Central Office
125 College St
Burlington, VT 05401

Hilary Melton, Executive Director
(888) 492-8218 x 103
hilary@pathwaysvermont.org

Pathways Vermont Overview

Pathways Vermont is a social service agency that provides housing and supportive services to over 1,000 Vermonters each year. All of Pathways Vermont's services create alternatives to services that exist in the system of care and create more options for Vermonters struggling with mental health and other life crises who are seeking support. In May 2014 Pathways was awarded conditional designation as a Specialized Services Agency by the Department of Mental Health in order to access Medicaid funding for Housing First services. These funds replace a five-year federal Substance Abuse and Mental Health Services Administration grant that ended at the end of September 2014.

- The ***Housing First*** program support individuals with serious mental health issues and long histories of homelessness and/or institutionalization lead independent lives in their local community through permanent supportive housing. The Housing First program is composed of interdisciplinary support teams that provide community-based services. Since 2010, the Housing First program has successfully housed over 260 individuals. The program currently supports 201 individuals in 6 counties.

- The ***Supportive Services for Veteran Families*** program provides rapid re-housing and short-term case management to veterans and their families who have recently become or are at imminent risk of becoming homeless. Services are designed to support participants in reducing barriers to housing and rapidly exit homelessness, returning to or maintaining stable housing in the community. SSVF services are person-centered, meaning services are planned around each individual household's eligibility for community resources, barriers to housing, and desired housing outcomes. In 2014 Pathways' SSVF program successfully ended homelessness for over 100 veteran households. 90% of households exited the program with a sustainable housing situation. Pathways SSVF program is funded from a subgrant from Vermont Veteran Services at the University of Vermont.

- ***Soteria Vermont*** will provide residential support for individuals experiencing an initial episode of psychosis who are looking to navigate their experience with limited use of medication. The objective of Soteria Vermont is to divert individuals from unnecessary hospitalization and support them to work through their experiences, develop coping methods and get back on the track to life. *Soteria Vermont was created by Act 79 and is funded by the Department of Mental Health.*

- The ***Vermont Support Line*** is a free, confidential phone service for Vermonters seeking connection and support. The line is staffed by individuals with their own experiences of mental health struggles and is available 8 hours a day, 365 days a year. In 2015 the support line completed 5,280 instances of support and diverted 263 calls from emergency services. *The Vermont Support Line was created by Act 79 and is funded by the Department of Mental Health.*

- ***The Wellness Co-op*** (TWC) is a community resource center in Burlington's Old North End. TWC targets its programming to young adults, aged 18-34, who are at risk of contact with crisis services (i.e. police, crisis teams and emergency departments) due to mental health crisis, addiction or trauma - but are not accessing traditional support services. Currently, TWC offers a range of services including individual and group peer support, employment support, art and music activities and a space to access to free Wi-Fi, public computers, snacks, tea and coffee. In 2014 TWC was regularly engaging with approximately 650 individuals. *TWC is a demonstration site for the Department of Mental Health's Mental Health Transformation Grant (funded by SAMHSA).*

Deb
Deb is 58 years old and is interested in becoming a Social Worker and/or potentially working for the Pathways Vermont Support Line. Deb started working with Pathways in February 2010 and has been living in her own place for the last four years.

Deb was forced to leave her apartment in 2008 and had a period of involuntary hospitalization at Vermont State Hospital followed by an extended stay at Second Spring, a residential treatment facility. Deb left Second Spring, but was unable to acquire housing and found herself homeless for months.

Deb met with Pathways staff at their office in Burlington and made it clear that she was not interested in "mental health services," but wanted an apartment and a home where she could have stability and pursue her goals. Despite specific housing needs and a lack of landlord references Pathways found an apartment for Deb within a month of connecting with her. Deb has lived in her apartment for more than three years and has not returned to any hospitals for psychiatric care. Deb stays busy attending classes at CCV, participating in a VCAM show with other Housing First participants, and has become an adept internet user; she presented information on Housing First and her own experience with Pathways to an international audience via online video conferencing.

Allen

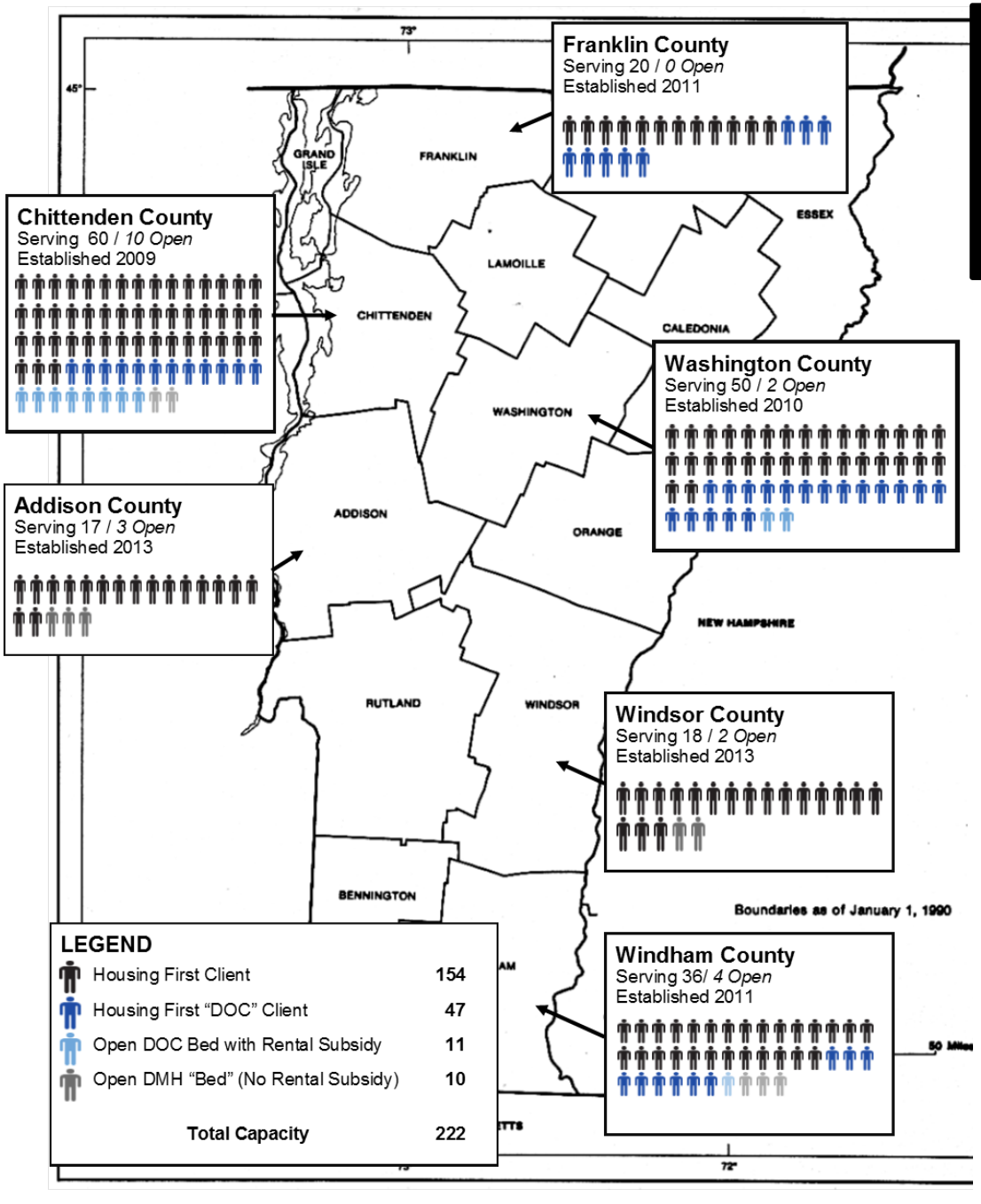
"If you were to meet me three years ago, you wouldn't even recognize me. I'd probably scare you." Allen has been on his own since he was 13. He's been homeless more than four times in his life. Before he started working with Pathways, 27-year old Allen was stuck in a vicious cycle of homelessness, alcoholism and crisis. For over a year he was bouncing in and out of shelters, to detox to rehab, to jail and eventually back on the streets before beginning the entire cycle again: "They [the shelter] told me I needed to complete rehab before I could stay, that put me right back on the streets until I got into rehab - it took me 3 months." It was when he went through another relapse and ended up back on the streets that he got connected with the Housing First
program.

