



Welcome to Healthy Community Collaborative (HCC)





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Integral Care helps people build health and well-being so everyone has the foundation to reach their full potential. We support adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities in Travis County. Our services include a 24-hour helpline for anyone who needs immediate support, ongoing counseling to improve mental health, drug and alcohol treatment to help with recovery, and housing to regain health and independence.

Welcome to Integral Care's Healthy Community Collaborative (HCC)

We are a team of people that can help you with your housing and mental health goals. We know that a series of very painful experiences may have brought you to us. We also know that your hope may be wearing thin and that you may feel uncertain about the help we say we can provide. We are committed to supporting you for the long term. Our work together doesn't have to end once you turn the key and walk into your new home. We're with you along the way, helping you make a successful transition from homelessness to "homefulness."

During the process of our work together, you may have a lot of questions about how this all works. Please ask us your questions and know that we are all on the same team working to help you reach your goals. **We are so grateful that you are now a part of the Healthy Community Collaborative and are excited to start working with you.**

What is Healthy Community Collaborative (HCC)?

HCC provides services to people experiencing mental health issues, substance use disorder and homelessness. HCC will work alongside you to help you reach your goals and connect you to community resources, if needed. HCC will also help you gain stability and become a part of the community in a way that works for you. To get you there, HCC will work with you to help you in the following ways:

- Find housing and a job
- Build and rebuild positive relationships
- Achieve ongoing recovery from medical, mental and substance use issues

HCC uses the **Housing First** guidelines to help you find and keep your housing. Housing First is an approach to ending homelessness that helps people get housing as quickly as possible. Without a home, it is very hard to have a job, earn an income, or stay sober. We strongly believe that you will be more successful with your recovery once you have your own home.

Who is HCC?

There are a number of unique staff roles within HCC. As a member of our team, we will work with you to create a plan of care based on your individual needs and it will not be the same plan as someone else in the program. While you may work with a number of different people from our team, we will all be working toward a common goal. These are some of the people who may make up your care team:

Rehabilitation Specialist (RS) - The RS is your main point of contact with Integral Care. The RS is your case manager and helps coordinate any services you may need.

Peer Support Specialist - The Peer Support Specialist is a person who has lived with mental illness and/or substance use. Peer Support Specialists will support you by sharing their personal experiences with you and walking along side you on your journey toward recovery.

Supportive Employment Specialist (SES) - The SES helps you find and keep a job, look for volunteer work, participate in activities that you enjoy, and help you to feel good about yourself and your life.

Groups - There are several groups available to help you deal with stress and conflict, improve relationships, live independently, and learn how mental illness can affect your life.

SOAR Specialist - The SOAR Specialist helps you apply for benefits such as Social Security Income (SSI) and Social Security Disability Income (SSDI).

Behavioral Health Medical Team - This team includes doctors and nurses who will help you learn how to improve your mental health and explore medication options.

HCC can also help connect you to other community resources. Examples could include:

- **Medical**
 - Affordable primary care
 - Chronic Disease Management with a focus on diet, exercise, quitting tobacco and other whole health topics.
- **Money Management**
 - Help managing your benefits and/or income, banking and budgeting
- **Legal Aid**
 - Help working with the criminal justice system if you need help with legal issues
- **Substance Use Treatment**
 - Help with drug and alcohol issues
- **Crisis Services**
 - 24/7 support - (512) 472-HELP (4357)
- **Disability Rights**
 - Equal access to care, housing, jobs and transportation for those with disabling conditions

How does HCC work?

Depending on your needs, HCC will use either a Rapid Rehousing or Permanent Supportive Housing intervention.

Rapid re-housing helps you find stable housing quickly. Your team will:

- Help you find safe housing
- Provide time limited financial assistance for rent or move-in costs
- Help you with your transition into housing

The goal of the RHH program is to help you live independently and pay your own rent and bills. We will check in with you every month to help figure out your financial needs and ability to pay. Your support team will assist and empower you to pay your own rent and utilities, once financial assistance from HCC is over.

Permanent Supportive Housing (PSH):

PSH primarily serves Austin's most vulnerable chronically homeless individuals/ households who live with a disabling emotional or physical condition. If you are housed through Permanent Supportive Housing, you will be supported financially by a long-term voucher like Shelter Plus Care, Section 8, etc. With PSH, your rent will never be more than 30% of your income. You may live in your home as long as you pay your rent and follow property and lease rules. With Permanent Supportive Housing, you have access to on and/or off-site support that you might need to stay housed and healthy.



