

FREQUENT USER INITIATIVE

A PILOT PROJECT
IN HAMILTON COUNTY, TN

Homelessness
Mental Illness
Jails/Hospitals

2.21.2018

WHAT'S THE PROBLEM?

**An estimated
40% of the inmates in
Hamilton County have
mental illness.**

WHAT'S THE PROBLEM?

A small segment are
severely and persistently
mentally ill and homeless,
which causes them to cycle
repeatedly...

DATA MAKES THE CASE

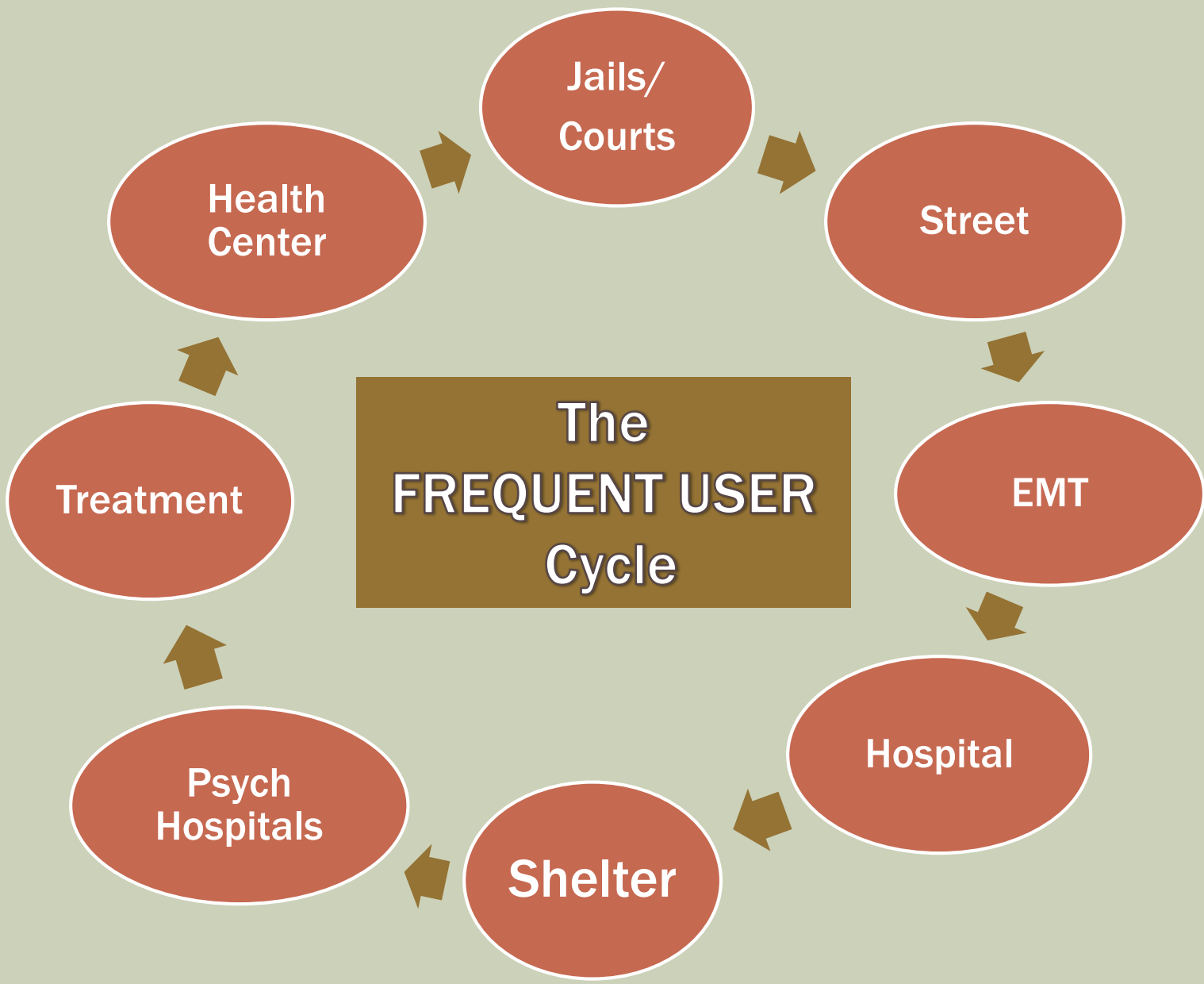
FREQUENT USERS WITH MENTAL ILLNESS

Jail Stays: 2012-2016

Inmate	1 st Arrest	Age	Bookings	Jail Days	Cost
Joe	1989	57	29	477	\$41,499
Tim	2011	40	30	931	\$80,997
John	1993	61	52	1315	\$114,405
Angie	2006	40	9	215	\$18,705
Amelia	1999	40	5	272	\$23,664
Shelly	2011	31	7	299	\$26,013
Mark	1992	43	17	1311	\$114,057

Total: \$419,340+

Figures based on average daily cost to Hamilton County for incarceration.



Jails/
Courts

Street

EMT

Hospital

Shelter

Psych
Hospitals

Treatment

Health
Center

The
FREQUENT USER
Cycle

WHAT DO WE DO?

