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RYAN WHITE  
CONFERENCE ON**  
HIV CARE & TREATMENT

# Housing and Employment Success Stories: *Innovative System Service Delivery Supporting the HIV Care Continuum*

City of Kansas City, Mo Health Department

# Presenters



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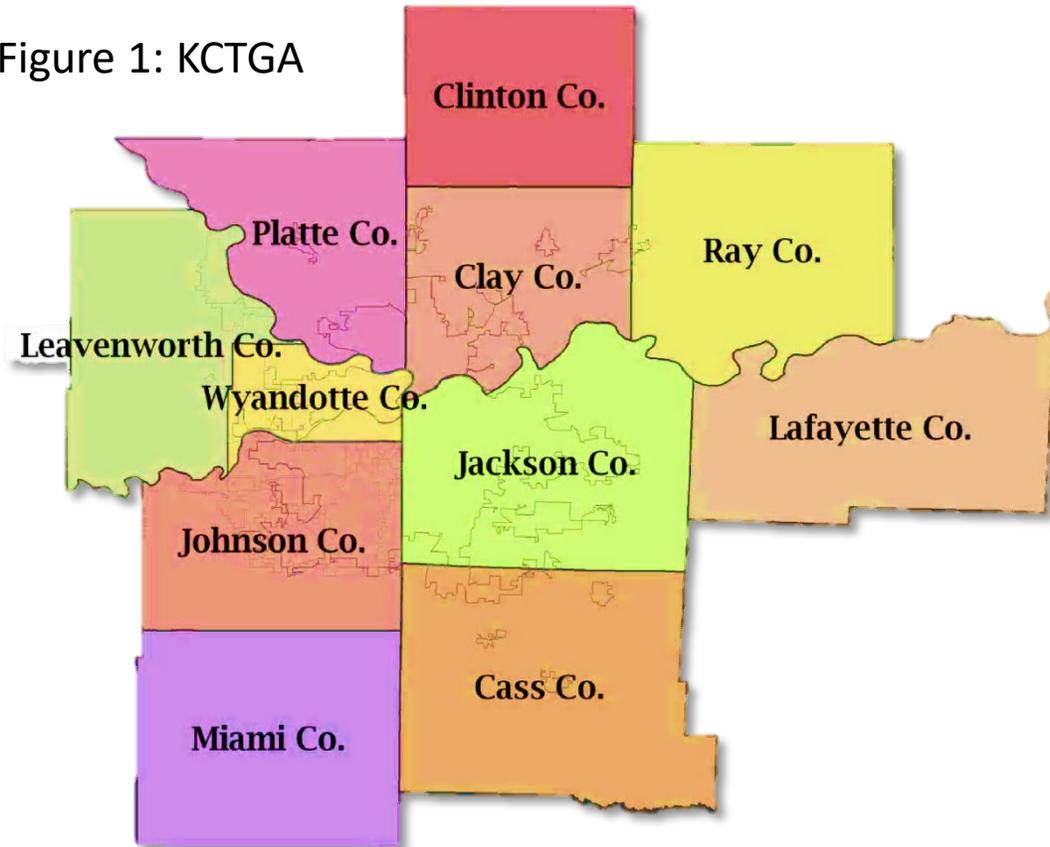
# Session Objectives



1. Recognize the importance of housing as it relates to service needs in your area while finding ways to fund and/or foster housing-related services.
2. Distinguish your jurisdictions housing continuum, how to fill gaps, and understand where it intersects with outcomes along the HIV Care Continuum.
3. Explore how to structure a successful program to ensure clients achieve increased housing stability, earned income, and viral suppression/engagement in care.

# About KCHD & Our TGA

Figure 1: KCTGA



- Ryan White Part A Recipient & HOPWA Grantee (formula and competitive HOPWA awards)
- Approximately 2,700 Ryan White Clients Annually
- Approximately 600 served in RW & Non-RW Housing Programs
- Intensive efforts to expand HIV Housing Program in the past 3.5 years

*Our philosophy...*



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Housing is a necessary structural  
intervention to end the  
epidemic.

