



Housing and Families

April 29, 2019

Housing Instability Webinar Series

Part 1: The Intersection between Health and Housing	Wednesday, November 14, 2018	Click here to view webinar
Part 2: Navigating the Shelter System	Wednesday, December 12, 2018	Click here to view webinar
Part 3: Permanent and Supportive Housing	Wednesday, January 16, 2019	Click here to view webinar
Part 4: Affordable Housing	Wednesday, January 30, 2019	Click here to view webinar
Part 5: Eviction Prevention	Wednesday, February 20, 2019	Click here to view webinar



Developed in partnership
with 1199SEIU Training
and Employment Funds



Learning Objectives

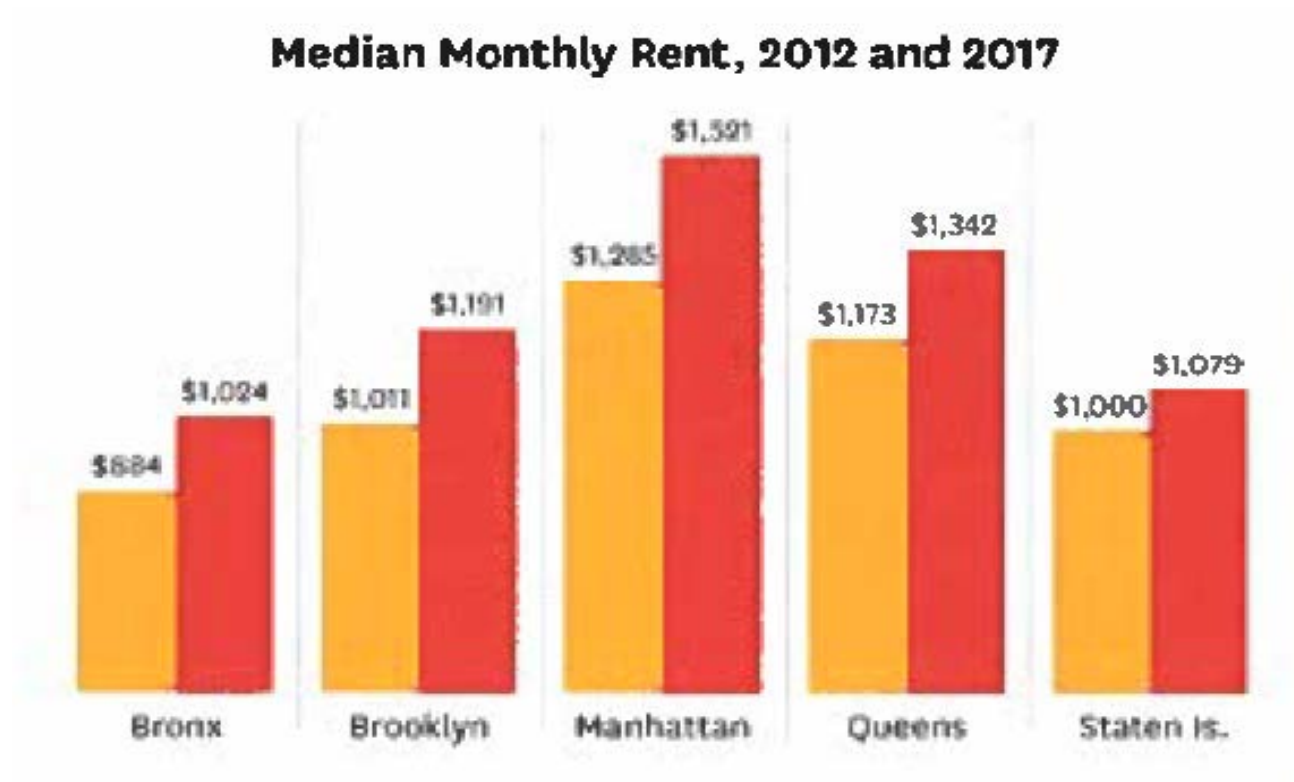
Attendees will be able to:

- Describe the family homelessness crisis in NYC
- Describe different housing pathways for families
- Understand the challenges regarding placing families in housing
- Engage with families around their housing needs and work with housing programs on placing families in supportive housing



Family Homelessness in New York City

Homelessness and the affordability crisis are on two sides of the same coin.

