



Haven for HOPE[®]

A National Model for Homeless Response

Haven for  HOPE[®]

To offer a place of *hope* and
new beginnings

**We provide, coordinate and deliver an
efficient system of care for people
experiencing homelessness in San
Antonio**



A Community Designed with Dignity

Haven for  Hope



A Community Design

- Revitalizing an unused space adjacent to public spaces that connect with homelessness – hospitals, courthouse, jail, etc.
- Designed like a small town with a main street, park like space grounded by a chapel, community dining space, barber shop, kennel, fitness center, childcare center, housing options, community center filled with service providers, and separate law enforcement system.
- Haven has about 2,000 people on campus any given day making it larger than 50% of the cities in the US.⁽¹⁾



Designed with Dignity in Mind

- When determining placement of living quarters for Haven, care was taken to ensure that dorms, spaces for overnight sleeping and client spaces were new construction and that renovated warehouses were used for staff spaces.
- The community design allows those who have lived on streets/their own to work to integrate themselves into the Haven community to develop skills before they move back out into the large San Antonio community to improve that transition.
- Haven was designed with two options that have differing requirements to allow clients choice in how they access and move through services at Haven.

Haven's Options for Clients



Transformation Campus Our Residential Program

- Average stay of 4 months
- Dorm style residential living
- Substance Abuse & Mental Health in Patient program run by CHCS & Sober Living Run by Pay it Forward
- Clients need ID
- Clients must have 9 months of residency in Bexar County
- Clients must be sober
- Clients develop a housing & income plan and are connected to all services needed through the Transformation Center
- Children & families reside here



Courtyard Our Low Barrier Shelter

- Everyone sleeps indoors year-round on mats with exception of a group of men and women in programming who have assigned bunk beds
- Clients do not need ID
- Clients do not need to provide local residency
- Connected to housing, employment & all services needed through the Resource Center
- Clients do not have to be sober
- Clients can stay as long as they need to
- No minors allowed



Designed on a Scale for Maximum Impact

The Scale of Haven for Hope



Haven's Importance to San Antonio

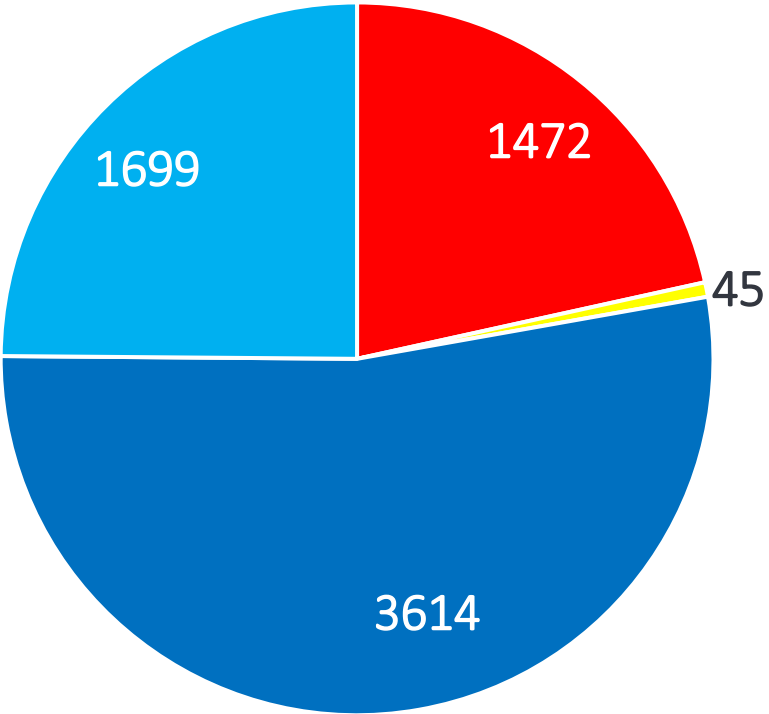
- More than 70% of the shelter beds in San Antonio are on the Haven for Hope campus making Haven the largest shelter in our community. Haven is also the largest shelter in the state of Texas.
- 1,003 housing placements were made from from Haven in 2021-2022 making it the largest housing source in San Antonio.
- Haven serves in various parts of our homeless response system – outreach, shelter, housing and supportive services.

Partner	Intake	ID Recovery	Outreach Employees	Outreach Engagements/mo	Emergency Shelter Beds	Transitional Housing Beds	Permanent Supportive Housing Units	Rapid Rehousing Households	Wrap Around Services
*SARAH	X	X							
*City of San Antonio	X	X	11	475					
Haven for Hope	X		1	330	1450		124	843	X
SAMM	X		4	400		120	178	300	X
CAM	X	X	2	200					X
Corozon	X	X	9	500		12			X
Centro	X		3	200					
American GI Forum	X		8	125				138	X
Salvation Army					269	71			
Family Violence Prevention Services					111	44			X
Thrive Youth Center								10	X
St Vincent de Paul								44	X
Beat Aids						7		19	
SAHA								85	
Endeavors	X							95	
Roy Mass			4	40	4	32			
CHCS	X		21	187				2	
SA Hope Center	X	X							
Other					181	36	271	19	
TOTAL			63	2457	2015	322	573	1555	

