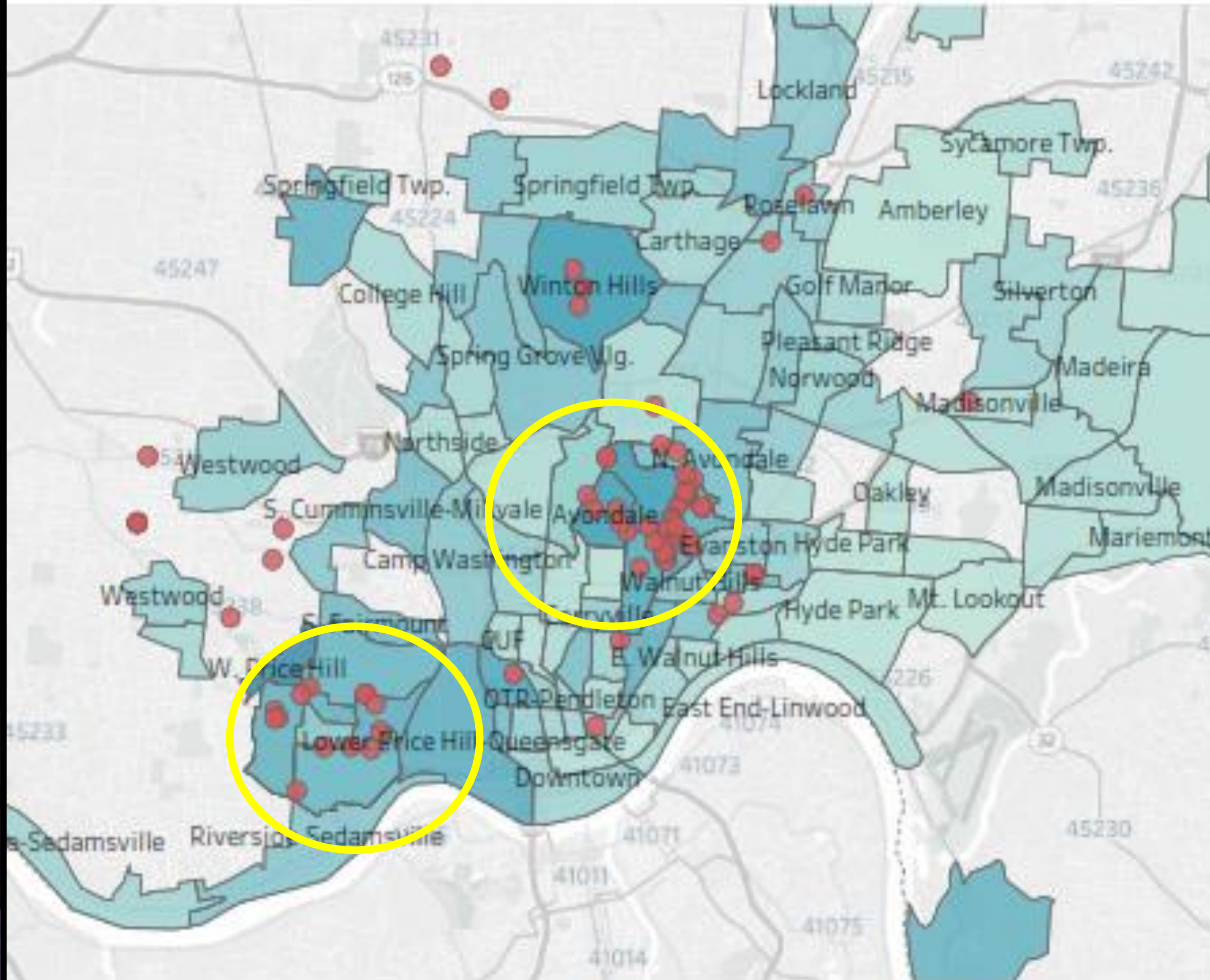




Place Based
Housing



BACKGROUND



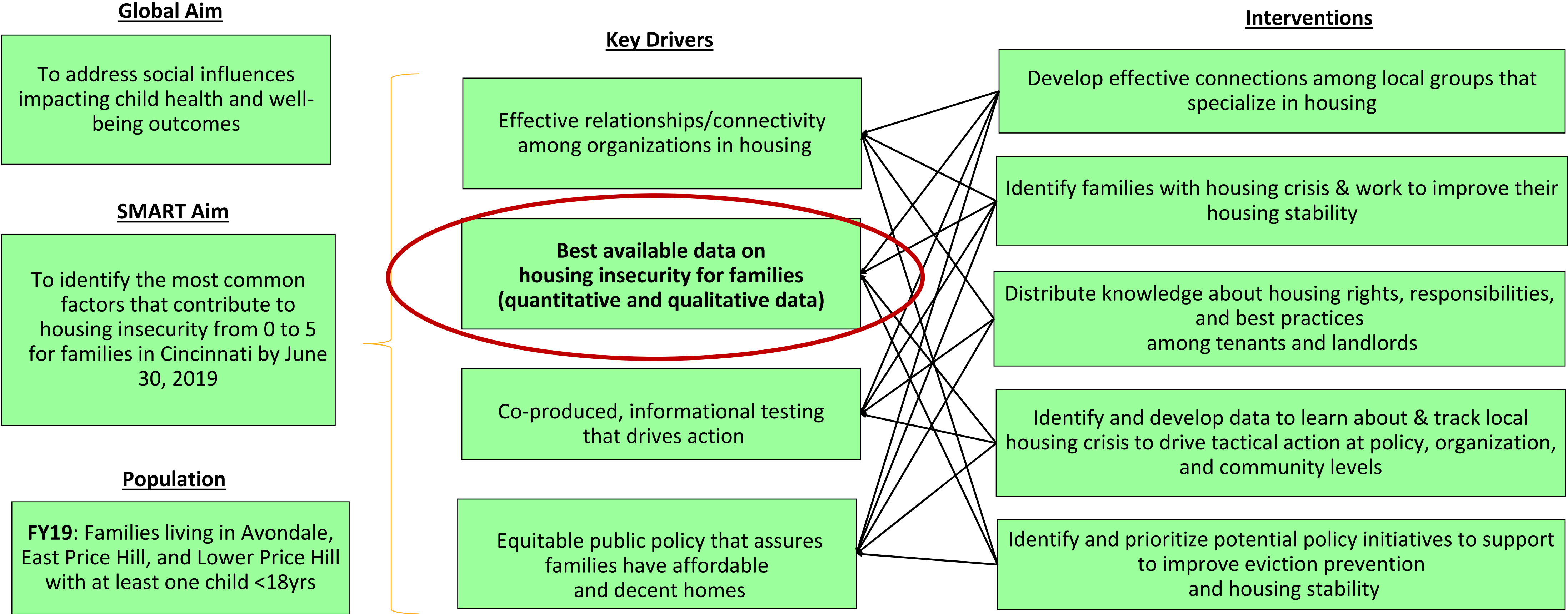
- **FY18:** Worked with 150 families. Families prioritized **housing as #1 concern**
- **Focused Neighborhoods** Avondale, East Price Hill, Lower Price Hill
 - Experiencing higher eviction rates
 - Many of our partner families live
- **FY19 Goal:** Bring **change to housing policy & systems** levels for families facing housing insecurities (via eviction and conditions violations)

... (generated) and Longitude (generated) and Latitude (generated). For pane Longitude (generated): Colo
rks are labeled by Neighborhood. For pane Longitude (generated) (2): Details are shown for ARC Street.

Place Based HOUSING Key Driver Diagram (KDD)

Project Leader(s): Carley Riley

Revision Date: 02/08/2019 (v9)

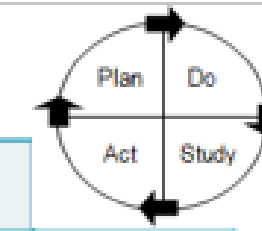


- FY19 Prototype Development**
- **Local Housing Policy** | Affordable Housing Trust, City Council Eviction Recommendations
 - **Housing Action Team** | ACT-based Focused Housing Response
 - **Justice Promoters** | Parent-led Tenant Education
 - **Community Organizing Engagement Model** | SMCS Stable Families, Strategies to End Homelessness, Bethany House, Project Connect, Affordable Housing Advocates

LEARNING CYCLES



PDSA Worksheet – Housing Action Team Call Huddle



Ramp #: Test #: 1 Test Start Date: 11/13/18 Test Complete Date: Ongoing

Project SMART Aim: To increase connections among housing contacts working to resolve housing insecurities for families

What key driver does this test impact? Learning system structure that supports agile action for eviction prevention What is the objective of the test? Team discusses resolutions & remedies for families with housing issues

PLAN:

A. Briefly describe the test:
Organize a weekly huddle call in which housing partners meet to discuss family cases dealing with housing insecurities

B. How will you measure the success of this test?
Track weekly the number of attendees, willingness to discuss and share information, and track along the families' housing stories & actions

C. What would success look like?
Family stories using SBAR are shared and solutions are shared. PB Team tracks families and learns from the housing. Create N of 1 charts for each family.