Allen's issues with drinking and mental health did not end just because he was housed, it took a while -"At first I took everything for granted, I was still drinking and losing control... I dug myself into such a deep hole. It gets overwhelming...you don't know where to start picking things up." Pathways supported Allen in addressing the needs he considered to be most pressing: getting sober and stopping the cycle of crisis. Allen has been sober since May 2013 and is starting to feel like his mental health is more stable. With this foundation, Allen is looking to the future, to finally addressing long-term health and chronic pain issues. After which he wants to make a plan to go back to work. "I'm actually kind of feeling emotions for the first time and they're not all drowned with drugs and alcohol. I'm navigating that. I'm finally living life to live life." For Allen, permanent supportive housing was the first step to reclaiming his life.

John
John is a 70-year-old man who lives independently in his apartment in Chittenden County. John enjoys music, often calling into his favorite radio station to speak live on the air and make requests for his favorite rock-n-roll classics. Last year he purchased a keyboard with money he saved and has been writing his own music. John moved into his apartment in October of 2012 and takes pride in keeping a clean and clutter free space.

Prior to working with Pathways, John had been homeless since 1998. He camped out during the summers and stayed in shelters or motels during the winter months. He had several inpatient hospital stays related to mental health concerns and also had a long history of alcohol use. John's criminal history, including several arson charges and a manslaughter charge from his youth, made finding housing difficult. John stated that when he was younger he did not much mind being homeless, but as he aged he felt the need to "settle down," and to find a place to call home.

Since settling into his home John has been able to focus on his finances, learning to write checks and even set up automatic deductions from his account. He enjoys frequent visits from the team and hosted Housing First Program visitors from Alaska.



PathwaysVermont Housing First Program

is an **evidence-based practice** which provides **housing** and intensive support **services** to Vermonters struggling with **chronic homelessness, poverty**, **substance abuse**, **criminal justice** issues, as well as serious physical and mental health challenges.

Pathways' Housing First program is currently serving 201 people and has capacity to serve 222.

Pathways' Housing First Program Funding

Grant	FY 15 Funding	FY 16 Funding	Status
Federal SAMHSA Grant	$200,000	----------	FY 15 1st quarter only funding ended 9/30/14
Vermont Department of Mental Health	$611,920	$850,000	FY 15 9 months only, FY 16 full year
Vermont Department of Mental Health	$555,000	$555,000	Ongoing base funding
Vermont Department of Corrections (includes $330,000 for rental subsidies)	$830,000	$830,000	Ongoing base funding
TOTAL	**$2,196,920**	**$2,235,000**	

Earlier this session, the General Assembly approved the Governor's recommended FY 15 funding level for Pathways during the Budget Adjustment process; the recently passed House budget approves the Governor's FY 16 funding request for Pathways.

