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Tēnā koe Brodie

Thank you for your email of 7 August 2023 requesting the following information under the Official Information Act 1982 (the Act):

*...copies of any contract reports, including narrative reports, prepared by housing providers (including emergency housing, transitional housing, housing first, rapid re-housing, and community housing) contracted by HUD, who have clients under 25 or support whānau with children, for the 2022-2023 financial year? I am uninterested in financial reporting or any personal/identifying details of clients or staff. I am particularly interested in contract reports that give information relating to:*

- *Approaches providers have identified as being effective (particularly any that relate to children and young people under 25)*
- *What doesn't work, or hinders their ability to effectively carry out their work (particularly in terms of contracting requirements and constraints)*
- *Suggestions of improvements that could be made, or opportunities to improve support and delivery*
- *What extra support providers are giving to clients beyond what they're contracted to deliver*
- *Generalised successes and challenges for clients and the interventions or activities linked to these*
- *Generalised client satisfaction and generalised reasons for exiting services*

On 21 August 2023 you refined your request to:

*Could I please have reports relevant to the first four bullet points mentioned for just Housing First and Rapid Rehousing providers at a programme level, if possible for the initial time period requested. If that requires too much collation, then the first quarter and final quarter reports will suffice.*

On 24 August 2023, Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development clarified with you that our contracts do not require Housing First and Rapid Rehousing providers to submit quarterly reports of the nature you have requested, but many still provide narrative quarterly reporting to the Ministry, based on previous contract requirements.

We advised you that these reports most closely fit the refined scope of your request and we can provide you with the most recent quarterly narrative reporting that we have received from each of our Housing First and Rapid Rehousing providers for the 2022-23 financial year.

Thirteen documents have been found to be within scope of your request and 12 are released to you today with some information withheld under the following sections of the Act:

Section of Act	Reason to withhold
9(2)(a)	To protect the privacy of natural persons.
9(2)(b)(ii)	To protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information

The Act requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit for the document titled *LinkPeople Housing First Quarterly 1 Narrative Report July – September 2022* and we are therefore writing to notify you of an extension of the time to make our decision on this part of your request, to 28 September 2023.

This extension is necessary because consultations necessary to make a decision on this part of your request are such that a proper response cannot reasonably be made within the original time limit. Technical issues have delayed the consultation process with LinkPeople, requiring additional time to consider their view on the release of this document.

The documents are detailed in the attached document schedule.

In terms of section 9(1) of the Act, I am satisfied that, in the circumstances, the decision to withhold information under section 9 of the Act is not outweighed by other considerations that render it desirable to make the information available in the public interest.

You have the right to seek an investigation and review of my response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

As part of our ongoing commitment to openness and transparency, the Ministry proactively releases information and documents that may be of interest to the public. As such, this response, with your personal details removed, may be published on our website.

Nāku noa, nā



William Barris  
**General Manager Partnerships and Performance**

## Annex 1: Document schedule

<b>Documents released – HUD2023-002913</b>		
	<b>Document</b>	<b>Section of the Act applied</b>
1.	Auckland City Mission Te Ao Mārama Narrative Report for MHUD June 2023	N/A
2.	Housing First Ōtautahi Quarterly Narrative Report Jan-June 2022	9(2)(b)(ii)
3.	Downtown Community Ministry Aro Mai Quarterly Narrative Report January 2022 – June 2022	9(2)(a)
4.	Kāhui Tū Kaha Housing First Auckland Jan – March 2023 Quarterly Narrative Report	9(2)(a)
5.	Kahungunu Whānau Services Housing First Quarterly Narrative Report	9(2)(a)
6.	Lifewise Housing First: Te Pou Tuatahi o Tāmaki Narrative Report October 2022	9(2)(a)
8.	Salvation Army Narrative Report Housing First Nelson Tasman	9(2)(a)
9.	Te Hau Ora O Ngāpuhi Housing First Report March 2022	9(2)(a)
10.	Te Taumata O Ngāti Whakaue Mangatakitahi Housing First Rotorua Quarterly Reporting June 2022	9(2)(a)
11.	The People’s Project Hamilton Quarterly Report 1 April 2022 to 30 September 2022	9(2)(a)
12.	The People’s Project Tauranga Narrative Report October 2022	9(2)(a)
13.	Visionwest Housing First Six-monthly Narrative Report November 2022	9(2)(a)

<b>Document extended – HUD2023-002913</b>		
	<b>Document</b>	
7.	LinkPeople Housing First Quarterly 1 Narrative Report July – September 2022	

# ***Te Ao Mārama***

## ***Narrative Report for MHUD June 2023***

### ***Te Ao Mārama Overview***

Te Ao Mārama is a 60-bed block of apartments which is located on the Karangahape Rd end of A Day St within Auckland's CBD. The building was previously a hotel and has been repurposed to provide a range of accommodation options, from studios to 2-bedroom apartments, spread over 11 floors. Auckland City Mission Housing Limited (ACMHL) took on a long lease for the property, with the intention of providing a permanent housing option for residents in the CBD.

