



BEHAVIORAL
HEALTH
Bridge Housing

Ready for Takeoff

BHBH Learning Collaborative
January 2024



DHCS Welcome

STAFF NAME, TITLE

(NAME OF) Branch

(NAME OF) Division

Department of Health Care Services

Agenda

| Session | Details |
|-----------------------|--|
| Opening Remarks | Welcome and introductions |
| Breakout Room | Share-out of county projects |
| Keynote | "Ready for Takeoff" |
| Break | 15 minutes |
| Breakout Room | Like-size county facilitated discussions |
| Informational Session | Quarterly reports |
| Closing | Takeaways and next steps |

County-to-County Meet and Greet Breakouts

Ready for Takeoff



**Deborah (Deb) Werner,
MA, PMP
Senior Program Director**



**Dr. Deme Hill, DPA
Principal Consultant**

Ready to Launch!

POLL

1. We have taken off.
2. We are getting there.
3. We are not ready yet.



Begin With the End in Mind



How are people with lived experience informing your BHBH Program?



Equity Inclusion

- How do you plan to address the needs of diverse cultural groups, families, and other unique populations?
- What steps are you taking to advance racial equity in the design of the BHBH Program?





Housing First

How are you ensuring that you have low-barrier options available?

Implementation

- Implementation will look different for each community, program type, etc.
 - Core strategies for implementation regardless of project type





Implementation: Staffing

Who is managing your program?

Realistically, how many staff do you need?

How can you reduce turnover?

Implementation: Staffing

- Reviewing and/or changing job descriptions
- Orienting staff to BHBH



Implementation: Internal Partners



How will internal partners/
other divisions connect with
your program?

What is their referral
pathway?

Implementation: External Partners

How will external partners, potential program participants, and the public contact your program?

Outreach

- Where will participants come from?

Pre-Screening

- Eligibility

Intake

- At what point do you complete an intake?



And we are off . . .

Break





Like-Size Counties Breakout Sessions

Like-Size Counties

- **Frontier/small, small/medium, large/jumbo**
 - You can select which room you'd like to join.
- **Prompt questions**
 - What is one thing that you hope to accomplish with the BHBH funds?
 - What is a potential barrier to your success? Is there anything you can do now to address it?
 - What are some opportunities and challenges that you see in working with CoCs, homeless service providers, and community?

Data: Quarterly Reporting



- Dr. Deme Hill, DPA — AHP Principal Consultant
- Michael Helmick — AHP Deputy Director
- Toni Sparrow, MBA — AHP Senior Program Associate II



Data: Quarterly Reporting

Important Deadlines:

March 29, 2024: Quarters 1 and 2

May 15, 2024: Quarter 3

Completing BHA's quarterly reporting is required.

Data: Quarterly Reporting

Grantees shall submit data reports in the [Grantee Portal](#). The quarterly reports are structured as follows:

1. Organization information
2. Program Data Report: Participants served
3. Program Data Report: Service and housing delivery
4. Expense Summary
5. Narrative



Organization Information

- Contact information



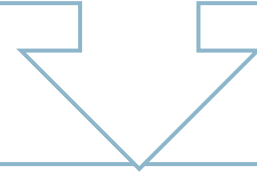
Program Data Report: Participants Served



- Eligible participants
- Family members
- Serious mental illness (SMI)
- Substance use disorder (SUD)
- Homeless status

Program Data Report: Participants Served (continued)

Demographics



Who is participating in BHBH?

| Race | Gender | Sexual Orientation | Age |
|------|--------|--------------------|-----|
|------|--------|--------------------|-----|

Program Data Report: Service and Housing Delivery

Housing Delivery



Shelter

Interim Housing

Rental Assistance

**Auxiliary Funding in
Assisted Living**

Program Data Report: Service and Housing Delivery — Outreach

Outreach:

- Not limited to street outreach
- Build rapport
- Harm reduction
- Linkage to behavioral health care

Please Note:

- When to count a person as a participant **vs.** someone receiving outreach

Program Data Report: Service and Housing Delivery — CARE Program

Connection to Community Assistance, Recovery, and Empowerment (CARE) Program

- Capturing the program's relationship with the CARE Program overall.
- Capturing data from BHBH participants who are referred from CARE Court.