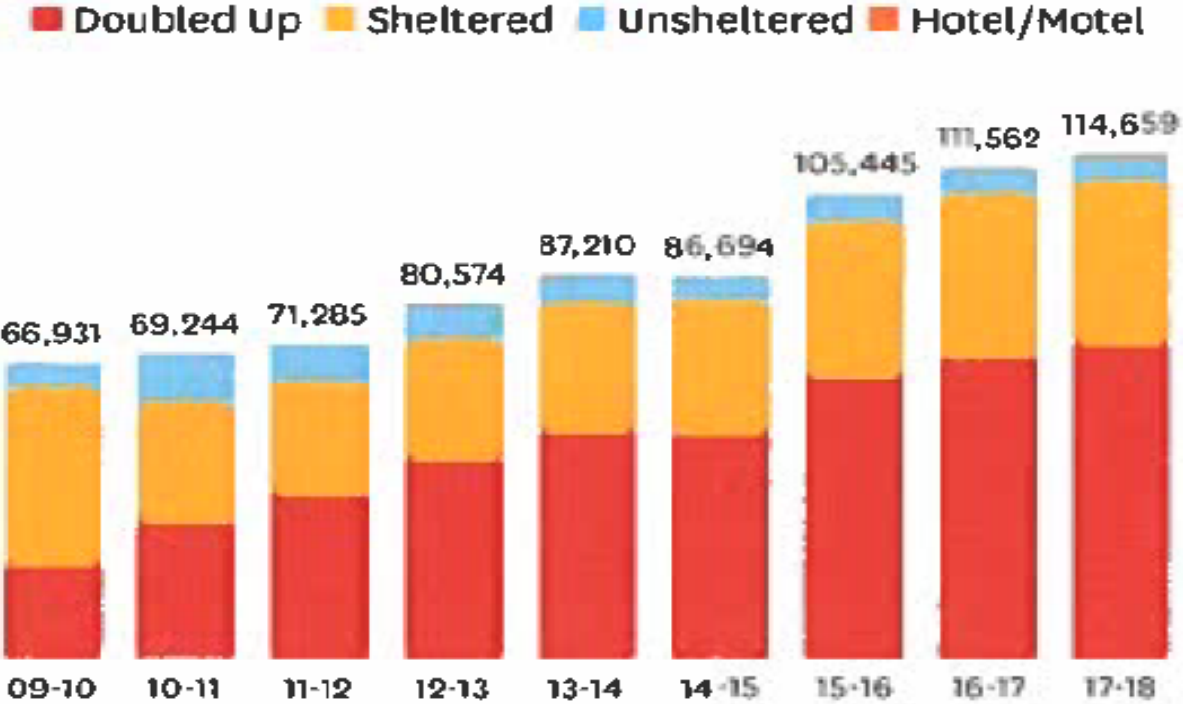


Families in Shelters

- Almost **70%** of New York City homeless shelter users are families with children.
- In 2018, the average number of families with children in the shelter per day in New York City is **12,619**.
- This is **28%** increase from 2013 when the number of families with children in shelters was **9,480**.
- Since 2013, the average length of stay for families in DHS shelters continues to rise, now standing at **438 days**.

Homelessness and Children

Family homelessness is increasingly felt in New York City classrooms. More students than ever before are in temporary housing.



This increase was driven by students who are 'Doubled up'—living temporarily with friends or relatives. Ten years ago, most homeless students were living in city shelters; for the 2017-2018 school year,

