

Selfhelp Active Services for Aging Model (SHASAM) :Trauma Informed Model Supporting Social Determinants of Health Best Practices During and Post COVID 19

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Learning Framework

- ▶ COVID-19 presented challenges and opportunities for best practices. It highlighted the importance of social vulnerability and need for an equitable system of care supporting the need for National standards for Culturally and Linguistically Appropriate Services (CLAS)
- ▶ Selfhelp Active Services for Aging Model (SHASAM) effectively supports clients by assessing and addressing social determinants of health needs through a cultural and health equity framework using trauma informed principles.

Learning Framework Cont'd

- ▶ SHASAM model grew out of decades of experience working with older adults using trauma informed person centric approach and continues to evolve as a best practices model to integrate formerly homeless older adults into affordable housing.
- ▶ SHASAM is critical in supporting emotional wellbeing of traumatized population by creating trauma informed programs and services by recognizing the impact of Adverse Childhood Experiences and Adverse Community Environments (The Pair of ACEs). SHASAM is emerging as an innovative solution to growing affordable housing crisis, inspired by the lessons of the Holocaust.

Learning Objective

- ▶ Describe a trauma-informed person-centric collaborative model for effective provision of services for older adults and successfully integrate formerly homeless older adults into affordable housing.
- ▶ Describe the critical impact of the housing plus services model on the Social Determinants of Health (SDOH) of residents supporting cultural and health equity.
- ▶ Understand how the pandemic is reshaping the way we provide services to vulnerable population promoting an innovative and collaborative approach.

Selfhelp's Mission

Selfhelp is a not-for-profit organization dedicated to maintaining the independence and dignity of seniors and at-risk populations through a spectrum of housing, home health care, and social services and will lead in applying new methods and technologies to address changing needs of its community. Selfhelp will continue to serve as the "last surviving relative" to its historic constituency, victims of Nazi persecution.

Selfhelp Community Services, Inc

25,000
Clients Served
Annually

48 Program
locations
throughout
NYC & Long
Island

Selfhelp

6
Programs
serving
Holocaust
Survivors

17
Affordable
Housing
Buildings

5
Senior
Centers
& 4 NORCs

2
Community
Guardian +
1 APS
Programs

3
Case
Management
Programs

5
Home Care
Programs

Selfhelp

Selfhelp Realty Group

Selfhelp formed Selfhelp Realty Group, Inc. (“SRG”) in June 2018 to continue and expand Selfhelp’s affordable housing activities. The new corporation serves as a holding company to facilitate the structuring and oversight of Selfhelp’s future housing development projects. SRG brings further commitment and expertise to Selfhelp’s continued work in affordable housing for older New Yorkers with an esteemed board of directors with extensive real estate development experience.

Our Housing

- ▶ 17 affordable housing projects for seniors in Queens, Long Island, the Bronx and Brooklyn
- ▶ 1000+ units
- ▶ First housing was built in 1964
- ▶ Most recent building was opened in 2022
- ▶ Home to 1600+ seniors

Our Residents

- ▶ Country of origin : China, Former U.S.S.R/Russia, Korea, Philippines, Armenia, Turkey, Africa, Cuba, Honduras, Ecuador, Dominican Republic, Pakistan, India, Bangladesh
- ▶ Linguistically diverse: Less than 10% have English as their first language. Major languages spoken are Mandarin/Cantonese, Korean, Russian, Spanish, Armenian, Turkish and Hindi
- ▶ Past/current professions : Doctors, Lawyers, Educators, Seamstress, Homemakers, Bakers/Chefs, Accountant, Musician, Painter
- ▶ 65% of residents are female
- ▶ 48% of residents live alone

Our Residents

- ▶ Average age is 80
- ▶ Oldest resident is 105
- ▶ 70% of our seniors are dual eligible (Medicare and Medicaid)
- ▶ 5% of seniors have 24 hours Home Care
- ▶ 12% of seniors go to Adult Day Care
- ▶ Fewer than **2% of residents** transition to nursing homes each year

Selfhelp Active Services for Aging Model (SHASAM)

- ▶ The goal of SHASAM is to **reduce social isolation** and **increase housing stability** by providing the appropriate level of assistance to allow older adults to **remain in their apartments** and not move to more costly settings such as assisted living or nursing homes.

