Using Data as a Tool in Advancing Inclusive Housing Access

Denver Human Services **I**ntellectual and **D**evelopmental **D**isabilities **E**quitable **A**ccess to **S**ervices (IDDEAS) Mill Levy Program

Neuro-Inclusive Housing Summit October 28th, 2024

IDDEAS Mill Levy Program Overview

IDDEAS partners with the community to manage local taxpayer dollars dedicated for Denver residents with intellectual and developmental disabilities (I/DD).

Gaps
(essential services)

Housing

Inclusion

Mental Health

Technology

understanding the I/DD mill levy + community feedback & engagement

ACCESS TO SERVICES & COMMUNITY LIFE

Michaela Hennig
Program Manager

Corey Boyle
Program Admin
Inclusion

Lynn Kutner
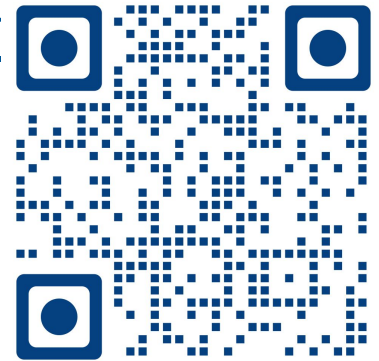Program Admin
Gaps in services

Jordan Mulholland
Program Admin
Housing

IDDEAS Advisory Council (IAC)

- Group of community members who offer guidance on how to use our funds to meet the needs and wants of Denverites with I/DD.

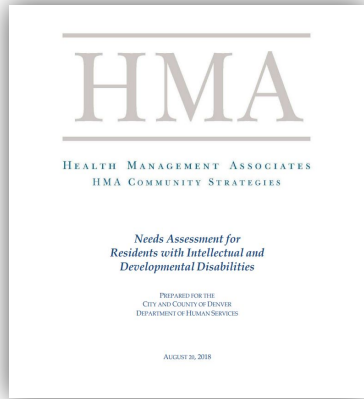- IAC makes **formal recommendations through vote.**

- Councilmembers have I/DD themselves, work in the field, or have a loved one with I/DD

- Open to public. Come, listen, or submit a formal public com

DENVER
HUMAN SERVICES

2018 Community Needs Assessment

HMA

HEALTH MANAGEMENT ASSOCIATES
HMA COMMUNITY STRATEGIES

*Needs Assessment for
Residents with Intellectual and
Developmental Disabilities*

PREPARED FOR THE
CITY AND COUNTY OF DENVER
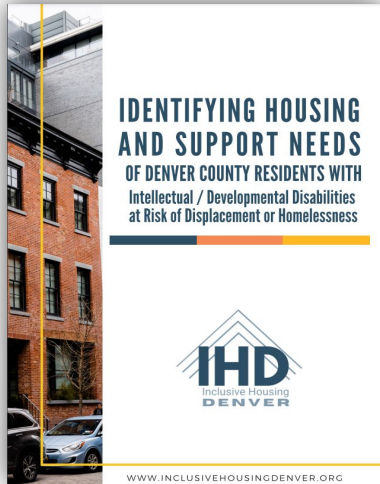DEPARTMENT OF HUMAN SERVICES

AUGUST 31, 2018

Revealed affordable housing as the <u>number one biggest problem</u> reported by Denver residents with I/DD and their families.

Findings led to a multi-year community stakeholder engagement process.

2021 Inclusive Housing Report

IDENTIFYING HOUSING AND SUPPORT NEEDS
OF DENVER COUNTY RESIDENTS WITH
Intellectual / Developmental Disabilities
at Risk of Displacement or Homelessness

IHD
Inclusive Housing
DENVER

WWW.INCLUSIVEHOUSINGDENVER.ORG

Sought to better understand barriers to housing from the perspectives of residents with I/DD and local leaders in the industry.
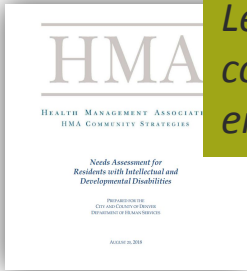
Captured detailed feedback on the deep need for both accessible and affordable housing for people with I/DD in Denver
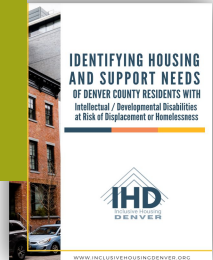
New Information led to New Funding Ideas

