

Improving Health of Public Housing Residents Through Intentional Health Center and Housing Authority Partnerships



April 7, 2022



**NATIONAL
NURSE-LED CARE
CONSORTIUM**
a PHMC affiliate

NCHPA
National Center for Health in Public Housing

National Center for Health in Public Housing

nchph.org



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National Nurse-Led Care Consortium

The **National Nurse-Led Care Consortium (NNCC)** is a membership organization that supports nurse-led care and nurses at the front lines of care.

NNCC provides expertise to support comprehensive, community-based primary care.

- Policy research and advocacy
- Technical assistance and education support
- Direct, nurse-led healthcare services

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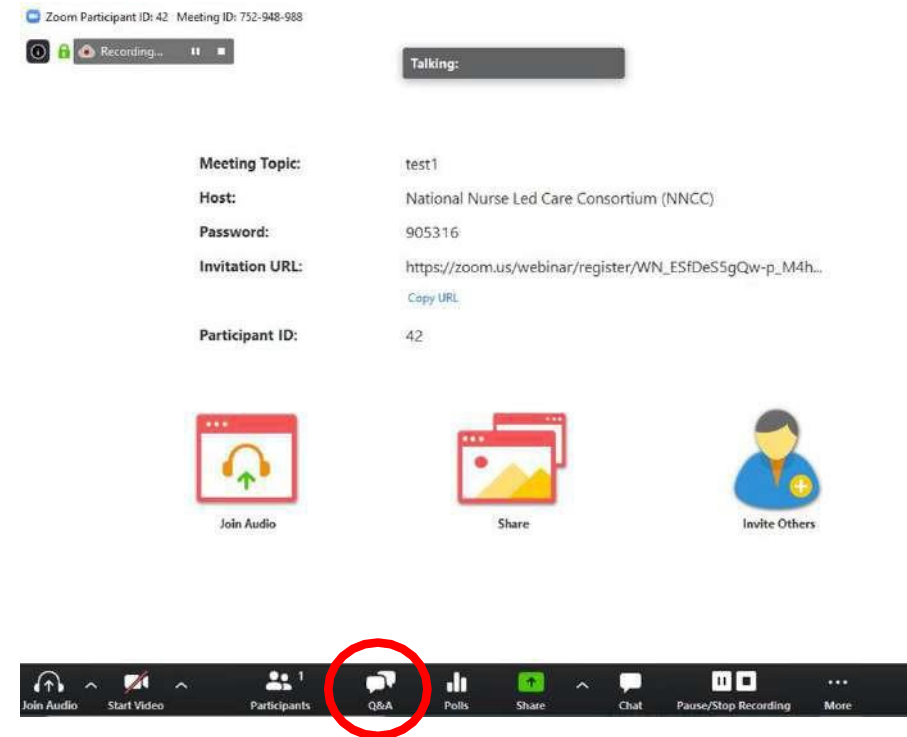
Housekeeping

Question & Answer

- Click Q&A and type your questions into the open field.
- The Moderator will either send a typed response or answer your questions live at the end of the presentation.

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- Please take the SurveyMonkey evaluation at the end of this webinar to receive CME/CNE
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- Please help us measure our impact with this session by filling out the **Evaluation survey** that will pop up in your browser after exiting the webinar – should take <2 minutes.
- The presentation slides and recording will be emailed to all attendees after the webinar.

Agenda

- Introduction and Housekeeping
- Environment and Opportunities for Collaboration → NCHPH
- HUD-assisted Programs and Partnership Opportunities → HUD
- Collaboration Experience in Charlestown, MA
 - Public Housing Program Perspective → BHA/Jobs Plus/Charlestown Adult Education
 - Health Center Perspective → NEW Health Charlestown
- Q&A – Discussion

Polling!



Speakers



Bob Burns, MPA
Director,
National Center
for Health in
Public Housing



Jason Amirhadji, JD
Neighborhood &
Community
Investment Specialist,
U.S. Department of
Housing and Urban
Development



Kristen Simonelli
Deputy Chief
Operations Officer,
NEW Health
Charlestown



Lori D'Alleva
Director,
Charlestown
Adult Education, Jobs
Plus, Boston Housing
Authority



HUD and HHS Collaboration on the Rise

- Joint Effort to Increase Access to COVID-19 Vaccinations, May 2021
- Expanded Partnership, new Housing and Services Resource Center, December 2021 (Focus on improved access to accessible housing and services led by Administration for Community Living).
- Recognition of each other's missions and services, health and housing, as critical to one another and the communities they serve.
- Initiatives Reflect White House Priorities, e.g., Path Out of the Pandemic