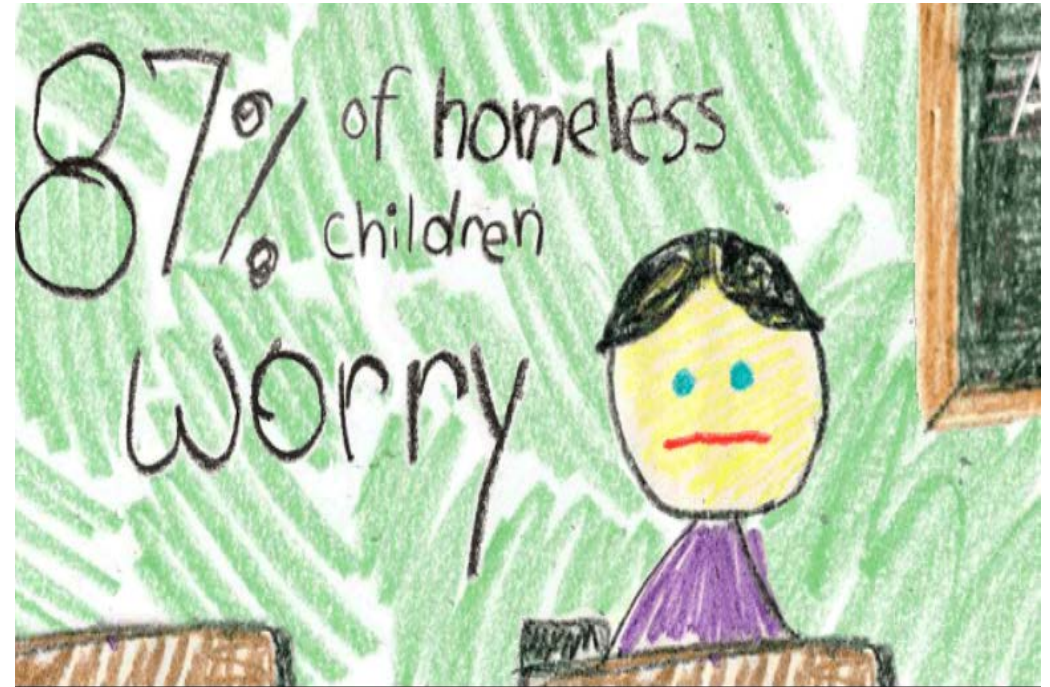
62%

of homeless students were doubled up.

*Citizens' Committee for Children of New York Inc., 2018

Childhood Effects and Homelessness

- Poor physical care
- Poor mental health
- Education
- Chronical absenteeism
- Predictor of future adult homelessness



*Citizens' Committee for Children of New York Inc., 2018

*Family Housing Fund, 1999

Emergency Shelter

NYC Department of Homeless Services (DHS) Shelter

- Centralized intake process for men, women and families
- Intake process to be deemed homeless and eligible for shelter. Client is assigned to one shelter
- Shelter Intake Centers:
 - Adult Men
 - 30th Street, 400-430 East 30th St./1st Ave., Manhattan; Subway: 6 to 28th St.
 - Adult Women
 - Franklin Shelter, 1122 Franklin Ave., Bronx; Subway: 2/5 to 149th St., then #55 bus to 166th St. & 3rd Ave. or the #21 bus to 166th St. & Boston Road
 - HELP Women's Center: 116 Williams Ave., Brooklyn; Subway: C to Liberty Ave.
 - **Adult families with no children under 21 years old**
 - **Adult Family Intake Center (AFIC): 400-430 East 29th St., Manhattan; Subway: 6 to 28th St.**
 - **Families with children under 21 AND pregnant women**
 - **Prevention Assistance and Temporary Housing Office (PATH): 151 East 151st St., Bronx; Subway: 2, 4 or 5 to 149th St. – Grand Concourse.**

Emergency Shelter

HASA

- Temporary emergency housing and non-emergency housing in addition to many other services
- Homeless individuals with HIV/AIDS or homeless families
- with individuals living with HIV/AIDS
- Accessed through ServiceLine Monday – Friday, 9 AM to 5 PM, 212-971-0626

DV Shelter

- Temporary emergency shelter (90-135 days) to domestic violence victims
- NYC's Domestic Violence Hotline at 1-800-621-HOPE 24/7

Housing Preservation & Development Emergency Shelter

- HPD's Emergency Housing Services Bureau assists displaced tenants with temporary housing at one of four family centers or at Red Cross-contracted hotels and facilities
- HPD (212) 863-8561

Faith-based Shelter

- Over 200 faith-based beds in New York City located in places of worship
- May be associated with Drop-in centers

