

UNDER 1 ROOF

COMMUNITY IN ACTION



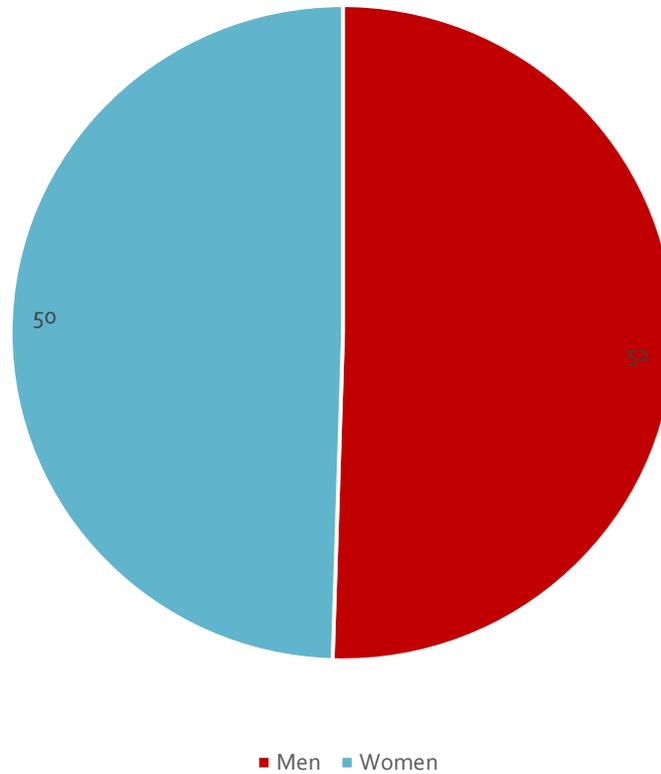
Outcomes snapshot 2015

Overview

- 109 clients (93 through to exit, 17 remain open)
- Almost even numbers of men and women
- Continue to have a high proportion of young people
- Most clients experience two or more complex issues
- Case coordination meetings now involve 15 agencies including DHPW and Health.

Gender

Gender



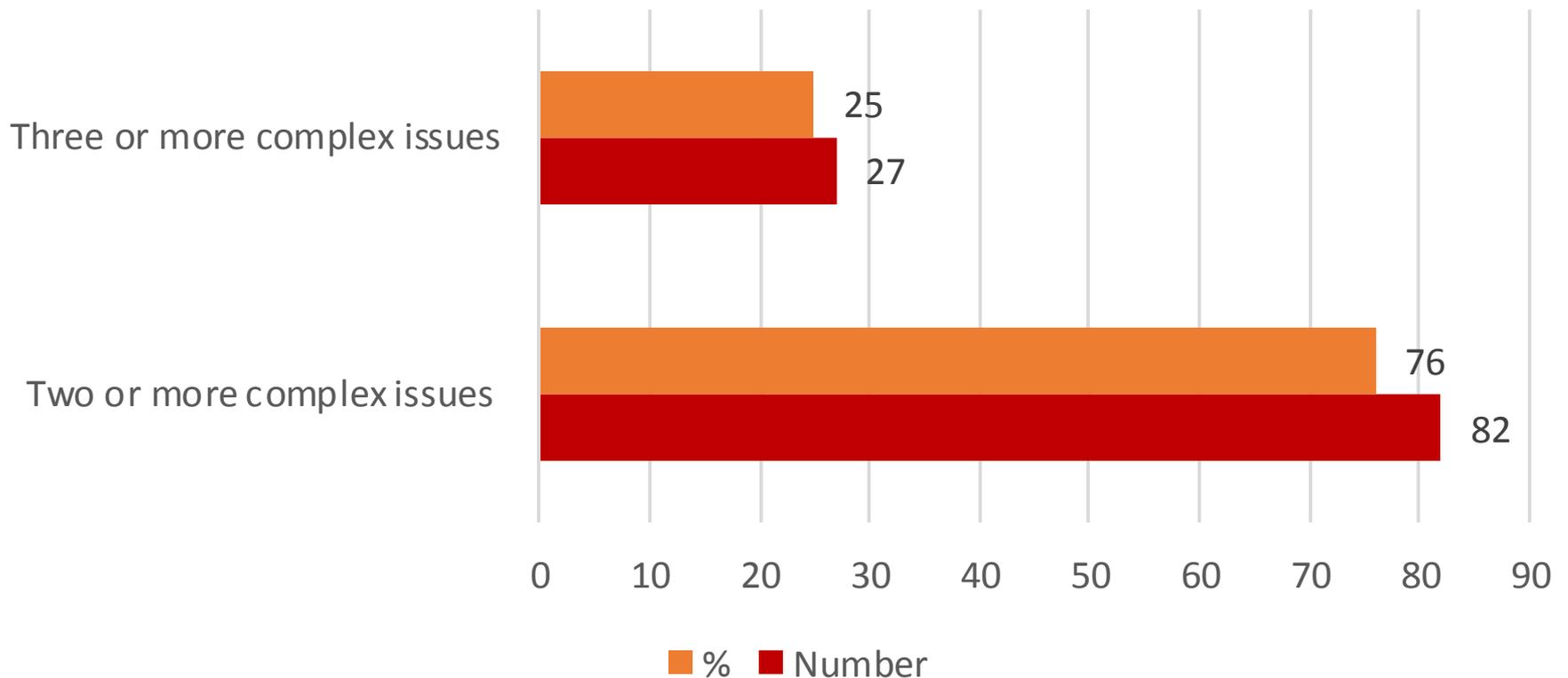
1 client was transgender, the balance were children

