

## Stewards of Affordable Housing for the Future (SAHF) Mental and Behavioral Health Profiles

Stewards of Affordable Housing for the Future (SAHF) is a national collaborative of thirteen nonprofit, mission oriented affordable housing providers who own more than 135,000 affordable rental homes across the country. Committed to using “housing as a platform” to improve the lives of the low-income individuals and families they serve, SAHF members work to address health and wellness issues such as food security, obesity, chronic disease management, and mental and behavioral health. Of these health issues, the mental and behavioral health needs of seniors, families and children are one of the most challenging to address due to limitations in accessing care as well as more systemic factors causing toxic stress and trauma.

As mission driven organizations, SAHF members are committed to addressing these complex problems. Social isolation is a challenge for a significant number of residents, especially seniors, in SAHF member properties. While some residents have access to a network of family and friends, many others have no close family to support them that could otherwise serve as both an emotional and financial safety net. Addressing social isolation for seniors is also an important tenet to improving health outcomes, as significant evidence links this mental and behavioral health issue to increased morbidity and mortality, including increased emergency admissions to the hospital<sup>1</sup>. For children and families, many of the mental and behavioral health issues and diagnoses stem from exposure to chronic trauma and toxic stress. These issues can range from specific incidents around domestic or community violence and abuse, but can also stem from systemic factors such as housing instability, food insecurity, as well as racism and discrimination. The cumulative effect of being exposed to these stressors can alter brain development in children, resulting in poor self-regulation which impacts academic achievement and overall success. In addition, chronic exposure to stress can create biologic and physiologic changes that can cause hypertension, diabetes and other chronic illnesses.

In light of the demonstrated need and interest to address these issues, SAHF has been exploring promising practices and unique collaboration strategies of the SAHF members’ resident service work in supporting the mental and behavioral health needs of the residents they serve. From addressing trauma and toxic stress, to engaging in creative community partnerships and leveraging technology to address social isolation for seniors, SAHF members demonstrate the value of service-enriched housing in addressing the mental and behavioral health needs of vulnerable populations, as shown in the profiles below.

### **Profile 1 - Fostering a Community of Care: Addressing Mental and Behavioral Health in Sacramento’s Marina Vista/Alder Grove Neighborhood**

**SAHF Member Organization:** Mercy Housing California <https://www.mercyhousing.org/california>

**Problem Addressed:** Mental and behavioral health and trauma for children, youth, and families

**Key Partnership:** Leataata Floyd Elementary School

**Other Stakeholders:** Sacramento Housing and Redevelopment Agency (SHRA), Sacramento City Unified School District, Erin Browder Consulting Services, Partnership for Children and Youth (PCY), and a host of local community and faith-based organizations

**Properties:** The Marina Vista and Alder Grove (MV/AG) public housing communities in Sacramento, California comprise over 1,900 total residents. Marina Vista is the larger of the two public housing properties, with 391 multifamily units. Alder Grove is comprised of 360 multifamily units. Mercy Housing owns and manages the adjacent property, Land Park Woods, a 75-unit multifamily property that serves over 200 residents.

**Introduction:** The presence of mental and behavioral health services for children, youth, and their families in affordable rental housing has become a growing priority among resident service providers. Through early exposure to trauma-informed programs, individuals and families can combat the effects of toxic stress and trauma that can become increasingly detrimental throughout the life course. In partnership with Leataata Floyd Elementary School, Mercy Housing California has designed a model in Sacramento to ensure that residents of MV/AG and the surrounding community have access to quality mental and behavioral health services.

**Background:** In 2013, the Sacramento Housing and Redevelopment Agency (SHRA) and Mercy Housing California received a Choice Neighborhood Initiative (CNI) Planning Grant to pinpoint areas of need within the high-poverty neighborhoods of Marina Vista/Alder Grove (MV/AG) – two of the largest public housing sites in the city. Mercy Housing California and three for-profit real estate partners were selected to develop a revitalization plan for the neighborhoods, focused on rebuilding the public housing into a mixed-income neighborhood. With more than 65% participation in the resident survey, many residents expressed feelings of depression and revealed that they were silently suffering from other forms of mental illness. Additionally, Leataata Floyd Elementary, attended by children from the two public housing properties and Mercy Housing’s Land Park Woods property, was one of the lowest performing schools in the city.