Pathways' Housing First Program Staffing

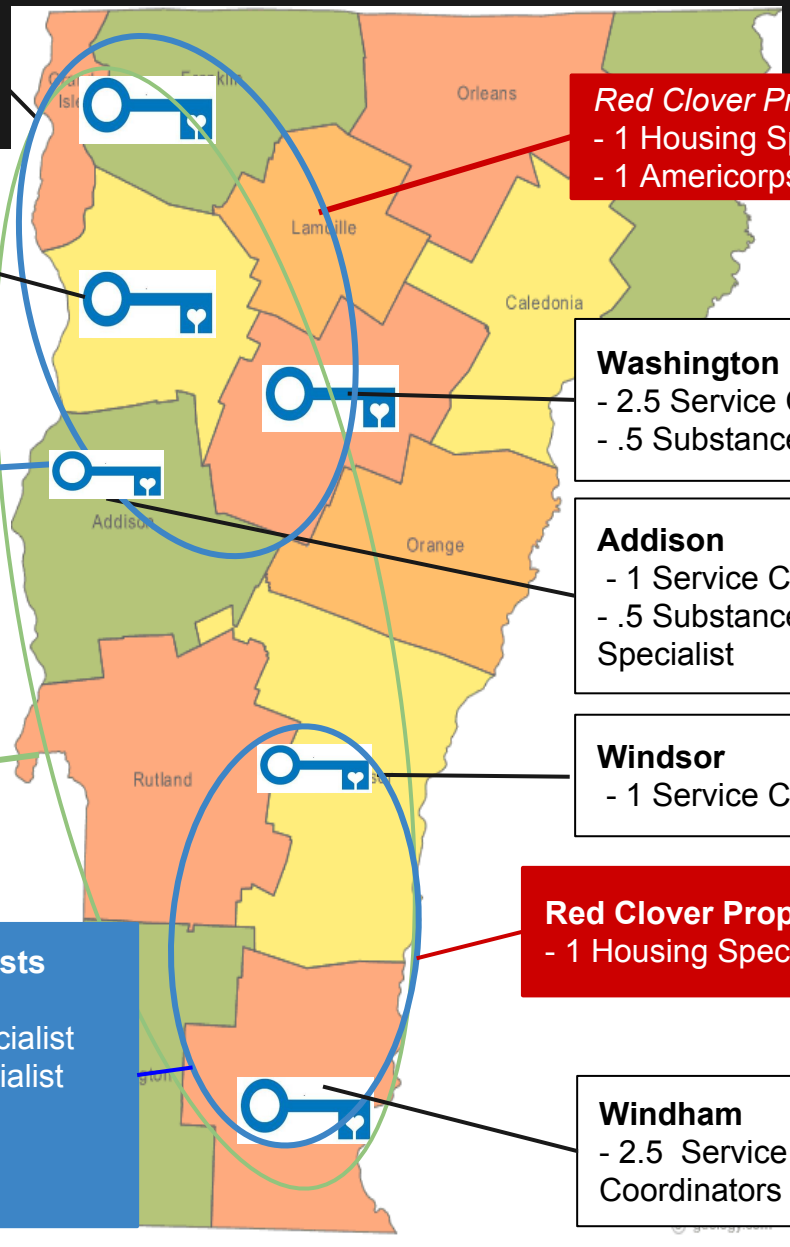
Franklin/Grand Isle
- 1 Service Coordinator
- .5 Substance Abuse Specialist

Chittenden
- 3.5 Service Coordinators
- .3 Substance Abuse Specialist

Regional Service Specialists
- 2 Team Leaders
- 1 Supportive Employment Specialist
- 1.5 Computer Literacy Specialist
- .5 Nurse
- .3 Psychiatrist

Statewide
- Medical Director
- Project Manager
- Intake Coordinator
- Housing Director
- Administrative Staff

Regional Service Specialists
- 1 Team Leader
- .5 Computer Literacy Specialist
- .5 Substance Abuse Specialist
- .5 Peer Specialist
- .3 Nurse
- . 1 Psychiatrist



Red Clover Properties
- 1 Housing Specialist
- 1 Americorps Vista

Washington
- 2.5 Service Coordinators
- .5 Substance Abuse Specialist

Addison
- 1 Service Coordinator
- .5 Substance Abuse Specialist

Windsor
- 1 Service Coordinator

Red Clover Properties
- 1 Housing Specialist

Windham
- 2.5 Service Coordinators

= Red Clover Properties (Housing Team)

= Pathways Office

Pathways' Housing First Program Outcomes

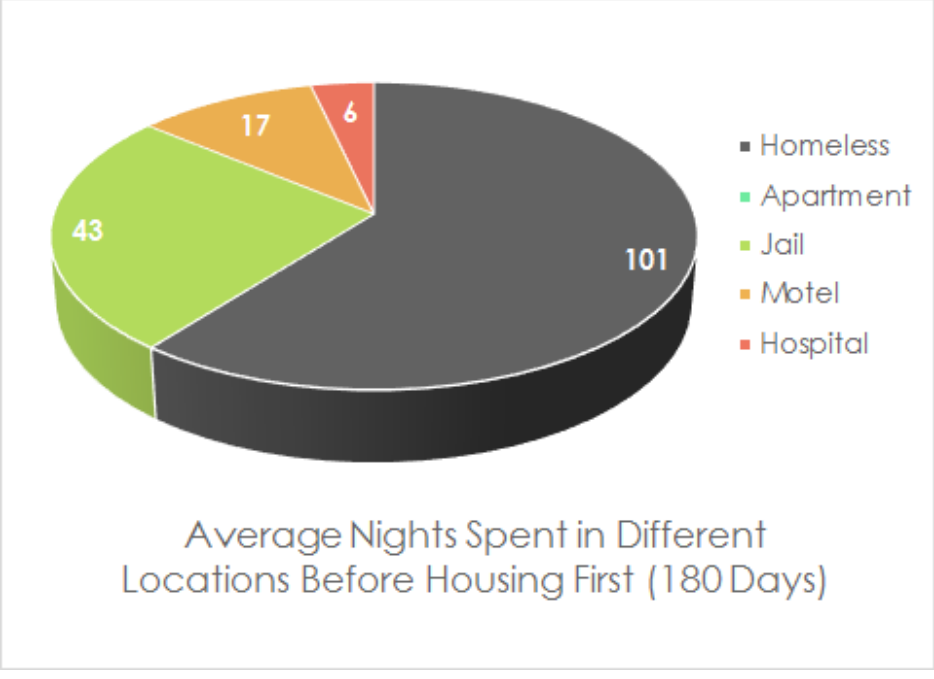
Ending Homelessness:

- 165 individuals experiencing chronic homelessness stably housed
- 92 individuals successfully transitioned from institutions
- 85% retention in housing
- 80,000+ nights in apartments diverted from shelters, prisons, on the streets or state-funded hotels
- Partnering with 110+ community landlords

