



UNDER 1 ROOF E-NEWS: DECEMBER 2014 EDITION

CONTENTS

From the Chairs.....	2
1. Under 1 Roof: client outcomes report	2
2. Continuous improvements	3
3. Referrals to Under 1 Roof Case Coordination Meeting welcome!.....	4
4. Trial Triage Project: phase 1 complete	4
5. Synthesis Series.....	4
6. Training	6
7. Understanding the functional implications of mental illness	6
8. Best wishes for the festive season	7
9. More information on resources and contacts for Under 1 Roof	8

From the Chairs.....

It has been a busy year for Under 1 Roof between maintaining the pace of referrals within the Case Coordination meetings and completing a Trial Triage Project funded by Medicare Local Metro North Brisbane Partners in Recovery Innovation Fund.

It is rare that innovation funding is available and this opportunity helped us to explore the best systems approach to vulnerable homeless people living with a mental illness, accessing the help they need to end their homelessness.

The final report clearly analyses the functional implications of mental illness and why it is essential that people have decentralised access to help. The project illustrates that both specialist and mainstream organisations play a critical and complementary role both in helping people access assistance and as referral points after triage for a range of services and resources including better social connections and belonging to the community where they live.

This project highlights what we already know about people: that wellbeing is achieved through various opportunities, resources and inputs simply because people are diverse and have a range of needs, hopes and goals. The Trial Triage Project has helped to illustrate this through the lens of what it must be like to live with a severe and persistent mental illness and face the challenge of finding exactly the help you need, particularly if it is too concentrated either where you don't live, a place you can't find or requires a whole new series of relationships that don't start with where you already have connections and feel confident and secure.

It could not have been achieved without the contributions of Andrea Young and Sarah Colquhoun as project workers and the 25 agencies which all participated. Thankyou for your time, effort and good will in making it happen.

We look forward to 2015 not least because March will mark five years of case coordination meetings. So many improvements have taken place along with considerable consolidation of our approach. We are now able to share more clearly the service delivery model and have appreciated the opportunity to share resources and training with so many agencies to expand this approach more broadly.

We hope you like the new-look newsletter: please share it widely and stay in touch with feedback, ideas and suggestions. Keep the referrals coming to the case coordination meetings and if you can, join us in one or more events planned for next year.

Kent Maddock and David Cant

1. Under 1 Roof: client outcomes report

Under 1 Roof has examined data from July 2013- June 2014 to report on the profile of clients who are referred for Case Coordination assistance. The report shows:

- U1R has maintained the volume of clients going through case coordination with 122 referrals equalling over 150 people
- Of these 105 referrals were resolved and completed in the 12 month period

- 74% were accommodated in either the OSHS, private rentals, transitional or crisis accommodation
- 10.5% resulted in lost contact a reduction from 16.8% across 2012-2013
- 52% were women and 48% were men
- 34.2% were aged 25 years or below (increased from 18.3%)
- Only 1% of the client group was aged 65 years or older compared to Brisbane's population of 14% - this warrants further investigation to know if clients are accessing HACC services or if this figure reflects younger, preventable mortality consistent with worldwide trends among homeless people
- 19% spoke a primary language other than English and were from a culturally and linguistically diverse background (up from 12.2% and consistent with national homelessness data reflecting more CALD communities)
- 18% of households identified as Indigenous up from 14% across 2012-2013
- 52.2% had an identified mental health issue (slightly up from 51.5%)
- 32% had a substance use issue (up from 26.35%)
- 70.8% presented with two or more complex issues
- 39.8% presented with three or more complex issues.

Thanks for Brisbane City Council, the case coordination process was supported and continued for an extra six months which contributed in a significant way to the results posted above.

2. Continuous improvements

Under 1 Roof has held two quality workshops to identify quality issues and develop a quality plan. Client data shows increases in people exiting to a more positive housing situation and a reduced number of people where contact is lost. Across a diverse and multi-sectoral consortium like this, moving everyone together towards better practice is a continuous process and Under 1 Roof has learned it requires attention and effort.

Some of the identified strengths of case coordination include:

- It saves time
- It is multi-faceted – primarily about the clients but we also share information, build relationships, learn
- Peer support, skills development
- Transparency, minutes taken, people are asked to follow up, accountability
- Reduces bias in decision-making about clients
- Good will, boundaries come down, move away from 'turf' oriented approaches towards something more universal and client focussed.

