

Community Health Care Report 2017

Breakthrough

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Mission: Breakthrough partners with those affected by poverty to build connections, develop skills, and open doors of opportunity.

Identify the high risk/underserved and/or disadvantaged populations in the community(ies) that you serve and describe specifically the actions you have taken, based on relevant assessment data, to increase their accessibility to health services.

The need for mental health services has long existed in East Garfield Park, one of Chicago most underserved neighborhoods on the west side of the city. In East Garfield Park, there is a lack of quality behavioral health care to address trauma, illnesses, and disabilities, all of which prevent homeless individuals from obtaining housing, keeping a steady job, or following through on continued medical care. Additionally, Breakthrough recognizes that poor health and mental illness present some of the greatest barriers to accomplishing the goals homeless guests establish to retain a job or housing. The neighborhood is in need of stability, and there are few behavioral health care resources available outside of Breakthrough.

Breakthrough serves youth, families, and homeless adults in East Garfield Park, and residents are primarily African American with 40% living in poverty, 47% of households accessing SNAP benefits, 20% of residents are unemployed, and the median household income is roughly \$18,000 lower than that of Chicago. Additionally, there is a lack of basic-living necessities, such as grocery stores and health services, which contribute to a thriving neighborhood. Plus, the ubiquitous presence of drugs, gangs, and subsequent violence inhibits residents from having safe, protected environments. The Economic Innovation Group based in Washington, DC released the Distressed Communities Index stating that the 60624 zip code, where Breakthrough's facilities are located, is the most economically distressed zip code in Chicago.

Breakthrough's population for the Behavioral Health Care program is homeless adults in East Garfield Park, 45% of which are female and 55% of which are male; the majority of clients are African American. Breakthrough also serves a small number of Caucasian and Latino adults. All adults are unaccompanied and over the age of 18, and participants either live in Breakthrough's Transitional Housing program or are utilizing the Support Center during the day.

Breakthrough's homeless guests come from a variety of backgrounds including, ex-offenders, unemployed, and many suffer from persistent mental illness, substance abuse, and chronic homelessness. Research shows that this population is in critical need of holistic services. According to the US Office of Minority Health, "African Americans living below the poverty level

are three times more likely to report psychological distress.” Breakthrough often sees individuals with psychological distress come through its doors, and 89% of Breakthrough’s population identified as having a medical and/or behavioral health issue. Of these, 28% reported a mental illness or developmental disability, 32% reported substance or alcohol abuse, and 17% reported a physical disability. Many guests come to Breakthrough seeking support in applying for SSI or SSDI, and/or are looking for access to medical and mental health care.

In general, homeless adults are transient in nature, and over the years, Breakthrough has learned that the likelihood of success in moving from crisis to stability significantly increases when homeless adults are connected with a case manager and community supports and are given a safe space for assessment and follow up, especially when behavioral health needs exist. Breakthrough has seen the positive impact of the programming where individuals are accessing one-on-one and group therapy and are becoming more medically and mentally stable, giving them the chance for success in permanent housing and the workforce.

In recent years, Breakthrough has seen an increased need for mental health services across the region, partially due to regional funding cuts. The already limited capacity to meet this need is shrinking, which increases the likelihood of long-term negative consequences. Breakthrough has the experience and expertise to directly meet the need of providing behavioral health assessments and treatments for this population. Along with being able to provide connections to medical care providers, it is imperative that Breakthrough provides access to behavioral health care in order to remove barriers and help individuals develop new problem solving skills. For many individuals that enter Breakthrough programs, this is their only point of access for direct medical and mental health care; several have chronic conditions, such as diabetes and hypertension. The program provides access to health services to a population that has historically been excluded from receiving care.

To meet their health needs, Breakthrough provides a comprehensive and integrated approach to behavioral health care including medical, mental health, behavioral, and dental care. The program increases access to health care for a vulnerable population, while improving health literacy, decreasing care fragmentation, and addressing behavioral and social determinants of health. The program operates out of a trauma-informed, housing first, harm reduction model of care that puts client choice at the center and allows Breakthrough to give guests a new set of problem-solving skills, increasing the possibility of long-term stability. These services move adults along a defined continuum of care that addresses root causes of homelessness, stabilizes their conditions, and supports the increase of healthy behaviors.

The program provides on-site access to adult homeless men and women who are either accessing the Daytime Support Center or who are living in Breakthrough’s Transitional Housing program. Last year, the program supported over 200 homeless men and women living in Breakthrough’s Transitional Housing program. Additionally, 1,130 individuals utilized the Daytime Support Center, many of whom benefitted from the Behavioral Health Care program.