*Provides federal funding to partners

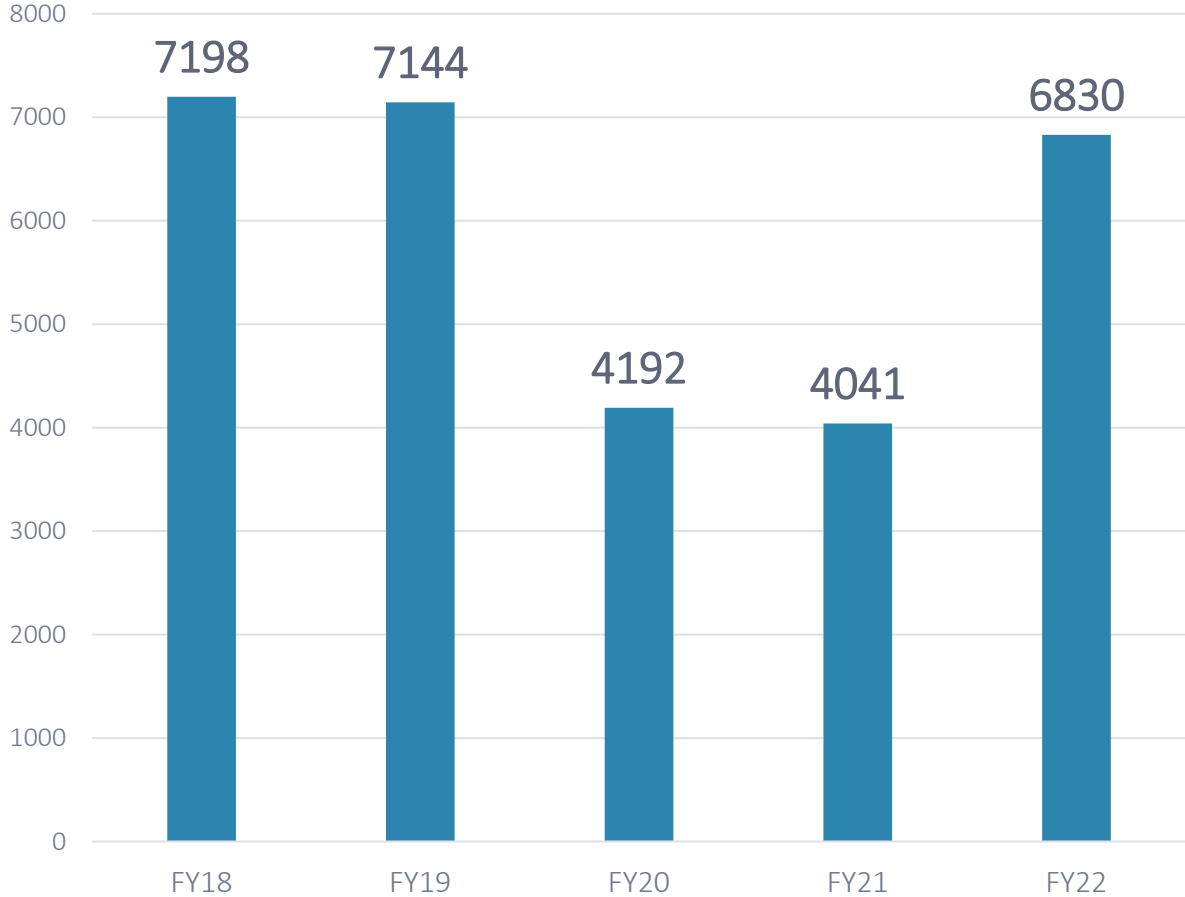
Haven for Hope – Client Profiles

Clients Served in FY22
Total = 6,830



■ Families & Children ■ Other ■ Single Men ■ Single Women

