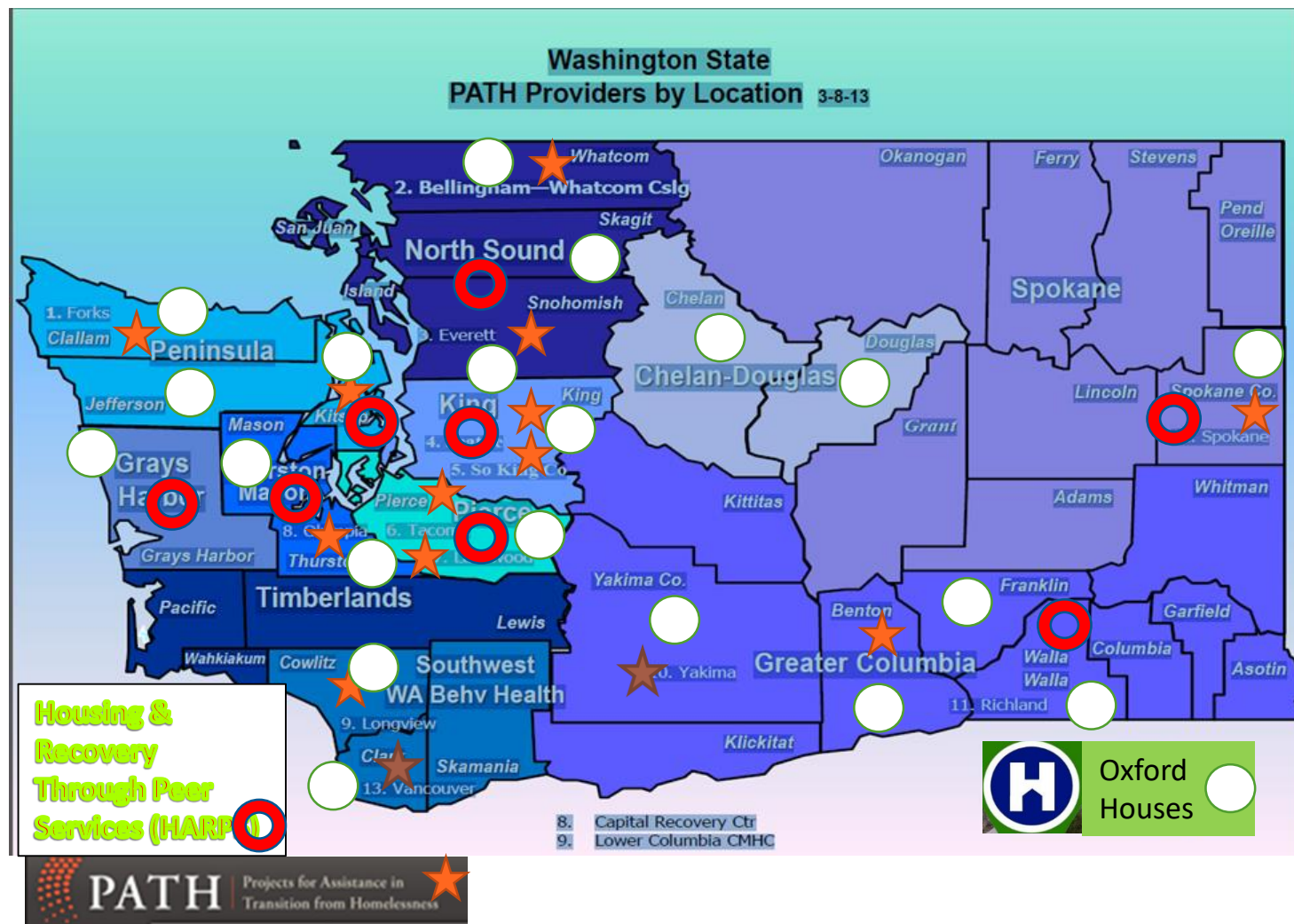
Getting Ready for SH/SE services

- ▶ Photovoice Housing: <http://wabridges.weebly.com/>
- ▶ BEST photovoice: <https://bestphotovoice.weebly.com/>
- ▶ 2016 & 2018 Great Minds at Work Employment Conference
- ▶ Monthly Housing webinars
- ▶ Monthly Employment webinars
- ▶ Monthly Job Development Learning Community
- ▶ Housing Specialist training

Getting Ready for SH/SE services

Coordination between projects:

- ▶ Housing and recovery through Peer Services (HARPS) - <https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/Fact%20Sheets/HARPS.pdf> See matrix handout
- ▶ Peer Bridgers
- ▶ Projects to assist in the transition from homelessness (PATH) - <https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/Fact%20Sheets/PATH.pdf>
- ▶ State Targeted Response Grant Peer Pathfinders



Housing and Recovery through Peer Services (HARPS)



- ▶ Subsidies to obtain housing (security deposits, rent, background screenings, etc.)
 - ▶ Estimated \$500 per person for up to 3 months.
- ▶ Supportive Housing Services, including peer support, to maintain housing
 - ▶ Housing Transition Services i.e. Landlord outreach etc.
 - ▶ Individual Housing & Tenancy Sustain Services i.e. Being a good tenant
 - ▶ Housing Related Collaborative Activities i.e. Developing a stronger relationship with COC

Foundational Community Supports benefits

▶ Supported employment

- ▶ Employment assessments/planning
- ▶ Outreach to employers
- ▶ Connecting with community resources
- ▶ Assisting with job applications
- ▶ Education, training, and coaching

▶ Supportive housing

- ▶ Housing assessments and planning
- ▶ Outreach to landlords
- ▶ Connecting with community resources
- ▶ Assisting with housing applications
- ▶ Education, training, and coaching (resolve disputes, advocacy)

“Now that I have my living situation covered, I guess we’ll start working on other stuff like my health appointments and work.”

-BRIDGES Photovoice participant 2016

Principles of SH

- ▶ Choice in housing
- ▶ Flexible, voluntary supports
- ▶ Housing is safe and affordable
- ▶ Full rights of tenancy
- ▶ Housing is integrated in the community
- ▶ Functional separation of services and housing
- ▶ Access to Housing – Housing First

Principles of SE

- ▶ Preferences in employment
- ▶ Time-Unlimited supports
- ▶ Competitive Employment
- ▶ Benefits counseling
- ▶ Integrated with Treatment
- ▶ Rapid job search
- ▶ Systematic job development
- ▶ Zero Exclusion – Employment First

What are Foundational Community Supports (FCS)?



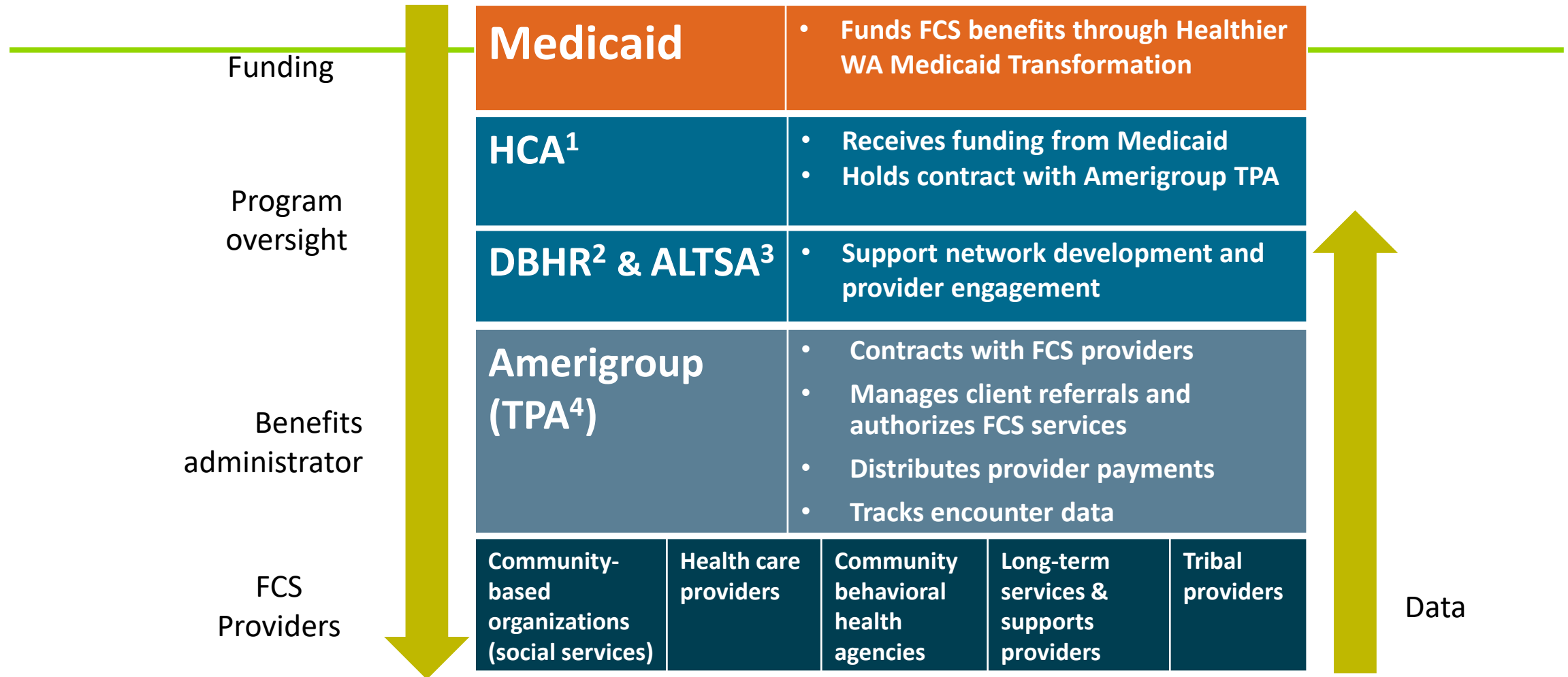
It is...

- Medicaid benefits for help finding **housing** and **jobs**:
 - Supportive Housing to find a home or stay in your home
 - Supported Employment to find the right job, right now

It isn't...

- Subsidy for wages or room & board
- For all Medicaid-eligible people

What is Foundational Community Supports (FCS)?



1. Health Care Authority – Policy Division
2. Health Care Authority - Division of Behavioral Health & Recovery
3. Department of Social & Health Services - Aging and Long-term Support Administration
4. Third Party Administrator

Who is eligible to receive FCS benefits?

FCS benefits are reserved for people with the greatest need. To qualify, you must:

- 1 Be enrolled in Medicaid
- 2 Be at least 18 years old (Supportive Housing) or 16 years old (Supported Employment)
- 3 Meet the requirements for **complex needs**
 - You have a **medical necessity** related to mental health, substance use disorder (SUD), activities of daily living, or complex physical health need(s) that prevents you from functioning successfully or living independently.
 - You meet specific **risk factors** that prevent you from finding or keeping a job or a safe home.



Who is eligible to receive FCS benefits?



Supportive Housing risk factors <i>One or more</i>	Supported Employment risk factors <i>One or more</i>
<ul style="list-style-type: none">✓ Chronic homelessness✓ Frequent or lengthy stays in an institutional setting (e.g. skilled nursing, inpatient hospital, psychiatric institution, prison or jail)✓ Frequent stays in residential care settings✓ Frequent turnover of in-home caregivers✓ Predictive Risk Intelligence System (PRISM)¹ score of 1.5 or above	<ul style="list-style-type: none">✓ Housing & Essential Needs (HEN) and Aged Blind or Disabled (ABD) enrollees✓ Difficulty obtaining or maintaining employment due to age, physical or mental impairment, or traumatic brain injury✓ SUD with a history of multiple treatments✓ Serious Mental Illness (SMI) or co-occurring mental and substance use disorders

1. PRISM measures how much you use medical, social service, behavioral health and long-term care services.

Provider Network

A **FCS Provider Network** has been built across Washington state

Region	SE	SH	SE + SH	Total
Great Rivers	5	1	27	33
Greater Columbia	7	3	25	35
King	18	10	63	91
North Central			16	16
North Sound	14	3	24	41
Pierce	10	3	16	29
Salish	5		18	23
Southwest	2	1	9	12
Spokane	2	7	48	57
Thurston-Mason	4	1	13	18
Grand Total	67	29	259	355



Enrollee Count

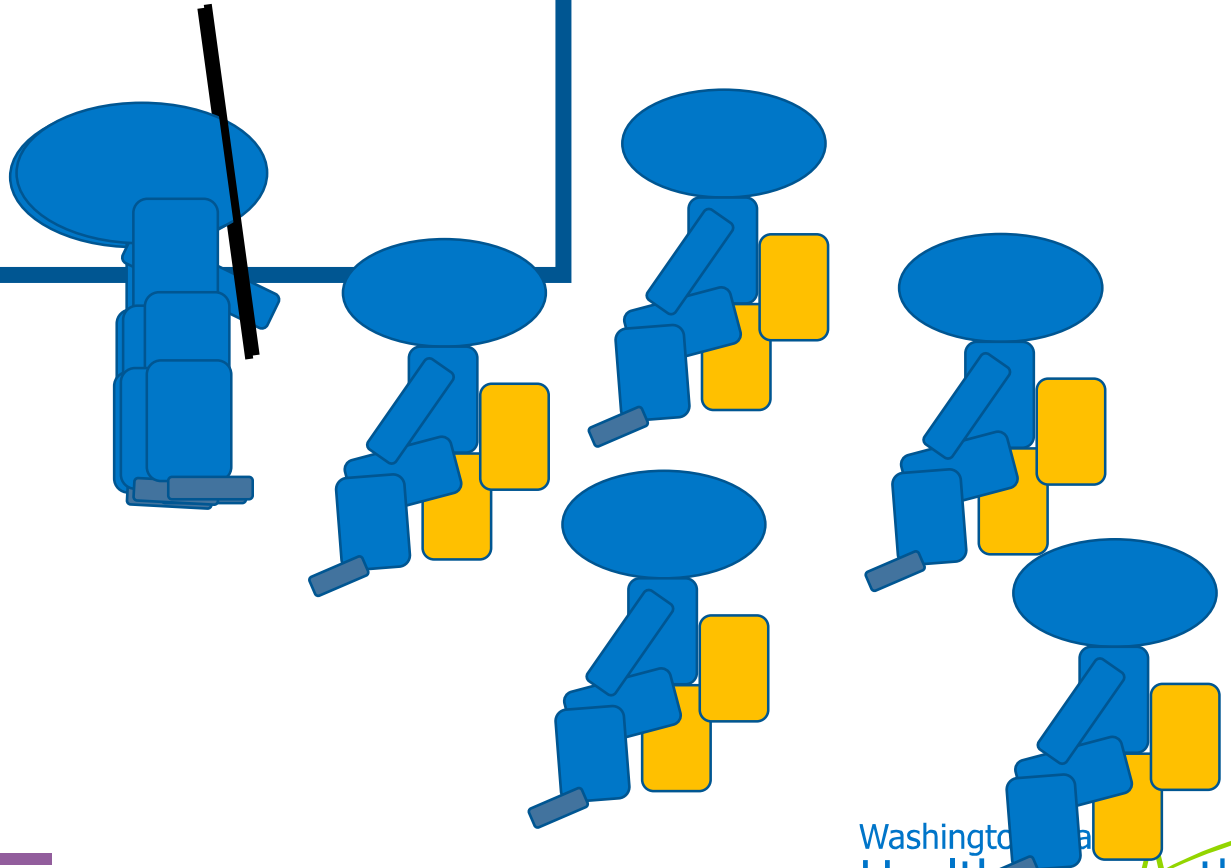
We have **enrolled more than 8,600** people into FCS to date

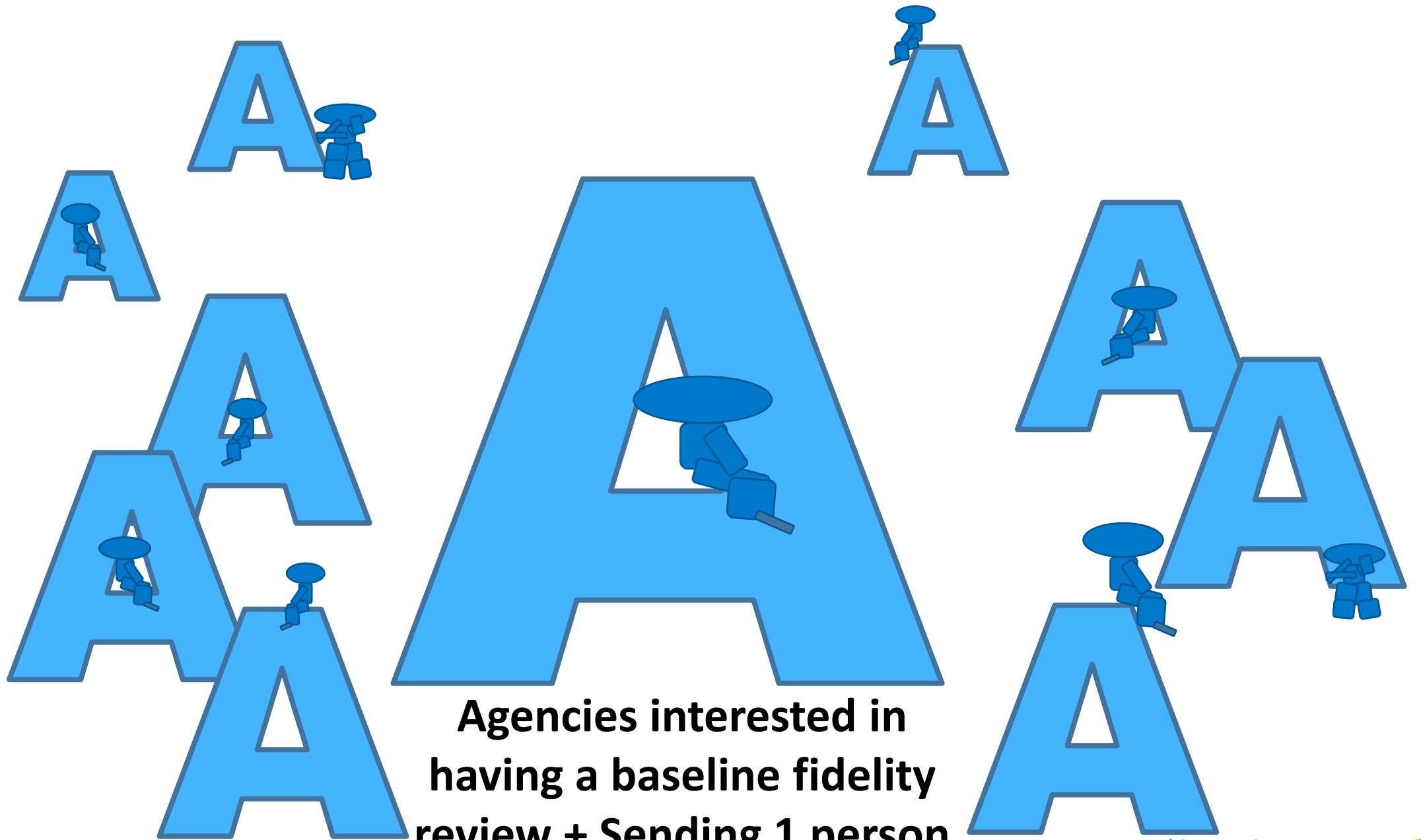
Region	SE	SH	SE + SH	Total
Great Rivers	351	320	164	835
Greater Columbia	230	226	67	523
King	275	284	19	578
North Central	99	67	10	176
North Sound	320	180	29	529
Pierce	185	253	41	479
Salish	46	43	23	112
Southwest	122	81	7	210
Spokane	508	634	192	1334
Thurston-Mason	123	49	8	180
Grand Total	2,259	2,137	560	4,956



Learning Collaborative Fidelity Review Process

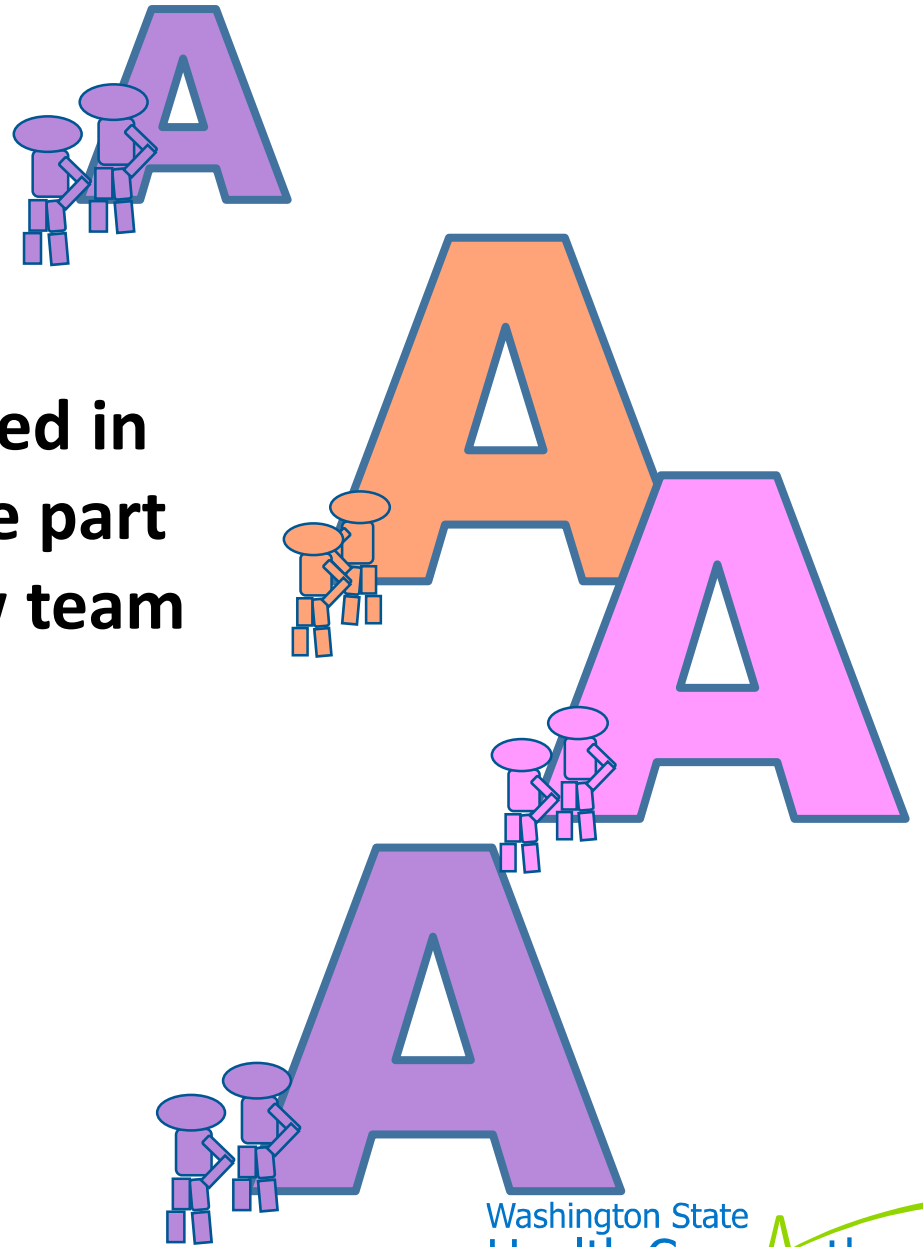
Fidelity Reviewer
Training

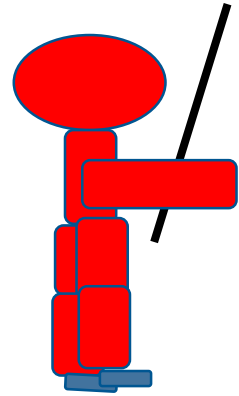




**Agencies interested in
having a baseline fidelity
review + Sending 1 person
on a Fidelity Review**

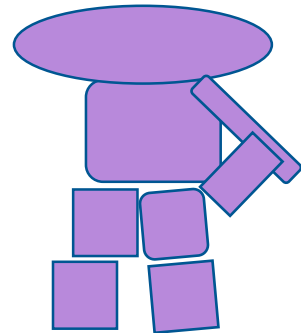
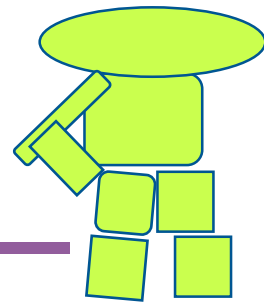
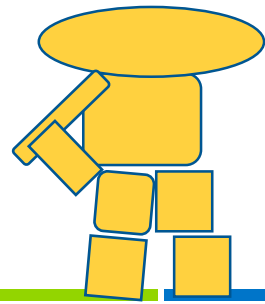
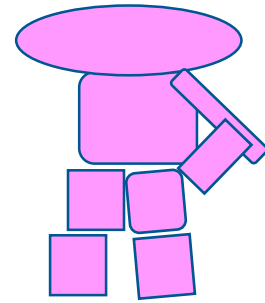
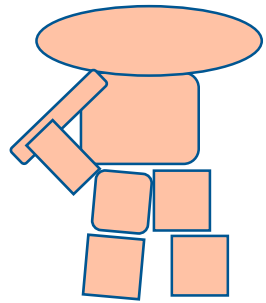
**Agencies interested in
sending staff to be part
of a fidelity review team**



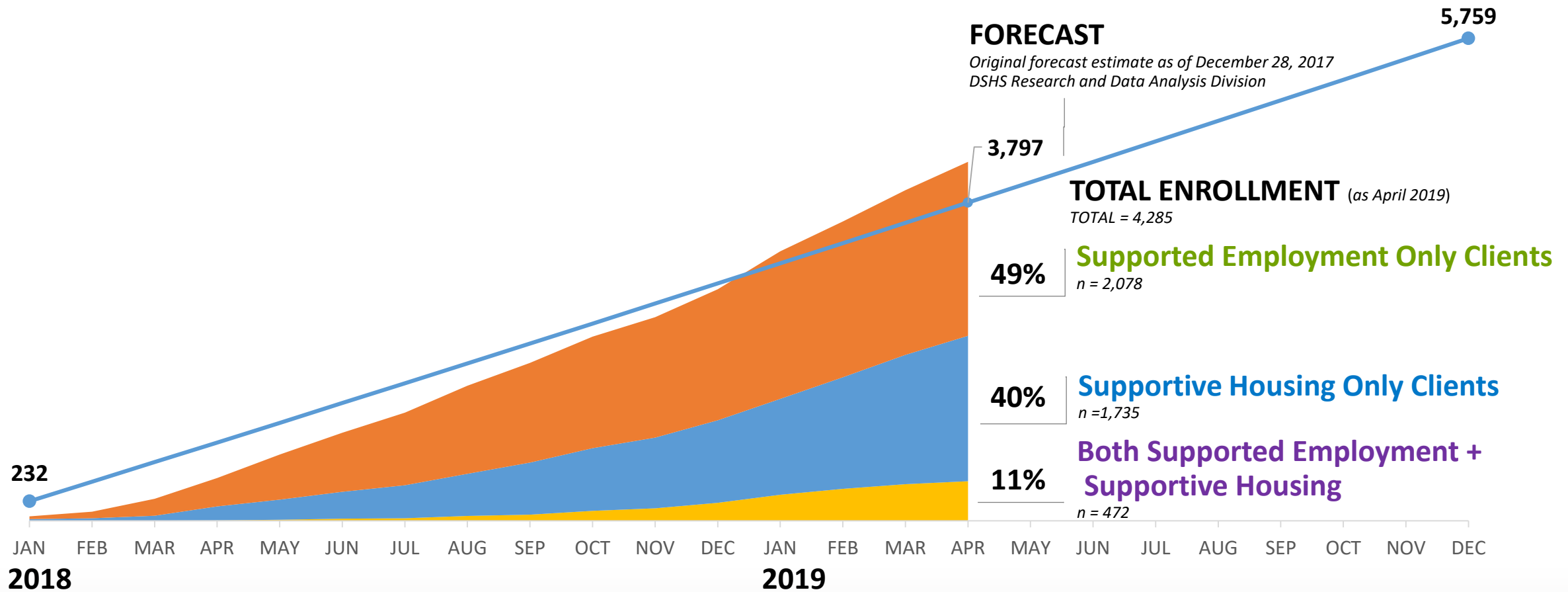


SH/SE Trainer

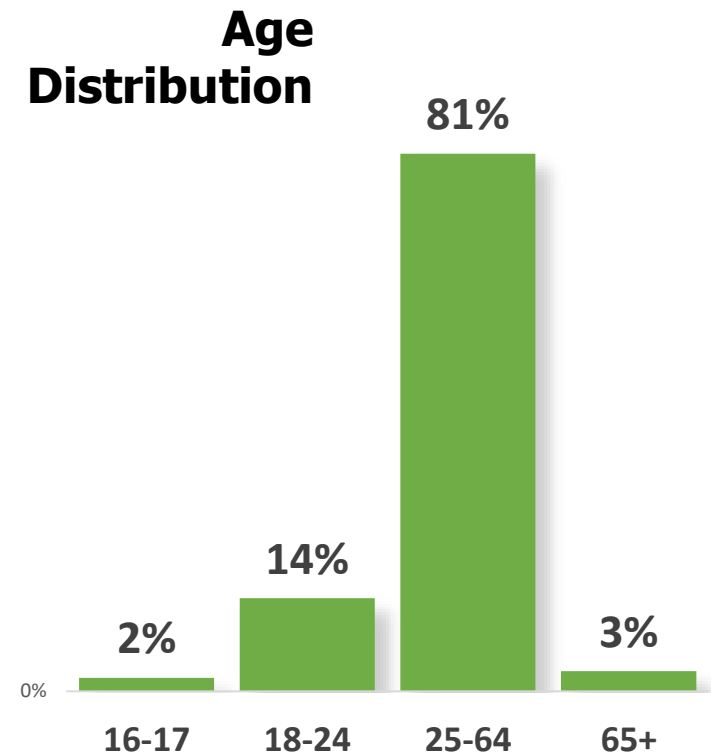
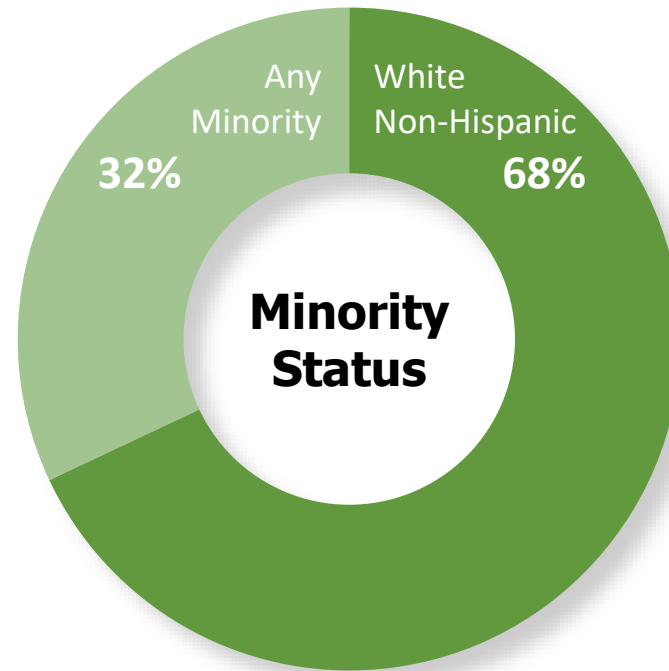
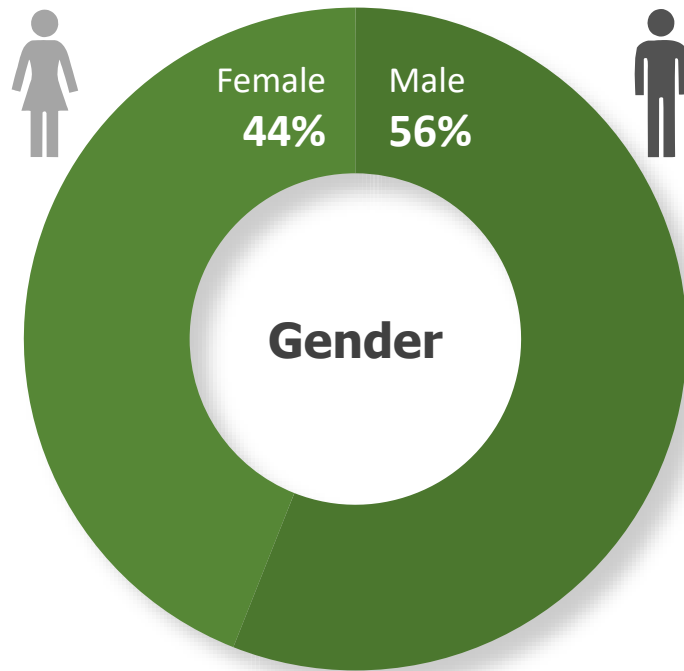
HOST Agency



Foundational Community Supports enrollment

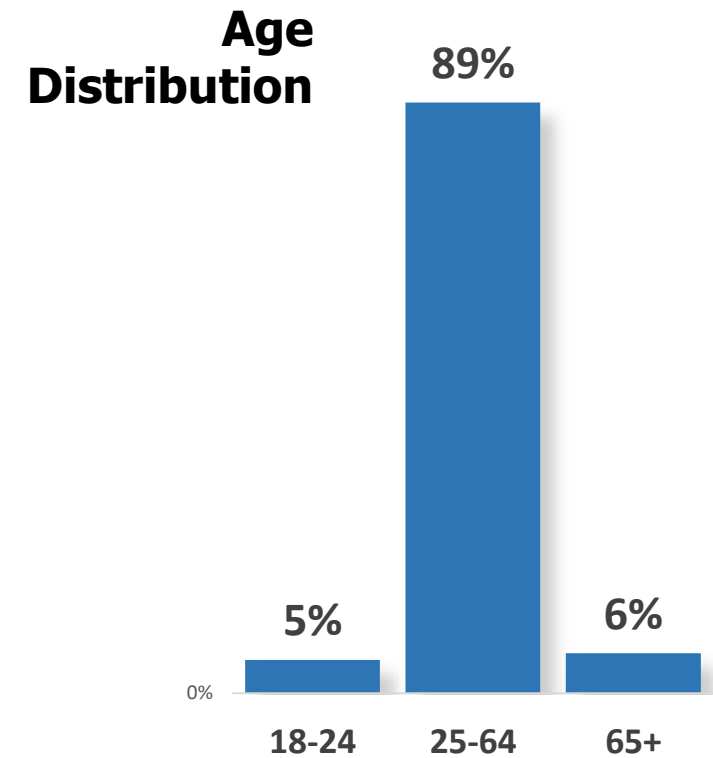
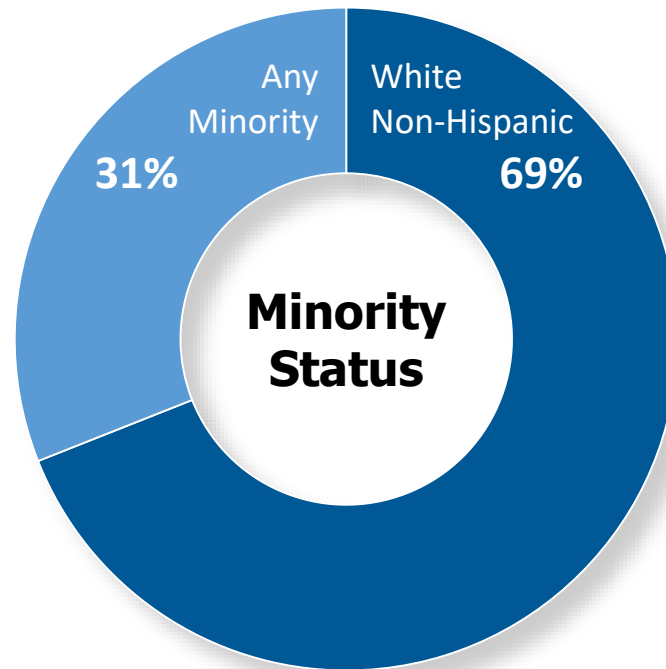
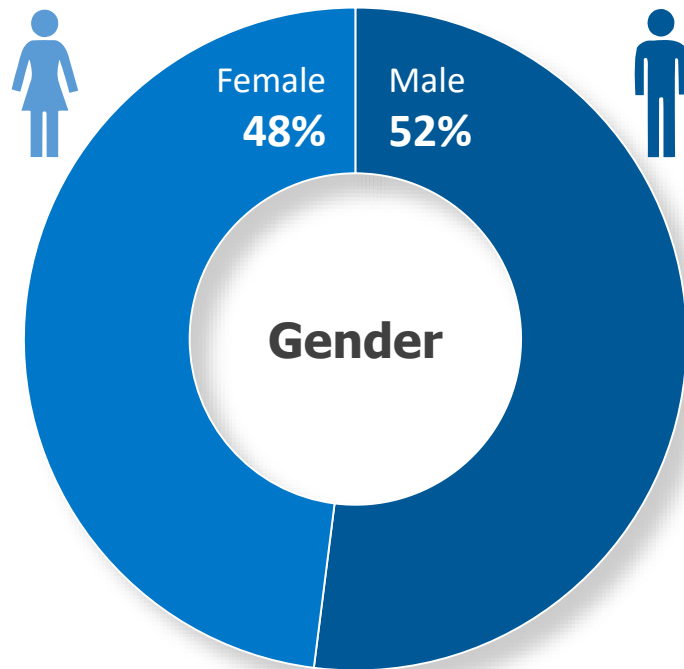


Foundational Community Supports: **Supported** Employment demographics (April 2019)



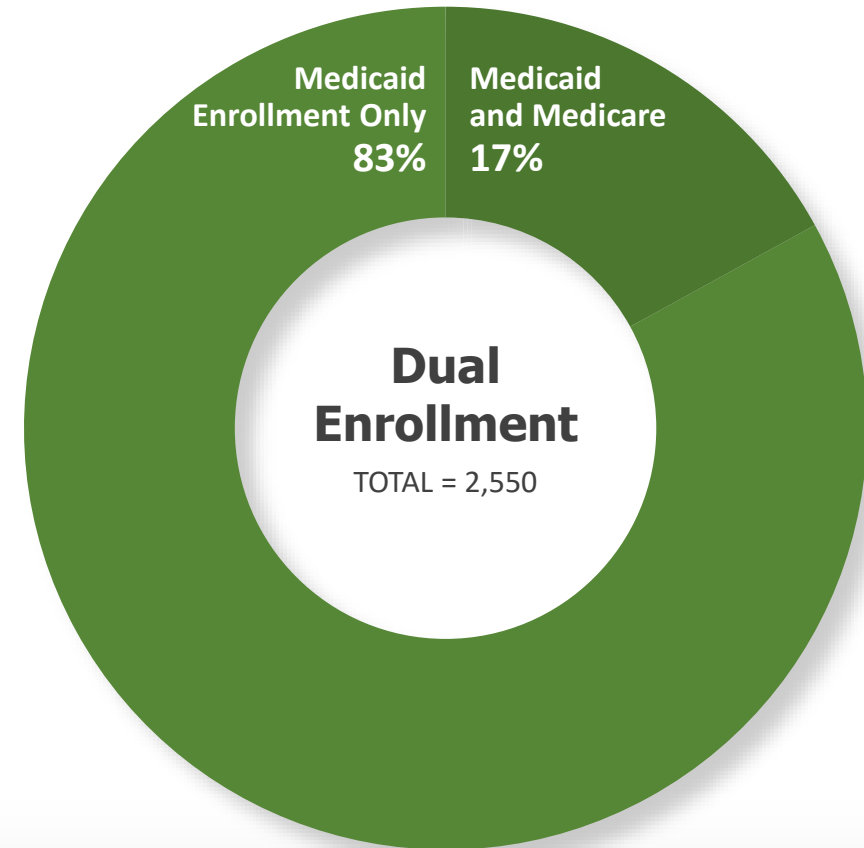
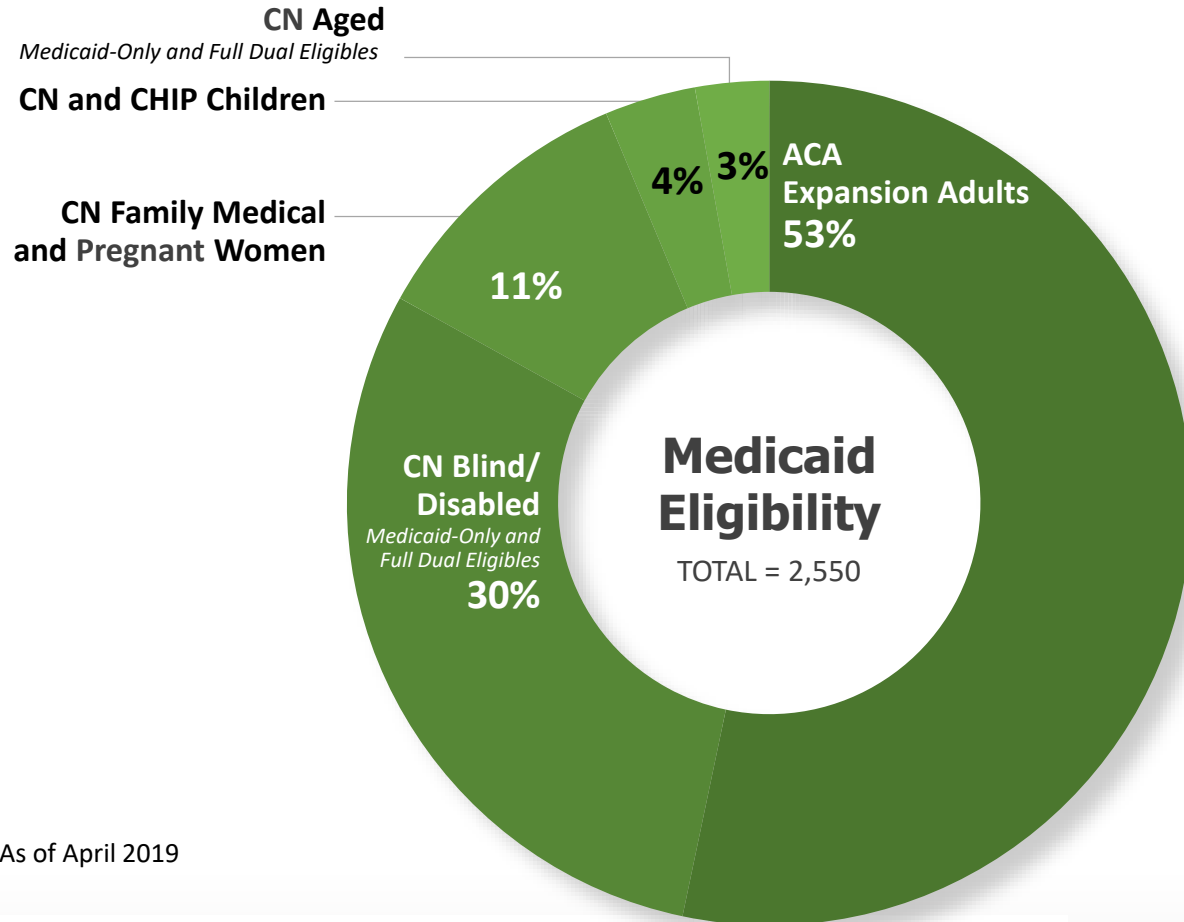
As of April 2019