Based on the results from the resident survey and the poor academic outcomes of Leataata Floyd’s students, Mercy Housing surmised that stressors experienced outside of the classroom were hindering the academic performance of the children and youth who lived at these properties. Although the redevelopment project was not selected for additional funding after the CNI Planning Grant, Mercy Housing saw this as an opportunity to leverage the survey data as well as their relationship with SHRA to broaden their collective impact and pursue population health initiatives addressing the specific mental and behavioral health needs of all residents living in MV/AG and Land Park Woods.

**Program Design and Implementation:** Mercy Housing’s ongoing commitment to the neighborhood resulted in a formal partnership with Leataata Floyd Elementary in 2015 to establish the **Leataata Floyd Student and Family Community Center**, which is located within the school and run autonomously by Mercy Housing staff. Operating five days a week before, during, and after school, the Community Center serves children and youth of all ages and families living in and around the MV/AG communities. Mercy Housing and Leataata Floyd created the Community Center using the **Community School Model** – an integrated model focused not only on academic achievement for students, but also on youth

development and the health and wellbeing of students and their families. In its first two years of operation, the Community Center functioned primarily as a hub for academic assistance, creative arts, leadership training for parents and youth, and other enrichment activities. However, in 2017 an on-site mental health navigator, also known as a **community health navigator**, was hired by Mercy Housing to expand capacity to address the mental and behavioral health needs of students and their families. This was made possible through a generous grant from the Kaiser Permanente Northern California Community Benefit Grants Program.

The community health navigator was hired to support the health needs of residents and to ensure that the Community Center serves as a safe space for students and families to gain access to mental health services. The primary function of this role is to develop strategies to link individuals and families with the necessary mental and behavioral health services and aid them in navigating Sacramento County's mental health system. Outside of providing walk-in services for students and families, Mercy Housing and Leataata Floyd staff developed a referral system for trauma-informed teachers to identify students who would likely benefit from the health services offered through the Community Center. The community health navigator works closely with Leataata Floyd Elementary's on-site social worker to assess student need and to engage their families by facilitating the development of personal relationships and informing them of available support and external counseling services. Upon request, referrals for individual and family counseling are sent by the social worker to the [Mental Health Access](#) team within the Sacramento County Department of Health and Human Services. Mental Health Access provides Sacramento County residents with referrals and linkages to authorized specialty mental health services. Once individuals or families are connected to Mental Health Access, the community health navigator ensures continuity of care by collaborating with providers and following up with students and families. The community health navigator is also an essential resource to help families navigate numerous other services, including aiding them in accessing information about immunizations, enrolling in health insurance, as well as other health-related needs.

**Fostering Community Engagement:** Mercy Housing staff work closely with Leataata Floyd's principal to implement various strategies to encourage parent engagement. Leataata Floyd and Mercy Housing staff received training from **The Parent Teacher Home Visit Project** and uses home visits to inform parents of the mental health programming within the Community Center in order to destigmatize the notion of receiving care. Through the Home Visit Project, Leataata Floyd's principal asks teachers to visit the homes of their students. Although home visits are not mandated, they are highly encouraged by the school's administration. The community health navigator accompanies teachers on home visits to foster relationship-building and to connect with families that are often difficult to reach. Parents are also asked to complete a health and wellness survey to help inform future community events around mental and behavioral health. Mercy Housing and Leataata Floyd staff believe that these home visits are essential for their programming as they help to decrease stigma, encourage parent engagement and build community.

**Defining Success and Measuring Impact:** Mercy defines year-to-year success by ensuring that those individuals or families who are seeking counseling are provided with the appropriate services. To measure the impact of their community health navigator, Mercy Housing is currently tracking the following indicators:

- # of referrals received by the community health navigator

- # of overall intakes
- # of individuals receiving services post-intake

## Challenges

- **Referrals:** Leataata Floyd's on-site social worker uses a third party referral system through Sacramento County's Mental Health Access program. Due to the prolonged duration of the referral process, some individuals stop pursuing care. Going forward, Mercy is looking for a quicker and more efficient referral system for students and their families.
- **Stigma:** Due to the stigma associated with mental health services, a major challenge is continuing to foster parent engagement. Although the mental health services are addressing a need expressed by residents, there are many cultural factors at play that discourage individuals from actively pursuing them. It is essential that Mercy and Leataata Floyd staff devise ways to continue to engage residents in transparent conversations around mental and behavioral health.
- **Staff Burnout:** The impact of working directly with students and families through the Community Center and voluntary home visits have a direct effect on Leataata Floyd Elementary and Mercy Housing California staff. Many teachers and staff expressed the need to prioritize self-care techniques to minimize burnout and compassion fatigue. Mercy Housing and school staff are working to design programs that are responsive to the unique needs of front-line teachers and staff, including establishing a set time for mindfulness exercises and self-care workshops during staff meetings.

