

MID TO LONGER TERM HOUSING SYSTEM ISSUES

WORKING TOGETHER FOR MENTAL HEALTH CROSS GOVERNMENT AND CROSS SECTOR APPROACHES

Overview

- ❖ **Housing assistance reshaped**
 - A brief history
- ❖ **Current service delivery directions**
- ❖ **Service development initiatives**
 - ✓ Expanded JGOS
 - ✓ HASI
- ❖ **Taking these directions forward**

Housing Assistance Reshaped

- ❖ **CSHA (1945) to late 1970's**
 - Assisting families through post war reconstruction 12,000 homes built in 40's, with a further 10,000 under development
 - Housing assistance often viewed as an initial step prior to home ownership
 - Late 50s 3-bed houses and large estates 50,000 properties
 - 60-70's town house and unit construction exceeding cottages
 - Access to public housing by single people, single parent households and people with support needs limited
 - 70's 100,000 property built

Housing Assistance Reshaped

- ❖ **The 1980's**
 - Targeted assistance to homeless and vulnerable people (CAP, Emergency Accommodation Unit created)
 - Housing Commission ⇨ NSW Department of Housing
 - Single people, older people, homeless people and people with support needs applying for housing exceed 'nuclear family applicants' - (150,000 properties)
 - Changes in mental health (de-institutionalisation and *legislation reform*) increased demand for low-cost housing and smaller property sizes

Housing Assistance Reshaped

- ❖ **The 1980's (cont)**
 - Smaller units built by DoH. Singles accommodation and leasing program through NGOs (CTS) (asset focused)
 - Work starts with other govt agencies and the community sector to develop program responses for people with support needs WHP, MHSHI through NGO providers
 - DoH Welfare Officers linked to allocation teams to better assist people with support needs
 - Matching of support to high need tenant identified as reducing the risk of tenancy failure

Housing Assistance Reshaped

- ❖ **The 1990's**
 - Increased targeting of resources for people with a mental illness (climate of reduced CSHA funding)
 - Growth for the community housing sector - recognised capacity of NGOs to work locally to match and package client support with specialist NGOs
 - Need to formally link housing and support to sustain tenancies in both public and community housing (focus on Community Renewal)
 - Effective relationships across govt agencies and community providers to improve outcomes for clients

Housing Assistance Reshaped

❖ 1990's cont

- Improved the skill base of DCH staff through the creation of specialist positions in client service teams, targeted responses to homelessness formal protocols with other agencies (JGOS)
- Greater understanding of housing assistance as a system and as a service continuum
- New assistance for people with support needs in community housing required to be linked to formal agreements
- Increased use of leasing to better match properties to client

Housing Assistance Reshaped

❖ 2000 onwards

- Work collaboratively to develop better housing outcomes for tenants, increased emphasis on protocols and formal agreements
- New approaches to housing assistance Extended JGOS, Boarding House Program, Housing and Accommodation Support Initiative
- Developing housing services for people with moderate to high support needs

Demands on the housing system

- ❖ Declining CSHA funding
- ❖ Ageing assets- not appropriate for smaller households
- ❖ A substantial waiting list
- ❖ More clients with complex needs

Service Delivery Directions

❖ Assisting those with priority needs

- needs based housing allocations
- responsive to needs of the homeless and those at risk of becoming homeless
- matching clients to appropriate housing options and services

Service Delivery Directions

❖ Building successful tenancies and communities

- ensuring tenants with support needs have adequate levels of support
- providing supportive housing management
- strengthening consumer participation
- early intervention before problems become acute

Service Delivery Directions

❖ Working together

- providing integrated services for clients with housing and support needs, streamlining assessments
- facilitating partnership building and collaboration in local communities to improve planning and services
- Addressing multiple needs through improved whole-of-government collaboration and with the NGO sectors

Service Delivery Directions

❖ Diversifying local housing responses

- providing a wider range of housing responses tailored to local markets across the multi-provider system (Aboriginal, public and community housing)
- developing new supported housing assistance to better meet local needs and respond to service gaps

JGOS 200320042005+

Joint Guarantee of Service for people with mental health problems and disorders

Purpose

- ❖ **To provide a coordinating framework for government and non-government agencies to guide the delivery of mental health, support and housing services to people with mental health problems and disorders who live in social housing and have ongoing support needs**

Extending the existing framework

- ❖ The JGOS was developed by health, housing and consumer representatives in 1997 as a multi-level (State, Area and local) agreement
- ❖ A review of the JGOS recommended broadening the arrangements to encompass housing, support or health services delivered by non-government agencies.
- ❖ The new JGOS includes a specific focus on Aboriginal client service

Partnership Principles

A common set of guiding principles that inform the decisions and actions of the JGOS partners when responding to the needs of people with mental health problems and disorders

An invitation to non-government agencies to consider becoming party to the JGOS

Partners

- ❖ Department of Housing
 - ❖ NSW Health (including Area Health Services)
 - ❖ NSW Aboriginal Housing Office
 - ❖ Aboriginal Health and Medical Research Council of NSW
 - ❖ Department of Community Services
- and as agreed locally:**
- ❖ **Aboriginal and community housing providers**
 - ❖ **Non-government mental health service providers**
 - ❖ **SAAP services**

Who can be assisted?