Foundational Community Supports: **Supportive Housing** demographics (April 2019)



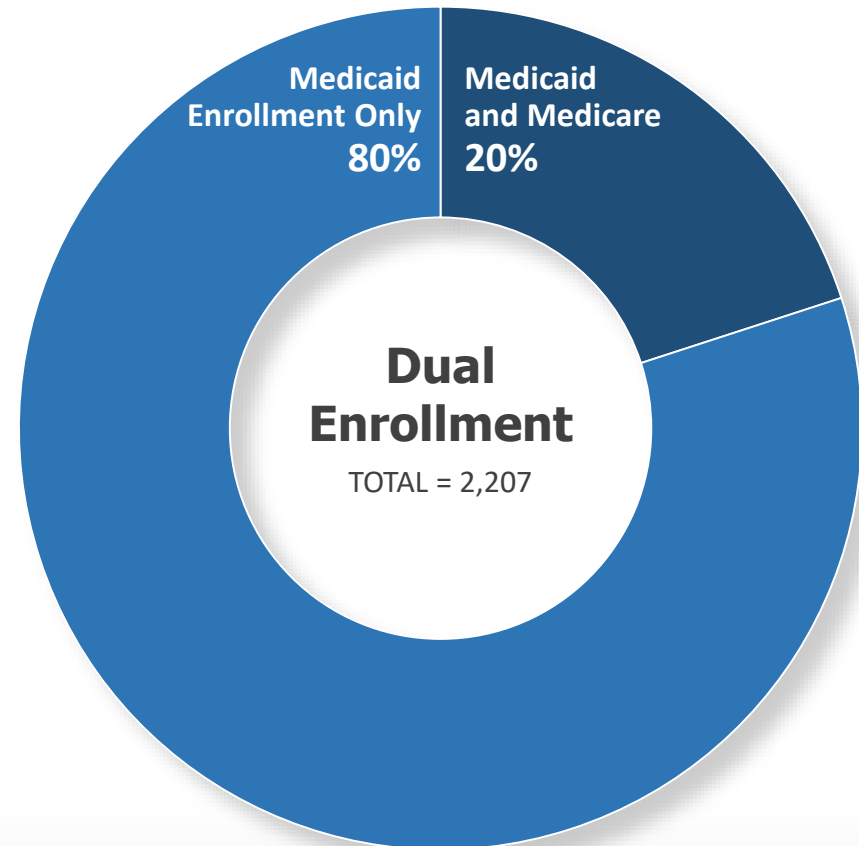
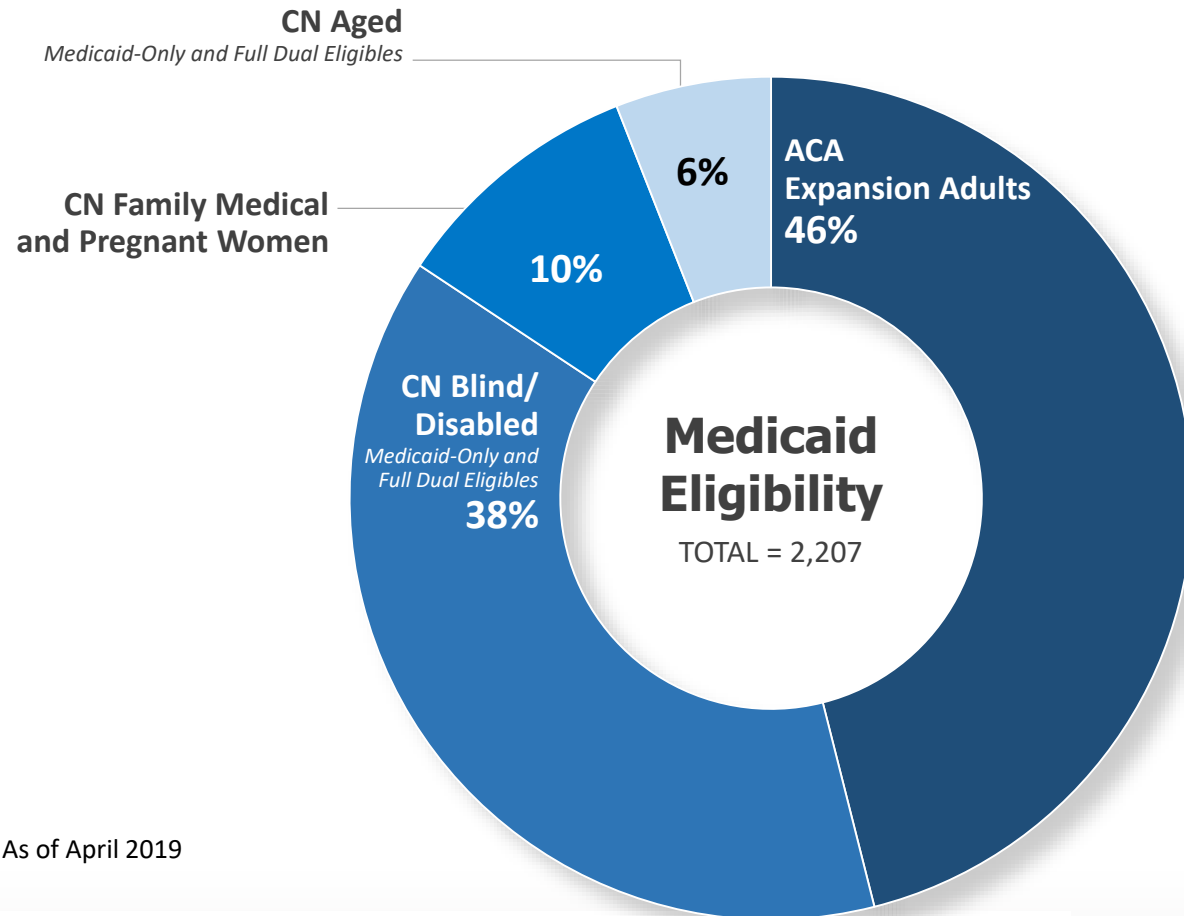
As of April 2019

Foundational Community Supports: Supported Employment clients (April 2019)



As of April 2019

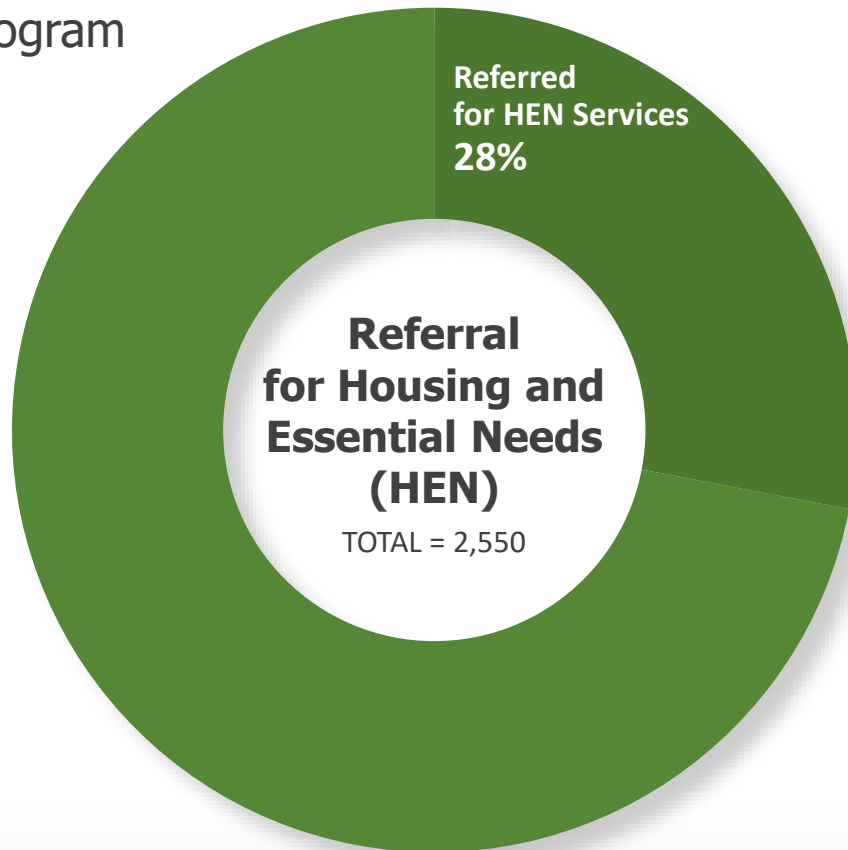
Foundational Community Supports: Supportive Housing clients (April 2019)



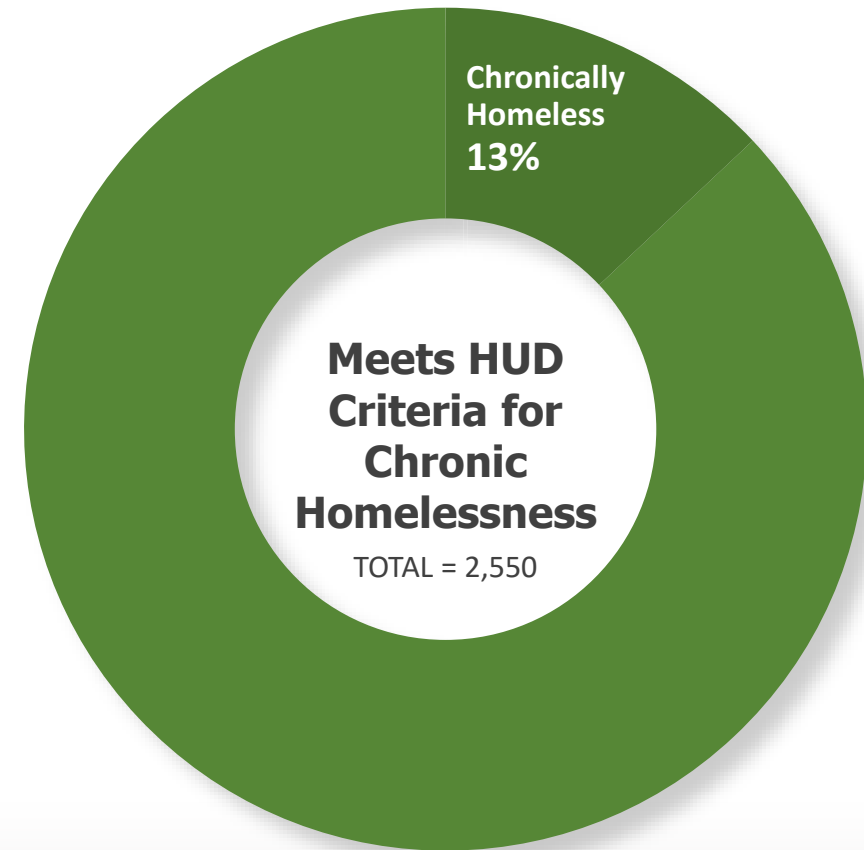
As of April 2019

Foundational Community Supports: **Supported** **Employment** clients (April 2019)

Other Housing
Assistance Program
Eligibility



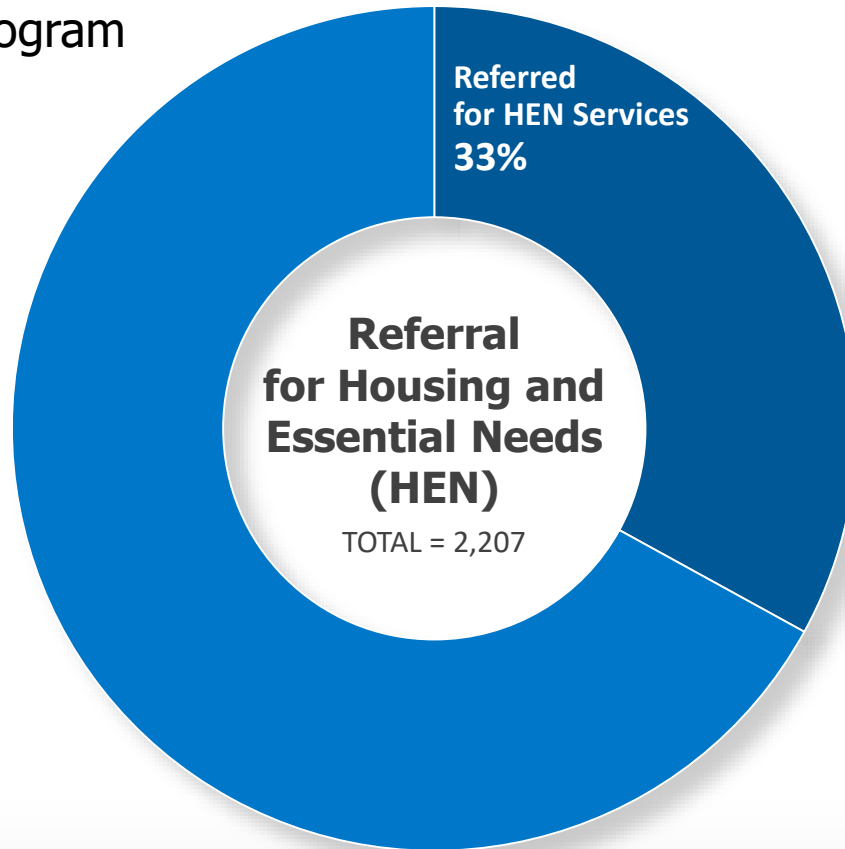
Chronic Homelessness



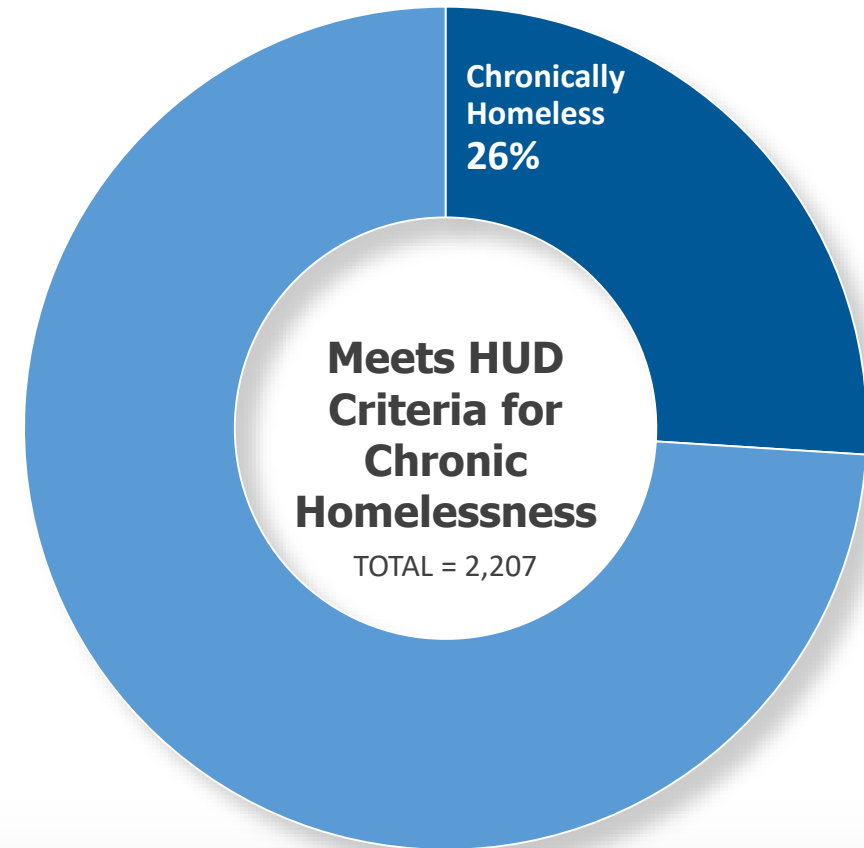
As of April 2019

Foundational Community Supports: Supportive Housing clients (April 2019)

Other Housing Assistance Program Eligibility



Chronic Homelessness



As of February 27, 2019



Questions?

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FCSTPA@Amerigroup.com

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More information is available online:

Amerigroup FCS Provider site:

<https://providers.amerigroup.com/pages/wa-foundational-community-supports.aspx>

Amerigroup FCS Client Site:

<https://www.myamerigroup.com/washington-fcs/home.html>





Department of Commerce

Drivers of homelessness, and what works to bring people inside

Tedd Kelleher

Senior Managing Director

September 2019

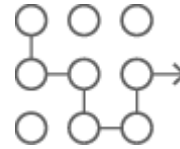
We strengthen communities

The Department of Commerce touches every aspect of community and economic development.

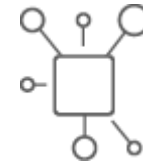
We work with local governments, businesses and civic leaders to strengthen communities so all residents may thrive and prosper.



Energy



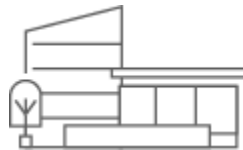
Planning



Infrastructure



Business Assistance



Community Facilities



Housing



Safety /
Crime Victims



Commerce provides a publicly available accounting of where the homeless money goes

Project-level reporting for all projects receiving any public homeless funds (federal, state, county, city)

Information available includes:

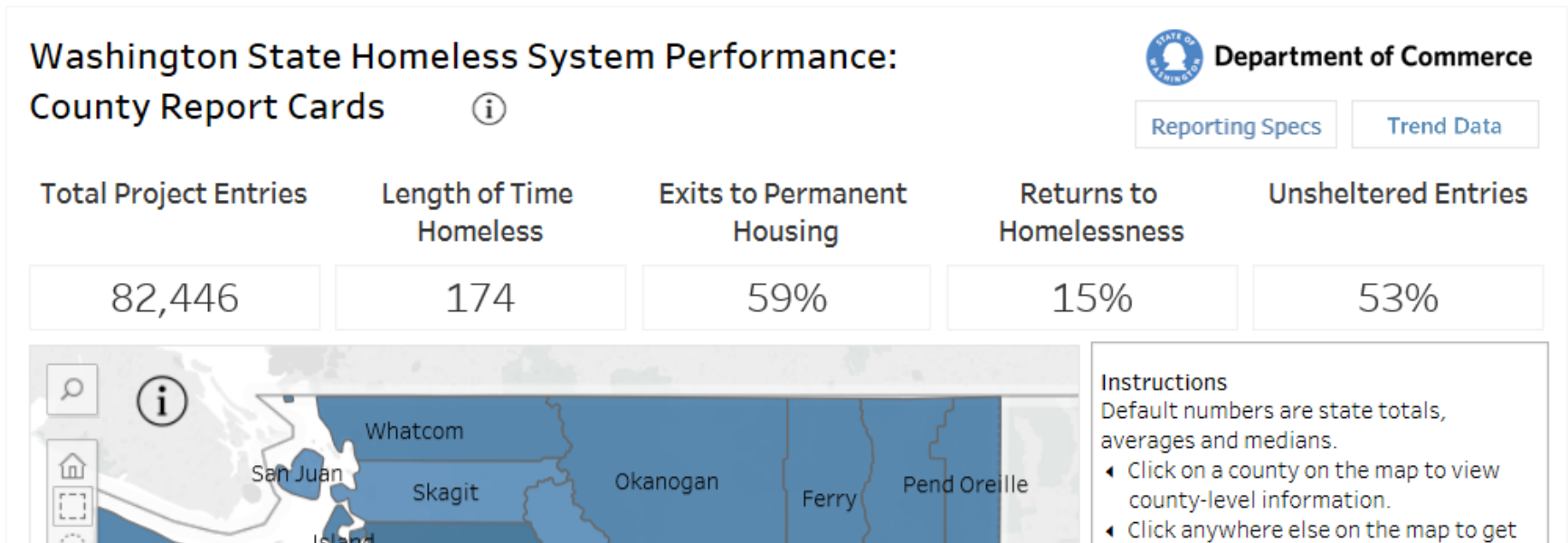
Spending from all funding sources (including all public and private spending), bed/slots, numbers served, average length of time in project, exit destinations, % of people returning to homelessness, etc.

Spending data reported by counties, client data from HMIS. First completed in 2014, updated annually, legislatively required starting in 2018 <https://deptofcommerce.box.com/s/bjocxz2stmw5f0wigkbi5dw97r2bhth5>

Project Name	Veteran Households with adults and children	Veteran Households without children 18-24	Veteran Households without children 25+	Veteran Households without children age category unknown	Veteran Households Unknown Household Type	Total Operating Cost in Calendar Year	Cost per Day per Household	Cost of all Successful Exits	Cost Per Successfully exited Household	Exited HH Total Days	Cost of all Exits	Cost per Exited HH	Cost per Exit to Permanent Housing
BCAESG RRH - Benton	1		1			\$ 66,199	\$ 10	\$ 54,204	\$ 1,643	9201	\$ 87,451	\$ 1,166	\$ 2,006
BCAESG HP - Benton	2	0	0	0	0	\$ 82,616	\$ 21	\$ 58,895	\$ 1,900	4019	\$ 85,886	\$ 1,909	\$ 2,665
BHSEmergency Housing Assistance C	4		3			\$ 182,831	\$ 119	\$ 103,814	\$ 3,460	1224	\$ 145,221	\$ 3,300	\$ 6,094
DVSShelter 2163	0	0	0	0	0	\$ 128,072	\$ 59	\$ 38,829	\$ 1,339	2148	\$ 126,949	\$ 1,567	\$ 4,416
BCABenton 2163 - Prevention/Rent H	0	0	0	0	0	\$ 64,183	\$ 19	\$ 45,781	\$ 1,990	3325	\$ 61,929	\$ 1,998	\$ 2,791
BCACDBG HP - Benton	0	0	0	0	0	\$ 24,415	\$ 15	\$ 19,830	\$ 862	1436	\$ 21,803	\$ 908	\$ 1,062

Commerce provides publicly available report card on county performance

State/county report card – Performance of homeless crisis response system – All projects, all funding sources. Used in state contracts; provide transparency to public/policy makers (completed 2016, updated annually)



<https://public.tableau.com/profile/comhau#!/vizhome/WashingtonStateHomelessSystemPerformanceCountyReportCardsSFY2018/ReportCard>



Incomes grew; rents too

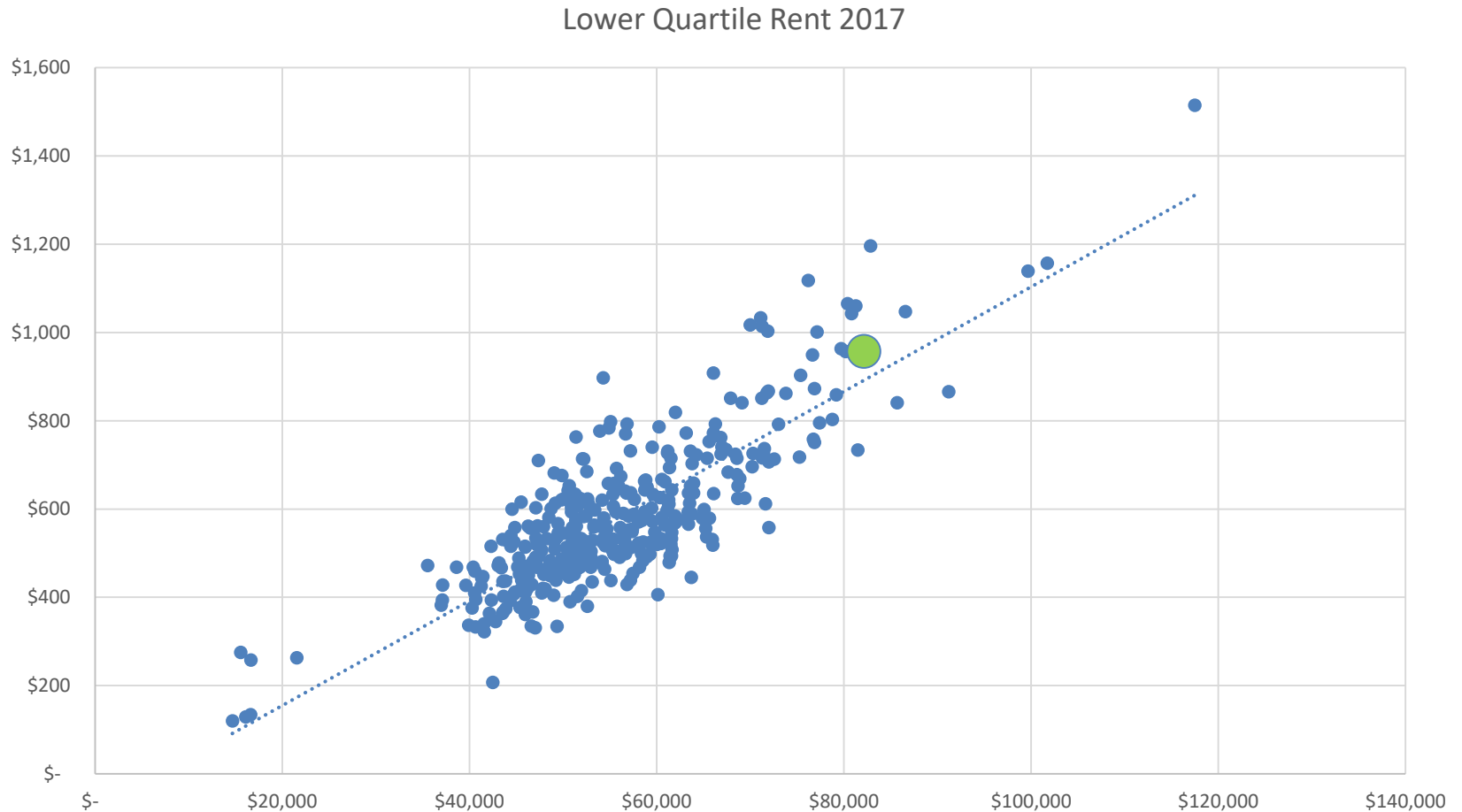
King County				
	Median household income	Annual lower quartile contract rent	% of median income for lower quartile rent	
2010	\$ 66,174	8,820	13%	
2011	\$ 68,775	8,844	13%	
2012	\$ 69,047	9,180	13%	
2013	\$ 71,834	9,624	13%	
2014	\$ 75,834	9,876	13%	
2015	\$ 81,916	10,860	13%	
2016	\$ 86,095	11,328	13%	
2017	\$ 89,675	12,384	14%	
2018	\$ 95,009	13,644	14%	
Change	\$ 28,835	\$ 4,824	1%	

Source: American Community Survey 1-Year Estimates



Department of Commerce

Lower quartile rents strongly associated with median incomes – 0.83 correlation all MSAs

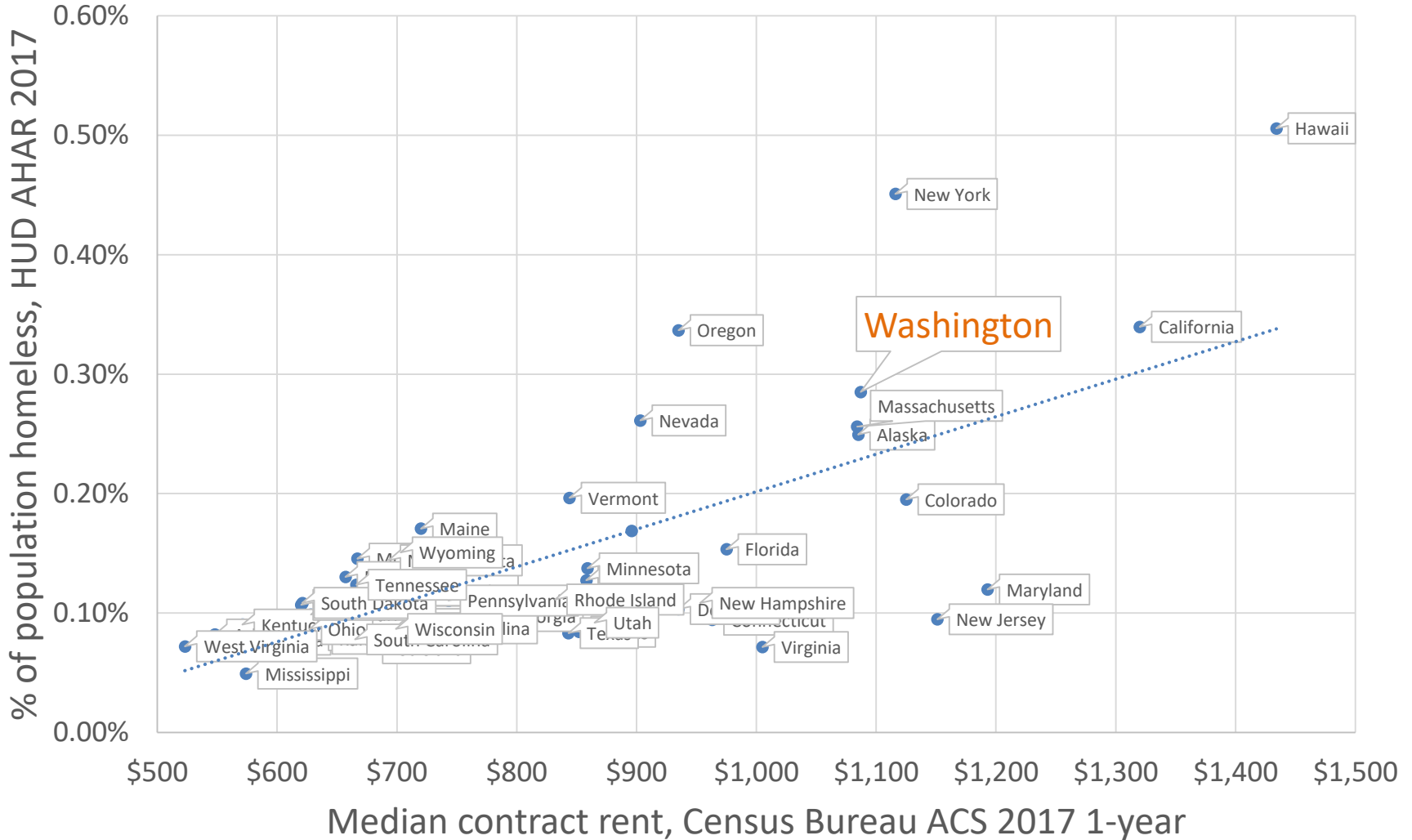


Source: American Community Survey 1-Year Estimates, 2017



Department of Commerce

Rents vs. homelessness – 0.7 correlation

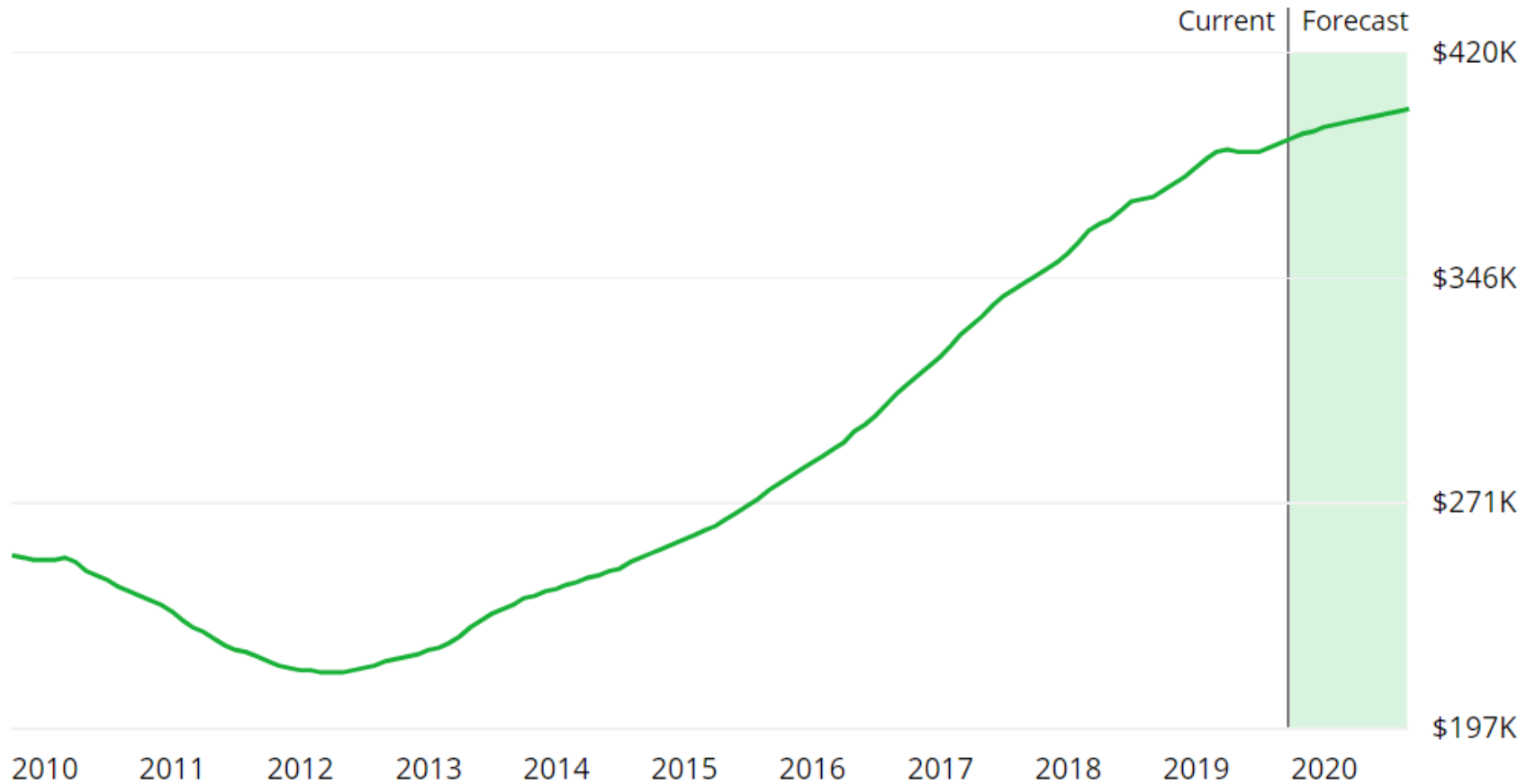


It's the rent – people/families in WA are above average and getting better

- Homelessness has increased primarily because rents increased
- Rents increased to match rising median incomes, and housing supply did not keep pace with demand, and
- **Other drivers or “causes” of homelessness do not appear to be meaningful drivers of the increase**
- Washington is already a high performer in the areas of job pay, work participation, family composition/stability, lower alcohol and drug dependence, housing outcomes

