

South Bay Coalition for the Homeless General Membership Meeting Minutes

Wednesday, January 21, 2015

LAPD Harbor Community Stations

2175 John S. Gibson Blvd, San Pedro

Attendees: Gerardo Magallanes (1736), Mary Agnes Erlandson (St. Margaret's), June Eicker (League of Women Voters), Mary Bartel (Project NEEDS), Mark Silverbush (SBCEH co-chair), Nancy Wilcox (SBCEH co-chair), Grace Weltman (Communities in Action), Veronica Gonzalez (US Vets), Jordan Hodge (San Pedro UMC), Shari Weaver (HIS), Yolanda Polony (DPSS), Ana Reozo (DPSS), Phillip Young (Fit Play, Inc.), Louis Mena (School on Wheels), Julie Jacks (Family Promise), Chery Carew (Family Promise), Kessara Kieny (DPSS), Elizabeth Eastlund (Rainbow), Dora Quach (CPAI), Paul Stansbury (NAMI), Tahia Hayslet (HIS), Ronald William (Shoftim Group), Maria Salas (DMH), Robin Fitzgerald, MFT.

- 1. Welcome and Introductions.** Mark Silverbush opened the meeting at 9:40 am, and everyone introduced themselves.
- 2. Minutes Review and Approval.** The minutes for the December meeting will be made available after the Homeless Count.
- 3. Featured Speaker: Psychologically Informed Environments.** Elizabeth Eastlund of Rainbow Services reported on a system of care for homeless persons in the UK called Psychologically Informed Environments (PIE). The transatlantic exchange program, a collaboration between the National Alliance to End Homelessness in the US and the UK version, offered a study of the Waterloo Project in the Lambeth area of London that utilizes PIE. Elizabeth spoke about the similarities and differences between PIE and Trauma Informed Services (TIS). Front-line workers trained in both PIE and TIS ask "what happened to you?" not "what's wrong with you?" PIE uses a therapeutic framework in all practices, and includes staff's input on how they manage their own relationships, and with colleagues, etc. Homeless participants in the Waterloo Project had been turned out of at least three other places, and all were substance-abusing. Psychologists were on staff, and the physical environment was light and airy, with gardens. For substance abuse, behaviors were managed, not use, which made residents more receptive. The slides presented (see attachments) explored the similarities and differences between PIE and TIS. TIS creates wellness in the organization as well. Elizabeth explained how Rainbow uses grounding exercises with staff and clients, and emphasizes the importance of laughter and fun. Moving forward Rainbow will incorporate reflective practice, provide ongoing training and support for residential staff, including the theoretical framework, and continue to build a culture of wellness. The agency uses the harm reduction principles of Judith Herman's Trauma & Recovery, that establishes safety first, then remembrance & mourning, and reconnection. One of the criticisms of traditional

DV programs is that they reinforce the issue of control of the person, with strict rules, etc. That is the reason for the shift of practice that Rainbow is undergoing. Reflective Practice is being implemented at the agency under Elizabeth's direction, with the hope that it will be incorporated by all the staff. Recommendations include more staff training on reflective practice and TIS. TIS is being adopted throughout the U.S. PIE is used in England, where there is an emphasis on ending youth homelessness there. The UK has a broader safety net, and local councils provide supportive services to people in need. Elizabeth concluded the presentation with an example of a grounding exercise for coalition members.