Unduplicated Number of Clients Served Annually
Last Five Years

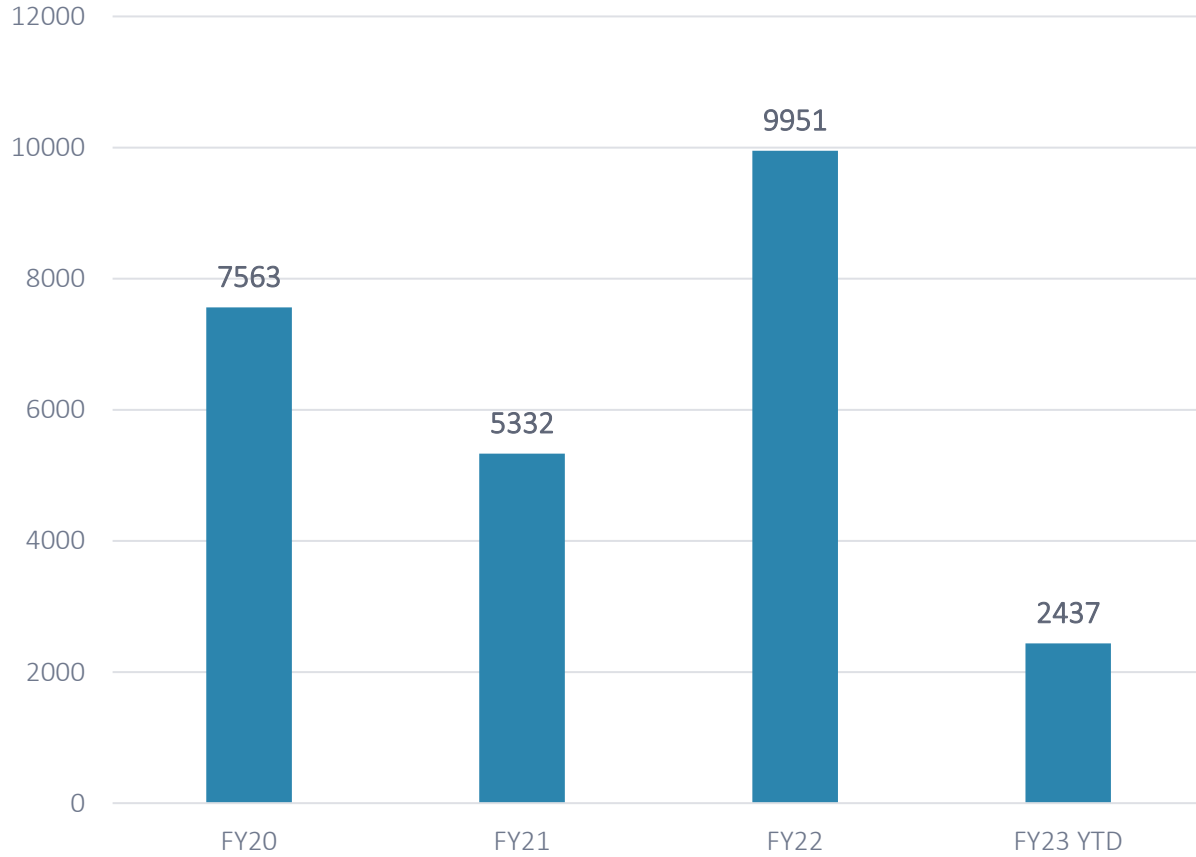




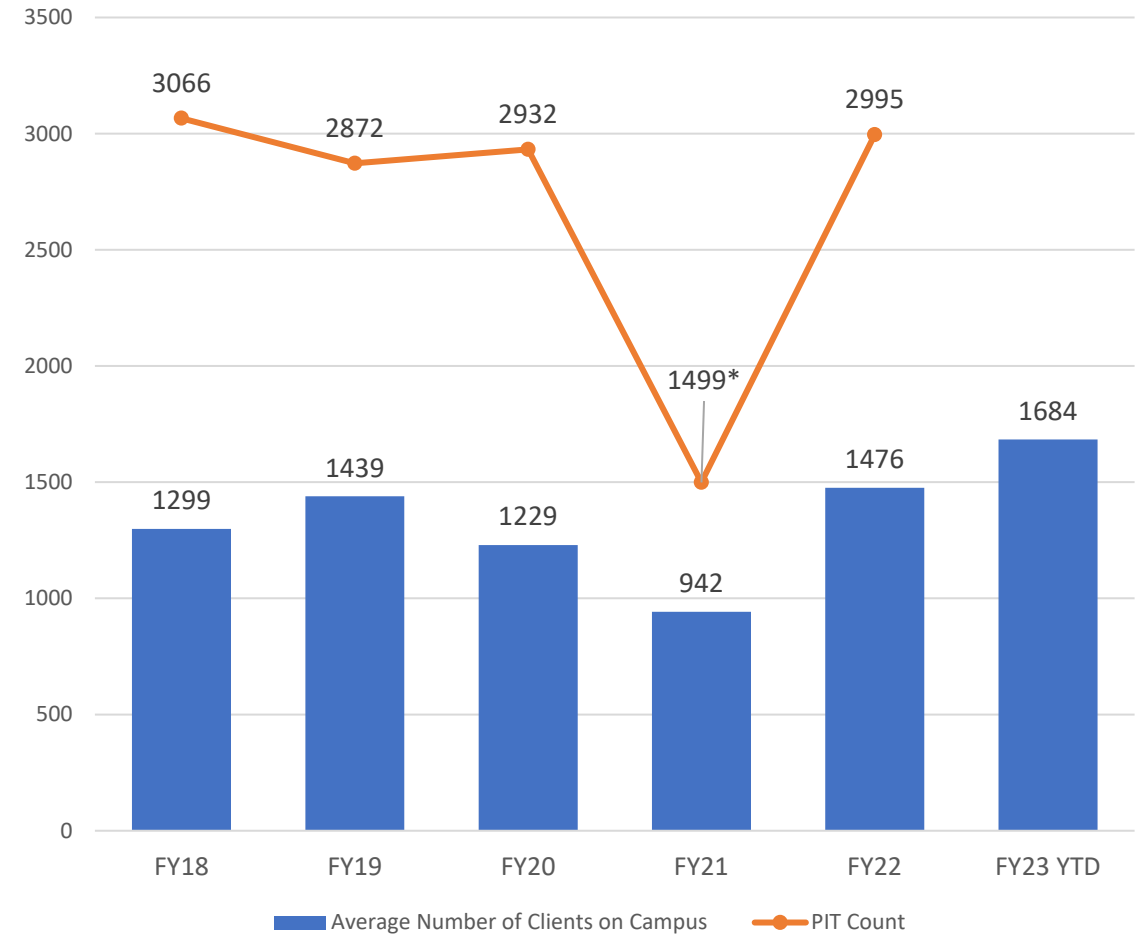
Serving as SA's Hub for Homeless Response

