

2017 ENDING HOMELESSNESS REPORT

Highlights

An independent analysis of outcomes for Jewish House Supported Temporary Accommodation and HomeBase clients†



HomeBase can save the government \$150+ million per year



†UTS Institute for Public Policy and Governance

Since 1984, assisting over 20,000 people in crisis



Jewish House

THE SCALE OF THE PROBLEM

In NSW, it is estimated that more than 28,000 people are homeless, at a cost to the state government of \$264 million a year. Despite this level of investment homelessness is rising. Between 2006 and 2011 it increased by 27%.

* Australian Bureau of Statistics (ABS), Census of population and housing: Estimating Homelessness, 2049.0, 2011.

THE JEWISH HOUSE HOMEBASE PROGRAM

HomeBase is an evidence based model of post crisis homelessness intervention and prevention (based on the New York City model) that supports clients after leaving crisis accommodation, so that they can establish independent living with appropriate ongoing psychosocial and medical support. Clients work with those professionals who already understand their goals and needs.

In the beginning, each client or family enters emergency accommodation and are supported with trauma-informed intensive case management. Once a client's needs are assessed an interdisciplinary case management team develops immediate, intermediate and later intervention

strategies to address the underlying causes of the homelessness crisis.

This model strongly aligns with the service expectations for Supported Temporary Accommodation outlined by Family and Community Service (FACS). Research in Australia and abroad confirms that people leaving homelessness can better sustain longer term goals if they remain supported for at least 12 months after leaving refuge services.

A randomised controlled trial of the New York City HomeBase model identified that over a 27 month period HomeBase participants on average:

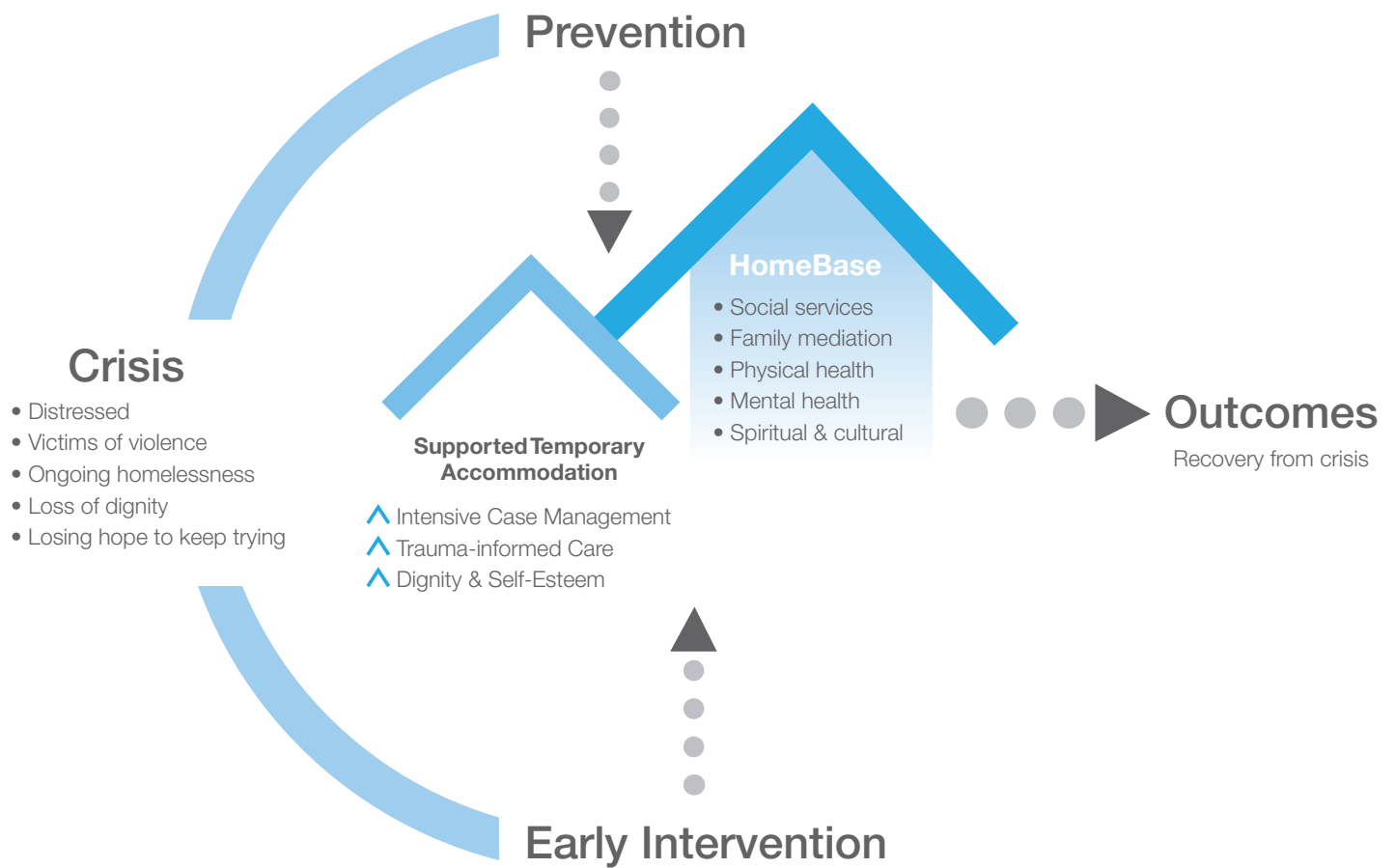
- Spent **25.3** fewer nights in a shelter
- Were **6.5%** less likely to spend at least one night in a shelter
- Were **12.2%** more likely to be employed