- 4. LAHSA'S Coordinating Council Report Back:** Tahia Hayslet distributed a summary of items that will be discussed at the February Coordinating Council Meeting. (See attachment).
 - a. Homeless Mgmt Information System (HMIS): LAHSA has a pilot project to incorporate CES individuals in HMIS. We are not sure about SPA 8 since we are also working with Long Beach's COC and they have their own HMIS system. The LAHSA one will be useful in accessing services for CES individuals outside the SPA.
 - b. Standards of Excellence: LAHSA is considering adopting United Way's Standards of Excellence model. If adopted, they may be used as a performance tool and could affect funding decisions.
 - c. Alignment with U.W. Funders Collaborative: LAHSA intends to align with the Collaborative for the 2015 COC program. March 6th is the proposed release date. There's no new funding from HUD, but new projects may receive unexpended funding for the continuum, for rapid rehousing, PSH, youth housing and crisis housing.
 - d. The February meeting will take place on the 11th, from 2-4 pm and will focus on the 2015 COC program competition. Under discussion will be 1) transitional housing cost effectiveness, and reallocating funding from those that are less effective. HUD's recommendation is that TH is appropriate for DV, youth and substance abuse; 2) reallocation of funds in general; and 3) evaluation tools.
- 5. Homeless Count 2015 Planning for SPA 8:** Grace Weltman encouraged everyone who isn't signed up for the count taking place on January 28th to do so, either online at Nation Builder, or on the sign-up sheet. There isn't a deployment site yet in Hawthorne, but perhaps Supervisor Ridley-Thomas' office can help. There will be a table at the Torrance Farmer's Market this coming Saturday to recruit volunteers. Cities that still need volunteers include Hawthorne, Inglewood, Harbor City, Wilmington, Carson, Alondra, Del Aire and Torrance. San Pedro has 69. The Daily Breeze will be shadowing Grace that night, and perhaps the L.A. Times. A video maker is also doing a video on youth homelessness. LAHSA Executive Director Peter Lynn will be at Carson, and maybe at the beach cities. Ronald Williams is helping with the youth count organizing, and asked that if we know hot spots for youth, to let him know. 35 organizations are involved. The youth count will take place on January 27th at 9 am. \$10 Subway cards will be given to the youth. Grace said that

deployment sites have \$25 each to spend for refreshments. Deployment site coordinators will get info tomorrow. Nancy is developing a contact list for the SPA. Mark said that if we do a full count in the South Bay, as anticipated, we should get more city governments involved and that may bring more resources to the area. Grace said that if anyone gets mayors or city council members involved, to let her know. Grace also reported that she would be starting a new job next Monday, as the Director of Policy and Planning at LAHSA.

6. Committee Reports

- a. **Advocacy:** Paul Stansbury reported that an RFP is coming out for a winter shelter for 2015. There will be a League of Women Voters symposium on April 27th to inform the community of issues and candidates. Paul spoke of the national budget and the impact of sequestration. Letter of support should be written to oppose program cuts. How best to get the info out to agencies? Affected programs include Medi-Cal and disability benefits. Should half of AB109 funding go towards rehabilitation services? There is a discussion of consolidating the Departments of Health, Public Health and Mental Health at the County level, and corresponding concerns about how this might reduce funding for specific programs and mental health services. 500 people went to the Board of Supervisors meeting regarding this issue.
- b. **Governance:** Emma Ogley-Oliver called in remotely to the meeting, to discuss the by-laws document. She had received input from people that she incorporated into the document. A question was asked if the intent of having by-laws is in order to become a 501(c)3? The answer was yes, but they are still good to have even if that doesn't happen. There was a discussion regarding utilizing the term Advisory Board vs. Governing Board. One reason for the former is so that it's not presumed that we're incorporated already. On the other hand it could give more credibility if we have a Board of Directors. Decisions reached were: 1) the Board will be called a Governing Board; 2) the term of office will be three years, with staggered terms, with no explicit term limits written into the document. Members will be invited to participate initially, and then new people will be incorporated; 3) in Article 2, Section 2: it shouldn't be indicated all of SPA 8, only LA's COC portion of SPA 8; 4) in Article 5, Section 3(f) "give meaningful financial donation" should be omitted; 5) Section 4 should indicate "maximum" number of 13 board members rather than "minimum". It was discussed whether the number should perhaps be 15 or 17? Emma said that she would incorporate the changes and we can vote on the document at the next meeting.

7. **Co-Chairs Report:** Mark reported on recent meetings with Owen Newcomer and Mike Neely, LAHSA Commissioners, and received valuable input on involving COGS's, etc. Nancy reported that there will be a forum, or series of meetings, with law enforcement in the spring. The pocket guides are being finalized. The website is still an issue to be resolved. The coalition has a single page document of what homelessness looks like that she will bring to meetings.

8. Member Agency Announcements:

- a.** At the next meeting there will be a presentation about Joe Buscaino's ERT team that will help out in District 15.
- b.** Tahia announced that a CDC RFP for rental assistance and rapid rehousing has been released, and HIS will be responding.
- c.** On February 10th there will be a Harbor Area ReEntry Pre-Employment Workshop in San Pedro.

The meeting adjourned at 11:30 am.