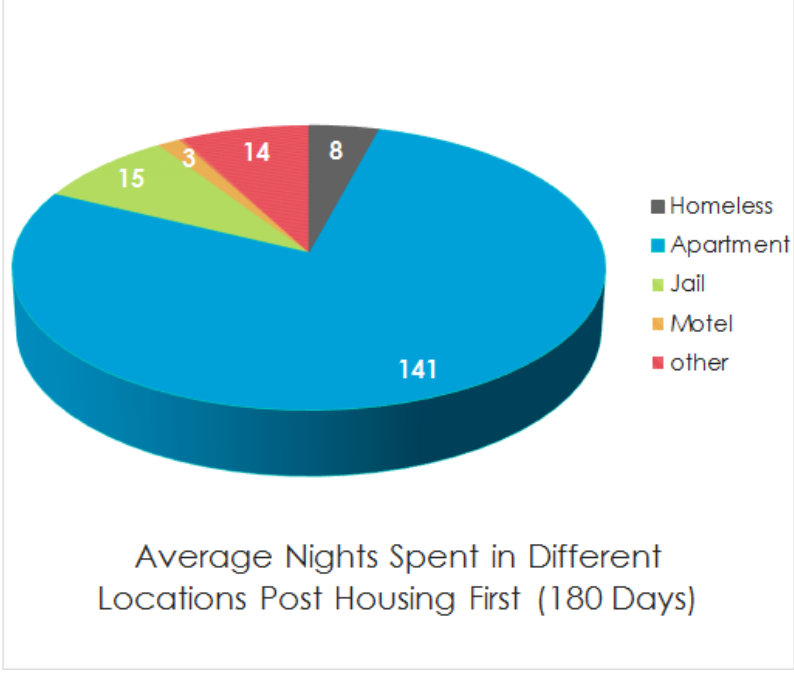
"They have HELPED our state immensely with their programs and have saved my life, directly, when no other services could provide me with the support I needed."

"Phae", Bellows Falls
Housed 17 Months

Reduction in Homelessness & Institutionalization



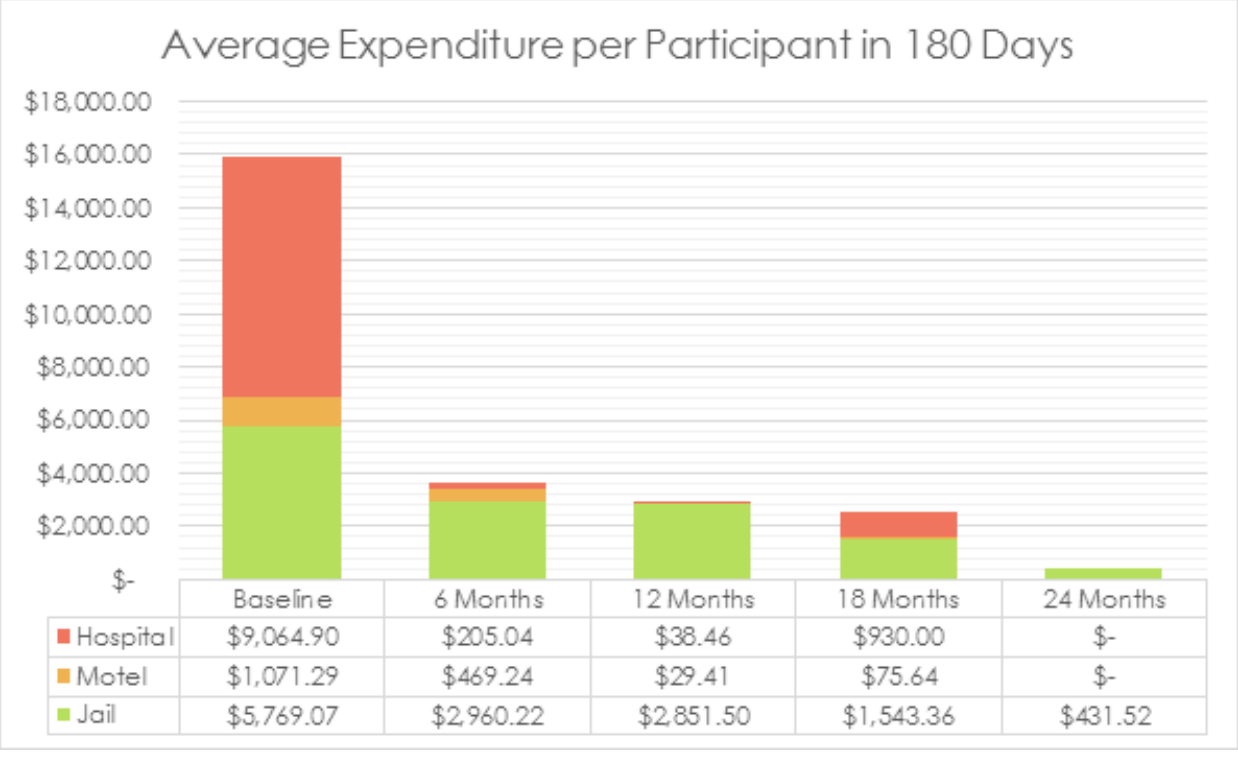
Average Nights Spent in Different Locations Before Housing First (180 Days)



Average Nights Spent in Different Locations Post Housing First (180 Days)

In addition to a reduction in average nights spent homeless, Housing First reduces average nights spent in other settings (such as psychiatric hospitals, correctional facilities and state-funded motels) meaning retention in the community is increased.

Pathways' Housing First
Program Outcomes



	Baseline	6 Months	12 Months	18 Months	24 Months
Hospital	$9,064.90	$205.04	$38.46	$930.00	$-
Motel	$1,071.29	$469.24	$29.41	$75.64	$-
Jail	$5,769.07	$2,960.22	$2,851.50	$1,543.36	$431.52

Decreasing Institutionalization and Contact with Emergency Services

Prior to enrollment in Housing First, participants experienced a high rate of utilization of services such as inpatient psychiatric hospitalization, incarceration and state-funded motels.