# How did we get here?



## Began in 2012...

- Planning Council & Recipient begin to prioritize housing as a service gap for PLWH
- Stronger engagement in HUD funded programs
- Pursuit and acquisition of additional funding sources

## Brings us to 2020...

- Leveraging data
- Fostering collaborative partnerships
- Addressing social determinant of health intersections for PLWH

# Initial Housing Continuum



Figure 2: KCHD Housing Continuum v1

# KANSAS CITY, MO Housing Continuum

## KCHD Housing Program

v. August 2019

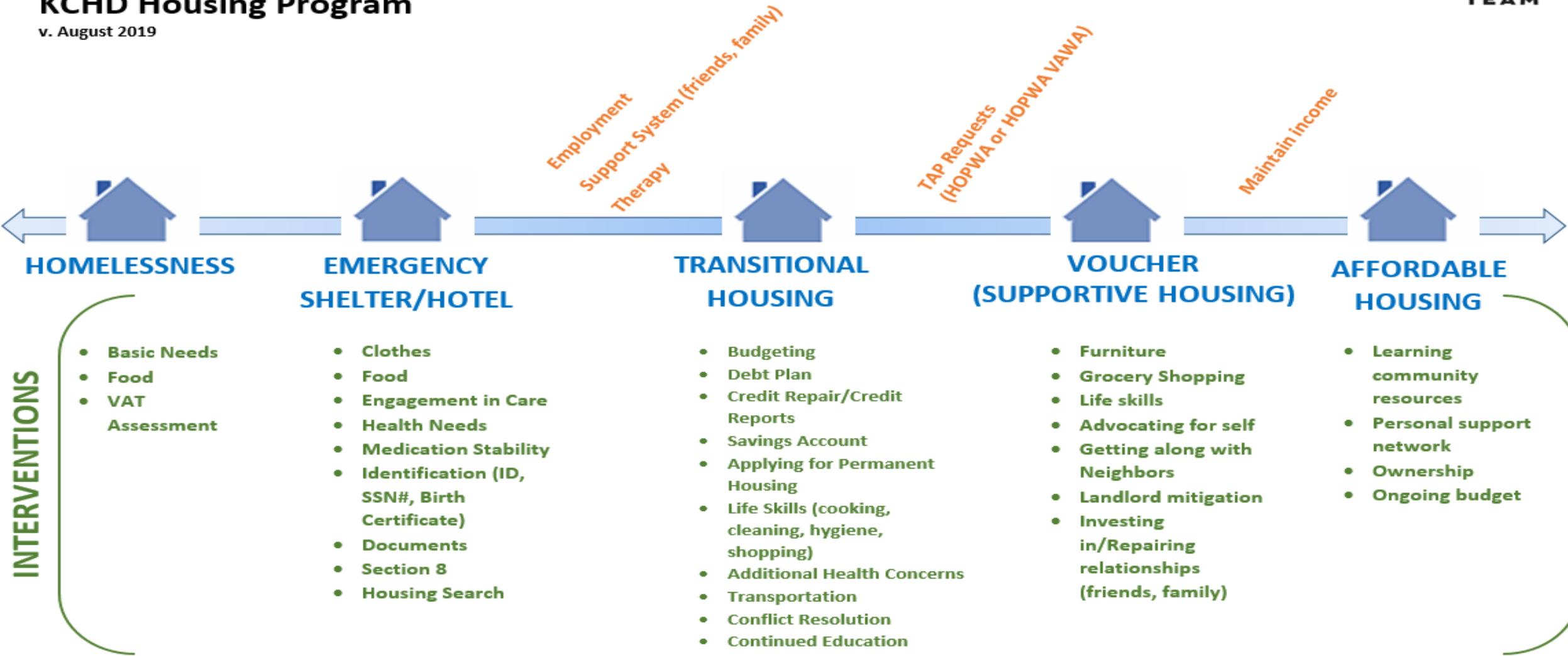


Figure 3: KCHD Housing Continuum v2

# Building Systematic, Structural Interventions to Move Clients Along Housing Continuum



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SPNS Data  
Integration

SPNS KC Life  
360

RW Emergency  
Financial Asst.