A MESSAGE FROM JOHN BROGDEN AM – Chairman, Lifeline Australia

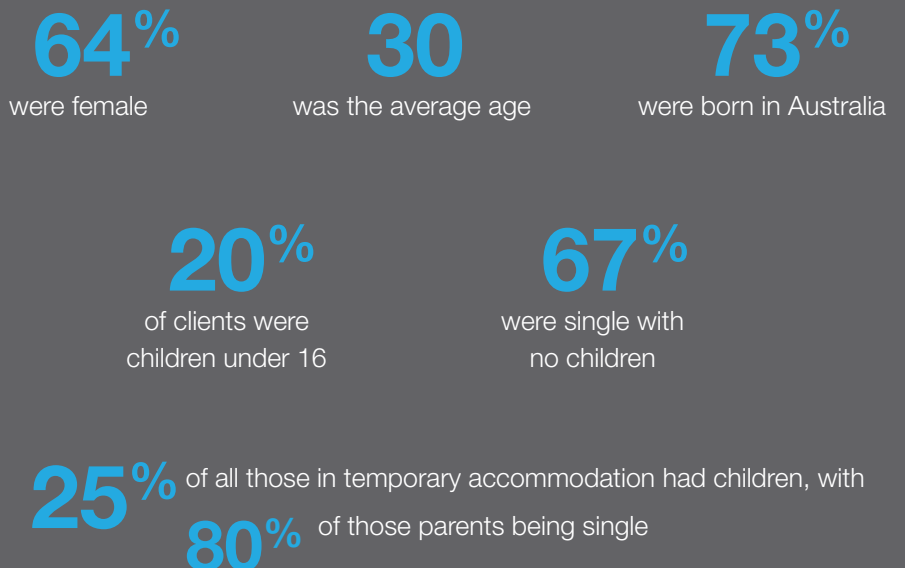
I am delighted to launch the 2017 Ending Homelessness Report with Jewish House and their Supported Temporary Accommodation and HomeBase programs. Jewish House is an important part of the landscape in Sydney for Crisis Care and Prevention and they have been leaders in a range of related matters. This report, independently verified by UTS, is a validation of their important work. I have known Jewish House for more than 15 years and deeply admire the work they do. Although this report and much of their work is focused on homelessness, it cannot be dealt with in a vacuum.

The causes of homelessness are many and varied, and inevitably, if an organisation is involved with homelessness to the extent that Jewish House is, they will be exposed to all nature of mental illness, domestic violence, addiction and family breakdowns. The need to address these issues within the social welfare budget is very expensive. It is evident that a new approach - such as the one Jewish House has been practicing - will not only contribute to the welfare of the person in crisis but can also save society significant costs. I commend this report and its benefits to you.





Jewish House helped 572 clients between January 2015 and December 2016.



Clients at Jewish House seeking temporary accommodation reflect the full range of complexities of people who become homeless including; victims of violence, anxiety, depression, illicit substance abuse and alcohol abuse, with nearly all unemployed.

Stable accommodation at the end of supported temporary accommodation

The median period of supported temporary accommodation received at Jewish House was 13 days. Importantly, Jewish House has a high rate of success placing clients from supported temporary accommodation in stable accommodation. Just over three-quarters (77%) of temporary accommodation clients were successfully placed in stable accommodation at the end of their stay at Jewish House. This exceeds published success rates for other service types in NSW in 2015-16. Just over half of all Jewish House temporary accommodation clients were placed in supported accommodation (35%) or private accommodation (16%).



Figure 1: HomeBase clients successfully in stable accommodation

The HomeBase Program has contributed to stable housing outcomes for clients

After three months of extended support, the HomeBase program has helped create an increase of 7% of stable housing (81%).

This increased to 93% after six months highlighting the benefits of ongoing support (Figure 1).

After three months 38% of those in stable accommodation were renting an apartment or house and 23% were in a shelter or refuge.