Haven for Hope – Front Door for SA’s Homeless

Number of Enrollments at Haven



Average Number of Clients at Haven Compared to Community Point in Time Count

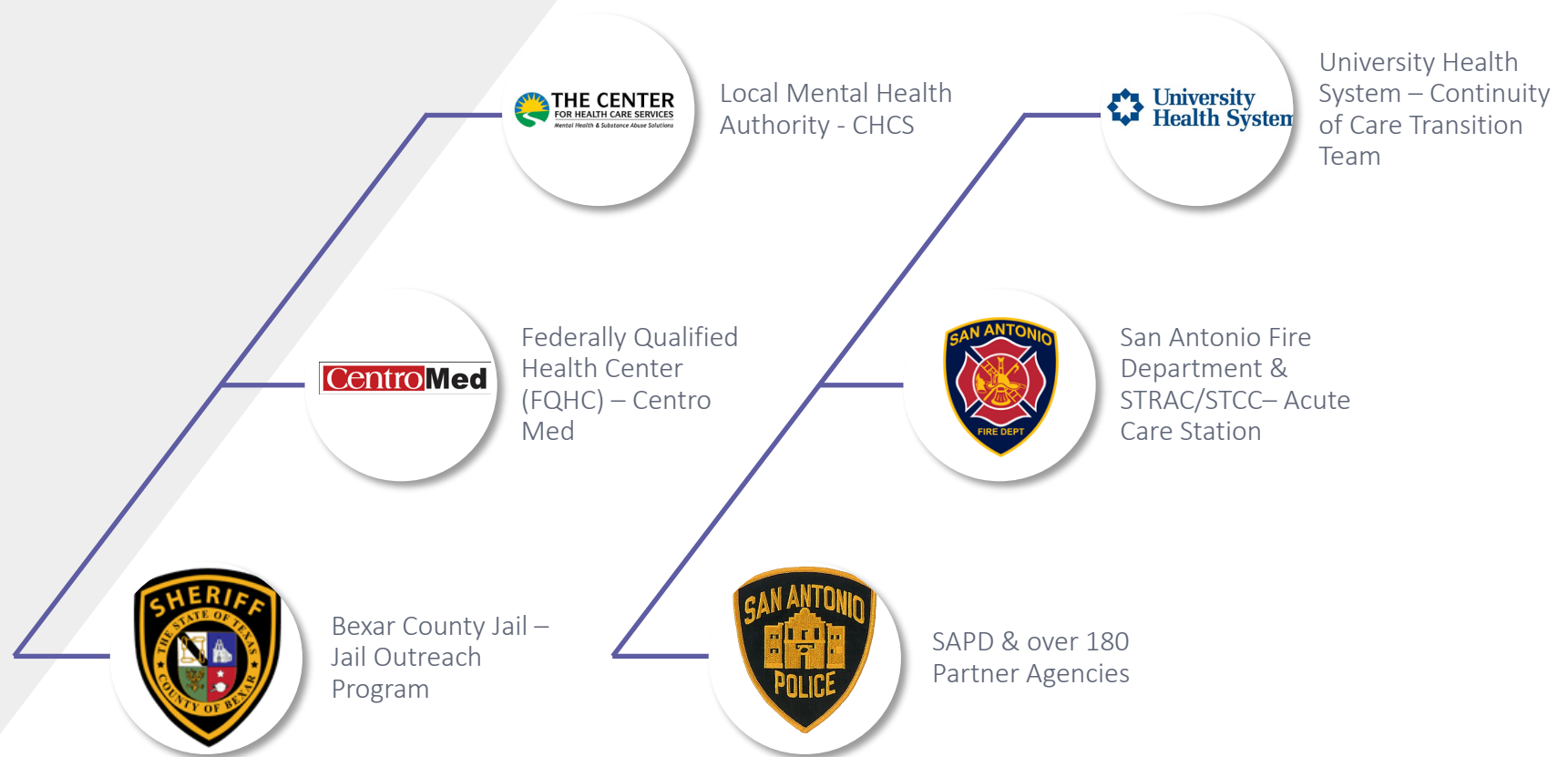


Haven's Integration into Community Systems



SARAH/Continuum of Care

Haven is HMIS Lead Agency
More than 50% of coordinated entry
enrollments come through Haven



Partners are the Key to Our Comprehensive Services



- Skills Development
- Benefits Enrollment
- Outreach
- Kennel for dogs/Cattery
- Continuing education
- School registration
- Veteran Programming
- Jail Outreach Program
- Housing Liaisons
- Clinical Case Management/Counseling
- Case Management
- Job Placement
- Never Turn a Family Away!
- Fitness Center
- Mailroom
- Spiritual Services
- Hair Care