D. What do you predict will happen?
Unsure on if we have the right attendees and if the discussion would be relevant.

E. Plan for collection of data:
PB Team tracks the family cases, solutions & actions given, and the families' actions and outcomes.

F. Tasks:

List the tasks necessary to complete this test (what)	Person responsible (who)	When	Where
Determine HAT Attendees	PB Team	11/7/18	CCHMC
Set-up HAT Huddle Series	Kristen	11/9/18	CCHMC
Launch HAT Huddle Series	Carley	11/13/18	Conf. Call
Collect Housing Stories	Connie	Ongoing	Community
Facilitate HAT Huddles	Carley	Ongoing	Conf. Call

DO: Test the changes.
Was the cycle carried out as planned? Yes or No

Record data and observations.
Invitations sent. Huddle was staged with its purpose and SBAR process. Two families were presented using the SBAR format.

What did you observe that was not part of the plan?
Several requests have been made to attend the huddle.

STUDY:
Did the results match your predictions? Yes or No

Compare the result of your test to your previous performance:
The discussion was highly information. Attendees asked clarifying questions and were eager to help.

What did you learn?
Having the right attendees is critical to the success of the huddle. Continue to add attendees who will help inform the housing conversation

ACT: Decide to Adapt, Adapt or Abandon (shade one box).
 Adapt. Improve the change and continue testing the plan. Plan/changes for next test:
Adding new community partners connected to housing

Adopt. Select changes to implement on a larger scale and develop an implementation plan and plan for sustainability.

Abandon. Discard this change idea and try a different one.

13 HAT Huddles from November 2018 - March 2019

17 Family Stories grouped by housing category

(e.g., conditions, legal issue, eviction)

Learnings!

- ✓ Able to learn & share info across ACT
- ✓ Define reoccurring housing questions
- ✓ Power of warm hand-offs
- ✓ Understanding knowledge gaps within housing

RESULTS



Housing Continuum | Displacement (Family Perspective)

High-Level Process Map Worksheet

Process: **Pathway to Eviction and Homelessness**

Beginning Boundary: **Family Instability Exists**

Ending Boundary: **Family is Homeless**

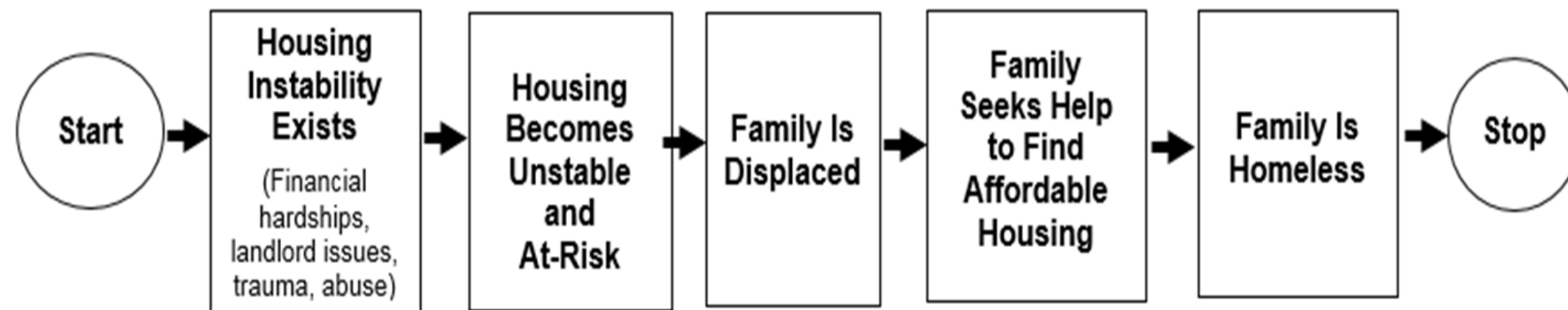
Customers: **Avondale and Price Hill Families**

Future Situation Considerations:

- **Landlords Operate Independently. No Standardized Conduct Of Conduct**
- **Legal Representation and Social Advocacy Can Change the Outcome**