Emergency Shelter

DHS Family Shelters

- >160 shelters citywide for families with children under 21
- Private family units subject to inspection at any time
- 10 pm curfew; 9 pm children must be in unit with responsible adult
- Visitors in common areas only, not the unit
- Average length of stay over 400 days
- Must meet additional criteria for rental subsidies
- Services: bed, meals, laundry, case management, housing placement, employment assistance

DHS Adult Families

- 24 shelters citywide
- Defined as legally married or domestically partnered, medical dependence, children over 21, sibling, grandparent, aunt/uncle, or caretaker role
- Single rooms, 10 pm curfew
- Services: bed, meals, laundry, case management, housing placement, employment assistance

Affordable Housing

Public Housing

- Affordable housing for low- and moderate-income residents
- 18+, income restricted/ criminal background restrictions
- NYC – NYCHA
- 10+ year waitlists
- <https://www1.nyc.gov/assets/nycha/downloads/pdf/factsheet.pdf>

Section 8

- Housing Choice Voucher: tenant-based to extremely low-income (30% AMI), very low-income (50% AMI) and low-income (80% AMI) families
- Project-based Section 8 subsidy remains with the apartment not person
- Section 8 Home Ownership Program
- 18+, Income-based, restrictions (background)
- NYCHA <https://www1.nyc.gov/site/nycha/section-8/about-section-8.page>
- NYC HPD <https://www1.nyc.gov/site/hpd/section-8/rental-subsidy-programs.page>
- NYS HCR <http://www.nyshcr.org/Programs/Section8HCV/>

80/20

- Multi-family rental developments where at least 20% of units are set aside for very low-income residents (50% or less local AMI)
- Similar to 80/20 but targeted specifically to homeless, usually 10-30%
- HCR/HFA
- Discontinued

Affordable Housing

CityFHEPS (Family Homelessness & Eviction Prevention Supplement)

- CityFHEPS is a rent supplement to help individuals and families find and keep housing
- Combination of SEPS, CITYFEPS, and LINC 1, 2, 4 and 5
- Recipients of LINC 1, 2, 4, and 5 will be transferred to CityFHEPS at their first renewal effective on or after April 19, 2019, if they remain income eligible
- HRA's Rental
- Assistance Call Center at 929-221-0043
- <https://www1.nyc.gov/site/hra/help/cityfheps.page>

FHEPS A and B

- Old FEPS is now FHEPS A and old LINC 3 is now FHEPS B
- For families with children who receive Cash Assistance and have been evicted or are facing eviction, who lost their housing due to a domestic violence situation, or who have lost their housing because of health or safety issues.
- FHEPS B is limited to 1000 approvals per City Fiscal Year
- <https://www1.nyc.gov/site/hra/help/fheps.page>

Pathway Home

- Formerly LINC 6, enables families and individuals to move out of shelter by moving in with friends or family members ("host families").
- Provides monthly payments to host family for up to 12 months.
- Open to all eligible families or individuals who have resided in shelter for at least 90 days.
- <https://www1.nyc.gov/site/hra/help/pathway-home.page>

Affordable Housing

Senior Citizen Rent Increase Exemption Program (SCRIE)

- Exempts low-income renters who are 62 or older from some or all rent increases.
- Elderly persons living in Mitchell-Lama housing, Article XI cooperatives, federally assisted cooperatives, or rent regulated apartments may be eligible
- NYC – NYC Dept. of Aging
- <https://www1.nyc.gov/nyc-resources/service/2424/senior-citizen-rent-increase-exemption-scrie>

Disability Rent Increase Exemption (DRIE)

- Offers qualifying tenants with disabilities an exemption from future rent increases
- Eligible persons must be at least 18, receive either SSI, SSDI, VA disability pension, or disability-related Medicaid, living in Mitchell-Lama housing, Article XI cooperatives, federally assisted cooperatives, or rent-regulated apartments
- NYC - Applications can be mailed to NYC Finance Dept, SCRIE/DRIE Walk-In Center, or online
- <https://www1.nyc.gov/nyc-resources/service/1522/disability-rent-increase-exemption-drie-program>