Breakthrough tailors its programs to increase the accessibility of health care for homeless adults. Specifically, Breakthrough assess each guest and works to meet her/his needs either on-site or through referrals and linkages. In collaboration with a medical health provider, guests receive access to primary care on-site, as well as work through challenging mental health situations. Breakthrough's programs are trauma-informed, in addition to being strength-based, which allows guests the autonomy to create her or his own goals with support from a case manager.

In addition to on- and off-site medical care for all guests in the program, guests receive gender-specific care. For women, the Qualified Mental Health Professional (QMHP) facilitates the Powerful Women Trauma Recovery Program, which provides psycho-education about the impact trauma has had on health, choices, behavior, and relationships, while empowering women to identify current strengths and coping strategies. This is a skills-based group that teaches healthy coping strategies and problem solving skills. The QMHP uses evidence-based group therapies such as Seeking Safety, Trauma Recovery, and Empowerment Model.

Similarly, The QMHP provides weekly and bi-weekly individual therapy for women. Therapy is trauma specific and designed to provide women who have experienced trauma with the tools to move toward greater self-determination and empowerment. The QMHP utilizes the following evidence based techniques: motivational interviewing, strengths based therapy, somatic (body-based) trauma therapy, cognitive behavioral therapy, and EMDR (Eye Movement Desensitization and Reprocessing). The QMHP provides domestic violence counseling and is certified to provide anger management training. Additionally, the QMHP provides crisis intervention and assistance with voluntary or involuntary hospitalization for mental health crisis and makes referrals for medical treatment.

Men in the program have access to *The Male Initiative*, which offers one-on-one coaching and a once a week group session that works to identify, address, and overcome obstacles, poor choices, and destructive behaviors resulting from traumatic experiences. The Male Initiative is part of a holistic response to the barriers men face to becoming self-sufficient and includes mental and physical health programs. As part of the Male Initiative, men are challenged and encouraged to positively and proactively address health concerns in an effort to become more self-sufficient.

Breakthrough has recently been able to expand services by providing co-ed Wellness and Recovery Action Plan (WRAP) classes that meet once a week for a period of 8 weeks, culminating with a graduation ceremony. WRAP is a self-management model with its own curriculum that has been found to work well for people with mental health issues; medical conditions such as diabetes, weight gain, and pain management; and life issues like addictions, smoking, and trauma. Key elements of WRAP are the Wellness Toolbox, Daily Maintenance Plan, Identifying Triggers and an Action Plan, Identifying Early Warning Signs and an Action Plan, Identifying When Things Are Breaking Down and an Action Plan, and Crisis Planning and Post Crisis Planning. Guests enroll voluntarily, committing to complete the entire course.

Additionally, staff started providing a weekly co-ed Wellness group in September 2016 focusing on 8 dimensions of wellness (emotional, financial, social, spiritual, occupational, physical, intellectual, and environmental). While psychoeducation can be practiced on a 1:1 basis, group practice sets the stage for group dialogue, social learning, an expansion of support and cooperation, the potential for group reinforcement of positive change, network building, and helping reduce isolation.

Throughout the Behavioral Health program, Breakthrough believes that its work with individuals and collaborations within behavioral health will lead to self-sufficiency and sustained well-being for a population of vulnerable adults. Breakthrough envisions lives and communities that are strengthened and fortified because access to prevention and intervention services are made available.

Describe specifically the strategies you have used to gather input from high risk, underserved and/or disadvantaged population and their leaders as a basis for program or service development.

Breakthrough uses intentional screening tools as part of the guest intake process to better understand the needs of the guests and program participants. Screenings include medical, substance abuse, and behavioral health information. Through this, Breakthrough is able to meet the needs of dually-diagnosed individuals and allow for health stability to begin before an adult enters the Transitional Housing program. Services are designed to increase stability of this population by assessing medical and mental health needs and providing the appropriate linkage for services. This addition has helped deepen Breakthrough's level of intervention services.

Breakthrough uses the Theory of Change method to set long-term vision and goals and has a measurement and evaluation framework that includes indicators of success. The Theory of Change for the behavioral health program is: "If we provide behavioral health assessments and on-site behavioral health care, then this will result in raised awareness of the impact of trauma, opportunities to learn new problem solving skills, and linkages to mental health and medical services, which will lead to the reduction of psychological distress, improved self-perception, and better decision making, so that over time, guests engaged in services will increase their stability by reducing personal crisis." Breakthrough's Theory of Change, screening tools, activities, and outcomes are directly aligned with showing progress toward improving access to care for vulnerable populations and promoting health and wellness.

