

# FAIR SHARE NORTHGATE II SUPPORT SERVICES

INTEGRATING HOUSING AND HEALTH



# EVOLUTION OF FAIR SHARE HOUSING NETWORK OF ORGANIZATIONS

## ADVOCACY

Fair Share Housing Center 1975  
Mt. Laurel Doctrine - all NJ towns must have fair share of affordable housing  
Policy responsible for 60,000 affordable units in NJ

Mt. Laurel I – 1975 ruled exclusionary zoning illegal  
Mt. Laurel II - 1983 Fair Housing Act, Council on Affordable Housing (COAH), NJ  
Balanced Housing Program -1985

Northgate II 1981 402 units  
New Sharon Woods 1984 50 units  
Cooper Historic Homes 1995 64 units  
Ethel Lawrence Homes 2006 140 units

*Coming soon – 472 units in Cherry Hill and Mt. Laurel*

## DEVELOPMENT

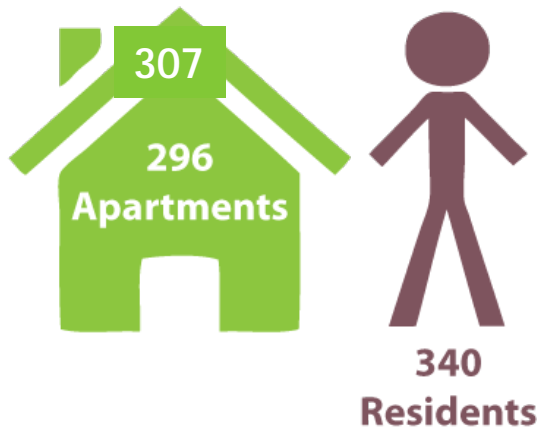
Fair Share Housing Development - 1986  
Develop and manage affordable housing  
656 units for 2000 people

Pro-active social and wellness services  
Initial focus on Northgate II; possible expansion to other developments  
Wellness Program to improve resident health outcomes and ability to age in place  
Independent non-profit affiliated with Fair Share Housing Development

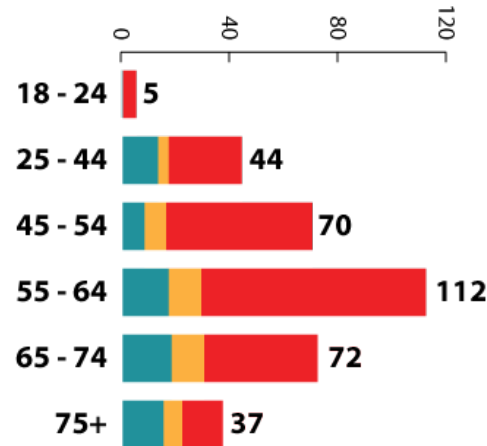
## SUPPORT SERVICES

Fair Share Northgate II 2004 to become Fair Share Support Services, Inc. 2013

# WHO ARE THE NORTHGATE II HIGH RISE RESIDENTS?

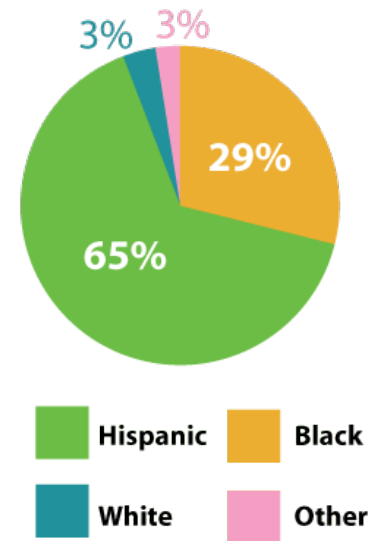


### High Rise Age Breakdown



■ Non-Handicapped / Non-Disabled   ■ Handicapped   ■ Disabled

### High Rise Race/Ethnicity Breakdown



■ Hispanic   ■ Black  
■ White   ■ Other

# THE BROADER URBAN ENVIRONMENT IN CAMDEN

## Poverty

- Camden identified by US Census Bureau as being the most impoverished city in the country in 2012.
- 40% of Camden's population is below the poverty level, double the national rate and triple the Camden county rate.
- Approximately 25% of all elderly and disabled residents live in poverty.