■ FUSE

- More than 30 cities nationwide

■ Housing with Support Services

- Evidence-based

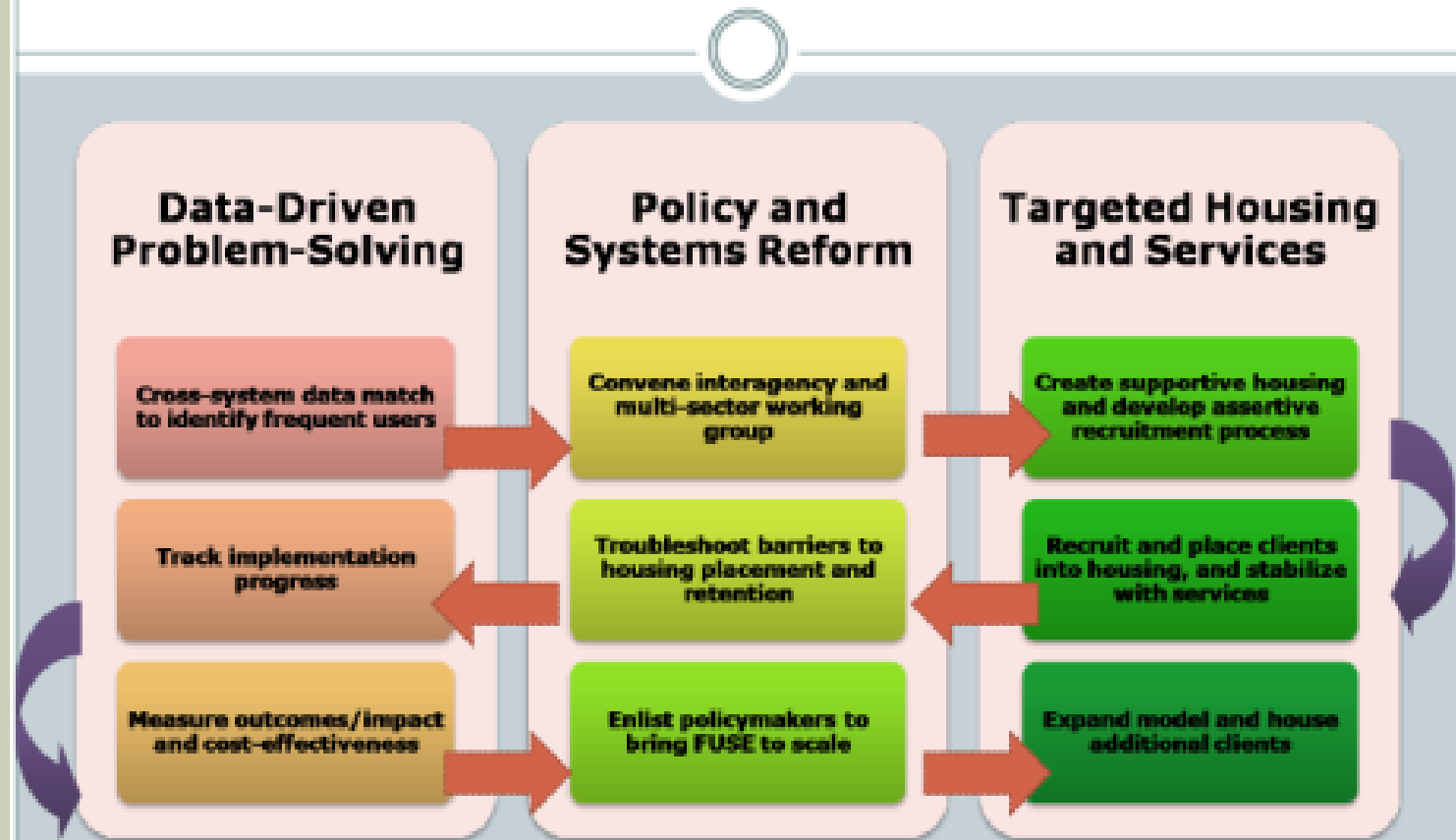
■ Dramatic outcomes

- Cost savings
- Health and well-being

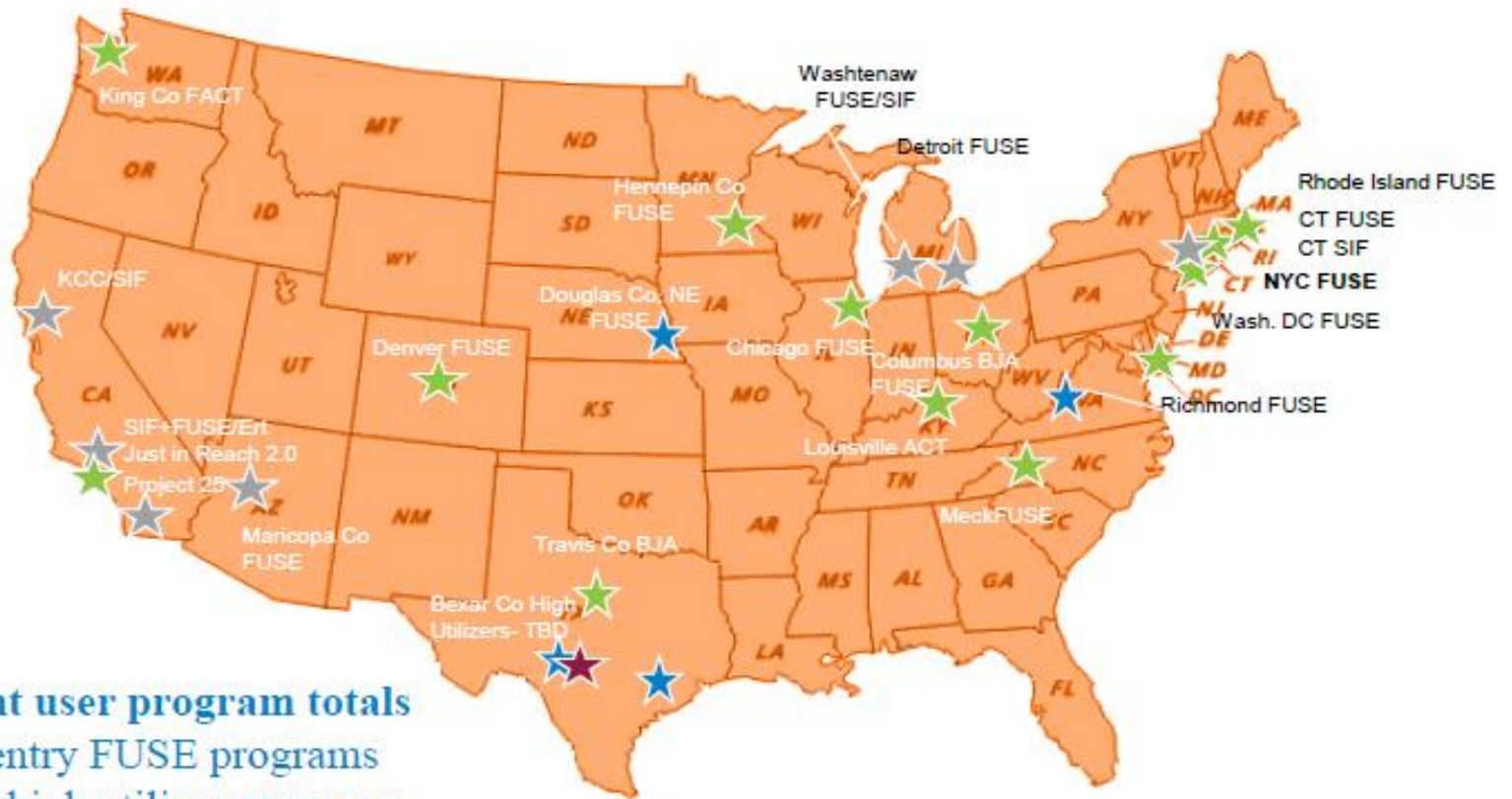
■ Systems Change

- New policies and procedures
- Inform public policy
- Align resources to outcomes

The FUSE Model



FUSE & High Utilizer Initiatives



Frequent user program totals
 17 re-entry FUSE programs
 8 health high utilizer programs
 Approx. 1000 people housed
 Approx. 825 to be housed

- ★ Re-entry FUSE – Operating
- ★ Re-entry FUSE – Significant planning
- ★ Health FUSE – Operating
- ★ Health FUSE – Significant planning

DATA MAKES THE CASE

Video clip #1

Urban Ministries Center

Charlotte, North Carolina

<https://www.youtube.com/watch?v=bck4TUhASZo>

DATA MAKES THE CASE

Moore Place

www.csh.org/fuse

\$2.4 million in health care savings the first two years

- 85 people housed
- 648 fewer emergency room visits
- 292 fewer hospital days
- 90 fewer arrests
- 1,050 fewer days incarcerated
- 76% reduction in 911 calls