HHS-HUD Partnership Supporting HUD-Assisted Families Against COVID-19



UNITED STATES DEPARTMENT OF HEALTH AND HUMAN SERVICES
UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

April 30, 2021

Dear Colleagues:

The COVID-19 pandemic has exposed and exacerbated severe and pervasive health and social inequities in America. Despite continuing efforts to address these inequities, communities of color and other populations that are underserved continue to be affected disproportionately by the pandemic. As President Biden stated in his *Executive Order on Ensuring an Equitable Pandemic Response and Recovery*, addressing these inequities is both a moral imperative and pragmatic policy. It is impossible to change the course of the pandemic without tackling it in the communities that are disproportionately affected. To this end, the President has directed a government-wide effort to address health equity.

In response to the President's mandate, we, the Secretaries of Health and Human Services (HHS) and Housing and Urban Development (HUD), are directing our agencies to ensure that the national response to COVID-19 delivers equitable, comprehensive care to those experiencing disproportionate impact, including HUD-assisted individuals and households.

HHS-supported community health centers have been on the front lines during the COVID-19 public health emergency, providing testing and care for those affected by the virus, monitoring and managing COVID-19 symptoms to alleviate the burden on emergency rooms and hospitals, and coordinating with state and local health departments to support a unified and comprehensive public health response. Health centers are providing COVID-19 vaccines to underserved communities and those disproportionately affected by COVID-19, including through the Health Center COVID-19 Vaccine Program. Health centers have also continued to provide essential primary health care services, including managing conditions that put patients at increased risk for COVID-19 complications. These services are available to all patients, regardless of their ability to pay. Patients may qualify to receive care at a reduced cost or free of charge, depending on their economic status.

The efforts underway by HHS-supported community health centers are critically important to the people and households assisted by HUD, who have a higher prevalence of risk factors that may place them at increased risk of COVID-19 transmission, illness, and mortality. A large proportion of those who are helped by HUD are people of color, age 65 or older, have disabilities, and have underlying health conditions. They often live in high-density housing or congregate settings (e.g., homeless shelters) and have mobility and transportation needs. Additionally, many HUD-assisted individuals and households live at or below the poverty level.

HHS and HUD will work collaboratively and leverage available resources to increase access to the full continuum of COVID-19 prevention and treatment services – including COVID-19 tests and vaccines – among disproportionately affected populations nationwide, including HUD-assisted households. This moment calls on us to do more to stop the spread of the virus and to

support in the weeks and months ahead. Together, we will put this pandemic behind us.

Sincerely,

Xavier Becerra
Secretary
U.S. Department of Health
and Human Services

Marcia L. Fudge
Secretary
U.S. Department of Housing
and Urban Development

- **Conduct targeted outreach** on COVID-19 vaccine efficacy and safety to encourage all eligible individuals to obtain COVID-19 tests and vaccines
- **Assist with registering and scheduling** COVID-19 tests and vaccine appointments
- **Facilitate on-site vaccine clinics** at HUD-assisted or insured properties, public housing developments, homeless shelters, and through mobile facilities serving people experiencing unsheltered homelessness
- **Use state assistive technology accessibility kits** to provide accessible testing and vaccination sites
- **Assist with transportation** as needed to vaccine sites, including for people who have limited mobility
- **Support self, mobile, drive-up, and/or walk-up testing** that addresses the unique and evolving access barriers experienced by disproportionately affected populations
- **Provide information** regarding access to comprehensive primary health care services.
- **Ensure communications are in plain language and accessible formats** for people with disabilities.

BPHC Strategic Priority 2:

Expand the reach of the health center model of care in the nation's highest need communities and populations

- **Support Comprehensive Care Service Delivery:** Identify, promote and share evidence-based practices in high quality, comprehensive care service delivery, including behavioral health, oral health, vision, and enabling services.
- **Reach High Need Communities:** Identify predictive analytics tools and potential new funding/technical assistance approaches to assure investments in new sites and/or expanded services are made equitably and reach populations with the greatest needs.
- **Build New Partnerships:** Establish new Federal, state and local partnerships, including through **public housing facilities**, schools, and social service, and other community-based organizations to address patients' health-related social needs.

HUD FY 2022–2026 Strategic Plan

Advance Sustainable Communities: Advance sustainable communities by strengthening climate resilience and energy efficiency, promoting environmental justice, and recognizing housing's role as essential to health.