Program Data Report: Service and Housing Delivery — Housing Navigation



- Housing Navigation Services
 - Number served
 - Encounters

Program Data Report: Service and Housing Delivery — Housing Stability Measures



Rental Assistance

6, 12, 18 months



Auxiliary Funding in Assisted Living

6, 12, 18 months

Program Data Report: Service and Housing Delivery — Vacancy Rates

- BHBH bed nights: The total number of beds filled with participants during the quarter.

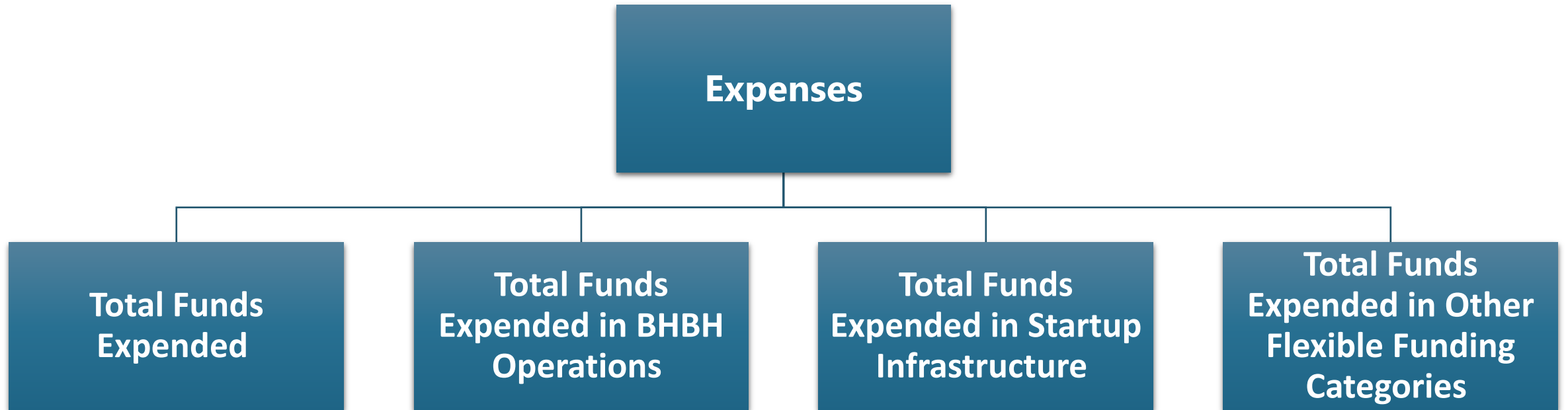
$$\text{Vacancy Rate} = \frac{\text{\# of Days empty}}{365 \text{ days}}$$

HOW TO
CALCULATE
VACANCY RATE

Program Data Report: Service and Housing Delivery — BHBH Program Exit

- How many participants exited the BHBH Program into homeless?
- How many participants exited BHBH to institutional situations?
- How many participants exited BHBH to temporary housing situations?
- How many participants exited BHBH to permanent housing situations?
- How many participants exited BHBH to “other” destinations (including unable to locate)?

Expense Summary



Narrative Questions



Highlight
Accomplishments



Challenges or
Barriers



CARE Program
Implementation



New Connections



Navigation
Services

Data: How to Capture Data



- Spreadsheet
- Microsoft form or other software
- Homeless Management Information System (HMIS)

Data: Troubleshooting, Corrections, and Late Submissions

- For assistance with DHCS Portal login, contact County BHA Portal Help Desk.
- If you need to update your agency's quarterly data, email the county liaison.
 - The agency's representative should inform the county liaison of the report year, quarter, component(s), and data point(s) that need to be updated.
 - The county liaison will make the data correction(s) and publish the updated data on the portal.