Home Ownership (Mitchell-Lama)

- Affordable rental and cooperative housing to moderate and middle-income families
- Income requirements set by each development
- HCR for lists, apply directly to development
- <http://www1.nyc.gov/site/hpd/renters/mitchell-lama-rentals.page>

Supportive Housing

NYC 15/15
*(Scattered-site &
Congregate)*

- Population 1: Chronically homeless single adults with a serious mental illness (SMI), a substance use disorder (SUD) (including those who are actively using or have started their recovery process within the last 12 months), or those who may have a co-occurring SMI and SUD.
- Population 2: Chronically homeless families or families at serious risk of becoming chronically homeless, in which the head of the household suffers from a SMI, SUD (including those who are actively using or have started their recovery process within the last 12 months), or those who may have a co-occurring SMI and SUD.
- Population 3: Young adult individuals (ages 18-25 years) who are homeless or at risk of homelessness with high service utilization of DHS, DYCD RHY, or ACS Foster Care and have risk factors
- Population 4 – Young adult families with children or pregnant women 18-25 where the head of household is homeless or at risk of homelessness with high service utilization of DHS, DYCD RHY, or ACS Foster Care and have risk factors
- NYC HRA
- Apply through CAPS HRA 2010e

Supportive Housing

Empire State Supportive Housing Initiative (ESSHI)

- Serious mental illness (SMI)
- Substance use disorder (SUD)
- Persons living with HIV or AIDS
- Victims/Survivors of domestic violence
- Military service with disabilities (including veterans with other than honorable discharge)
- Chronic homelessness as defined by HUD (including families, and individuals experiencing street homelessness or long-term shelter stays)
- Youth/Young adults who left foster care within the prior five years and who were in foster care at or over age 16
- Homeless young adults between 18 and 25 years old
- Adults, youth or young adults reentering the community from incarceration or juvenile justice placement, particularly those with disabling conditions;
- Frail Elderly/Senior: Any person who is age 55 and older, who is enrolled in Medicaid, and requires assistance with one or more ADLs or instrumental ADL.
- Individuals with intellectual or developmental disabilities (I/DD)

Eviction Prevention : Homebase

- Not a housing program, but a resource center. Meant for families on the brink of homelessness.
- Homebase will help develop a personalized action plan to overcome an immediate housing crisis and achieve stability.
- Eligibility includes:
 - Imminent risk of entering the NYC shelter system
 - Low-income
 - Wanting to remain stably housed in the community

Call 311 to make a referral

Homebase Provider	Borough	Address	Telephone
CAMBA	BK	1958 Fulton Street, 2nd Floor	718-408-5756 x37100
		1117 Eastern Parkway, 3rd Floor, side entrance	718-622-7323
		2244 Church Avenue, 4th Floor	718-408-5766
Catholic Charities Neighborhood Services	BK	3060 Fulton Street	929-234-3036
		560 Livonia Avenue	718-408-7181
RiseBoro	BK	145 East 98 Street, 2nd Floor	917-819-3200
		Broadway - TBA	917-819-3200
		90 Beaver Street	718-366-4300
		1475 Myrtle Avenue	347-295-3738
BronxWorks	BX	630 Jackson Avenue, 2nd Floor	718-993-2032
		1130 Grand Concourse, 3rd Floor	718-508-3100
Catholic Charities Community Services	BX	2155 Blackrock Avenue	718-414-1050
		890 Garrison Avenue	929-259-9430
		2901 White Plains Road, 2nd Floor	347-913-4694
		4377 Bronx Boulevard, 3rd Floor	347-947-3920
HELP USA	BX	1780 Grand Concourse	347-226-4540
		1860 East Tremont Avenue	718-299-8473
		1981 Sedgwick Avenue	718-215-6453
		815 Burke Avenue	646-905-5289
SUS- Urgent Housing Programs, Inc	MN	516 West 181st St, 4th Floor	917-492-1019
		2322 3rd Avenue, 3rd Floor	917-492-1019
Catholic Charities Neighborhood Services	QNS	161-10 Jamaica Avenue, 5th floor	718-674-1000
		1847 Mott Avenue	718-647-1015
CAMBA	SI	120 Stuyvesant Place, 4th floor, Suite 413	718-282-6473
		209 Bay Street	718-226-0496