After six months the number of HomeBase clients in private rental increased to 50% and the number in a shelter or refuge fell to 9%. The most critical period for maximum benefits of the HomeBase program on a client's life is between the three and six month marks. Clients reported a welcome reduction in challenges finding shelter, a place to wash or bathe, a place to go to the bathroom, a place to wash or clean clothes and finding enough to eat. This reinforces the importance and success of the ongoing support provided by HomeBase.

People leaving HomeBase have improved mental health, lower use of illicit substances and alcohol

In addition to improved housing outcomes, HomeBase has contributed to improved mental health and reduced illicit substances and alcohol abuse. People leaving Supported Temporary Accommodation at Jewish House and spending six months in HomeBase have a:

12%

reduction in self-reported mental health issues

42%

reduction in illicit substance abuse

30%

reduction in alcohol abuse

This reduction in substance use is important given the high levels of comorbidity between illicit substance use, alcohol use and mental health issues at intake.

People leaving HomeBase have increased employment and reduced reliance on welfare benefits

After three months in HomeBase, there was a 4% increase in employment from 6% to 10%. Employment increased to 14% after six months. Concurrent with this increase in employment there was a 15% reduction in the number of clients receiving a Newstart allowance. There was an initial increase after three months which could reasonably indicate an increase in the number of clients looking for employment.

HomeBase could save the Commonwealth and State Governments \$150+ million per year in avoided service costs

Jewish House is ready to scale up its facilities to 200 beds, servicing 5,000 clients a year. This can save governments \$150+ million per year. The estimated potential annual cost offset from preventing homelessness is approximately \$33,000 per annum or \$794,900 over the average lifetime of someone who is homeless. Data shows that 93% of all HomeBase clients secure stable accommodation within 6 months.

HomeBase clients	Beds	Stable accommodation rate	Ave. cost offset per client p.a.	Total annual offset	Ave. post-support life span	Average life time cost offset per client	Total lifetime offset
261	12	93%	\$33,000	\$8.6m	43 years	\$794,000	\$207.2m

Based on an Australian Housing and Urban Research Institute (AHURI) 2013 national study on homelessness, adjusted for inflation (3% p.a.)

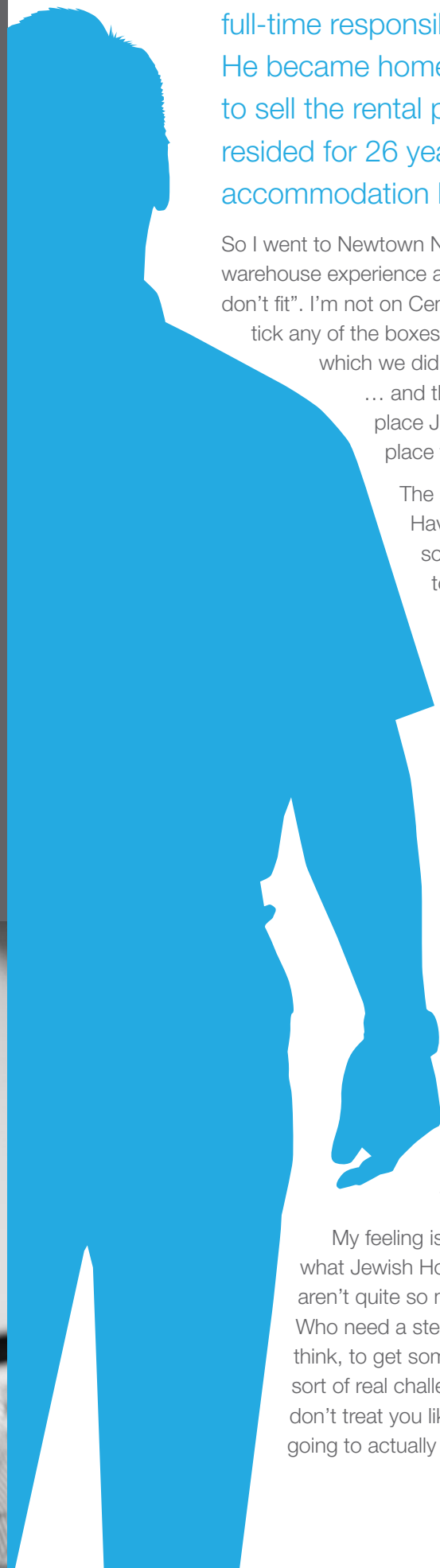


For 261 clients and a \$620,000 investment, Jewish House offset the potential costs of \$8.6 million to the community

THE REAL LIVES OF HOMEBASE

Jewish House is proud of its achievements in supporting clients and families to avoid the ongoing trauma of homelessness and unstable housing. As an innovator and leader in the sector, Jewish House is also determined to continue to measure and report on its outcomes with clients, offering clients and funders transparency and accountability for its work. However, it is the real lives and stories of those who find refuge at Jewish House that motivates the organisation to see more done to improve the availability of supported crisis housing to those who need it, as quickly as possible. These are their stories. We thank Professor Alan Morris, University of Technology Sydney, for his care and compassion in conducting these interviews.