**Lessons Learned and Next Steps:** Mercy Housing California's partnership with Leataata Floyd Elementary is an exceptional example of the value of strong cross-sector partnerships in addressing the mental and behavioral health needs of residents in affordable rental housing. Utilizing the Community School Model has allowed housers and educators in MV/AG to become better informed of the impact of mental and behavioral health issues and trauma on their community. Mercy Housing California has subsequently implemented ongoing trauma informed training workshops for their staff in Sacramento, as well as for Leataata Floyd faculty and staff. There have been noticeable improvements in how teachers, administrators, students and their families, and partner organizations address the mental and behavioral health needs of MV/AG residents. Expanding on this success, with support from Enterprise Community Partners, Mercy Housing California initiated an agency-wide trauma-informed training program in the fall of 2017 for staff in all departments, including resident services, property management, community building, and administration. This training program is designed to foster an organizational culture that prioritizes sensitivity to recovery, healing from trauma, and mental and emotional wellbeing. From these trainings, Mercy hopes to standardize a trauma-informed approach throughout all aspects of their programming and engagement with individuals and families.

Moving forward in the partnership with Leataata Floyd Elementary, Mercy Housing California hopes to reach and serve even more Marina Vista/Alder Grove and Land Park Woods residents. However, this would require additional funding to increase staff capacity. Mercy Housing California is committed to this

collaboration and believes that this initiative serves as a strong foundation for ensuring that local stakeholders hold each other accountable for identifying and responding to the needs of residents in this community.

*\*Since its establishment in fall 2015, the Leataata Floyd Student and Family Community Center has received financial support from individuals; grants from Bayside Covenant Church, Enterprise Community Partners, Kaiser Permanente Northern California Community Benefit Programs, Kelly Foundation, Mercy Foundation, Sacramento City Unified School District, Sundt Foundation, Teichert Foundation; and a corporate engagement program with Keller Williams Realty.*

*Other Community Partners are Bayside Midtown Church, Boys & Girls Club, California Emerging Technology Fund, City Year, Conditions for Learning, Council Member Steve Hansen's Office, Flora Epps Foundation, Food Literacy Center, Namastay in School, Parent Teacher Home Visit Project, Polynesian Dance, Roberts Family Development Center, Sacramento Ballet, Sacramento City Unified Family & Community Engagement Dept., Sacramento Housing & Redevelopment Agency, Sacramento Police Dept., Treat' Em Like a King Foundation, Trinity Episcopal Cathedral, and Valley Vision.*

*About Mercy Housing California:*

*Mercy Housing California is the largest regional division of national nonprofit Mercy Housing, Inc. Mercy Housing, Inc. is headquartered in Denver and founded in 1981 with the mission to create stable, vibrant, and healthy communities by developing, financing and operating affordable, program-enriched housing for families, seniors and people with special needs who lack the economic resources to access quality, safe housing opportunities. To date, with a presence in 41 states and 200+ cities, Mercy Housing, Inc. has developed, preserved and financed more than 45,800 affordable homes nationwide, both rental and single family, serving more than 152,600 adults and children on any given day.*

*Mercy Housing California owns and manages 132 affordable housing communities comprising 8,794 affordable rental apartments across 36 California counties serving more than 18,000 low and very low-income residents statewide: working poor families, senior citizens, persons who were formerly homeless, people with developmental and physical disabilities and persons living with HIV/AIDS. For more information about Mercy Housing, Inc. and Mercy Housing California, please visit [mercyhousing.org](http://mercyhousing.org).*

## **Profile 2 - Combating Social Isolation in Senior Housing: A Partnership Between NHP Foundation and AARP Foundation**

**SAHF Member Organization:** The NHP Foundation <http://www.nhpfoundation.org/>

**Problem Addressed:** Social isolation in senior housing

**Key Collaborator:** AARP Foundation

**Properties:** Roundtree Residences (Southeast Washington, D.C.) and Bolton North Apartments (Baltimore, MD)

**Introduction:** The cumulative effects of poor physical health, memory loss, the loss of loved ones, and feelings of loneliness can make aging incredibly difficult for some seniors. Ensuring that older adults are building and maintaining social relationships is an essential component to improving their quality of life and their overall mental health and wellbeing. In collaboration with the AARP Foundation, NHP Foundation (NHPF) is testing leveraging technology to mitigate the effects of social isolation through an innovative pilot program in two of their senior properties in Washington, D.C. and Baltimore, Maryland.