Age

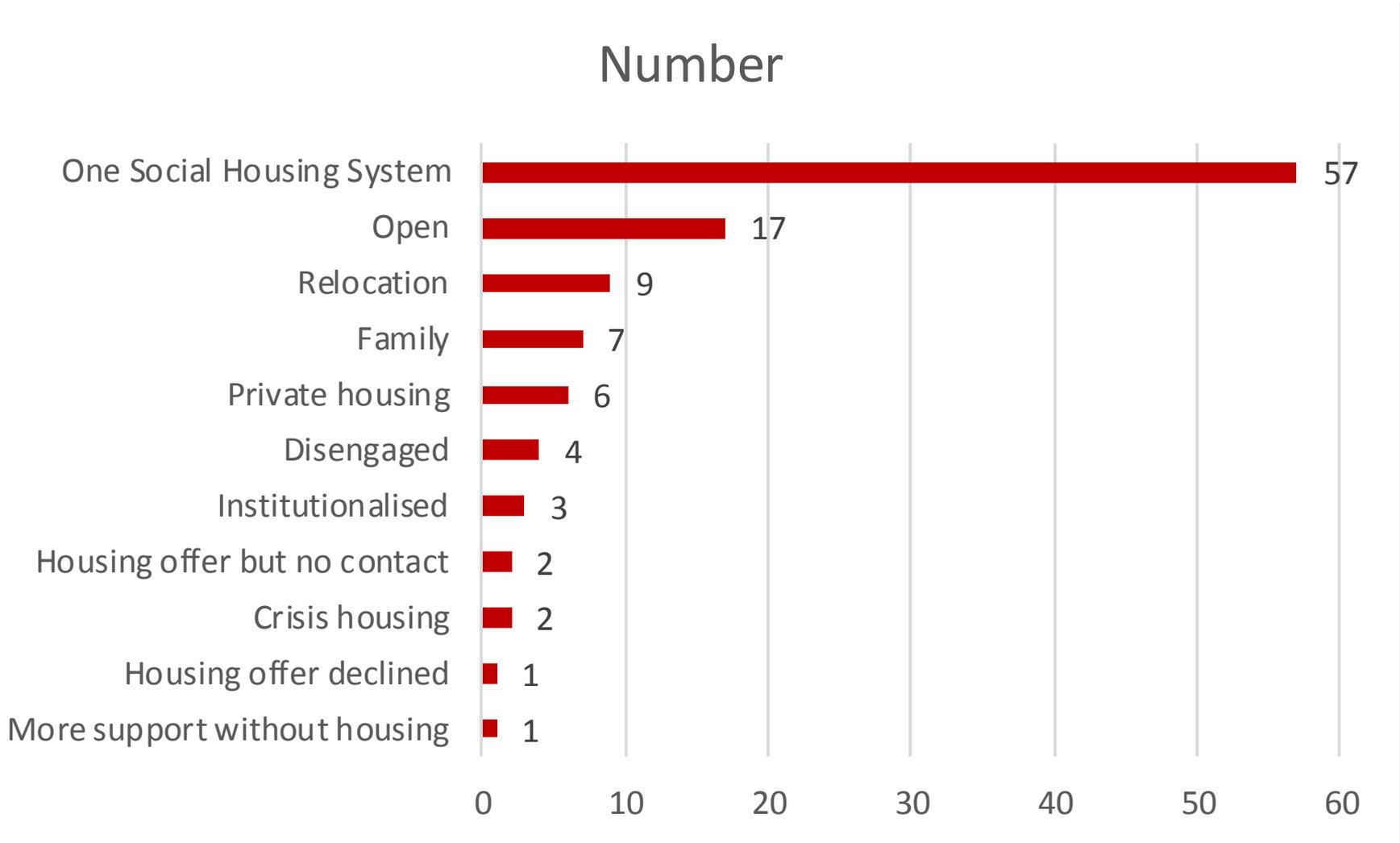
	Number	%
25 years or less	40	37%
26 years and over	69	63%

Complex issues

Clients experiencing complex issues in addition to being homeless



Overview of client outcomes



Analysis

- 17 client files remained open to U1R at 10 December 2015
- 72 clients or 77% experienced a consolidated or improved housing/accommodation situation
- 9.6% relocated
- 3.2% were institutionalised
- 3.2% were offered housing which was either declined or the person couldn't be found
- Only 4 clients or 4.3% were recorded as having disengaged from services which u1R will investigate more fully through a focus group as this is somewhat lower than previous years.