Transitional  
Off-Site

HUD/DOJ  
HOPWA/VAWA

HOPWA Transitional  
Shelter

Ryan White  
Transitional Shelter

Shelter  
Plus Care

HOPWA  
TBRA

HOPWA  
STRMU

Homeless to Subsidy

Affordable

Market

# Data & Service Integration

On-going efforts to integrate data into the shared client level data base (SCOUT) has provided tremendous benefits

Providers better understand the “data story” and journey of homeless and housing unstable clients

Intensive cross training program developed in 2018

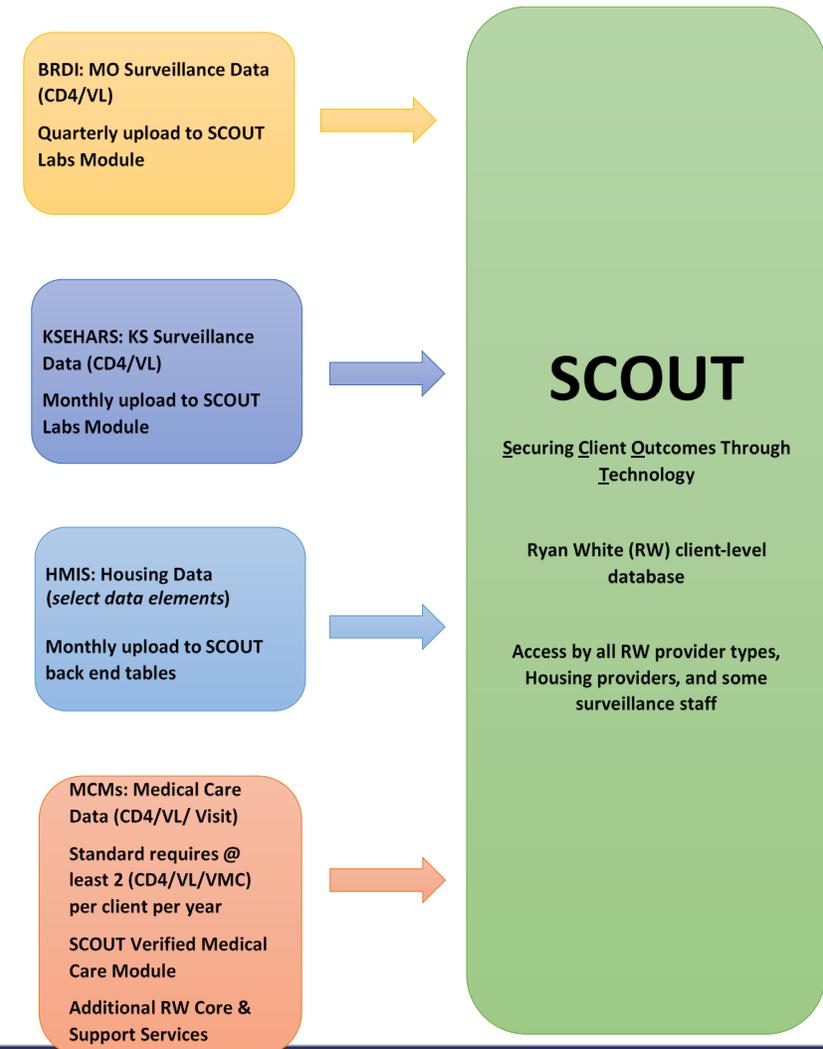


Figure 4: KCHD Database Integration

# Linking Housing & Health – KC Housing & Health Outcomes Report

Kansas City recognized the role data plays in quantifying the importance and benefit of housing services

Before we could address needs – we had to understand where our clients were in regard to the HIV Care Continuum