Some areas for quality improvements include:

- Improve the quality of facilitation: this is a key role
- Improve and make consistent the approach to support planning
- Provide training and support in goal setting as part of a support plan
- Ensure the secretariat support is strong and consistent
- Develop a case presentation template and guidelines
- Provide a formal induction to new participants

- Keep clients on the list for longer to pin down and consolidate support and the tenancy once housing has been achieved
- Trigger manager involvement in very complex cases.

3. Referrals to Under 1 Roof Case Coordination Meeting welcome!

Case coordination meetings involve Under 1 Roof participating agencies and other service providers depending on the needs of the client. **Support and housing providers** are welcome to refer a client to case coordination and to therefore attend for a discussion about how to integrate housing and support services in relation to that client.

Under 1 Roof agencies conduct an assessment of clients they are referring to case coordination which includes assessing with the client any other agencies they are currently involved with and would like to participate in a support plan going forward. Often during case coordination, the need for support, resources and input from the wider service system is identified and the key worker will follow up with those agencies and make appropriate referrals.

Agencies wishing to refer a client to case coordination are invited to use the referral form and information paper linked below, to assess whether a referral to case coordination would assist their client. Assessment and referral forms to Under 1 Roof's Case Coordination Meetings can be found at:

- [Supporting information for Case Coordination referrals](#)
- [U1R Common referral and assessment form](#)

Please email Fiona.caniglia@gmail.com to make a referral or call 0400 1964 92 if you need more information.

4. Trial Triage Project: phase 1 complete

Thanks to Metro North Brisbane Medicare Local, the Under 1 Roof Trial Triage Project was funded enabling the consortium with many partners to trial a decentralised approach to triage. A report has been written and reflects that homeless people present in many different locations and that an effective systems response will facilitate their access from those points of contact where they have a relationship or where they can travel to within limited resources. The key outcomes of the project are being presented at the next synthesis series session.

5. Synthesis Series

Trial Triage Project Outcomes

Thursday 11 December 2014

New Farm Bowls Club 969 Brunswick Street New Farm

9.15am for 9.30am-10.30am followed by morning tea

See a presentation of Under 1 Roof's final report into the Trial Triage Project. It is also a chance to celebrate the contribution of all participants and partners as well as end the year with a morning tea.

Measuring collaboration: data, methods and indicators

Thursday 29 January

New Farm Bowls Club 969 Brunswick Street New Farm

at 9.15am for 9.30-11.00am

Many if not most organisations are engaged in collaborative work. This session will explore tools and methods that can help to measure outcomes and impact. The discussion will consider what data and indicators might help us to measure the true impact of collaboration on clients and the community. Robyn Keast, from Southern Cross University is well regarded for her substantial contribution to the collective understanding of collaboration and integration frameworks, practices and impacts.

Robyn will lead the session which will include a presentation and practical opportunities to apply methods and tools to your own settings. This session will be of interest to practitioners wanting to demonstrate a stronger evidence base showing the impacts for service delivery and ultimately clients.

Orientation to the One Social Housing System

Thursday 26 February 2015

New Farm Bowls Club 969 Brunswick Street New Farm

9.15am for 9.30am-11.00am

The trial triage project raised the need for a session providing a full orientation to the OSHS: what products and services are available, what eligibility criteria are for different products and how to make referrals.

This session will involve a panel of speakers and facilitated discussion including Alan Broad from the Department of Housing and Public Works.

Five years of case coordination: milestones, learning and what comes next.....

Thursday 26 March 2015

New Farm Bowls Club

9.15am for 9.30am-10.30am

Under 1 Roof has been implementing case coordination meetings for five years. This session will be a celebration of this milestone with a summative view of outcomes and overview of other case coordination groups that have emerged. A celebration morning tea will follow.

Transition planning: assisting tenants in transitional housing towards permanent housing solutions

Thursday 23 April 2015

New Farm Bowls Club 969 Brunswick Street New Farm

9.15am for 9.30am-10.30am

The underpinning vulnerability of tenants reliant on transitional housing requires careful, robust planning towards their next housing option. What does it take to achieve permanency? What should a transition plan include and ensure?

