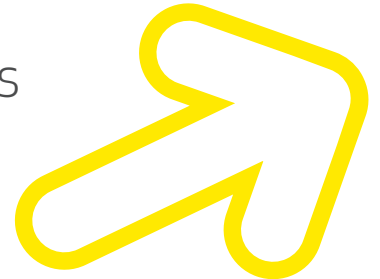


STREET TO HOME
PARTNERSHIPS

WORKING TOGETHER
TO END HOMELESSNESS



MICAH PROJECTS INC



Breaking Social Isolation
Building Community

PRACTICE MODEL

ASSERTIVE
OUTREACH

BUILDING
COMMUNITY

HOUSING
FIRST

INTEGRATING
HEALTHCARE

SERVICE
COORDINATION

SUPPORTIVE
HOUSING

STREET TO HOME
IS UNDERPINNED BY
EVIDENCE BASED
PRACTICE

INTRODUCTION

Ending homelessness for rough sleepers requires the combined efforts of government, business, not-for-profit community organisations, healthcare services, faith communities and concerned citizens. Brisbane as a city has embraced this challenge.

Micah Projects has been working with people on the streets, parks, squats and malls for over 16 years. Street to Home has partnered with community and government agencies to form the Street to Home Partnerships. The collaboration, shared learning, research, and national and international evidence based practice, have all led to six key strategies (pictured left), to ensure that people are not left living without dignity on the streets of Brisbane.

In June 2010 Street to Home Partnerships embarked on the 50 Lives 50 Homes campaign which aims to house people sleeping rough by:

- Building a local team: extending our partners, shared and focused leadership
- Clarifying demand: knowing people living on the streets by name and photo (with consent), surveying people using the Vulnerability Index (Vulnerability Index Register)
- Lining up housing supply: coordinating efforts with housing providers
- Moving people into housing: establishing units with furniture and household items, organising donations
- Helping people stay housed: integrating community services and healthcare around each person's needs.

HOUSING FIRST

Housing First aims to break the cycle of long term, chronic homelessness by moving people into housing first, then coordinating services as needed. What differentiates a Housing First approach from other strategies is that there is an immediate and primary focus on helping individuals and families quickly access and sustain permanent housing. Street to Home works within this framework; it is what most people experiencing homelessness want and seek help to achieve.

SERVICE COORDINATION

The Rough Sleepers Service Coordination Group brings together agencies to line up housing and services for people on the Vulnerability Index Register. It includes Street to Home, Queensland Health Homeless Health Outreach Team, Brisbane City Council Access and Equity Team, Department of Communities Housing and Homelessness Services, Centacare South West Brisbane Community Options Program and Queensland Police Service.

Partners plan a timely and flexible response to locate housing and connect people with the services they need to improve their wellbeing once they are housed. The group works together to:

- a. ensure all requirements are met to progress an individual's access to housing, community and healthcare services
- b. reduce barriers in the systems managing the allocation of housing and services.

Support workers assisting anyone sleeping rough are invited to the **Rough Sleepers Service Coordination Group meetings, Fridays 1pm - 3pm** at 162 Boundary Street, West End Q 4101 (see back for details).





Street to Home Partnerships work to end homelessness for people sleeping rough in Brisbane.

Above: Micah Projects Street to Home workers provide assertive outreach in public spaces.

Above Right:

1. The Street to Home team monitors public spaces across 15-20hrs, 7 days.
2. Community BBQs at the Brisbane Homelessness Service Centre provide opportunities to engage with people.
3. Art classes are just one of the community building activities available.
4. Assisting someone to establish a home is an important part of supportive housing.
5. Ros Butler, Homeless to Home Healthcare Community Clinical Nurse, visiting Ross in his home.

ASSERTIVE OUTREACH

The Street to Home team provides assertive outreach by being proactive and confident in engaging with people sleeping rough to understand their needs and circumstances, resolve crisis and access housing.

The team works with other community and government outreach services to routinely monitor public spaces and follow up on referrals from agencies, police, concerned members of the public, family and friends.