Respectfully submitted by Mary Agnes Erlandson

Psychologically Informed Environments

Thames Reach, Waterloo Project

Elizabeth Eastlund, LCSW
Rainbow Services
San Pedro, CA

TRANSATLANTIC EXCHANGE PROGRAM 2014



London Burroughs



ThamesReach
power

EASL Enabling Assessment
Services London

PROVIDENCE ROW
HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

St Mungo's
Broadway
Rebuilding lives, day by day

Learning objectives

To examine the significant relationship or differences between Psychologically Informed Environments (PIE) and a Trauma Informed Services (TIS).

Learning Objectives

- What are the aspects of training and supervision that are beneficial to shelter staff and result in improved outcomes for survivors?
- How are staff trained and supported in their daily work with residents in a PIE system?

Learning Objectives

- How can we improve our services to engage survivors with multiple challenges and long histories or complex trauma?
- Is there value in incorporating aspects of PIE and TIS models to serve homeless survivors of domestic violence?

Trauma Informed Services

“Trauma-Informed Care is a strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for **both providers and survivors**, and that creates opportunities for survivors to rebuild a sense of control and empowerment.”

“Shelter from the Storm: Trauma-Informed Care in Homeless Services Settings”

Hopper, et. al. 2010

SAMHSA's Guiding Principles 2012

Recovery is supported by addressing trauma:

- The experience of trauma is often a precursor to or associated with alcohol & drug use, mental health problems and related issues
- Services and supports should be trauma-informed to foster **safety** (physical and emotional) and **trust**, as well as promote **choice**, **empowerment** & **collaboration**

PIE

“A psychologically informed environment is simply one that takes into account the psychological make-up – the thinking, emotions, personalities, and past experience – of its participants, in the way that it operates.”

-PIElink

Psychologically Informed Environments (PIEs)



Changing the and delivery and design of services – hostel, day centre, housing office, etc...

Healthy Environments

Reflective Practice

**Therapeutic Framework
of activities and support**



PIE For Homeless People Good Practice Guide February 2012

1. Developing a psychological framework
2. The physical environment and social spaces
3. Staff Training and support
4. Managing relationships
5. Evaluation of outcomes

Timeline

PIE

- Rooted in Therapeutic communities
- 2012 initial funding from Lambeth council to incorporate PIE at the Waterloo Project
- 2012 *PIE for Homeless People Good Practice Guide* is published

TIS

- Rooted in expanding the definition of PTSD & addressing complex trauma
- 2001 – Harris and Fallot publish *Using Trauma Theory to Design Service Systems*
- 2005 – the National Center on Trauma Informed Care is created by SAMHSA