2018 Community Needs Assessment
Led to a multi-year community stakeholder engagement process

2021 Inclusive Housing Report
Revealed complexities with accessing housing
Learned that housing professionals were unfamiliar with I/DD services and housing needs

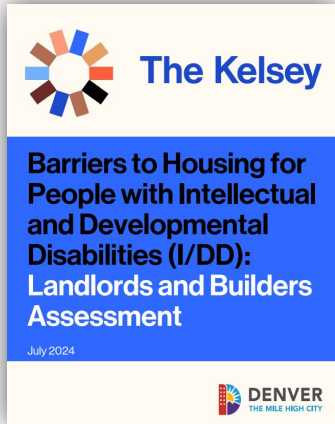**IAC made recommendations based upon reports findings**

IDDEAS then made informed investments

Community Informed Investments

Supporting Research	What was learned
❖ **2018 Community Needs Assessment**	The Denver I/DD community was experiencing a severe housing crisis.
❖ **2018 Community Needs Assessment** ❖ **2021 Inclusive Housing Report**	People with I/DD and their families felt unprepared and lacked access to housing resources
❖ **2018 Community Needs Assessment** ❖ **2021 Inclusive Housing Report**	Housing industry and support services industry "do not speak the same language" and do not often talk with each other.

Investments

2020 Housing Stabilization Program with RMHS

2023 BE HOME-IDD Housing Navigation Program

Landlord and Builder Assessment with The Kelsey

2024 Landlord Builder Assessment

The Kelsey

Barriers to Housing for People with Intellectual and Developmental Disabilities (I/DD): Landlords and Builders Assessment
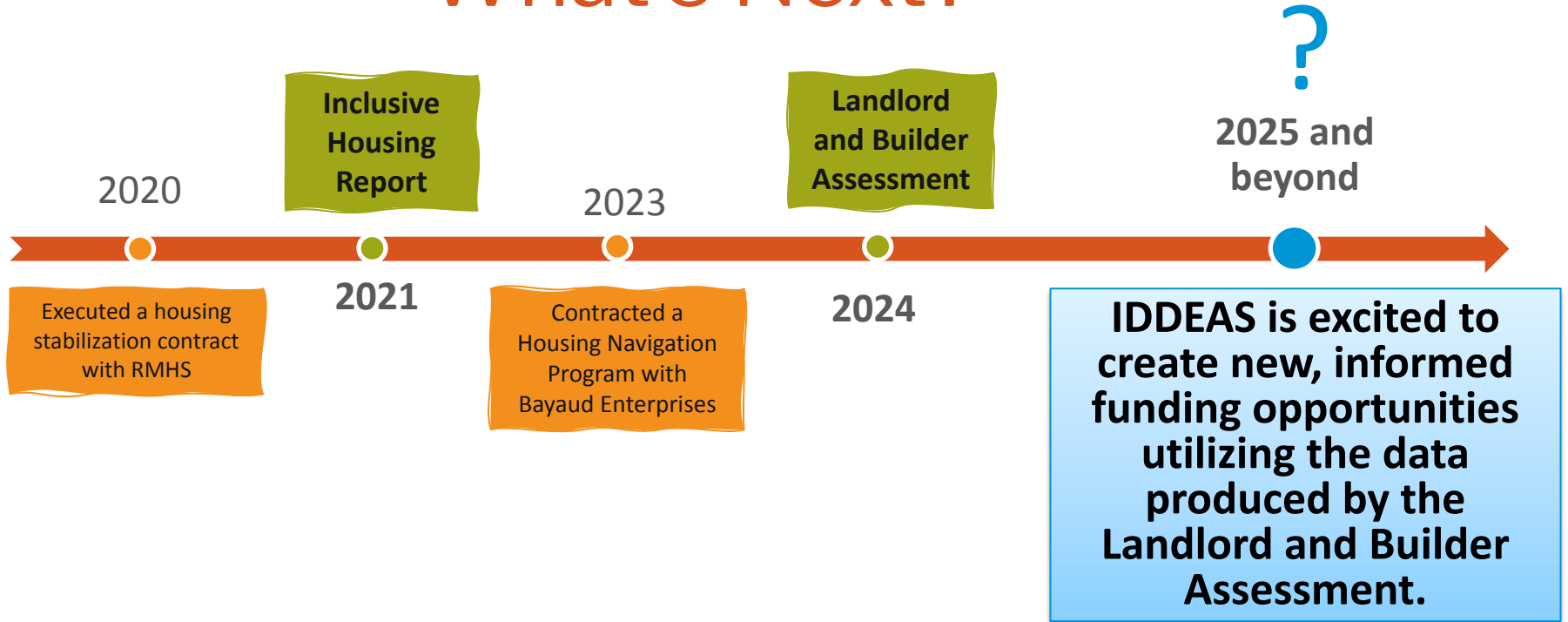
July 2024