Integrate Health and Housing: Advance policies that recognize housing's role as essential to health.



HUD Health Priorities for Residents: Opportunities for Collaboration!

- COVID-19
- Social Determinants of Health
- Maternal and Child Health
- Mental Health and Substance Use Disorders
- Asthma and Lead
- Diabetes, Heart Disease, and Cancer

Prevalence of select health conditions in HUD-assisted adults

	HUD-Assisted	Low-income renters	All Adults
Fair/Poor Health	35.8%	24%	13.8%
Overweight/ Obese	71%	60%	64%
Disability	61%	42.8%	35.4%
Diabetes	17.6%	8.8%	9.5%
COPD	13.6%	8.4%	6.3%
Asthma	16.3%	13.5%	8.7%

Source: [A Health Picture of HUD-Assisted Adults, 2006–2012](#) | HUD USER

Collaborations on Health and Housing

- COVID-19 Vaccine, Testing, Mask and Therapeutic Efforts
- COVID-19 Promotion of Health Center Services and Partnerships
- CHW PATH (Community Health Worker Place-based Approach To Health)
- Partnership Toolkit – Coming Soon!
- Health and Housing Listening Sessions – May 2022!

Lessons/Outcomes from COVID/Flu Lead

- 30% of vaccinated residents became patients of the Health Center

- Partner with PHA, DOH
- Get out from “behind the stethoscope”
 - Meet people where they are
 - Delivery
 - Curbside Services
 - Door to door vaccines
 - Virtually - Telemedicine
- Prioritize the Underserved with emphasis on elderly & disabled
- Trust v. Vaccine Hesitancy
- Mobile Units for Vaccination, Testing and transporting staff and patients



- Communication and Flexibility are Key
 - Clear, evidence-based messaging
 - Internal, with local PHA staff and residents
 - Multiple methods of contact and promotion (flyers, web, text messages, day of presence, virtual town halls, radio)
- Residents have competing priorities
 - Jobs, Childcare, etc.
- Visibility: be in front or main area
- Secure supplies of vaccine, tests, therapeutics, masks
- Augment Staffing: e.g., Student Nurses (need exposure to community health, and injection practice)
- Community Health Workers-Shared: Liaison, advocates, support services, communications between FQHCs, PHAs and residents/patients

Pursuing Health Center and Housing Provider (Authority) Partnerships

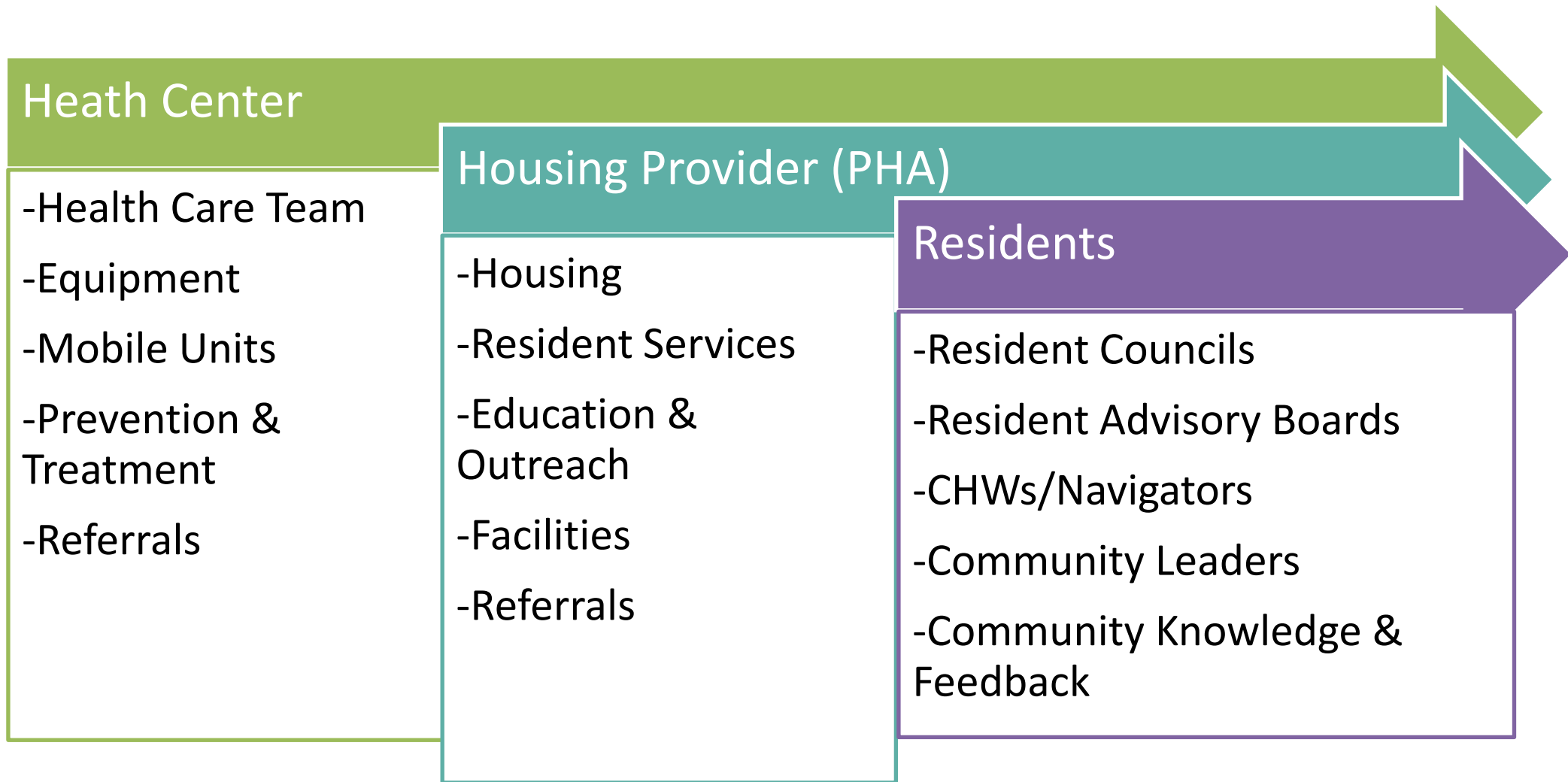
Pursuing Health Center and Housing Provider (Authority) Partnerships