## Crime

- 2014: Ranked by FBI as #1 for violent crime per capita in the US.
- 2011: Camden's overall crime rate is more than five times the national average and ten times the NJ rate.
- 100-170 open air drug markets operate in Camden on any given day.

## Trauma

- CDC notes that childhood trauma (poverty, exposure to crime and violence) increases the likelihood of physical, mental and social ills in adulthood.
- First Camden summit on trauma occurred in May 2013 advocating treatment of violent crime as a public health issue.

# CAMDEN ENVIRONMENT (CONT.)

## Health

- Disability rate for Camden residents is significantly higher in all age groups than for other NJ cities, Camden County and the State.
- Camden households with mobility-related disabilities account for 64.5% of Camden households.
- Infant mortality is 3 times the NJ rate and is comparable to many underdeveloped countries.

## Medical Transportation

- 2009: LogistiCare becomes state's medical transport broker.
- Requires 48 hour notice to schedule medical transport.
- Identified by residents as a barrier to health care access.
- NGII currently pilot site for LogistiCare Preferred Provider Program.

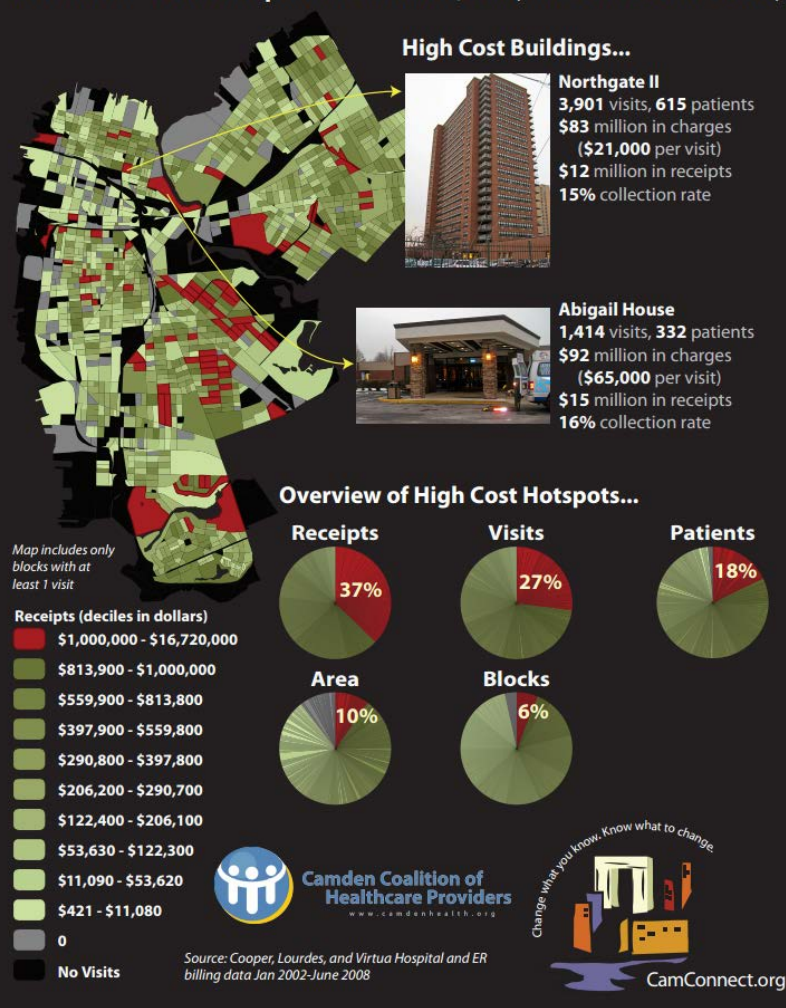


# MOTIVATION FOR TRANSFORMATION

- Projected shift in residents' age ranges
  - 5-year trend analysis indicates 43% increase of 60+ year old residents
- Priority: Ability to allow residents to age in place with appropriate supports
- "Hotspotting" data was evidence of need to address residents' health issues, Emergency Department utilization, and multiple hospitalizations