DENVER THE MILE HIGH CITY

What might housing developers and property managers need to create inclusive, accessible, and affordable housing?

Commissioned a report in partnership with The Kelsey. The report produced recommendations for DHS to consider for future funding.

What's Next?

2020

Inclusive Housing Report

2023

Landlord and Builder Assessment

?

2025 and beyond

Executed a housing stabilization contract with RMHS

2021

Contracted a Housing Navigation Program with Bayaud Enterprises

2024

IDDEAS is excited to create new, informed funding opportunities utilizing the data produced by the Landlord and Builder Assessment.

Thank you!

Jordan Mulholland, MSW
IDDEAS Program Administrator
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Michaela Hennig, MSW
IDDEAS Program Manager
Michaela.hennig@denvergov.org denvergov.org/iddeas
2018 Needs Assessment (Summary)
2018 Needs Assessment (full report)
2021 Inclusive Housing Report
2024 Landlord and Builder Assessment

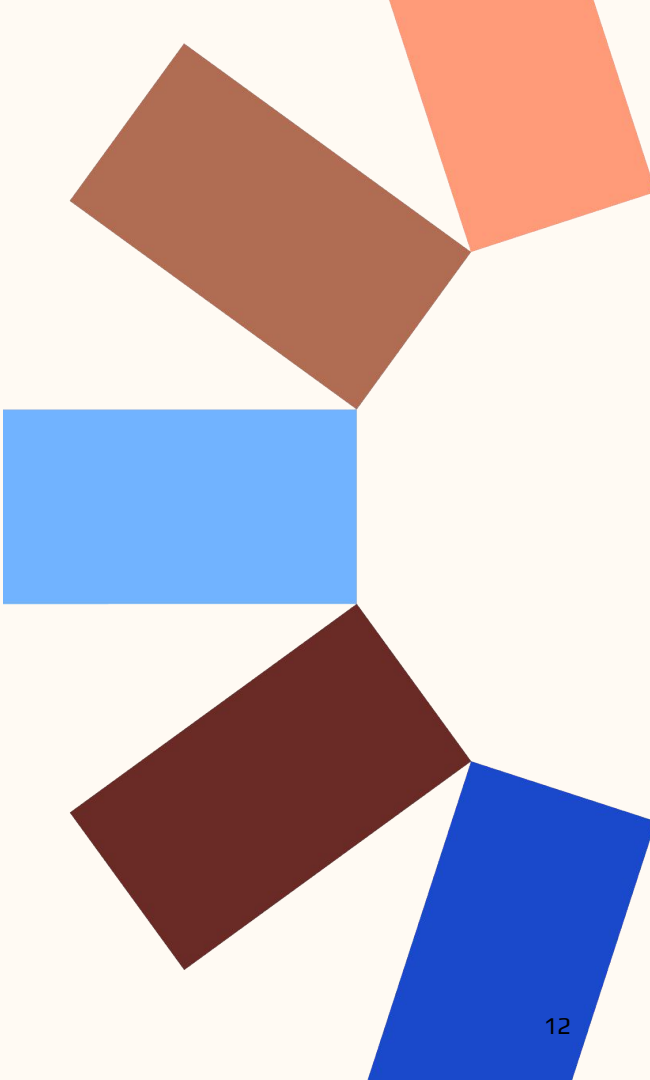# Barriers & Solutions to Housing for People with Intellectual and Developmental Disabilities (I/DD)

Neuro-Inclusive Housing Summit
October 2024

The Kelsey

pioneering **disability- forward** housing solutions that open doors to **homes and opportunities for everyone**

Louisa Bukiet

Housing Development Manager

Stakeholder Research on Barriers to Housing

Find the full report on the Denver Human Services IDDEAS page under "Resources and Publications"

Research Goals

Collect Data from Multiple Stakeholders	Match Data Collection Methods to Stakeholders	Collect and Amplify Underrepresented Voices
Representation of Residents with I/DD	Understand the Property Manager Perspective	Understand the Developer Perspective

Focus Groups with Residents with I/DD

Focus Group **Findings**

Dependence on Support People

Family and service support is critical.