Haven for Hope

- Daily Meals – SA Food Bank & St. Vinny's Bistro
- Housing
- ID recovery – St. Mary's Law Students & CAM
- Mental health care - CHCS
- Comprehensive medical care – Centro Med
- Dental care - SA Christian Dental Clinic
- Vision Care – I Care SA
- Addiction recovery - CHCS
- Child Care - YMCA
- Sober Living – Pay it Forward
- Outreach
- Youth Services - THRIVE
- Homeless Prevention Services - Rental/Utility Assistance



Haven for Hope



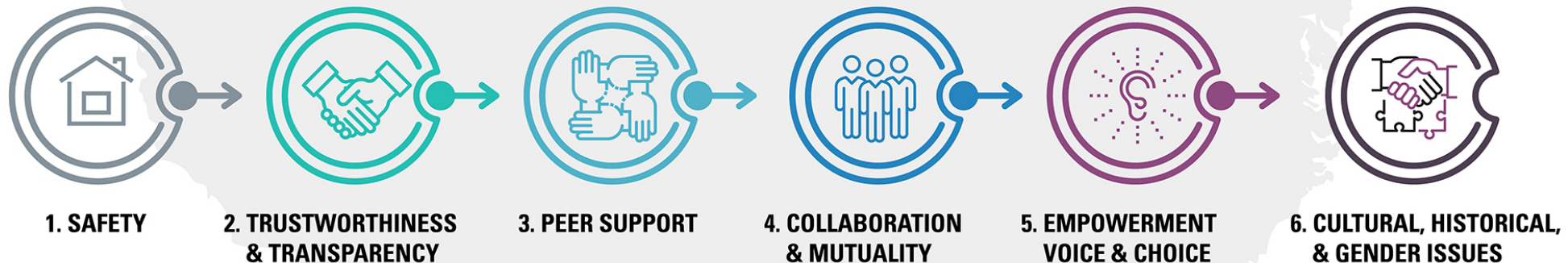
Addressing the Root Causes of Homelessness Through Evidenced-Based Practice

Evidenced-Based & Best Practices at Haven

- Community Wide Assessment – Services Prioritization Decision Assistance Tool (VI- SPDAT)
- Recovery Oriented Services
- Person Center Planning
- Collective Impact Model
- Co-Located Service Delivery
- Peer Support Services
- Trauma Informed Care

6 GUIDING PRINCIPLES TO A TRAUMA-INFORMED APPROACH

The CDC's [Office of Public Health Preparedness and Response \(OPHPR\)](#), in collaboration with SAMHSA's [National Center for Trauma-Informed Care \(NCTIC\)](#), developed and led a new training for OPHPR employees about the role of trauma-informed care during public health emergencies. The training aimed to increase responder awareness of the impact that trauma can have in the communities where they work. Participants learned SAMHSA'S six principles that guide a trauma-informed approach, including:





It's not...
what is wrong with you & let's fix you
It's....
what happened to you & how can we
help you?



Trauma's Connection to Homelessness

- Adverse Childhood Experiences (ACEs)
 - Household Dysfunction
 - Mental Illness
 - Incarcerated Relative
 - Substance Abuse
 - Divorce
 - Domestic Violence
 - Homelessness
 - Abuse & Neglect
- Effects of Trauma
 - Emotional
 - Physical
 - Cognitive
 - Behavioral
 - Social/Interpersonal
 - Developmental

54%

Of those experiencing homelessness had **four or more** adverse childhood experiences

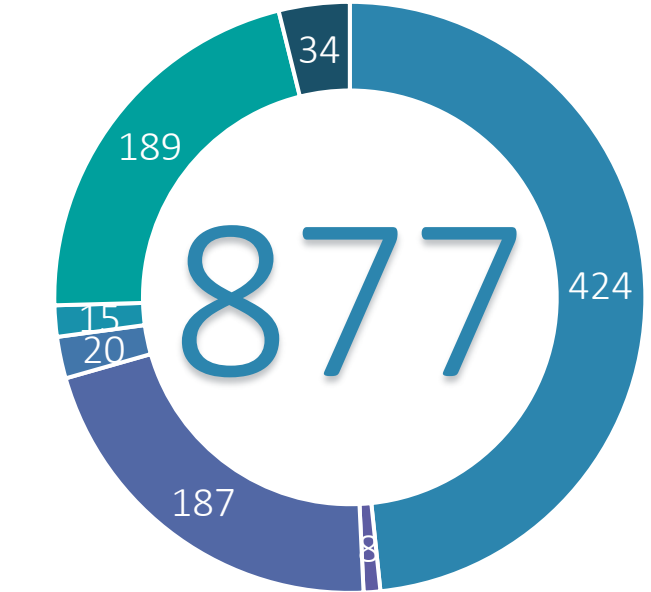
(The Lancet Public Health)