# CCHP HOTSPOT DATA

## Healthcare Cost Hotspots in Camden, NJ (Jan 2002-June 2008)



Camden Coalition of Healthcare Providers (CCHP) data analysis in 2009 encourages FSNGII's transformation

## High Cost Buildings...



**Northgate II**  
 3,901 visits, 615 patients  
 \$83 million in charges  
 (\$21,000 per visit)  
 \$12 million in receipts  
 15% collection rate



# CCHP'S ANALYSIS SUGGESTED A NEED FOR:

- Re-defined focus on health and wellness activities
- Monitoring high ER utilization and hospital admissions
- Partnership with CCHP
- Re-focusing of social service intervention from reactive to proactive
- Resident Advisory Board focused on health and health-related programming
- Expanded collaboration with other community agencies

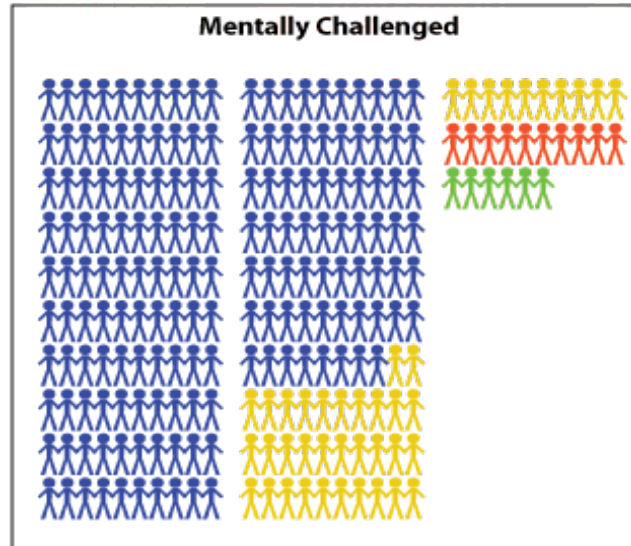
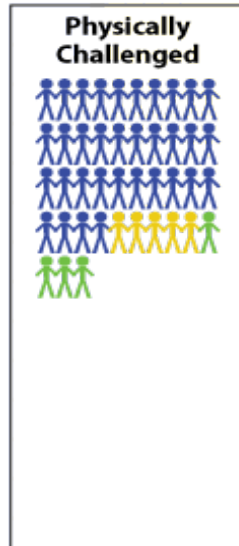


# AGGREGATE 2012 HOSPITAL UTILIZATION

## 645 Residents

	Patients	Visits	Visits per Patient	% of Building Visiting	Camden Citywide % Visiting	US % Visiting
Emergency Department	290	640	2.2	45%	51%	20%
Inpatient	89	136	1.5	14%	11%	n/a

# UTILIZATION TYPES: HI RISE ONLY





# ASSESSING RISK TO GUIDE WELLNESS PROGRAMMING

- ❖ Partnership with Rowan Medical School to assess medical risk
- ❖ Comprehensive high-rise resident health, psychosocial, and functional assessments
- **HIGH** – Approximately 90 Residents
  - Most frequent ER users
  - Most days hospitalized
  - Multiple chronic diseases
- **MODERATE** – Approximately 270 Residents

# PROGRAMMING THAT RESPONDS TO RISK LEVELS

## High Risk

- Assisted Living Program
- Post-Hospitalization Care Coordination
- Case Management
- Community Health Worker

## Moderate Risk

- Enhance Wellness
- Chronic Disease Self Management
- Clinical Counseling
- Weight Loss Support Group
- Partnership with Touch NJ:
  - Food Pantry and Healthy Cooking Class
- Case Management
- Community Health Worker
- Massage Therapy
- Exercise Class

## All Residents

- Exercise Class
- Weight Loss Support Group
- Healthy Cooking Class
- Fresh Produce
- Healthy Cooking Class
- Food Pantry
- Twilight Harvest