⅔ of participants attended with a support person.

Those with homes all found them with family or service support.

Those without support are voices we didn't get to hear.

Navigating Complex Systems

"It's like hunting for a needle in a haystack. Except the needle looks exactly like hay."

Many participants were confused on the process of applying for housing. They didn't know who to ask for help or how to start working with the system.

Opportunities for Better Housing

More housing in safe, low crime neighborhoods, connected by transit, near parks and greenspaces.

Easier system to fill out applications at different places and clarity on the process.

More accessible design in available homes.

Interviews with Property Managers

Property Manager Findings

Complicated Leasing Process

"They get so much information at move-in."

We heard a lot of feedback about the difficulty of navigating the lease and other compliance paperwork.

70% of property managers sit down to go over the lease with new residents in person.

Communication with Residents

"We're all in the same business of helping people have a place to live."

Managers want to communicate well with their residents, but didn't know how to with I/DD residents.

70% of managers had an open-door policy for residents to stop in anytime.

Trainings and Working with the I/DD Population

Only 20% of our interviewees had training to work with the I/DD population, but many were interested.

Property management has a robust training system for fair housing laws so there is an opportunity to incorporate new trainings.

Houser & Developer Roundtable

Houser & Developer Findings

Funding

Being able to set aside units for the I/DD population is often at odds with the requirements of the main funding sources available.

Development funding sources for ongoing built-in residential services for people with I/DD don't exist.

Requests for dedicated pre-development funding, or dedicated I/DD housing vouchers.

Meeting Resident Needs

Matching people with I/DD to homes and services they need requires substantial resource navigation through affordable housing projects, vouchers, and waiver systems.

Requested more community engagement resources to continue to learn and understand community needs.

Government Opportunities

"We need flexible resources that don't have to fit the CHFA boxes."

Requested flexible government resources- such as a city sponsored, 2% revolving construction loan for housing people with I/DD or using government owned land.

Suggested attaching a housing subsidy to I/DD specific HCBS waivers.

Barriers People with I/DD Face in Finding Housing

Barriers to housing.

- Affordable housing options not close to services or transportation
- Never learn about affordable housing options
- Available units don't fit access needs
- Available units unaffordable on SSI/part-time work employment
- Resident is housed but is isolated
- Waitlist for services needed to move in
- Property manager unsupportive in the income certification process
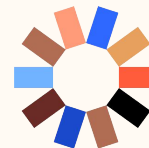
How do we remove barriers to housing?

Recommendations

Strategy 1: Increase Availability of Operating Subsidies to Support Service-Linked Projects

- Create an operating subsidy to pay for the operation cost of on-site services at housing serving people with I/DD
    - Long term operational funding is extremely hard to find but our research shows it is essential for people with I/DD to get the support they need.

- Create Project Based Vouchers (PBVs) specifically for people with I/DD, which would help them pay rent and provide a landlord with reliable income to cover services.
    - This should work as an addition to medicaid support people with I/DD already receive
    - De-coupling housing from services allows people with I/DD choice over their service providers without the need to change their housing.

Recommendations

Strategy 2: Local Funding Incentives and Enforcement

- Award developers an additional per-unit subsidy if they include accessible features tied to a set of accessible design standards
  - Incentivizes applicants to go beyond code required levels of accessibility

- Prioritize funding projects that include accessibility in their mission
  - This can be done through extra points in a grading system for projects that incorporate accessibility or prioritizing accessibility as a key component of projects that get awarded local funding.

- City can work with developers to provide guidance reminding owners of their obligation to build more accessible units, make reasonable accommodations, and accept vouchers.
  - Education can help lead to compliance with laws that already exist.