- Approach Public Housing Agency or other Housing Provider – Make the Call!
- Identify and Convey a Common Purpose or Challenge for Partnership to Address
- Build/Enhance Partnerships through Establishing Goals & Objectives and Roles & Responsibilities

Reasons for Partnership: Primary Care, Health Issue or Crisis

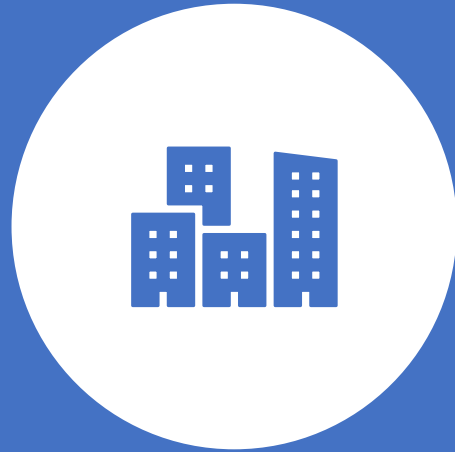


Roles and Resources for Collaboration



Summary/Recommendations--Partnership Tips

- Reach out to PHA Leadership, Resident Services Lead, and other HUD supported programs, e.g., FSS, Jobs+, ROSS, Connect Home.
- Evidence-based Program and Partnership Development: Do your homework – provide a strong case for collaboration.
- Institutionalize the Partnership -> MOU, regular meetings, & evaluations but don't let perfection be the enemy of the good!
- Include residents in all phases and aspects of the partnership.
- Establish Reciprocal Partnerships, e.g., memberships on boards, advisory groups of PHAs, FQHCs and Other CBOs.
- Case Management is key on Health Center and PHA side- identify needs & monitor progress, with each partner assisting in enrollment in health, housing and other services.



Public Housing and Other HUD-Assisted Programs and Partnership Opportunities

HUD Housing Assistance

- 10 Million individuals receive assistance; 4 million children
- 1.7 Million residents of public housing
- Housing Assistance is NOT an entitlement: Housing Assistance does not serve everyone who is eligible. Only one quarter of those eligible actually receive assistance.
- Elderly and disabled make up over half of tenant households
- Housing costs crowd out other costs
- Program Eligibility: citizenship, household income, and household size
- Race/Ethnicity: 64% Minority

Source: HUD Office of Public and Indian Housing

Jobs Plus

- 44 sites in 6 cohorts
- Builds opportunity for Public Housing Residents:
 - Supports locally-based approaches
 - Increases earnings
 - Improves employment outcomes