All of the Te Ao Mārama apartments are self-contained, each having stovetop cooking facilities, bathroom facilities, as well as a comfortable living area and individual balconies which provide residents access to a private outdoor space. They accommodate singles and couples, but do not have families with children under 16 years of age living there permanently. Residents can have children stay over weekends and for agreed short term periods. All apartments are compliant with Healthy Homes standards.

The apartments are managed as independent housing, with 30 places available to people referred from the MSD Social Housing Register waitlist, who are deemed to have low or no support needs, and another 30 places available to people eligible for Housing First Services. The Housing First cohort have a significant history of rough sleeping and high health and social support needs.

The apartments are supported by three services: Tenancy Management via Auckland City Mission Housing, Contracted Security, and Support Service Coordinators employed by Auckland City Mission. Those who have come through the Street to Home route also have a Street to Home Key Worker assigned to provide support. Street to Home keyworkers will visit their clients once a week as baseline, but the intensity of support will vary according to need.

### ***Successful Tenancy Sustainment***

Of the 30 people who have been housed from the MSD Social Housing Register waitlist there have been no evictions from the property. One individual has been experiencing some issues, and the Tenancy team are currently encouraging them to engage with the Sustaining Tenancies and Support Coordinators.

For the Housing First stream, 36 people have been housed with 29 currently in housing, with a tenancy sustainment rate of 80.6%. One person is currently waiting to be re-housed.

Of the 60 apartments, 59 are currently occupied and one is awaiting remediation.

### ***Support Coordinators***

The Support Coordinators work alongside the Tenancy team and the other support services underpinning Te Ao Mārama. Support Coordinators are present onsite 7 days a week, providing front desk support to tenants and visitors, and welcoming those entering and exiting the building. Support Coordinators are the face of the building, and their function is as much about the whole as about the individuals they support.

Support Coordinators build a sense of community, maintain security, host residents' meetings, provide information on local community activities and groups, and assist residents to access support services or one-off items such as food parcels. They support with making phone calls, accessing appropriate medical care in case of emergency, contacting the police for safety issues, and looking up other service providers as required. They have also supported with special events such as the National census event that took place in April. Our Outreach Nurse holds clinics onsite at Te Ao Mārama for all tenants.

When the Tenancy team are alerted to a concern regarding an individual's tenancy, such as rent arrears, anti-social behaviour, or another issue that could put the tenancy at risk, the Tenancy team will offer the relevant resident(s) the services of the Support Coordinators. The Support Coordinators will then work to offer an intervention that will prevent the risk to tenancy sustainment from escalating further. Support Coordinators typically provide intervention support on a short-term basis. If during this intervention it becomes clear that more intensive support is required, the Support Coordinators will work with the resident and other internal or external services to secure the appropriate supports.

### ***Challenges***

As with all new projects, there have been some challenges including securing access to the building, managing the behaviour of some of the visitors, and managing relationships between tenants. Where these challenges have arisen, plans have been put in place to address them, and various approaches have been applied as needed. The Support Service Coordinators have been integral in developing these processes and solutions, and in implementing these initiatives. The Support Coordinators also hold relationships with the residents which has supported understanding and improved the management of teething issues.

### ***Conclusion***

Te Ao Mārama is now all but fully tenanted, and is beginning to grow as a community housing project with its own identity in the community. It has become clear that a more robust support model could be beneficial at this site as the complexity of the tenants, the size of the building and high-density living poses some challenges that may be able to be addressed with increased provision of support.



