Mental Health Demonstration Project
SUSTAINING TENANCIES FOR PEOPLE WITH MENTAL ILLNESS AND RELATED COMPLEX NEEDS
The project

Background
The risks of eviction for social housing tenants with mental illness or related complex needs increased as a result of the Anti-Social Behaviour Management Policy implemented in July 2013.

The unintended consequence of this policy highlighted the risk of social housing tenants with mental illness being unable to respond due to their health condition.

Aim & Objectives
Ensure fairness in social housing for tenants who have mental illness or related complex needs

To address the issues putting their tenancies at risk, achieve a sustainable housing situation

Provide individualised, integrated case coordination and management plans developed through collaboration of relevant government and non-government support agencies

Target group
Eligibility -

- Over 18 years of age
- Current social housing tenant / household member
- Reside within the catchment areas of Chermside or Fortitude Housing Centre Services
- At risk of losing their tenancies due to mental illness or complex needs
- Consent to participate in the Project, including sharing of personal information with stakeholder agencies (DPWH, MNMH, SHouT) for the purpose of case coordination and management

N = 113
Service delivery model

Individualised services through collaborative case coordination and case management led by DHPW, Qld Health NGO partner Footprints

Direct support
- Strengths based, recovery-oriented outreach approach
- 3 dimensions – case management, recovery and intentional peer support [x 7 days]
- Focused on sustainment
- Budget allocation for brokerage

Capability building (ALL)
- Shared support plan platform
- Housing support staff – building knowledge and awareness
- Sector knowledge building (e-learning modules)

Evaluation (external)
- University of Queensland ISSR

Challenges

Brief intervention; complex needs how to make a difference

Three systems -
- Delivery frameworks; clinical, non-clinical and tenancy sustainment paradigms
- Language; diagnostic, recovery and procedural narratives

Results

Project clarifies the need for an effective, integrated and tailored support framework that aligns support

Model supports the integration across the stakeholders (cross sector integration person centred case management, coordinated flow of participants, effective utilisation of budgeted & contracted services)

Focus on sector capacity building – e-learning

100% meeting attendance (CAIRT)
100% participation in evaluation (UQ / ISSR)

High uptake of the project by residents (in 8 months n= 89 / target n=113 by June 30th 2017 / Footprints n=54 to date)

Model of support significant -
- 2,000 hrs direct support (Footprints)
- rate of case plan completion (83%)
- tenancy sustainment (98%) (2% exited to alternative accommodation)
- ZERO known exits to homelessness