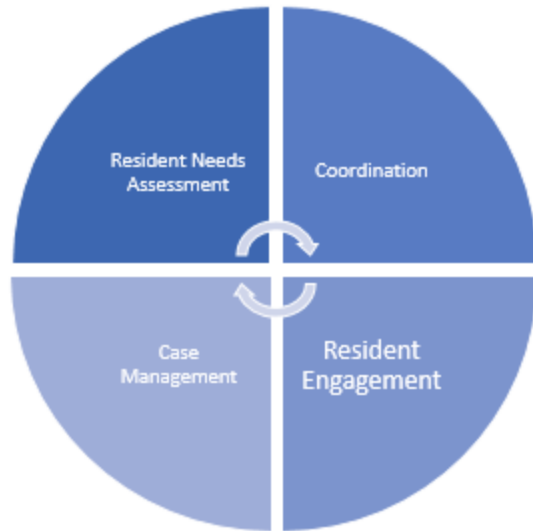


PIH

OFFICE OF PUBLIC & INDIAN HOUSING



Resident Opportunity & Self-Sufficiency (ROSS)



- **Just announced \$36 million to 137 grantees**
- **350+ grantees overall**
- **3-year grants**
- **Funds Service Coordinators who:**
 - Provide case management
 - Assess resident needs
 - Build partnerships and coordinate services with local providers
- **NOFA focuses on areas of need:**
 - Education
 - Financial Literacy
 - Health & Wellness
 - Elderly & Disabled
 - Re-Entry
 - Employment
 - Substance Abuse



PIH

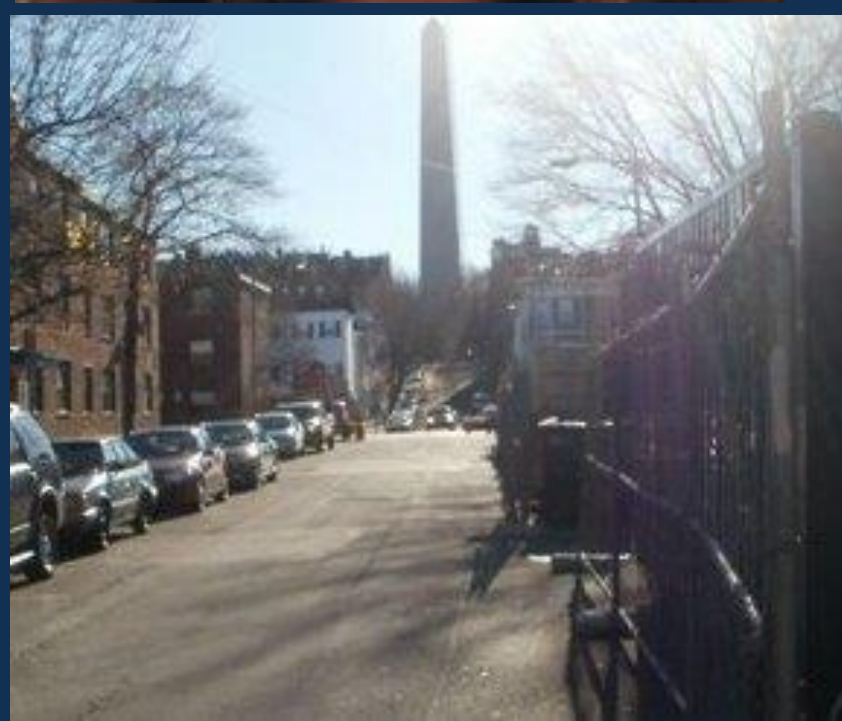
OFFICE OF PUBLIC & INDIAN HOUSING



Family Self-Sufficiency (FSS)