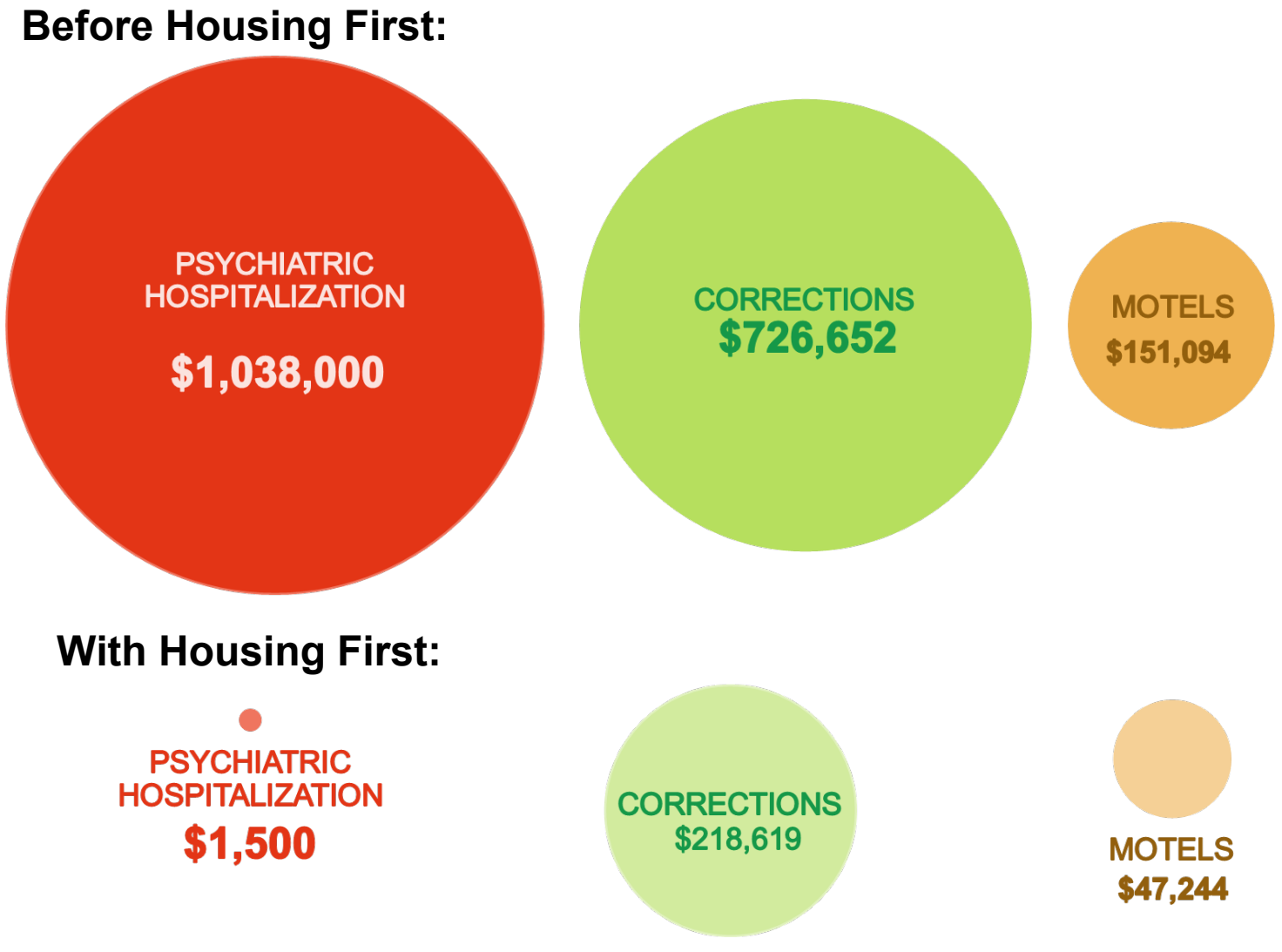
Following enrollment in Housing First, reliance on these other services decreased substantially resulting in significant cost savings for the state.

Housing First On Call service receives 1,000+ on-call contacts per year, diverting calls from crisis screeners and emergency response.

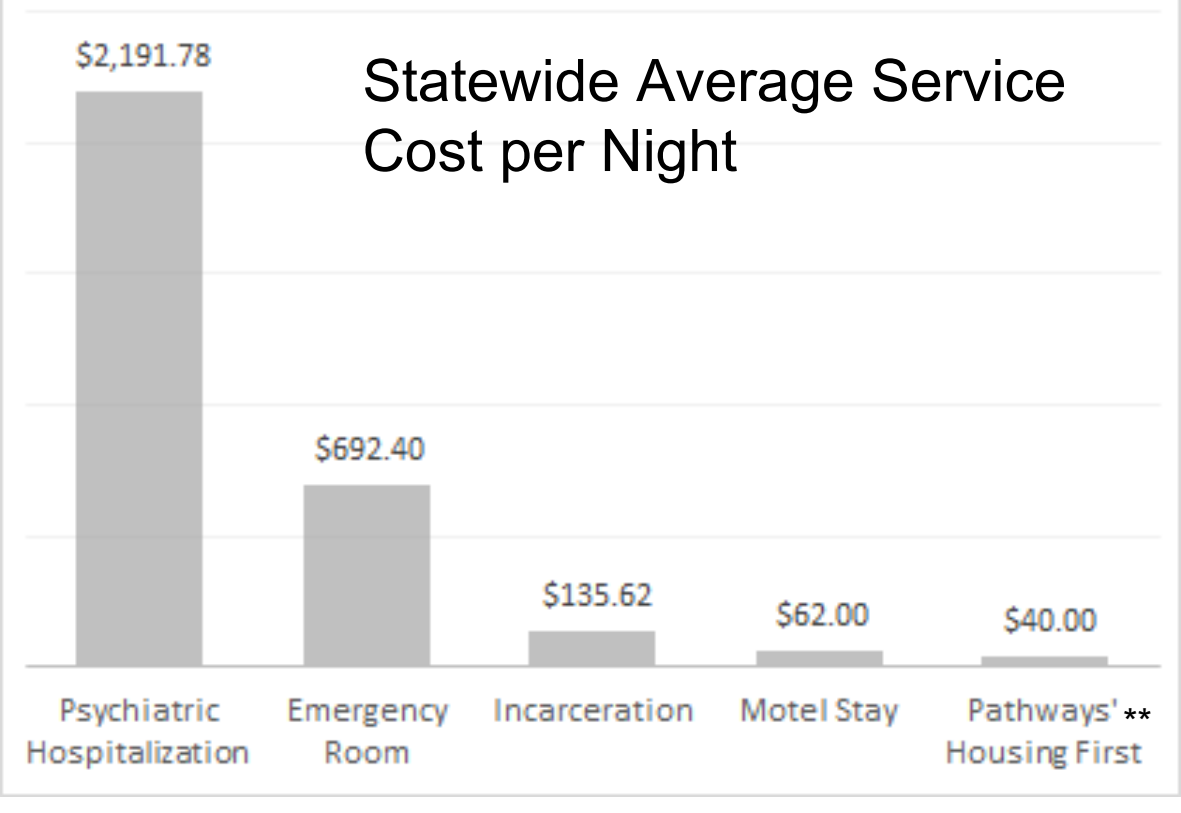
Pathways' Housing First Program Outcomes

Housing First Saves Money

The graphic to the right illustrates a direct comparison of the combined cost of service utilization by 129 clients 6 months prior to entering the Housing First program and 6 months after entering the Housing First program.