With 40 properties in 16 states and the District of Columbia, The NHP Foundation is committed to preserving and creating quality affordable housing for low and moderate income families and seniors. Residents in The NHP Foundation communities have access to a variety of quality programs and services

through its resident services affiliate, **Operation Pathways**. Created in 1996, Operation Pathways was established as a division within The NHP Foundation to provide service coordination for residents. In 2015, Operation Pathways became an independent not-for-profit corporation and an affiliate of The NHP Foundation, implementing quality, outcomes-based, and innovative programming for residents in order to improve their overall quality of life. To promote aging in place for their senior residents, NHPF and Operation Pathways are committed to forming enduring stakeholder partnerships to develop programs that promote social connectedness and maintain mental capacity for seniors.

**Background:** The NHP Foundation's relationship with AARP Foundation started three years ago through ongoing conversations related to best practices for combatting social isolation for seniors in affordable rental housing. In the past, resident services staff through Operation Pathways have utilized numerous marketing strategies such as assigning floor captains, going door-to-door, and performing apartment visits to foster resident engagement in their enrichment activities. However, engaging residents using more systematic and innovative methodology was a top priority for both The NHP Foundation and AARP Foundation. Through in-depth market analyses, representatives from AARP Foundation concluded that voice technology could be used to combat social isolation and catalyze connection amongst older adults.

**Program Design and Implementation:** In January of 2017, AARP Foundation collaborated with NHPF and Operation Pathways to implement a pilot program to test the usability of voice-assisted devices among seniors and their impact on reducing social isolation and promoting social connectedness. Cloud-based voice services allow users to have access to a variety of on-demand capabilities, including music, reminders, and communication with other devices. The pilot program is being implemented in two phases. Phase I occurred in two NHPF properties and three other affordable housing properties. The NHPF properties included Roundtree Residences, a 91-unit senior property in Southeast Washington, D.C., and Bolton North Apartments, a 209-unit senior property in Baltimore, MD. Phase II is an expansion of the previous stage, launching solely in NHPF's Roundtree Residences. These phases are described below.

**Phase I:** AARP Foundation and NHPF disseminated 118 devices across each participating property. Each device was installed in the homes of the residents who agreed to participate in the pilot. AARP Foundation implemented a baseline survey in order to gauge where residents were on the "spectrum of social connectedness," which can be measured using the **Duke Social Support Index (DSSI)**, a detailed survey developed to quantify individual social interaction and subjective support. Residents were given a baseline score upon completion of this survey. AARP Foundation hypothesized that the on-demand voice-assisted devices would encourage seniors to attend more events, increase the size of their social network, improve the quality of their social relationships, and increase access to information.

At each site, focus groups were held once a month for 60 minutes for participating residents to discuss the DSSI and how the device's capabilities can be used to impact their individual scores. Each session also dedicated an additional 30 minutes for a thorough training session on how to properly use the technology. Here residents were informed of the purpose of the technology, and were encouraged to express any concerns or fears regarding the use of the devices.

**Phase II:** In January of 2018, NHPF was awarded a grant from AARP Foundation to cover the hardware costs of installing voice-assisted devices within each apartment of Roundtree

Residences. In this 91-unit property, WiFi extenders are installed on each floor of the building providing adequate internet connectivity for all residents, which is covered by The NHP Foundation. Devices were distributed to residents who “opted in” at the beginning of the pilot. One of the key components of this phase is the implementation of a new capability for the voice technology, which was designed and implemented by AARP Foundation.

This new capability enables communication with the voice technology aimed at increasing correspondence between resident services staff and residents. Service coordinators are able to create a distribution list for the devices and input events into a spreadsheet, which allows residents to inquire about numerous community events, register for those events, and receive reminders. As residents respond to the device, updated information populates back into the coordinator-managed database system. For evaluation purposes, the DSSI is administered to residents at the point of installation, at midpoint (June/July of 2018), and upon completion of this phase in order to measure changes in residents’ subjective social support score.

**Defining Success and Measuring Impact:** NHPF and AARP Foundation hope to see improvement on the DSSI measures for residents throughout the pilot. Data from the DSSI will be used to measure the impact of implementing voice-assisted devices on residents’ perceived notions of social connectivity. Additionally, NHPF is working on creating accompanying indicators that go beyond social connectedness, including measuring safety among residents (i.e. using the voice technology to alert staff in an emergency) and overall community participation.