Housing Prices in Washington

Aug 2020 — Washington \$402K

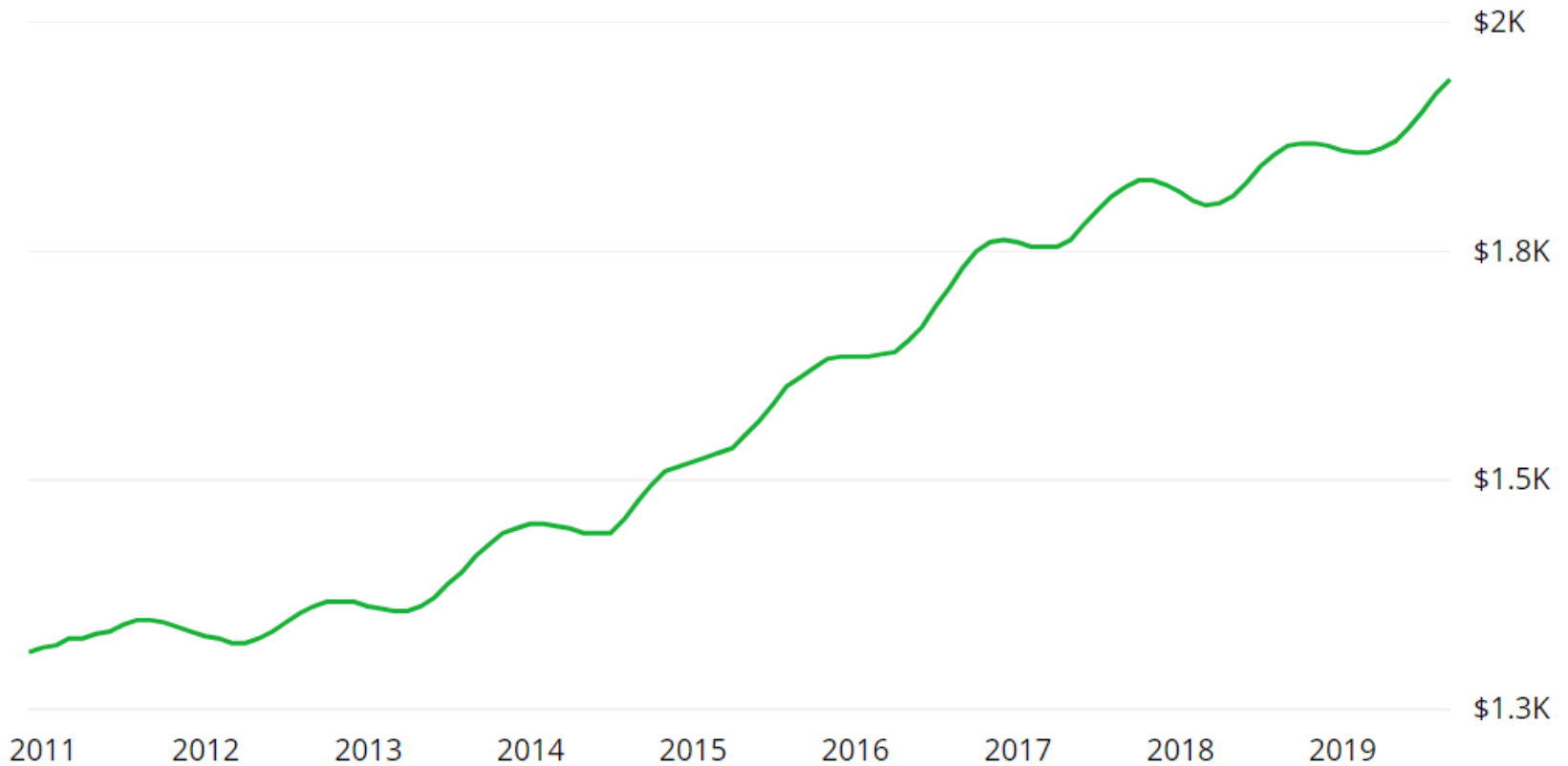


Source: <http://www.zillow.com/home-values/>



Rents in Washington

Aug 2019 — Washington \$1,983/mo

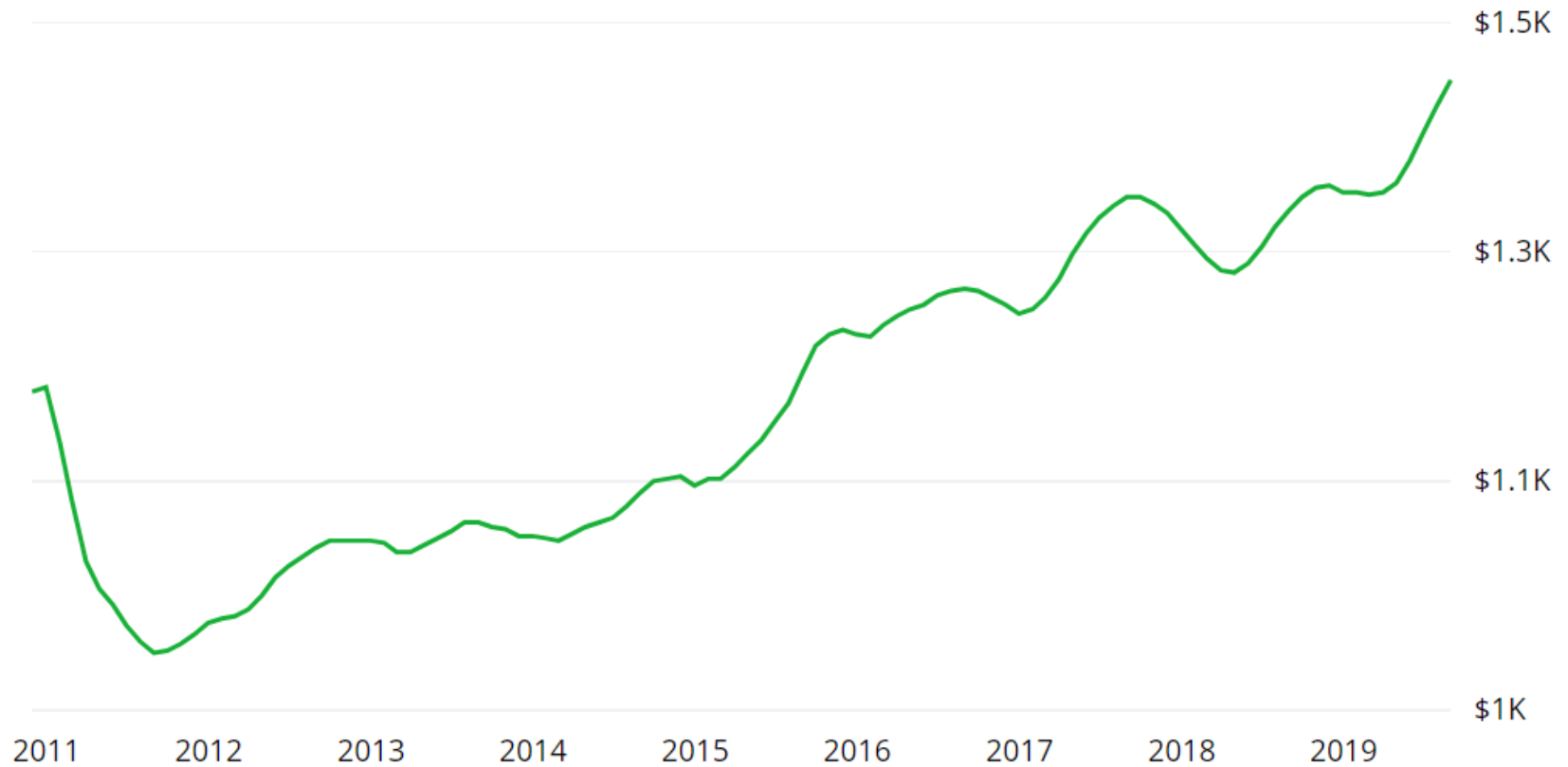


Source: <http://www.zillow.com/home-values/>



Rents in Spokane County

Aug 2019 — Spokane County \$1,471/mo

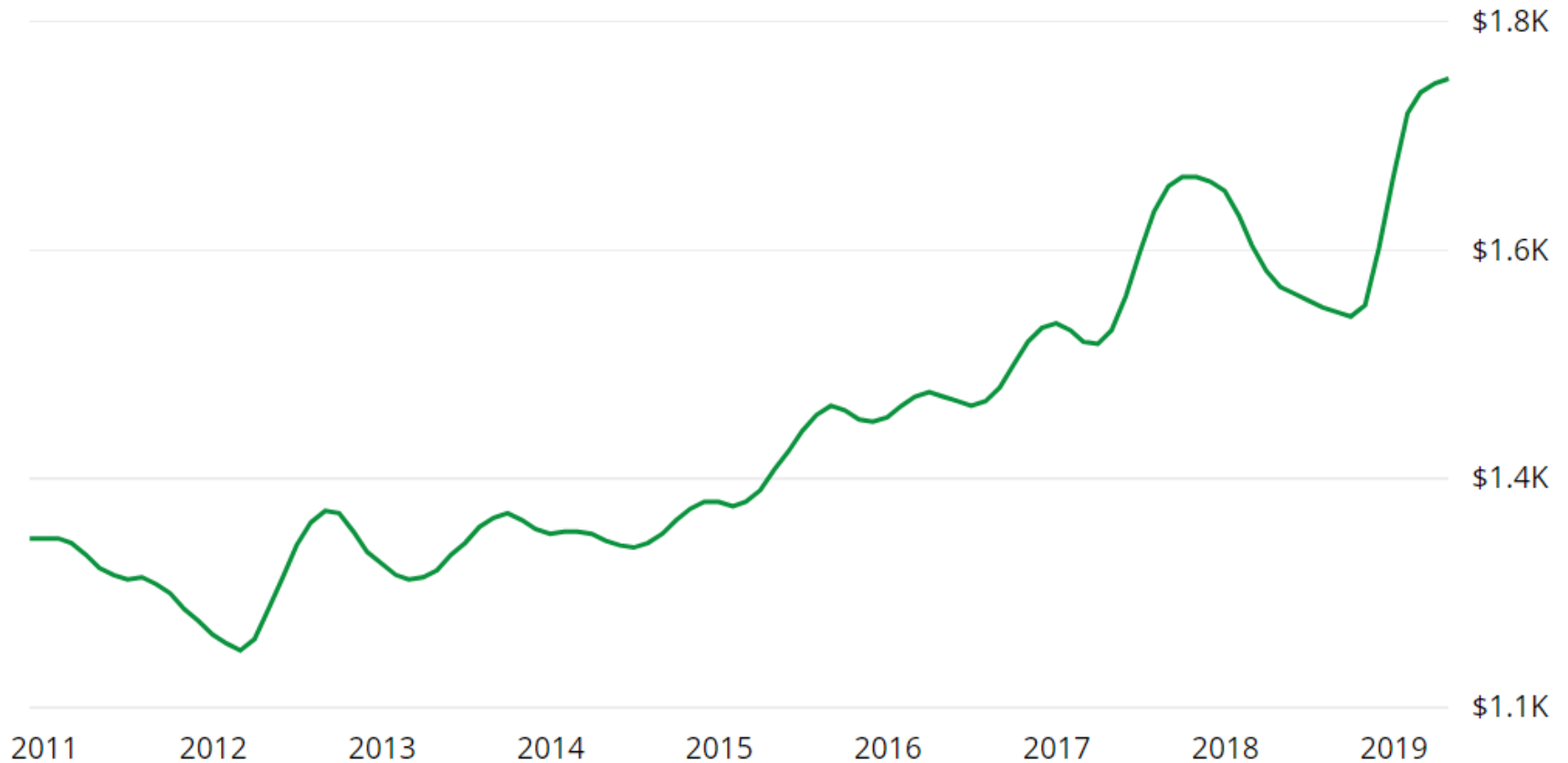


Source: <http://www.zillow.com/home-values/>



Rents in Whatcom County

Apr 2019 — Whatcom County \$1,794/mo

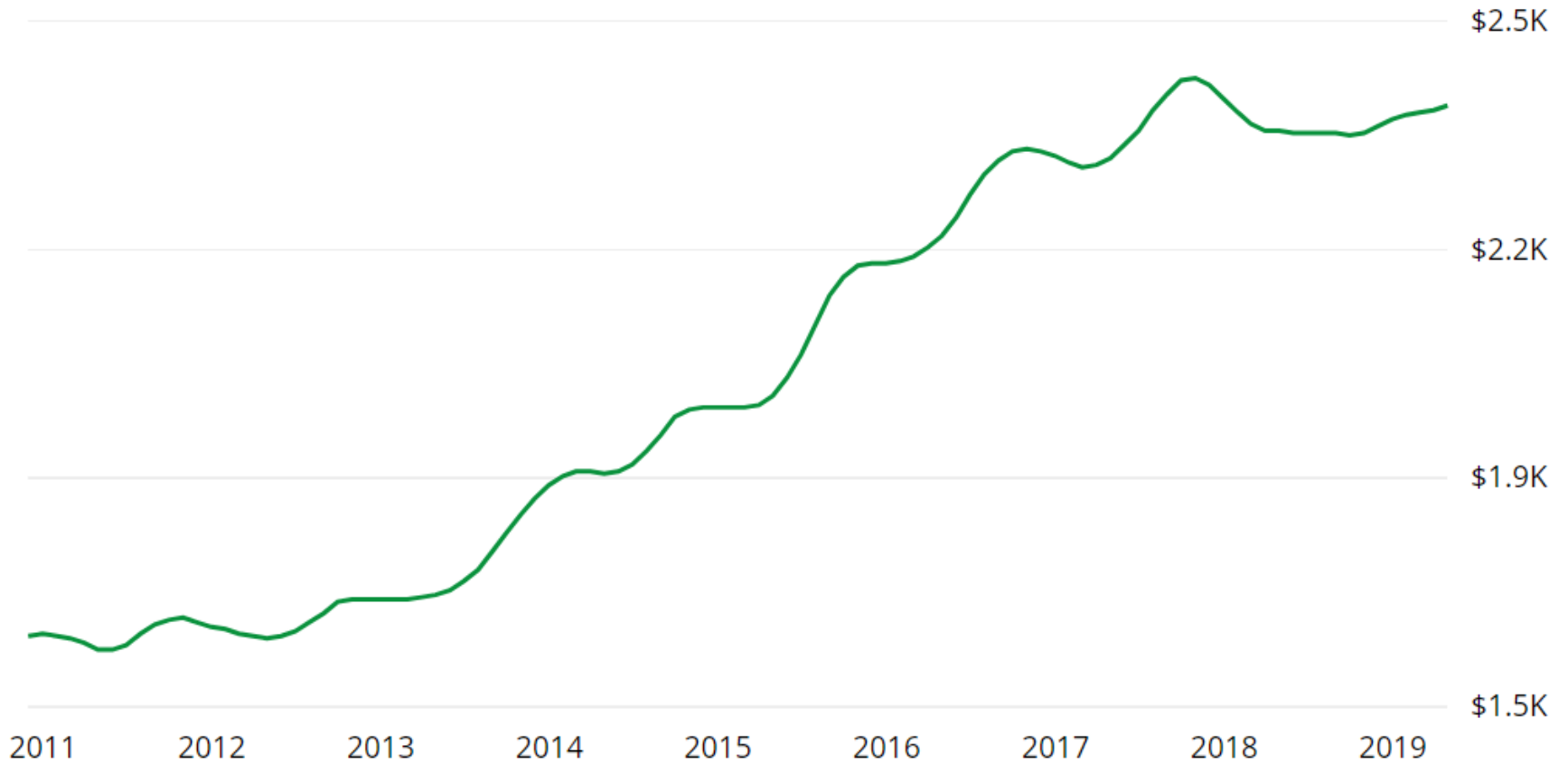


Source: <http://www.zillow.com/home-values/>



Rents in King County

Apr 2019 — King County \$2,473/mo



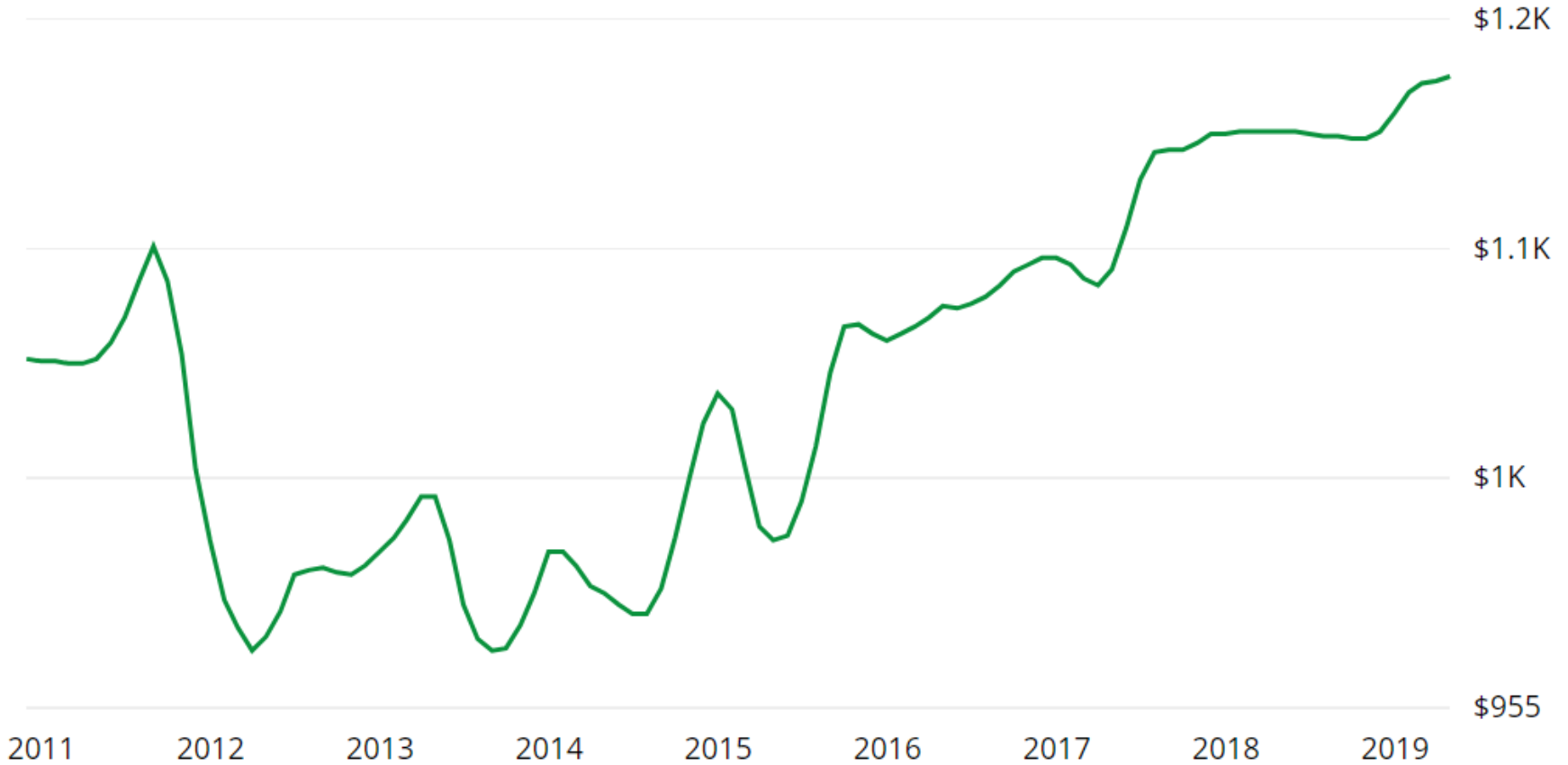
Source: <http://www.zillow.com/home-values/>



Rents in Yakima County

Apr 2019

— Yakima County \$1,213/mo

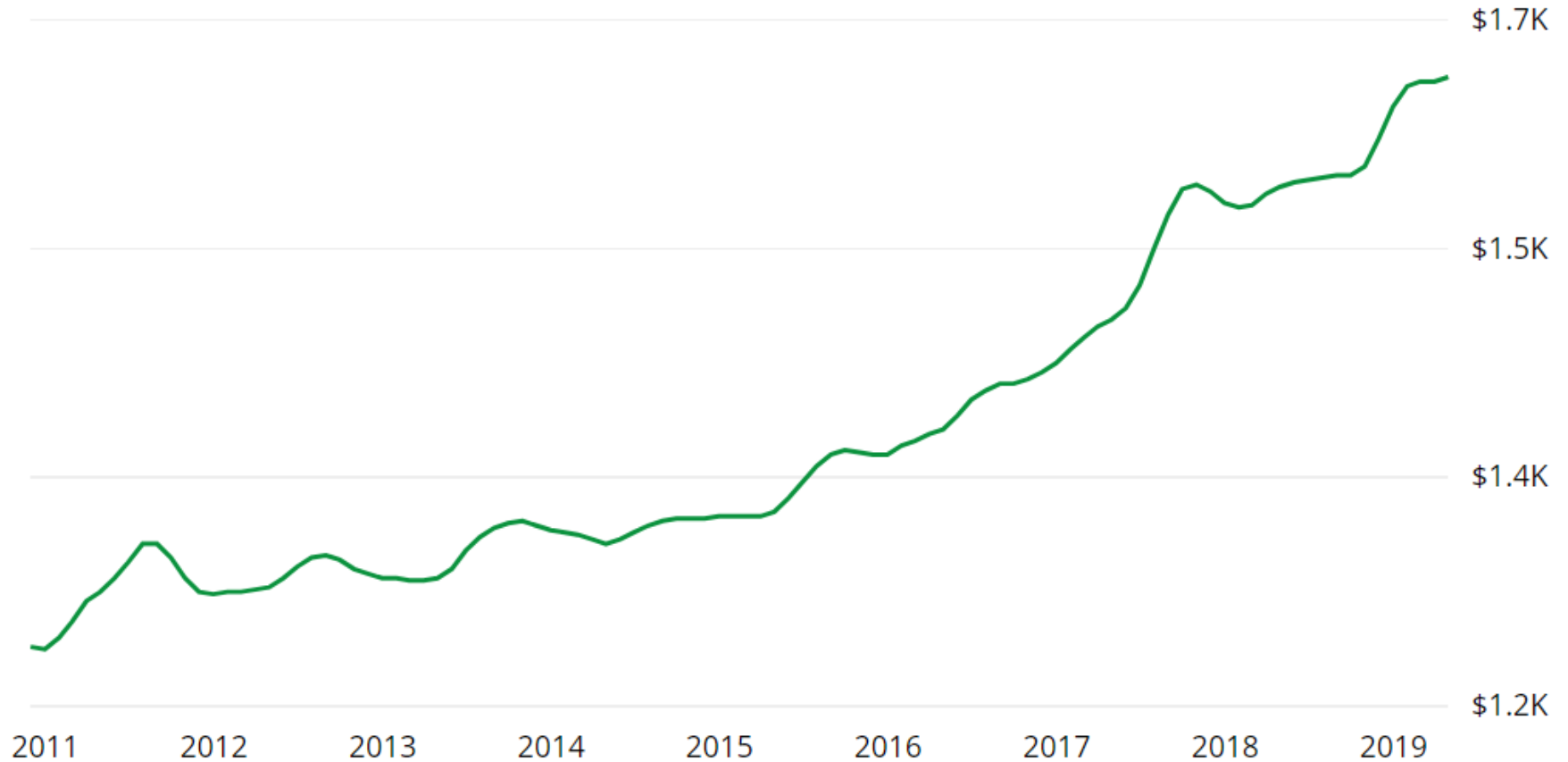


Source: <http://www.zillow.com/home-values/>



Rents in Thurston County

Apr 2019 — Thurston County \$1,720/mo



Source: <http://www.zillow.com/home-values/>



Rents in Walla Walla County

Aug 2019 — Walla Walla County \$1,405/mo

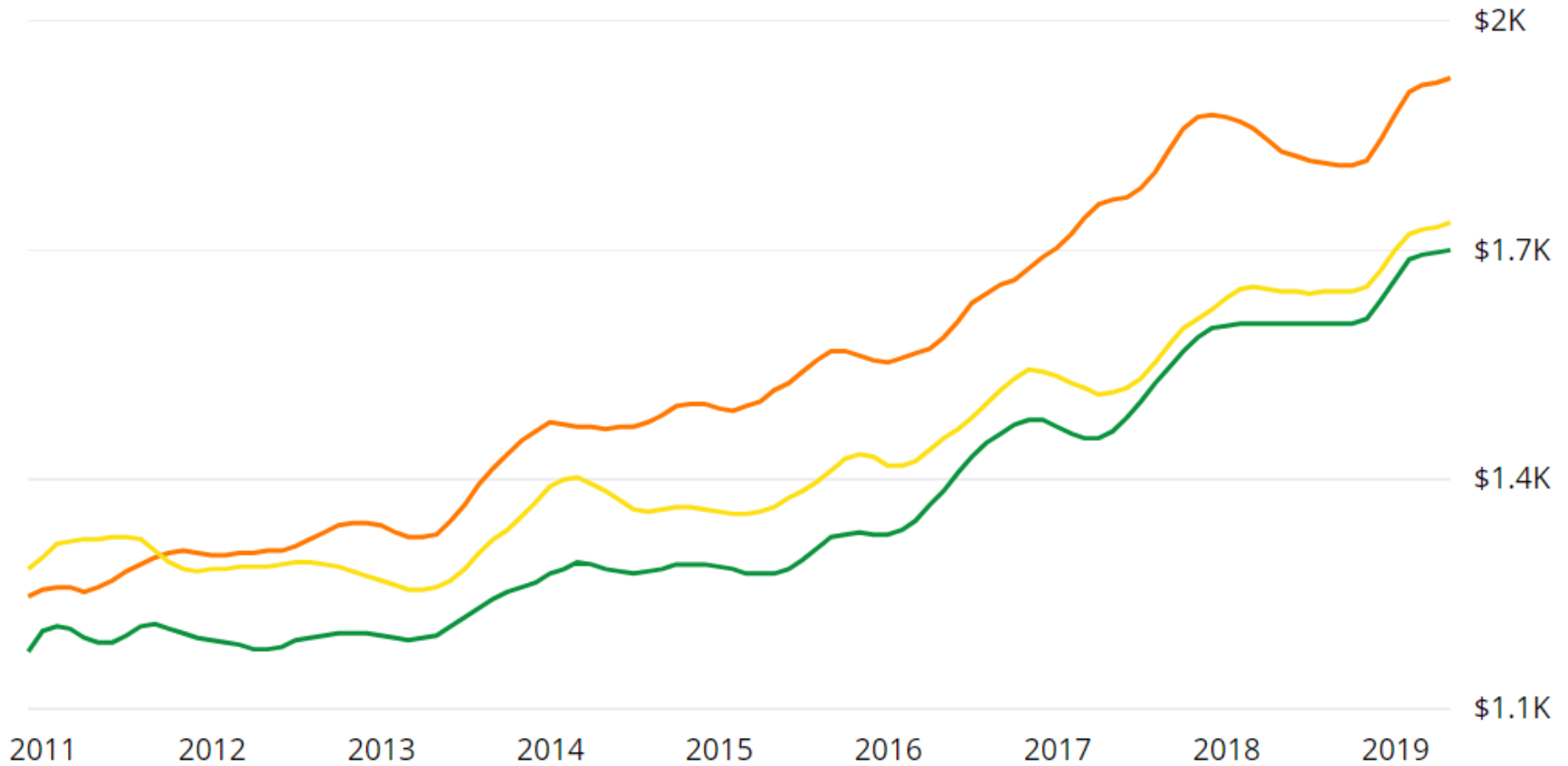


Source: <http://www.zillow.com/home-values/>



Rents in lower cost areas served by Sound Transit

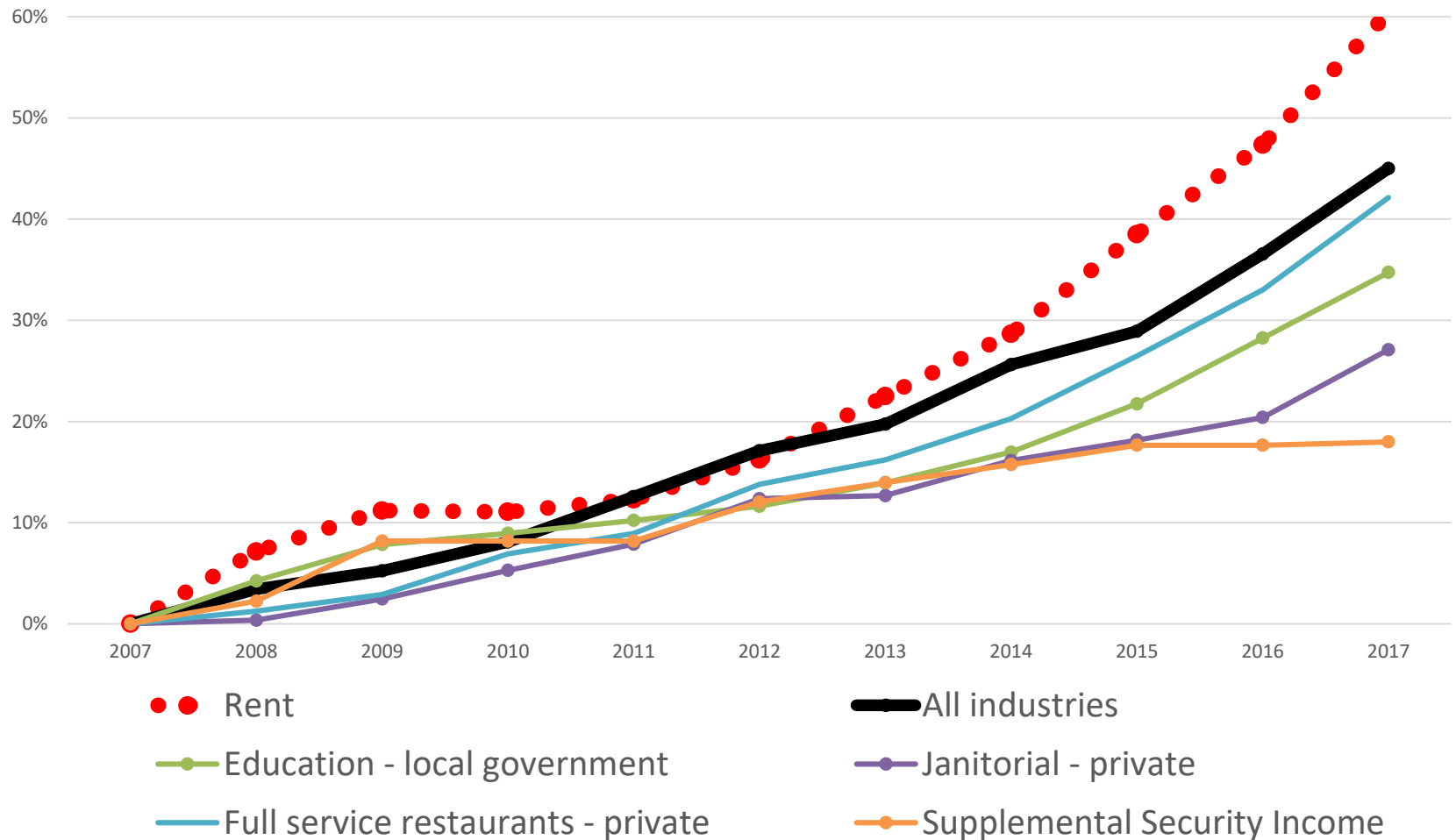
Apr 2019 Tacoma \$1,733/mo Everett \$1,949/mo Lakewood \$1,768/mo



Source: one bedroom <http://www.zillow.com/home-values/>



Housing affordability in King County – Rent vs. wages and disability income



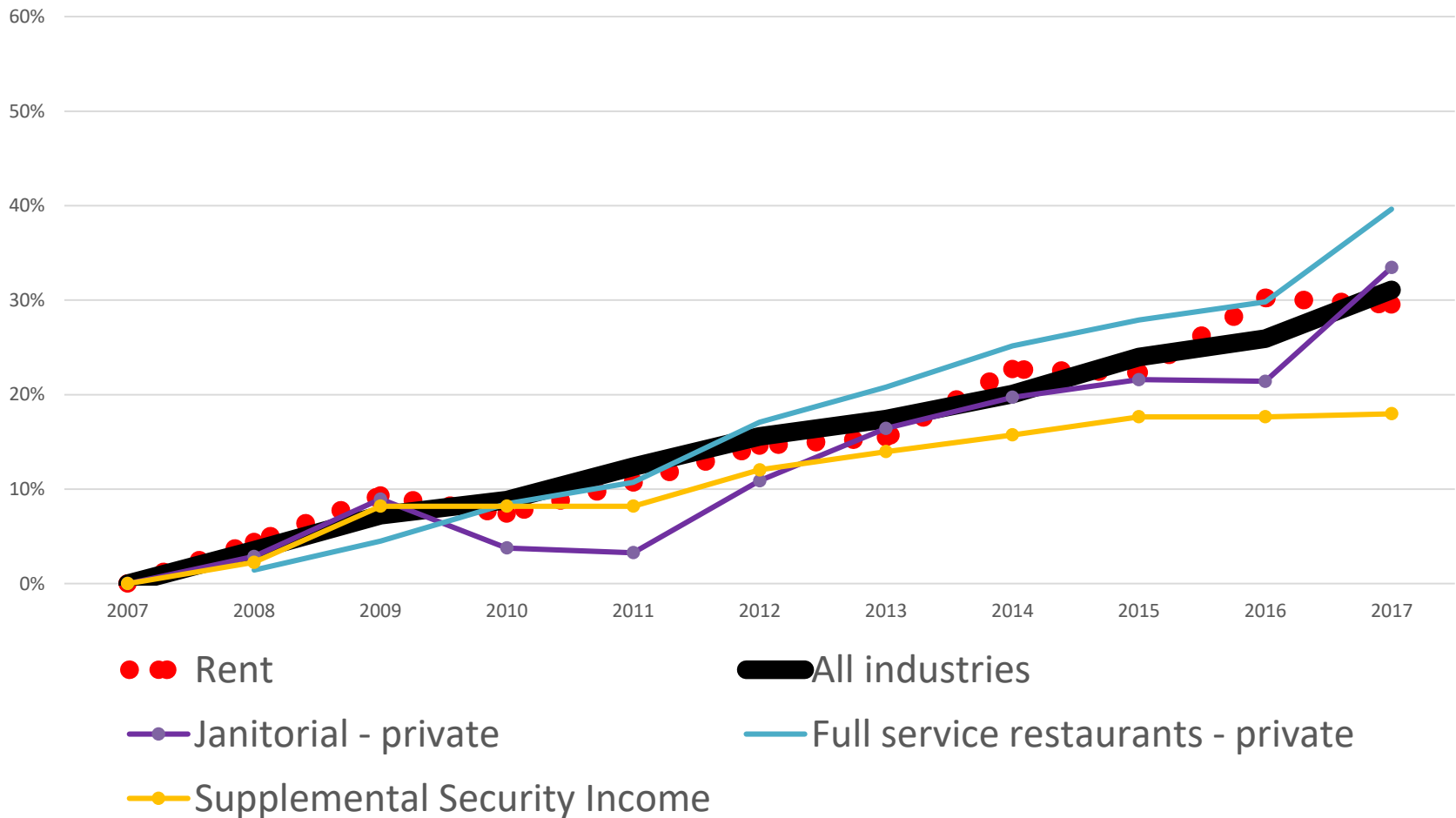
Sources:

BLS Quarterly Census of Employment and Wages, Average Annual Pay <https://data.bls.gov/PDQWeb/en>

Census Bureau ACS Median Contract Rent 1-Year Estimates B25058 https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_1YR_B25058&prodType=table



Housing affordability in Spokane County – Rent vs. wages and disability income



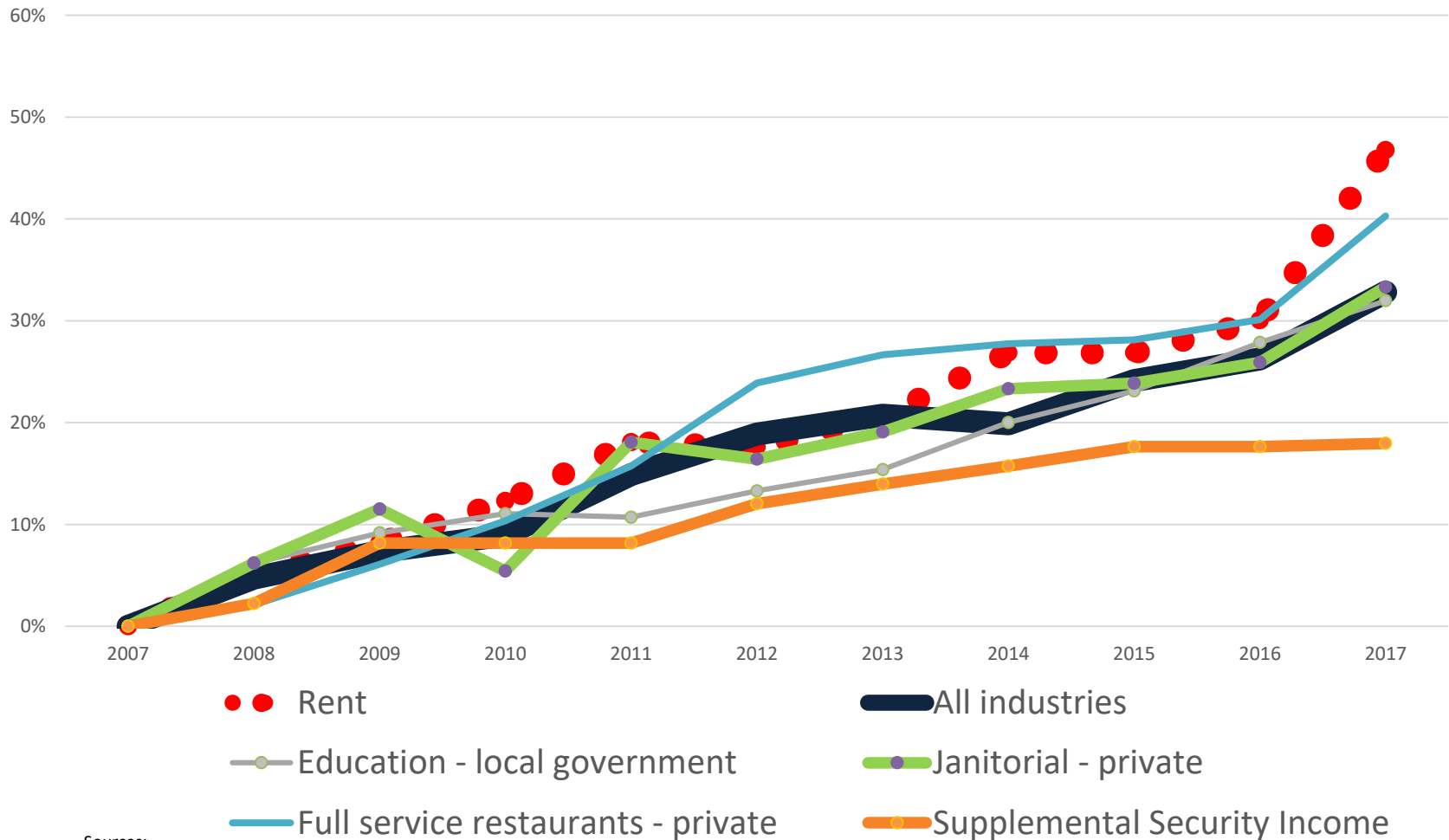
Sources:

BLS Quarterly Census of Employment and Wages, Average Annual Pay <https://data.bls.gov/PDQWeb/en>

Census Bureau ACS Median Contract Rent 1-Year Estimates B25058 https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_1YR_B25058&prodType=table



Housing affordability in Whatcom County – Rent vs. wages and disability income



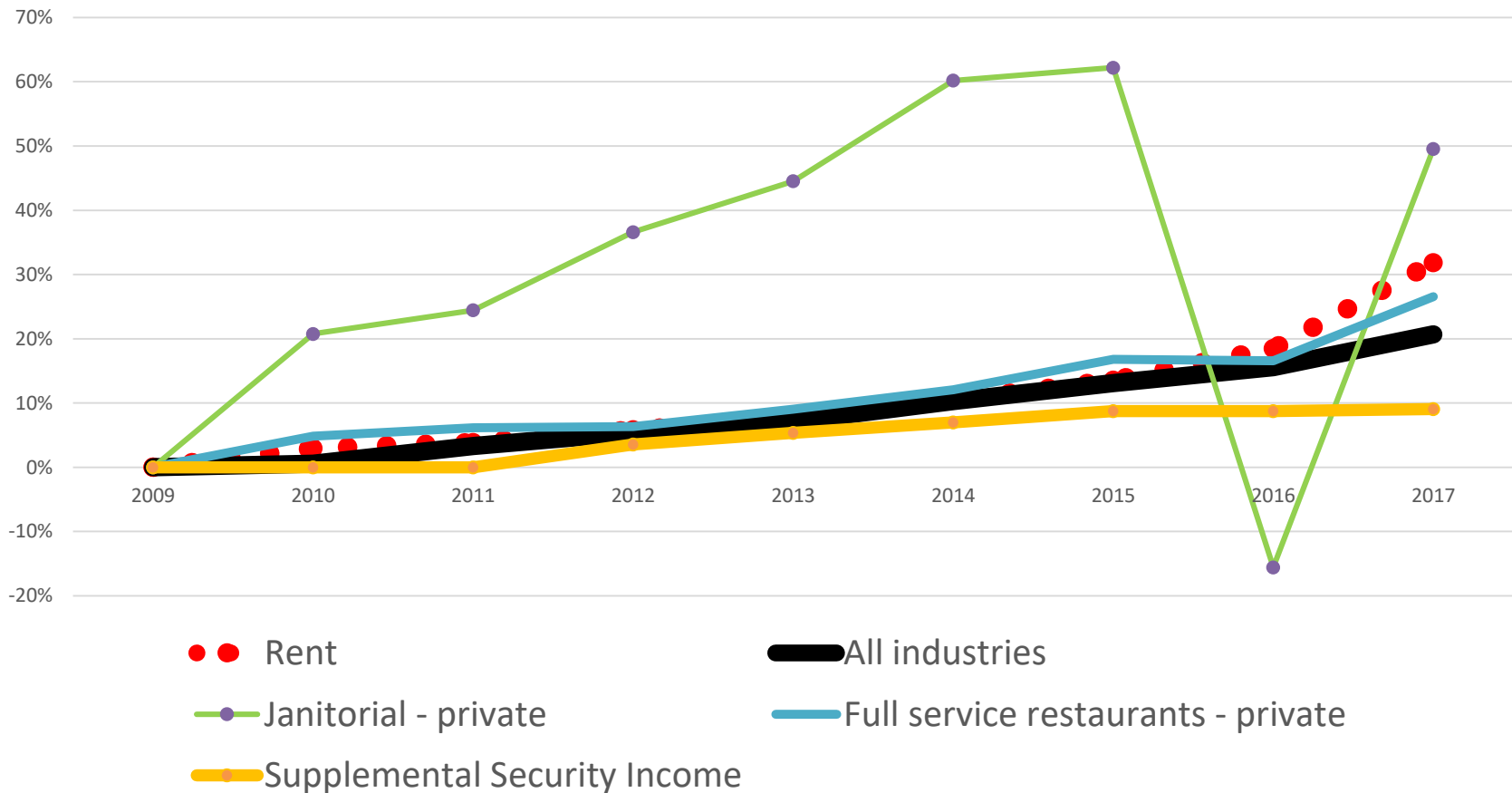
Sources:

BLS Quarterly Census of Employment and Wages, Average Annual Pay <https://data.bls.gov/PDQWeb/en>

Census Bureau ACS Median Contract Rent 1-Year Estimates B25058 https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_1YR_B25058&prodType=table



Housing affordability in Walla Walla County – Rent vs. wages and disability income



Sources:

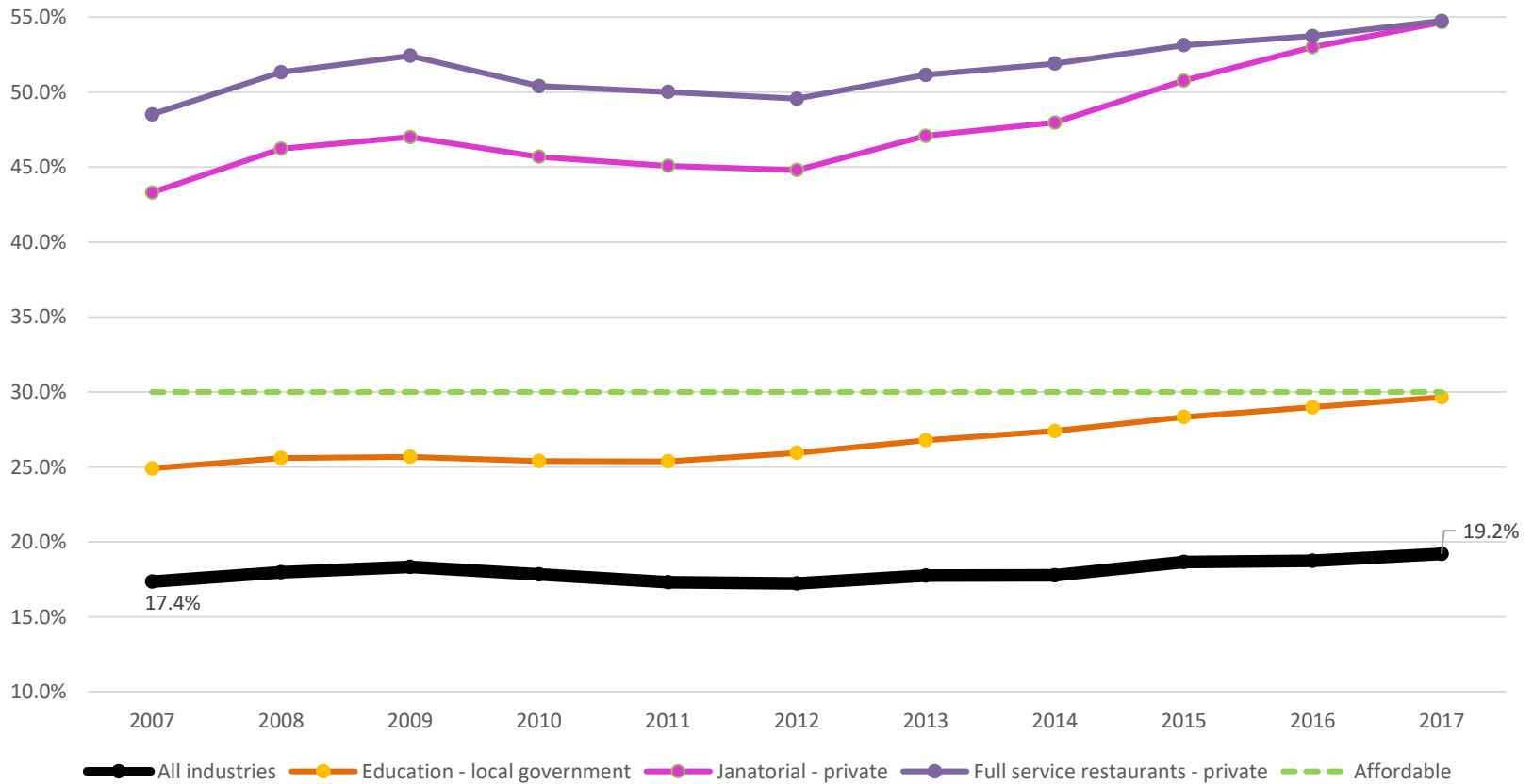
BLS Quarterly Census of Employment and Wages, Average Annual Pay <https://data.bls.gov/PDQWeb/en>

Census Bureau ACS Median Contract Rent 5-Year Estimates B25058 https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_5YR_B25058&prodType=table



Housing affordability in King County – Individual income vs. rent

Rent burden: Jobs in King County
Median contract rent in Seattle-Tacoma-Bellevue MSA / Average Income



Sources:

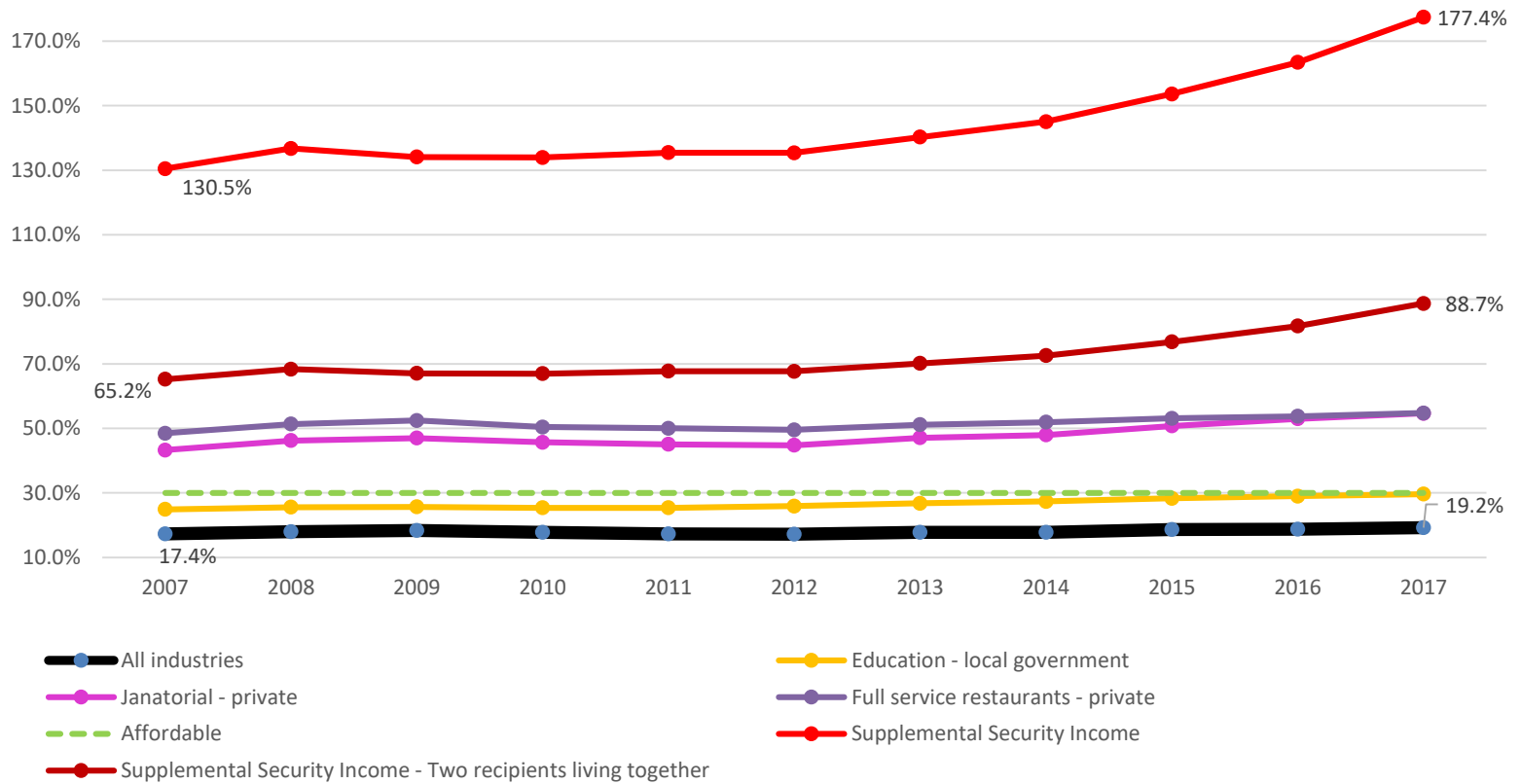
BLS Quarterly Census of Employment and Wages, Average Annual Pay <https://data.bls.gov/PDQWeb/en>

Census Bureau ACS Median Contract Rent 1-Year Estimates B25058 https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_1YR_B25058&prodType=table



Housing affordability in King County – Individual income vs. rent

Rent burden: SSI Recipients - King County
Median contract rent in Seattle-Tacoma-Bellevue MSA / Average income



Sources:

BLS Quarterly Census of Employment and Wages, Average Annual Pay <https://data.bls.gov/PDQWeb/en>

Census Bureau ACS Median Contract Rent -Year Estimates B25058 https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_1YR_B25058&prodType=table



71% of WA extremely low-income renter households are severely cost burdened

KEY
FACTS

230,395
OR
22%

Renter Households that are extremely low income

\$24,300

Maximum income of 4-person extremely low income households (state level)

-163,726

Shortage of rental homes affordable and available for extremely low income renters

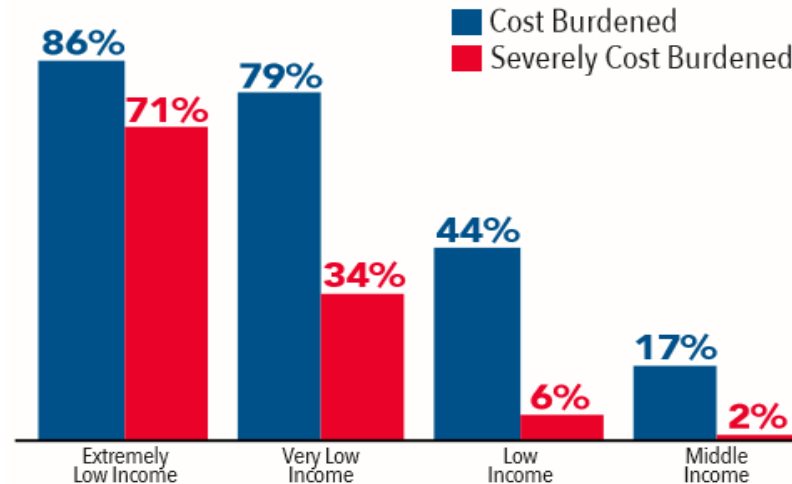
\$55,886

Annual household income needed to afford a two-bedroom rental home at HUD's Fair Market Rent.