Recommendations

Strategy 3: Increase the Availability and Use of Vouchers to Support Integrated Housing

- Create a city-level tenant based voucher for people who use HCBS services to promote integrated settings (where people with and without disabilities live in the same building).
    - Direct assistance for people with disabilities to pay for their housing

- Increase the use of existing federal vouchers.
    - These are resources that already exist but need the pro-active, disability-inclusive work of local governments to ensure they are used through forming partnerships with disability service providers, improving waitlist practices, identifying accessible units and other means.

Recommendations

Strategy 4: Create Navigation Support for Residents Applying for Housing

- IDDEAS has already started this work in its partnership with Bayaud Enterprises. But many of the residents we talked to had not found those resources.
  - There should be a focus on advertising the program so people can find it.
  - Improve marketing to disability support organizations who can work with clients to utilize this powerful resource

- Longer term, the city can create a single point of entry to apply for affordable housing.
  - Currently One Home does this for residents experiencing homelessness, but it needs to be expanded to all affordable housing.
  - Streamlines the process to apply for housing for residents
  - Allows for easy search of available units
  - Can set the system for better matching of available accessible units to residents who need them

Recommendations

Strategy 5: Educational support for property managers to understand and support people with I/DD in their communities

- Create a training program for property managers to teach them best practices for working with residents with I/DD.
  - Property managers want to serve their residents well but usually aren't equipped with tools to support people with I/DD in their properties.
  - Property managers already have yearly required trainings, so this new program could easily be added into the mandatory training system.
  - Property managers match residents with available units and so are important stakeholders in ensuring accessible units are paired with the people who need them.

Recommendations

Strategy 6: Require the Use of Plain Language in Leasing Documents for projects that receive Local Funding for Affordable Housing

- Require projects using public funding to use plain language documents in their unit applications, explanation of leases, and other agreements and contracts.

- IDDEAS can provide guidance on plain language, example documents, and trainings on the importance of plain language use for owners and property managers.

- Our research shows many property managers already create a "cheat sheet" for their lease- local governments can provide guidance on how to ensure the complex documents required for leasing are made accessible.

Recommendations

Strategy 7: Fund a I/DD Housing Pilot Project

- Put funding into an example project in Denver whose mission includes housing people with I/DD.
- Funding could include:
  - Land
  - In-kind waiving of city impact fees
  - Pre-development capital
- This community would
  - Meet immediate housing needs
  - Pilot many of the other recommendations
  - Serve as a demonstration project for future I/DD developments

Thank you.

NEED FOR NEURO-INCLUSIVE HOUSING

DATA-DRIVEN DISCUSSION

Rebecca J. Seiden, IDD Mill Levy Program Coordinator
Boulder County Human Services Community Initiative Unit

Phone Survey

Boulder County IDD Mill Levy contracted with A&I Avenues

Contracted to complete telephone quality assurance survey to obtain information regarding client specific statistics and opinion-based criterion on personal housing goals, and funding needs/distribution in the areas of current and future habitation.

Housing Survey Sample involved 1131 potential participants.

Total number of participants totaled 313. Of those 313, 59 were Spanish speakers/readers. Those individuals were distributed a Spanish version of the same housing survey.

A&I called all residents of Boulder County that are currently on Medicaid Waivers including: Supported Living Services, Developmental Disability, Brain Injury, Elderly, Blind, and Disabled, State SLS, and persons on Children's Waivers ages 16 and above.
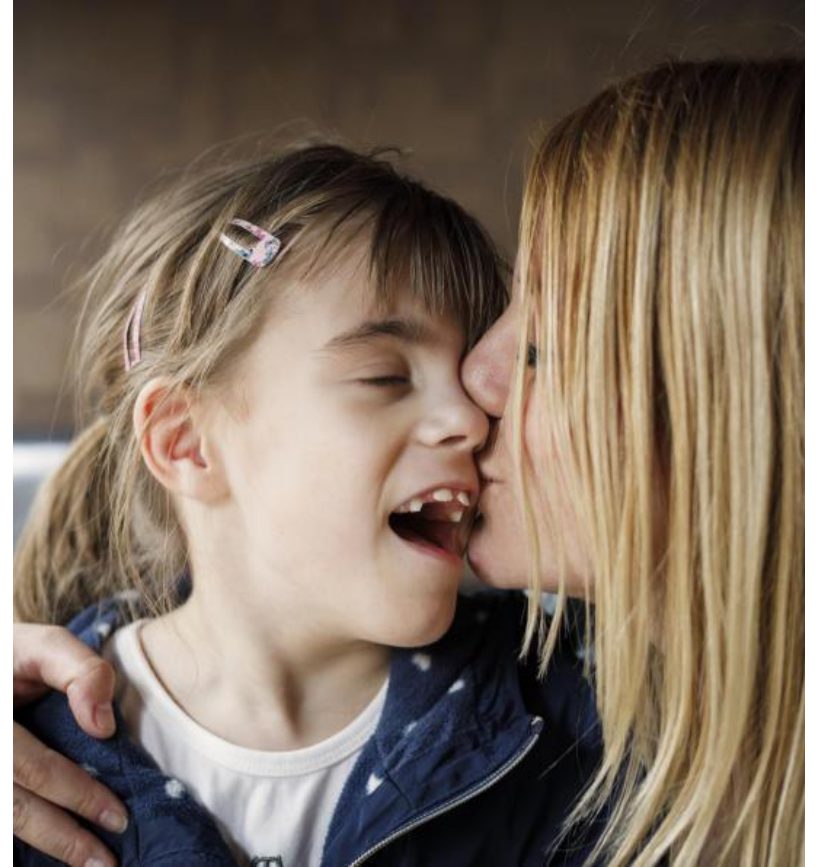
Age of Person Receiving Services