Services for the UnderServed

Emily Wyman, LCSW

Lynda Jones-Johnson, LCSW

S:US Supportive Housing Program

Agenda

- ▶ **Brief History of Fox Point and Family Supportive Housing**
- ▶ **Strategies for Initial Engagement**
- ▶ **Collaborating with the hospitals**
- ▶ **Challenges families face**
- ▶ **Strategies and Resources**
- ▶ **Q & A**

What is Supportive Housing?

- ▶ Eligibility Criteria for families coming from shelter
- ▶ Moving from shelter to permanent housing
- ▶ Congregate vs. Scattered Site
- ▶ The various needs of families living within Supportive Housing

**Engagement is essential from
the very first contact until the
end of services.**



Strategies for Engagement



Engagement

Identify needs
and establish
goals

Person
Centered
Approach

Identify
attitudes
about seeking
help and
previous
experiences
with seeking
help

Identify and
problem-
solve around
concrete
obstacles to
care



How do we work with providers

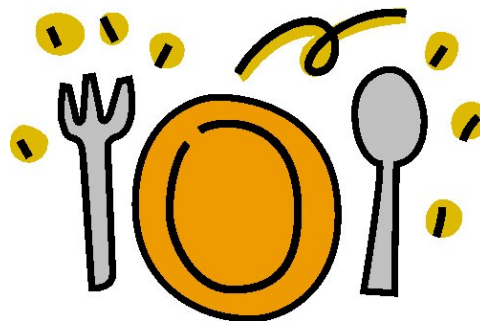
- ▶ Set the foundation for a **collaborative working relationship**.
 - Having a consent signed to ensure continuity of care
 - Knowing the roles and responsibilities of all providers as we move toward discharge planning
 - Have the necessary documentation upon discharge
 - The “We” is created – The collaboration is felt by family member through the use of “we”




Collaboration can start with the words we use...

A. Some examples of “Watch Words” that can demean people:	B. An example of another way to describe someone in distress.
<ul style="list-style-type: none">◆ “attention-seeking”◆ “manipulative”◆ “chronic”◆ "treatment resistant,"◆ “acting out”	<ul style="list-style-type: none">◆ Donna appears to have a hard time getting what she needs. She often goes to extremes to get someone to talk with her because she has been so neglected in the past.

-
- ▶ Focus on immediate, practical concerns...
 - Family members often need help negotiating with other “systems”
 - Responding to concerns provides an opportunity for worker to demonstrate their commitment
 - Most immediate may be housing, but are there other issues that need to be addressed?



Challenges working within Supportive Housing

- Family Reunification
 - Domestic Violence
 - Child Abuse/Ongoing Substance Use
 - Rental Arrears
- 



Strategies and Resources

- ▶ Harm Reduction–How this model works
- ▶ Examples of how we use Harm Reduction with our families

Utilizing Motivational Interviewing

- ▶ Also ask if there are **changes** that the family will need to make now that they are stably housed
- ▶ **The goal here is to elicit ‘change talk’**
- ▶ Case Managers should know of referrals appropriate to families in order to promote stability, health, and self-efficiency
- ▶ **Examples: Day Care Providers, Transportation, Schools, Grocery Stores, Doctors and Hospitals**
- ▶

Setting the Tone: Identifying Strengths

- ▶ Reminding family members of all they have overcome and how resilient they are.
- ▶ Asking: What's working well for you?
- ▶ Navigating Systems
- ▶ Making Referrals



Setting the Tone: Validation

Validate family members and take time to understand their perspective

- If individuals feel blamed for their problems they are at a higher risk for terminating services.
- Individuals who do not trust the provider or feel the information shared will not be held in confidence are also at a greater risk for dropping out of services
- Cultural and racial differences between the provider and families can lead to misunderstanding.





"People might forget what
you said, they might
forget what you did, but
they never forget the
way you made them feel"

Dr. Maya Angelou



Open Discussion

- Questions
- Examples from your experience



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