## Caselist: Housing Clts KCTGA Health Outcomes

Unduplicated Client Count: 2

\*\*Population restricted to clients referred for Save, Inc or ReStart, Inc Housing Assistance w/in the specified Date Range: 11/1/2017 to 1/1/2018

To Display Case Management and Client Level Detail, click the Blue underlined link

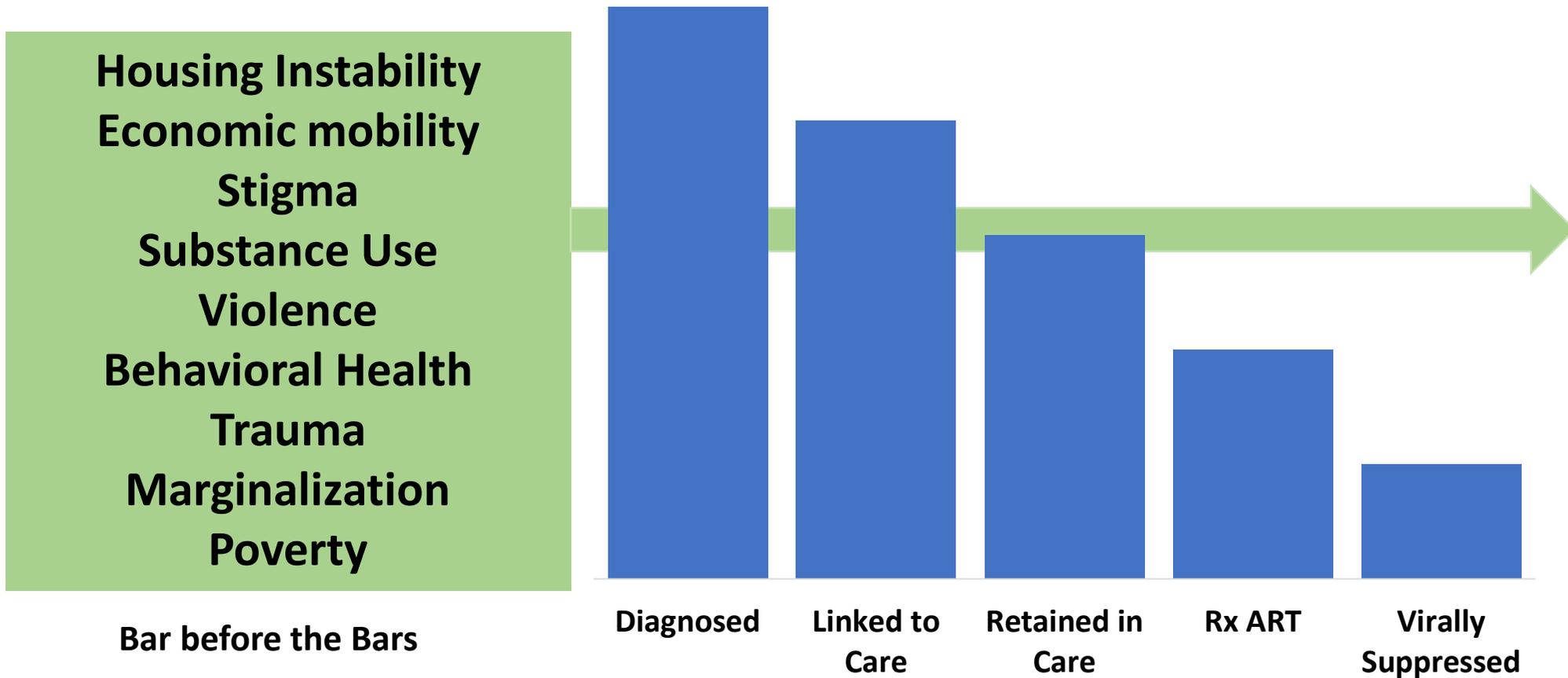
### Housing Specialist

> 182 dys   < 500   > 200   > 1   > 1   > 0

##	Client Name	Housing Type	DCN	Current Case Manager	MR Verified Medical Visit (VMC) Date	Most Recent CD4 (VMC) Test Result	Most Recent Viral Load (VMC) Test Result	MR BAI Acuity Level (Assmnt)	MR KC TGA Hsg Number (Assmnt)	Count of Svc Plan Medical BTC	Currently Active MH Svc Plan BTC	Currently Active SA Svc Plan BTC	Currently Active ADAP Svc Refl
1	[REDACTED]	RW N-PERM	[REDACTED]	JTURNER	06/30/2017	884	Undetectable	BAI Level 2	3	3	Yes		Yes