“We can house someone permanently for less than \$30 a night.”

*Caroline Chalmers, Housing Works Director
Charlotte, NC*

OUR VERSION OF FUSE

- 1. Identify 25 to 50 highest need frequent users**
 - History of repeated use of jails and hospitals
 - Serious and persistent mental illness/co-occurring disorders
 - Chronically homeless
- 2. Provide permanent supportive housing with 24/7 support services**
- 3. Commission an independent evaluation**
- 4. Apply learnings... do more!**

SUPPORTIVE HOUSING/HOUSING FIRST

- Supportive Housing
 - Permanent subsidized housing
 - 24/7 support services team (e.g. A.C.T.)
- Housing First
 - No hoops
 - Treatment is voluntary
 - Standard tenant rights and responsibilities
- Validated by research; evidence-based
- Highly effective for high-needs individuals
- Reduces/avoids costs



WHO PAYS?

- **Project expenses**
 - Staffing and operations
 - Technical assistance
 - Evaluation
- **Rent and Support Services**
 - Existing state and federal sources
 - Capital campaign?

HOW WILL IT WORK?

1. Define “frequent user”
2. Cross-reference data from multiple sources
3. Create by-name, prioritized list
4. Outreach and invite
5. House and support
6. Evaluate, share results
7. Determine next steps

WHO IS “WE”

- Hamilton County Sheriff’s Office
- Hamilton County Development Department
- Hamilton County Health Department
- BlueCross BlueShield of TN
- CHI Memorial
- City of Chattanooga
- Mental Health Court
- Chattanooga Housing Authority
- Private Citizens

BROAD NEEDS

- **Discovery/Research**
- **Data Collection**
- **Process Analysis**
- **Public Awareness**
- **Grants Fundraising**
- **Evaluation**
- **Project Management**
- **Interns!**

THE BIGGER OPPORTUNITY

CHANGE THE WAY WE THINK.

CHANGE THE WAY WE ACT.

CHANGE THE WAY WE DO BUSINESS.

INSPIRATION

- Video clip #2

Tackling Patients' Social Problems Can Cut Health Costs

PBS New Hour

<https://www.youtube.com/watch?v=eY1hFFwj5GQ>

TOPIC TO EXPLORE

- Healthcare/Mental Health
- Social Determinants of Health
- Homelessness/Housing
- Jail Reduction/Justice Reform/Reentry

- Change Management
- Data Sharing/Systems Integration
- Communication

- Capacity/Capability Building

- Smart Community Transformation!