The Waterloo Project

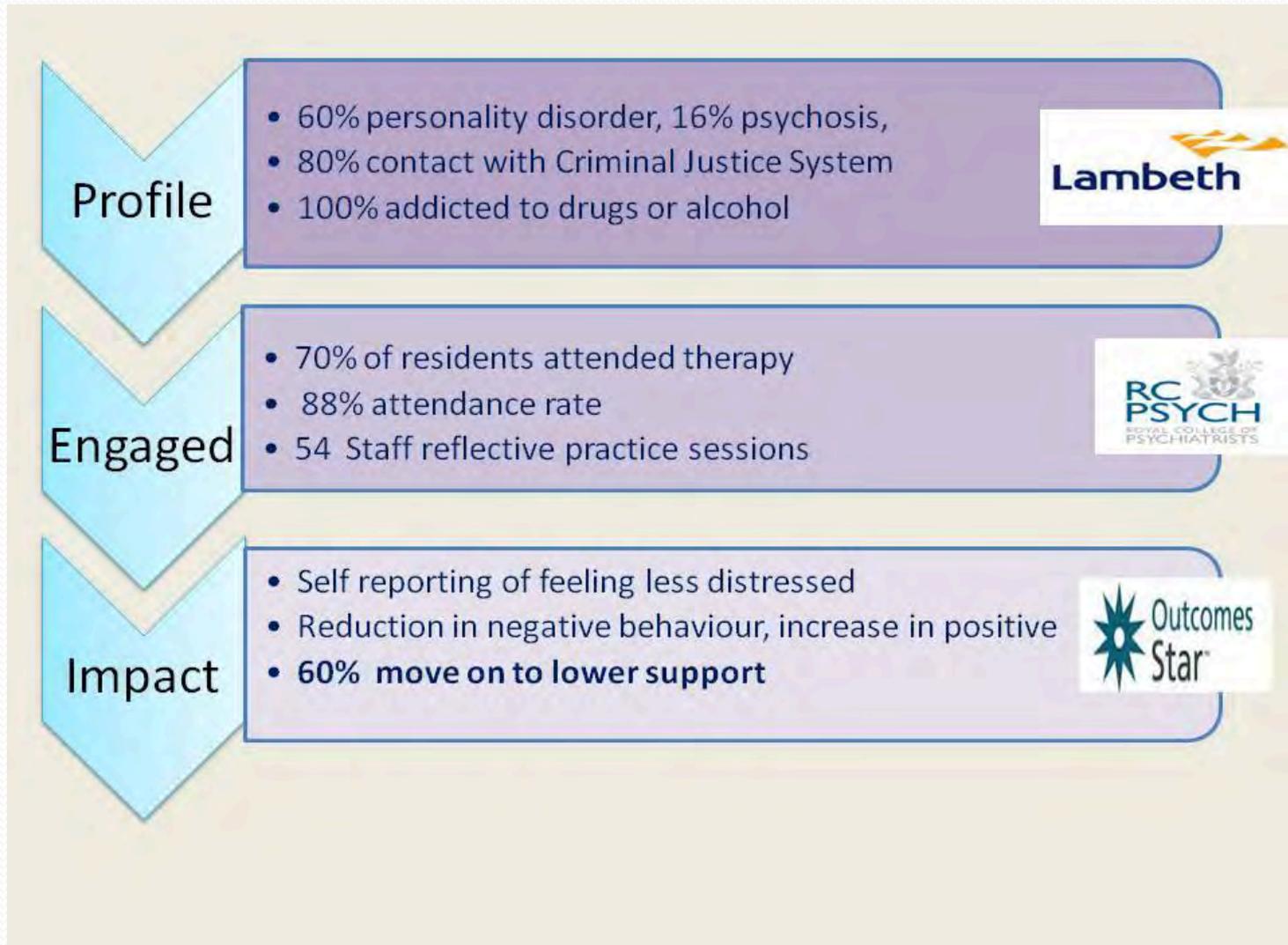


- Collaboration between Thames Reach and the National Health Trust funded by the Lambeth Council
- 19 beds – 6 women, 13 men; 2 year stay
- Key Workers, Managers and Psychologists work to support residents with complex needs

Waterloo Project



Initial Outcomes for Waterloo Project



Similarities

- Promoting client choice
- Organizational Change Process is challenging
- Recognition of need to increase support to front line staff
- Recognition that all aspects of an organization need training and support on understanding the model – from the executive level to volunteers

Similarities

Providing information, training and ongoing support to staff regarding the psychological process of what may be happening with clients, just as increasing the understanding the effects of previous traumatic experiences on present situations,

reduces staff frustration and increases empathy

Differences

PIE

- Clear framework in adopting a PIE structure
- Blend of operations and service staff on the front line
- Implementation of Clinical Services in homeless shelters

TIS

- Fluid & flexible framework in implementing TIS
- Clear definition between role of residential & services staff
- Clinical program in place at Rainbow Services and other DV specific shelters
- Creating a culture of wellness

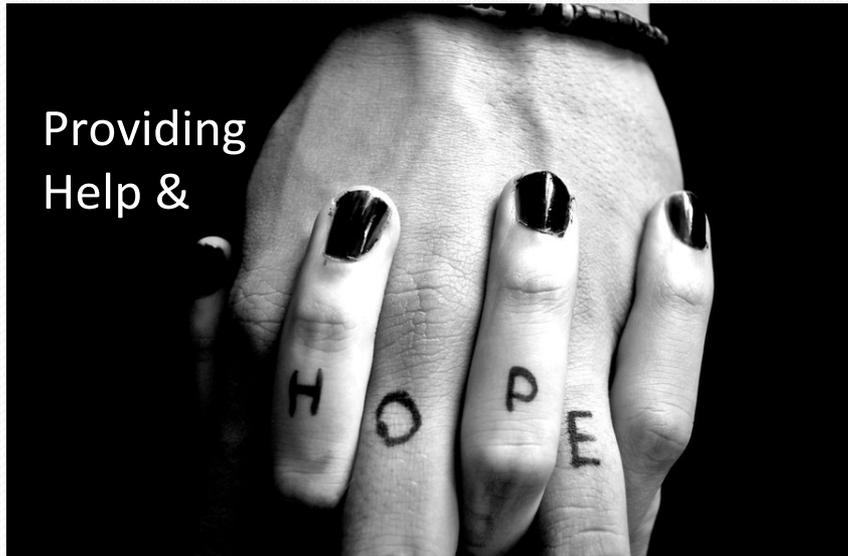
Creating a Culture of Wellness

- Regular Wellness Activities that provide staff the opportunity to step away from their work and have fun together
- Utilizing training, individual supervision to regularly discuss wellness, self-care, burnout, vicarious trauma...
- Beginning meetings with grounding exercises