The team acts through short term interventions with people who have recently been made homeless to resolve their crisis quickly and reduce the length of time and impact of the experience. With people who have experienced chronic and multiple episodes of homelessness, the team focuses on accessing housing, creating a home and providing or linking community and health services to end their homelessness.

Street to Home works in partnership with Murri Watch and Queensland Police Service to ensure Indigenous people have transportation from public spaces to their homes or the Murri Watch Diversion Centre. This prevents the need for police intervention and reduces incidents due to intoxication resulting in people being placed in custody at the city watchhouse.



SUPPORTIVE HOUSING

The transition from homelessness to creating a home is not always easy. The impact of traumatic experiences, disconnection and living in public spaces, all influence how a person makes this transition. In order to give each person the best possible opportunity, it makes a difference for community services, healthcare and housing providers to take a collaborative approach to supporting a person.

A Supportive Housing Coordination Group has been established to create sustaining tenancy plans for people who have been housed through the Rough Sleepers Service Coordination Group. It includes the Street to Home team, Department of Communities Housing and Homelessness Services, St Vincent de Paul Society Queensland Housing Services and 4Walls. Together the group coordinates responses to:

- Maintain consistent rental payments
- Negotiate any behavioural issues impacting on tenancy or neighbours
- Negotiate any conflicts with neighbours and seek solutions
- Maintain the unit and create a home
- Link with community resources, services and entitlements.

The Supportive Housing Coordination Group meets Fridays 3pm - 4:30pm at 162 Boundary Street, West End Q.4101 (see back for details).

INTEGRATING HEALTHCARE

The Vulnerability Index identifies demographic and clinical factors associated with an increased risk of death in individuals who are homeless.

The Vulnerability Index provides critical information to prioritise people for housing and healthcare services.

Street to Home workers use the Vulnerability Index survey with each person they meet so they can be added to the Vulnerability Index Register and to guide their work in finding appropriate housing, community services and healthcare.

Mater Health Services and Micah Projects have developed the Homeless to Home Healthcare Partnerships to integrate appropriate clinical responses with Street to Home's work. Together, through the employment of a Community Clinical Nurse at the Brisbane Homelessness Service Centre, centre based and outreach clinical healthcare services are provided to people who are homeless or housed.

A pilot program funded through the Greater Metro South Medicare Local is employing clinical nurses to work with the Street to Home team after hours, on weekends and public holidays.



BUILDING COMMUNITY

Having somewhere to go, something to do and something to look forward to, is all part of living a full and meaningful life.

Once people are housed, Street to Home workers link them with local services and the resources they are entitled to, addressing poverty and creating community connections.

Street to Home workers and individuals identify particular interests and potential connections in the community. Workers accompany or assist people to be introduced to employment and training, social support and recreation activities, and local health and community services.

For many, social isolation and poverty remains challenging and Micah Projects is interested in working with others in local communities to seek solutions for affordable and accessible services, opportunities and resources to assist people in their home and within their community.

The Hive is a new initiative for HACC (Home and Community Care) eligible individuals and one of the options available to people supported by Street to Home and now living in the southern suburbs. The Hive provides a range of centre based and community activities as well as social support. A weekly Community Meal brings together people supported in housing and community members to share good food and company.

EVIDENCE BASED PRACTICE

Street to Home Partnerships are founded on empirically supported best practice.

..... **ASSERTIVE OUTREACH**

Pioneered in the Rough Sleepers Initiative, UK, 2/3 reduction in rough sleeping in two years (Randall & Brown, 2002)

..... **HOUSING FIRST**

Pathways to Housing, multiple evaluation studies, 4000 participants, spent approximately 80% of their time stably housed (SAMHSA, 2007)

..... **VULNERABILITY INDEX / ASSESSMENT TOOL**

DESC and Common Ground with Dr Jim O'Connell, externally evaluated, the tool has strong properties of reliability and validity (University of Washington, 2010)

..... **MOTIVATIONAL INTERVIEWING**

A large base of clinical trials demonstrates effectiveness (Miller & Rose, 2009)