16-21 years
41.69%

22-35 years
25.08%

36-49 years
16.02%

50-64 years
8.85%

65 years +
6.94%

35

BOULDER COUNTY HUMAN SERVICES

Current Living Arrangements

Live with parents/family/friend(s)/guardians in their home 73.87%

Live in a home/apartment with roommate(s) 1.72%

Live alone in a rented apartment 9.98%

Live in a 24-hour staffed setting/group home .73%

I am homeless .23%

I live in a Companion Home Model .37%

I live in a Host Home Model 8.87%

I live in a home that I own 4.93%

Funding Assistance for Housing Supports

Section 8 Housing Choice Voucher
14.14%
Colorado Medicaid
58.63%
DD (Developmental Disabilities) Waiver
31.08%
EBD (Elderly, Blind, and Disabled) Waiver
0.73%
BI (Brain Injury) Waiver
0.36%
SLS (Supported Living Services) Waiver
11.01%
CES (Children's Extensive Supports)
2.46%
CHCBS (Children's Home and Community Based Services)
0.12%
CMHS (Community Mental Health Supports)
0.12%
Other Medicaid Waiver
0.36%
Family Support Services Program
12.97%
Autism Spectrum Disorder Program
14.53%
Supplemental Security Disability Insurance (SSDI)

Age of Family Member/Parent/Guardian

Living with 65+ Caregiver

Most concerning trend identified was the topic of transition for clients currently being cared for by aging parents.

Senior Caregivers described insufficient future support for their adult children requiring arrangements for after parental/guardian/ caregiver passing.

Rigors of client care are more difficult to facilitate with aging parents, guardians, caregivers in charge of all aspects of physical, behavioral, and medical care