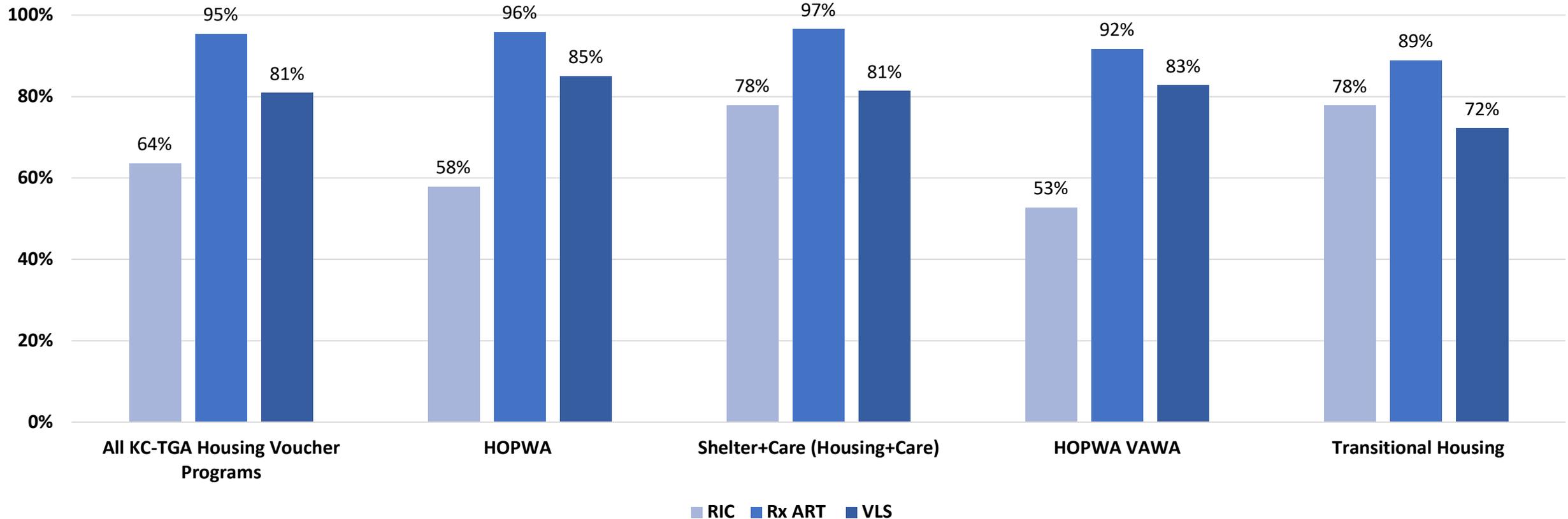
Total Client Count Virally Suppressed: 1