## Challenges

- **Connectivity:** With The NHP Foundation having numerous third-party property management companies throughout their portfolio, getting various managers on board with providing WiFi throughout their properties is an obstacle to scaling this model. This is due to the cost of providing internet in a property as well as the administrative burden of finding staff that are comfortable with managing the technology. Additionally, achieving internet connectivity for an entire property depends on the physical structure and layout of the building itself. It is more difficult for WiFi signals to pass through the walls of an older, high-rise concrete building compared to a newly constructed, garden style or mid-rise property.
- **Privacy Concerns:** In the beginning of Phase I, some residents worried about the device’s ability to “listen” to residents without their knowledge and store private information. In Phase II, 10 residents decided to “opt out” of the pilot due to these concerns.

**Lessons Learned and Next Steps:** Having a shared commitment to resident-centered design and the willingness to be innovative allows NHPF and AARP Foundation to jointly engage, teach and support residents throughout the pilot, while being cognizant of fears and apprehensions. Likewise, each phase of the pilot is outlined and designed to ensure scalability across numerous senior housing properties. However, The NHP Foundation and AARP Foundation are continuing to learn about the potential barriers to universal connectivity within a property given the varying infrastructure of affordable housing properties.

AARP Foundation is now in the process of creating a standardized curriculum administered by resident service coordinators and other volunteers intended to further engage and teach residents to use the devices. Additionally, NHPF and AARP Foundation are documenting their detailed installation process for the voice technology to ensure that the process is replicable. Although Phase II of the pilot has yet to be completed, NHPF and the AARP Foundation have seen that leveraging technology to address social isolation in seniors not only promotes social connectedness, but also allows seniors to feel more empowered once learning how to use the technology. The ability to learn a new skill and incorporate it in their everyday lives is valuable for improving seniors' quality of life and overall mental health and wellbeing. Looking ahead, this pilot is pushing The NHP Foundation and the AARP Foundation to think about internet access more broadly by looking at the different ways that voice technology can be leveraged in both senior and multifamily properties.

The AARP Foundation is encouraged by what they have learned over the last year, and is looking to work with additional affordable housing collaborators as they continue to expand the pilot.

### **Profile 3 - Destigmatizing Mental Health Counseling on Chicago's South Side: A Partnership Between POAH and SGA Youth and Family Services**

**SAHF Member Organization:** Preservation of Affordable Housing (POAH) <http://www.poah.org/>

**Problem Addressed:** Mental and behavioral health in multifamily housing

**Key Partnership:** SGA Youth and Family Services

**Property:** Woodlawn Park – South Side of Chicago

**Introduction:** Having access to mental and behavioral health services in affordable housing has a significant impact on the lives of residents with unmet needs in this area. With a commitment to creating and sustaining healthy communities for low-to-moderate income populations, Preservation of Affordable Housing (POAH) has leveraged strong community partnerships to address some of the most complex needs of their residents across their portfolio. POAH's work in Chicago's Woodlawn CHOICE Neighborhood community is a testament to the value of strong collaborations in working to destigmatize mental health and creating innovative programming to address the needs of residents.

**Background - Establishing a Unique Partnership with SGA Youth and Family Services:** Through resident focus groups initiated as part of the CHOICE neighborhood redevelopment process, the provision of mental and behavioral health services was highlighted as one of the primary needs of residents. Along with the impact of toxic stress on residents due to poverty and violence throughout the Woodlawn Neighborhood, the redevelopment process also became a constant stressor for residents. In June of 2014, POAH's Woodlawn Resource Center awarded SGA Youth and Family Services a contract to provide case management, community engagement and support services to individuals in the greater Woodlawn community. SGA is a city-wide service provider operating predominately in the Westside and Southside of Chicago. SGA's mission is to create a healthier Chicago through breaking the cycle of poverty and creating a "Cycle of Opportunity" through the provision of wrap-around services and the development of innovative and sustainable programming.

SGA's comprehensive, trauma-informed services reach more than 16,000 individuals per year within forty-nine Chicago communities, and they operate twenty-six programs in more than 120 schools. All of the comprehensive mental health services provided within the Woodlawn Resource Center are subcontracted through SGA, and the unique programmatic approach to addressing trauma and toxic stress for residents was borne out of SGA's expertise and longstanding presence in Chicago. SGA's strong partnership with an affordable housing provider like POAH is unique for SGA, but the organizations' shared commitment to designing and implementing mental and behavioral health programming has made this an effective partnership.