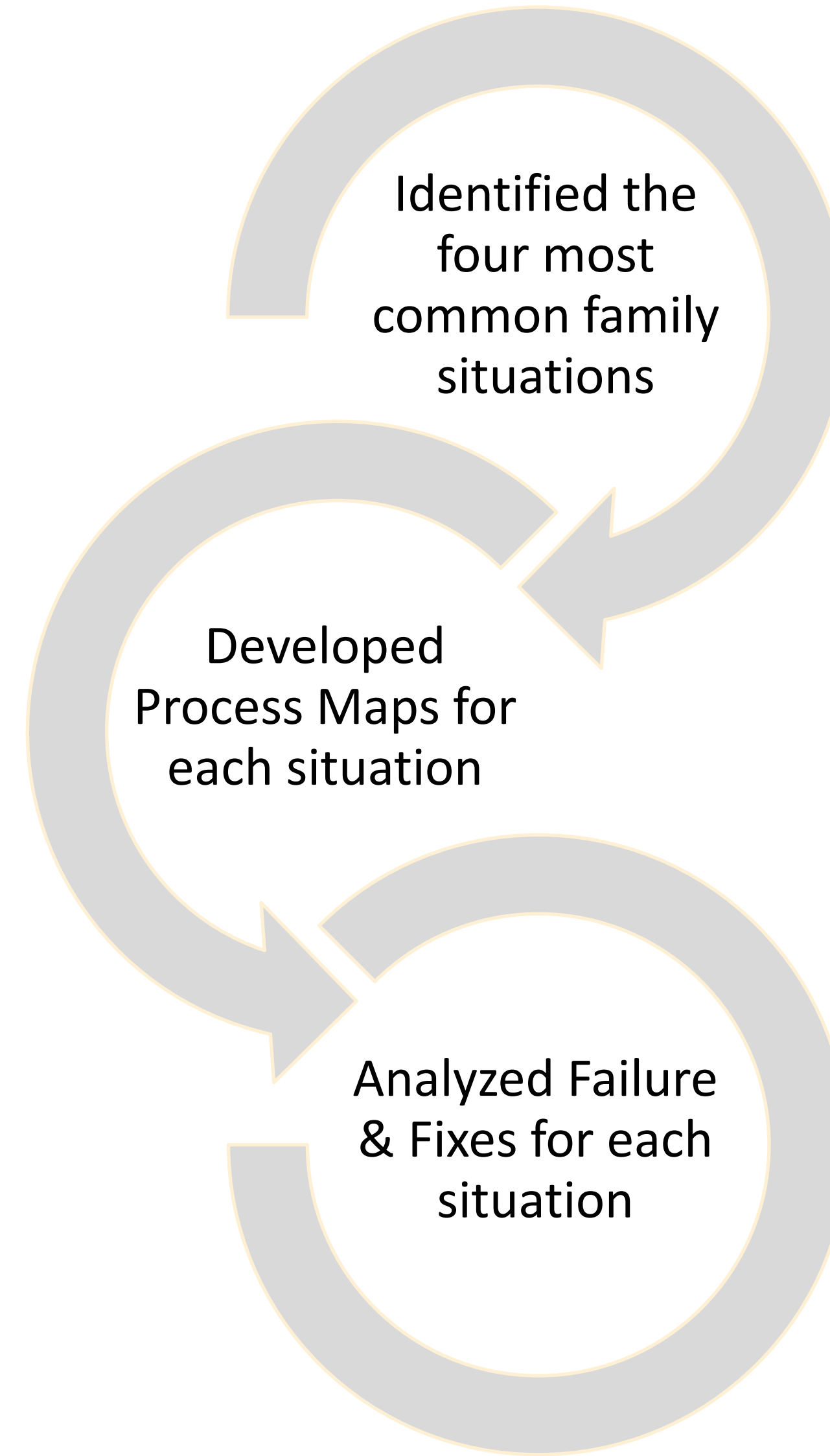
Outputs/Outcomes:

- **Family Displaced | Living with Relatives or Friends; Shelter or Transitional Housing**
- **Impacts Family's Rental History**
- **Impacts Children's Health, Academics, and Stress Levels**



ACT Place Based | FY19 HAT Process Mapping
 Huddles: 12/11/2018, 1/8/2019, and 1/22/2019
 In-depth Interviews: 12/15/2018, 1/31/2019

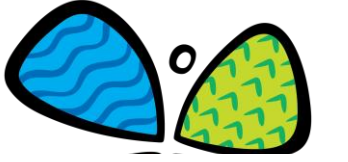
March 8, 2019 (v4)



- **Categories**
- **Displacement**
- **Eviction**
- **Substandard conditions**
- **Lack of affordable housing**

- **Identified in Simplified Failure Mode Effects Analysis (sFMEA) where current law & policy changes would help families**

MOST PROUD & WHY



Housing Action Team Pathway



Key Partners!