Designed for Outcomes that Matter

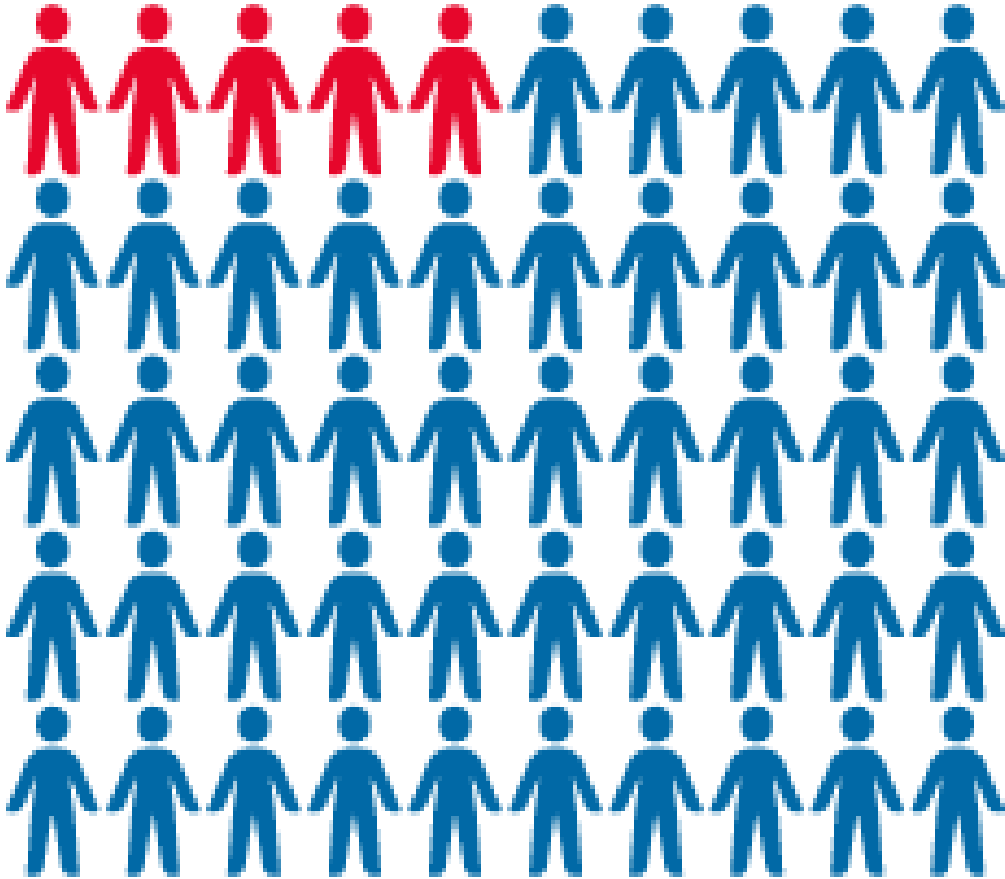
Haven for Hope – Data that Matters

Unduplicated Clients Housed in FY22



- Permanent Housing, General
- VASH Subsidy
- Rapid ReHousing
- Housing Choice Voucher
- Public Housing
- Family
- Friends

91% Client Housing Retention At 1 Year Mark



Client Success

Number of unduplicated clients who exited campus to permanent housing or higher levels of residential care

(Inception through 2021)

13,353



6,000 families
& children
helped

Immeasurable
Impact on
Individuals &
Our
Community

43,671 Clients Served Since Opening

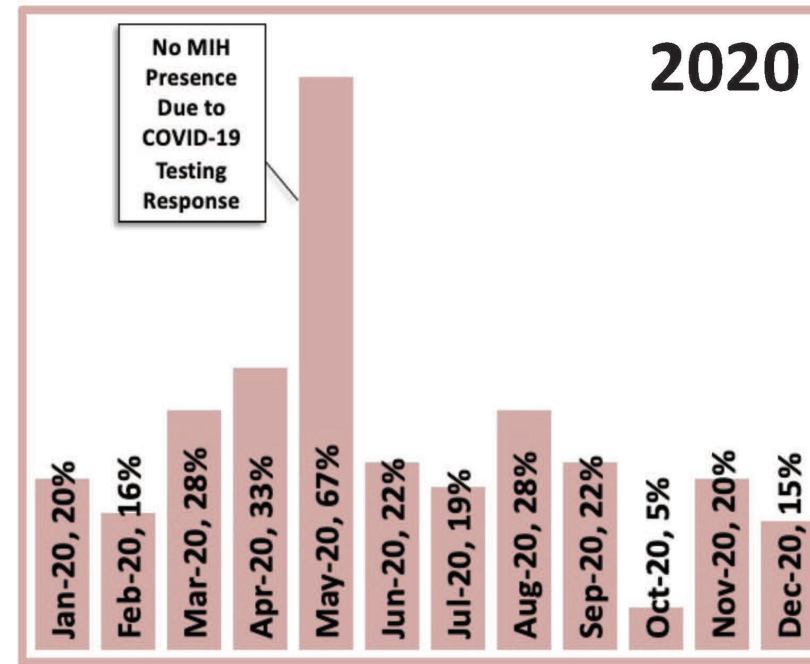
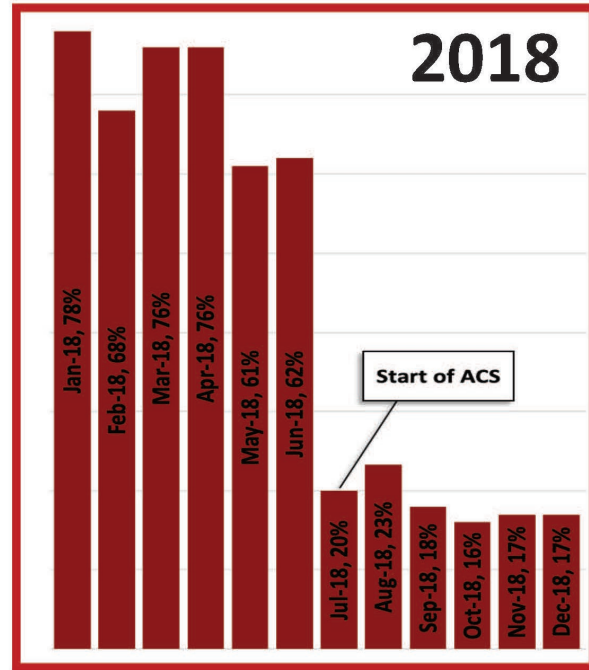