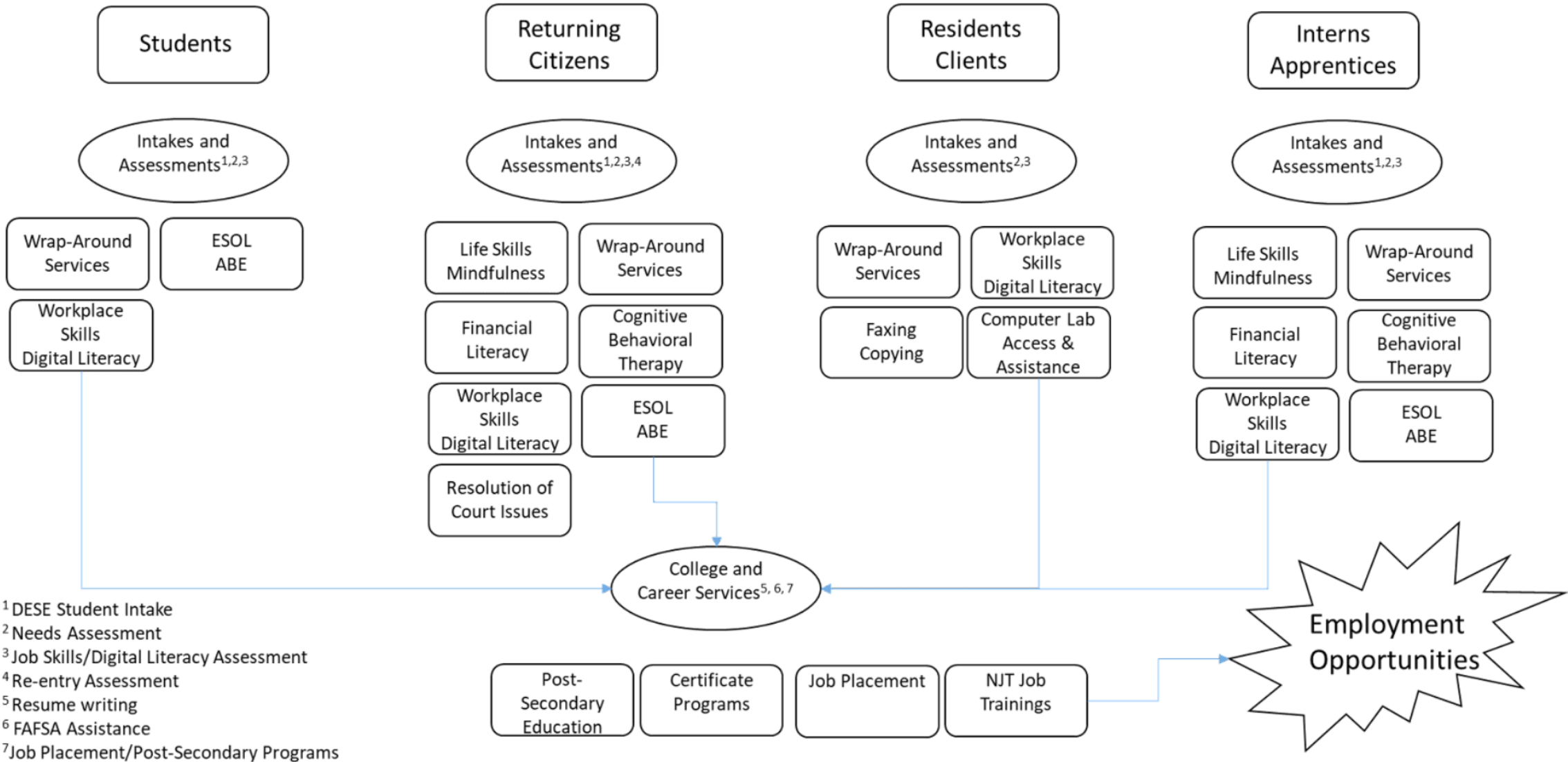
The cover of the guidebook features a blue header with the U.S. Department of Housing and Urban Development logo. Below the header, the title 'Administering an Effective Family Self-Sufficiency Program: A Guidebook Based on Evidence and Promising Practices' is centered in a light blue box. The main body of the cover is white and contains a collage of six photographs: a man hugging a child, a woman on a phone, a man and woman talking, a woman smiling, a child with a piggy bank, and a row of apartment buildings. At the bottom, a yellow footer contains the text 'U.S. Department of Housing and Urban Development Office of Public and Indian Housing' and 'FEBRUARY 2017'.

- **Just announced \$101 million in renewal awards**
- **700+ grantees**
- **Annual grants**
- **Provides motivational coaching to increase household earned income and achieve self-sufficiency through:**
 - Comprehensive case management services
 - Family escrow account that grows as a family's earnings grow



