

Welcome!

Fill out a name tag,
get some refreshments,
then sit next to someone you don't know.

Thank you for joining us!

**Thank you,
Livingston Food Resource Center!**

Agenda

11:00 - 11:15 a.m. Reminders and Ground Rules

11:15 - 11:40 a.m. Presentation of Report Findings

11:40 - 11:50 a.m. Clarifying Questions & Discussion of Report

11:50 a.m. - noon Working Break: ID Additional Priorities, Gaps, and Needs

noon - 12:20 p.m. Discussion: Opportunities for Engagement and Collaboration

12:20 - 12:30 p.m. Closing

Ground Rules

to facilitate open and productive dialogue

Respect Each Other

Respect the Group

It's OK to Disagree...

Keep the Conversation

Agreeably

Constructive

Perspectives from Park County Providers:

Challenges and Opportunities for Improving Care of Community
Members Experiencing Homelessness and Housing Insecurity

Assessment Goal & Process

Project Goal: Inform emergency shelter and tenancy support service planning in the aftermath of the COVID-19 pandemic and the June 2022 Flooding Event.

Process: Confidential, in-depth interviews with Park County service providers and an initial meeting to gather qualitative data about shared priorities, challenges, and opportunities.

Interviews with 18 providers from the following 12 agencies/entities/organizations:

ASPEN
Community Health Partners
Friends of the Community
HRDC District IX
L'esprit Behavioral Health Center
Livingston Fire & Rescue

Livingston Food Resource Center
Livingston HealthCare
Livingston Police Department
Park City-County Health Department
Park County Sheriff's Office (Mobile Crisis Response Team)
Southwest Chemical Dependency Program

Park County has a relatively diverse and extensive service network

ASPEN

Southwest Chemical
Dependency Program

Park City-County Health
Department

Livingston Fire & Rescue

Friends of the Community

Loaves & Fishes

Crisis Coalition

Windrider and Angel Line

Frontier Assisted Living



faith-based organizations

philanthropic community members

Livingston City-County Public
Library

public school districts

LiveWell 49

Park County Justice Court

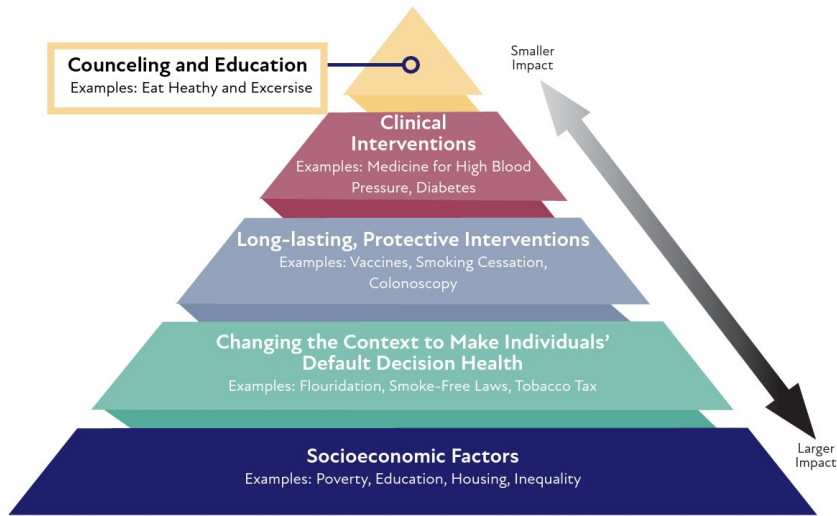
Compassionate Neighbors

day care centers

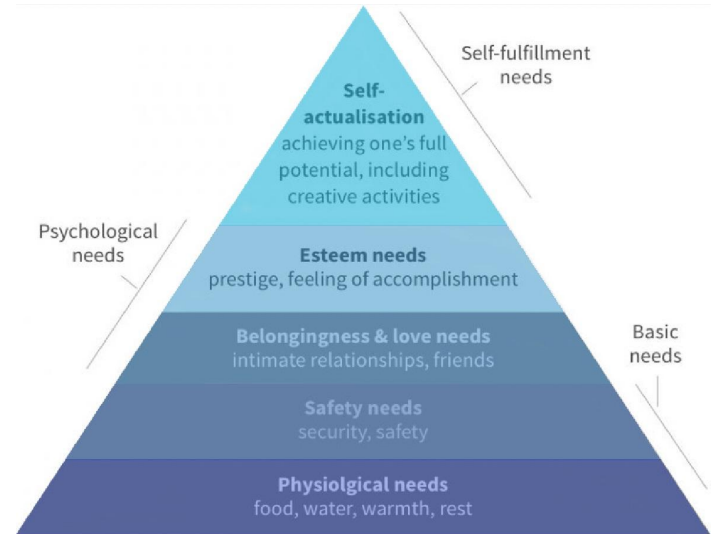
Meals on Wheels

characterized by “good services” and “good people”

Providers share an understanding that housing is fundamental to health and wellbeing.