Participant data is collected through screenings, sign-in sheets for medical screens, and recording care coordination efforts. Statistical evidence of program results is collected and entered into SalesForce, which the Behavioral Health Care program recently transitioned to from having previously used the Efforts to Outcomes (ETO) system. Outcomes are reviewed monthly with direct service staff and the Chief Program Officer of the Adult Support Network. Outcomes are reported quarterly to the Board of Directors. These results are used to measure progress, recognize achievements, and determine any midcourse corrections.

Describe specific partnerships with other providers and community-based organizations to promote continuity of health care for high risk/underserved and/or disadvantaged populations.

Knowing that both medical and behavioral health needs are best addressed holistically, Breakthrough has a robust and deep partnership with Lawndale Christian Health Center (LCHC) to provide on-site medical care. This partnership takes an integrated approach to serving those who are most in need, and both Breakthrough and LCHC understand that by combining behavioral health and medical care services, individuals are supported by organizations that strive to provide robust care that will set them up for success.

Breakthrough ensures care coordination by having open communication between LCHC Doctors and Breakthrough's behavioral health team. This coordination ensures that adults are receiving comprehensive care. Additionally, when a participant leaves Breakthrough, a referral may be made to continue health care at LCHC's clinic within the Breakthrough FamilyPlex. Participants also have access to a workout facility within the FamilyPlex that contributes to overall physical and mental health.

In addition, Breakthrough has linkages with treatment centers such as The Women's Treatment Center, the Human Resources Development Institute (HRDI), mental health agencies such as Bobby Wright and Mt. Sinai, and the Adler School of Professional Psychology provides Art Therapy Interns to address the mental health needs of guests. Breakthrough also partners with Legal Council for Health Justice to provide screenings and referrals for SSI and SSDI benefits. Additionally, Breakthrough has a partnership to serve victims of human trafficking with Salvation Army, which requires increased services in the area of behavioral health.

Provide two examples of how you have used the community-oriented approach to program development specified in the attached principles to develop a program of service for high risk/underserved and/or disadvantaged populations specified in the guidelines. Include in each description components of the current program and the following quantitative information for the most recent year available:

Breakthrough created *The Male Initiative* to address the unique issues associated with male trauma. *The Male Initiative* is an innovative program created in response to the observed need for men in Breakthrough's programs to identify, address, and overcome obstacles, poor choices, and destructive behaviors resulting from traumatic experiences. *The Male Initiative* is part of a holistic response to the barriers men face to becoming self-sufficient and includes mental and physical health programs. As part of *The Male Initiative*, men are challenged and encouraged to positively and proactively address health concerns in an effort to become more self-sufficient. Breakthrough operates a trauma-informed model, meaning staff and leadership assume that clients who seek our services have experienced some form of trauma before arriving in our programs. This model informs the way Breakthrough staff interact with all guests, taking care not to re-traumatize guests by being aware of any potential triggers for post-traumatic symptoms.

Number of clients served: 72 men

Total amount budgeted by your organization for the program: \$200,097

Percent that program budget is of total agency budget: 3%

Percent of program budget that is directly reimbursed by third party payers: 0

Percent of program budget that is covered by public/private grants: 30%

Based on client feedback, Breakthrough has expanded the Behavioral Health Care Program to include additional services to the most vulnerable homeless participants accessing services in the Daytime Support Center at Breakthrough's Women's Center. The Daytime Support Center provides crisis intervention services for chronically homeless women, many of whom have co-occurring disorders. While these women are not guests in Breakthrough's Transitional Housing program, Breakthrough is able to meet the needs of dually-diagnosed individuals and allow for health stability to begin before an adult potentially enters the program. For this program, Breakthrough incorporated client input on program design through intentional one-on-one interactions, intake assessments, and through guests informing staff of the type and depth of care they need. Over the last year, this addition to services has helped deepen Breakthrough's level of intervention services while helping participants gain stability.

Number of clients served: 211 women were directly served, and 392 women were indirectly served

Total amount budgeted by your organization for the program: \$200,097

Percent that program budget is of total agency budget: 3%

Percent of program budget that is directly reimbursed by third party payers: 0

Percent of program budget that is covered by public/private grants: 30%