Charlestown Adult Education Program Designed Pathways

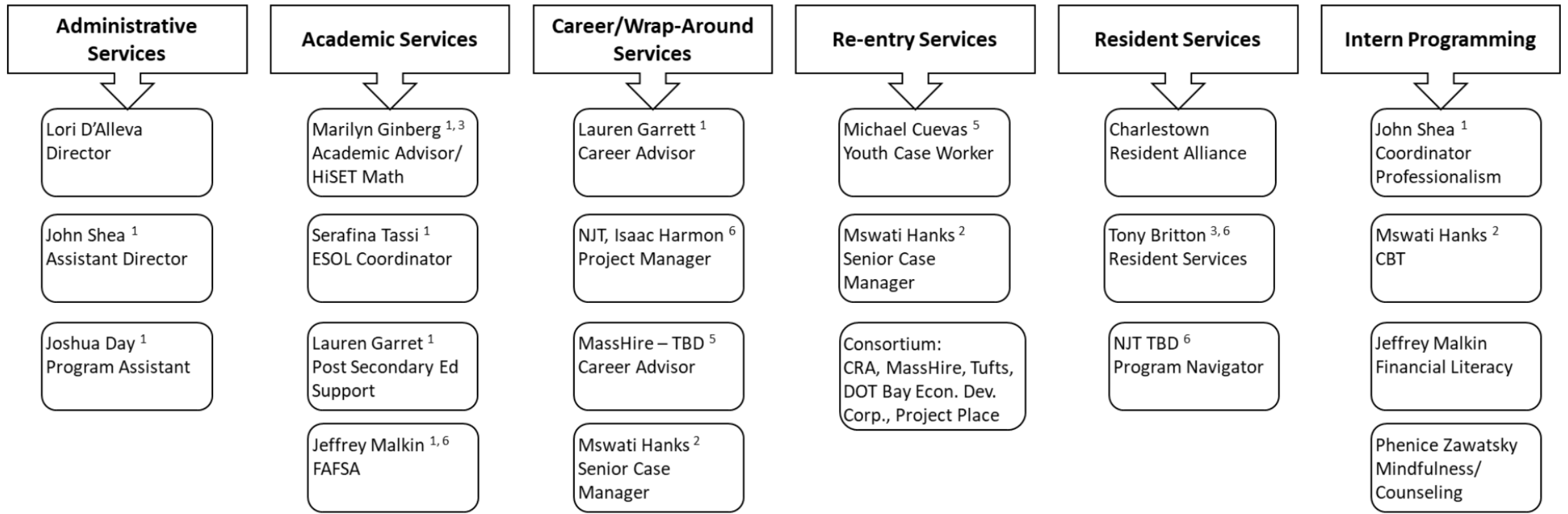
Programs Delivered as Needed



¹ DESE Student Intake
² Needs Assessment
³ Job Skills/Digital Literacy Assessment
⁴ Re-entry Assessment
⁵ Resume writing
⁶ FAFSA Assistance
⁷ Job Placement/Post-Secondary Programs

Charlestown Adult Education Services and Programming

Contact People and Funding Source



Funding Sources 2021-2022

- ¹ DESE
- ² First Literacy
- ³ Smart Choices (MGH)/Boston Youth
- ⁴ Boston Public Health Commission
- ⁵ MassHire
- ⁶ NJT
- ⁷ Boston Workforce and Re-entry Coalition
- ⁸ Cannabis Commission

Languages Spoken

Spanish, Haitian Creole, Arabic, French, Russian

Website: charlestownadulthoodeducation.com

Facebook: [charlestownadulthoodeducationcenter](https://www.facebook.com/charlestownadulthoodeducationcenter)



NEW HEALTH

North End • Charlestown

Kristen Simonelli
Deputy Operations Officer
kasimonelli@partners.org

WHAT DO COMMUNITY HEALTH CENTERS DO?

For more than 45 years, health centers have provided quality, comprehensive primary health care services to medically underserved communities and vulnerable populations. Health centers are community-based and patient-directed organizations that serve populations with limited access to health care.

Provide Affordable Care to the Uninsured



Community health centers provide quality, affordable care to all patients regardless of income level or insurance status.

Work with Patients to Create Better Health Outcomes



Community health centers strive to work with patients to maintain their health and have a history of producing better health outcomes.

Save Taxpayers Money



Providing affordable primary care helps prevent unnecessary emergency room visits, saving \$24 billion of taxpayer money annually.

HRSA-Funded Health Centers Improve Lives

Nearly 30M people—that's 1 in 11 in the U.S.—rely on a HRSA-funded health center for care, including:

1 in 8
children



1 in 5
rural residents



1 in 3
living in poverty



1 in 4
uninsured



398K+
veterans



885K+
served at school-based health centers



1M+
agricultural workers



1.4M+
homeless



Mission

- ◆ NEW Health is committed to **improving** the quality of health and life for the residents of Boston's North End, Waterfront, Charlestown and the people we serve by providing high quality **health care** that is consumer oriented, culturally appropriate, neighborhood-based, affordable and produces positive **outcomes**.