Pathways' Housing First Program Outcomes



*Sources of Average Service Costs: Psychiatric Hospitalization: *GMPCC Operating Budget, Department of Mental Health*; Emergency Room: *Department of Financial Regulation*; Incarceration: *Vera Institute of Justice, Department of Corrections*; Motel Stays: *Department of Children & Families, Economic Services Division*

**Includes cost of Pathways' services and housing subsidy

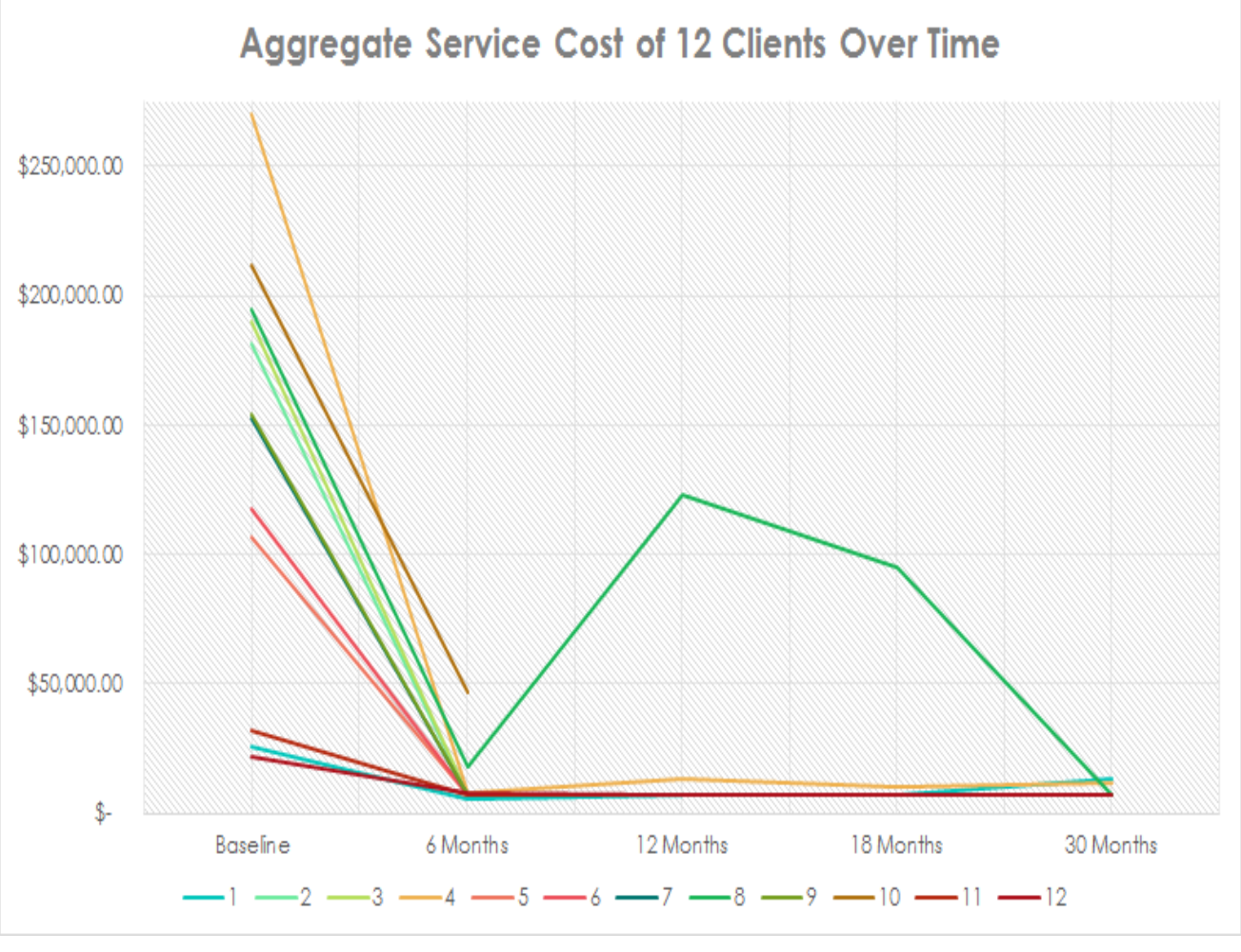
Cost Effective Service Model

The cost of Housing First services is a fraction of the cost of the services utilized by individuals experiencing chronic homelessness, meaning it is *less expensive to house individuals than it is for them to remain homeless*.

In one month the Housing First program prevents per 100 clients an average of:

- $150,000 in inpatient psychiatric hospitalization costs
- $48,600 in incarceration costs
- $17,850 in emergency housing costs

Pathways' Housing First
Program Outcomes



Saving Vermont Money

Actual Costs for 12 Clients:

6-months before Pathways:

- Psych. Hospital: $1,405,500
- Incarceration: $71,451
- State-Funded Hotel: $24,056
- TOTAL: $1,501,007

6-months with Pathways:

- Psych. Hospital: $40,500
- Incarceration: $765
- State-Funded Hotel: $15,624
- Pathways' Services: $80,280
- Crisis Respite: $5,384
- TOTAL: $142,553

6-Month Savings: $1,358,454

Pathways' Housing First
Program Outcomes

Serving the Unserved and Difficult-to-House

- 50% struggle with substance use
- 90% have history of trauma
- No program refusals based on active substance use, criminal history, poor credit, lack of income, repeat hospitalizations or hoarding
- 700 program referrals in 3 years
- 28 Seriously Functionally Impaired (SFI) clients served *without additional funding*
- 650+ monthly in-person, community contacts
- 40+ monthly psychiatrist services