71%

Percent of extremely low income renter households with severe cost burden

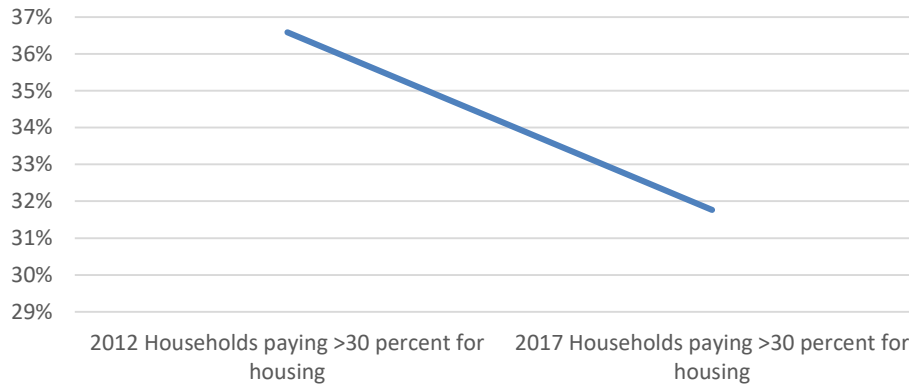
HOUSING COST BURDEN BY INCOME GROUP



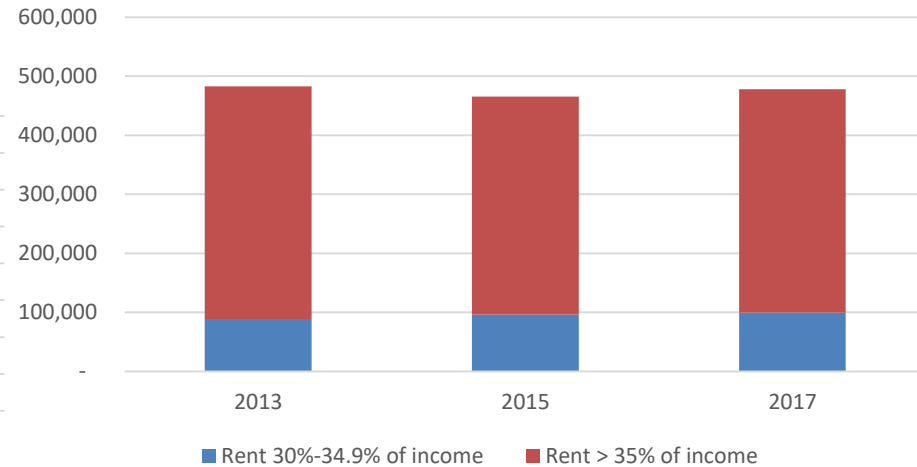
Source: National Low Income Housing Coalition

Housing affordability in Washington State - Households

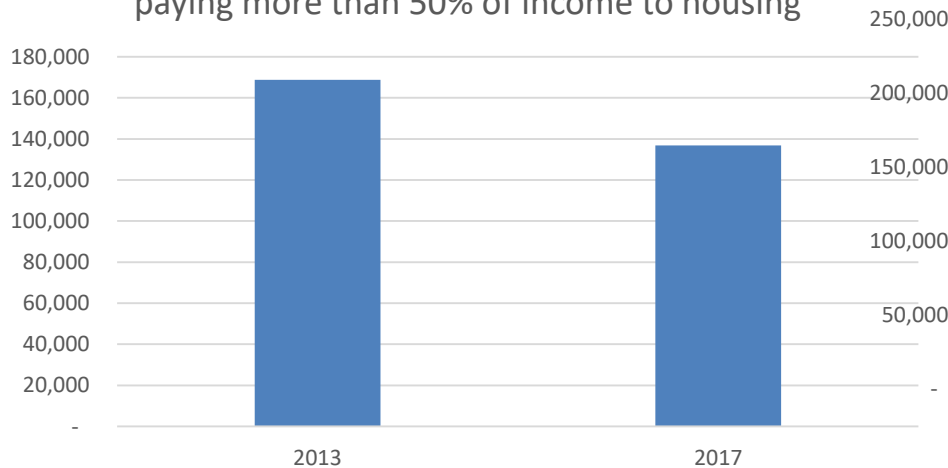
Percent of owner and renter households paying >30% for housing - WA



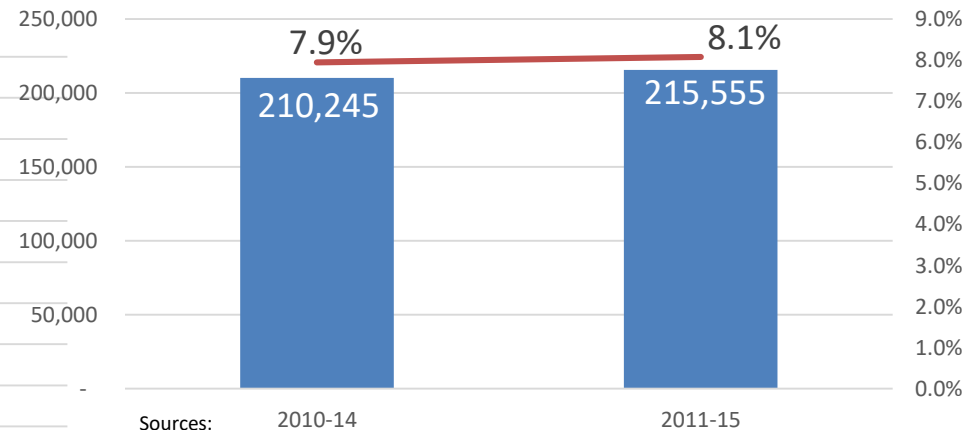
Rent burdened households - WA



Renter households with incomes <\$20,000 paying more than 50% of income to housing



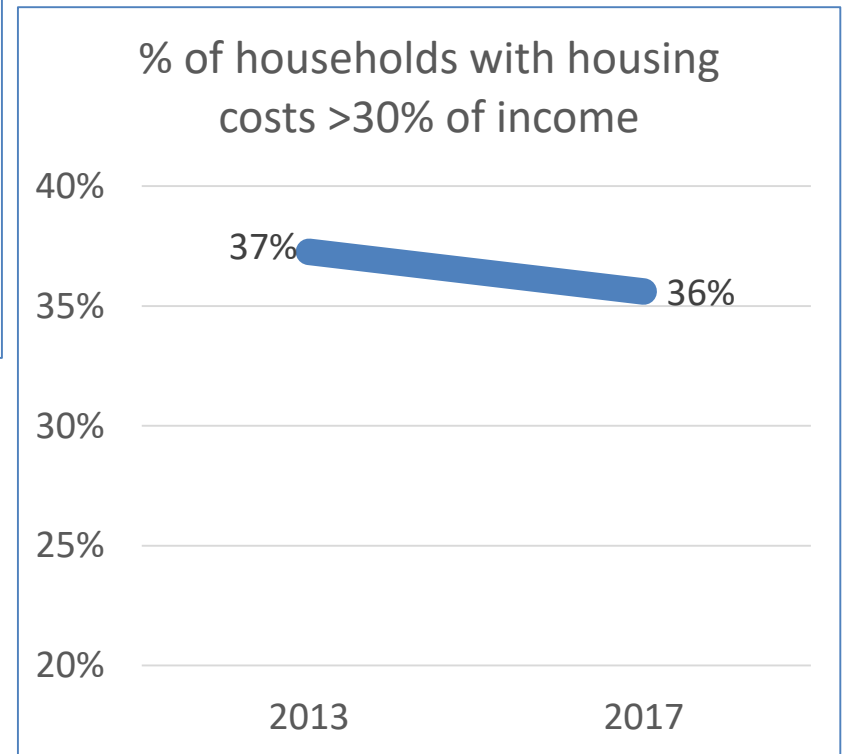
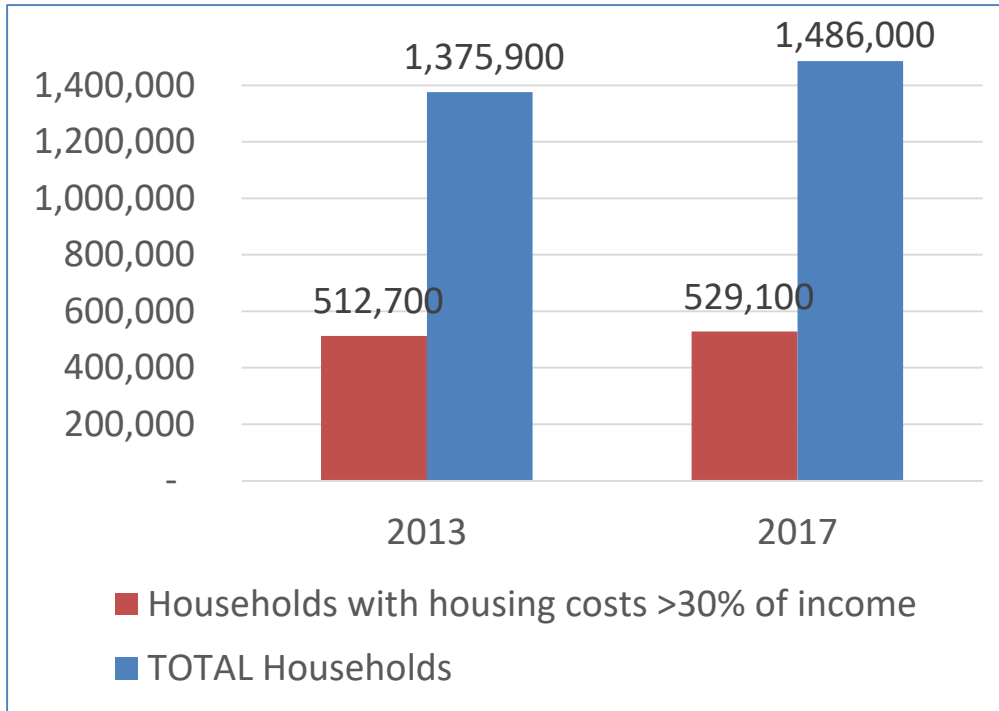
Households with incomes <30% AMI paying >50% of income for housing



Sources: 2010-14
 Census ACS 1-Year Estimates
 Selected Housing Characteristics DP04
 Public Use Microdata Samples, Washington Housing Unit Records
 CHAS Data: <https://www.huduser.gov/portal/datasets/cp.html>



Housing affordability in Seattle-Tacoma-Bellevue, WA MSA



Sources:

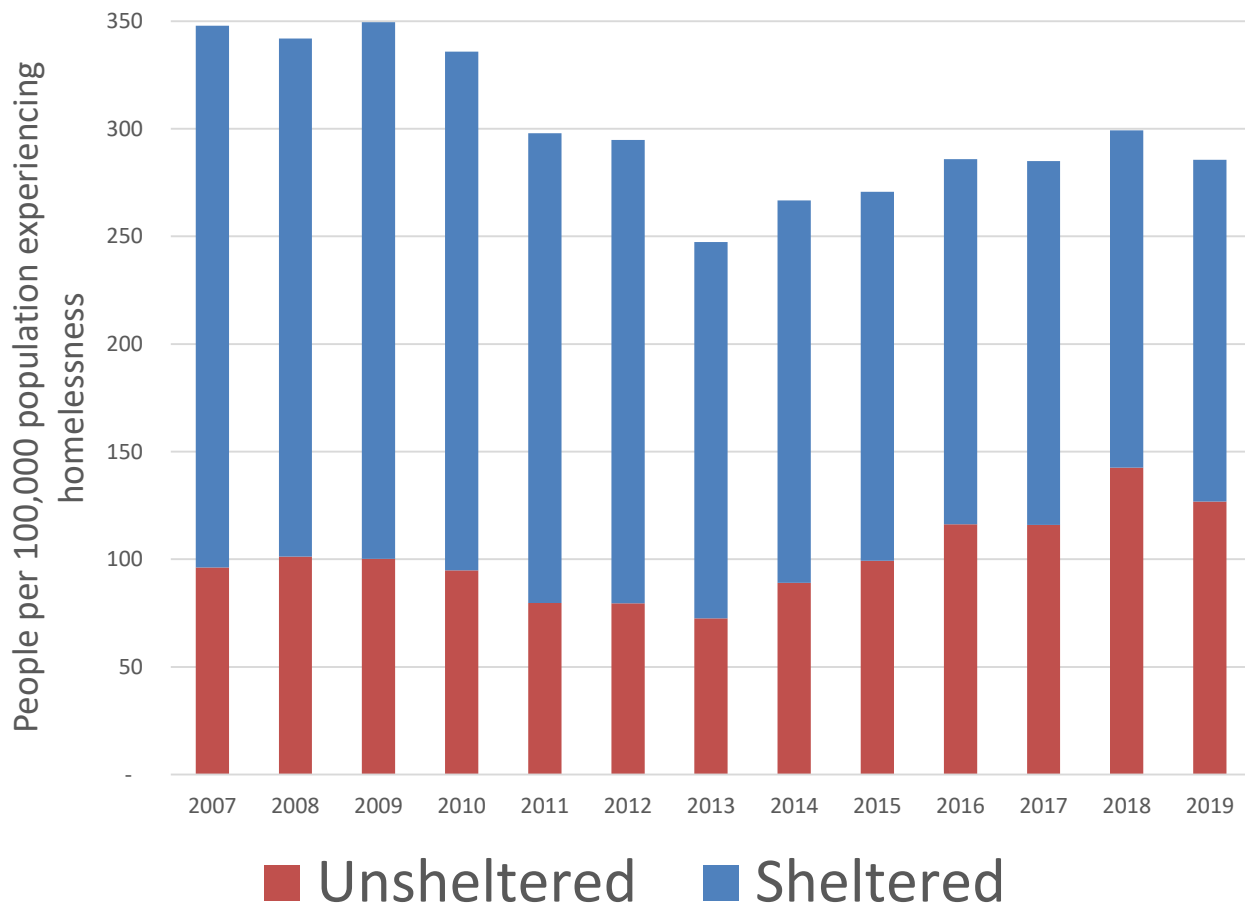
American Housing Survey - Seattle-Tacoma-Bellevue, WA MSA, Renters and Owners

<https://www.huduser.gov/portal/datasets/ahs.html>



Homelessness – WA 5th highest per capita rate

WA: 0.29%, US: 0.17%



January 2019
21,621 people

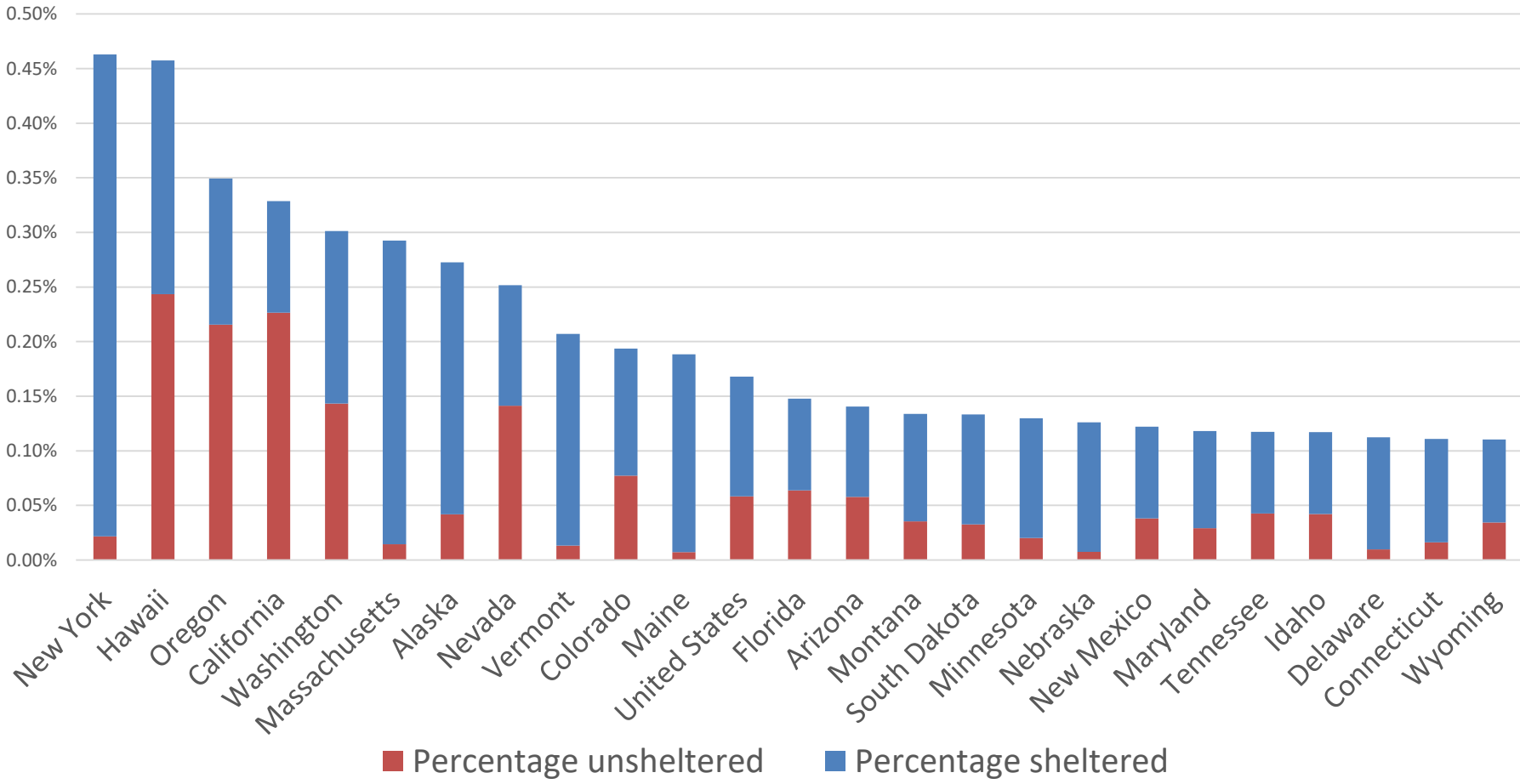
9,599 living
unsheltered

8,831 in
households
without children

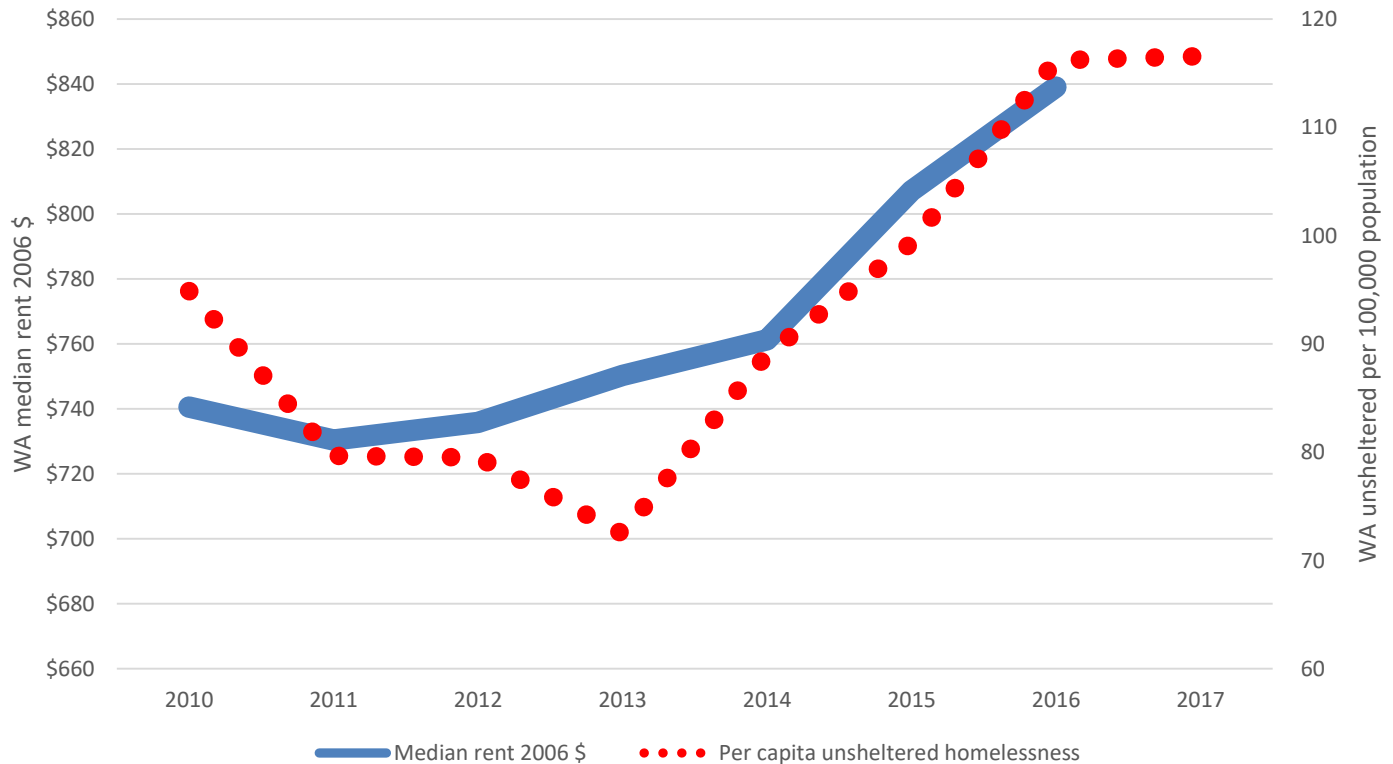
768 people in
households with
children

Homelessness – WA 5th highest per capita rate

% of Population Experiencing Homelessness Ranked



All things being equal, as rents grow, homelessness increases

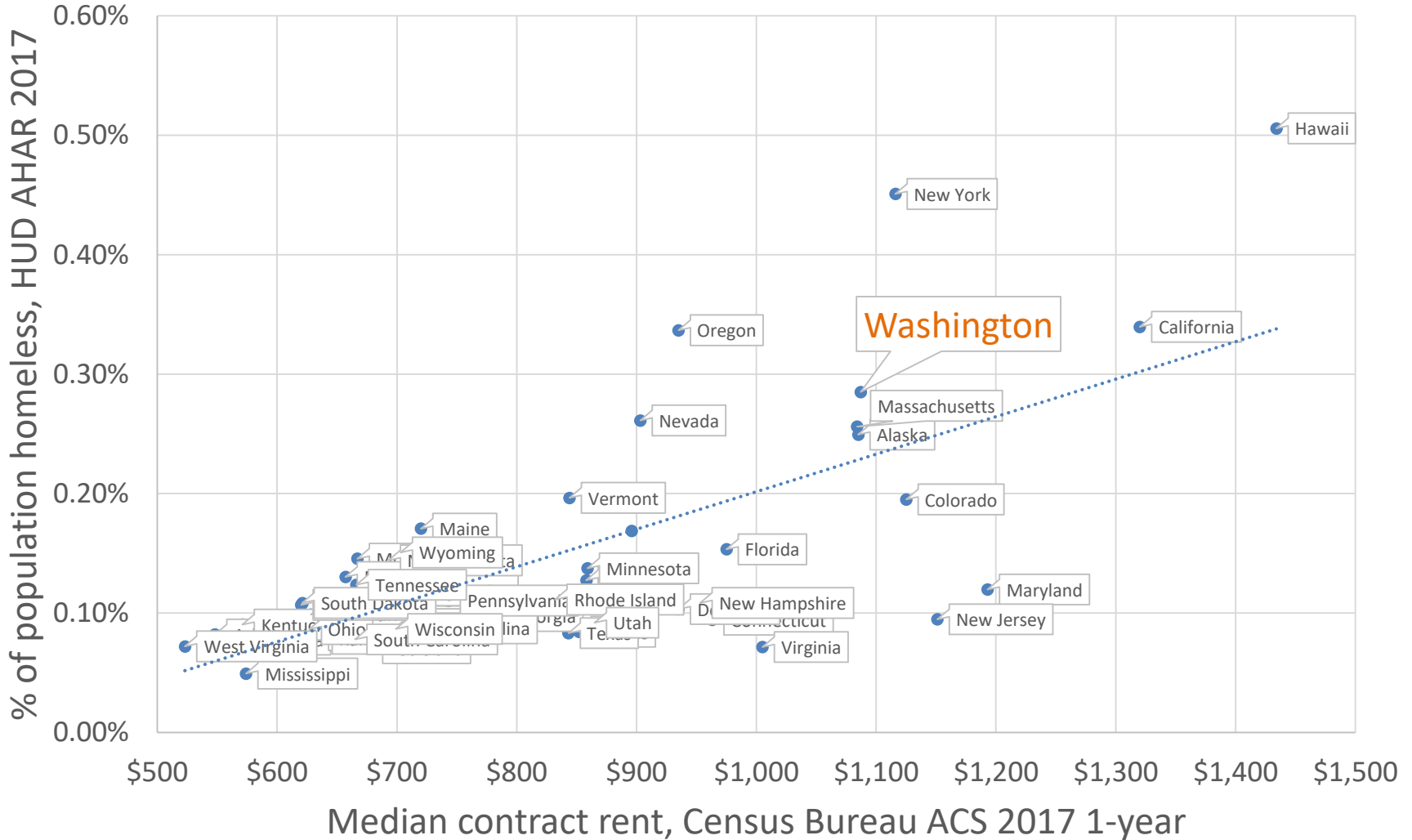


Sources:

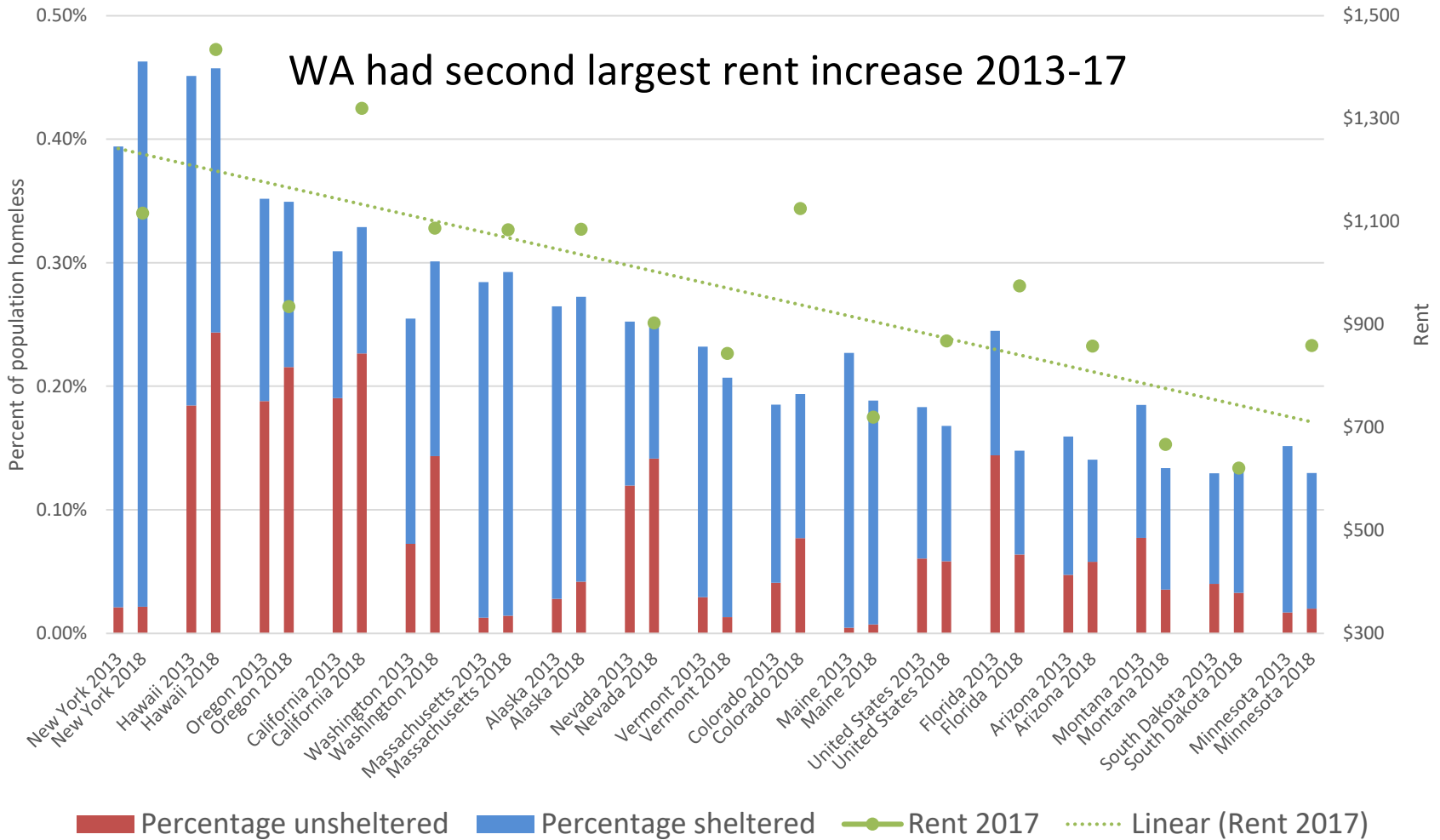
Rent: U.S. Census Bureau American Community Survey one-year estimates for Washington State, B25058, inflation adjusted using Bureau of Labor Statistics CPI-U
 Homelessness: WA point in time count, adjusted by : U.S. Census Bureau American Community Survey one-year population estimate for Washington State
 1 - Journal of Urban Affairs, *New Perspectives on Community-Level Determinants of Homelessness*, 2012
 2 - Dynamics of homelessness in urban America, arXiv:1707.09380



Rents vs. homelessness – 0.7 correlation



Rents vs. homelessness



Sources: HUD AHAR - <https://www.hudexchange.info/resource/3031/pit-and-hic-data-since-2007/>
 Census Bureau ACS 1-Year Estimates of Population
 Median contract rent, Census Bureau ACS 2017 1-year



Other drivers



Beyond rent:

What about other potential drivers
of the increase in homelessness?

WA economy: Above average and improving

2012 to 2018:

Ranked #1 in GDP growth – two years in a row

- Per capita GDP ranked #9

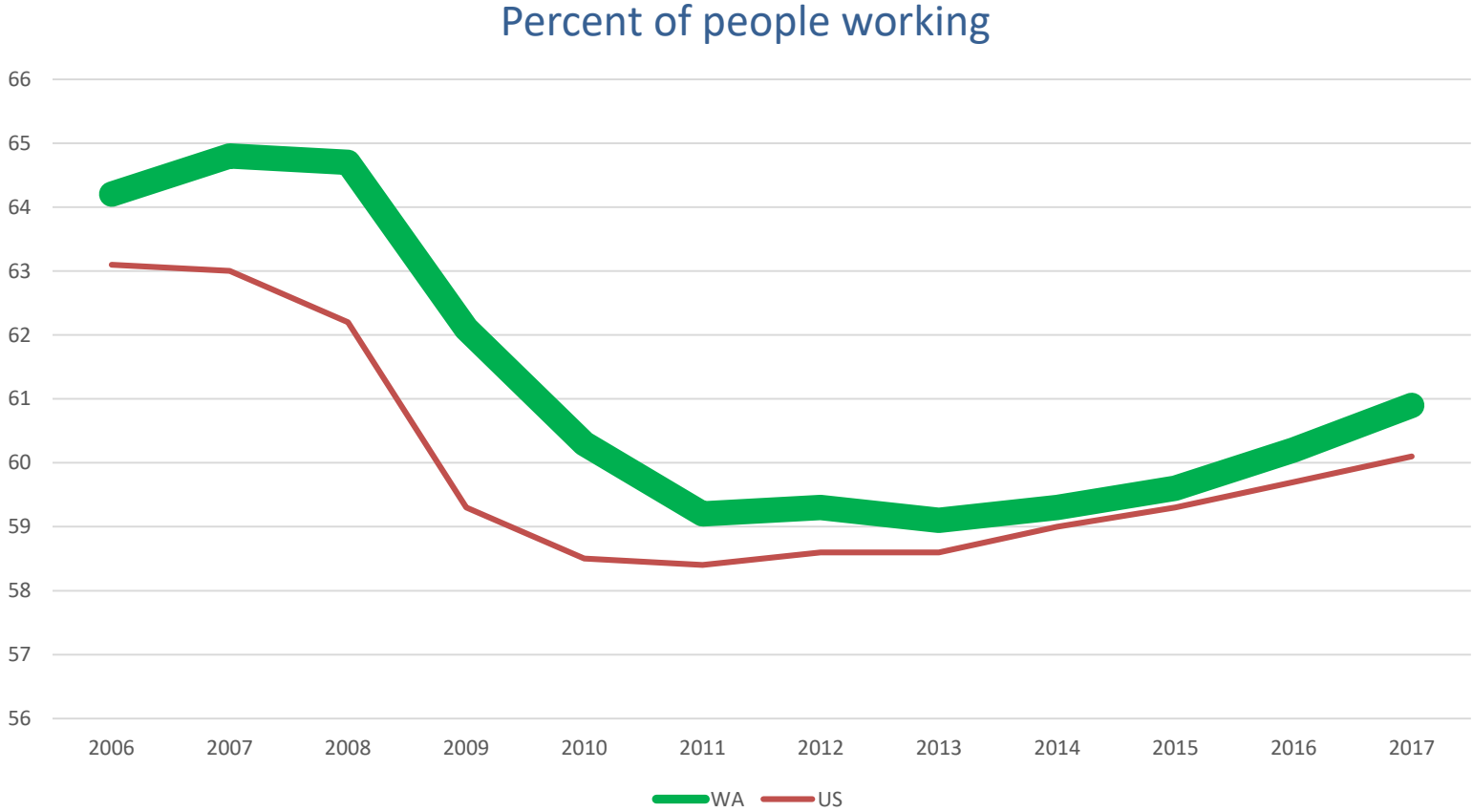
More people working

- Percent of population employed increasing - ranked #25

Incomes increasing

- Median household income ranked #10
- Median household income growth ranked #1
- Lowest quintile household income rank #9
- Lowest quintile household income growth ranked #5

WA economy: Employment rate is above average and increasing

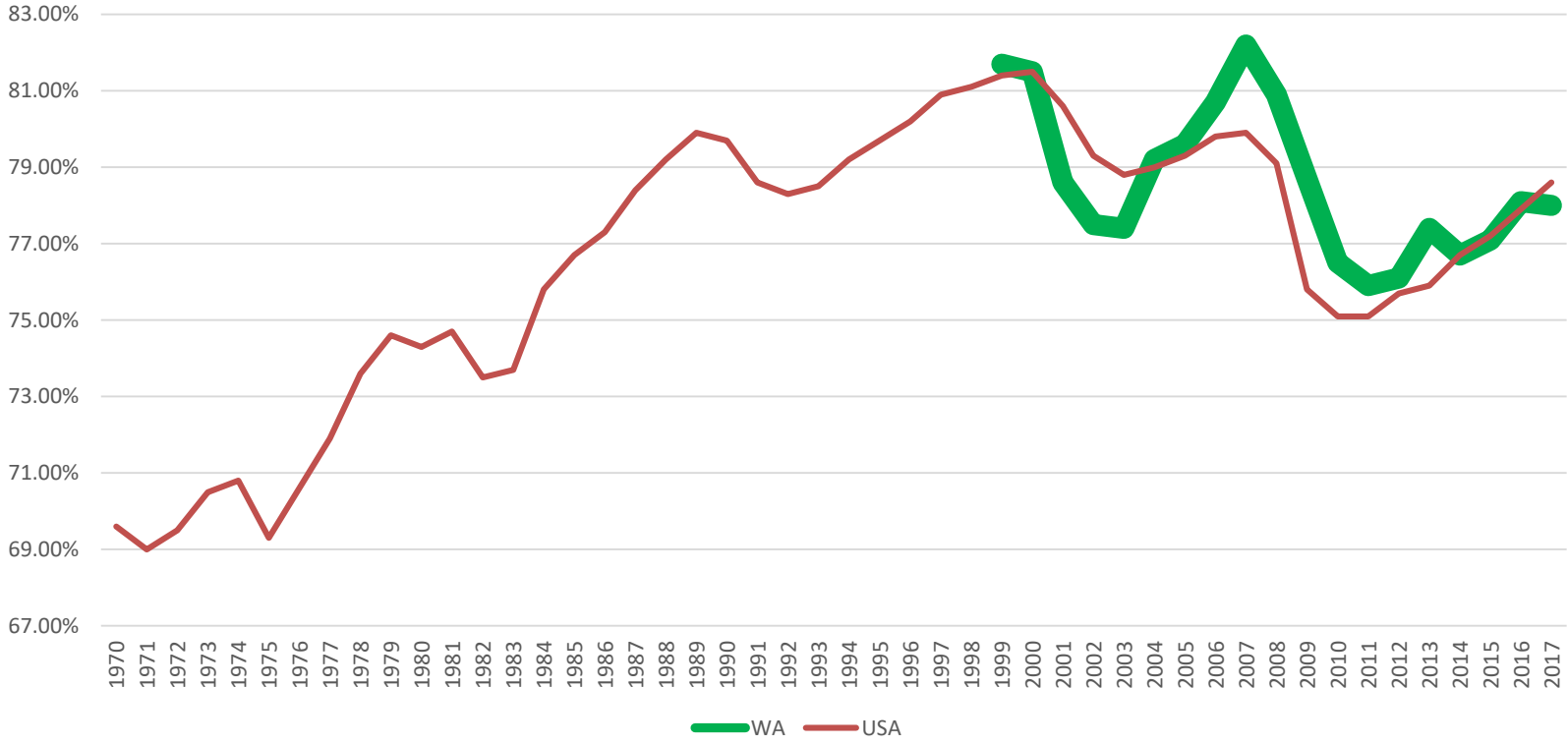


Source: U.S. Department of Labor, Bureau of Labor Statistics, Employment status of the civilian noninstitutional population, percent of population employed



WA economy: More prime-age people work

Prime Age Employment - Ages 25-54



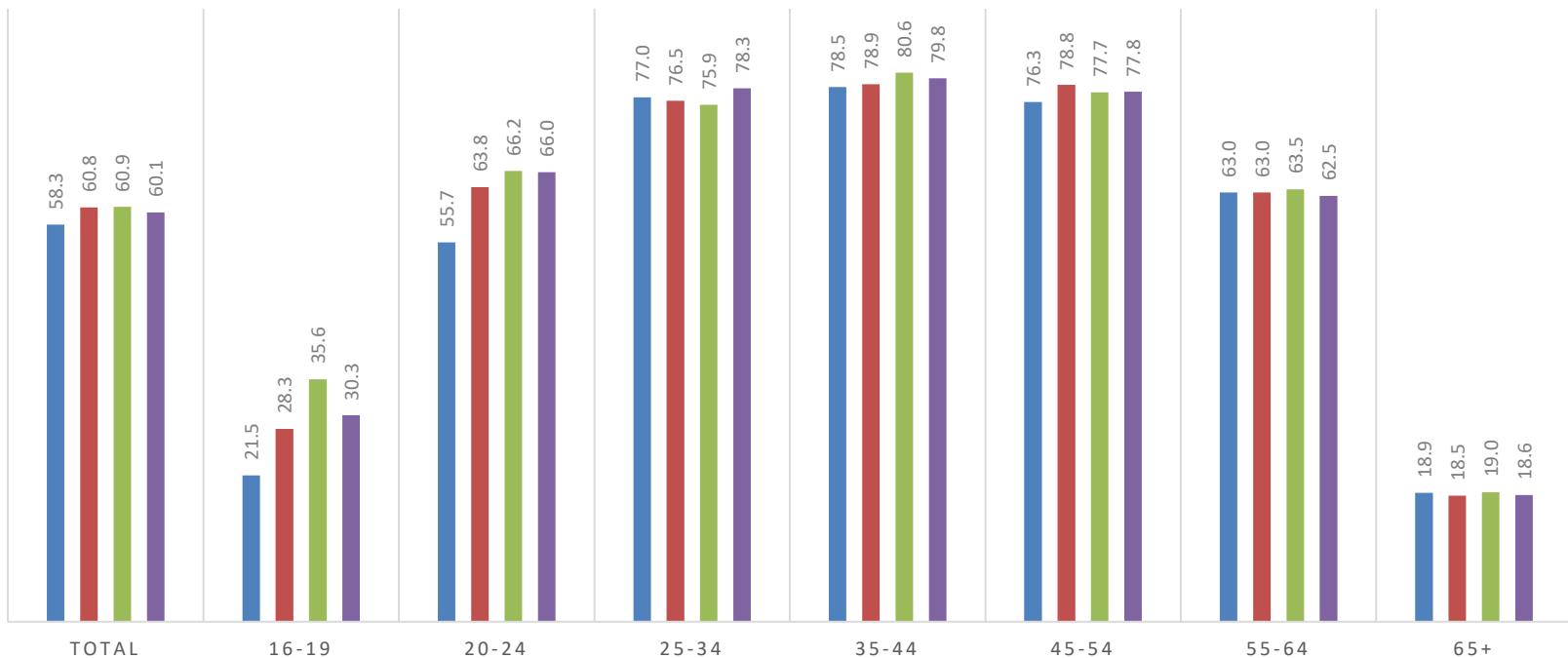
Source: U.S. Department of Labor, Bureau of Labor Statistics, Employment status of the civilian noninstitutional population, percent of ages 25-54 employed <https://www.bls.gov/lau/ex14tables.htm>



