

# Permanent Supportive Housing: The Impact of COVID-19

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COG Housing Services Committee

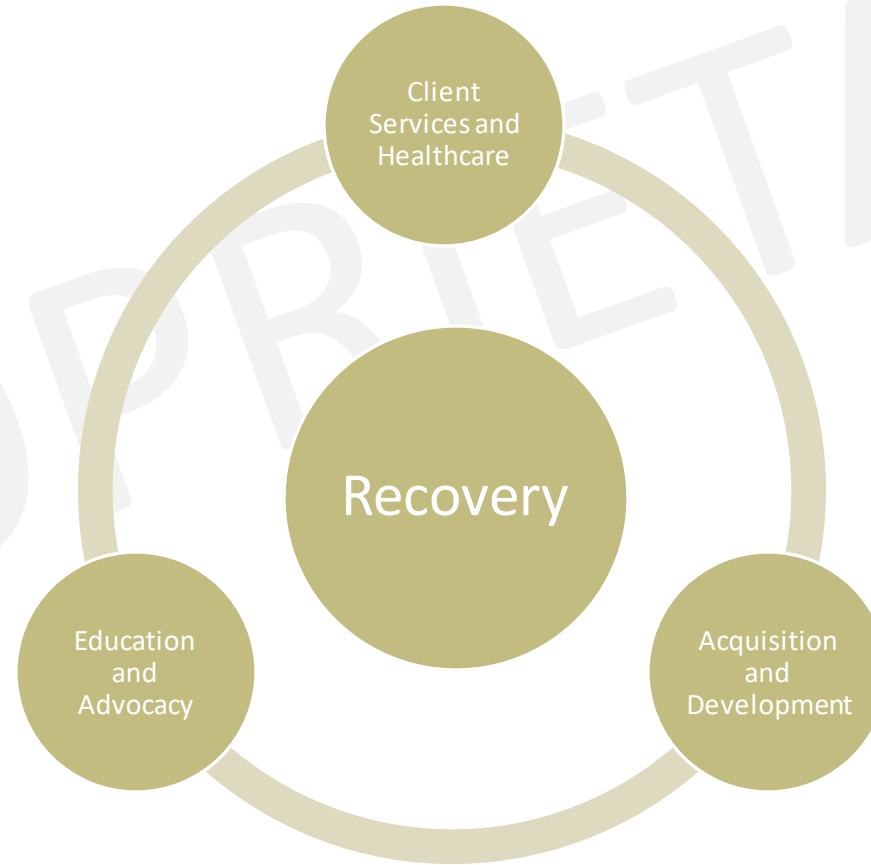
June 25, 2021

Sylisa Lambert-Woodard, EdD, LCSW, LSATP, MAC

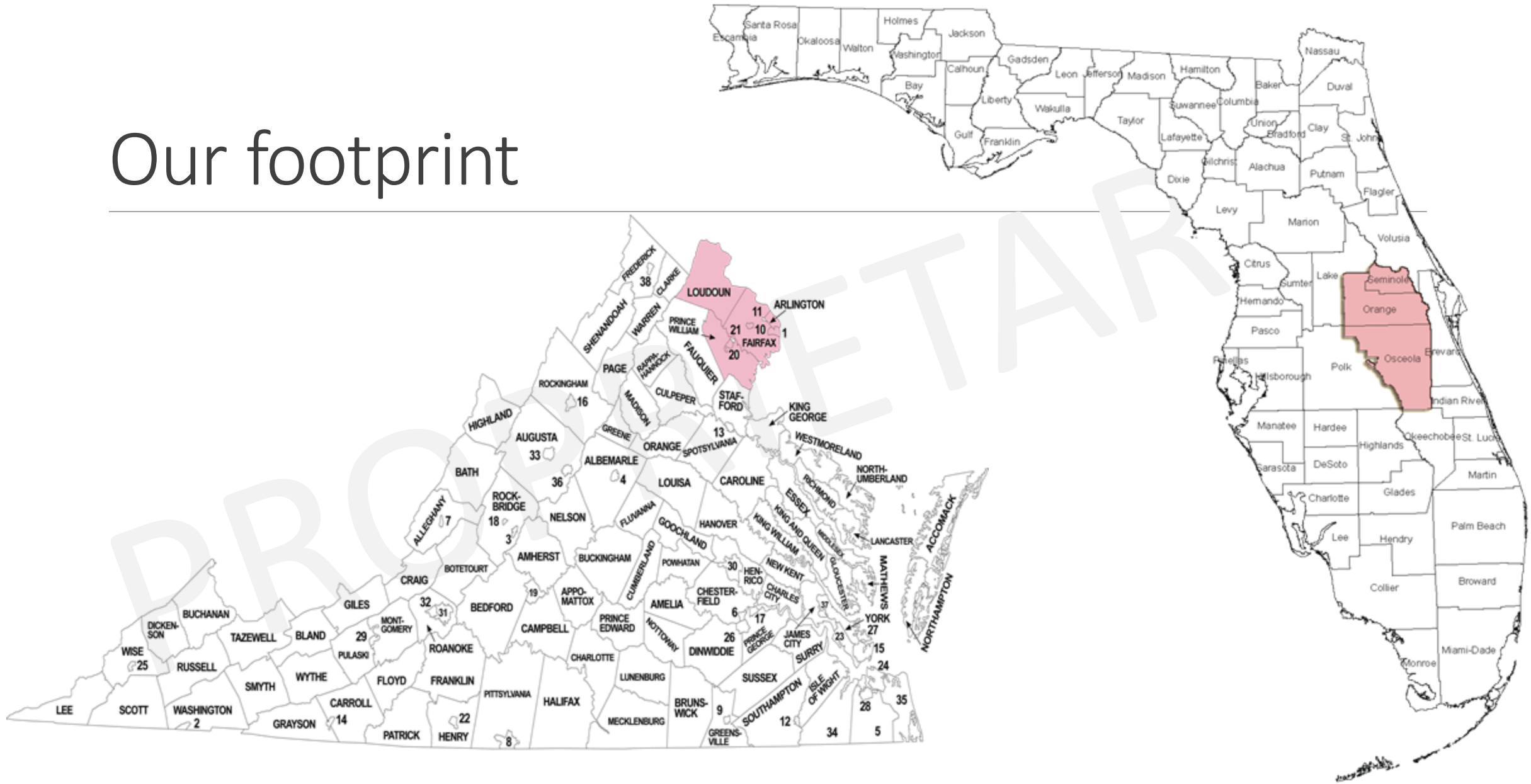
President & CEO, Pathway Homes, Inc.

# Pathways at a Glance

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# Our footprint



# A behavioral healthcare agency built on the foundation of housing.

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Assisted Living Facilities (ALF)

Housing with Case Management Services for Non-Homeless and/or Unstably Housed Adults

Housing with Case Management Services for Homeless Adults

Housing with Tenancy Support Services

Landlord Only Services

## **Supportive Services**

Pathway Homes is a behavioral health agency fundamentally designed on a foundation of housing. Case management services focus on helping individuals attain and strengthen the skills needed to manage their mental and physical health, maintain their home, enhance personal relationships, develop healthy life habits, and promote the achievement of personal goals.

Outpatient Services

Crisis Stabilization

Mental Health Skill-Building

# OUR IMPACT: FISCAL YEAR 2020

**1486**  
Lives Touched



**476**  
Permanent Supportive  
Housing Units



**108**  
Units owned



**368**  
Units leased



**616**  
Tenants



**95%**

of individuals served  
remained in  
permanent housing



**95%**

of individuals remained  
out of psychiatric  
hospital beds



**98%**

of individuals  
remained out of jails

“Pathways has helped me to live my daily life with purpose and makes me feel like I have a voice – not only in my life, but in my friendships and community...”