Selfhelp Active Services for Aging Model (SHASAM)

- A culturally competent **social worker** in each building
- Assistance and **advocacy** for all appropriate entitlements and benefits
- **Educational** and **recreational** programming
- **Health** and **wellness** programming
- **Aging services technology**
- **Volunteer** opportunities
- Referrals to partners for **home-delivered meals, home care, subsidized housekeeping, mental health, case management**, and a variety of other services and programs.
- **Best practices**

SHASAM Best Practices

- Welcome and Orientation
 - Building features
 - House rules
 - Work order process
 - Emergency preparedness
 - Peer leaders
 - Community linkages

- Housing and Property Management
 - Income recertification and compliance
 - Rental subsidies/Arrears
 - Apartment inspections
 - Clutter/hoarding
 - Social workers and building superintendent partnership
 - Leasing and Maintenance staff sensitive to senior issues

SHASAM Best Practices

➤ Resident Engagement

- Culturally and Linguistically Sensitive Services
- Resident Advisory Council
- Resident Ambassadors
- Peer Support
- Focus group and Needs Assessment

➤ Learning Collaborative/Demonstration Projects

- COLLAGE (Enterprise Community Partners)
- Balanced Incentive Program (New York State)
- Life Style Management (Van Ameringen)
- SHASAM Evaluation (JP Morgan Chase)
- Health Outcomes Demonstration Project (Enterprise Community Partners, Neighborhood Works)
- Health and Housing Project (Enterprise Community Partners)

SHASAM Best Practices

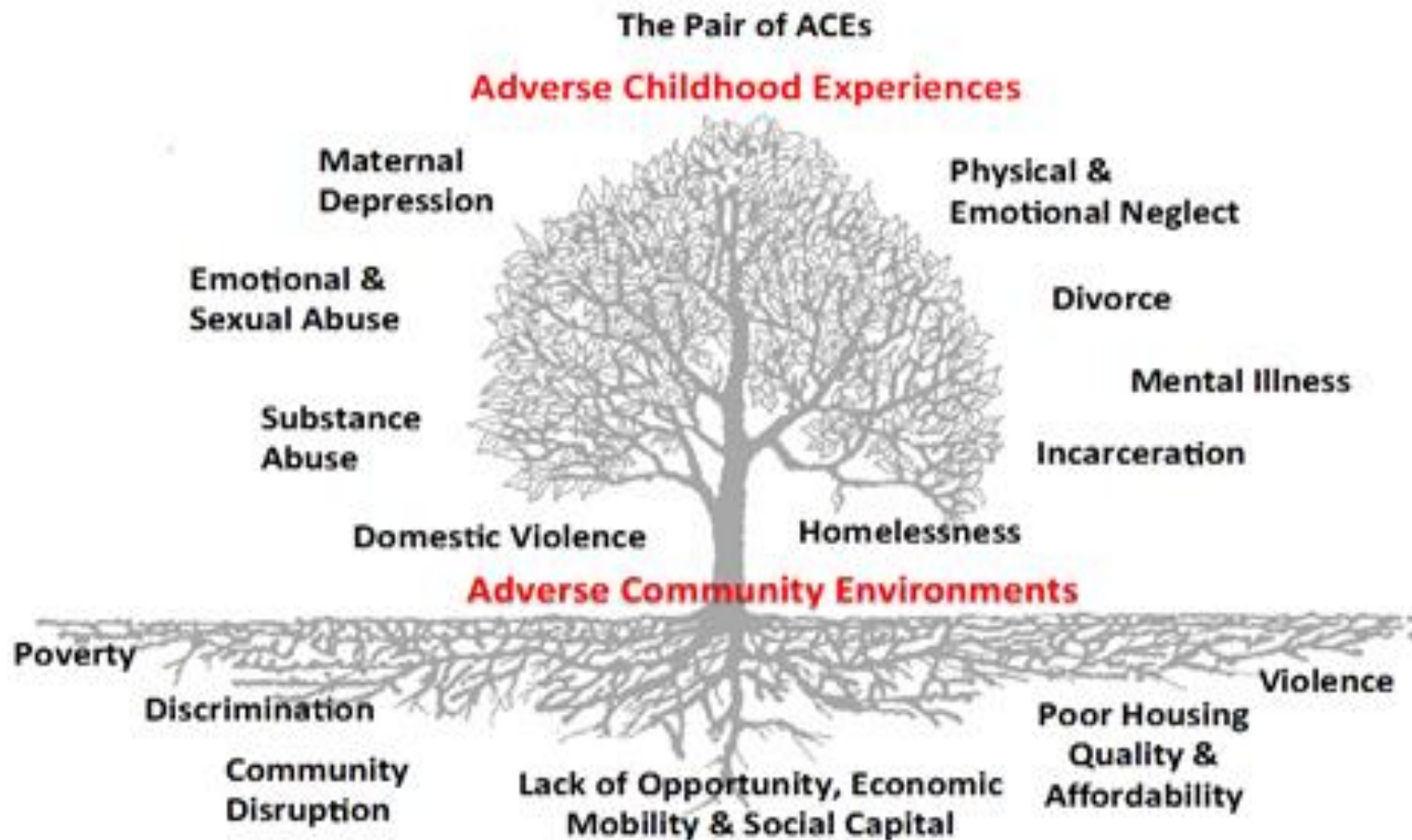


** This image is taken from Substance Abuse and Mental Health Services Administration's (SAMHSA) 8 Dimensions of Wellness Check-in