..... **CRITICAL TIME INTERVENTION**

Columbia University and New York State Psychiatric Institute, listed by SAMHSA and is currently being applied and tested in the US and abroad (SAMHSA, 2011)

..... **SUPPORTIVE HOUSING**

Common Ground Community, Downtown Emergency Services, demonstrated system-wide cost savings, housing stability and improved wellbeing (Culhane, 2008, Urban Institute, 2009)

..... **ASSERTIVE COMMUNITY TREATMENT**

Widely used healthcare approach applied to homelessness by Pathways to Housing (SAMHSA, 2007)

PARTNERS

Street to Home Partnerships and 50 Lives 50 Homes Partners include:

Community Organisations

- Micah Projects (lead agency)
- 139 Club
- 4Walls Housing
- Brisbane Youth Service
- Centacare South West Brisbane Community Options Program
- Community Solutions USA
- Footprints
- Goori Referral Centre Ltd
- Mater Health Services
- Mission Australia
- Murri Watch
- OzCare
- Pindari Women's Accommodation, Salvation Army
- Queensland Public Interest Law Clearing House
- SANDBAG
- Spiritus Outreach Service
- St Vincent de Paul Society Queensland Housing Services.

Government

- Australian Government
- Brisbane City Council Access and Equity Team
- Queensland Government, Department of Communities, Housing and Homelessness Services
- Queensland Health Homeless Health Outreach Team
- Queensland Police Service.

Donors and Supporters

- 50 Lives 50 Homes Community and Stakeholders Committee
- 50 Lives 50 Homes volunteers and donors
- All Hallows' School
- Aria Property Group
- Conference of Leaders of Religious Institutes Qld
- Grocon Constructors
- Marcia's on Montague
- Mater Foundation
- Minter Ellison
- Retravision West End
- Queen Street Mall Advisory Board
- Tender Disposals
- Yeronga State High School.

2020 TARGETS

The Australian Government's White Paper, The Road Home, has established national targets to support all people sleeping rough to be housed by 2020. The interim target is the reduction of rough sleeping by 25% by 2013.

In Brisbane, progress towards this goal is being tracked through the Vulnerability Index Register.

In February 2012, 396 individuals had been registered. Of these, 121 (30.5%) have moved into permanent housing with support.



Above & right: photographs taken by Patrick Hamilton during 50 Lives 50 Homes Registry Week, June 2010.

CONTACT

Street to Home team

Hours of Operation:

Monday – Friday 6am - 2am (20 hours),
with outreach workers from 6am - 6pm
and the Street to Home outreach van
from 6.30pm - 2am.

Weekends 10:30am - 1:30am (15 hours),
with outreach workers from 10:30am -
6:30pm and the Street to Home outreach
van from 6:30pm - 2am.

Referrals to the Street to Home
team are made through the Brisbane
Homelessness Service Centre (BHSC)
62 Peel Street, South Brisbane Q 4101
Ph (07) 3036 4444 (this phone number
diverts to a mobile after hours)
sth@micahprojects.org.au

Also via Support Link and Homeless
Persons Information Queensland freecall
1800 474 753 (1800 HPIQLD) 24 hours.

The Hive Social Inclusion team

The Hive, 65 Vulture St, West End Q 4101
Ph (07) 3029 7065
thehive@micahprojects.org.au

Homeless to Home Healthcare

Ph (07) 3036 4444 or
(07) 3029 7000 After Hours
healthcare@micahprojects.org.au

The Rough Sleepers Service

Coordination Group meets on Fridays
from 1pm - 3pm. Any support worker
or organisation working with someone
sleeping on the streets, in a park, or a
squat is invited to participate.

Contact: Jim DeCouto
Team Leader, Street to Home
Ph (07) 3029 7000
jim.decouto@micahprojects.org.au

The Supportive Housing Coordination

Group for Housing Providers and
Support Workers meets on Fridays from
3pm - 4:30pm.

Micah Projects Inc

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162 Boundary St, West End Q 4101
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www.micahprojects.org.au

**Learn more about Street to Home
Partnerships**
www.micahprojects.org.au