# SDOH Influence on the HCC

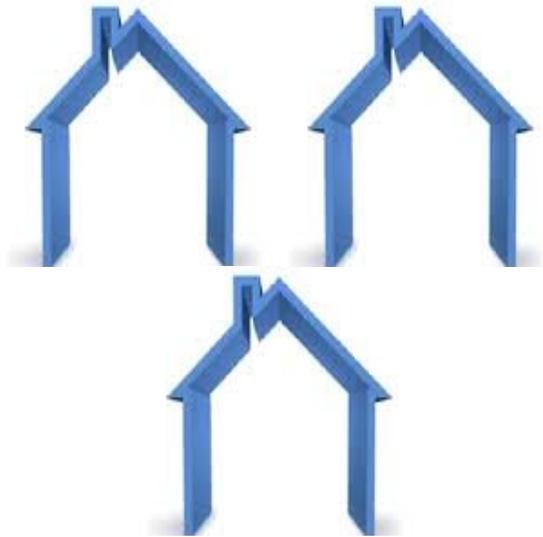


# Using Data to Advocate for Housing

## KC-TGA Housing Voucher Programs HIV Care Continuum CY 2019



# Expanding Transitional Housing



Scattered Site Units



**# of Units  
On-site  
Support**



22 – Unit Building  
with Common Areas

# Advancing Services while Transitionally Housed



- Applying for Permanent Housing
- Life skills (cooking, cleaning, shopping, hygiene)
- Conflict resolution
- Budgeting
- Debt Planning – Credit repair
- Banking – checking /savings
- Transportation
- Employment
- Education
- Volunteering



## Changing Lives Daily



Image of young man

- HRSA funded SPNS grant
- Addresses intersection of living with HIV, experiencing housing instability, and unemployment/underemployment
- Partnered with Catholic Charities for employment support services
- Partnered with reStart for transitional housing services
- Multi-site research component

# Cross-Sectoral Partnerships

**KCHD**



Eligibility  
Initial intake  
Triaging services

**Catholic Charities**



Employment Support  
Work Force Development Class  
Acquiring network of Employers

**reStart Inc.**



Transitional Housing  
Housing Case Management  
Housing Support Services

*\*Cornerstone of Success: Colocation across project partners\**

## Key Activities

- **Employability Assessment** – Define strengths and weaknesses
- **Employment Action Plan**- Develop task and steps needed to gain employment (30-60-90 day intervals)
- Refer client to appropriate agency to receive employment services based on **Employability Assessment & Employment Action Plan**
- Monitor with client accomplishment of tasks and steps
- Provides weekly updates of jobs via **Job Bank**

# Gaps Remained...

Meeting the needs of “hidden homeless” was a challenge (e.g. couch surfing, non-chronically homeless)

KCHD learned from Family Health Centers of San Diego & Positive Impact Health Centers of Atlanta

Launched Gap Lodging Program in July 2019

Incorporated Gap Lodging component into formula HOPWA spring 2020



Image of young man

# Gap Lodging Program Outcomes



## **Viral Load Suppression:**

- 10 virally suppressed; 100% maintained
- 7 not virally suppressed; 43% achieved suppression
- 4 not virally suppressed; 2 no updated lab data; 1 showed VL decrease; 1 showed VL increase

## **Gap Lodging Length of Stay:**

57 Days = Average      14 days = Shortest      114 Days = Longest

# Client Success Story #1

***“I’m so happy I just did not think I would ever get a place that was all mine, that was not my car.”***

Newly Diagnosed 20 year old MSM  
Underemployed working in food service  
Living in Car after turbulent situation with mother  
Housed with Gap Lodging → Permanent Housing Voucher (Youth Program)  
Currently completing GED  
Wanting to go to college for teaching career  
Last Medical Appointment: April 2020  
Most Recent Viral Load: Undetectable