## **HOUSING FIRST ŌTAUTAHI**

### *Quarterly Narrative Report Jan – June 2022*

*Housing First Christchurch started 21 May 2018 with a training week for staff.  
Outreach/referrals began 28 May 2018.*

***Tātai whetū ki te rani, mau tonu, mau tonu***

***Tātai tanata ki te whenua, naro noa, naro noa....***

***Ko rātau tērā kua riro ki te kupena a Taramainuku***

***Ki te Waka o Rani***

***Ki te kāhui Matariki***

***Ko koutou hoki tērā kua whetūranihia***

***E te huna okioki***

***Haere ki te taumata ikeike o nā mātua tīpuna***

***Haere ki te puna o maumahara kai reira ai koutou e noho ana mō ake tonu atu....***

This past year has seen a great loss of life throughout Aotearoa, some highly decorated Māori leaders, some, our kaewa who were supported through our program, and loved ones who were the poutokomanawa or toka tū moana of their whānau who had played some part in our program. Here at He Kāinga Ora ki Ōtautahi, we would like to pay homage to those that now shine bright upon the chest of Raninui, the reasons we look to the stars at night. Bringing in Te Mātahi o Te Tau (Māori New Year), Aotearoa celebrated our first year of Matariki becoming a nationwide acknowledged Public Holiday, this tribute for those who have now passed on through the year couldn't have come at a more appropriate time.

***Nō reira, koutou nā mate huhua o te motu***

***Haere, haere, whakanaro atu rā...***





*Hoki ora mai ki a tātau*

*Nā kanohi whakamaumaharatanga o rātau mā*

*Tātau te huna e ora tonu ana*

*Hoki atu ki o koutou marae maha, ki o koutou tīpuna whare*

*Ki raro hoki i nā manaakitanga a tō tātau Kaihana*

*Tēnā koutou*

*Tēnā tātau katoa*

### **Mānawatia a Matariki e kare mā!**

After a huge interruption from Covid-19 in 2021, 2022 showed some promise. However, true to its form Covid once again became a nuisance to our Motu. Our SLT team made an executive decision to split our team into a Pod system to create a safer working environment for all kaimahi when the country shifted into the traffic light system, this was only to be at the Red setting, which we went into near the of February. Our system was two pods were working from home and one in the office and we would rotate every 3 weeks, so eventually we all had our turn on-site, and because all kaimahi were in pods, every pod had been assigned work vehicles so they could still carry out the daily visits with their kaewa. Also, each pod had assigned a senior leader to take care of our kaimahi, we remained in this system until the Anzac weekend had passed, and then we all reunited back at our office.

Moving on from the Red traffic light, we made a connection with the Māori and Indigenous Health Institute Team (MIHI) who were running community-based clinics to help tackle the spread of Covid within our communities. They made their clinics very welcoming for people from all walks of life, especially our kaewa. MIHI brought good wairua and interaction with whānau and individuals, they provided incentives such as food vouchers and food to those in the community as a token of gratitude for taking the plunge to get vaccinated, we would also fire up the barbie to feed our whānau who came along to clinics we held at our office, and also those who didn't get vaccinated, however, were hungry. Lately, MIHI have taken on more responsibilities now administering the Flu vaccination free to those who book in to their clinics, our relationship with MIHI is strong and we hope to keep that connection moving forward.





Thanks to our kaimahi and our Community Development worker, we ave started 'The Commons' an initiative created to help engage our kaewa and other vulnerable people within the community to services available to them. These services alongside us, include; Orange Sky (an initiative started in Australia) run by local volunteers that have available a van with a washer and dryer onboard for people to wash their clothing and while the kaewa or customer waits, they provide an ear to listen, the local mobile library van, and many others. We also provide food, which can change from week to week, instruments, art supplies, laughter, ears to listen and sound advice for people who may require it, and eventually a place for kaewa to do mahi whakairo (Māori art of woodcarving). ***Nō reira, nāu te rourou, nōku te rourou, ka ora ai te hapori!***

After almost 2 years of waiting due to the Covid-19 outbreak, we are finally on the road to running our Peer Support Training that will educate kaewa and others from the wider communities. Thanks to DCM Pōneke, we now have a connection with a local Ōtautahi peer support service; Thriving Madly, who have been doing some great mahi with peer support at Housing First Pōneke, this was a welcomed sigh of relief after Mind & Body withdrew their service with Emerge. After many hui with Thriving Madly's facilitators, we are happy to announce that this 5-day course will be ready to go from Monday 8<sup>th</sup> August through to Friday 12<sup>th</sup> August, we are currently recruiting 18 candidates which include kaewa to be a part of this training, which could eventually lead them into employment across the healthcare in communities' sector, and maybe even encourage them into university or polytechnic courses.

s 9(2)(b)(ii)





s 9(2)(b)(ii)

### **What works and what should you do more of?**

- Gut instinct – *trusting in yourself that the decisions made are the right ones*
- Believing in the capabilities of our kaimahi
- Incentives – *it helps realign everyone's focus on our kaupapa*
- Manaakitana, aroha ki te tanata – *care and respect for each other goes a long way*
- Haerena – *educational team trips away, because our team is very diverse, not everyone knows the richness that Aotearoa and Iwi/ hapū holds and values*