Services: WA similar rate of employment to high and low service states

2017 PERCENTAGE OF POPULATION EMPLOYED BY AGE GROUP

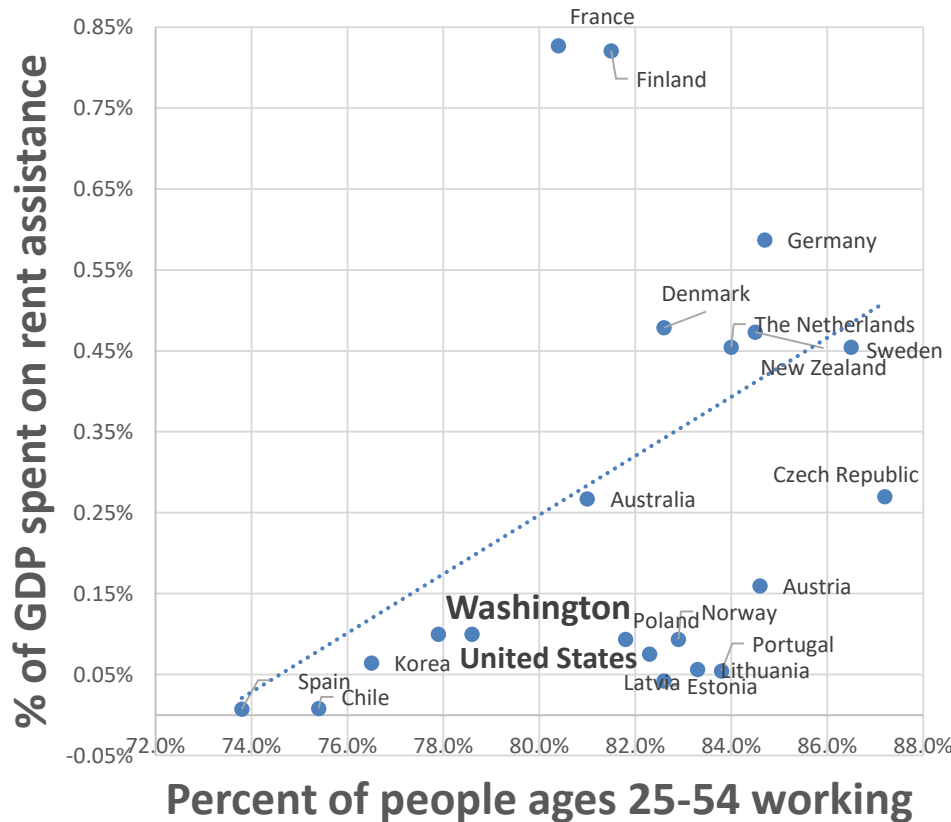
■ NY ■ Texas ■ WA ■ USA



Source: U.S. Department of Labor, Bureau of Labor Statistics, Employment status of the civilian non-institutional in states, percent of population employed

Services: More people working compatible with higher levels of housing assistance

Moderate positive relationship between spending on rent assistance and % of people working



Housing vouchers for low income households:¹

- Reduce earned income by \$109 a month (\$12,452 to \$11,140 annually)
- Reduce employment by 3.6 percentage points (61% to 57%) first eight years, no significant impact at 14 years²

Permanent vouchers vs. temporary rent assistance for homeless families:³

- Reduce families living homeless or doubled up by 16 percentage points (16% vs. 32%)
- No long term significant impact on earned income or having a job

Sources:

<https://www.oecd.org/els/family/PH3-1-Public-spending-on-housing-allowances.pdf>

<https://data.oecd.org/emp/employment-rate-by-age-group.htm#indicator-chart>

<https://www.cbpp.org/sites/default/files/atoms/files/4-13-11-hous-WA.pdf>

1 - The Effects of Housing Assistance on Labor Supply, Jacob et al, 2008, <http://www.nber.org/papers/w14570.pdf>

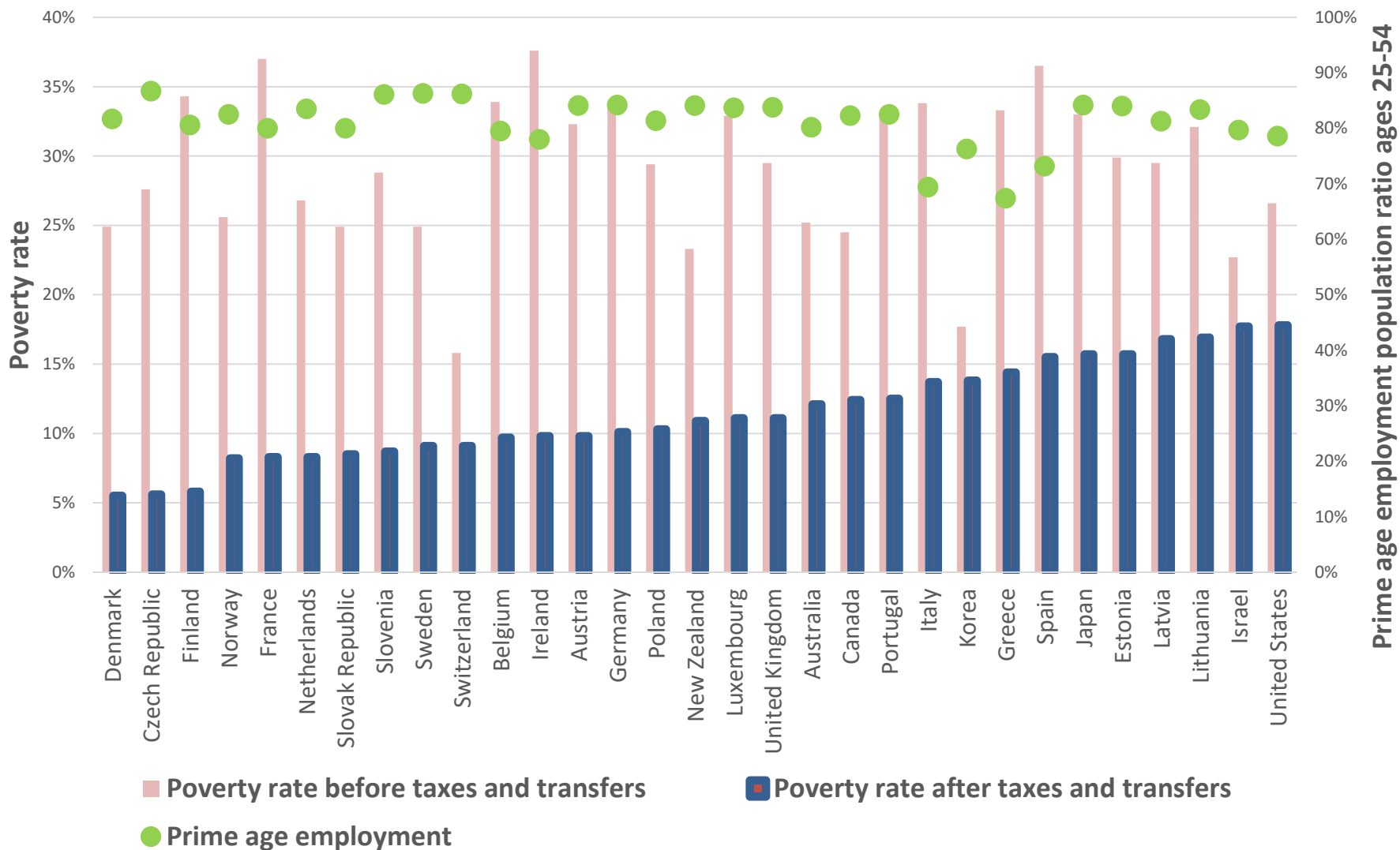
2 - The Impact of Housing Assistance on Child Outcomes: Evidence From a Randomized Housing Lottery, Jacob et al, 2015, page 501 <https://harris.uchicago.edu/files/inline-files/OJE%20housing%20vouchers%20and%20kid%20outcomes%202015.pdf>

3 - HUD Family Options Study 3-Year Impacts, pages 76 and 81, <https://www.huduser.gov/portal/sites/default/files/pdf/Family-Options-Study-Full-Report.pdf>

3 - HUD Family Options Study 3-Year Impacts, pages 76 and 81, <https://www.huduser.gov/portal/sites/default/files/pdf/Family-Options-Study-Full-Report.pdf>



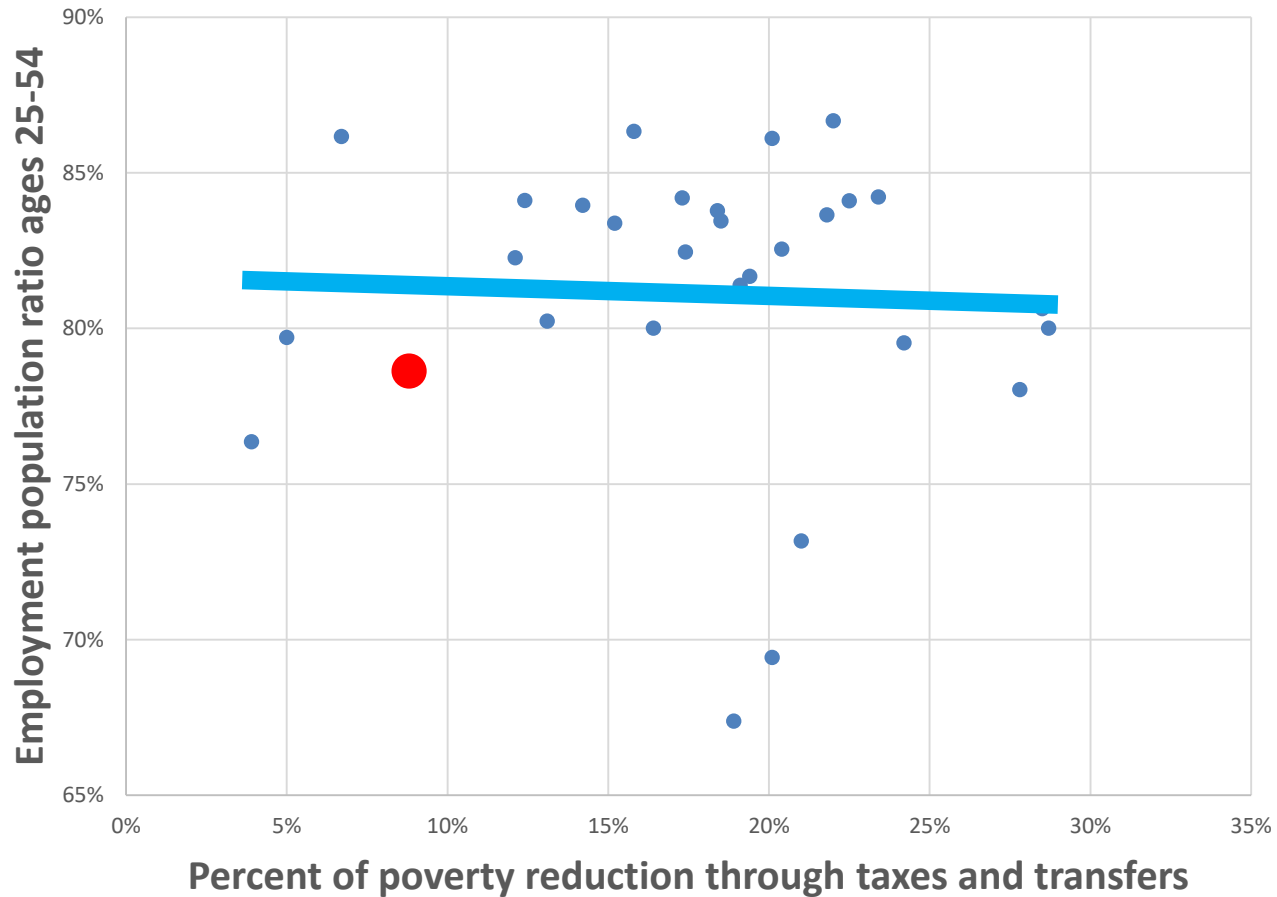
Taxes and transfers to reduce poverty not associated with less work



Sources:
 OECD prime age employment 2017 - <https://data.oecd.org/emp/employment-rate-by-age-group.htm#indicator-chart>
 OECD pre and post taxes and transfers, poverty line 50% - <https://stats.oecd.org/Index.aspx?DataSetCode=IDD>



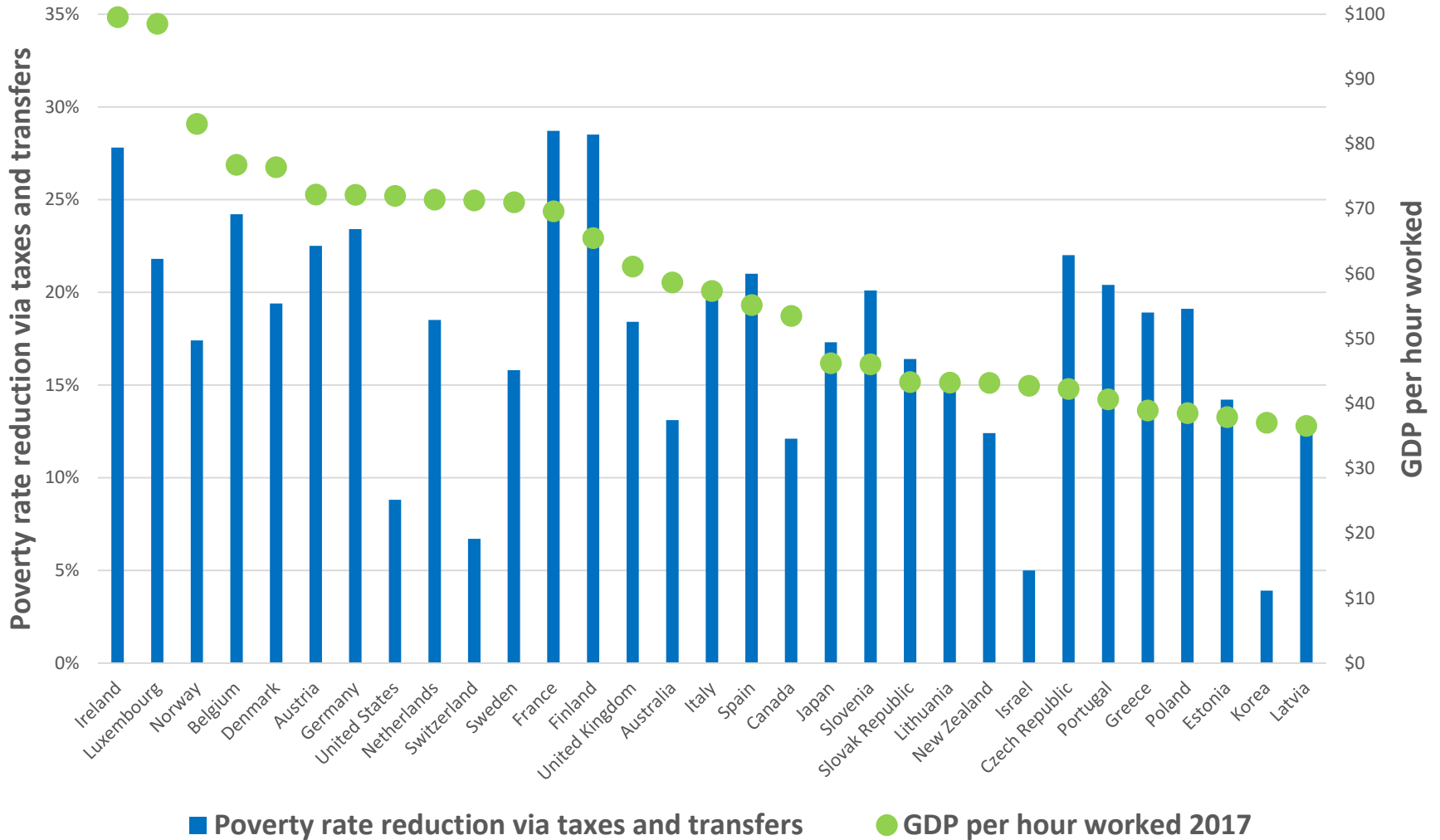
Taxes and transfers to reduce poverty not associated with less work, correlation -0.04



Sources:
OECD prime age employment 2017 - <https://data.oecd.org/emp/employment-rate-by-age-group.htm#indicator-chart>
OECD pre and post taxes and transfers, poverty line 50% - <https://stats.oecd.org/Index.aspx?DataSetCode=IDD>



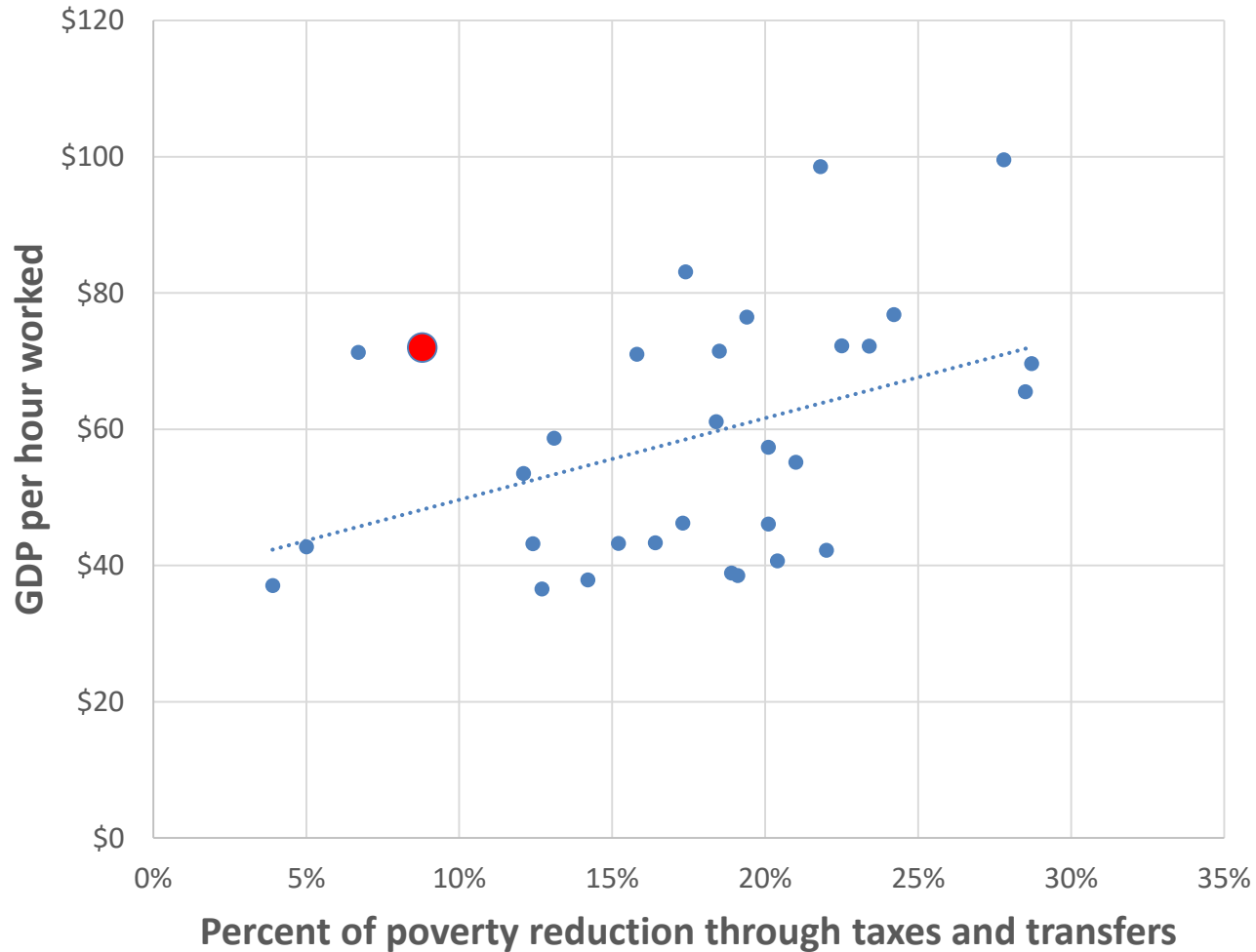
Taxes and transfers to reduce poverty not associated with less productivity



Sources:
 OECD pre and post taxes and transfers, poverty line 50% - <https://stats.oecd.org/Index.aspx?DataSetCode=IDD>
 OECD GDP per hour worked 2017 - https://stats.oecd.org/Index.aspx?DataSetCode=PDB_LV#



Taxes and transfers to reduce poverty not associated with less productivity



Sources:
OECD pre and post taxes and transfers, poverty line 50% - <https://stats.oecd.org/Index.aspx?DataSetCode=IDD>
OECD GDP per hour worked 2017 - https://stats.oecd.org/Index.aspx?DataSetCode=PDB_LV#



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Families: WA families above average and improving



2012 to 2017:

Family stability increasing

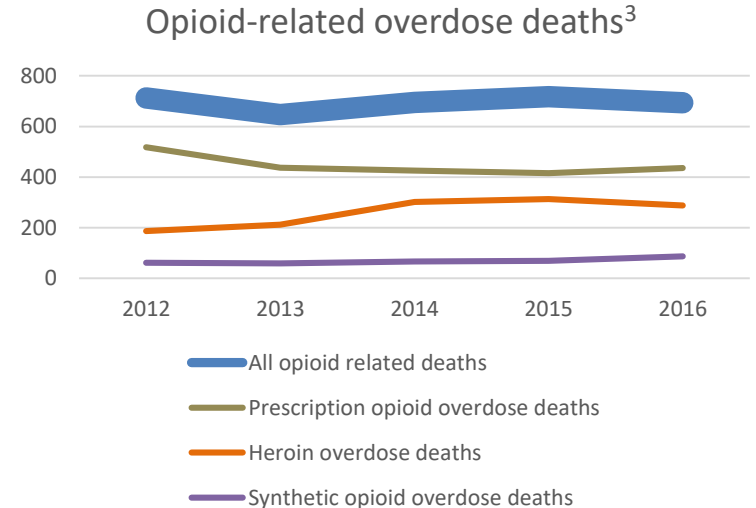
- Divorce, domestic violence, and teenage pregnancy declined
- Percentage of children in married couple households increased - WA ranked #8
- Percentage of married couple households increased – WA ranked #14

Alcohol and drug dependence: A mixed picture

Since 2012:

WA ranks 18th in substance use disorder ²

1. Alcohol use disorder declined, ranked 29th ²
2. Overall illicit drug dependence may be stable, ranked 11th ^{1, 2}
3. Ranked 13th in pain reliever use disorder, and 12th in heroin use ²
4. Opioids continue to be a crisis, WA ranks 32nd in prevalence of drug overdose deaths ⁴



Sources:

1 - SAMHSA, Center for Behavioral Health Statistics and Quality, National, Survey on Drug Use and Health, Table 106, Washington State, 2010-11 report compared to 2014 report

2 - Rank derived from 2015-2016 National Survey on Drug Use and Health: Model-Based Prevalence. Estimates 50 States; trend derived from National Survey on Drug Use and Health: Comparison of 2008-2009 and 2014-2015 Population Percentages 50 States

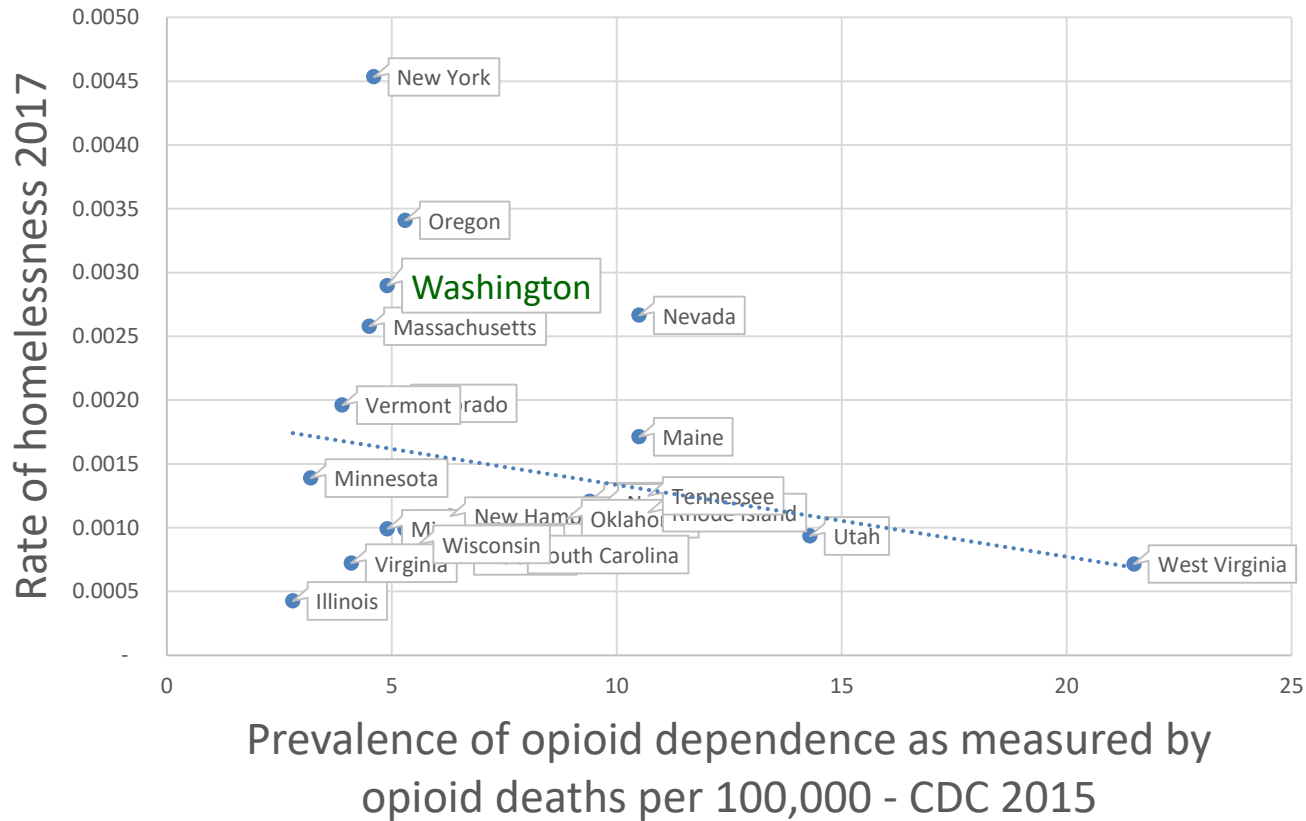
3 - DOH: <https://www.doh.wa.gov/Portals/1/Documents/Pubs/346-083-SummaryOpioidOverdoseData.pdf>

4 - CDC: <https://www.cdc.gov/mmwr/volumes/65/wr/mm655051e1.htm>



Department of Commerce

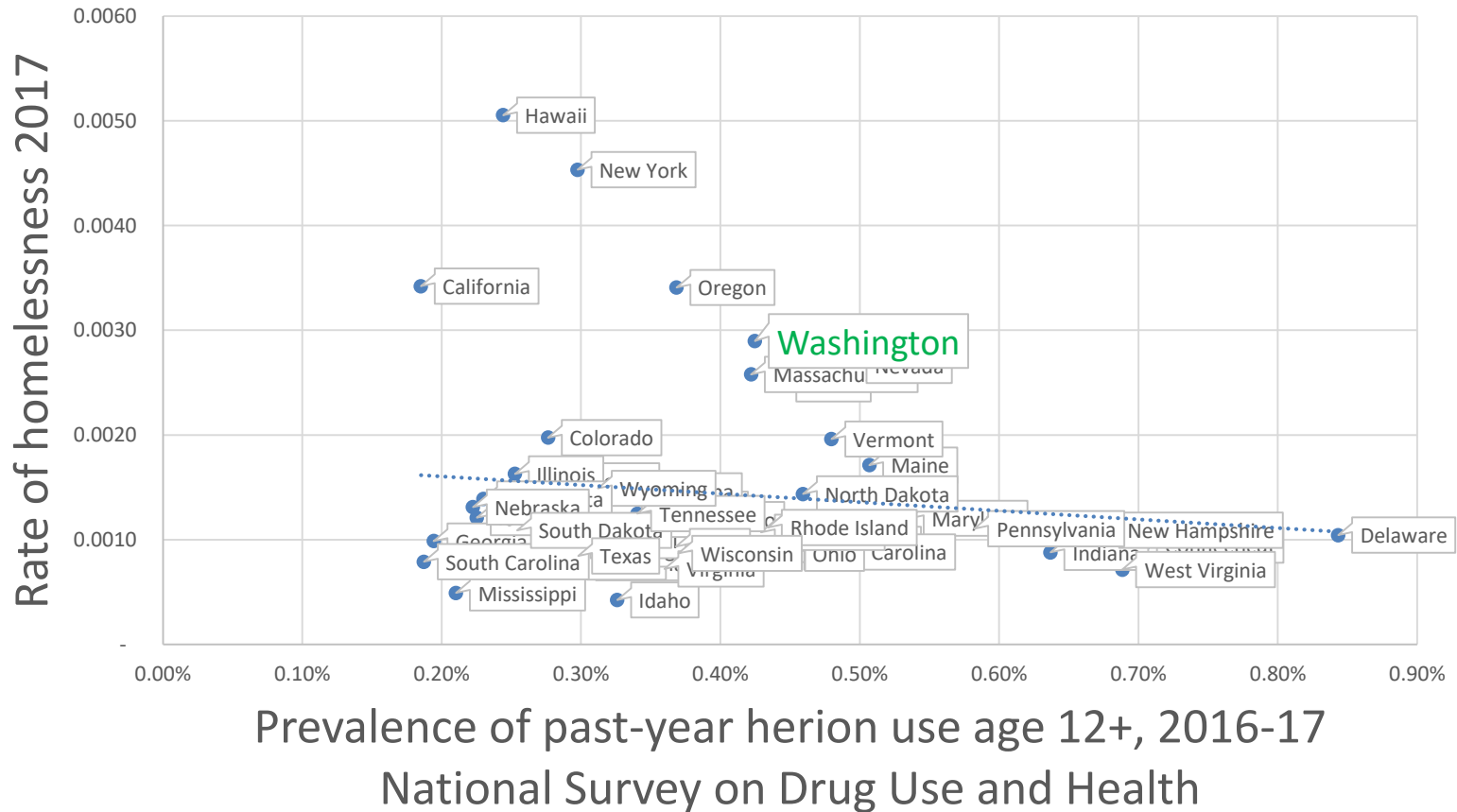
Relationship between prevalence of opioid use and homelessness



Sources:
 Increases in Drug and Opioid-Involved Overdose Deaths – United States, 2010-2015: <https://www.cdc.gov/mmwr/volumes/65/wr/mm655051e1.htm>
 HUD Annual Homeless Assessment Report AHAR: <https://www.hudexchange.info/homelessness-assistance/ahar/#2017-reports>



Relationship between prevalence of opioid use and homelessness



Sources:

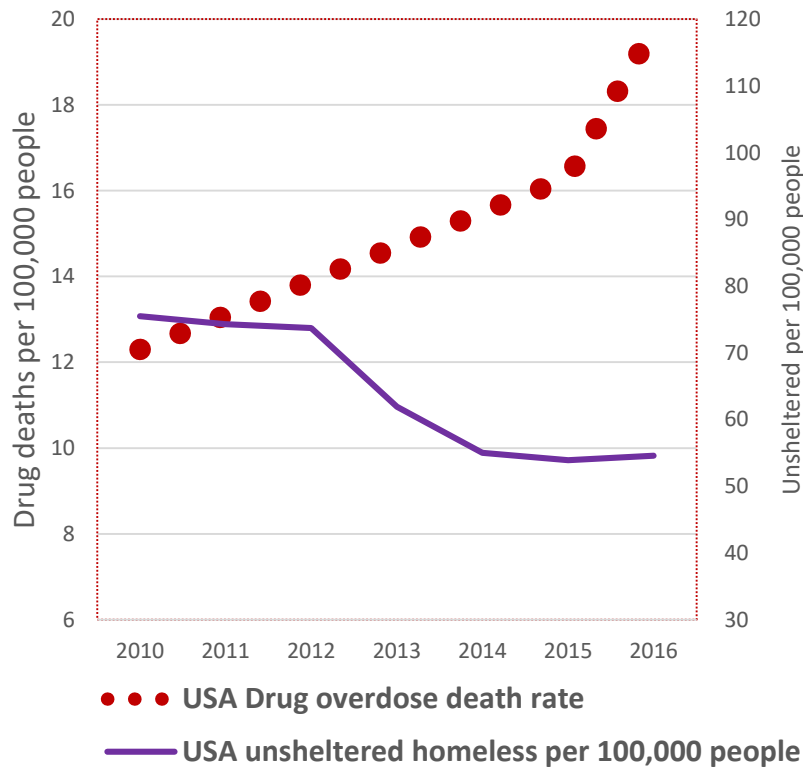
2016-17 NSDUH: <https://www.samhsa.gov/data/report/2016-2017-nsduh-state-prevalence-estimates>

HUD Annual Homeless Assessment Report AHAR: <https://www.hudexchange.info/homelessness-assistance/ahar/#2017-reports>

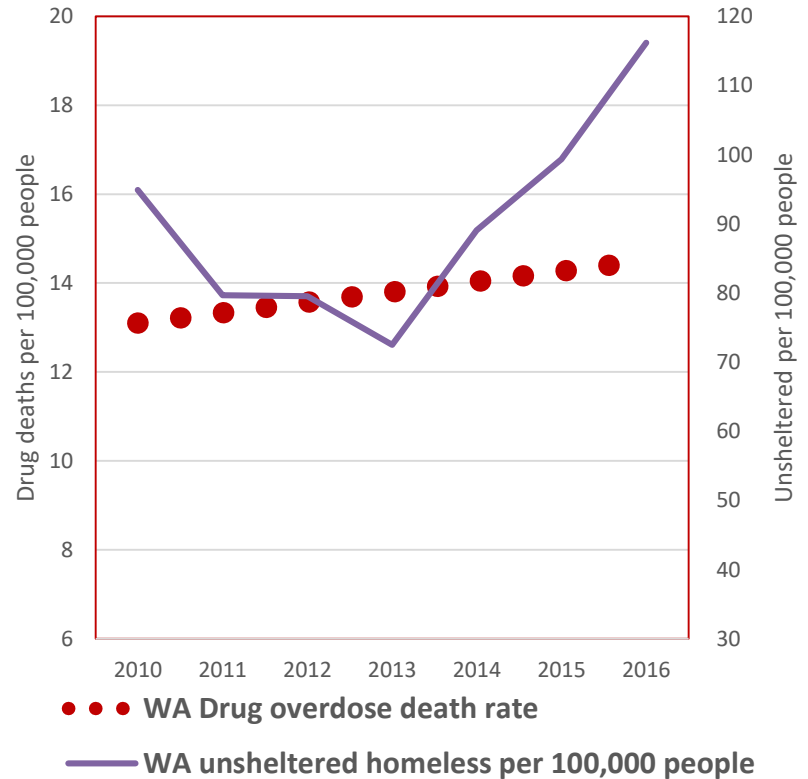


Drug and homelessness trends – USA vs. WA

USA: Drug overdose deaths increased, unsheltered homelessness decreased



WA: Drug overdose deaths increased less than in US, unsheltered homelessness increased



Sources:

Drug Overdose Deaths in the United States, 1999-2016: <https://www.cdc.gov/nchs/products/databriefs/db294.htm>

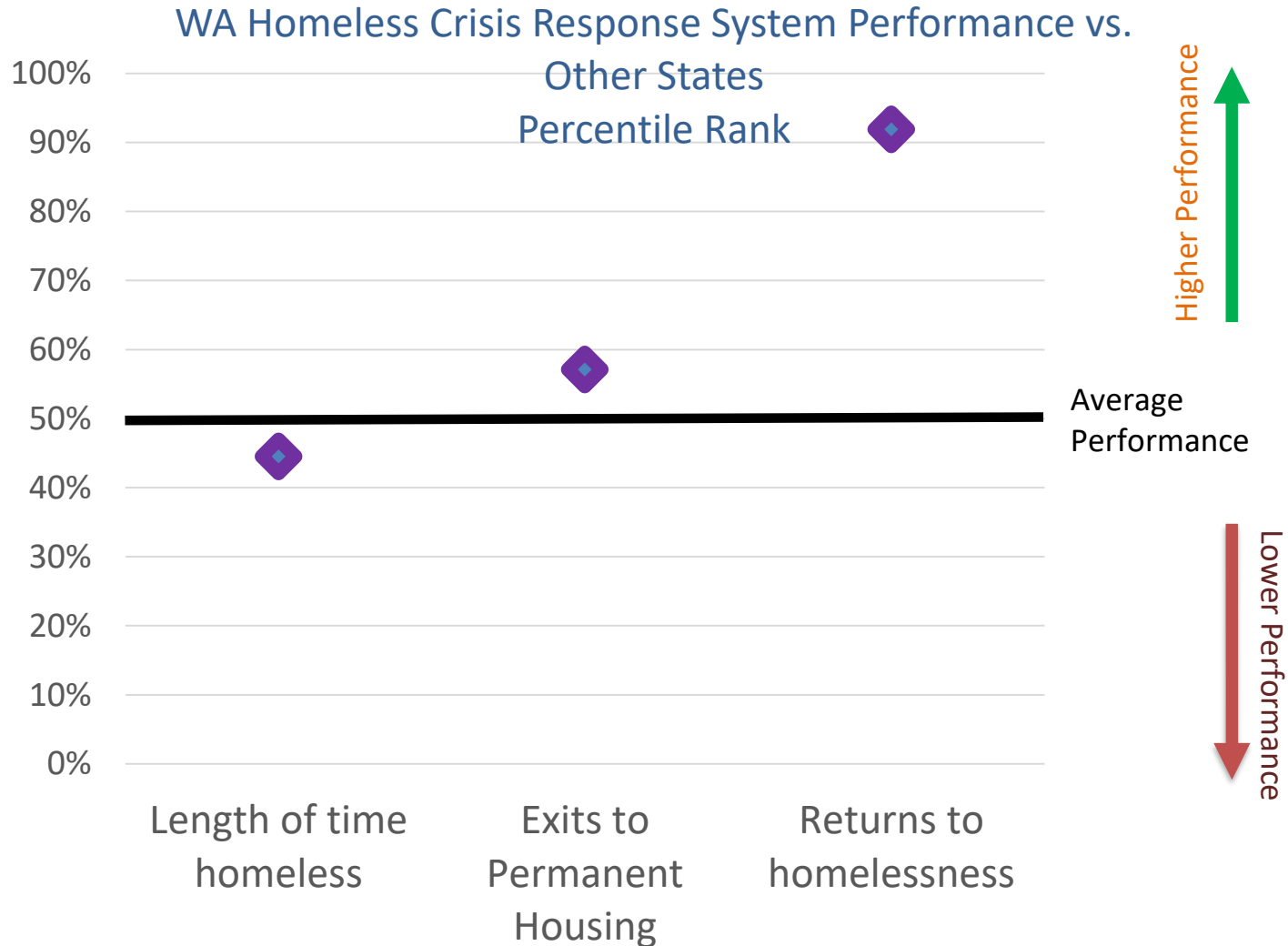
Increases in Drug and Opioid-Involved Overdose Deaths – United States, 2010-2015: <https://www.cdc.gov/mmwr/volumes/65/wr/mm65051e1.htm>

Drug Overdoes Death Data: <https://www.cdc.gov/drugoverdose/data/statedeaths.html>

HUD Annual Homeless Assessment Report AHAR: <https://www.hudexchange.info/homelessness-assistance/ahar/#2017-reports>



WA Homeless Crisis Response System Performance: Above Average



Sources: 2017 Data <https://www.hudexchange.info/resource/5691/system-performance-measures-data-since-fy-2015/>

WA Homeless Crisis Response System Performance: Ranked 9th

	Length of time homeless, percentile rank (higher is better)	Exits to permanent housing, percentile rank (higher is better)	Returns to homelessness, percentile rank vs. other states (higher is better)	Combined percentile rank (higher is better)	Rank
TN	70%	88%	90%	83%	1
LA	67%	90%	84%	80%	2
MT	22%	100%	100%	74%	3
ID	56%	78%	88%	74%	4
PA	37%	82%	86%	68%	5
VT	26%	98%	80%	68%	6
VA	74%	69%	59%	68%	7
OH	82%	92%	25%	66%	8
WA	45%	57%	92%	65%	9
NM	87%	29%	65%	60%	10
IN	59%	61%	55%	59%	11
WI	80%	84%	12%	59%	12
AR	83%	24%	67%	58%	13
WV	89%	80%	6%	58%	14
MI	91%	76%	8%	58%	15
MD	32%	65%	78%	58%	16
SC	54%	47%	69%	57%	17
NH	30%	63%	74%	55%	18
NC	41%	67%	57%	55%	19
GA	33%	53%	76%	54%	20
NY	58%	71%	31%	53%	21

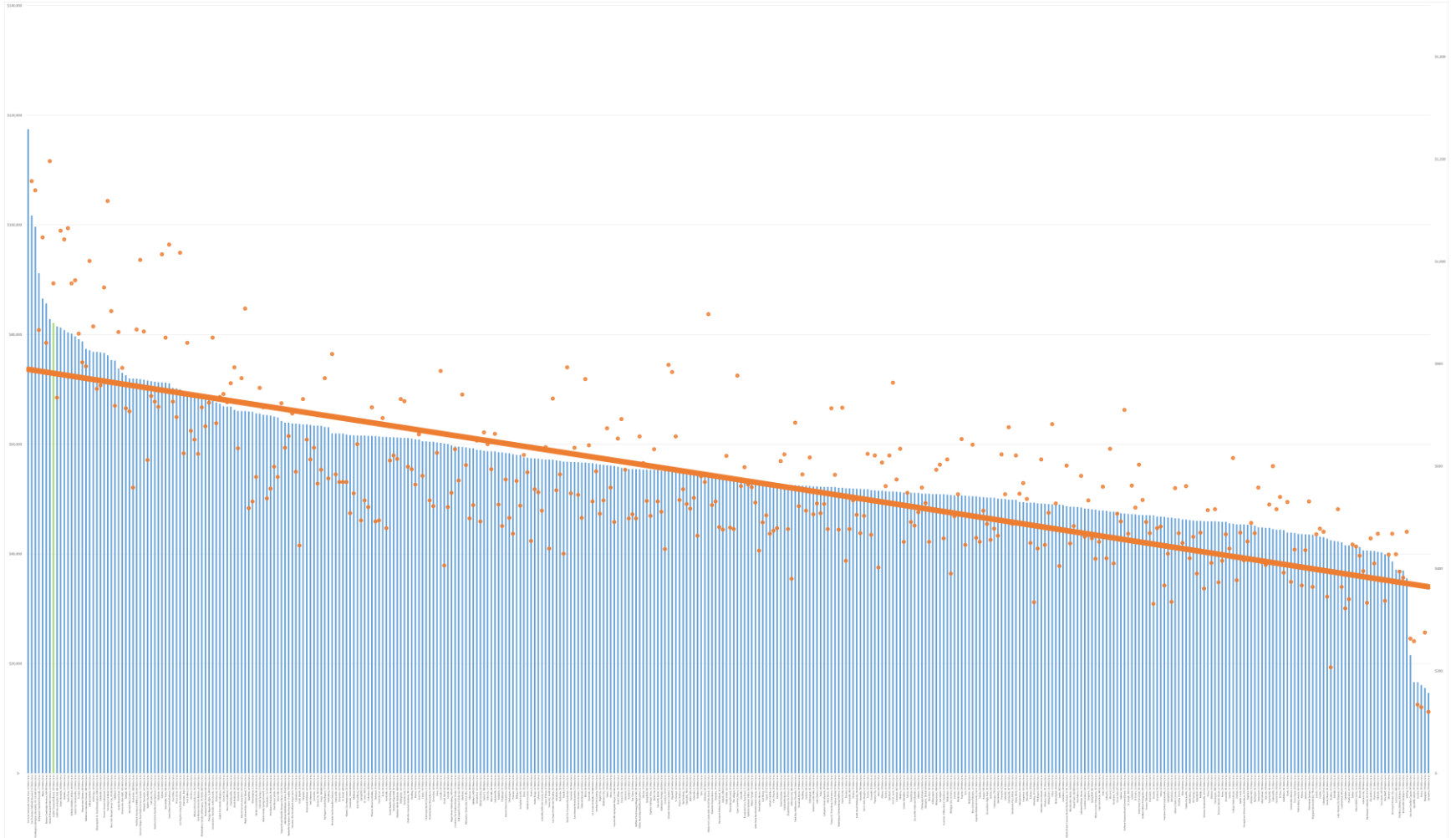
Sources: 2017 Data <https://www.hudexchange.info/resource/5691/system-performance-measures-data-since-fy-2015/>

Why are rents increasing?