Pathways' Housing First Program Outcomes

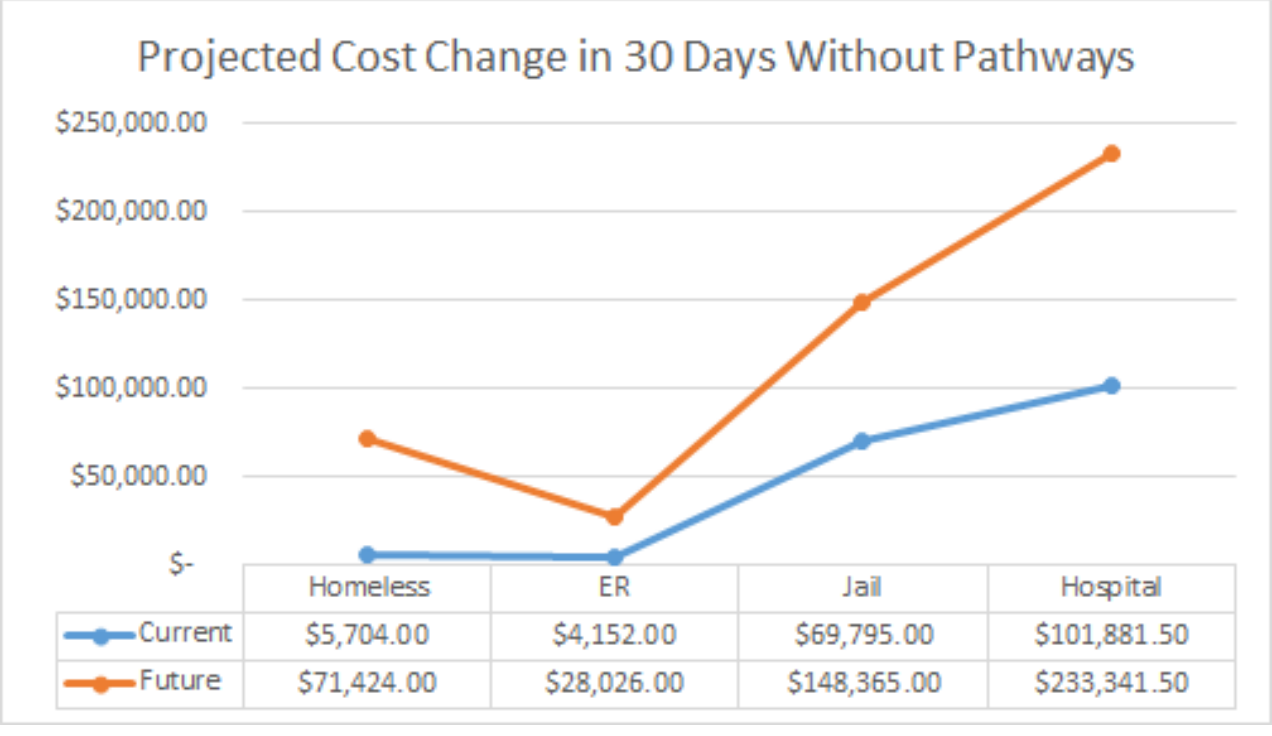
Supporting Self-Sufficiency

- 99.5% maintained or increased income
  - 20 gained employment
  - 29 received or applying for social security benefits
- 98% secured adequate medical insurance
- 90 gained computer literacy skills through Pathways' Computer Project
- General increases in everyday functioning, general well-being and improved orientation towards employment and recovery.

"Next I want to try to get things more straightened out so I can go back to work. To get back into reality, into life, to be successful."

