Presentation to the Hospital Association of Southern California

Haven for Hope of Bexar County

and

THE CENTER FOR HEALTH CARE SERVICES
Mental Health & Substance Abuse Solutions

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Before There Was Haven

Many good agencies providing food, shelter, clothing
But no transformational services
Before there was a haven...

a blighted area was “home” to the homeless – primarily those who were drug & alcohol-addicted and mentally ill
OUR MISSION

To offer a place of Hope and new beginnings
Our Campus Today
Haven for Hope Model

- Comprehensive services on a 22-acre campus
- Collaborative partnerships
- Services address root causes of homelessness
- Dignity and respect for Members and Guests
- Recovery & Trauma
- Spiritual Services
Core Transformational Services

- Detox & sobering
- Education programs
- Job training
- Counseling
- Legal services
- ID recovery
- Medical/Dental/Vision Care
- Life skills training
- And much more!
Program Innovations

- Intensive treatment programs for drug & alcohol addiction
- Intensive treatment programs for mental illness
- Initiated Trauma-Informed Care
- Jail Outreach Program
- Use of Peer Support Specialists
- Courtyard sick bay and day sleeping area
- Courtyard Integrated Care Clinic
- Development of CSG Call Center on campus
871
Served daily by
Transformation
Campus

431 Single Men
167 Single Women
273 Family Members
(168 children)
Serving Veterans

• 312 veterans served over the last 12 months
• Haven for Hope funded construction of 30 new veterans SROs at AGIF
  o $2.7 million project
• Before Haven for Hope, AGIF was unable to help veterans with drug/alcohol addiction
STRATEGIC PARTNERSHIPS

On-campus partners: 61
Referral Partners Off-Campus: 47
Community support agencies: 13
Major Local Collaborators

- The State of Texas County of Bexar
- University Health System
- San Antonio Police
- Bexar County Judicial Services
- San Antonio
- Haven for Hope
Employer Partners

- 360 Construction
- Abeco
- Contracting/MMC
- Aerotek -Toyota
- Amazon
- Aramark at Christus Santa Rosa
- Baptist/Tenet Health
- Baymont Inn & Suites
- Bella on the River
- Bexar County
- Block by Block – Centro San Antonio
- Bohanans
- Casa Rio
- Centralized Showing
- Cha Cha’s Restaurants
- Cintas Uniform
- Coca-Cola
- COSA
- Costa Solutions
- CPS Energy
- Crandall Associates
- CSG
- D&N Tehologies
- Dependable Business Solutions
- Drury Riverwalk
- EFS Catering
- Emali Lane
- Endeavors Unlimited
- Fiduciary Doctors - Luci Harty Advisory, LLC
- Freidrich AC
- Freshpoint
- GE Reaves
- Get2Ten Consulting
- Gonzalez Group
- Goodwill Industries
- Grand Hyatt/Regency
- GW Mitchell
- HearGift
- HEB MWT
- Hill Country Bakery
- Hilton- Doubletree
- Holiday Inn Market Square
- IBEX Global Solutions
- Intuitive Solutions
- KGB /Conduit
- LPR Cleaning Solutions
- Marriott Global Reservations
- Marriott Riverwalk
- Merry Maids
- Methodist Healthcare
- Mission City Movers
- Morningside Minstries
- Mi Tierra Restaurant
- Northside ISD
- NuStar
- Oak Farms Dairy
- Office Pride
- Papouli’s Greek Grill
- Phyllis Browning & Co.
- Rainforest Café
- Republic of Texas Restaurants
- RGIS
- RK Group
- RMG Partners
- Rosenberg AC
- San Antonio ISD
- SAMMinities
- San Antonio Christian Dental
- Schilos German Deli
- Selrico Services
- Sirius Computer Solutions
- Southern Warehousing
- Staff Force
- Steele Trucking
- Sterling Foods
- Steve’s and Sons
- Supply Demand Warehouse
- Taco Cabana
- Tejas Plastics
- Transcom
- Transformational Wellness
- United Fashions of Texas
- University Health Systems
- Village of the Incarnate Word
- Walton Signage
- West Corp.
- Whataburger
KEY PARTNERS

• Center for Healthcare Services (CHCS): Local Mental Health Authority (LMHA) in Bexar County. Provides services in the areas of mental health, and substance abuse.