System Wide Efficiencies & Cost Savings

HAVEN FOR HOPE ACUTE CARE STATION

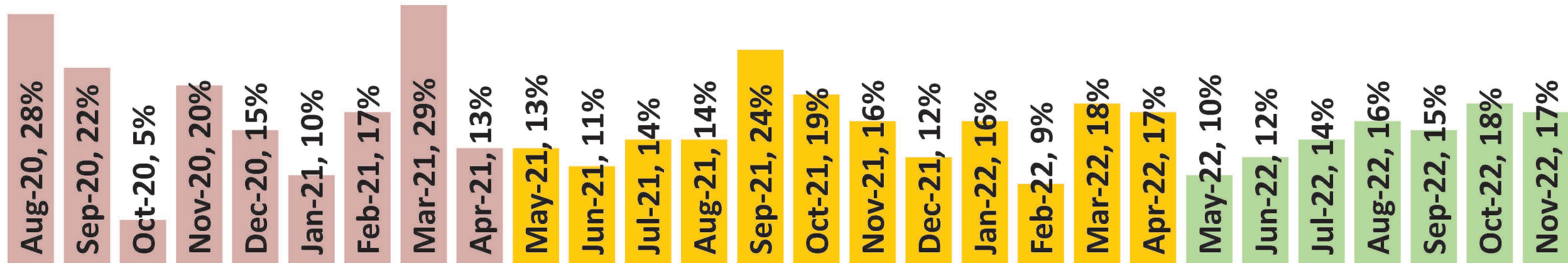
November 2022

% EMS Calls Transported During ACS Hours (1900-0700)