Integration

**Formerly Unhoused Older Adults in
Affordable Housing using Person Centered
Trauma Informed Care Approach**

The Pair of ACEs



Ellis, W., Dietz, W. (2017) A New Framework for Addressing Adverse Childhood and Community Experiences: The Building Community Resilience (BCR) Model. *Academic Pediatrics*. 17 (2017) pp. S86-S93. DOI information: 10.1016/j.acap.2016.12.011

Challenges of Integrating Formerly Unhoused Older Adults

- Stereotypes
- Permanent Supportive Housing and Affordable Housing Distinctions
- Trauma
- Normal Aging and Trauma

This is how we are successful



Successfully Integrating formerly Unhoused Older Adults

Identifying Needs:

- Pre arrival inventory
- First 30 days and BEYOND
- Creating a sense of belonging
- Navigating a new environment

Client Engagement:

- Intentional engagement
- Building Trust
 - Trauma informed approach
 - Strengths-based approach
- Basic Life Skills
- Maintaining a home independently
- Money management and rent responsibility
- Health literacy
- Linkage to necessary supports
- Setting expectations

Building Community:

- Eliminating the stigma
- Dispelling unwarranted fears
- Leaving homeless identity behind
- Relationship building
- Socialization programs
- Giving everyone a voice







Social Determinants of Health

*According to the World Health Organization “The social determinants of health are the conditions in which people are **born, grow, live, work and age**. These circumstances are shaped by the distribution of money, power and resources at global, national and local levels. The social determinants of health are mostly responsible for health inequities - the unfair and avoidable differences in health status seen within and between countries.”*

Social Determinants of Health



Resident Impact



Health is housing, and housing is health.

Selfhelp's Housing Improves Health & Saves Money

68%

Lower odds of
hospitalization

\$1,778

vs.

\$5,715

53%

Lower odds of
an ER visit

Average Medicaid payment per
hospitalization for Selfhelp residents
vs. comparison group

Housing

- ▶ Ensure housing stability (rent, recertification)
- ▶ Ensure client safety and well being (safety education, air conditioners, extermination, decluttering, repairs)
- ▶ On-going client advocacy

Food Insecurity

- ▶ Onsite food options (Meals on Wheels, Get Food NYC, World Central Kitchen, Grab and Go Meals, Uber Eats)
- ▶ Food Shopping Assistance (Instacart, FreshDirect, PeaPod, Amazon Fresh, Local partnerships, staff doing emergency shopping)
- ▶ Supplemental Nutritional Assistance Program (recertification and advocacy)
- ▶ Emergency Cash Assistance Program for food money and gift cards for grocery stores

Transportation

- ▶ Non Emergency Medical Transportation (NEMT)
 - Selfhelp Transportation Services
 - Medicaid Transportation
 - Uber Health
 - Access a Ride
- ▶ Safety Travel Protocol Education
- ▶ Vaccination Site

Access to Medical Care

- ▶ Ongoing Health Education by Nurses and Other Health Professionals
- ▶ Visiting Doctors
- ▶ Vaccination Education and Appointments
- ▶ Medicaid Advocacy (Recertifications on hold)
- ▶ Home Delivery of Medication
- ▶ Medication pre-pour

Emotional Wellness

- ▶ Emotional wellness outreach and support (NYC Well)
- ▶ Risk stratification and appropriate interventions

Social Isolation

- ▶ All Hands on Deck: All staff reached out to clients regardless of their job descriptions
- ▶ Staff provided daily, weekly, monthly outreach and engagement via:
 - Selfhelp Virtual Senior Center (VSC): Tablets with pre-paid data plans were provided to isolated patients
 - Virtual contacts with clients via telephone, Zoom and Facetime
 - Telephonic and virtual groups

Services and Practices that Evolved Through COVID

- ▶ Communication/Trusted Partners
- ▶ Intentional Engagement
- ▶ Culturally and Linguistically Affirming Mental Health
- ▶ Social Determinants of Health
- ▶ Emergency Preparedness
- ▶ Role of Technology
- ▶ Collaborations

Q&A

Thank you!

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 @SelfhelpNY

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