Individual served by Pathway Homes  
(2020 Satisfaction Survey Comment)

# Model Design

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## Permanent Supportive Housing

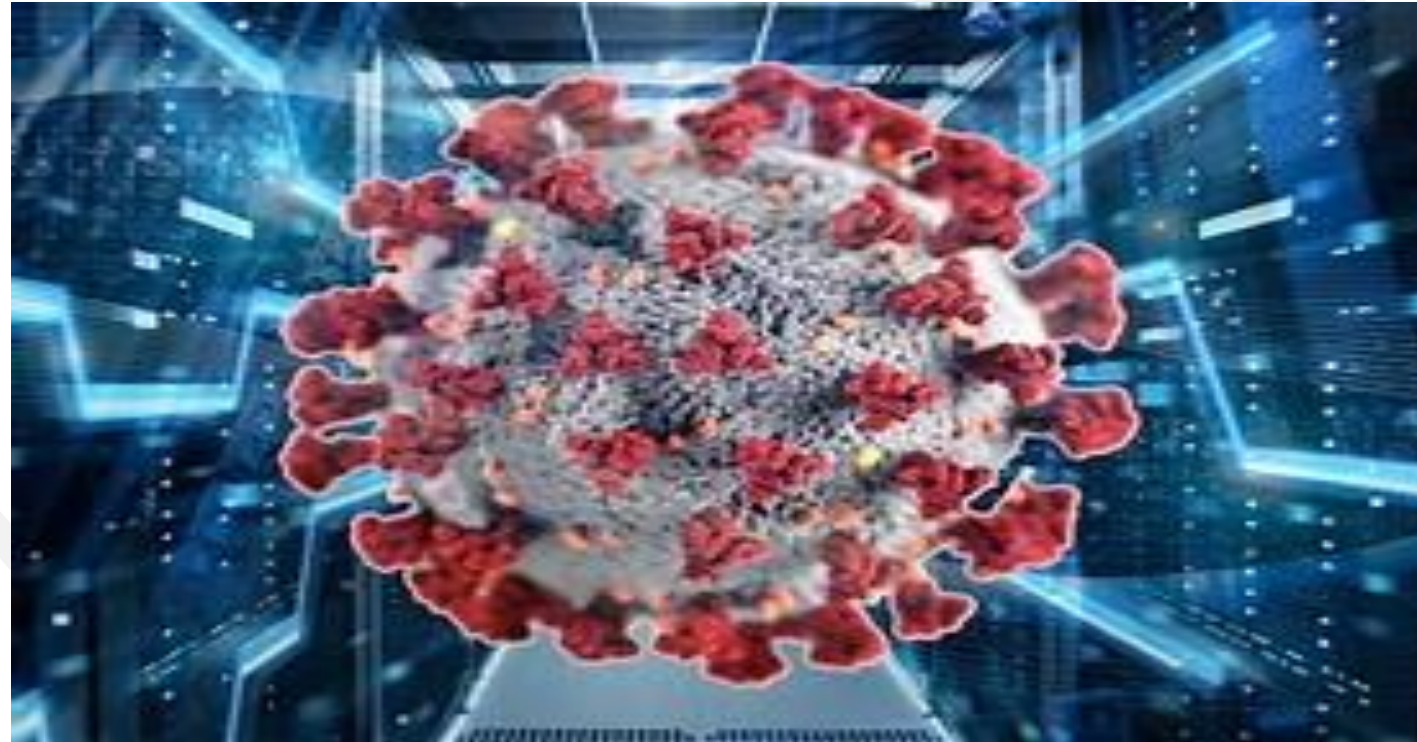
- Housing First/Harm reduction
- Separation of housing and clinical services
- Motivational Interviewing and Trauma Informed Care
- Use of equity lens
- Choice in housing type and location
- Choice of service provider
- Community integration and advocacy

## Landlord AND Service provider

- Housing, Clinical, Tenancy Supports

# Coronavirus – covid-19 Impact on Pathways PSH

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# COVID-19 CLIENT AND STAFF IMPACT

## prioritizing health & safety during novel pandemic

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☐ # of clients infected	9
☐ # of staff infected	4
☐ # of staff *days lost	44 (352 hours)
☐ # of client deaths related to COVID	2 (both ALF residents)
☐ # of drug related overdoses	1



# Impact on Behavioral Healthcare services:

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Increase in crisis stabilization services

Increase in all BH services when traditional agencies went 100% virtual

Increase in client symptomatology

Debriefing for staff and clients at ALF d/t loss of life from COVID-19

Increased support to family members

Increased challenges managing consumers in ALF programs due to restrictions with visitation and loss of daily activities outside of the programs/residences.

