



# Presenter, Jamie Shank

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Jamie is an experienced public health professional with expertise in federal grant management, quality improvement, HIV care/treatment, and housing-related service provision. She served as the Quality & Housing Program Manager for the City of Kansas City, Missouri Health Department from 2015-2020. Her responsibilities included managing the HIV Housing program portfolio including five federally funded contracts, multiple Special Projects of National Significance, and several IRB approved research projects. She also worked with Ryan White HIV care subrecipients, providing technical assistance and oversight for clinical quality management activities in the KC Metro Area and state of Missouri.

In 2020, Jamie relocated to Atlanta, GA, and launched Organizational Empowerment, LLC. She believes people working in the fields of public health and social services are the best people! Tackling intersectoral issues and empowering diverse teams to address complex problems motivate her work.

Learn more and connect with Jamie at <https://orgempower.com/>

# KCHD HIV Services Team



**Travis Barnhart, BSW**  
Housing Support  
Specialist



**Debbie Adams, LMSW**  
Employment Support  
Specialist



**Joey Lightner, PhD  
MPH**  
Evaluator

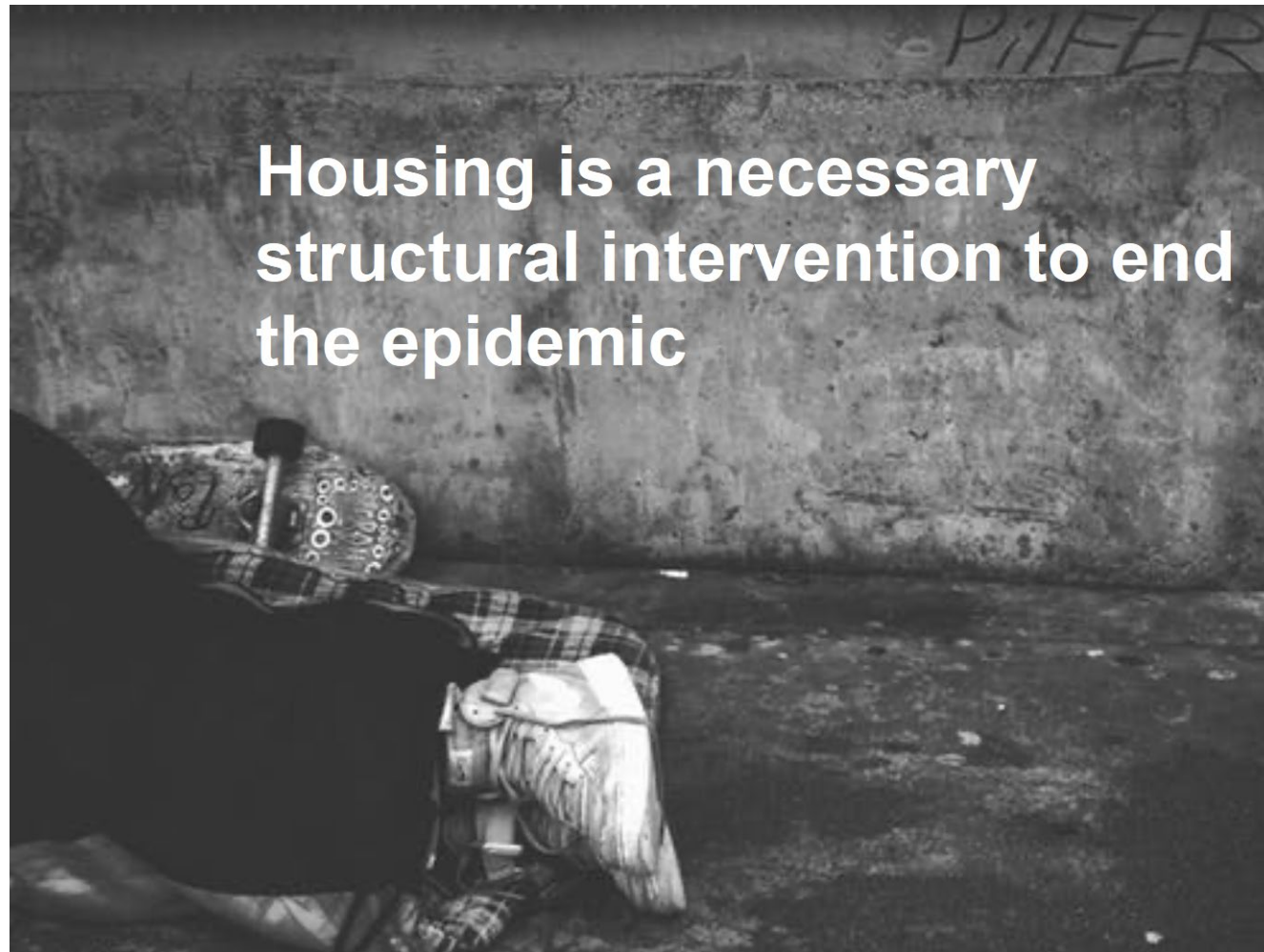


**Mary Jo Hoyt, BSN**  
Clinical Evaluator

## *Coordinated System of Care - Keys to Success*

- 11-County bi-state geographical region
- KCMO Health Department is the Ryan White Part A recipient and HOPWA grantee (formula and competitive HOPWA awards)
- Approximately 2,700 Ryan White clients annually
- Approximately 500 served in RW and Non-RW Housing Program
- Intensive efforts to expand HIV Housing Program in the past 4 years