Frequently Asked Questions

How often do we meet?

Typically, you will meet with your rehabilitation specialist (RS) once a week. There are times where visits may be more or less often depending on your needs. For example, when you are first housed, meetings may happen a couple of times per week to help you transition into your new home.

What is the Coordinated Assessment (CA)?

The Coordinated Assessment is a chance for you to let multiple programs within Travis County know that you are looking for housing and would like some help. CA is a way that our entire Austin community has agreed to prioritize housing for the most vulnerable households. CA is not a housing waitlist or a housing application, but a way to figure out who might be able to help you the best based on your needs.

What do I need to apply for housing?

In most cases, you will need an ID, Birth Certificate, Social Security Card, and proof of your income, if you have any (ex. SSI/SSDI award letter, pay stubs, etc.), and proof of your homeless status. Your RS can help you get these documents.

Will HCC pay my rent and utilities?

This type of help is not guaranteed. If you are eligible, you may qualify for help with these expenses. Your RS can help to assist you with accessing resources in the community that may help you with these costs.

Am I guaranteed housing?

No, but we will work together toward this goal. How quickly we are able to find housing depends on a number of things like your score on the Coordinated Assessment, the type of housing you may qualify for, and availability of funding, resources & affordable units. Finding your home may take longer than you would like, but do not get discouraged! We have an awesome team that's committed to supporting you throughout the process.

Frequently Asked Questions

What happens if I lose my housing?

Whenever there is an issue with your housing, we encourage you to let us know right away. The sooner we know, the sooner we are able to help you solve the problem! If you do become at risk for losing your housing or are evicted, our team will help you with this process. Regardless of your housing status, HCC is here to help!

Can you give me rides?

Our goal is to help you find a reliable, on-going mode of transportation that you can use on a regular basis on your own. We are happy to teach you how to ride the bus and can connect you to resources in the community that provide free or discounted bus passes. We are also able to help you apply for Metro Access or other specialty transportation services. Sometimes, we may be able to provide transportation to medical, mental health and housing appointments.

Can you help me talk to my doctors?

Yes! We can share information with any Integral Care staff, and would be happy to speak with any of your non-Integral Care providers as long as there is a release of information on file that gives us your permission to speak with them. What other community resources can you help me access?

We can help you learn about several community resources like:

- food pantries
- mental health emergency services
- Medical Assistance Program (MAP)
- Community Care
- counseling and substance use services
- employment services
- legal aid
- home health care
- referrals to the Austin Tenants Council

What is Community First Village?

Community First! Village is a Rapid Re-housing opportunity for qualified individuals through the Coordinated Assessment. Rapid Re-housing referrals are needed in order to be accepted into the community. Community First! Village offers a creative mix of housing options (RVs, Tiny Homes, & Canvas Sided Cottages), an on-site Health Resource Center staffed by Integral Care, places for worship, and several micro-enterprises opportunities for residents to earn income including gardening, art and blacksmithing, concessions, and a bicycle shop. Community First! Village residents are expected to pay rent on their unit, with rents ranging from \$225-\$380.

What is Oak Springs?

Oak Springs will be the first single-site Housing First building in Central Texas. It will have 50 permanent supportive housing apartments and include behavioral health services, primary care, a computer lab, green space, community space and supported employment. We expect this housing opportunity to be available in 2018.

Who do I contact if I have concerns or questions about my treatment from HCC/Integral Care?

Please contact Integral Care's Ombudsman at feedback@integralcare.org or (512) 440-4086.

Who do I contact if I have a question or concern about my housing rights, fair housing violations, housing discrimination or disputes with my landlord?

Contact the Austin Tenants' Council at 512-474-1961, located at 1640-B East 2nd Street, Suite 150 Austin, TX 78702.

Important Contact Information

Rehabilitation
Specialist

Program
Manager

HCC Practice Manager: Christine Laguna (512) 804-3227

Notes

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The case managers with HCC have been stellar and have believed in me when I didn't believe in myself. HCC defies Texas's poor reputation for social services by providing sufficient supportive services with genuine care and concern. HCC is the real deal.

- Wade Jones



Being part of my community is important to me.

- Joyce Keller

Case managers WILL help.

- Nathan Jones