Boulder County Human Services Data Continued

Desired Supports for Ideal Habitation

Live with parents/family/guardian in their home
50.54%

Live in a home or apartment with roommates
10.14%

Live alone with someone I could check in with
4.75%

Live in a group home with 24-hour staff 5.64%

Live in a skilled nursing facility
.25%

Live in a Companion or Host Home Model
14.00%

Live alone
14.56%

Obstacles Regarding Ideal Housing

I don't have the skills to live independently   51.85%

I don't have enough money
53.28%

I worry that I will be lonely
21.45%

I can't find an apartment/house
10.12%

I worry that I cannot take care of myself
21.86%

I am scared people will take advantage of me 29.10%

People don't treat me the same
9.79%

I don't know who to ask for help
8.28%

There is no transportation
11.75%

I need housing that meets physical needs   18.88%
(Wheelchair, bathroom accessible, open floor)
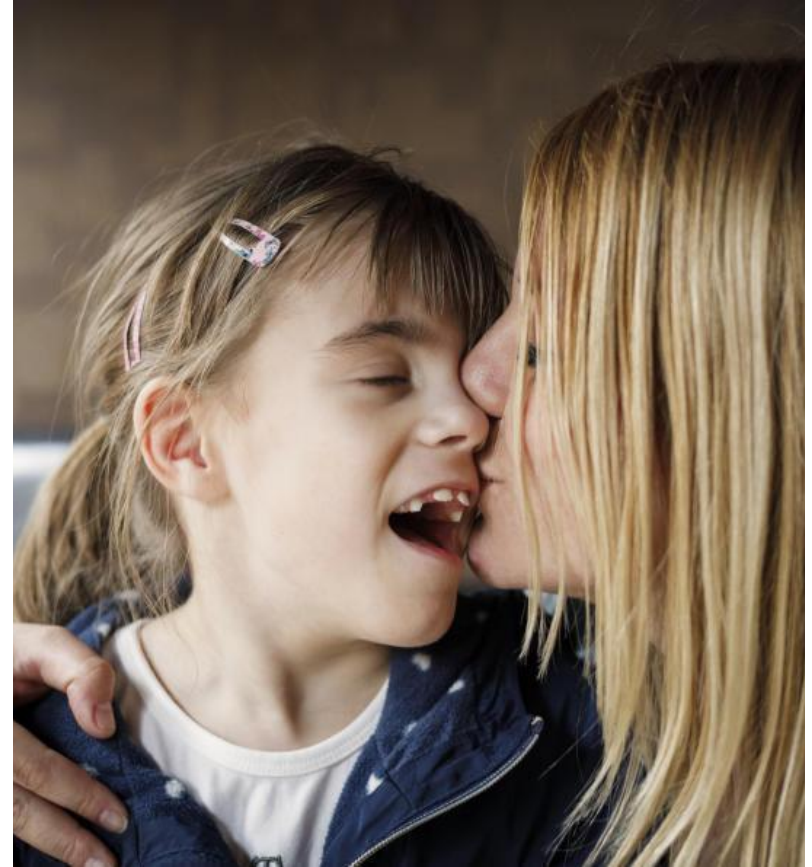
This Photo by Unknown Author is licensed under CC BY-ND

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Supports for Independent Living

I need help during the day
27.59%

I need help during the night
14.18%

I need occasional help during awake and night hours
9.70%

I need someone to stop by my home every day for
7.47%

assistance

I need someone to stop by home every few days for
22.91%

assistance

I don't need someone coming to my home during the
15.43%

day or week for assistance

"Most Important/Neutral/Least Important" variables in an Ideal Housing Scenario

	Most Important	Neutral	Least Important
To live in a safe neighborhood	91.58%	7.68%	.73%
To be near a bus stop	32.72%	48.23%	19.05%
To be in walking distance to retail/restaurants/leisure activities	56.27%	30.37%	13.35%
In walking distance from grocery stores	49.66%	34.76%	15.58%
In areas where you can eat with other people	37.16%	48.35%	14.48%
In a community space with on-site community activity	49.46%	20.45%	29.99%
To be close to spiritual opportunities	23.00%	42.18%	34.81%
To be close to recreational activities	48.33%	31.49%	19.83%
To have staff to help me with things like getting dressed, cleaning or cooking	56.31%	25.75%	17.93%
To be close to on-site job training/job opportunities	41.41%	30.43%	27.47%
To have access to assistive technology needed to participate in daily activities	46.75%	26.18%	27.06%
To have access to special lighting	18.29%	30.59%	51.11%
To be near parks and green areas	47.80%	40.13%	12.07%
To be near farm animals, agriculture and/or gardens	24.62%	44.11%	31.26%
To have social opportunities with others	68.15%	18.99%	12.85%
To be close to friends and family	87.97%	6.61%	

Spanish Speaking Participants

Crucial Housing Needs That Are Falling Through The Cracks

Crucial housing needs in conjunction with implementation of service waiver(s), voucher(s), and necessary funding.

A percentage of respondents described housing situations that put their daily health, safety, and wellbeing at risk.

The added variable of the language barrier is making it more difficult for this portion of individuals receiving services to communicate housing issues that are immediate in nature.