Moving forward

- Incorporating Reflective Practice
- Provide information to staff about the theoretical framework that supports our practice
- Ongoing training and support for residential staff
- Engaging with homeless service providers to create and maintain good working relationships
- Continue to build a culture of Wellness

Rainbow's Therapeutic Framework



Harm Reduction Principles

Lenore Walker – Cycle of
Violence

Judith Herman's Trauma & Recovery

Trauma & Recovery

Safety & Stabilization

Remembrance & Mourning

Reconnection

Reflective Practice

- Facilitated by a practitioner with clinical knowledge and experience with the population
- Information regarding participants' /family's history is prepared by shelter staff
- Reflect on the challenges, and also the **strengths** of the participant or family – “**What is Working?**”

Reflective Practice

- Develop strategies, solutions & approaches
- Develop a plan for self care or discuss **Wellness**
- Review how implementation of strategies are working with participants during individual supervision
- Change in how supervision is provided – from “operations” of the shelter to reflecting on best approaches

Recommendations

- Homeless organizations can benefit from training that increases the workers understanding of the effects of trauma on a persons ability to care for themselves and make positive decisions to reach their full potential
- Collaborations between private and public systems may benefit those with the most complex needs



Are individuals really
“too chaotic” and
“untreatable” or is it
our system that fails
to respond to the
need?

*Claire Ritchie
Commissioner for Rough Sleeping Services
Lambeth Council*



“It is a continuous journey of discovery & reflection.”
-Robin Johnson

RESOURCES FOR ADDITIONAL LEARNING ON TIS AND PIE

Harris & Fallot (2001) *Using Trauma Theory to Design Service Systems*

Herman, J. (1992) *Trauma & Recovery The aftermath of violence—from domestic abuse to political terror*

Johnson, R. (2012) *Complex Trauma and Its Effects, Perspectives on creating an environment for recovery*

RESOURCES FOR ADDITIONAL LEARNING ON TIS AND PIE

The National Center on Trauma Informed Care:

www.samhsa.gov/nctic

Homeless Resource Center: www.homelessness.samhsa.gov

The National Center on Family Homelessness:

www.familyhomelessness.org

ACE Study: www.cestudy.org

PIE Link—practice exchange for psychologically informed environments: www.pielink.ning.com

History of PIE in the UK: www.rjaconsultancy.org.uk

The LAHSA Coordinating Council met on January 14th.

The following items were listed for informational purposes but will be discussed at the February Coordinating Council meeting for buy in before presenting to the LAHSA commission for approval:

1. LAHSA recently worked on a pilot project to include the Coordinated Entry System for Individuals on the LAHSA HMIS system. The goal is to create a countywide system that engages and connects single adults experiencing homelessness to the optimal housing and service resource for their needs. The CES projects will begin to use the system in hopes of coordinating resources with DMH, Housing Authority etc.
2. Standards of Excellence- LAHSA looking to adopt the United Way Standards of Excellence which as described are an integrated set of community developed quality standards and performance goals for programs that provide: Outreach, shelter and permanent supportive housing.
3. LAHSA intends to align with the United Way Home For Good Funders Collaborative for the 2015 COC program completion. Specifically with the COC Program New Projects RFP and Crisis Shelter and Services RFP. LAHSA propose a release date of March 6th. Please note although they plan to align with the funders collaborative the RFP and process will follow LAHSA guidelines.

February Coordinating council meeting will focus on the 2015 Continuum of care Program Competition: LAHSA will discuss:

1. The cost effectiveness of COC Transitional Housing programs.
2. Discuss their recommendation to reallocate funds.
3. Provide an overview of the evaluation tool LAHSA intends to use.

If you have any questions, comments, concerns or would like additional information, please feel free to reach out to Elizabeth Eastlund or Tahia Hayslet.

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