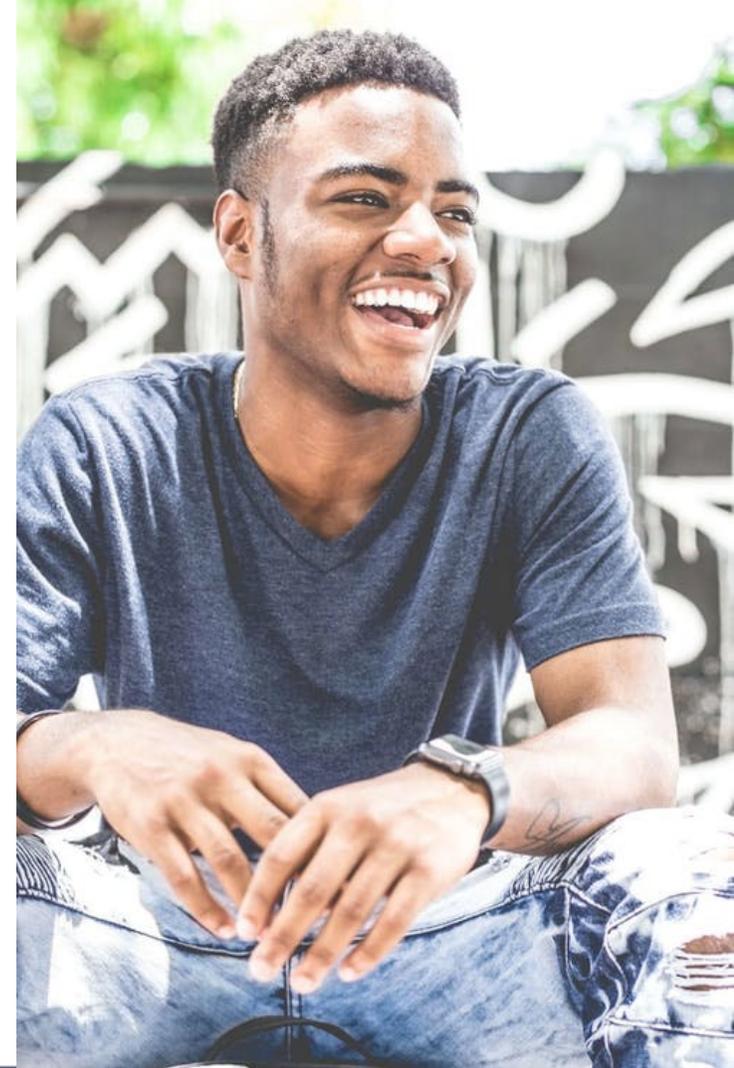


Image of young man

# Client Success Story #2

***“I’m so thankful for the opportunity to be out of the winter weather and in a safe place.”***

54 year old cis male

Frequent hospital visits

Living in homeless camp under freeway viaduct

Housed with Gap Lodging → Permanent Housing Voucher (DMH)

Connecting with Vocational Rehab to start volunteering or working part-time

Last Medical Appointment: March 2020

Most Recent Viral Load: 53,000 (continuously decreasing)



Image of adult

# Client Success Story #3



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***“I’m so happy now that I have officially changed my name. I feel like I can start looking for employment now.”***

Transgender woman  
Gained employment often; Difficultly maintaining employment  
Legally changed name & secured new ID  
HOPWA VAWA Voucher  
Working toward CNA credentials  
Last Medical Appointment: January 2020  
Most Recent Viral Load: Undetectable



# KC Life 360 Preliminary Outcomes



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## 113 clients served

**58%** gained employment or increased income with SSI/SSDI

**65%** received housing assistance

**87%** engaged in medical care

**86%** achieved or maintained viral load suppression



KC Life 360 Client Employment

# Sustainability for Kansas City



- HOPWA Formula Funds:
  - Maintain Gap Lodging program; allows to expand scope of those served
  - Maintain Employment Support Specialist position at KCHD
- Continued Leveraging of Part A and HUD funded programs for transitional and permanent housing supports
- Exploring CoC funding and MOUs with referral networks related to employment and earned income supports
- Incorporating lessons learned (bike innovation, use of cell phones, etc.) regarding eligible expenses and client benefit
- Intervention manual, website being developed, & other publication/dissemination efforts

# Recommendations for Replication



- Pursue SPNS funding opportunities; They innovate and invigorate programs and services
- Don't be timid about restructuring how current funds are utilized (HOPWA, CoC, etc.)
- Transparency with Planning Councils and other decision-making groups is key
- Multidisciplinary teams and cross-sectoral partnerships are invaluable for improved service delivery
- Dedicated staffing to triage across services is important
- Dedicated staffing for evaluation activities is also essential
- Co-location benefits clients and system-level interventions

# Contact Information



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