Total Waiver Enrollment by Fiscal Year (Statewide Statistics)

Total Waiver Enrollment by Fiscal Year

Fiscal Year	BI	CCT	CES	CHCBS	CHRP	CIH	CLLI	CMHS	DD	EBD	SLS	TOTAL
FY 2020/21	667	55	2,564	2,245	201	223	223	4,235	7,317	31,189	5,393	53,601
FY2021/22	727		2,753	2,466	293	747	206	4,336	8,122	31,682	5,462	55,173
FY 2022/23	814		3,109	2,653	329	294	186	4,373	8,416	33,005	5,157	57,646
FY 2023/24	826		3,579	2,645	392	334	170	4,279	8,673	32,984	5,225	58,401

Fiscal Year 2023/24 DD and SLS New Enrollments

DD and SLS New Enrollments

Waiver	July-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
DD	43	43	37	56	44	44	57	48	51	46	40	44	552
SLS	41	50	44	48	42	38	36	62	50	41	43	39	527
Total	84	93	81	104	86	82	93	110	101	87	83	83	1,074

Number of DD and SLS Members by Support Level
Levels 1 - 7

Support Levels

Waiver	FY	1	2	3	4	5	6	7
DD	FY 2020/21	892	1,543	1,264	1,353	1,476	1,100	280
DD	FY 2021/22	1,007	1,734	1,364	1,473	1,665	1,297	224
DD	FY 2022/23	1,011	1,752	1,396	1,486	1,753	1,432	224
DD	FY 2023/24	972	1,725	1,381	1,469	1,782	1,482	241
SLS	FY 2020/21	1,951	1,830	585	397	376	307	
SLS	FY 2021/22	1,932	1,910	603	402	387	306	
SLS	FY 2022/23	1,741	1,839	577	372	370	294	
SLS	FY 2023/24	1,741	1,880	594	377	377	300	

Wayfinder RFP Data

Data was collected from May 2024 to present.

Wayfinder is an avenue for Case Management to coordinate care, improve service delivery, and track outcomes.

Boulder County's single entry point A&I Avenues started using Wayfinder in May 2024

- Many responses are marked as "Closed" or Expired".
- Multiple instances of individuals being "Placed", especially in higher-level tiers (Level 3, Level 4, Level 6).
- Several cases remain "Open"
- Higher-level tiers (Level 5 and Level 6) show a mix of "Closed" and Open" statuses.
- Level 1 tier has very few responses.
- CHRP has recorded no responses.
- No response to Group Home Requests.
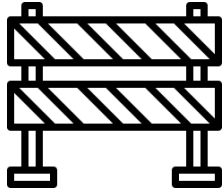

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Thank you!

Please contact me with any questions.

Rebecca J. Seiden, Boulder County Human Services, IDD Mill Levy Program
303-817-6090 rseiden@bouldercounty.gov

BOULDER COUNTY
HUMAN
SERVICES

Tips for building a data driven company

Barriers to being data-driven:

- Only 26% of organizations are data driven
- Requires focus on organizational change, not a tech challenge but a people challenge
- Must have focus on data at leadership level

- Set company direction and strategy using data
- Inspire curiosity with data (and your culture) - Think Different
- Define and examine goals with data
- Predict the future with data
- Criticize your data
- Invest in collecting data
- Invest in defining terminology
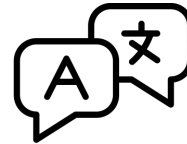- Improve your data
- Embrace the journey (you will never finish)
- Perfect is the enemy of good

Themes from the Imagine! Boulder County Data that Influenced Programming

Where individuals live vs. Where they want to live

In order to achieve optimal independence individuals need more support or skill building

Individuals that are English as a second-language speakers are falling through the cracks

People are worried about how living alone can affect their safety and feeling connected

We can be part of solution by increasing the dream of <u>independent living</u> for more individuals

1 By partnering with our BCBAs to apply skill building through Vineland assessment + mentorship (both in apartments for those ready and in group living transition peer settings)

2 Partnering with technology organizations - through Safety Devices, Independence Devices and Remote Monitoring

3 Creating more community-based activities focused on friendship building in their community

4 Supporting individuals to have full and meaningful days through work, volunteer, or day activities. Promote their connection with other community partners to meet all eligible benefits

Community

Friendships

Choice of Location

Technology

Daily Living Skills

Safety

Health

Bilingual Support

Two Different NEW Program Models:
- **Independent Living PLUS**
- **Next Steps Transitional Living**

Employment

Accessible Layout

Data Driven Programming | Imagine!

Thank you!

Questions?

For more information on what Imagine! is doing to support housing initiatives for people with I/DD in Colorado, reach out or check out our website:

📞 (303) 665 - 7789

✉️ jwalters@imaginecolorado.org

🌐 imaginecolorado.org