0700-1900
 57 Calls
 33 Transports
 58% Transported

1900-0700
 171 Calls
 29 Transports
 17% Transported



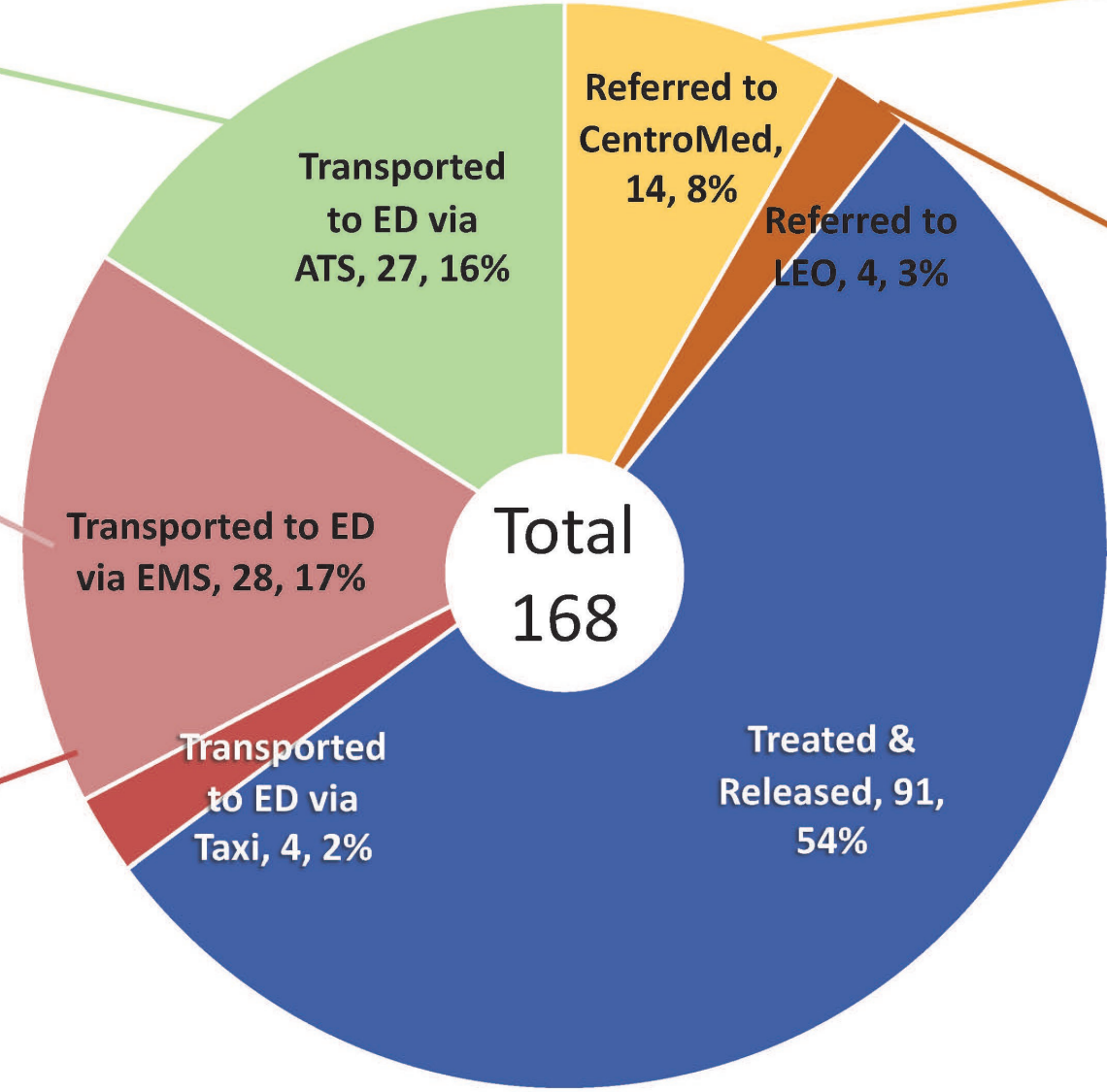
HAVEN FOR HOPE ACUTE CARE STATION

Patient Outcomes and Chief Complaints

Transport to ED via ATS	
Allergic Reaction	1
Chest Pain	2
Diabetic Problem	1
GI Bleed	1
Pain	11
Respiratory	2
Sick Person	8
Trauma	1

Transported to ED via EMS	
Allergic Reaction	1
Altered Mental Status	1
Chest Pain	5
Diabetic Problem	3
Fall	1
Pain	6
Respiratory	4
Seizures	1
Sick Person	6

Transported to ED via Taxi	
Fever	2
Other	1
Sick Person	1



Referred to Centromed	
Fever	1
Pain - Abdominal Pain	5
Respiratory - Difficulty Breathing	2
Sick Person	4
Vomiting	1
Weakness	1

Referred to LEO	
None Voiced	1
Psych	2
Trauma	1

Treated & Released	
Allergic Reaction	3
Chest Pain	1
Diabetic Problem	1
Fall	4
Fever	2
Flu Type Symptom	1
Nausea/Vomiting	8
None Voiced	4
Pain	19
Poisoning/Overdose	1
Psych	6
Respiratory	5
Seizures	3
Sick Person	32
Trauma	1

2020 Acute Care Station Program Volume/Service Efficiencies

Key Operating Statistics:

- 576 annual calls for EMS services from Haven for Hope (2017 7PM – 7AM)
- 363 actual annual EMS transports via EMS post-implementation of Acute Care Station (2017 7PM - 7AM), a 63% transport rate
- 104 actual annual EMS transports via EMS post-implementation of Acute Care Station (2020 7PM – 7AM)
- 90 actual annual EMS transports to hospital emergency rooms via taxi (2020)

The tables below outline the estimated efficiencies gained by two key stakeholders, SAFD EMS and Bexar County EDs, in 2020. These values were likely impacted by operational changes at H4H following the start of the COVID-19 Pandemic.

Confidential – not for distribution

Bexar County ED Estimated Cost Efficiencies

ED Costs 2017 Baseline	
ED Visits	363
Cost Per Visit	\$1,467
Total Annual ED Visit Cost	\$532,521
2020 ACS ED Visits	
EMS ED Visits	104
Taxi ED Visits	90
Total ED Visits	194
Cost Per Visit	\$1,467
Total Annual ED Visit Cost	\$284,598
2020 ACS CentroMed Visits	
Number of Successful Appointments	63
Cost per Appointment	\$81
Total Cost	\$5,103
2020 Cost Efficiency Estimate	
Baseline ED Costs (2017)	\$532,521
ED & Clinic Costs (2020)	(\$289,701)
Estimated Cost Efficiency 2020	\$242,820

SAFD Estimated Cost Efficiencies

Baseline 2017 Transport Costs	
EMS 911 Calls 2017	576
Cost per Transport	\$1,638
Total Annual Transport Cost	\$943,488
2020 EMS Transport Costs	
EMS Transports 2020	104
Cost per Transport	\$1,638
Total Annual Transport Cost	\$170,352
2020 Cost Efficiency Estimate	
Baseline Transport Costs (2017)	\$943,488
Transport Costs (2020)	(\$170,352)
SAFD EMS ACS costs	(\$180,597)
Estimated Cost Efficiency 2020	\$592,539

Total Cost Efficiency: \$835,359