Housing is a “social determinant of health.”



When clients are “overwhelmed with not having housing, it’s difficult for them to make progress.”

Community need has increased in recent years.

One provider estimated at least 50% growth in the number of people they served in the last 18 months.

Another described having to double the number of group therapy sessions for the first time in the organization's multi-decade history due to increased demand.

Several providers perceived an increase in community members losing stable housing and shelter.

Their observations are validated by the 2022-2023 Homeless Population Point-in-Time Counts, which identified 48 individuals experiencing homelessness in Livingston, a 336% increase from the 11 people identified the previous year.

Providers expect challenges to worsen.

Continued “widening of income disparities”

“Unachievable” costs of living, particularly housing

Challenges in recruiting community and local government support

Serving an aging local population

Rising fentanyl use

Challenges navigating and responding to changes in aid systems

Medicaid redetermination

End of Montana Emergency Rental Assistance

Key Barriers: Shortage of Staff & Housing

Park County's service network is hobbled by mutually-reinforcing barriers:

1. A shortage of providers, due to staff recruitment and retention challenges

- Unreliable program funding and relatively low wages
- Lack of qualified applicants
- Burnout
- Lack of housing for potential and current employees

...results in:

- Many organizations are short staffed
 - One department is at 66% of total capacity and described their turnover as “terrible.”
 - Another is at 75% capacity
 - A third is at a little more than 25% of their professional association's recommended staff capacity for certain services.
 - A fourth reported that they could serve up to 60 people in one of their programs if they were fully staffed; that program currently only has staff capacity to serve 12 people.
- Long waitlists/community members who cannot access services they need

Key Barriers: Shortage of Staff & Housing

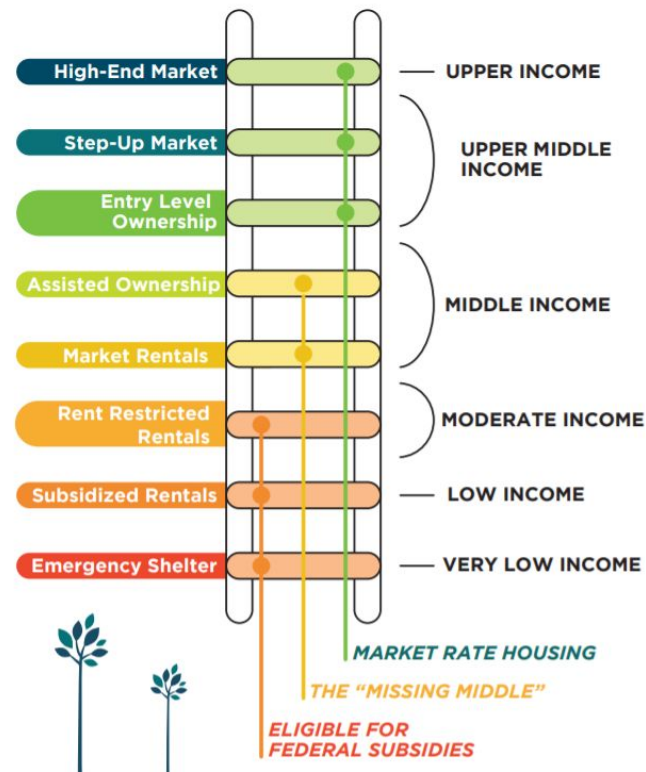
Park County's service network is hobbled by mutually-reinforcing barriers:

2. A shortage of housing along the continuum

- Lack of housing for providers
- Lack of housing for customers, clients, or patients

...results in:

- Distress, frustration, and a sense of powerlessness
 - Provider experience “moral injury” when they cannot meet the needs of their clients, customers, and patients
 - Discharging patients without somewhere to send them “feels like a failure”
- Providers tell potential clients who come to the county for their services not to plan on staying



Network Gaps and Needs

Housing + Supportive Services

Nearly all providers described a need for housing options that offer gradations in levels of support.

Includes but not limited to transitional housing.

Need for supportive housing for those with severe mental illness, chronic health conditions, etc.

Flexible Transportation

A handful of providers identified transportation

Bus options are “tricky” due to scheduling, rules about who can be transported, and situations in which individuals have been banned from the service.

Needed to improve access to healthcare within Park County and beyond

Closer Crisis Stabilization Units

Several providers highlighted a lack of options for people experiencing mental health crises.

Two expressed a desire for geographically closer crisis stabilization units (CSU).

CSUs are one of three “essential elements of effective, modern, and comprehensive crisis care,” according to SAMHA.