**Fostering Community Engagement:** In order to engage residents, SGA hosted an open house at Woodlawn Resource Center that allowed residents to learn more about SGA's comprehensive services through a "speed-dating" format, which enabled individuals to meet support specialists and decide which programs best suited their individual needs. SGA staff believed that utilizing popular group activities such as painting, cooking, and crocheting provided a valuable platform upon which to foster resident engagement, build social cohesion and promote their behavioral health programming. POAH's resident services staff facilitated "door knocks" to inform residents of the different activities, which ranged from "Paint and Pour" sessions to "Stay Calm and Crochet" classes. Each group session is hosted by a trained behavioral health specialist who helps facilitate conversations and establish trust among participants. Due to the stigma associated with seeking counseling, the specialist, along with SGA and POAH staff, foster engagement by creating a comfortable environment for residents and by not labeling the group activities as "mental health" services.

**Program Design and Implementation:** One-hour group sessions are scheduled throughout the week for each of the activities. The behavioral health specialist uses trauma-informed approaches to ensure that a safe and comfortable environment is created for each resident. Although not specifically planned by staff, many residents utilized this group setting to discuss sensitive topics such as post-partum depression, violence, domestic abuse, stress, and trauma experienced as a community. The behavioral health specialist also uses the sessions to inform residents of additional individual counseling services that are provided through the Resource Center. POAH and SGA staff have found this programming useful for identifying the mental and behavioral health needs of residents through organic conversations in supportive group settings. Since the program began, less than three percent of residents attending the group sessions have been referred to a psychiatrist for medical treatment of complex mental health illnesses. This small percentage suggests that the majority of residents utilizing the group sessions benefit most from having a safe space where they can discuss their personal trauma openly. Providing an opportunity for residents to talk through their issues with their community members who are enduring similar hardships appears to be an effective strategy in mitigating the cumulative effects of trauma and toxic stress.

**Defining Success and Measuring Impact:** POAH and SGA credit the success of their programming to the resident-centered marketing strategies used in engaging residents and destigmatizing the notion of seeking counseling. They hope to engage even more residents in the group activities and increase retention. In 2016, 117 individuals participated in the sessions (includes individual and group counseling combined). POAH is still in the process of tracking and analyzing data from 2017 for the following indicators:

- # of residents attending each group session
- # of residents seeking individual counseling with a psychiatrist
- # of families seeking counseling
- # of encounters that result in prescribing medication (self-reported)

## Challenges

- **Data Capture:** Measuring and analyzing improvements in residents' mental and behavioral health is challenging due to its confidentiality and subjectivity. Coming up with more measurable indicators for data capture is a top priority for POAH and SGA staff.
- **Stigma:** The impact of stigma can affect participation rates for group and individual counselling. Designing and marketing the program to meet the needs of residents is one of the program's strengths, but sustaining those strategies while working to reduce stigma among residents continues to be a challenge.

**Lessons Learned and Next Steps:** This profile shows the valuable role of affordable housing providers in creating sustainable partnerships with reputable community organizations to meet the unmet mental health needs of residents. By providing accessible and targeted group activities, residents are able to seek care with support from their surrounding community as well as from on-site trauma-informed staff. POAH believes that a key component to the program's success is the organizational strength and programmatic approach of SGA. Their unique organizational culture allows them to deliver resident-centered services that are aligned with POAH's mission and values. SGA is currently engaged in similar behavioral health-focused work throughout other Chicago neighborhoods and with sectors other than housing, showing the strength of their organization as a trusted youth and family services provider. POAH hopes that their experience in Woodlawn will serve as an example for other housing providers looking to partner with third-party service providers. In order to replicate this approach at greater scale, it is important for housing providers to vet organizations to ensure that they are highly receptive to the unique needs of a given population and to tailor programs and modify their approach based on that demonstrated need.

## For additional information about these efforts contact:

Kamillah Wood, MD, MPH, FAAP  
Senior Vice President, Health and Housing  
Stewards of Affordable Housing for the Future  
[kwood@sahfnet.org](mailto:kwood@sahfnet.org)  
(202) 716 – 1664  
750 9<sup>th</sup> Street NW Suite 650  
Washington, DC 20001  
[www.sahfnet.org](http://www.sahfnet.org)

---

<sup>i</sup> Landeiro F, Barrows P, Nuttall Musson E, et al Reducing social isolation and loneliness in older people: a systematic review protocol *BMJ Open* 2017;7:e013778. doi: 10.1136/bmjopen-2016-013778