Summary of presenting issues

- Acquired brain injury
- Intellectual disability
- Mental illness
- History of childhood trauma
- Domestic violence
- Domestic hoarding and squalor
- Child safety issues
- Family breakdown/distance from family support
- Adults exiting institutions and/or long-term institutionalisation
- Addiction
- Chronic health conditions
- Life threatening illnesses
- Lack of affordable housing options
- Extremely low income and difficulty entering private housing market (generally young people)
- History of rapid cycling in and out of housing
- New Zealand citizenship (without any entitlements)
- Unemployment.

Extra referrals

- 6 new referrals in a call to work in a concerted way to house extra people before Christmas which came in between 9 and 6 weeks ago. Also looked again at a couple of clients who had been on the list for a very long time. (8)
- 3 have been housed at this point

Issues

- The balance of situations including the following trends and issues which are important to note:
 - NZ citizenship and no entitlement to benefits is a significant issue
 - Lengthy institutionalisation (one person) for mental health issues (over 14 months)
 - Multiple exclusions from housing options
 - Multiple complex needs
 - Significant relationship issues including DV
 - Eligibility issues
 - Age and income limitations.

Outcomes, trends and reflections

- Quite a few clients are remaining on the list for longer – either because they have quite complex needs and a solution is hard to achieve, or housing options aren't readily available; and also possibly due to a decision to retain people for longer on the list to bed down support arrangements or stabilise a housing outcome
- We continue to see an equal proportion of men and women (three years in a row)
- Case coordination work proves it can assist someone to exit homelessness and also sustain an at-risk tenancy. As such it has benefits to both housing providers and support providers
- A mix of issues make outcomes challenging sometimes:
 - The system could definitely use more ongoing support options for very vulnerable people
 - More permanent housing options would also make a considerable difference
 - Client's with complex, ongoing issues remain particularly vulnerable in the housing market – both in finding and attaining housing, as well as sustaining that option into the future

Outcomes, trends and reflections

- We know that case coordination work does not only happen at the meetings. It happens all the time between agencies. We have had a lot of feedback from front-line staff that being a part of under 1 roof has helped to facilitate improved coordination of many other clients even when they are not formally referred to the meetings.

Outcomes, trends and reflections

- We have continued with learning and development events and have joined with Q Shelter to promote them more effectively through a calendar and through shared communications to the sector.
- A particular highlight this year was hosting a visit from Sara Burns, a co-author of the outcomes star. Directly, or indirectly U1R contributed to over 70 people spending time with Sara while she was here.

Events

- Other events have included:
 - Case coordination training
 - Warm referrals
 - Assessment skills
 - Reflexive questioning
 - Measuring collaboration
 - Transition planning
 - Orientation to the One Social Housing System.

Outcome, trends and reflections

- We have continued to respond to replication support requests in regions such as Sunshine Coast, Ipswich and Toowoomba.
- We know that case coordination practices have expanded in Brisbane through the Outer North Group and the South West group
- While the number of referrals in is slightly reduced the number of people where there has been total disengagement has significantly reduced since we first started analysing data.

Outcomes, trends and reflections

- Slightly reduced referrals-in might reflect the strengthening of other case coordination groups throughout Brisbane.
- Some households have remained on the list for a very long time and have very complex needs which means each fortnightly list remains the same length (approx. 20-24 clients)

Outcomes, trends and reflections

- Mental health and substance continue to be significant issues. The majority of clients have at least two or more complex issues which influence their housing outcomes.
- The participation of YES (now a part of BYS), Australian Red Cross and Churches of Christ Care has consolidated in the last year and the case coordination meetings are now attended by 15 agencies including the Department of Health and the Department of Housing.

2015 Learning Events: Feb-June

- Don't let the bed bugs bite
- Participating in a Spring Hill Precinct Day
- Pursuing recovery and responding to vulnerability: a synthesised approach
- Share housing models
- Case coordination training
- Case coordination mini-conference: inter-regional.

Team of facilitators - 2016

- Travis Radunz – Mission Australia's Roma House
- Terraze Anderson and Arone – 139 Club Ltd
- Wendy Hovard – BHCL
- Dominic Hale – Communify PIR
- Danielle Drew – Department of Health
- Barbara Baumgartner – Department of Health
- Naomi Laws – Churches of Christ Care Housing

Refer to Under 1 Roof

- Visit www.under1roof.org.au and the referral form is on the resources page. The latest referral form is always on the website.
- Call 0400 1964 92 to set a time to present the client's information and/or to discuss the referral.
- All agencies are welcome to refer at any time.