Opportunities

Increase Access to Local Behavioral Health Services

Park County Drop-in Center

- Providers agree this is needed
- For adults experiencing mental health or co-occurring disorders
- Provide safe location for socialization, support and access to free services
- Funding gap remains

Improve Collaboration Within the Provider Network

Strengthen the Existing Coordinated Entry Team

- Current participants are L'esprit, CHP, Aspen, HRDC, and the Mobile Crisis Response Team
- Recommended tool of the 2022 Housing Action Plan
- Could be strengthened by
 - participation by Livingston HealthCare
 - more regular meetings

Opportunities Continued

Improve Collaboration Within the Provider Network

Clarify Roles Within the Network

- Providers working in law enforcement, food nutrition, public health, and as first responders saw opportunity in making initial connections with those who might benefit from access to services
- Could serve as a “a conduit for resources,” “a hub”
- Need accurate, up-to-date information about available services

Improve Collaboration Within the Provider Network

Develop a Quick Reference Guide to Park County Services

- Could be used by providers making initial connections
- Could be used by members of the extended network (e.g., faith-based organizations, public libraries, etc.)
- Would require staff capacity to maintain
- Important to solicit input on what information to include

Opportunities Continued

Improve Collaboration Within the Provider Network

Consider Collaborative Data Collection and Sharing

- Some interest from providers
- Challenges associated with setting and adhering to data collection parameters
- Data collection required for the mobile crisis response team
- Would assist in both service planning and communicating with the public

Offer Providers More Support

Provide Regular Training

- Necessary for better service and provider safety at work
- Helpful in combating burnout
- Crisis intervention team training, de-escalation training, and SOAR training are needed
- Several providers in Park County can offer these trainings
- Requires funding and staff time

Opportunities Continued

Improve Collaboration with the Broader Community

- Interest in engaging larger local businesses, faith-based organizations, local government, and those experiencing homelessness and housing insecurity
- Outreach is a strength of some providers, but not all
- Providers desire assistance with fundraising and believe the community has the capacity to give “to the right causes”
- Opportunities for engagement include: healthcare events (e.g., free health screenings, immunization clinics, home health visits), annual dinners, YouTube broadcasts
- 2022 Housing Action Plan recommends collaborating with local employers to increase supply of housing that is affordable to the local workforce

Questions & Discussion

Do you have any clarifying questions?

Do these findings resonate with you?

Anything important missing for today's conversation?

Working Break: Sticky Note Reflection

Are there additional, network-wide priorities, gaps, or needs we might want to consider and/or work on together?

- Write one idea per note.
- Post to wall.
- Group your notes thematically with others that are already posted.

Come back and gather into groups of four.

Make sure you have a writing utensil and paper.

Reflection and Discussion:

What opportunities do you see for better community engagement and education?

- **Start alone.** Write down your ideas. (1 min)
- **Move to pairs.** Build on ideas from self reflection. (2 min)
- **Gather in fours.** Continue to share and develop ideas, looking for similarities and differences. (4 min)
- **Full group discussion: What is one idea that stood out from your conversation?** (5 min)

What opportunities do you see for better community engagement and education?

Reflection and Discussion Notes

- Good Renter Program - 2-day certificate course to educate renters on dos and don'ts. Renters could learn what to do in a crisis (e.g., respond to plumbing issues) and get discounts on their deposits. Leslie F. would volunteer time to initiate this program. Landlords want good renters!
- Engage Park County residents using strategies vetted and recommended by the Park County Planning Board, including Town Halls
- Utilize findings from Park County Planning Board outreach research to connect with Park County residents.
- Utilizing existing community events (e.g., farmer's market) and engaging and educating people in the community who interact with part-time residents and/or visitors (e.g., fishing guides, rafting guides, etc.). Goal is to bring new people to this effort.
- Need to increase private sector representation and people who utilize services. Park County Health Department is developing a permanent trap line - a single, physical location where folks can reliably access accurate information.
- Expand communication beyond usual folks via storytelling, designating/hiring someone with an education/outreach focus. Interest in the Park County service provider network maps, both disseminating them and developing them as an outreach/education tool.
- Which org/orgs can and should do engagement and coordination (LiveWell 49 or Park County Housing Coalition). Service providers are busy!! Need to raise awareness among folks who utilize the service network. Need to increase understanding among other community members, including donors, what it is like to navigate service networks/access resources.
- More downtown/entertainment events to reach a broader audience. Service providers could have organic conversations in those settings. Many existing Park County coalitions and working groups that engage professionals. How do we bring residents whose work doesn't revolve around this issue into the conversations? Would be advantageous to have ambassadors who can share accurate information.

Thank you!

Katherine Daly

mobile phone: (406) 589-8250

email: kdaly@thehrdc.org