- ✦ Any existing social housing tenant with a mental health problem or disorder whose tenancy may otherwise be at risk
- ✦ Applicants for social housing with mental health problems and disorders who may be homeless or at risk of homelessness needing help to successfully establish a tenancy in Aboriginal, community or public housing.

How can people benefit?

The JGOS offers a way to:

- ✦ Improve outcomes for individual consumers
(facilitating priority housing access, adequate support and health care, help if and when problems occur)
- ✦ Make use of each others' expertise and knowledge

How can people benefit?(cont)

- ✦ Early intervention to avoid homelessness or a tenancy becoming destabilised
- ✦ Strengthened networks between health housing and SAAP workers through shared responsibility for problem solving
- ✦ Systemic and individual advocacy and support for consumers

How can people benefit?(cont)

- ✦ Facilitate better service collaboration and planning
- ✦ Promoting good practice and consumer protections

Next Steps in 2003/04

- 1 Publication of the JGOS document**
- 2 The development of a training package**
Providing practical resources for frontline workers
- 3 The delivery of a series of area information workshops**
- 4 Development of Local MOUs**
- 5 Local agencies become JGOS partners**
- 6 Expanded service delivery commences**

How can organisations be part of this?

- ✦ As part of the Area information workshops, implementation committees will be established.
- ✦ These committees will then oversee the development of an Area Memorandum of Understanding between government and non-government organisations at the local level.

Housing Accommodation Support Initiative

Overall Aim

- Improve community participation and housing stability for people with mental disorders and high levels of psychiatric disability by providing high level accommodation support linked to supported housing

Housing Accommodation Support Initiative

Initiative objectives

- Maximise community participation
- Sustain successful tenancies linked to support
- Increase access to support and accommodation services
- Build strong partnerships between housing and support providers that lead to improved client outcomes
- Establish services in areas where there are limited or no support and accommodation services
- Use the lessons from the the Initiative to further build the service system

Initiative Background

- ❖ Partnership between NSW Health and the Department of Housing
- ❖ Builds on recent partnership between the two agencies and Department of Aging, Disability and Home Care
- ❖ Health will provide \$5m in recurrent funds to support 100 individual requiring high level accommodation support
- ❖ Department of Housing will purchase and lease properties for the Initiative
- ❖ Locations were determined through a planning process in late 2002 by the Centre for Mental Health

Support and Housing Providers

- ❖ The Initiative formally separates housing and support roles through a service level agreement
- ❖ Support services for the Initiative will be provided by 3 NGO's selected through an EOI process run by the CMH in late 2002
- ❖ Housing Providers were also selected through an EOI process run by OCH. 8 community housing organisations and two public housing client service teams will provide housing management services

Accommodation Support Providers

- ❖ The accommodation support provider will
 - provide high level support
 - assist individuals maintain role functioning, skills and independence
 - assist as required with domestic, personal care and health care activities
 - assist with mental health treatment and rehabilitation needs
 - link individuals to acute and non acute services

Housing Providers

- ❖ The Housing provider will
 - find, headlease and allocate rental housing for initiative clients or manage properties owned by the DOH
 - provide responsive housing services in accordance with good practise standards
 - work collaboratively with accommodation support providers to ensure effective delivery of housing services to Initiative clients

Who are the Initiative Clients

- ❖ An Initiative client will
 - have low functioning levels
 - have difficulty in the past in living in the community
 - require assistance to maintain medication regimes
 - had frequent admissions to hospital (currently in hospital)
 - may have active psychiatric symptomatology
 - be homeless, at risk of homelessness or inappropriately accommodated
 - have a desire and capacity to live in the community with adequate support

How is the Initiative Different?

- ❖ In the past people with high level or complex needs mostly lived in group settings
- ❖ The model for the Initiative builds on existing accommodation for housing and support.
- ❖ The Initiative will provide individuals with community based accommodation linked to co-ordinated support services
- ❖ Individuals will enter into tenancy agreements with housing providers

Co-ordination of the Initiative

- ❖ Jointly managed by the Centre for Mental Health and the Department of Housing (Office of Community Housing)
- ❖ Local area committees/meetings comprising Area Health Services and Regional OCH staff – housing and accommodation providers
- ❖ Provider liaison at the local level
- ❖ An Advisory Committee comprising representation of all the above and chaired by the Centre for Mental Health

Implementation of the Initiative

- ❖ The first Initiative clients were accommodated in May 2003
- ❖ Roll out programs to employ suitable staff in the NGO's and to establish service level agreements between housing and support providers are underway across the NSW
- ❖ All clients are likely to be accommodated by the end of 2003
- ❖ An evaluation of the outcomes of the program is also likely to commence in 2003 and run over a 1-2 year period

Better service quality

Taking these directions forward

- **Introducing new homelessness initiatives**
- **Establishing a new Inner Sydney Housing Company for people with complex needs**
- **Evaluation framework**