# REFOCUSING SUPPORT SERVICES

<u>TRADITIONAL</u> : Reactive	<u>EXPANDED &amp; IMPROVED</u> : Proactive
Residents seek assistance in office	Staff seek residents for comprehensive, in-home case management assessment.
Provides bilingual assistance with benefits and entitlements	Coordinates medical and social service interventions from health care and community-based providers
Arranges transportation to medical appointments	Works with Camden Churches Organized for People (CCOP), RAB, and other stakeholders to address problems with transportation providers. Started LogistiCare Preferred Provider pilot program April 2014.
Social Service Coordinator and Administrative Assistant	Director of Support Services, Social Service Coordinators, Community Health Worker, Jesuit Volunteer, Social Work Intern
Recreational activities for residents	Wellness activities and programs
No 24-hr assistance with home care and health needs	Onsite assisted living

# BRIDGES TO HEALTH: PROGRAM ELEMENTS

- Post-Hospital Care Coordination
- Assisted Living
- Chronic Disease Self-Management
- Clinical Counseling
- Enhance Wellness
- Nutrition Programs/Healthy Cooking Class
- Fitness Class
- Resident Advisory Board
- Massage Therapy

# FSNGII/CCHP PARTNERSHIP

- FSNG II seat on board
- Participating on Quality Committee
- CCHP Staff coordinating NGII residents' post-hospital care coordination
- Resident database – TrackVia
- Impact analysis/outcome measurement
- Limited access to Health Information Exchange (HIE)



# CCHP POST-HOSPITALIZATION CARE COORDINATION

- Implementation Date: November 1, 2013
- Imbeds onsite CCHP nurses, medical fellows, community health worker at Northgate II.
- Targets high hospital utilizers.
- Provides intensive care coordination over a 1-2 week period to ensure post-hospitalization medical needs are met.
  - PCP visit within 7 days
  - Medication Reconciliation
- Ensures close collaboration between CCHP care coordination staff and NGII social services staff.
  - Bi-weekly Care Coordination meetings
  - "Hand-off" of patient to social services staff after intervention
    - Involvement of Community Health Worker is essential
- Limited access to HIE for Northgate II Social Services Staff



# ASSISTED LIVING PROGRAM

- Agreement executed with Caring, Inc., an experienced assisted living provider in South Jersey
- Targeted to residents with multiple chronic illnesses and who need assistance with at least 3 ADLS
- AL Staff can assist residents during different times of the day
- On-call 24-hour nursing support
- Will include an onsite social day program
- Caring, Inc.'s state license for NGII approved



# CHRONIC DISEASE SELF-MANAGEMENT



- Evidenced-based program that educates residents on how to better manage their chronic illness(es)
  - Developed by Stanford University
  - Allows residents to share their experiences of chronic illness
  - Scheduled for 6 weeks, 3 hours per session
  - Facilitated by Camden Area Health Education Center (AHEC) Master Trainer
- 1<sup>st</sup> Class: Oct-Nov 2013
  - 15 residents participated and completed program

# CLINICAL COUNSELING



- Two part-time licensed clinical therapists from Catholic Charities of the Diocese of Camden
  - One bilingual counselor
- Provide in-home counseling for residents dealing with loss, grief, depression or trauma
  - Allows for privacy and avoids stigma associated with seeking therapy

# MASSAGE THERAPY

- Aim to serve individuals that have been affected by trauma
- Focus on healing
- Currently see 23 residents weekly/bi-weekly/monthly
- 2 Massage Therapists work in the building 3 days out of the week
- Have held 2 on-site retreats



HEALING SPIRIT RETREAT  
APRIL 26<sup>TH</sup>, 2014

Residents participate in group healing activities

# NUTRITION SUPPORT GROUPS

- Resident initiated and led
- Come up with weekly topics to discuss as a group
- Receive support from Social Services staff
- 2 groups have formed for both English and Spanish speaking residents