# Housing



# KC Life 360: Overview



- 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

# KC Life 360: Purpose

- Address the desires of PWH related to employment and earned income
- Improve housing stability
- Improve engagement in care
- Improve viral load suppression

# KC Life 360: Reaching Our Goals

## **Climbing the Mountain**

1. Vocationalizing & Addressing Housing Needs
2. Dedicated Staff
3. Assessment of Clients at Intake & Knowledge of Benefits
4. Interagency Collaboration

# Intervention Model

## KC Health Department

- Program Manager
- Data Manager
- Employment Support Specialist
- Clinical Evaluator
- Evaluator

## Catholic Charities

- Employment Program Manager
- Employment Specialist

## reStart Inc.

- Program Manager
- Housing Case Managers



# Challenges & Solutions (Macro View)

## Challenge

- New Program
- Need Employment Expertise
- Lack of Short-term, Immediate Housing
- Need for Database to Capture Programmatic Info
- Holistic Care

## Solution

- Extensive Planning
- Employment Partner
- Emergency Hotel Lodging
- Customization & Training
- Co-Location

## Challenges *in Depth*

- Time/effort of program launch
- Client motivation
- Insufficient stock of permanent, safe, decent and affordable housing
- Transportation
- Importance of cell phones
- Legal name change/new IDs for transgender clients
- Client follow-up made difficult

## Facilitators of Success *in Depth*

- Communication mechanisms
- Dedicated staff for evaluation activities
- Hotel gap lodging
- Coordinated system of care
- Strong employment partnerships

# Adding Emergency Hotel Gap Lodging

Problem: Kansas City struggled to provide immediate shelter for clients

- Chronically Homeless
- Street Homeless
- Those fleeing Intimate Partner Violence
- Waiting for lease-up
- And more...

**Solution Step 1:** Kansas City learned from Family Health Centers of San Diego & Positive Impact Health Centers of Atlanta about their programs

**Step 2:** Working with Fiscal & Contract Staff

# Emergency Hotel Gap Lodging

## Step 3: Building Relationships with Area Hotels

- Utilized extended stay type room options

## Step 4: Promoting the New Program Component

- Presentations to service providers
- Updates to electronic database

## Step 5: Care Coordination

- Weekly renewals
- Client Housing Plan
- Weekly housing case management + employment support services & linkage to care

## Step 6: Sustainability

- Integrating into HOPWA Formula Funds



# Outcomes

**93.9%**

Achieved or  
maintained viral  
load suppression

**67%**

Increasing earned  
income through  
employment

**78.3%**

Receiving  
permanent  
housing  
assistance

**96.7%**

Engaged in  
medical care

## 39-year-old transgender female

“I’m thankful for the support of the employment staff assisting me with finding out the process for the name change in another state; this is important for me to get done so that I feel better about myself.”

– KC Life 360 client



# Single mother of three children

“We are stable, safe and together. We are in a good spot.”

— Single mother of three children, fleeing domestic violence & KC Life 360 Client





# 18-year-old Latino arriving in the US diagnosed with HIV



*“The peer educators and staff helped me and my family understand how to handle my HIV better.”*

**- KC Life 360 Client**

# Sustaining the Gains

- Incorporating Hotel Gap Lodging into HOPWA Formula award annually
- Maintaining Employment Support Specialist Position
- Maintaining database employment log
- Maintaining partnerships (formal and informal) with Catholic Charities and reStart

**“I’m so thankful for the opportunity to be out of the winter weather and in a safe place.” —KC Life 360 client**

# Lessons Learned & Recommendations

1. Housing is the prime need/interest
2. Budget for cell phones
3. Explore alternative transportation
4. Co-location benefits
5. Client motivation
6. Employment fluidity
7. Leveraging care related data systems (e.g. EMRs)
8. Trans specific barriers

# KC Life 360 Resources

**On Target HIV:**

[Manual](#)

[One Pager](#)

[Tip Sheet](#)

[Poster](#)

[Spotlight](#)

**HUD's Getting to Work**

[Curriculum & Training](#)

# Jamie Shank Contact Info

Jamie Shank

[orgempower@gmail.com](mailto:orgempower@gmail.com)

417-844-0887