Vision

- ◆ In partnership with MGH & BMC, become the provider of choice for the health needs of our community and target population thru a **patient centered** medical home model.

Values

- ◆ **Respect**- We believe everyone deserves access to healthcare regardless of ability to pay. We honor patient's rights to privacy and confidentiality.
- ◆ **Excellence**- We focus on patient needs and culturally competent care. We aspire to the highest quality health outcomes.
- ◆ **Teamwork**- We support a passionate & determined staff that is collaborative and has respectful relationships with each other, patients, families and our partners.
- ◆ **Innovation**- We pride ourselves on finding new and better ways to enhance quality of care and performance improvement by embracing & driving change.
- ◆ **Compassion**- We treat patients, families & each other with kindness & empathy. We connect with patients and engage them as partners in decisions about their care.
- ◆ **Diversity**- We actively foster & promote an accepting, nurturing & inclusive environment for all patients and staff while working to reduce structural inequities.



Collaboration

Charlestown Resident's Alliance

Charlestown Coalition

Kennedy Resource Center

Charlestown Adult Education

Boston Housing Authority

MGH Charlestown

Harvard Kent Elementary School

Warren Prescott Middle School

Charlestown High School

HOW DO WE GET THE WORD OUT?

Social Media & Newsletters from community organizations

- NEW Health
- Charlestown Resident's Alliance
- Charlestown Adult Education
- Charlestown Coalition
- Kennedy Center
- Charlestown Mother's Association
- Patriot Bridge - local newspaper

Flyers to Boston Housing Authority to
distribute to all units

Flyers in all bags at Harvest on Vine
Food Pantry during distribution days

COVID Testing & Vaccines

We opened our PCR Testing site in May 2020 in the health center's parking lot.

Testing site for patients and residents:

Symptomatic

Exposure

Pre-procedure - MGH system

Elective

Extended / Increased hours as positivity rate increased

Pop up testing sites for community at times of surge / outbreaks in development

CRA & housing development

Local police station

Community partners

We started our COVID vaccine clinic in January 2021 during our normal business hours. Due to the increased demand for vaccines, we also set up special vaccine clinics.

Saturday Vaccine Clinics specifically for:

Public housing residents

Teachers at our local schools

Vaccine clinics set up for students in each of our local schools

Nursing staff administered vaccines during home visits with our home bound patients



We've come a long way
from where we began

At-Home Test Kits



FLYERS TO ALL RESIDENTS OF THE BUNKER HILL HOUSING DEVELOPMENT



DONATED 10 BOXES (45 KITS PER BOX) OF TEST KITS TO CRA TO DELIVER TO RESIDENTS



COMMUNITY HEALTH WORKER, RECOVERY COACHES AND RESOURCE SPECIALIST PROVIDED TEST KITS IN THE COMMUNITY



DONATED 2 BOXES OF TEST KITS TO NEW TOWN HOUSING DEVELOPMENT



DELIVERED TEST KITS TO THE CHARLESTOWN RECOVERY HOUSE



PROVIDED ALL RECEPTION DESKS WITH TEST KITS TO GIVE OUT TO PATIENTS COMING IN FOR "IN PERSON" VISITS



TEST KITS AVAILABLE TO PATIENTS, RESIDENTS AND COMMUNITY MEMBERS AT MAIN ENTRANCE WITH OUR GREETER



DELIVERED TEST KITS TO ANY HOME BOUND PATIENT IN COMMUNITY



A collaboration between NEW Health
Charlestown and MGH Charlestown.

Mission of the Resource Center

The mission of Charlestown Crossroads Resource Center is to provide a centrally located, low-threshold, and participant-centered safe space in Charlestown where community members can drop in to find mutual support and connection to a wide spectrum of community resources.

**Jobs Plus
Program
&
ESL
Classes**



Direct referrals of patients through our care team members to Charlestown Center for Adult Education through the Boston Housing Authority.



JOBS PLUS SERVICES

- Needs Assessment
- Financial Checkup
- High School Equivalency obtainment
- Certification / Post-Secondary Education placement
- Jobs Skills Building (resumes, cover letters)
- Job trainings (HHA, Hospitality)
- Jobs search
- Job Placement
- Follow up (job retention, wage increases)
- JPEID (Jobs Plus Earned Income Disregard, to enable residents of housing to save money and build credit.)



Questions?

Speakers



Bob Burns, MPA
Director,
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Jason Amirhadji, JD
Neighborhood &
Community
Investment Specialist,
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