Loss of events for consumers and staff-camaraderie building/socialization

# Service Impact

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Implemented guidance/recommendations from CDC, Fx. Health Dept. and DBHDS

- increased use of telephonic and virtual outreach and supports to clients where appropriate
- use of COVID screening questions prior to the provision of in-person services
- restricted transportation of clients to essential medical appointments only
- supplied masks, gloves, hand sanitizer, and disinfectant to staff
- supplied face masks to clients
- provision of disinfectant to congregate sites
- system for food and supplies delivery to medically vulnerable clients
- training for staff in conducting COVID screenings
- training for staff in fitting and proper use of protective equipment-education to clients on disinfecting, handwashing, social distancing, and mask use

# Operations Impact

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March 2020 – CARES Act provided 120 moratorium on rent payments. Supplemented VA Governor's order which was effective until September.

September 2020 – CDC order temporarily halting evictions due to non-payment of rent. Expired December 31, 2020.

December 2020 – CDC order extended through January 31, 2021.

January 2021 – CDC order extended through March 31<sup>st</sup> and subsequently June 30, 2021. **Just Extended through July 31, 2021**

CARES Act funds not helpful to population served – already receiving federal subsidies and/or not unemployed due to COVID.

Administrative burden: delinquency notices, payment plans, communication of changes etc.

15% delinquent: impact on future eviction rates

Dependency on community coordinated services for rental relief funding

Huge output of IT expenditure (hardware, software, equipment for staff etc, IT security)

# Housing/Leasing Impact

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Revised property management protocols.

- Pre-screening of tenants – remote/community-based.
- Re-prioritization of maintenance requests – resulting backlog
- Initial halt in move-ins for shared units (ref: CoC client and legal action against Pathways all the way to the VA Supreme Court – finding in favor of Pathways)
- Increased use of external contractors with specialized universal precaution protocols and PPE
- Managing increased tenant/landlord concerns
- Reporting infections and HIPAA privacy concerns
- Remote operations for leasing communities
- Role of technology: virtual unit tours, lease-signing, remote certifications, video intakes

# Fundraising Impact

Supporting immediate needs vs long-term program support

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## **15% decrease in fundraising \$\$**

### **Contributing Factors for Decrease:**

- 1. Major events moved to virtual platform or postponed**
- 2. Individual donations decreased**
- 3. Significant reduction in volunteer hours, interns etc.**

### **Received six COVID grants:**

- Most restricted to COVID-related expenses, short term; one-third require upfront expenditure.
- Used for grocery purchase and delivery, grocery gift cards, delivered meals to assisted living facilities, PPE, hand sanitizers, office cleaning, increased IT expenses, Tracfones, etc.
- In-Kind Donations and volunteers
  - 456 handmade masks
  - 8 instances (296) donated meals delivered to Stevenson Place
  - Donated disposable gloves, gowns and other PPE
  - Three volunteers picked up and delivered groceries to six of eighteen congregate homes every two weeks between April and June.

# Financial Impact

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Approximately 750 Hours of Quarantined Employee Labor hours

Since 04/01/2020 Hourly Hazard Pay Bonus Incentive for ALF employees

COVID Bonus for all eligible employees

Medicaid Revenue decreased by 40% over prior fiscal year

Decrease in rent collections from tenants due to moratorium of evictions and legal actions as of 6/24/2021.

Difficulty in hiring and retaining employees for direct care and face to face consumer visits.

Could not fill congregate setting vacancies due to moratorium. Loss of revenue.

Costs for sites and administrative office specialized COVID-19 cleaning/sanitization

Costs for sanitizing supplies for staff use

Increased IT costs for effective service delivery to consumers, and increased staff telework

Increased labor time to scan and upload documents that would otherwise be reviewed on-site in paper or through granted access to software systems under staff supervision.

**PPP loan has resulted in being financially solvent and capable of scaling our model in the region.**

# Virginia- Cost of Services

*Partnerships Increase ROI*



**\$800**

Psychiatric in-patient stay



**\$560**

Emergency room stay



**\$167**

Night in jail



**\$37**

Shelter



**\$25**

*Pathway Homes subsidized housing and services*

