



KC Life 360

This fact sheet contains highlights from the *KC Life 360* intervention, designed to link those with HIV experiencing homelessness and unemployment or underemployment to care in the 11 Missouri counties of the Kansas City Transitional Grant Area (KC-TGA).

INTERVENTION OVERVIEW: An employment-focused intervention that utilizes the intersection between employment services, HIV care and treatment, and housing to improve health outcomes of people with HIV experiencing homelessness.

PRIORITY POPULATION: People with HIV who are experiencing housing instability and are unemployed or underemployed and are not linked to medical care

ORGANIZATIONAL SETTING: City health department (Kansas City, Missouri)

FUNDING SOURCE(S): HRSA RWHAP Part F: SPNS “Improving HIV Health Outcomes through the Coordination of Supportive Employment and Housing Services” initiative

INTERVENTION PURPOSE/GOAL: This intervention aims to engage clients into supportive services to ensure the ability to obtain and maintain employment, earned income, and economic mobility to secure permanent housing placement.

INTERVENTION SUCCESSES: KC Life 360 served a total of 115 clients. Of the 115 intervention participants:

- 94% achieved or sustained viral suppression
- 82% gained access to or maintained earned income, mostly through full-time employment
- 78% gained access to permanent housing
- 12% gained access to transitional housing

SUSTAINABILITY: Provisions for maintaining supportive housing and employment services are essential to sustaining KC Life 360. Practitioners wishing to implement a similar intervention should plan for and strategize a sustainability plan that includes the following components:

- Your organization’s capacity to hire and train new or existing staff
- Your organization’s capacity for flexible scheduling to accommodate client work schedules
- Plans for safe short- and long-term housing accommodations
- A comprehensive list of internal and external partners for service referrals
- Standard operating procedures for data collection and management
- A description of funding sources—including sources for incentives (e.g., ridesharing funds)



INTERVENTION CORE ELEMENTS:

Assess readiness and engage partner agencies. Assess gaps in staff capacity to determine hiring needs and/or necessary partnerships. Take stock of local housing and employment service providers and existing programs within your organization to identify community experts. Engage support services (e.g., police, behavioral health providers, landlords) to generate a robust referral network.

Recruit and train dedicated staff. Develop staff roles and responsibilities to address gaps in staff capacity and, where possible, recruit staff within the priority population. Determine training needs of new and existing staff to effectively assess barriers to housing, employment, and HIV medical care.

Develop plans and protocols for project partners. Develop plans and protocols for marketing, referrals, and intervention implementation. Create a communications and marketing plan to promote the intervention. Conduct a referral map exercise to outline the client referral process. Create a process for data sharing between partners and arrange for co-location of housing and supportive services.

Engage clients in housing and employment supportive services. Triage referred clients to the case manager, housing support specialist, and employment support specialist based on immediate needs. Conduct intake assessments and generate plans for client progress toward achieving housing and employment goals.



INTERVENTION STAFFING:

- **Project Manager:** Oversees training and partnership activities and provides budgetary oversight.
- **Employment Support Specialist:** Manages the recruitment and intake process of clients into the KC Life 360 intervention and develops relationships with businesses for job placement.
- **Housing Support Specialist:** Establishes relationships with local housing agencies and Housing and Urban Development (HUD) entities, police, health facilities and other local organizations to market the KC Life 360 Program.
- **Clinical Data Coordinator:** Performs chart audits to analyze clinical outcomes for program participants.
- **Case Manager or Referral Specialist:** Works with new clients to complete a housing plan; makes appropriate referrals; and assists clients with budgeting, managing medical issues, and transportation needs.



IMPLEMENTATION CHALLENGES:

Time and effort of pre-implementation activities.

Creating job descriptions, hiring qualified staff, completing staff training, referral mapping, and promoting the program to area providers are all necessary, but time-consuming elements of the planning process.

Insufficient stock of permanent, safe, decent, and affordable housing. Challenges with housing availability may arise during implementation of KC Life 360. It is important to establish strong relationships with local housing service providers and area shelters to ensure a robust network of housing options to refer clients.

Limited access to essential resources. Clients with limited access to resources may experience challenges in maintaining work, attending program follow-up meetings, and visiting services providers. Access to reliable transportation and phone service is a key to success for clients engaged in KC Life 360.

Client identification and legal name change. People experiencing homelessness may require support in obtaining identification documentation (e.g., social security card, birth certificate, driver's license). Lack of identification poses a barrier to employment and housing.

RESOURCES:

KC Life 360 Intervention Implementation Guide: <https://targethiv.org/ihip/KCLife360>

Best Practices Compilation: https://targethiv.org/intervention/kc-life-360?utm_source=bpURL

KC Life 360 Original Intervention Overview and Materials: <https://targethiv.org/hhe/interventions/kc-life-360>