SUPPORT GROUP

# ENHANCE WELLNESS

- Evidenced-based self-motivational wellness program
- Web-based health assessment
- Participant selects 6-12 month action plan targeting change in health behavior
- Residents receives support in reaching goals and follow up from Community Health Worker





# NUTRITION CLASS

- ❖ Goal: Improve nutrition and healthy food choices
- Offered in partnership with Rutgers-Camden
- Focuses on nutrition education
- Provides a bag of groceries as an incentive



# FOOD PROGRAMS

- Twilight Harvest
  - Partnership with Food Bank of South Jersey
  - Deliver groceries once a month to 50 residents over the age of 60
- Touch NJ/AAA
  - Food pantry coming in May to NGII



*Resident, Thelma, picking up groceries from Twilight Harvest Program*

# HEALTHY COOKING CLASS



*Residents trying their hand at preparing a healthy dish*

- Began February 2014 in partnership with Touch NJ
- Residents taken offsite once a month to practice preparing wholesome meals
- Taught by trained chef



PICTURE

# FITNESS CLASS AT NORTHGATE II

- Sponsored by CCHP
- Led by trained fitness instructor
- Incorporates stretching, strength and cardio exercise, and relaxation techniques
  - Modified for those with disabilities
- Offered once a week for 1hr



*Residents Participating in  
Exercise Class*



PICTURE

# SOCIAL EVENTS

- Parties are held in the Community Center and all residents are invited to attend
- Allows residents the chance to socialize, dance, and have fun!
- Past events include:
  - Harvest Party
  - Thanksgiving Dinner
  - African American History Celebration
  - Senior Prom



## THANKSGIVING DINNER

Over 100 residents enjoyed a delicious meal sponsored by members of AquaCorps and Touch NJ



# COLLABORATION W/ OTHER COMMUNITY BASED ORGANIZATIONS & SERVICES

- ❑ Camden Area Health Education Center
- ❑ Camden Churches Organized for People (CCOP)
- ❑ Life at Lourdes PACE Program
- ❑ Home Health Agencies
- ❑ Hospice Agencies
- ❑ Senior Centers/Adult Day Services Centers
- ❑ Catholic Charities of the Camden Diocese
- ❑ Food Bank of South Jersey
- ❑ Camden Office of the Aging
- ❑ Behavioral Health Providers
- ❑ Greensgrow
- ❑ Camden pharmacies
- ❑ Camden Children's Garden
- ❑ Touch NJ
- ❑ Abigail House
- ❑ Primary Care Providers
- ❑ Leading Age



# SUCSESSES AND CHALLENGES



# SUCCESS

- Provides residents with an opportunity to improve their health and support
- Integrates well with other health initiatives
- Peer Support:
  - Initiation of Nutrition Support Group (Both in English and Spanish)
- Engages and empowers residents who have few opportunities to exercise decision-making about their care

# CHALLENGES

- Literacy Issues
- Impact of Trauma
- Behavioral Health Issues
- Capacity
- Funding

# LOOKING TO THE FUTURE...

- Community Garden
- Intergenerational programming
- Trauma-Informed Care
- Health care coordination with townhouse families
- Exercise Room





VACANT LAND NEXT TO NG II

Future sight of Community Garden?



# WHERE DO WE GO FROM HERE?

- Build on what works based on outcome measurements
- Reject what does not work
- Continue to seek out & learn from others doing similar work
- Expand wellness program to include families with children
- Serve as a model that can be replicated by other affordable housing providers

## **GOAL:**

- *A sustainable, effective, program that improves health outcomes, quality of life and ability to age in place for our NGII residents.*

# FOR MORE INFORMATION...

## **Contact:**

Marilyn Mock, Director, Social Services

[MMock@fairsharedevelopment.org](mailto:MMock@fairsharedevelopment.org)

856-963-9097

Debbie DelGrande, Director, Property Management

[DDelgrande@fairsharedevelopment.org](mailto:DDelgrande@fairsharedevelopment.org)

856-439-9901

Denise Barricklow, Development Director

[DBarricklow@fairsharedevelopment.org](mailto:DBarricklow@fairsharedevelopment.org)

856-439-9901