Rabbi Kastel OAM, CEO
Jewish House



Mick, 45, divorced father of 3 children with full-time responsibility for his 14 year-old son. He became homeless when his landlord decided to sell the rental property in which Mick has resided for 26 years. Mick couldn't find affordable accommodation before his end of lease.

So I went to Newtown Neighbourhood Centre on day 3 I think of the warehouse experience and they very quickly, firstly they said, "You don't fit". I'm not on Centrelink or anything like that, so we didn't tick any of the boxes. They very quickly said to me just wait there which we did and they got on the phone and rang around ... and they came very quickly and said, "There's this place Jewish House. It's wonderful. They've got a place there available"

The accommodation was fantastic, absolutely. Having had no experience prior to this if somebody would have said to me you're going to be in homeless crisis accommodation, the images I conjured would have been entirely different to what they were... We had a very nicely appointed apartment.

In mysterious ways they're very supportive.

Negotiating the system. I'd had no experience of the system before so I guess the most important part in terms of support the initial support was what I had to do – here's what you need to do – they laid it all out for me. We need to get you to go and see these people.

They try and understand what your hurdles are and then they certainly in my case helped me to address the hurdles in a very proactive way.

It felt very normal and I think that's a strength of the place is that you don't feel like you're destitute. They're so natural here. So that's the gold in this place.

My feeling is that there needs to be more places akin to what Jewish House is doing. That are there for people who aren't quite so needy. Who just need a place to go. Who need a stepping stone, a spring board, need a minute to think, to get something. You're not treated like you have some sort of real challenge, other than a real world challenge. That don't treat you like a loser you know. That accept that you are going to actually move forward and move through...

CLIENTS – BEYOND STATS AND COSTS

Maggie, 46, mother of one son with severe learning disabilities requiring full-time care. She was living with her son in her car for a couple of days having escaped domestic and family violence. Maggie tried for months to find accommodation but without a rental history, and needing to find housing that was safe for her son, she was without work, without income, and struggling to cope.

No one would give us somewhere to live and we... were in Kennard's Storage. And my son was saying, "Mum I can't sleep in the car. I'm scared". That day I did ring up emergency housing and I said, "Look", this was a Saturday night, I said, "We have to sleep in our car" and they said, "We're really sorry, we've got nowhere. Can you just stay somewhere, just for the next two nights and come and see us on Monday".

When I found Jewish House I felt - rescued. They were the only people who really and truly cared.

It was like they (Jewish House) picked us up out of the street and supported us quite a bit with talks, food, making us feel comfortable just everything... I like to talk to somebody that understood my situation. Even if I was talking gibberish, they were still there listening to me.

Jewish House are very, very good at making you feel like you are family and everything's okay. I mean that was one of the most important things.



Isabella, 50 years old, originally from South America. She had a long history of successful private rental tenancy however she could no longer afford the rent. Eventually, she obtained temporary accommodation through Jewish House. She has suffered mental illness and has only worked itinerantly for the past decade.

For me it was big surprise I got a lot of free help. I think Jewish House is more generous for homeless people than other organisations. If I not found the Jewish House...I still maybe live in the refuge...I got so upset. Now I'm well because they found a room for me. Now I do well. I think I start to work, I think I find job...I feel so well. I tell you I go for a job after tomorrow. My feeling now is okay, is all right.



I was desperate. I'd gotten on my knees so many times you know. Not to be religious or spiritual, but I was on my knees – "What do I do? I have no idea"

In the previous 24 hours before hand you know I had my so called family try to institutionalise myself you know and take my daughter from me ...They had tried everything in their power to make sure I had nothing and made sure of that. That's what I mean when I came here I felt safe and I nearly could have lost everything again 24 hours previously...

The first thing is they made sure we had everything we needed which was basic toiletries because you know it comes down to a hair brush, or brushing your teeth.

Even the shower. You know they have a nice shower. We hadn't had a decent shower in two months. We could have a shower but it was different. And that was all just ready for us as such. And then once we hit that bed, I still remember Emily's little face when she lay down and she just looked like that little baby that gets all snuggled in and I saw this big sigh of relief, that's okay.

She can relax now. I can relax.

We automatically felt safe.

Chloe is 34 and her daughter is 9. Chloe suffers intermittent severe anxiety and depression as a result of a domestic violence situation. Chloe's family believed she was 'unfit' to look after her daughter, and so she had been sleeping at friends' houses for a week whilst trying to get help.

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Support



Jewish House

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