• Centro Med: Federally Qualified Health Center (FQHC) providing medical services for members on the campus and courtyard, as well as the nearby community

• San Antonio Christian Dental: Dental services, including prosthetics for members on the campus and courtyard, as well as the nearby community

• San Antonio Food Bank and St. Vincent de Paul: Serve 3 meals per day for members on the campus and courtyard

• YMCA: Serves children (ages 0-18) on the campus, including after school and summer programs
PARTNER SERVICES

40,000

Quality medical, dental and vision care services provided annually

67% of these services benefit the working poor in the neighborhoods surrounding Haven for Hope
In-House Recovery and Wellness Programs
Help the addicted & mentally ill

RESULTS

1,267
Completed the In-House Recovery Program with a 58% success rate

1,114
Completed the Wellness Program with a 49% success rate
Results

35,000
Received life-saving services

$96 million+
Cost avoidance for City and County jails, emergency rooms, and court rooms

2008-2015
The Courtyard at Haven for Hope

• Safe Sleeping Area opened in 2010 to address basic need of food, clothing and shelter
• "No Questions Asked" policy
• Motivational engagement used to encourage transformation
• Guests must be 18 years of age (or older) and physically able to care for themselves
615 Average served overnight in the Courtyard (high of 846)

853 Average served during the day (high of 919)
Courtyard Impact

• Over 4,900 moved into higher levels of residential care, including IHRP, IHWP, and other forms of supportive and/or permanent housing since 2010.

• In the past 12 months, 828 have transitioned from the Courtyard.
# Homeless Prevention Services

*Now a Key Function at Haven*

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<th>Financial Assistance</th>
<th>Housing Referrals</th>
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<td>• SAMM Ministries</td>
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<td>• Out of Town Transportation Assistance (family reunification)</td>
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<td>• Rehabilitation Centers</td>
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<td>• Assisted Living Facilities</td>
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Funding
A True Public/Private Initiative
Haven for Hope Funding

$100.5 million Haven for Hope Construction Funding

- Private Sector: $60.9 million
- City: $22.5 million
- Bexar County: $11 million
- State of Texas: $6.1 million
Haven for Hope

Results Greater Than Expected!
SINCE 2010...

2984
Exited campus into permanent housing (90% retention – 1 yr)

1889
Have attained employment (71% retention – 6 mo)
SINCE 2010...

JAIL RECIDIVISM RATE

Campus – 24%  
Courtyard – 32%  
VS.  80% County average

OPEN BEDS/NIGHT

Average of 1,000 in Bexar County jail

DOWN TOWN HOMELESS COUNT

Decreased by 80%

OFFICERS BACK ON THE STREETS

Valued at $2M per year
Summary of Our Success!

• Almost 8,000 lives saved
  o Almost 3,000 from homelessness to homes
  o Almost 5,000 off the streets and into higher levels of care
• Downtown homeless count down by 80%
• Over $96 million in cost avoidance at jail, emergency rooms and courtrooms
• Over 35,000 individuals helped with sobering, detoxification and crisis intervention
• Over 1,000 open jail beds
  o Jail bookings in 2015 were 1,700 lower than 2014
  o Recidivism rate at Haven is 24%-32%, compared to County’s 80%
• Over 40,000 medical, dental & vision services annually, over a $16 million value
• A once blighted area of San Antonio transformed
• 340 jobs created
Lessons Learned

• Be bold, innovative and collaborative and results will exceed expectations
• Utilize evidence-based practices
• Be strategic in resource alignment, maximizing existing community strengths
• Create flexible community space
• Don’t focus on “homeless”, focus on healing and recovery resulting in healthy people—byproducts of which are housing, income, relationships, community membership—behavior modification DOES NOT WORK by itself
• Traditional healthcare models do not effectively address the needs of homeless “super-utilizers’
Healthcare for the Homeless

• Shortfalls of 'traditional’ FQHC model
• Project HEALTH-CMS Innovation—Integrated Care with Peer Navigation
• “Super-utilizers”– 3000 patients= $1.1 BILLION
• ED’s providing primary care and behavioral health
• Adjustments:
  - Urgent care
  - Pharmaceutical
  - Diagnostics
  - Integration of Social Determinants for Health Outcomes
Conversation

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