Incomes strong driver of rent, but housing supply is a factor

Higher incomes associated with higher rents – 0.83 correlation all MSAs income vs. lower quartile rents

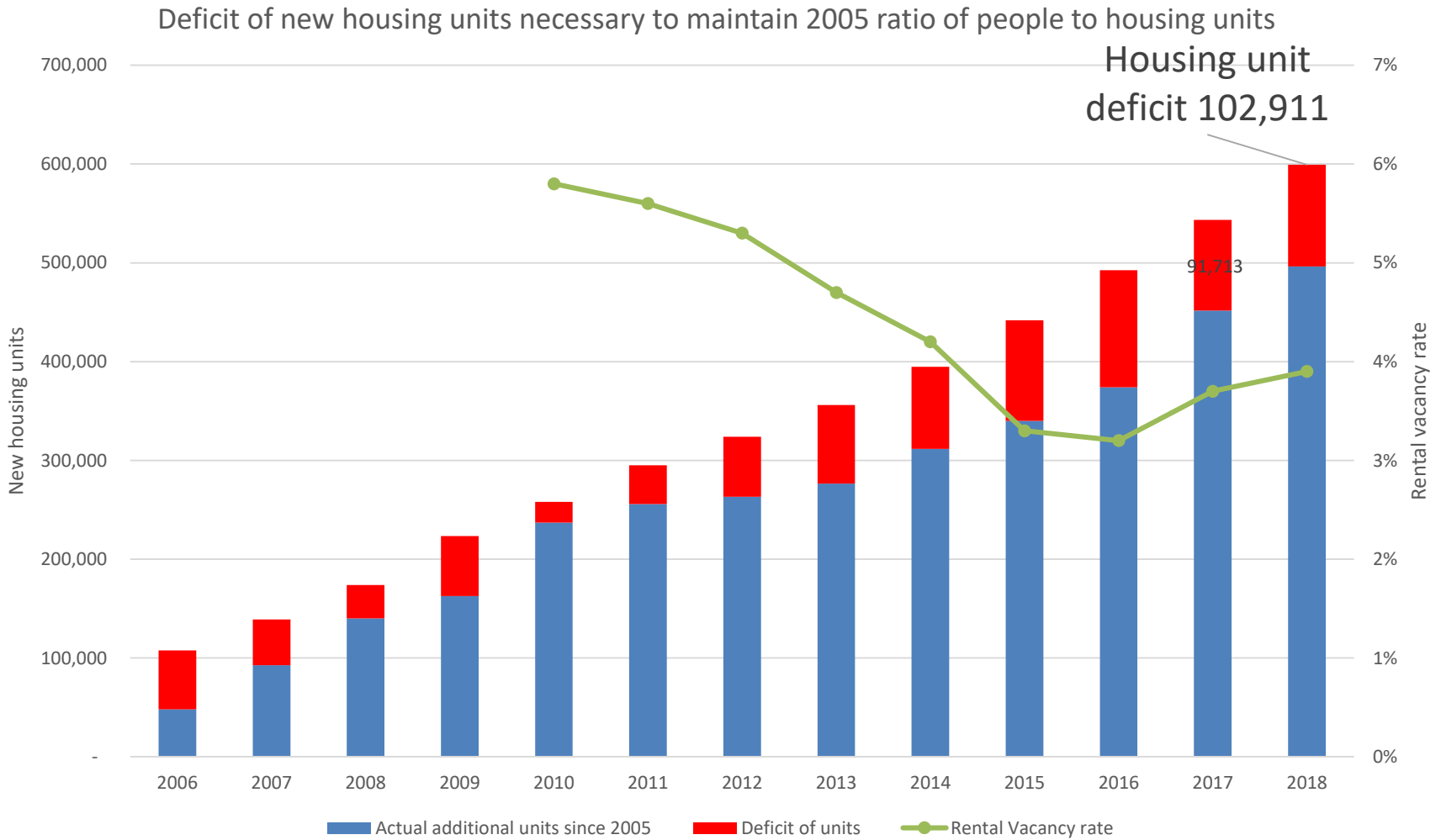


Source: American Community Survey 1-Year Estimates



Department of Commerce

Since 2005 in WA: Population +23%, Housing units +19%



Source: American Community Survey 1-Year Estimates

http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_14_1YR_DP04&prodType=table

https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_16_1YR_B25001&prodType=table

https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_16_1YR_S0101&prodType=table



WA rental vacancy lowest in the US in 2017 ¹

	2010	2012	2014	2015	2016	2017
United States	8.2%	6.8%	6.3%	5.9%	5.9%	6.2%
California	5.9%	4.5%	3.9%	3.3%	3.3%	3.5%
Massachusetts	5.8%	4.5%	4.0%	3.5%	4.0%	3.9%
Oregon	5.6%	4.7%	3.6%	3.6%	3.2%	3.8%
Texas	10.6%	8.5%	7.3%	7.0%	7.7%	8.5%
Washington	5.8%	5.3%	4.2%	3.3%	3.2%	3.7%
Clark County	8.2%	3.4%	2.4%	2.2%	3.0%	3.7%
Clallam County	11.4%	11.3%	6.1%	3.5%	1.8%	3.2%
King County	5.2%	4.1%	2.5%	2.6%	2.7%	3.5%
Pierce County	6.6%	5.4%	5.7%	3.3%	2.0%	4.7%
Spokane County	4.0%	7.2%	5.5%	3.7%	3.7%	2.4%
Yakima County	3.1%	4.5%	5.1%	3.6%	2.2%	2.3%
Whatcom County	3.9%	5.5%	4.1%	1.8%	1.8%	2.6%
Thurston County	4.0%	5.5%	5.9%	3.5%	4.7%	4.3%
Seattle	4.0%	3.5%	1.2%	2.7%	2.5%	3.9%
San Francisco	4.4%	2.8%	2.5%	2.5%	3.0%	3.5%
Atlanta	16.4%	8.6%	9.3%	6.6%	6.4%	7.6%
Houston	15.9%	11.2%	7.2%	7.7%	7.7%	10.4%

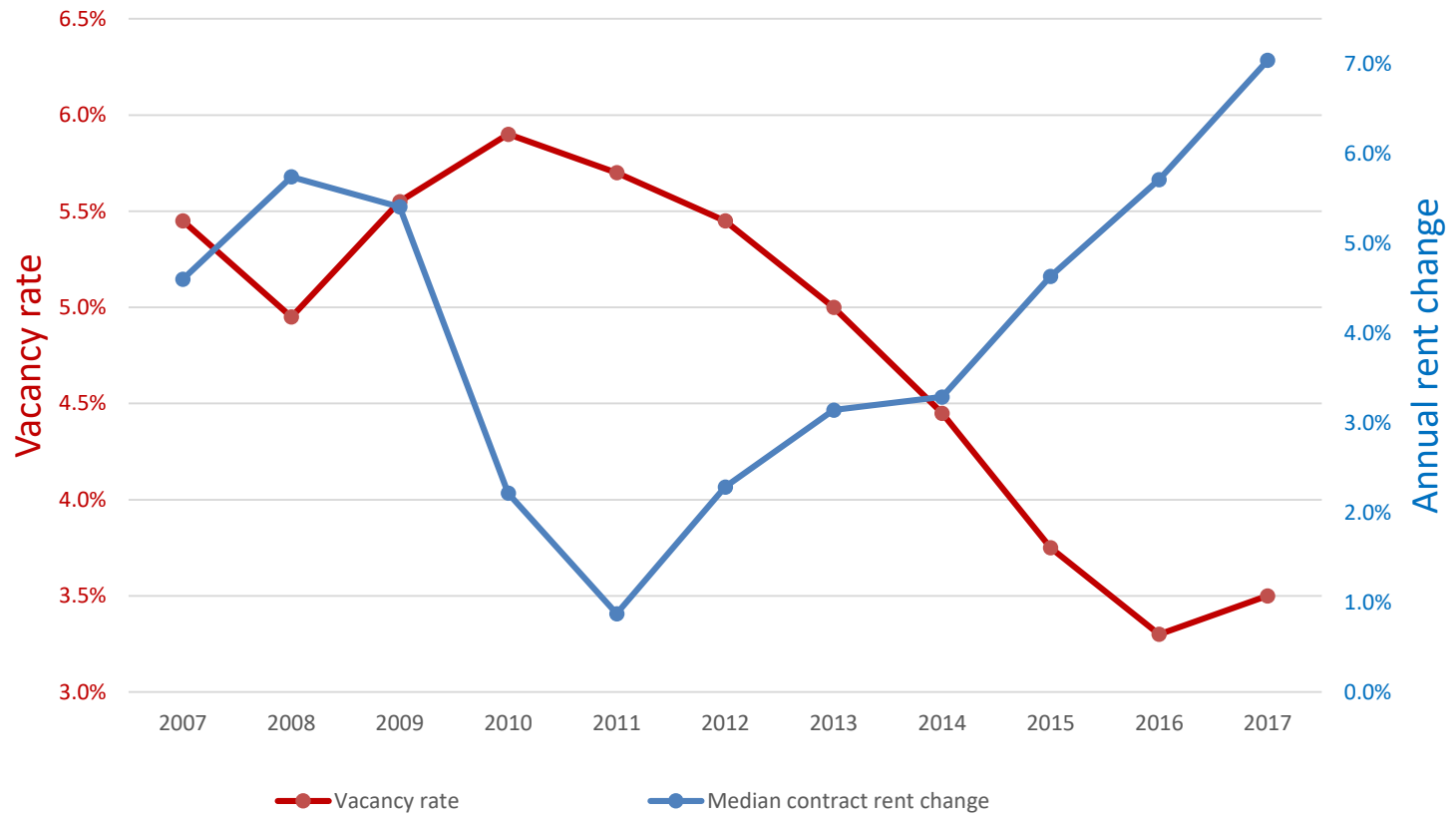
A vacancy rate between 5% and 7% is considered the balanced, or “natural” rate ²

Sources: American Community Survey 1-Year Estimates, Table DP04
 1 – U.S. Census Bureau Vacancy and Homeownership rates by State
 2 - <http://www.jchs.harvard.edu/sites/jchs.harvard.edu/files/w07-7.pdf>
http://pages.jh.edu/jrer/papers/pdf/past/vol32n04/03.413_434.pdf

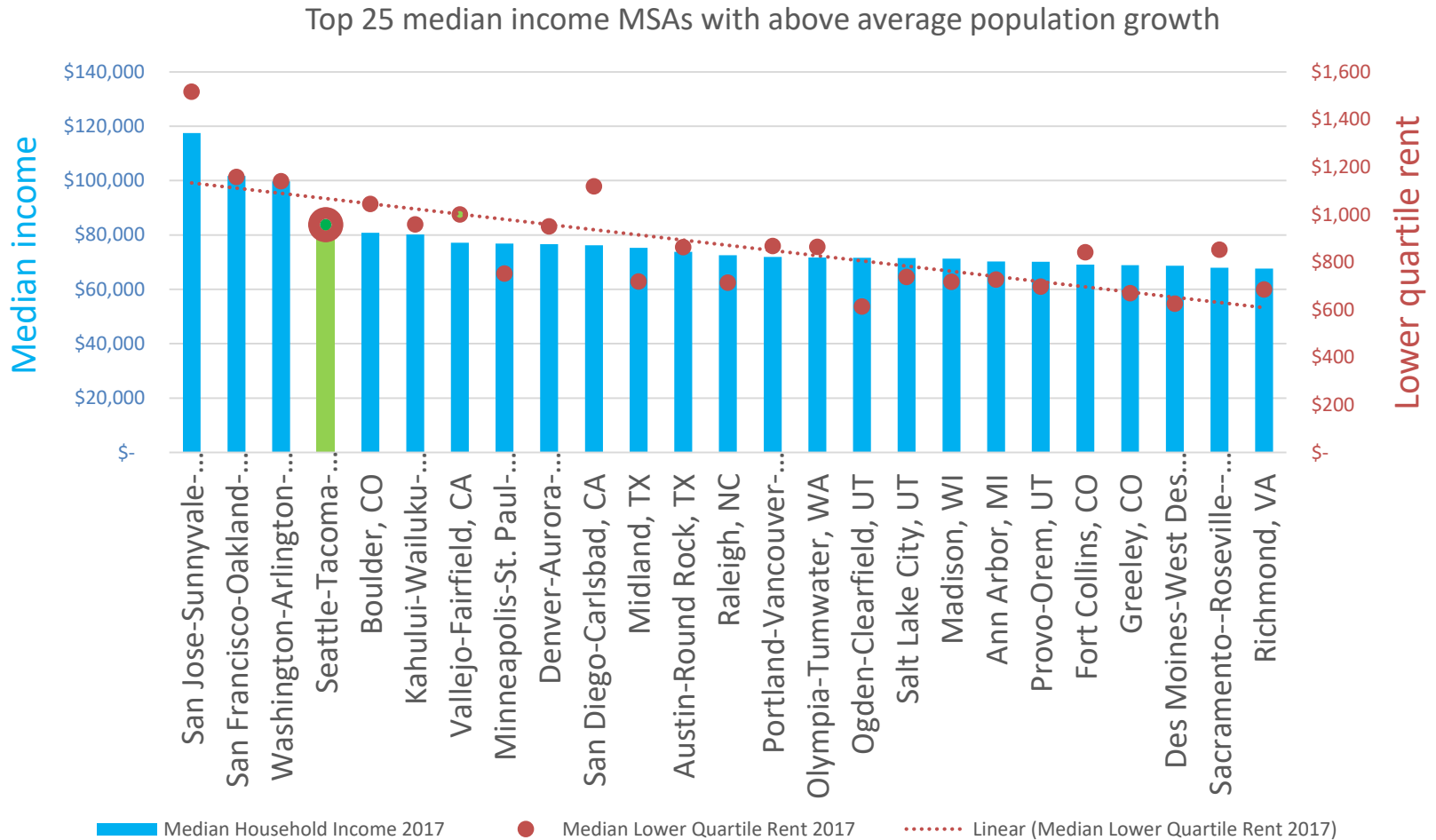


Vacancy rates and rent increases are inversely related

Relationship between vacancies and rents - WA



Higher incomes associated with higher rents – 0.87 correlation growing high income MSAs

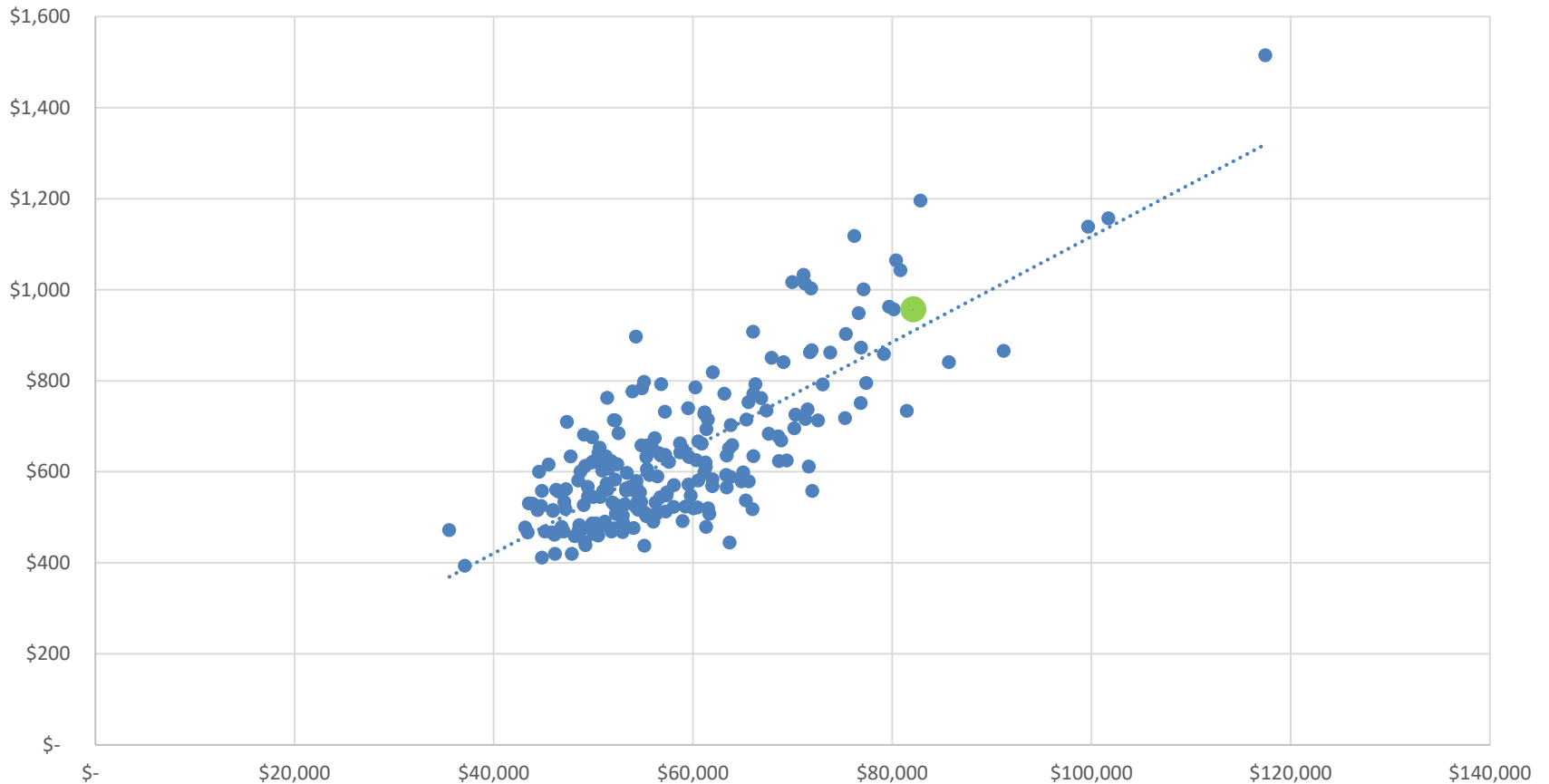


Source: American Community Survey 1-Year Estimates



Department of Commerce

Lower quartile rents strongly associated with median incomes – 0.80 correlation above average growth MSAs



Source: American Community Survey 1-Year Estimates, 2017



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Incomes vs. Rents – Differences between lower and higher rent burdened communities

Lower quartile rents as percent of median income among top 50 high income above average growing MSAs

10 Lowest rent burdens

Rochester, MN Metro Area	\$ 71,985	9.3%
Appleton, WI Metro Area	\$ 65,990	9.4%
Ogden-Clearfield, UT Metro Area	\$ 71,629	10.3%
Worcester, MA-CT Metro Area	\$ 69,412	10.8%
California-Lexington Park, MD Metro Area	\$ 81,495	10.8%
Des Moines-West Des Moines, IA Metro Area	\$ 68,649	10.9%
Bridgeport-Stamford-Norwalk, CT Metro Area	\$ 91,198	11.4%
Midland, TX Metro Area	\$ 75,266	11.4%
Bismarck, ND Metro Area	\$ 66,087	11.5%
Greeley, CO Metro Area	\$ 68,884	11.7%

10 Highest rent burdens

Boulder, CO Metro Area	\$ 80,834	15.5%
Vallejo-Fairfield, CA Metro Area	\$ 77,133	15.6%
Santa Rosa, CA Metro Area	\$ 80,409	15.9%
Naples-Immokalee-Marco Island, FL Metro Area	\$ 66,048	16.5%
San Luis Obispo-Paso Robles-Arroyo Grande, CA Metro	\$ 71,880	16.7%
Salinas, CA Metro Area	\$ 71,274	17.1%
Oxnard-Thousand Oaks-Ventura, CA Metro Area	\$ 82,857	17.3%
Santa Maria-Santa Barbara, CA Metro Area	\$ 71,106	17.4%
Los Angeles-Long Beach-Anaheim, CA Metro Area	\$ 69,992	17.4%
San Diego-Carlsbad, CA Metro Area	\$ 76,207	17.6%

Sources:

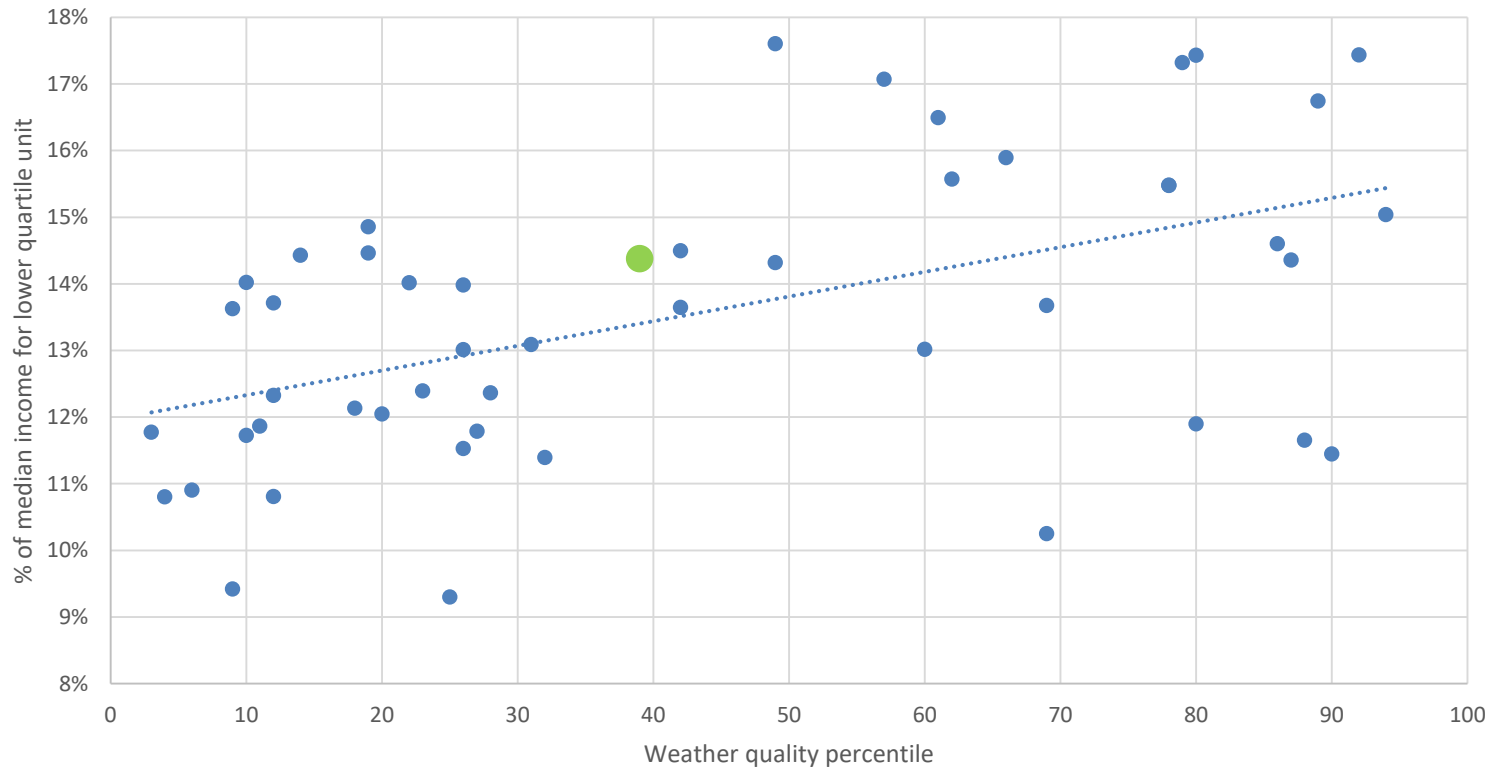
American Community Survey 1-Year Estimates, 2017



Department of Commerce

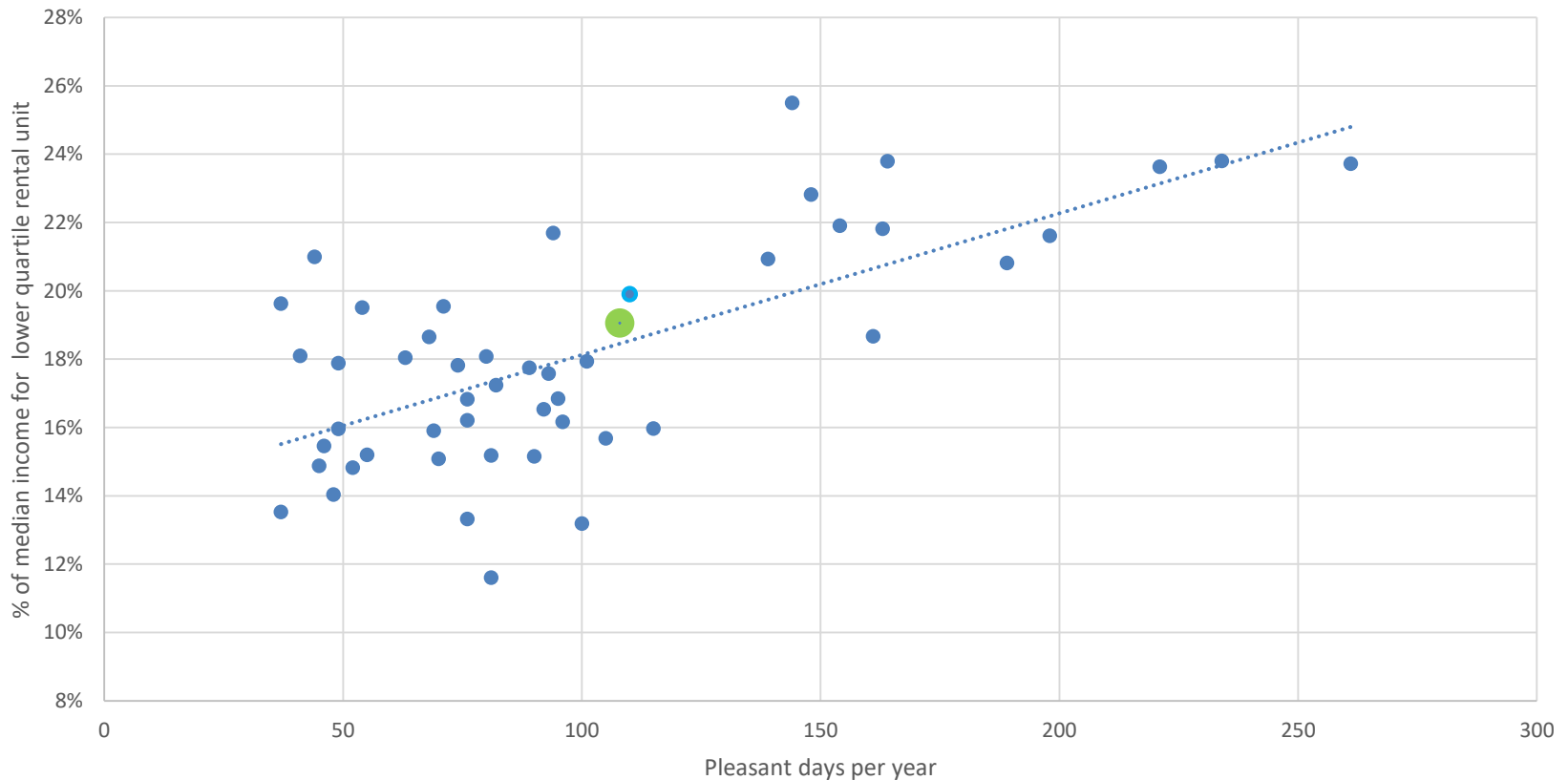
Variation in % of income for rent partially explained by quality of weather: 0.51 correlation

Seattle-Tacoma-Bellevue MSA lower quartile rent +8% higher than would be predicted by quality of weather



Variation in % of income for rent partially explained by quality of weather: 0.60 correlation

Seattle-Tacoma-Bellevue MSA lower quartile rent +2% higher than would be predicted by quality of weather



Sources:

American Community Survey 1-Year Estimates

Zillow Pleasant Days, <https://www.zillow.com/research/pleasant-days-methodology-8513/>



Department of Commerce

What works to reduce homelessness?



Prediction vs. reality of rents and related homelessness in Washington

Correlation between median rents and homelessness: 0.70

- WA Predicted homelessness based on current median rents: 0.23%
- WA Actual homelessness: 0.29%
- Difference between predicted and actual homelessness: +20%

Correlation between median incomes and median rents: 0.85

- WA Predicted median rents based on median household incomes: \$1,024
- WA Actual median rent: \$1,087
- Difference between predicted and actual median rents: +6%

Prediction vs. reality of rents and related homelessness in Washington



If WA rents matched national income/rent correlation

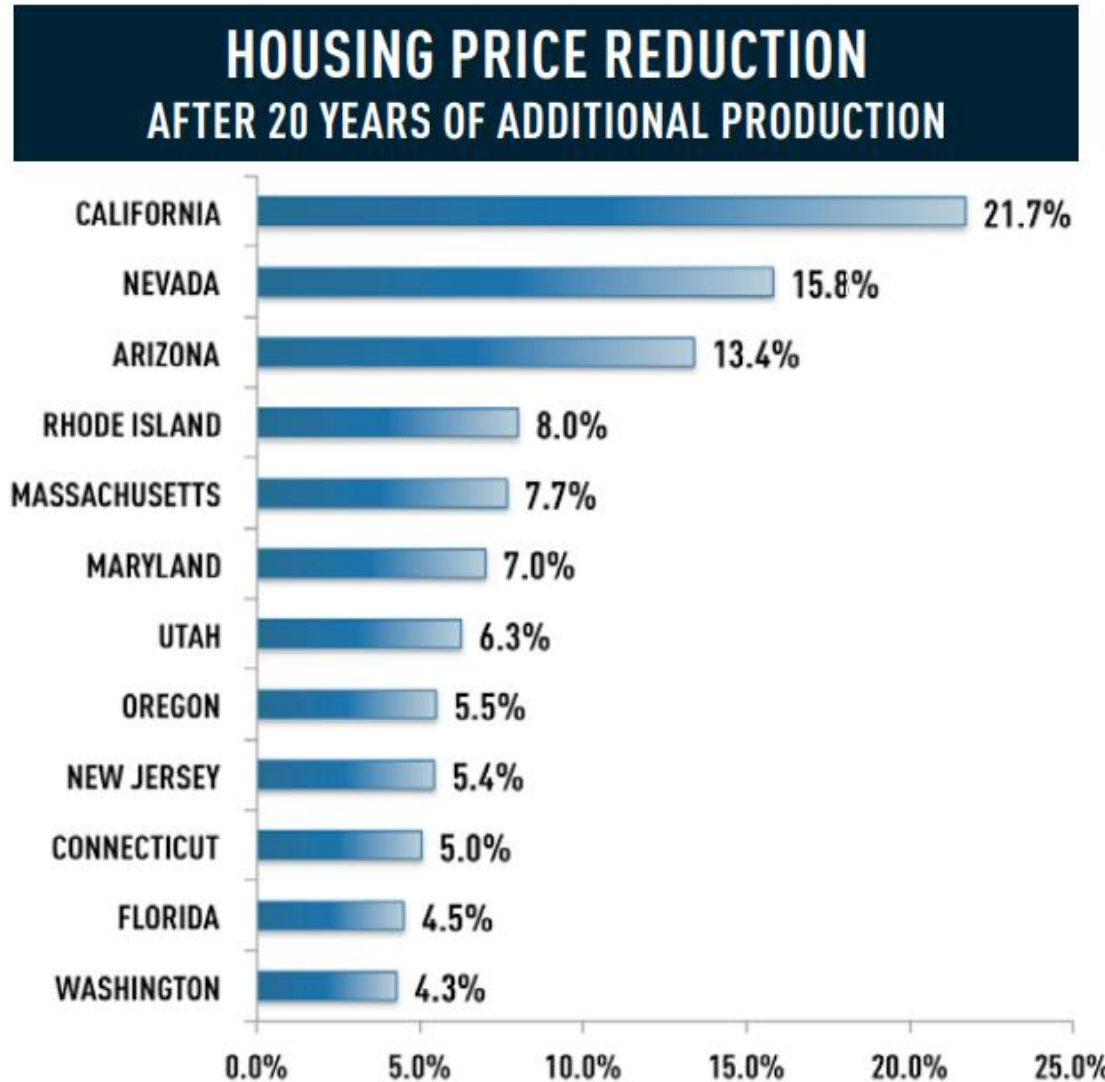
AND

WA homelessness matched rent/homelessness correlation

WA homelessness would be:

- -27%
- 0.21% of population

Model of increased unit production: Housing Prices -4.3%



Source: *Smart Growth* scenario, page 19, https://www.upforgrowth.org/sites/default/files/2018-09/housing_underproduction.pdf



Model of deregulation: Citywide rent -24%

Assuming the following deregulation of midrise development in the City of Seattle:

POLICY	CURRENT CONDITIONS	SCENARIO VALUE
Affordability Level [?]	60% AMI	120% AMI
Mandatory Housing Affordability (MHA) Fees [?]	+\$10 psf	+\$0 psf
Energy Code [?]	Silver	None
Early Community Outreach [?]	2 months	0 months
Design Review [?]	6 months	0 months
Permitting Timeline [?]	8 months	6 months
Floorplate Restriction [?]	12,500 SF	15,000 SF
Open Space Requirements [?]	20%	0%
Parking Requirements [?]	0.7 units/space	0 units/space
Annual Property Tax Increase	4%	0%

Citywide rent one-bedroom unit: \$2,297 -> \$1,743 (-24%)
 New mid-rise project rent one-bedroom: \$2,460 -> \$2,127 (-14%)

Model of “incremental pro-housing polices”: Citywide rent -6%

Assuming the following deregulation in the City of Seattle:

FIGURE 5: SCENARIO – INCREMENTAL PRO-HOUSING POLICIES

Rent Shift		-8%	(\$190)
CURRENT CONDITIONS RENT			\$2,460
		POLICY SHIFTS	
Parking Costs	-\$10	Parking ratio reduced from 0.7 to 0.5 spaces per apartment	
Open Space Requirements	-\$36	15% Open Space Requirement (from 20%)	
State Real Estate Excise Tax	-\$9	No Real Estate Excise Tax at sale (from 1.3%)	
Annual Property Tax Increase	-\$42	2% Annual Tax Increase (from 4%)	
MHA Fees	-\$5	MHA fees reduced to \$6 psf (from \$10)	
Timeline Cost	-\$88	6 month total permitting process (from 18 months)	
RESULTING RENT			\$2,270

Citywide rent one-bedroom unit: \$2,351 -> \$2,209 (-6%)
 New project rent one-bedroom: \$2,460 -> \$2,270 (-8%)



President Trump's model of deregulation : Rent -23%

Table 2. Reduction in Rental Home Prices and Homelessness from Deregulating Housing Markets, by Metropolitan Area

Metropolitan area	Percent change in rent	Current homeless population	Change in homeless population	Percent change in homeless population
San Francisco	-55%	16,920	-9,133	-54%
Honolulu	-51%	4,495	-2,262	-50%
Oxnard	-41%	1,308	-519	-40%
Los Angeles	-41%	57,720	-22,861	-40%
San Diego	-39%	8,576	-3,280	-38%
Washington	-37%	11,172	-4,006	-36%
Boston	-27%	13,587	-3,566	-26%
Denver	-25%	5,317	-1,296	-24%
New York	-23%	92,024	-20,768	-23%
Seattle	-23%	14,598	-3,237	-22%

“What community should we emulate to get low rents?”

Houston and Dallas are often offered as examples, but their lower quintile rent/median income ratios are 13.1% and 13.2% respectively.

King-Snohomish-Pierce lower quintile rents are 14.0%, or \$957/month.

13.1% in King-Snohomish-Pierce would be \$890/month (-6%, -\$60; about one year of rent inflation).

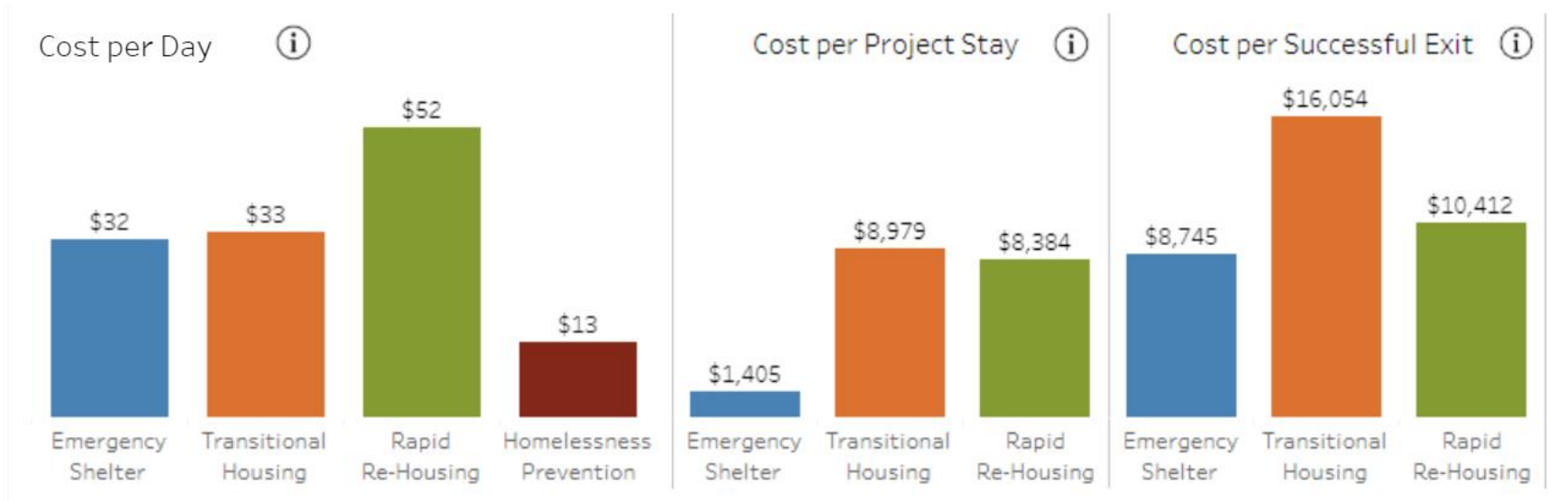
Housing works

- Housing reduces homelessness
- Base level of other services critical...some people need services to obtain and maintain subsidized housing
- ...but extra services alone don't seem to reduce homelessness

King County vs. places with extensive subsidized housing or shelter

	% unsheltered	vs. King County	Unsheltered	Population
King County	0.24%		5,288	2,189,000
London	0.02%	-91%	3,103	14,187,146
Vancouver	0.09%	-62%	614	675,218
Dublin	0.01%	-96%	128	1,345,402
Sydney	0.01%	-97%	373	4,627,000
New York	0.04%	-82%	3,675	8,623,000
Minneapolis	0.06%	-77%	709	1,252,000

What works: Temporary housing or rent assistance for people who are unsheltered



Source: WA Homeless Report Card 2019
<https://public.tableau.com/profile/comhau#!/vizhome/WashingtonStateHomelessSystemPerformanceCountyReportCardsSFY2018/ReportCard>



What works: Permanent supportive housing



Some (not most) people living unsheltered need behavioral health and other supports to remain stably housed (a subsidy alone is not sufficient)

- 77% to 96% remain housed

Source: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3969126/>
<https://www.rand.org/blog/rand-review/2018/06/supportive-housing-reduces-homelessness-and-lowers.html>

National Academies of Sciences, Engineering, and Medicine evaluation of Permanent Supportive Housing

“...providing PSH to individuals with high medical needs who are also experiencing homelessness decreases emergency department use and hospital stays.