-Allen, Middlebury
Housed 23 months

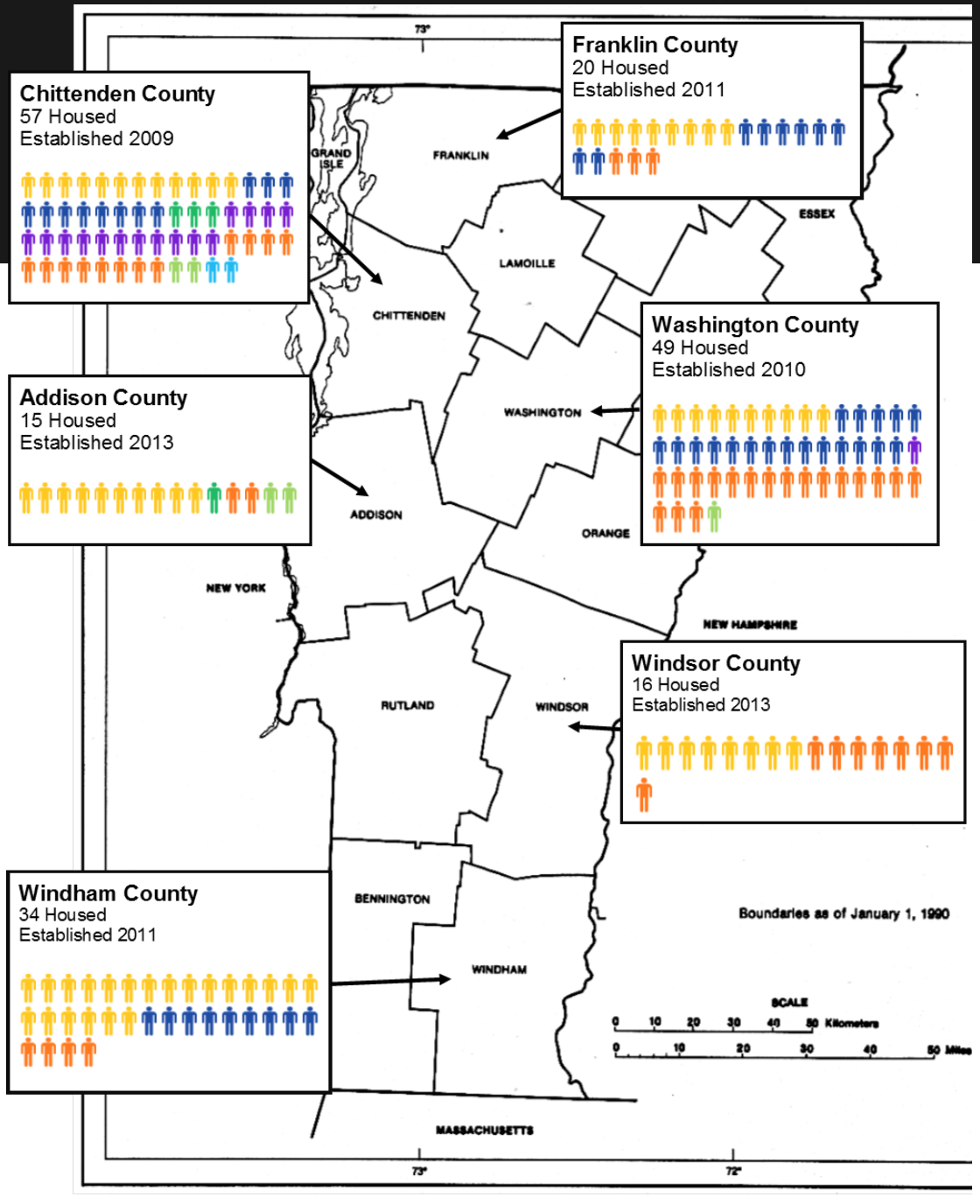
Pathways' Housing First Program Future



	Homeless	ER	Jail	Hospital
Current	$5,704.00	$4,152.00	$69,795.00	$101,881.50
Future	$71,424.00	$28,026.00	$148,365.00	$233,341.50

Cost Increase - 1 year Without Pathways	
Emergency Room	$286,488
Homeless	$788,640
Jail	$942,840
Hospital	$1,577,520
TOTAL	**$3,595,488**

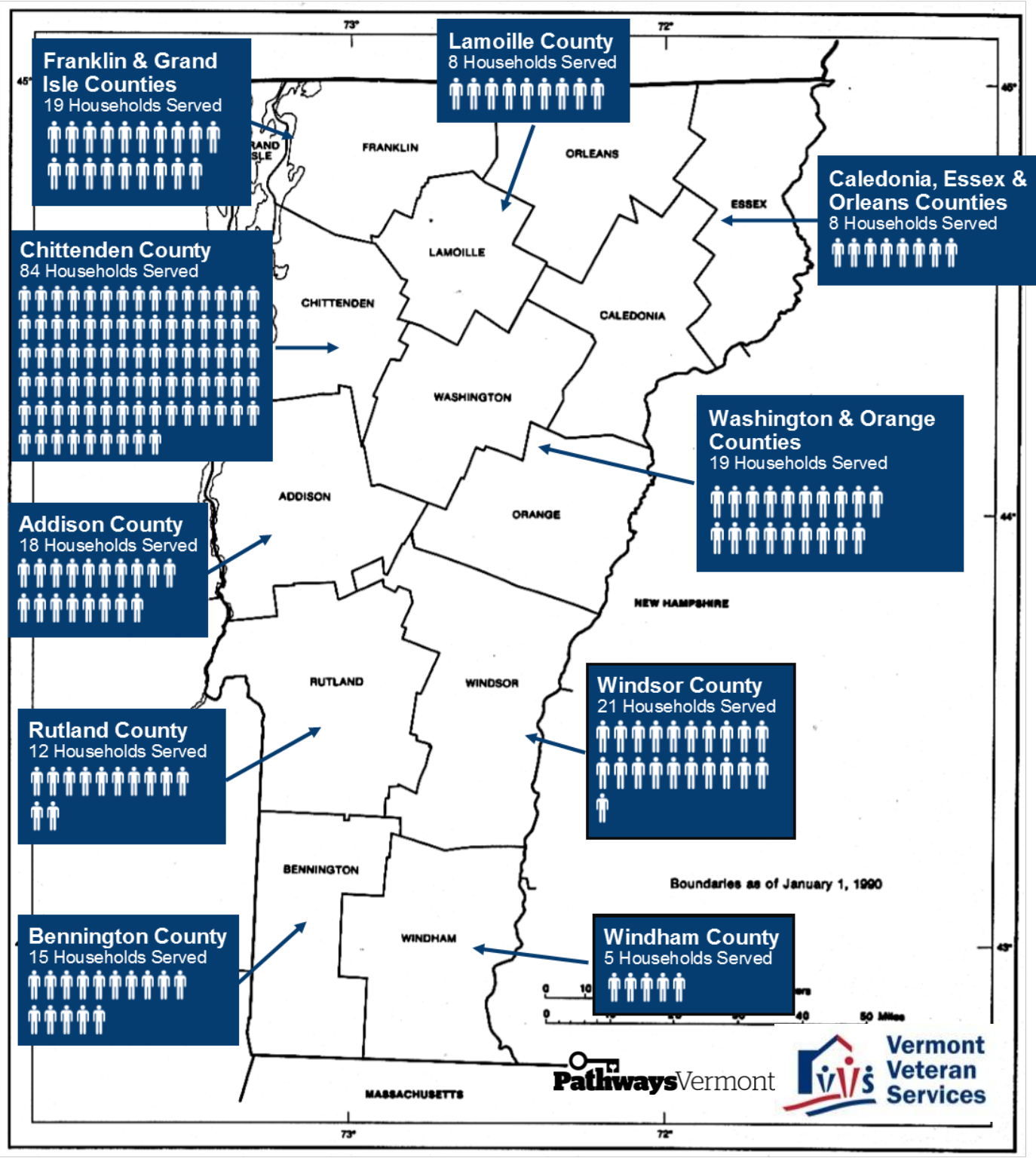
Pathways' Housing Funding



Source		Housing Funding Type	Number
State		Mental Health Vouchers (Subsidy & Care)	70
State		Mental Health CRT Housing Support Fund	4
State		Department of Corrections	47
Federal		Section 8	16
Federal		Shelter + Care	47
Federal		VASH vouchers (Veterans Administration)	2
Other		Family/Self-Pay	5
Other		In Progress	10
		TOTAL	**201**

201 persons are at risk of losing housing if services through Pathways are lost.

Supportive Services for Veteran Families

FY14 Enrollment by County

County	# Enrolled
Addison	18
Bennington	15
Caledonia	5
Chittenden	84
Essex	1
Franklin	18
Grand Isle	1
Lamoille	9
Orange	4
Orleans	2
Rutland	12
Washington	19
Windham	5
Windsor	21
Total	**214**