Assessing clients for private rental housing: the impact of vulnerability and calibrating support to match the challenges

Thursday 18 June 2015

New Farm Bowls Club 969 Brunswick Street New Farm

9.15am-for 9.30am-10.30am

The private rental market plays a very important role in offering housing options to vulnerable clients. Many clients rely on private rental housing and many will also transition from social housing to some form of private rental housing. What should we be assessing to test readiness for this transition and how can a robust assessment lead to a finely tuned support plan geared to achieving permanency in private rental housing?

6. Training

Case coordination training: processes, facilitation and recording a plan

14 May 2015 9.30am-12.30pm

A focus on a framework for case or care coordination and practical skill development in facilitation, data recording and a persistent approach to getting solutions. This session explores case coordination as an approach with specific information on running case coordination meetings, case conferences and case reviews.

Warm referrals: assumptions, practices and key elements of success

28 May 2015 -12.30pm

A practical training workshop to develop practical skills in warm referrals ensuring vulnerable clients don't fall through the cracks.

Assessment skills: what, how and going back to basics

19 June 2015 9.30am-12.30pm

The beginning of a plan about what to do depends on an excellent assessment, well-crafted goals and being able to work with a client's expressed needs and what else it might be critical to address.

The session will develop practical skills in:

- Understanding and assessing vulnerability
- Deep listening
- Reflexive questions
- Unpacking presenting needs and underlying needs

7. Understanding the functional implications of mental illness

The Under 1 Roof Triage Project explored the functional implications of mental illness in order to understand what a triage system needs to achieve to improve access and end homelessness. The following is an extract from the report:

The following functional implications of mental illness may impact on the capacity to find and seek assistance relating to homelessness:

- Difficulty with medication side effects: side effects of psychiatric medications can include drowsiness, fatigue, dry mouth and thirst, blurred vision, hand tremors, slowed response time, and difficulty initiating interpersonal contact.
- Difficulty screening out environmental stimuli: an inability to block out sounds, sights, or odors that interfere with focusing on tasks. Limited ability to tolerate noise and crowds.
- Sustaining concentration: restlessness, shortened attention span, distraction, and difficulty understanding or remembering verbal directions.
- Maintaining stamina and difficulty sustaining an activity
- Handling time pressures and multiple tasks: difficulty prioritizing tasks, and meeting deadlines. Challenges in multi-task work.
- Interacting with others: difficulty getting along, fitting in, and reading social cues.
- Fear of authority figures, feelings of paranoia
- Responding to change: difficulty coping with unexpected changes
- Severe anxiety reducing the capacity to plan and execute tasks.

Centre for Psychiatric Rehabilitation, 1997.

Some of the specific symptoms of mental illness may include delusional systems of thought, which can persist over time, auditory hallucinations, loss of motivation and concentration and feelings of confusion. Some symptoms occur in an acute episode of illness however there are also some residual symptoms such as loss of motivation and concentration which persist over time.

Some of the functional implications of mental illness are explained by highlighting aspects of brain chemistry and brain functioning impacted by mental illness.

“Symptoms of schizophrenia, bipolar disorder, and post-traumatic stress disorder involve weakened pre-frontal cortex regulation of thought, emotion, and action. Exposure to stress exacerbates these symptoms in patients.”

“The PCF is critical to regulating and executing thought, emotion, and action utilising appropriate judgment, flexibility, and attention (e.g., Arnsten and Robbins 2002). The PFC is also needed to inhibit interference from distracting stimuli and to suppress inappropriate memories, actions, and feelings. The organization of appropriate reactions to a changing environment requires representation of information not currently in the environment, i.e., representational knowledge. The ability to represent information is often referred to as working memory or the “mental sketch-pad,” and these operations allow for the maintenance and manipulation of information and control over new, incoming information processing (e.g., Goldman-Rakic 1995b). These processes ultimately regulate impulses, language, attention, decision-making, and error correction and are commonly referred to as the executive functions.”

Source: Hains and Arnsten, 2008

What does this mean for an effective triage system: the next Synthesis Series will explore the answers.

8. Best wishes for the festive season

Best wishes to everyone for a safe and happy festive season from everyone at Under 1 Roof.

9. More information on resources and contacts for Under 1 Roof

Website: www.under1roof.org.au

Contact: Fiona.caniglia@gmail.com

Facebook: <https://www.facebook.com/under1roofconsortium>

Phone: 0400 1964 92

Resources and publications: <http://www.under1roof.org.au/publications-a-resources>