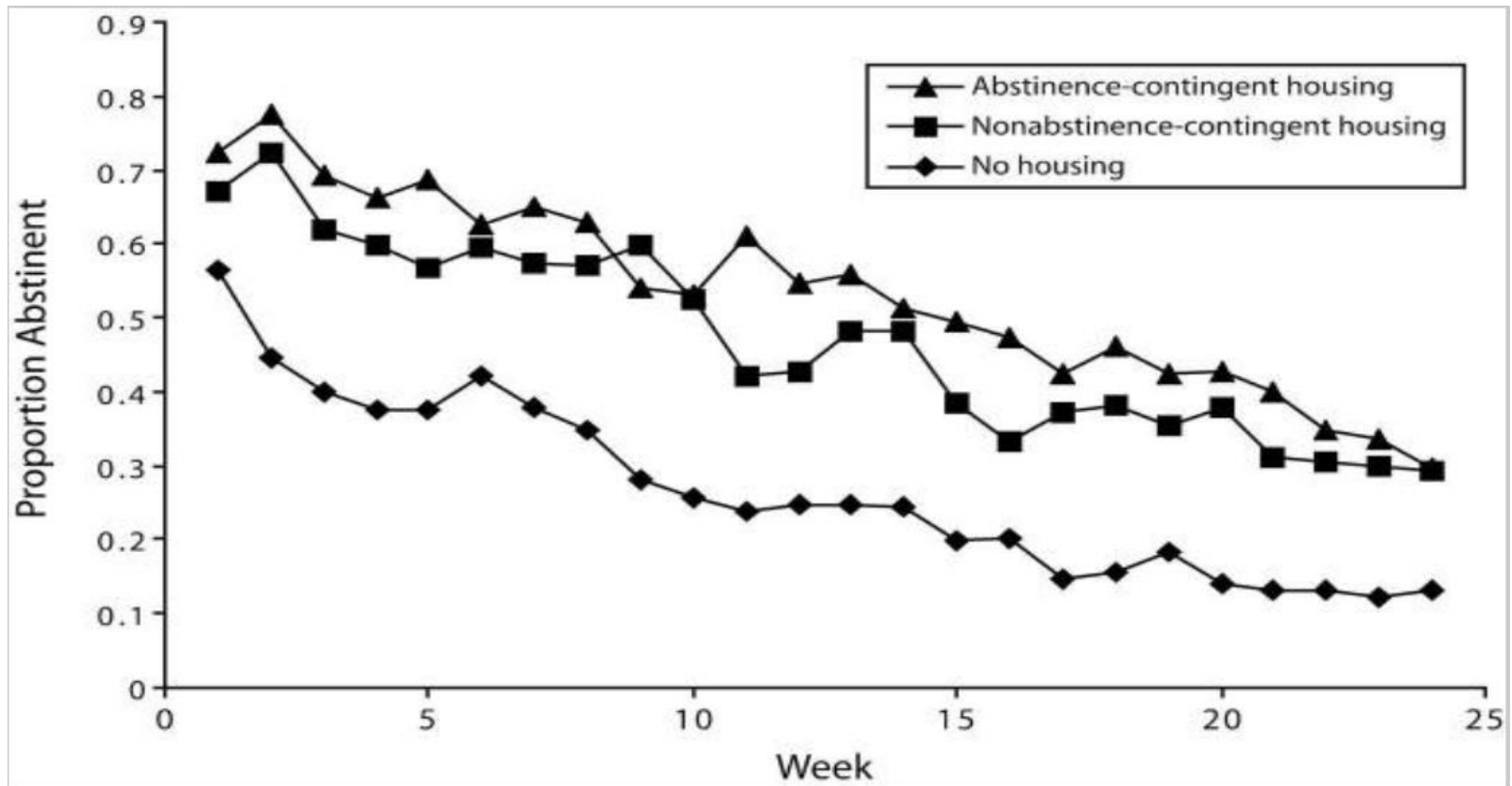
...housing, in general, improves the well-being of persons experiencing homelessness.”

Source: Permanent Supportive Housing, Evaluating the evidence for improving health outcomes among people experiencing chronic homelessness, National Academies of Sciences, Engineering, Medicine. <https://www.nap.edu/download/25133#>



What does not apparently meaningfully reduce dependence

Abstinence-contingent housing:



What does not apparently meaningfully reduce homelessness

- Increasing earned income through **welfare to work, work training, employment navigation** – Does increase earned income ¹
- **Treatment for behavioral health illnesses** such as substance use disorders and depression – Does reduce use/dependence ² - May help a person retain subsidized housing
- Housing linked to more intensive **services intended to improve self-sufficiency** ³

Sources:

1 - The most successful welfare to work program in the study increased annual income from by \$374 per year (page 137)

No program produced a positive reduction in participants living in “Other housing,” which includes temporary housing and homelessness (page 189)

https://www.mdrc.org/sites/default/files/full_391.pdf

2 - Treatment for major depression increased lifetime earnings by \$1,523 (about +\$51 in annual earnings assuming 30 years of work post treatment).

<http://www.wsipp.wa.gov/BenefitCost/Program/494>

The multi-site adult drug court evaluation: The impact of drug courts, Urban Institute, Justice Policy Center. “We found no differences in the rates of homelessness and in the average level of interest in receiving housing services between the drug court and comparison groups. These results remained stable between the 6- and 18-month marks.”

<https://www.urban.org/sites/default/files/publication/27381/412357-The-Multi-site-Adult-Drug-Court-Evaluation-The-Impact-of-Drug-Courts.PDF>

Washington State Medication Assisted Treatment – Prescription Drug and Opioid Addiction Project, Preliminary Outcomes through Year Two, April 2019

<https://www.dshs.wa.gov/sites/default/files/SESA/rda/documents/research-4-102.pdf>

3 - Family Options Study 3-Year Impacts on Housing and Services Interventions for Homeless Families, October 2016, page 72.



What does not apparently meaningfully improve housing stability

Treatment tied to the threat of incarceration for non-participation (Drug Courts):

Reduces at 18th month:

- Any drug use 17 percentage points (28% vs. 45%)
- Serious drug use by 8 percentage points (17% vs. 28%)
- Heavy alcohol by 10 percentage points (13% vs. 23%)
- Heroin use by 0% (2% vs. 2%)

No significant improvement in:

- Employment rates
- Income
- Depression
- Homelessness



What does not apparently meaningfully reduce homelessness

Medication assisted treatment for opioid use disorder:

- Does not significantly reduce homelessness or housing instability

Source: Washington State Medication Assisted Treatment – Prescription Drug and Opioid Addiction Project, Preliminary Outcomes through Year Two, April 2019 <https://www.dshs.wa.gov/sites/default/files/SESA/rda/documents/research-4-102.pdf>





Department of Commerce

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2019 MEDICAID TRANSFORMATION LEARNING SYMPOSIUM

October 9, 2019

Division of Behavioral Health and Recovery

Housing and Employment Resources

Healthier Washington Medicaid Transformation Foundational Community Supports

In 2017, Washington State and the Centers for Medicare and Medicaid Services (CMS) finalized an agreement for a five-year Medicaid transformation project to improve the state's health care systems, provide better health care, and control costs.

Connecting our most vulnerable populations with targeted Medicaid benefits

The research is clear—unemployment and job insecurity, homelessness, and unstable housing contribute to poor health. Homelessness is traumatic and cyclical; it puts people at risk for physical and mental health conditions and substance use disorders. Similarly, evidence links unemployment to poor physical and mental health outcomes, even in the absence of pre-existing conditions.

Foundational Community Supports (FCS)—part of Washington's federally authorized, 5-year Medicaid Transformation—addresses these factors with targeted benefits for supportive housing and supported employment. These new benefits are effectively serving people throughout the state, people who are often the most vulnerable and have complex care needs.

Foundational Community Supports

What it is

Targeted Medicaid benefits that help eligible clients with complex health needs find and maintain housing and employment

- Supportive housing services
- Supported employment services

What it isn't

- Ongoing payments for housing purchase, rental, or room and board
- Wages or wage enhancements
- An entitlement

Supportive housing services

In 2018, FCS began providing targeted, supportive housing services for eligible Medicaid beneficiaries. These services identify people in need, help them obtain appropriate housing, and provide support so they can maintain housing. They do not replace services that are currently available, and they do not pay for room and board.

These innovative services are demonstrating the positive health effects safe, secure housing can provide to people in need. To qualify, individuals must be Medicaid-eligible, complete a needs assessment, and fit within the profile of at least one of these groups:

- People who experiencing chronic homelessness
- People who depend on costly institutional care
- People who depend on restrictive adult residential care/treatment settings
- In-home care recipients with complex needs
- Those at highest risk for expensive care and negative outcomes

Supported employment services

Supported employment services help people who are Medicaid-eligible and have physical, behavioral, or long-term service needs that make it difficult for them to get and keep jobs. These ongoing services include individualized job coaching and training, help with employer relations, and assistance with job placement.

To qualify, individuals must be Medicaid-eligible, complete a needs assessment, and fit within the profile of at least one of these groups:

- Disabling conditions that make it difficult to remain employed
- Significant mental illness, substance use disorder, or co-occurring conditions
- Needs associated with long-term care
- Needs associated with teens and young adults

Provider reimbursement

The Health Care Authority has contracted with Amerigroup to serve as a third-party administrator (TPA) for both these services. Providers must have a contract with Amerigroup to participate in the FCS program.

Stay informed

Visit the [Medicaid Transformation](#) page.

[Join the Healthier Washington Feedback Network](#) to receive regular announcements.

Learn about participating in FCS: [email Amerigroup](#), call (844) 451-2828 or visit the [provider website](#) or [client website](#)

Email questions and comments to medicaidtransformation@hca.wa.gov.

Note: These programs are funded through a federal 1115 waiver, issued by the Centers for Medicare and Medicaid Services. Funding is not a grant. The state must demonstrate that it will not spend more federal dollars on its Medicaid program with this project than it would have without it.

Division of Behavioral Health and Recovery's Monthly Topical Webinar on Housing.

Last Thursday of each month from 8:30 AM to 10:00 AM.

The DBHR Housing Topical Webinar Series is intended to inform, educate and coordinate resources for individuals with behavioral health conditions who need Permanent Supportive Housing services, resources and supports. This webinar series is designed for anyone interested in increasing their understanding of the advantages and resources that promotes housing in the lives of people with behavioral health disabilities.

Examples of Webinar topics:

- Principles, research, and fidelity components of the Substance Abuse and Mental Health Service Administration's Evidence-Based practice Permanent Supportive Housing
- Documenting Chronic Homelessness
- Supportive Housing Services in a Medicaid Driven system
- Accommodations & service Animals in Fair Housing

**To receive email announcements and registration information for
upcoming webinars write an email to**

kimberly.castle@hca.wa.gov

amanda.polley@hca.wa.gov

**Please include "Monthly Housing Topical Webinar" in the subject
line.**



**STATE OF WASHINGTON
HEALTH CARE AUTHORITY**

626 8th Avenue, SE • P.O. Box 45502 • Olympia, Washington 98504-5502

**Division of Behavioral Health and Recovery's
Monthly Topical Webinars and learning collaborative calls
on Employment and Housing.**

Topical Employment: Third Thursday of each month from 8:30-10:00a.m.

Topical Housing: Fourth Thursday of each month from 8:30-10:00 a.m.

Job Developers' Community of Practice Second Thurs 9:00 – 10:00 a.m.

Supervisors' Learning Collaborative Second Monday 2:00 to 3:00 p.m.

The DBHR Topical Webinar Series is intended to inform, educate and coordinate service providers on resources for individuals with behavioral health conditions who need employment or housing services, resources and supports. The webinar series are designed for anyone interested in increasing their understanding of the advantages and resources that promotes employment and housing in the lives of people with behavioral health and other challenges.

Past webinar topics include:

- IPS Supported Employment principles
- Managing a Fee for Service Contract
- Medical Documentation and the Golden Thread
- Landlord outreach and engagement
- Fair Housing standards
- Americans with Disabilities Act (ADA) 101 and Psychiatric Accommodations

**To receive email announcements and registration information
for upcoming training and webinars, send an email to**

Employment: dawn.miller@hca.wa.gov or

Housing: amanda.polley@hca.wa.gov

Supportive Housing Resources

Here are some additional Permanent Supportive Housing Resources

[Pathways to Housing Website](#)

- <http://www.pathwaystohousing.wa.gov/>

[Supportive Housing Wiki](#)

- <http://supportedhousing.pbworks.com> Here is the link for the WA State Supportive Housing Wiki, please register at the login page and someone will approve your account asap!

[SAMHSA PSH Toolkit](#)

- <https://store.samhsa.gov/product/Permanent-Supportive-Housing-Evidence-Based-Practices-EBP-KIT/SMA10-4510>

[Foundational Community Supports Newsletter](#)

- [Foundational Community Supports newsletter.](#), if you haven't already-please consider signing up. It's a great way to stay up to date about everything FCS.

[Washington State Supportive Housing Trainer Info](#)

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Supportive Housing Program Manager

Eastern Washington

Division of Behavioral Health and Recovery

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Supported Employment Resources

Here are some additional Supported Employment Resources

Pathways to Employment Website

- [https://fortress.wa.gov/dshs/pathways/\(S\(wvd44d5aukrd5tmfu4jd2cvp\)\)/p2emain.aspx](https://fortress.wa.gov/dshs/pathways/(S(wvd44d5aukrd5tmfu4jd2cvp))/p2emain.aspx)

Supported Employment Wiki

- http://mhempcon.pbworks.com/w/session/login?return_to=http%3A%2F%2Fmhempcon.pbworks.com%2Fw%2Fpage%2F49334971%2FFrontPage----> Here is the link for the WA State Supportive Housing Wiki, please register at the login page and someone will approve your account asap!

Individual Placements and Supports:

- <https://ipsworks.org/>

Foundational Community Supports Newsletter

- [Foundational Community Supports newsletter.](#), if you haven't already-please consider signing up. It's a great way to stay up to date about everything FCS.

Washington State Supported Employment Trainer Info

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Dawn Miller

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Supported Employment Program Manager

Eastern Washington

Division of Behavioral Health and Recovery

Work cell: 360-522-3544

Need help finding housing or employment?

You may qualify for our new housing and employment benefits!



Foundational Community Supports (FCS) is a program with benefits for supportive housing and supported employment for people with Medicaid. If you qualify, Amerigroup Washington will work with your housing and employment provider to help you find and maintain a job and stable independent housing. We'll help you gain the skills to be successful.

What is supportive housing?

With supportive housing services, we can help you:

- Find a place to live.
- Keep your home.
- Move out of an institution and into the community.
- Find extra local services that can help with your housing needs.

What is supported employment?

You'll work with an employment specialist who can help you:

- Find a job by helping you:
 - Fill out job applications
 - Prepare for pre-hire tests and questionnaires
 - Reach out to employers
- Keep your job by helping you get:
 - On-the-job support
 - Education
 - Training
 - Coaching

To qualify for these benefits, you must:

- Qualify for Medicaid (you don't have to be an Amerigroup Medicaid member)
- Meet the requirements for complex needs

If you do not speak English, we can help. If you need information in another language or an alternate format it will be provided at no cost to you.



An Anthem Company

Find out if you qualify! Call **1-844-451-2828 (TTY 711)**

Monday through Friday from 8 a.m. to 5 p.m. Or email FCSTPA@amerigroup.com.

¿Necesita ayuda para encontrar vivienda o empleo?

¡Usted puede reunir los requisitos para nuestros nuevos beneficios de vivienda y empleo!



Foundational Community Supports (FCS) es un programa que brinda beneficios de asistencia para vivienda y empleo con apoyo para personas con Medicaid. Si reúne los requisitos, Amerigroup Washington colaborará con su proveedor de vivienda y empleo a fin de ayudarlo a encontrar y conservar un trabajo y una vivienda independiente estable. Le ayudaremos a obtener las habilidades para tener éxito.

¿Qué es la asistencia para vivienda?

Gracias a los servicios de asistencia para vivienda podemos ayudarlo a hacer lo siguiente:

- Encontrar un lugar para vivir.
- Conservar su hogar.
- Reinsertarse en la comunidad al dejar una institución.
- Encontrar servicios adicionales en su área que puedan asistirlo con sus necesidades de vivienda.

¿Qué es el empleo con apoyo?

Trabjará con un especialista laboral que lo ayudará a hacer lo siguiente:

- Encontrar un empleo. Para eso, lo ayudará a:
 - Completar solicitudes de empleo
 - Prepararse para pruebas y cuestionarios previos a la contratación
 - Contactar a los empleadores
- Conservar el empleo. Para eso, lo ayudará a conseguir:
 - Asistencia en el empleo
 - Educación
 - Capacitación
 - Acompañamiento

Para poder obtener estos beneficios, deberá:

- Calificar para Medicaid (no es necesario que sea miembro de Amerigroup Medicaid)
- Reunir los requisitos para necesidades complejas

Si no habla español, podemos ayudarlo. Si necesita esta información en otro idioma o en un formato alternativo, se le proporcionará sin costo alguno.



An Anthem Company

¡Averigüe si cumple con los requisitos! Llame al **1-844-451-2828 (TTY 711)** de lunes a viernes, de 8 a.m. a 5 p.m. O bien, envíe un correo electrónico a FCSTPA@amerigroup.com.

Steps to move out of homelessness

1. Make use of the housing resources in your area.
2. Prepare yourself to gain employment by looking into workforce opportunities.
3. Acknowledge your barriers.
4. Set realistic goals.
5. Accept support.
6. Don't give up.



Contact us by email
pathwaystohousing@dshs.wa.gov



www.PathwaysToHousing.wa.gov



www.PathwaysToHousing.wa.gov

Washington Pathways to Housing

A One-Stop Resource To Help You
Navigate the World of Housing

A website with tools, tips and information
www.PathwaysToHousing.wa.gov

Washington State
Health Care Authority

Washington Pathways to Housing

Navigating your housing options

Moving out of homelessness can be a challenge. This can be true especially for those living with issues such as substance use disorders, veterans, and other stressors in their lives. There are resources to help you find and keep housing.

Steps to move out of homelessness

1. Make use of the housing resources in your area.
2. Prepare yourself to get a job by looking into workforce opportunities.
3. Acknowledge your barriers.
4. Set realistic goals.
5. Accept support.
6. Don't give up.



Financial wellness:

What is affordable to you?

It's important to think about what your income limits are for your household. There are programs that can help you pay for your housing costs. Our website has a tool to help you understand if you might qualify for low-income subsidies, such as Section 8 or tax credit housing.

Applying for a rental property

Filling out applications for renting can take a lot of time. Our website has a tool to help you create a rental application that you can save on your personal computer or other storage device. (The Pathways to Housing program does not keep any information you input, to help protect your privacy.)

Supportive housing

Sometimes, tenants need additional support in order to maintain stable housing. This could include coaching on how to work with your landlord, or getting connected with other resources that help you stay in your housing. Our website has information about how to seek supportive housing services.

Support for veterans

People who have served on active duty in our country's armed forces can sometimes face challenges when it comes housing. There are supports available for veterans who need help finding housing.

Know your rights and responsibilities

As a tenant, you have both rights and responsibilities. If you have a landlord, he or she also has rights and responsibilities. There are laws around fair housing. Visit our website for more information and resources.

For more information

Email: pathwaystohousing@dshs.wa.gov

Online: <http://pathwaystohousing.wa.gov>

STEPS TO MOVE OUT OF UNEMPLOYMENT

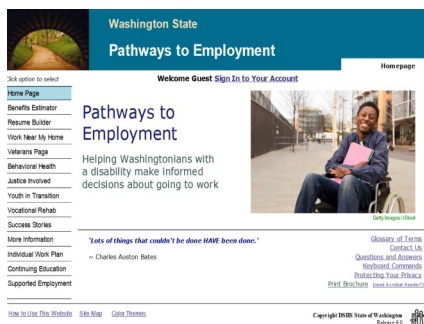
It can be a vicious circle: The longer you're out of work, the more anxious, insecure or depressed you may become. Here are some steps to get your work process going:

- 1. SEEK PEER SUPPORT:** Find peers who can support you through the process of getting a job or returning to work and set new goals.
- 2. GET INFORMATION:** Gather as much information as you can about your benefits, work incentives, resources and rights.
- 3. SAY WHO/HOW/ WHEN:** Figure out who will help you to access the benefits and resources available to you, as well as how you will do so and by when.
- 4. TAKE ACTION:** Decide what type of jobs you may be interested in and what resources you need. Do not wait. *There are many opportunities out there for you.*

Get started today!



www.pathways.dshs.wa.gov



The **WA Pathways to Employment** website is a set of tools to help you make decisions about going to work.

Going to work does not have to mean you will lose your healthcare benefits. Here are some benefits you can get from working:

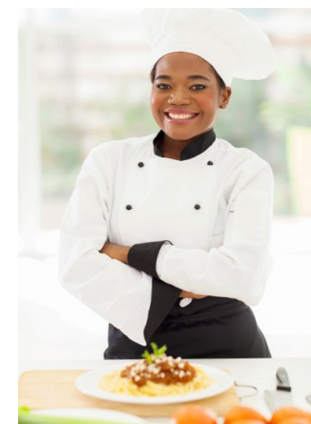
- More choices of things to do with spare time
- A chance to meet people and socialize more
- Less worry about paying bills
- Feel more a part of the community
- Gain a feeling of greater purpose in life
- Gain skills



Washington Pathways to Employment



Working Can be More Than Just a Paycheck!



A WEBSITE WITH TOOLS, TIPS AND INFORMATION

The **Pathways to Employment website** can help you transition to work by supporting your planning process. You don't have to sign in to use the site, but if you want to save your work under the "Resume Builder" or "Benefit Estimator" pages for later, you can do so by setting up a personal screen name and password.

Benefits Estimator: For many people with state or federal benefits, the big question is will their health care coverage change if they get a job. The Benefit Estimator helps you compare your current financial situation with a working and how your wage might or might not change your benefits.

The Resume Builder lets you enter information about yourself and then uses it to build a resume from one of the three resume types that you choose. Your resume can be saved, edited and reused as needed.

The Success Stories page will let you view inspiring videos about other people with disabilities who have successfully gone to work.

The **Work Near My Home** tool can help you see where potential employers are in your area to help you in your job search. Although not all the businesses listed will be hiring, it gives an overview of job opportunities that might be close to your home.

Military Veterans: Every year thousands of disabled military personal return to the civilian labor force seeking rewarding and meaningful work. This page has a local list of employment and other internet resources to veterans and veterans with disabilities.

The **Behavioral Health** pages offer useful links and resources for employment, for people with mental health and substance use issues. Work can give you greater independence and life meaning.

Justice Involved: Getting a job is an important part of your re-entry. Working can give you more control of your life and develop your natural abilities and talents. The site will help by providing resources to help you set a positive direction for your life.

Youth in Transition: Transition is the important process of moving into the adult world. It includes preparing yourself for employment, college or technical school and possibly independent living.

The **More Information** section contains links and documents with information that may help as you make your way along your **Pathway to Employment**. This page can help you get more information like when and how to disclose a disability or assistance in understanding SSI and SSDI.

www.pathways.dshs.wa.gov

The **Individual Work Plan** page is an online worksheet to use with your Employment Network (EN) to define your employment goals and build a roadmap for financial independence.

Continuing Education: Provides online access to Certified Peer Counselors Continuing Education on advancing employment Outcomes.

Supported Employment: Individual Placement and Support (IPS) helps people with many different diagnoses, educational levels, and prior work histories; long-term Social Security beneficiaries; young adults; older adults; veterans with post-traumatic stress disorder or spinal cord injury; and people with co-occurring mental illness and substance use disorders.



"The biggest impact of financial freedom on my life has been my sense of independence. I have reassurance that I can take care of myself, maybe one day take care of my daughter. Being financially free makes me feel like a human being again. Society accepts you when you have a financial place."

The Right Choice, The Right Solution

Landlord Mitigation Program



Program Overview – Landlord Mitigation Program

Washington State’s Landlord Mitigation Program was enacted on March 15th of 2018 to provide landlords with an incentive and added security to work with a Tenant that is receiving public rent assistance. The program offers up to \$1000 to the Landlord in paying for some potentially required move-in upgrades, up to fourteen days’ rent loss and up to \$5000 in qualifying damages caused by a tenant during tenancy.

Who can submit a claim?

Any landlord that has screened, approved and offered rental housing to any applicant that will be using any form of housing subsidy program is eligible, except properties operated by housing authorities.

How to qualify for the Landlord Mitigation Program– Be prepared

Commerce will approve and pay claims as quickly as possible. However, failing to provide proper documentation to satisfy the requirements below may cause claims to be denied. Please have the following documents prepared to scan and submit with a claim submission. We will not pursue documentation. If we do not receive all required documents and any other supporting evidence, the claim will be denied and will need to be resubmitted placing the claim at the bottom of the queue. Appeals for any other reason will only be permitted if a judgement for damages is obtained.

- 1) Obtain a Washington Statewide Vendor Identification number
- 2) An executed written Rental Agreement between the Landlord and the Tenant(s).
- 3) A Rental Assistance Agreement (or adequate proof of housing assistance).
- 4) A Rental Assistance Inspection Report from a subsidy program.
- 5) A completed Move-In Condition Report (this is not a Rental Assistance Inspection Report) signed and dated by both Landlord and Tenant(s).
- 6) A Tenant ledger showing any unpaid portion of rent and other charges being claimed and application of Security Deposit (if post-move out)
- 7) Notices to Tenant(s) related to unpaid charges.
- 8) Photos of damage and photos of the affected area following repairs.
- 9) All repair invoices for damages that are included in the claim.
- 10) Complete the entire online claim submission form.

OUR MISSION

Grow and improve jobs in Washington State by championing thriving communities, a prosperous economy, and suitable infrastructure.

PROGRAM CONTACT

Nicholas Yuva
Landlord Mitigation Administrator
Office of Supportive Housing
360.725-2949

LandlordFund@commerce.wa.gov

Additional Resources:

Please visit our website:

<http://commerce.wa.gov/landlordfund>

or review the Codified law:

RCW 43.31.605

Department of Commerce
1101 Plum Street SE, Olympia, WA 98504
<http://www.commerce.wa.gov/>



Frequently Asked Question

Landlord Mitigation Program

❖ Is this program only for landlords that serve low income households?

- Eligibility is based on the tenant receiving a subsidy. While subsidies are primarily income based, we will not be reviewing income qualifications for landlords to receive an award.
- Properties owned by a Housing Authority are the only properties that are not permitted to use the Landlord Mitigation Program.

❖ Why do you require a Statewide Vendor ID (SWV) number?

- All payees from State offices are required to have a State Vendor ID number. This will require the payee to complete an application and W-9 and submit to the state.
- Property Managers may use one SWV for all properties but the State will send the owner of the SWV a 1099 at the beginning of the following year. Commerce recommends using a unique SWV for each individual owner.
- Important note: Do not submit a claim without this number. It will be denied if the number is not included.

❖ Will Commerce consider claims for tenants that moved in/out prior to June 7th, 2018?

- Unfortunately, the Landlord Mitigation Program is not a retroactive law and claims for move-in or move-out repairs or rent loss that occurred prior to this date will not be considered. For clarification, post-move in claims will be considered for tenants that occupied the property prior to June 7th, 2018 so long as the damages occurred after June 7th, 2018.
- As of June 7th, 2019 claims for damages that occurred over twelve months prior to the date of claim submission will not be reimbursed.

❖ What if I didn't get a copy of the housing voucher or Housing Assistance Inspection form?

- The easiest solution to satisfy this requirement is to contact the housing assistance program that provided the landlord with the rent assistance and ask them to provide copies.
- If a landlord not able to collect copies from the Housing Assistance program, a signed statement from the tenant or case manager stating the amount and length of rent assistance will suffice.

❖ What is the difference between a Housing Assistance Inspection Report and a Move-In Condition Report?

- A Housing Assistance Inspection Report is the form that is completed to verify that the property is habitable and meets the minimum standards of the Housing Assistance program that is offering rental subsidy.
- A Move-In Condition Report is a form that is completed by the tenant and landlord to document the condition of the property at the time of move-in. Often, this same form is used again to document the condition of the property at move-out for ease of comparison. Go to comer.WA.gov/landlord_fund_for_a_sample_form (Landlords have permission to use this form to satisfy this requirement).
- Both documents are required for a landlord's claim.

❖ When can I submit a claim?

- Landlords may submit as many claims as needed during the life of a tenancy. It is important to note the consequences to being awarded a claim
 - Each individual claim must exceed \$500
 - Any combination of claims can be submitted but the maximum of all awarded combined claims cannot exceed \$5000.
 - Any claim awarded prohibits the landlord (or any collection agency) to take legal action against the tenant for damages attributable to the same tenancy.
- Landlords may only submit one claim for modifications required to pass an occupancy inspection.

❖ How much can be reimbursed for a pre-move in claim?

- Landlords can receive up to \$1000 in reimbursement for repairs required for the property to pass a housing assistance inspection. The initial \$500 of the repairs will not be reimbursed. Any amount (up to \$1000) over the initial \$500 will be reimbursed if the claim is approved.
- In addition to the amount listed above, landlords may claim up to fourteen days of rent loss that caused the move-in to be delayed by the needed inspection and/or repairs. Evidence of the delay must be submitted with the claim.
- ❖ **How much can be reimbursed for damages after move-in?**
 - Landlords can receive up to \$5000 in repair reimbursement.
 - The minimum claim must be at least \$500. Unlike the pre-move in reimbursement, the initial \$500 is claimable.
 - Important note: Any monies paid on a post-move in claim will nullify the landlord's ability to pursue any other funds owed from the tenant through any means or agency.
- ❖ **What damages can a landlord claim?**
 - Damages include (but are not limited to) physical damage to a property beyond normal wear and tear, unpaid rent and charges associate with tenancy including late charges, non-compliance charges, legal expenses and utility charges.
 - Important note: The program does not pay fees or lease-break charges.
- ❖ **How do I use the Security Deposit?**
 - Any claim that is submitted for move-out charges must first have the security deposit applied to the charges owed first.
- ❖ **How long does the review process take?**
 - Landlords will receive receipt of their claim submission immediately upon submission of the online form. Claimants that mail the claim to Commerce will receive a receipt within ten business days.
 - Claims are reviewed in order of submission. Commerce cannot guarantee a specific timeline, only that each application will be reviewed in the order received.
 - Funds will be disbursed to claims upon approval and then fund availability. If funds are not available at the time of approval, the claim will be held in a pending status until funds are available in order of submission (approved claims will be paid in order received).
 - Claimants with a denied claims will be notified immediately upon decision.
- ❖ **Can I appeal a denial of my claim?**
 - Most denials will be denied due to lack of supporting documentation, photos or simply lacking information on the form. If the claim is denied for any of these reasons, please submit a new claim with all corrected information and supporting documents included. The new claim will drop to the bottom of the cue and may significantly delay a decision.
 - Claims that are denied for any other reason may only be resubmitted with a judgement against the tenant included.
- ❖ **Can a Rental Assistance Agency obtain reimbursement from the program**
 - Unfortunately, this program is designed to reimburse landlords only. Third-party agencies and subsidy providers may not receive funds from this program.
- ❖ **Can a property management company collect reimbursement on behalf of a Housing Authority?**
 - The law is clear on the only exception that was included. That exception is that the program will not pay for damages to a property that is owned by the Housing Authority. This is primarily due to the fact that HUD offers their own form of a Landlord Mitigation Program.
 - in short, no, property management companies cannot claim funds on behalf of the Housing Authority. Details on the HUD reimbursement process can be found at <https://www.hud.gov/sites/documents/HSG-06-01GC5GUID.PDF>
- ❖ **Why is the information provided for a claim subject to Public Record Requests?**
 - [Public Disclosure Act, chapter 42.56](#) requires that most information gathered for the purpose of State business be readily available for public review. While most information is readily available, landlord and tenant direct contact information is not publicly shared nor are the supporting documents, claim findings or fraud identification that contain sensitive information.

Situational Examples

- ❖ ABC Property Management has a new vacant one-bedroom apartment that is move-in ready available for \$875 per month. On June 6th Sandra applies for the apartment. On June 8th the screening results are returned and Sandra meets the screening requirements and is approved to live in the apartment. ABC Property Management and Sandra agree to a move-in date of June 15th.

Sandra's move-in expenses (including a \$500 security deposit) and first three months of rent are being paid by Homelessness No More (a non-profit organization) in the form of a rental subsidy. Prior to agreeing to pay ABC Property Management, Homeless No More requires that the apartment passes a move-in inspection. The inspection is scheduled on June 12th.

The apartment fails inspection and requires minor repairs prior to Sandra taking possession of the apartment. The repairs, totaling \$1250, are scheduled for June 18th and completed on June 19th allowing a follow-up inspection from Homeless No More on June 19th. The apartment passes the follow-up inspection and Sandra and her cat move in on June 20th.

- In this scenario, ABC Management may submit a claim for the following amounts of reimbursement:
 - \$750 for repair costs (landlords pay the initial \$500)
 - \$143.84 in lost rent - $(\$875 \times 12 \text{ months}) / 365 \text{ days} \times 5 \text{ days}$
- ABC Property Management will need to provide the following documents:
 - Sandra's Executed Rental Agreement
 - Sandra's Executed Move-In Condition Report
 - Homeless No More's failing inspection report
 - Photos – before and after repairs of the affected area
 - Invoices for repairs made.
 - ABC Property Management's Statewide Vendor ID Number
 - ABC Property Management's completed claim submission application

- ❖ Two years into the tenancy Sandra submits a repair request for a clogged toilet. Snaking the toilet does not clear the clog and ABC PM replaces the toilet for a combined expense of the failed snake attempt and toilet replacement of \$980. The maintenance supervisor breaks the toilet open and discovers several cotton swabs were clogging the toilet.

- In this scenario, ABC may submit a claim for the following amount for reimbursement:
 - \$980 for repair attempt and replacement of the toilet.
 - Reasonable expenses for the time and materials completed by the maintenance supervisor.
- ABC Property Management will need to provide the following documents:
 - Sandra's Executed Rental Agreement
 - Sandra's Executed Move-In Condition Report
 - Evidence of subsidy.
 - Photos – before and after repairs of the affected area,
 - Invoices for repairs made.
 - ABC Property Management's Statewide Vendor ID Number
 - ABC Property Management's completed claim submission application.

- ❖ Five years into the tenancy, Sandra ends her tenancy and moves out of the apartment. Below are different possible outcomes and the likely results of each:
 - Sandra moves out leaving no damages, only minor cleaning and light paint touch up required but fails to pay her last 20-days of rent.
 - The landlord must use the security deposit to mitigate and costs associate first.
 - In this scenario, we will say that cleaning and touch-up cost \$500.
 - The amount of rent owed is \$575.34, the landlord can submit a claim for this amount and will only need to provide the following for a rent only claim:
 - Sandra's Executed Rental Agreement
 - Sandra's Executed Move-In Condition Report
 - Evidence of subsidy.
 - A copy of the tenant ledger showing the deficiency
 - ABC Property Management's Statewide Vendor ID Number
 - ABC Property Management's completed claim submission application
 - Sandra moves out leaving no balance due for rent but the unit is very dirty and the carpets are heavily stained by her cat. Carpet replacement totaled \$2560 (\$1800 for carpet, \$260 for a new pad, \$200 for materials to seal the subfloors and \$300 for labor).
 - The landlord must use the security deposit to mitigate and costs associate first.
 - In this scenario, we will say that cleaning and touch-up cost \$500.
 - Carpet replacements must be prorated for the life of the carpet. The industry standard for life of carpet is seven years. For this reason, the carpet replacement is broken down as such:
 - Carpet cost divided by seven then multiplied by two years of remaining life (\$514.29)
 - Pad, labor and materials are not pro-rated. (\$760)
 - Total amount of claim is \$1274.29
 - The following will be required for this claim:
 - Sandra's Executed Rental Agreement
 - Sandra's Executed Move-In Condition Report
 - Evidence of subsidy.
 - Photos – before and after repairs of the affected area,
 - Invoices for repairs made.
 - ABC Property Management's Statewide Vendor ID Number
 - ABC Property Management's completed claim submission application



With Supportive Housing, **Everyone Benefits!**

Supportive housing looks like any other affordable housing in the community. The only difference is that a community organization helps these tenants choose, get, and keep their independent housing. In some cases, the organization also acts as a landlord. However, many community organizations place tenants in housing owned by private landlords.

The need for landlord partners is particularly great for people with mental or substance use disorders. These issues affect people from all walks of life. Nearly 1 in 5 adults in Washington State has a mental illness, and 1 in 25 has a serious mental illness.¹ About 1 in 11 adults has a substance use disorder, and, on any given day, more than 50,000 people in the state are receiving treatment.²

With supportive services, almost everyone with a mental or substance use disorder can live successfully within their community. By partnering with supportive housing providers, landlords can fill rental units while helping turn people's lives around. With supportive housing, everyone benefits!

Benefits to Landlords

Many landlords have found success supplying housing to people receiving supportive housing services. Beyond helping the community, landlords may receive many other benefits:

- **Landlords can save money on advertising and screening.** Community organizations are already working with many people who need permanent housing and can make referrals.
- **Landlords can save money on turnover costs, such as painting, changing locks, minor repairs, and lost rental income.** Tenants who receive financial and practical support tend to stay in rental housing much longer than other tenants. If a pre-move-in inspection shows the need for repairs or improvements, the state's Landlord Mitigation Program may pay out-of-pocket costs and lost rental income.
- **Rent is paid on time.** Most tenants in supportive housing have rental assistance that reliably pay a large portion of each month's rent. Community organizations often also provide supportive services to ensure successful tenancy, which can include money management to help tenants pay their share of rent on time. Some organizations pay landlords directly so the rent is always paid on time and in full.
- **Landlords have people to call.** Supportive housing staff can check on tenants and their housing conditions. Also, many public housing agencies have landlord liaisons who can resolve any issues involving their clients who live in supportive housing.
- **Landlords can rent with confidence.** The Landlord Mitigation Program can pay for some property damage and lost rent above and beyond the tenant's security deposit. (See the *Rent with Confidence: Washington's Landlord Mitigation Program* fact sheet in this series.)



How Supportive Housing Works

Supportive housing programs serve people with special needs, including those who have been staying in residential care facilities and those who have experienced homelessness. The goal is to match people to independent housing that meets their needs and provide them with any services needed to keep that housing long-term.

Programs that work with landlords as partners (as opposed to programs that develop housing) most often have staff who specialize in matching people with the right housing. These housing specialists start by finding out the person's strengths, service needs, and housing preferences. They also help identify any potential barriers that may affect their housing search or ability to keep that housing.

Housing specialists build relationships with landlords so they can match people with housing that meets their needs and preferences. The housing specialist provides any help the person needs to apply for housing, enter a lease, or set up a household. The housing specialist may also arrange for payment of the tenant's rent portion each month, whereas the voucher sponsor pays the major share automatically.

Once housed, both tenants and landlords can look to the program for ongoing support, which may be provided by another staff person, such as a case manager. Services are shaped by the tenants' needs and can include help with life skills, such as learning how to cook and clean, and counseling on how to be a good tenant and neighbor. A case manager may also help clients become more independent.

Helping Individuals, Families, and Communities

Landlords who partner with supportive housing programs help the community in important ways:

- Stable housing helps people receiving mental or substance use disorder services recover from their conditions and participate more fully in community life.
- Supportive housing keeps people out of institutional care and helps prevent and end homelessness.
- People with stable housing are less likely to use emergency departments and other expensive public services, saving the community money.

LEARN MORE

Supported Housing:

<https://www.hca.wa.gov/about-hca/healthier-washington/initiative-3-supportive-housing-and-supported-employment>

Pathways to Housing:

<http://pathwaystohousing.wa.gov>

Landlord Mitigation Fund:

<https://www.commerce.wa.gov/landlordfund>

MAILING ADDRESS

References

¹ Substance Abuse and Mental Health Services Administration. (2017). *Behavioral health barometer: Washington, volume 4*. Retrieved from <https://store.samhsa.gov/system/files/sma17-barous-16-wa.pdf>

² Substance Abuse and Mental Health Services Administration. (2018). *2016–2017 national survey on drug use and health, table 23*. Retrieved from <https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/NSDUHsaePercentsExcelCSVs2017/NSDUHsaePercents2017.pdf>

³ Washington Department of Commerce. (2018). *Landlord mitigation program*. Retrieved from <https://www.commerce.wa.gov/building-infrastructure/housing/landlord-mitigation-program/>



Getting and Keeping Housing When You Have Mental or Substance Use Disorders

Finding affordable housing can be a challenge. This is why Washington State, the federal government, and private groups are working to make housing affordable and accessible for individuals who are currently diagnosed with a mental or substance use disorder.

Help Finding Affordable Housing

Some federal programs can help low-income households. Public housing agencies (PHAs) manage two of the largest: public housing (owned by the PHA), and housing choice vouchers (or “Section 8,” which pays part of the rent in privately owned housing). Help for people who are homeless is managed by the U.S. Department of Housing and Urban Development’s Continuum of Care (CoC) Program. Other programs may be available for veterans and people in rural areas. For help finding affordable housing in Washington State, contact:

- **Washington 2-1-1:** <https://win211.org/> or dial 211
- **aptfinder.org:** <http://www.aptfinder.org/>
- **Washington State Department of Social and Health Services:** <https://www.dshs.wa.gov/housing-assistance>

Your Rights as a Tenant

Many laws protect your rights as a tenant, even if you aren’t involved with a housing support program:

- **The Fair Housing Act**, a federal law, protects accommodations related to disabilities. For example, you may be able to have a service dog even if there is a “no pet” policy.
- **The Residential Landlord-Tenant Act** of Washington State protects you from unsafe living conditions. This law also protects you from the landlord coming in your apartment without your permission.
- Source of income discrimination is illegal in Washington State. This means a landlord can’t evict you or refuse to rent to you because you have a housing voucher or other financial support, such as veterans’ benefits or short-term help from a local charity.
- If you live in public housing, you have special protections from being evicted. You can ask for a special meeting with the housing authority to explain your side of the story.
- A landlord or management company can legally run a background check on you and charge you a fee for it. However, the landlord must tell you the check is being run and what is being looked at. If a landlord won’t rent to you because of the results, you must be told why in writing. You may be able to challenge the decision. Call one of the resources listed on the next page for more information.



Permanent Supportive Housing (PSH)

PSH helps people with disabilities, including mental or substance use disorders, get into and keep housing. Services include landlord outreach, help with rental applications, and help paying rent. Plus, PSH can help you learn how to:

- be a good tenant and neighbor;
- create and stick to a budget, grocery shop, cook, and clean; and
- connect with services such as work training programs, therapy, or substance use disorder treatment.