Quarterly Reporting Next Steps

Resources Sent to County BHAs (1st week of February 2024)

- Quarterly Report Template and Guide
- Instructional Video

County Liaisons

- Discuss reporting plans with county liaisons in coaching calls
- FAQ on Hub (Submit questions now or through county liaisons)

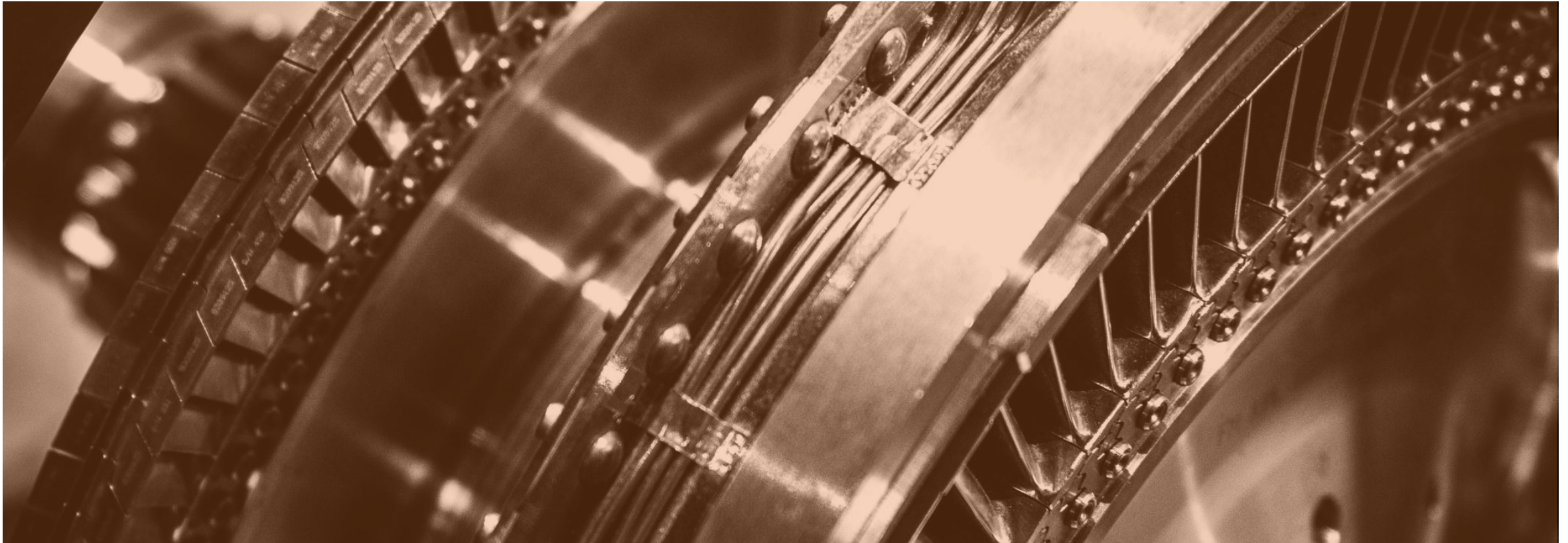
Additional Trainings and Office Hours

- February 21 Quarterly Report Form Working Meeting
- Wednesdays from 2:00 – 3:00 p.m. Quarterly Report Office Hours (February 28 and March 6, 13, 20, 27)

Portal and Upload Instructions

- Contact [County BHA Portal Help Desk](#) if you have difficulty accessing or uploading to the Portal

HMIS Update





Poll

Quarterly Report Q&A

Policies and Procedures Working Meetings

February 5, 2024 (1pm – 2pm): Participant Assistance Funds

February 9, 2024 (9:30am – 10:30am): Landlord Outreach and Mitigation Funds

February 14, 2024 (11am – 12pm): Auxiliary Funding in Assisted Living

Evaluation

Please let us know how we did!

Thank you!