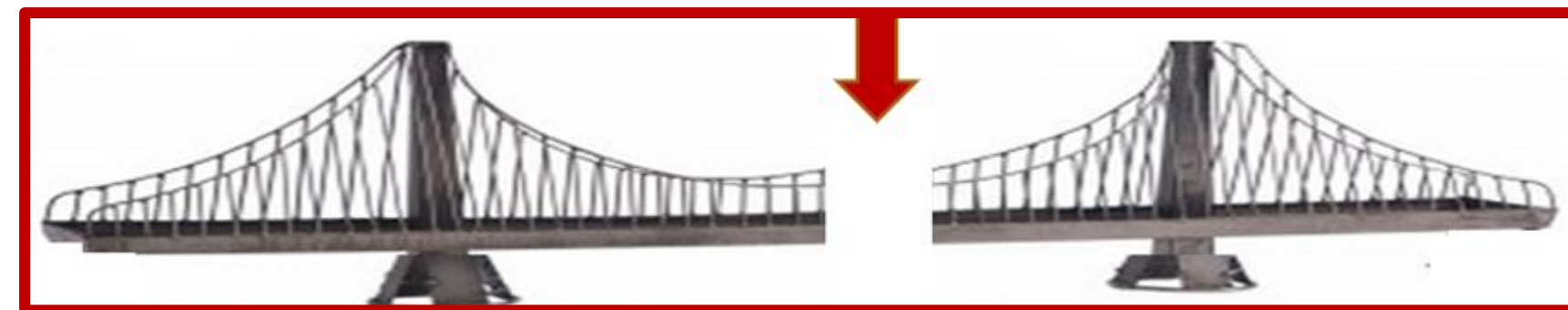
Results!

- ✓ **13 HAT Huddle calls from November 2018 - March 2019**
- ✓ **17 family stories**
- ✓ **SBAR format revealed key factors & barriers in housing system**
 - Family connected to a organization? → Case Worker? Or Community Health Worker? → Counseling needs?
 - Family rental situation? Market rate housing? Qualify for section 8 voucher? Subsidized housing?
 - Patient of CCHMC? → Legal Case-→ Child Help?
- ✓ **Average of 9 participants each week**
- ✓ **7 housing problems resolved (41%)**

GREATEST CHALLENGE



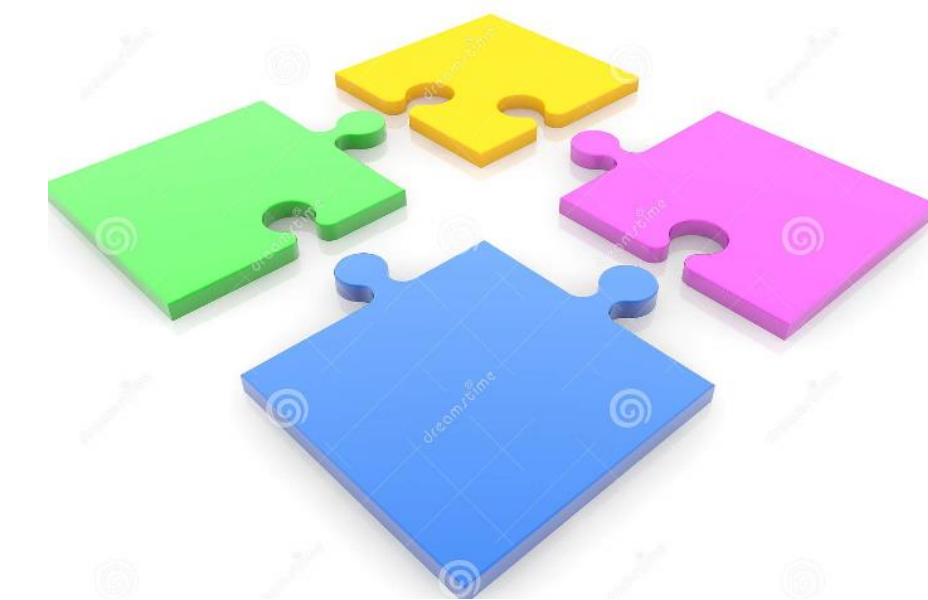
Housing systems are not built with the family at the center



Gaps in current & proposed solutions need to be addressed to better serve families



Families are balancing multiple social concerns of health



Solution-based institutions & agencies are silo'ed

Team Members



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