You choose the services you want. You don't have to use any of these services to keep your housing. You don't always need to be sober or off drugs to get these services. If you have Apple Health (Medicaid), you may be able to get PSH. For help with finding housing in your area, go to:

Washington Department of Commerce Coordinated Entry Sites: <http://bit.ly/CoordinatedEntrySites>

Resources

Washington State Human Rights Commission:
www.hum.wa.gov, 1-800-233-3247

Tenants Union of Washington State:
<https://tenantsunion.org/en/rights/section/legal-assistance-guide>, 206-723-0500

Washington LawHelp:
<https://www.washingtonlawhelp.org/issues/housing>.
(online only)

Northwest Justice Project: <https://nwjustice.org/get-legal-help>, 1-888-201-1014 (Dial 211 in King County)

LEARN MORE

Pathways to Housing:

<http://pathwaystohousing.wa.gov>

Supported Housing:

<https://www.hca.wa.gov/about-hca/healthier-washington/initiative-3-supportive-housing-and-supported-employment>

MAILING ADDRESS

References

¹ Substance Abuse and Mental Health Services Administration. (2018). Retrieved from <https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/NSDUHsaePercentsExcelCSVs2017/NSDUHsaePercents2017.pdf>;

Substance Abuse and Mental Health Services Administration. (2017). Retrieved from <https://store.samhsa.gov/system/files/sma17-barous-16-wa.pdf>



Renting to People Receiving Mental or Substance Use Disorder Services — **It's Good Business**

People with mental or substance use disorders need housing, and Washington State is supporting landlords who rent to them. Under permanent supportive housing (PSH) programs, such as the Foundational Community Supports program for Medicaid recipients, community-based providers identify people in need, help them obtain appropriate rental housing, and provide support so they can maintain housing.¹ Washington is also helping these people obtain long-term rental assistance, which pays a large portion of their rent directly to their landlord. Recently, Washington also began the Landlord Mitigation Program (LMP). This program can help cover the costs of needed repairs at move-in and offers protection against unexpected financial losses. Together, these services make renting to people receiving mental or substance use disorder services a winning proposition.

The Need

Many potential tenants have mental or substance use disorders. In fact, nearly 1 in 5 adults in Washington has some form of mental illness, and about 1 in 25 has a serious mental illness.² About 1 in 11 adults has a substance use disorder, and, on any given day, more than 50,000 people in Washington are receiving treatment for it.³ Ignoring their housing needs means landlords miss out on a big market segment.

People with mental or substance use disorders can make great tenants. MentalHealth.gov, in describing the myths and facts surrounding mental illness, notes: “Studies show that people with mental health problems get better, and many recover completely. . . . There are more treatments, services, and community support systems than ever before, and they work.”⁴

Potential Benefits of Working with Service Providers

Many landlords and property managers enjoy great success by working with community-based providers of PSH services. These landlords benefit from the following:

- **Increased occupancy rates:** PSH programs have households lined up and ready to sign a lease.
- **Fewer days to lease:** Support available to these households can speed up the application process.
- **Reduced tenant acquisition costs:** Having ready access to qualified renters decreases the need to advertise.
- **Increased tenant satisfaction:** PSH tenants most often report high levels of satisfaction with their housing.
- **Decreased service calls:** Support staff are on call for minor tenant concerns and may be able to decrease the need for property maintenance or respond to conflicts among tenants.



Potential Benefits of Renting to Voucher Households

Most people served by PSH have access to housing choice vouchers (funded by the U.S. Department of Housing and Urban Development) or other long-term rental subsidies. These pay most of a tenant's rent directly to the landlord. Renting to tenants who have housing assistance offers many benefits:

- **Reduced tenant turnover:** Households receiving assistance have lower turnover rates, getting rid of a large cost to landlords. Nationally, tenants with housing choice vouchers stay an average of 6.6 years, and half stay 4.8 years or longer.⁵
- **Decreased arrears:** Landlords reliably receive a portion of the rent each month from the local public housing agency (PHA). Also, many PSH tenants participate in money management services that ensure their portion of the rent is paid on time.
- **Annual third-party inspection:** PHAs conduct rigorous annual inspections, which can help identify and find solutions to problems before they get worse.

Potential Benefits from the Landlord Mitigation Program (LMP)

In 2018, Washington introduced the LMP,⁶ which provides financial benefits to landlords who rent to people who receive housing choice vouchers or other forms of rental assistance. It provides financial incentives for getting units ready for rental and financial security for damages beyond what is covered by a tenant's security deposit. LMP can offer the following benefits:

- **Decrease rent-ready costs:** The LMP reimburses up to \$1,000 for some repairs required to meet move-in upgrades.
- **Protection against repair and maintenance costs:** The LMP provides security against unexpected repair costs beyond normal wear and tear—up to \$5,000 in qualifying damages caused by a tenant.
- **Avoid lost revenue during repairs:** The LMP may reimburse up to 14 days lost revenue while pre-move-in repairs are made.

LEARN MORE

Supported Housing:

<https://www.hca.wa.gov/about-hca/healthier-washington/initiative-3-supportive-housing-and-supported-employment>

Pathways to Housing:

<http://pathwaystohousing.wa.gov>

Landlord Mitigation Program:

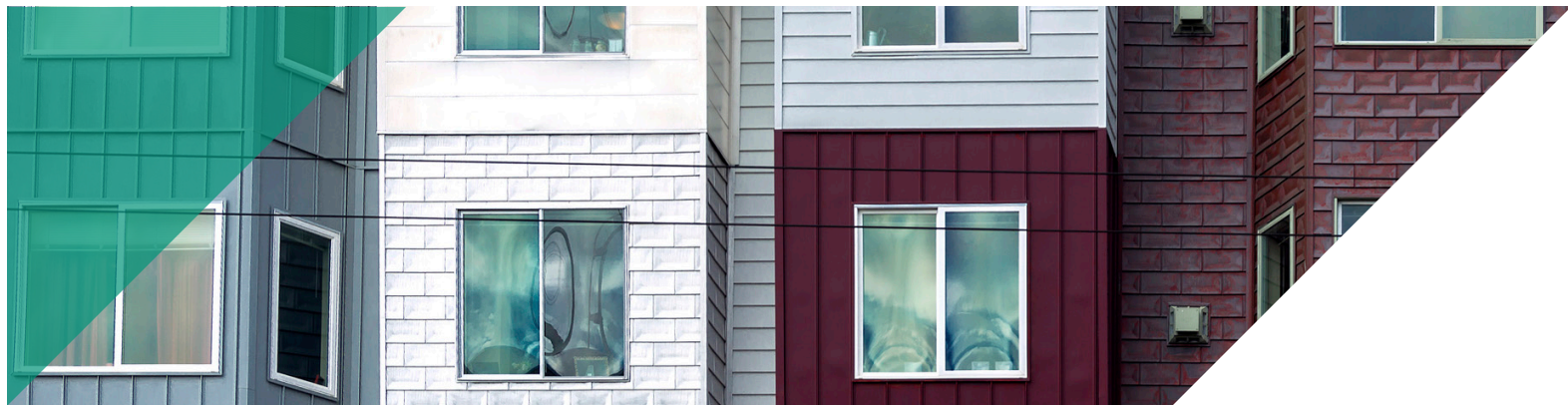
<https://www.commerce.wa.gov/building-infrastructure/housing/landlord-mitigation-program/>

MAILING ADDRESS

References

- ¹ Healthier Washington. (2018). *Healthier Washington Medicaid transformation: Foundational community supports*. Retrieved from <https://www.hca.wa.gov/assets/program/medicaid-demonstration-i3-factsheet.pdf>
- ² Substance Abuse and Mental Health Services Administration. (2017). *Behavioral health barometer: Washington, volume 4*. Retrieved from <https://store.samhsa.gov/system/files/sma17-barous-16-wa.pdf>
- ³ Substance Abuse and Mental Health Service Administration. (2018). *2016-2017 national survey on drug use and health, table 23*. Retrieved from <https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/NSDUHsaePercentsExcelCSVs2017/NSDUHsaePercents2017.pdf>
- ⁴ U.S. Department of Health and Human Services. (2017). *Mental health myths and facts*. Retrieved from <https://www.mentalhealth.gov/basics/mental-health-myths-facts>
- ⁵ U.S. Department of Housing and Urban Development. (2017). *Length of stay in assisted housing*. Retrieved from <https://www.huduser.gov/portal/sites/default/files/pdf/LengthofStay.pdf>
- ⁶ Washington Department of Commerce. (2018). *Landlord mitigation program*. Retrieved from <https://www.commerce.wa.gov/building-infrastructure/housing/landlord-mitigation-program/>

Development of this fact sheet was supported by the Substance Abuse and Mental Health Services Administration's Homeless and Housing Resource Network Technical Assistance Contract (No. 283-12-3804).



Fair Housing for People with Mental and Substance Use Disorders

More than 50,000 Washington state residents receive substance use treatment on any given day, and about 1 in 25 adults has a serious mental illness.¹ With treatment and support, almost all of them can live successfully in the community. To do so, they need fair housing opportunities, and landlords hold the key.

Many people in recovery from mental or substance use disorders are excellent tenants. With treatment and ongoing support, they pay their rent and maintain their home as well as anyone else. The relevant question is whether someone currently would be a good tenant.

What does “fair housing” mean?

“Fair housing” means landlords select and keep tenants based on their ability to pay rent and be good tenants. It means they don’t make tenant choices based on unlawful factors, such as race, sex, or disability. With fair housing, you can still be selective. You can ask for references so you know potential tenants are responsible. You also can ask for financial information so you know they can afford to pay rent. The important thing is that you hold everyone to the same standards. For example, you can’t treat people differently because their income comes from public benefits instead of a job.

What important laws should you know about?

The federal **Fair Housing Act**² covers race, color, national origin, religion, sex, familial status, and disability. Mental and substance use disorders fall under disabilities. You don’t have to rent to someone who currently uses illegal drugs or who has been convicted of manufacturing or selling drugs. However, you must fairly evaluate whether someone with a mental illness, alcoholism, or past drug addiction is a risk to the property or other tenants. You can’t assume they pose a risk just because of their diagnosis.

The **Washington State Law Against Discrimination**³ requires treating applicants and tenants fairly. The law covers sex; marital status; sexual orientation; race; creed; color; national origin; families with children; honorably discharged veteran or military status; sensory, mental, or physical disability; and use of service animals.

Washington’s **Residential Landlord-Tenant Act**⁴ requires fair evaluation of an applicant or tenant’s ability to pay rent, no matter their source of income. You can’t discriminate against someone whose rent would be paid by a rental subsidy (such as “Section 8”) or who receives other public benefits (such as Social Security). Under this Act, tenants must avoid illegal-drug-related activity.⁵



What does fair housing look like for people with mental or substance use disorders?

Fair housing means applicants and tenants with disabilities can request “reasonable accommodations” or “reasonable modifications.”⁶ A landlord only has to provide accommodations or permit modifications when a tenant requests them. The landlord doesn’t need to come up with the changes or provide each one to all tenants.

Reasonable accommodations help tenants with disabilities comply with the lease and live successfully in the unit. Examples include: 1) including a tenant’s case manager in communications to ensure the tenant understands and follows up, or 2) allowing a tenant with a doctor’s note to have an emotional support animal.

Tenants may make reasonable modifications to the unit at their own expense. Common ones include wheelchair ramps and grab bars. A tenant with anxiety might ask to install soundproofing to aid sleep, for example, but mental or substance use disorders rarely require modifications.

What help is available to landlords?

Washington State and the federal government support landlords who offer fair housing opportunities:

- Many people receiving treatment for mental or substance use disorders are assigned case managers or other workers who help them comply with the lease, keep the property in good condition, and pay their rent on time. Landlords may call them for help as needed.
- Many clients with mental or substance use disorders hold vouchers or other forms of housing assistance that reliably pay rent to the landlord each month.
- **The Landlord Mitigation Program⁷** may help with repairs or improvements at move-in and help cover any repair costs for any tenants getting rental assistance.

Learn more:

Supported Housing

<https://www.hca.wa.gov/about-hca/healthier-washington/initiative-3-supportive-housing-and-supported-employment>

Pathways to Housing

<http://pathwaystohousing.wa.gov>

Landlord Mitigation Program

<https://www.commerce.wa.gov/building-infrastructure/housing/landlord-mitigation-program/>

MAILING ADDRESS

References

- ¹ Substance Abuse and Mental Health Services Administration. (2017). *Behavioral health barometer: Washington, volume 4*. Retrieved from <https://store.samhsa.gov/system/files/sma17-barous-16-wa.pdf>
- ² U.S. Department of Justice. (2017). *Fair housing act*. Retrieved from <https://www.justice.gov/crt/fair-housing-act-1>
- ³ Washington State Legislature. (2010). RCW 49.60.222. Retrieved from <https://app.leg.wa.gov/RCW/default.aspx?cite=49.60.222>
- ⁴ Washington State Legislature. (2011). RCW 59.18.130. Retrieved from <https://app.leg.wa.gov/RCW/default.aspx?cite=59.18.130>
- ⁵ Washington State Legislature. (2018). RCW 59.18.255. Retrieved from <https://app.leg.wa.gov/rcw/default.aspx?cite=59.18>
- ⁶ U.S. Department of Housing and Urban Development. (n.d.). *Reasonable accommodations and modifications*. Retrieved from https://www.hud.gov/program_offices/fair_housing_equal_opp/reasonable_accommodations_and_modifications
- ⁷ Washington Department of Commerce. (2018). *Landlord mitigation program*. Retrieved from <https://www.commerce.wa.gov/building-infrastructure/housing/landlord-mitigation-program/>

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Rent with Confidence: Washington's Landlord Mitigation Program

People from all walks of life need affordable housing. Households receiving housing assistance include veterans, people with disabilities, older adults, victims of violence, and families with children. In Washington State, more than 92,000 households receive federal housing assistance, but only about 1 in 8 lives in housing owned by public housing agencies (PHAs).¹ Most seek housing from private landlords and property management companies who are willing to accept government payments each month.

In 2018, Washington State created a new program to encourage landlords to rent to people receiving housing assistance. The Landlord Mitigation Program (LMP) lets property owners and managers rent with confidence to households with housing choice vouchers ("Section 8") or other forms of rental assistance.

No statistical evidence shows people receiving housing assistance are more likely to damage property, according to the American Association of Apartment Owners.² Plus, a large amount of the rent is paid by the voucher or housing assistance sponsor. Yet many households with housing assistance have a hard time finding units to rent. Although these people can live successfully in the community, they are in urgent need of housing. The LMP provides two important incentives: 1) reimbursement for repairs and lost rent required to make the unit rent-ready prior to move-in, and 2) reimbursement for repairs to tenant-caused damages and losses following move-in. By taking simple steps, such as getting a statewide vendor identification and holding pre-inspections, landlords qualify for coverage when they rent to an assisted household.

Get Rent-Ready

Housing choice vouchers and most other rental-assistance programs require an inspection before a new tenant moves in. If the unit doesn't pass inspection, the LMP can pay for needed repairs/upgrades and for lost rent. For example, the LMP could reimburse for these types of repairs or upgrades:

- Replacing non-working windows or adding window screens;
- Adding or upgrading a ventilation fan to a bathroom with no window;
- Adding or upgrading handrails to staircases, or railings to porches, and;
- Adding or upgrading electrical outlets.

A landlord making these types of repairs to help a unit pass inspection pays for the first \$500 in out-of-pocket costs. After that, the LMP would pay up to \$1,000. In addition, the LMP would pay for lost rent during the time it takes to complete the repairs and pass re-inspection, up to a total of 14 days.



Rent with Confidence

Landlords can rent to households receiving assistance with the confidence that the LMP can lessen financial losses they may have to bear in full if they were renting to non-assisted households. Once the household has moved in, the LMP can reimburse up to a total of \$5,000 to cover a landlord's financial losses, including the following:

- The cost of repairing damage caused by the tenant while the tenant is still living in the unit;
- Unpaid rent and utilities, late charges, or legal fees related to collecting the tenant's portion of the rent upon move-out; and
- The cost of post-move-out repairs, beyond normal wear and tear, or the tenant's security deposit.

Landlords submit requests for reimbursement online. Individual requests must be for \$500 or more, so minor repairs such as replacing a windowpane would not qualify. The landlord must also agree to waive legal action against the tenant to collect an LMP claim.

Get Started with LMP

The LMP can be a great resource for landlords, but they must take a few simple steps to ensure they are covered. The LMP website explains the process.

The first step is to obtain a statewide vendor ID number. The routine application is free and only takes a few minutes. The LMP website explains how to do it. There is no reason not to do this today if you don't already have one.

The next step when renting to an assisted household is to complete the Move-In/Move-Out Condition Report. A generic form is available on the LMP website. It does require landlord and tenant signatures upon move-in. Taking photographs on the move-in date is not required, but it is helpful—even if the household isn't receiving housing assistance.

The application for reimbursement requires landlords to submit paperwork that is typically required for most subsidized rental arrangements, such as the lease, the subsidy sponsor's inspection report, and the proof of subsidy. A complete list of requirements and the claim application can be found online.

Learn more:

Landlord Mitigation Program

<https://commerce.wa.gov/landlordfund>

Department of Commerce

<https://www.commerce.wa.gov/building-infrastructure/housing/>

Supported Housing

<https://www.hca.wa.gov/about-hca/healthier-washington/initiative-3-supportive-housing-and-supported-employment>

MAILING ADDRESS

References

¹ Center on Budget and Policy Priorities. (2017). *Washington fact sheet: Federal rental assistance*. Retrieved from <https://www.cbpp.org/sites/default/files/atoms/files/4-13-11hous-WA.pdf>

² Wiltz, T. (2018). Getting a Section 8 voucher is hard. Finding a landlord willing to accept it is harder. The PEW Charitable Trusts *Stateline*. Retrieved from <https://pew.org/2MEKafp>



**IF YOU THINK
WORK IS BAD FOR
PEOPLE WITH MENTAL ILLNESS,**

**THEN WHAT ABOUT
POVERTY,
UNEMPLOYMENT,
AND
SOCIAL ISOLATION?**



IF PEOPLE
CAN WORK



PEOPLE
SHOULD WORK



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INFO TO TOUCH ON TODAY

- **Explain how chronic long term unemployment compromises a person's general wellness and well-being**
- **Identify potential benefits that employment may offer that support typical clinical goals for people with mental health disabilities**
- **Explain the importance of the coordination of health service & vocational services in supporting a successful employment experience**
- **Explore ways you can encourage and support individual's interest in employment**



LILY TOMLIN

**“No matter how
cynical you
become,
it's never enough
to keep up.”**



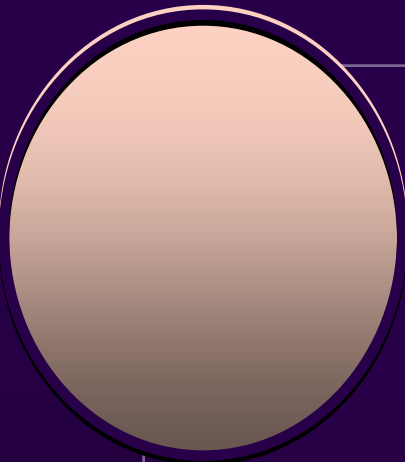
***“ ALL CHANGE IS DIFFICULT –
NO MATTER HOW LONG YOU
PUT IT OFF. ”***

----- JOE MARRONE



John Galbraith

“Given a choice between changing and proving that it is not necessary, most people get busy with the proof.”



***PUTTING EMPLOYMENT INTO
A RECOVERY ORIENTED
SYSTEM OF CARE
INCLUDING BUT
NOT LIMITED TO IPS***



5 SIGNS TO RECOGNIZE SYSTEM CHANGE:

Grieff, D., Proscio, T., & Wilkins, C. (2003). Laying a new foundation: Changing the systems that create and sustain supportive housing. Oakland, CA: Corporation for Supportive Housing



5 SIGNS TO RECOGNIZE SYSTEM CHANGE:

- **CHANGE IN POWER**
- **CHANGE IN MONEY**
- **CHANGE IN SKILLS**
- **CHANGE IN IDEAS/
VALUES**
- **CHANGE IN HABITS**



John P. Kotter (1998).

**Leading change: why
transformation efforts fail.**

**In: Harvard Business Review
on Change. Cambridge:
Harvard Business School
Press.**

1. **Not establishing a great enough sense of urgency**
2. **Not creating a powerful enough guiding coalition**
3. **Lacking a vision**
4. **Undercommunicating vision by a factor of ten**
5. **Not removing obstacles to new vision**
6. **Not systematically planning for and creating short-term wins**
7. **Declaring victory too soon**
8. **Not anchoring changes in the organization's culture**

12 PRINCIPLES OF PRITPAL TAMBER – connections to Grieff, Proscio, Wilkins and Kotter?

- 1. Include all in a community's collective effort**
- 2. Understanding differences in context, goals and power**
- 3. Appreciate arc of local history as part of story**
- 4. Elicit, value & respond to what matters to residents**
- 5. Facilitate and support the sharing of power**
- 6. Operate at five levels at the same time:
 individual, family, community, institutional & policy**
- 7. Accept that this is long-term, iterative work**
- 8. Embrace uncertainty, tension and missteps**
- 9. Measure what matters- process outputs, outcomes**
- 10. Able to respond to what happens, as it happens**
- 11. Build a team capable of working in a collaborative
 way, & able to navigate tensions inherent in work**
- 12. Pursue sustainability creatively
 - narrative, process, relationships, resources**



**UNEMPLOYMENT
IS
BAD FOR YOU !!!**



**LONG TERM UNEMPLOYMENT
DELETERIOUS TO
PHYSICAL AND MENTAL HEALTH
(INCREASES RISK EVEN IN
ABSENCE OF PRE- MORBIDITY)**

**UNEMPLOYMENT WORSE FOR YOU
THAN ANY SPECIFIC JOB
IS GOOD FOR YOU**

**EPIDEMIOLOGICAL STUDIES
(91 IN JOE FILES – 1938 - 2019)**



**IF YOU THINK
WORK IS BAD FOR
PEOPLE WITH MENTAL ILLNESS,**

**THEN WHAT ABOUT
POVERTY,
UNEMPLOYMENT,
AND
SOCIAL ISOLATION?**



**A ship in harbor is safe --
but that is not what ships
are built for.**

John A. Shedd
Salt from My Attic, 1928



VISION OF RECOVERY
JOE MARRONE

***RECOVERY MAY BE A
JOURNEY;
BUT IF YOU NEVER GET
ANYWHERE,
IT CAN EASILY BECOME
A TREADMILL.***



VISION OF RECOVERY

**SHOULD EMPLOYMENT
AND HOUSING
BE AN ESSENTIAL PART OF
RECOVERY VISION?**

THE PSYCHOLOGICAL EFFECTS OF UNEMPLOYMENT.

Eisenberg, P., & Lazarsfeld, P. F. (1938).

Psychological Bulletin, 35, 358–390.

**“Unemployment tends to make
people more emotionally unstable
than they were previous to
unemployment.”**

SIDE EFFECTS OF UNEMPLOYMENT IN THE GENERAL POPULATION

- **Increased substance abuse**
- **Increased physical problems**
- **Increased psychiatric disorders**
- **Reduced self-esteem**
- **Loss of social contacts**
- **Alienation and apathy**

Warr, P.B. (1987), *Work, Unemployment and Mental Health*, Clarendon Press, Oxford

**Arthur Goldsmith,
Washington & Lee University study at APA**

**Even in resilient people, six months'
unemployment has psychological
impact.**

**Americans who were jobless for longer
than 25 weeks in the past year were three
times more likely than those who were
continuously employed to suffer mental
health issues for the first time.**

Hergenrather, K. C., R. J. Zeglin, et al. (2015). "Employment as a Social Determinant of Health: A Systematic Review of Longitudinal Studies Exploring the Relationship Between Employment Status and Physical Health." Rehabilitation Research, Policy & Education 29(1): 2-26.

- Unemployment and job loss were associated with poorer physical health. Employment and reemployment were associated with better physical health.

Janlert, U., Winefield, A., et al. (2015). "Length of unemployment and health-related outcomes: a life-course analysis." The European Journal of Public Health 25(4): 662-667.

- Cumulative length of unemployment correlated with deteriorated health and health behaviour. Long-term unemployment, even as result of cumulated shorter employment spells over number of years should be an urgent target for policy makers.

Curnock, E., A. H. Leyland, et al. (2016). "The impact on health of employment and welfare transitions for those receiving out-of-work disability benefits in the UK." Social Science & Medicine 162: 1-10.

It remains rare for disability benefit recipients to return to the labour market, but our results indicate that for those that do, such transitions may improve health, particularly mental health.

Lee, J. O., T. M. Jones, et al. (2017). "The association of unemployment from age 21 to 33 with substance use disorder symptoms at age 39: The role of childhood neighborhood characteristics." Drug and Alcohol Dependence 174: 1-8.

Unemployment may be an important risk factor for alcohol use disorder and nicotine dependence symptoms

**Milner, LaMontagne, Aitken,
Bentley, Kavanagh**

"Employment status and mental health among persons with and without a disability: evidence from an Australian cohort study." Journal of Epidemiology and Community Health. *On line*:

<http://jech.bmj.com/content/early/2014/07/22/jech-2014-204147.short?rss=1>

"Greater reduction in mental health for those persons with disabilities who were unemployed or economically inactive than those who were employed"

Some evidence steady employment associated w. reduced use of MH services.

Bush, P. W., Drake, R. E., Xie, H., McHugo, G. J., & Haslett, W. R. (2009). The long-term impact of employment on mental health service use and costs. *Psychiatric Services*, 60, 1024-1031.

Highly significant reductions in service use were associated with steady employment.

\$166,000 LOWER COSTS OF MH SERVICES FOR WORKING GROUP OVER 10 YEARS

Stam, K., I. Sieben, et al. (2016). "Employment status and subjective well-being: the role of the social norm to work." Work, Employment & Society 30(2): 309-333.

Loss of, or drop in, *pecuniary* benefits (income) during unemployment is detrimental to well-being because it restricts unemployed individuals in looking forward and planning their future. Also leads to relative poverty - psychologically corrosive

Lack of *non-pecuniary* benefits during unemployment leads to lower well-being. 5 non-pecuniary benefits: time structure; shared experiences and contacts outside the nuclear family; shared goals; personal status and identity; and enforced activity

“Unpleasant ties to reality, such as too rigid time structures or low status, are preferable to none at all “

Niedzwiedz, C. L., et al. (2019). "Regional employment and individual worklessness during the Great Recession and the health of the working-age population: Cross-national analysis of 16 European countries." Social Science & Medicine: 112377.

<https://doi.org/10.1016/j.socscimed.2019.112377>

- findings suggest that across 16 European countries, for some key outcomes, higher levels of employment in the regional labour market may be beneficial for the health of the local population.

Roelfs, D. J., et al. (2011). "Losing life and livelihood: A systematic review and meta-analysis of unemployment and all-cause mortality." Soc Sci Med 72 (6).p.840-854.

Unemployment was associated with an increased mortality risk for those in their early and middle careers, but less for those in their late career.

Marck, C. H., et al. (2019). "Predictors of Change in Employment Status and Associations with Quality of Life: A Prospective International Study of People with Multiple Sclerosis." Journal of Occupational Rehabilitation.

Showed that employment loss was prospectively associated with poorer mental health related quality of life.

Antunes, A., et al. (2018). "The effect of socioeconomic position in the experience of disability among people with mental disorders: findings from the World Mental Health Survey Initiative Portugal." International Journal for Equity in Health 17(1)

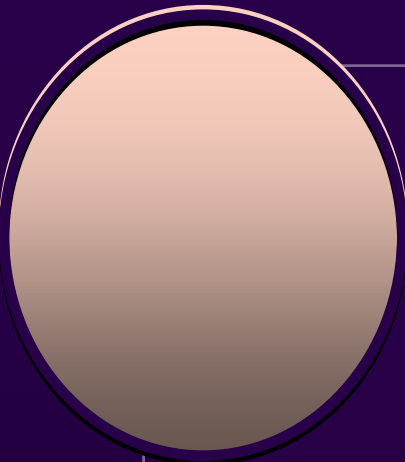
Among people with any 12-month mental disorder, those in employment category "retired or others" had two times higher odds of reporting disability when compared to participants "working". Likewise, individuals with financial deprivation had two times higher odds of reporting disability when compared to those non-financially deprived.

Training for Physicians- Clinical Decision-Making - Arizona

Weility Corporation

Worklessness Is Bad for People

- Three pillars of identity: body, work and family.
- Loss of bodily integrity causes anger, grief, depression, uncertainty, threatens identity.
- Loss of work causes anxiety, depression, loss of self-worth, threatens identity.
- Depression, anger, etc. strain relationships.
- Inactivity slows healing, creates chronic pain.
- “Victimization” disempowers & delays acceptance.
- Increased incidence of poverty, substance abuse, divorce, domestic violence, other morbidity & mortality.



**“LIFE LIVED WITHIN THE
CONFINES OF THE HUMAN
SERVICE & REHABILITATION
LANDSCAPE IS A LIFE IN
WHICH THE FREEDOM TO
BECOME & MAKE YOUR OWN
FUTURE IS DIMINISHED”**

PATRICIA DEEGAN

**20th World Congress Rehab International: Oslo, Norway
– JUNE 2004**

**What are the long-
term cost
implications for
helping people gain
work?**

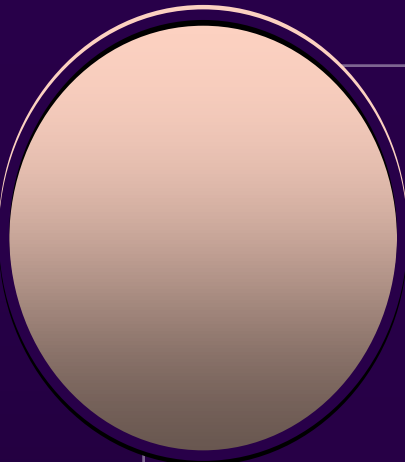
Health Cost Savings in NH

10-Year Follow-Up Study (Bush et al., 2009)

- Steady workers used less mental health treatment
- Cost savings over 10 years: \$166,350 per client
- Savings realized in later years

Summary

- **IPS costs ~\$4-\$6,000 year per client in NH**
- **After clients have worked a few months, the IPS team tapers off to about one contact per month**
- **Replacing IPS with day services saves about 30% in Medicaid costs**
- **In the long term, an IPS client who gains steady employment saves Medicaid over \$10,000/year**
 - **OR CCOs: \$1-\$2 PMPM for IPS**



**“ I CAN’T UNDERSTAND
WHY PEOPLE
ARE FRIGHTENED OF
NEW IDEAS;
I’M FRIGHTENED OF THE
OLD ONES.”**

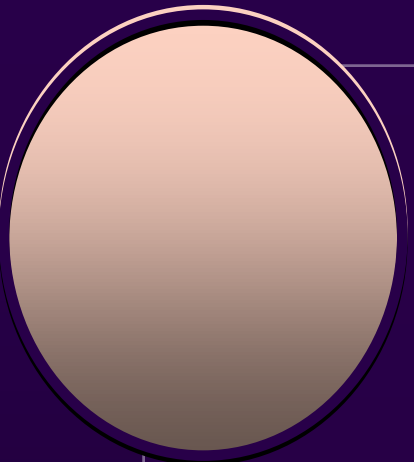
JOHN CAGE, COMPOSER

**ENCOURAGING PEOPLE TO
CONSIDER EMPLOYMENT:**

MOTIVATION:

**MORE THAN PAT ON BACK
BUT SHOWING:**

- 1. YOU CARE**
- 2. YOU WILL BE THERE**
- 3. YOU HAVE CONCRETE
IDEAS AND HELP TO OFFER**



**HOPE,
HELP,
AND
HASSLING**

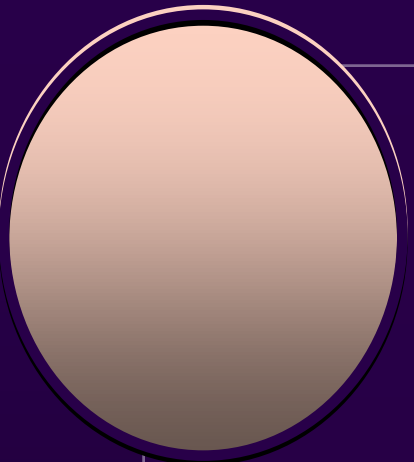


VISION OF RECOVERY

JOE MARRONE

**IS WORK THE MOST IMPORTANT
PART OF LIFE FOR EVERYONE?**

**NO. BUT IT IS THE MOST
IMPORTANT PART OF LIFE THAT
WE IN HUMAN SERVICES ARE
LEAST SUCCESSFUL AT HELPING
OUR CONSTITUENCY ACHIEVE.**



**“ YOU NEED A LITTLE LOVE IN
YOUR LIFE & FOOD IN YOUR
STOMACH BEFORE YOU CAN
HOLD STILL FOR SOME DAMN
FOOL’S LECTURE ABOUT
HOW TO BEHAVE.”**

BILLIE HOLIDAY

ROLE/ LIMITS OF TRAINING?

“You can teach a turkey to climb a tree, but it’s easier to hire a squirrel.”

FROM

**Spencer M. Lyle Jr., McClelland C. David,
Spencer M. Signe (1994) Competency
Assessment Methods. History and state of the
art. Paper first presented at the American
Psychological Association Annual Conference,
Boston, MA P. 8**



**IF EVERYONE'S
ALREADY DOING
IT,**

**HOW COME IT
NEVER GETS
DONE ???**



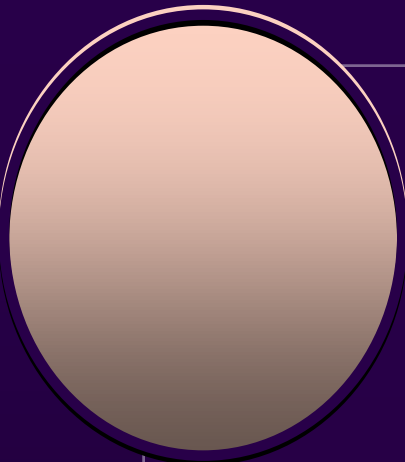
**OUTCOMES THAT SHOULD BE
SOUGHT IN COMMUNITY SERVICES**

**BECOMING A BETTER PERSON AND
“SELF REALIZATION” IS
THE CONSUMER’S RESPONSIBILITY.**

**HELPING PEOPLE GET EMPLOYED,
GET HOUSING, STAY OUT OF
HOSPITAL (& JAIL) AND
REDUCE SYMPTOM IMPACT ARE
STAFF’S RESPONSIBILITIES IN
PARTNERSHIP WITH THE PERSON.**

TERRY PRATCHETT

"I'll be more enthusiastic about encouraging thinking outside the box when there's evidence of any thinking going on inside it. "



**“IT IS NEARLY IMPOSSIBLE
TO MAKE YOUR OWN
FUTURE
WHEN YOU ARE NOT PART OF
THE
ECONOMIC FABRIC
OF THE CULTURE
YOU LIVE IN”**

PATRICIA DEEGAN

**20th World Congress Rehab International: Oslo, Norway
– JUNE 2004**

The mental health professionals believed I could not work, and I believed them. I trusted them. Unemployment is itself a boring and depressing experience. It takes Herculean effort to not be overwhelmed by a sense of meaninglessness. Being impoverished causes anxiety on many levels. The effects of poverty grind away the human psyche and are devastating to one's personal identity. Losing the security and privilege of being in the middle-class was devastating to me. Becoming part of a lower socioeconomic group was filled with judgment and stigma. I no longer felt accepted by those I considered friends; I felt like an untouchable. My social calendar emptied; invitations to dinner parties and cultural events stopped. Direct-care staff who provided services for me conveyed to me that my aspirations to climb back into a comfortable lifestyle were grandiose and unattractively ambitious.



VISION OF RECOVERY

“Increasing employment for people with mental illness is one of the most urgent priorities in today’s mental health system” **Mike Hogan**

(excerpted from the Ohio Employment Leadership Alliance brochure).

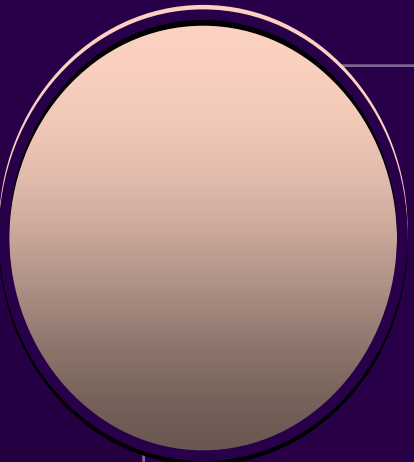
A man with schizophrenia once told him he could cope with the voices in his head.

"But it was the poverty, the unemployment, the homelessness," Kevin Martone of TAC (former Dir of MH in NJ) recalled, "and the fact that he was going to die 25 years sooner than the general population. Those were the big issues for him."



W. EDWARDS DEMING

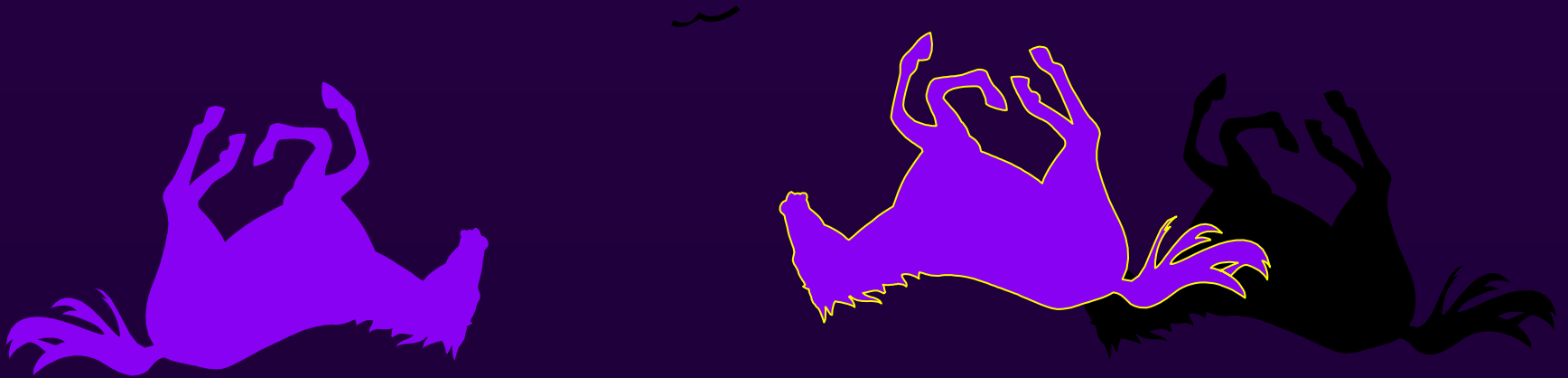
**“ BEWARE THE
CONTINUOUS
IMPROVEMENT OF
THINGS NOT WORTH
IMPROVING “**



**So why have
Recovery/ Employment
not moved
more fully into
community
practice?**

ANY DEAD HORSES IN YOUR ORGANIZATION?

(TAKEN FROM MATERIAL FROM ARTHUR EVANS, PH.D., FORMER DEPUTY COMMR, CT DMHAS), NOW MH DIRECTOR, PHILA MH



Dakota tribal wisdom says that when you discover you are riding a dead horse, the best strategy is to dismount. However, in human services, we often try other strategies with dead horses, including the following:

*** Saying things like “This is the way we have always ridden this horse.”**

or from a Native American Tribal Saying:

"If we don't turn around now, we just may get where we're going."

*** Appointing a committee to study the horse.**

*** Harnessing several dead horses together for greater performance**

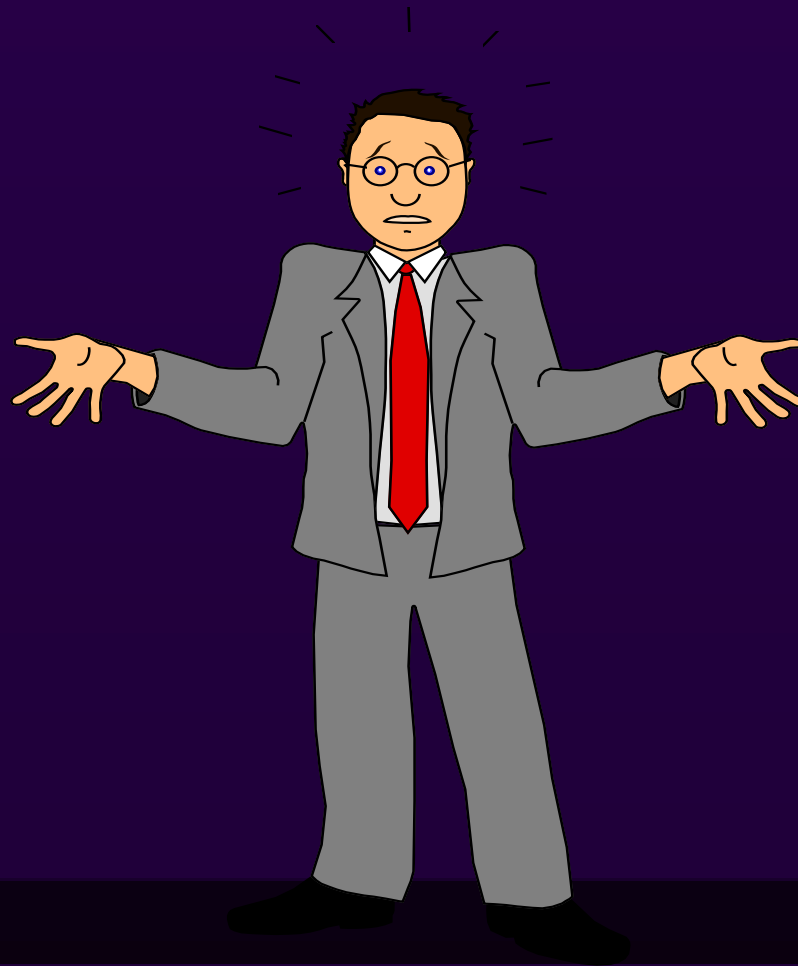
*** Providing additional funding to increase the horse's performance**

*** Arranging to visit other sites to see how they ride dead horses**

- * Increasing the standards to ride dead horses**
- * Creating a training session to increase our riding ability**
- * Changing the requirements; declaring “this horse is not dead.”**
- * Declaring the horse is “better, faster and cheaper” dead**
- * Promoting the dead horse to a supervisory position**



**Finding a consultant
knowledgeable about dead horses.**





Buddha

"Let us rise up and be thankful, for if we didn't learn a lot today, at least we learned a little, and if we didn't learn a little, at least we didn't get sick, and if we got sick, at least we didn't die; so, let us all be thankful."



OLD YIDDISH PROVERB

**If 1 person calls you a jackass,
ignore him;**

**If a second person calls you a
jackass, think about it;**

**If a third person calls you a
jackass- get a saddle.**

**" There is nothing you can say in
answer to a compliment. I have
been
complimented myself a great
many times, and they always
embarrass me**

**-- I always feel they have not
said enough. "**

Mark Twain