### **What doesn't work?**

- Losing focus on the kaupapa e.g. collaboration partners forgetting the moral of why we are here and why they chose to be a part on this program – *it makes things difficult to navigate not just for us, but our kaewa*

### **Direct support and facilitated access you provided to address people's identified needs:**

- Mental Health services
- Rehabilitation agencies
- AOD services
- PCW & CSW services
- Counselling services
- Employment agencies
- Health & Wellbeing services

***We are interested in understanding the support and services that people are either being provided with directly or assisted to access while on the programme.***

- Te Whare Roimata
- Christchurch City Mission – *Day programs and other service e.g. budgeting services*
- Emerge Aotearoa
- Accommodation services
- Fast Connect – *Power/ internet*
- Support groups
- GP's

- AOD services
- Mental Health services
- Ministry of Social Development
- Kaupapa Māori services – *He Purapura Whetū, Ngā Maataa Waka*
- Counselling services
- Other budgeting services
- Brain Injury service
- Employment services – *Life skills programme, Job connect, etc*
- Driving courses
- Christchurch City Council
- Parenting programmes
- Foodbanks
- Rehabilitation agencies – *He Waka Tapu, Kennedy House (Hillmorton Hospital)*
- Health/ wellbeing agencies – *Hep C group*

#### *Successes (big and small)*

- Having 117 kaewa housed more than 12 months
- The expression on a kaewa's face when they get housed for the first time
- One of our kaimahi becoming a NZ resident
- All HF employees now employed under The Christchurch Methodist Mission
- The start of the 'He Manu Pīrere' process – *moving kaewa ahead that are now fully capable and independent*
- Having a whānau (team) that rise to challenges each and everyday
- Aroha, manaakitanga, whanaunatana

*We appreciate that the measure of success and wellbeing is individual and what may seem insignificant to one is an incredible feat for someone else. We also appreciate hearing about the on-going journeys for kaewa reported in any previous quarters.*

## **Aro Mai, Housing First Collaboration Wellington**

### **Quarterly Narrative Report January 2022 – June 2022**

Aro Mai Housing First (AMHF) has continued to provide services throughout the last six months. The environment in which we have been working has been and continues to be challenging and dynamic with Covid infection spread, increases in rent and cost of living, housing shortages and reduced insurance options in the Wellington region. We have adapted our services accordingly, prioritising health, safety and wellbeing. Towards the end of the period, we have returned our focus to the Housing First principles and are re-shaping our service and organisation to better address this mahi.

In late January, the second contract for Housing First in the Wellington area was agreed with the Ministry of Housing and Urban Development (MHUD). The new contracting arrangements separates the tenancy management services, provided by Emerge Aotearoa, from the support services provided by DCM. Though both entities have individual contracts with MHUD, we continue to work closely with each other on a daily basis to provide the collaborative Aro Mai Housing First service.

#### **Trends and Impacts that influence outcomes**

##### **Covid infection**

AMHF partner organisations have adapted their services in response to the changing alert levels. From late January until late April, this involved working indistinct bubbles and minimising physical contact with taumai and colleagues. We maintained regular contact by phone, provided on-site DCM service outside, visited taumai outside of their home and arranged socially distanced supports or repairs inside the homes when needed. We supported vulnerable and sick taumai with food, medicine and RATs through contactless deliveries. We worked with our partners to facilitate Covid vaccine clinics and in recent month flu clinics. Our use of PEP, masks and social distancing has been effective with very little transmission occurring at DCM. As a result, the staff absences relating to Covid have been spread over the months and we have been able to cover the work throughout.

s 9(2)(a)

##### **Reshaping**

DCM has reflected on the roles and mahi across the organisation and in June reshaped the way we will work and deliver our services. Over the last two years, AMHF work has been dominated by meeting essential needs such as shelter, food support and accessing health services. The Hutt team have become the main Outreach service in the area, receiving reports, looking for and engaging people who are rough sleeping. The Wellington team contribute to the daily on-site service at DCM and assisting taumai to access emergency and transitional housing, money and food. Though this work is with and for people who access AMHF, it can divert our staff from the key working relationship that is core to the Housing First model. DCM will now operate services in two pou, with the Piki te Ora pou focused on the initial engagement and immediate support. The Piki te Kaha pou will be made up of Aro Mai Housing First, Sustaining Tenancies and Community Connection services, enabling us to focus on and develop housing related skills again, and build relationships that will support taumai to thrive in their homes and community. Our mahi will be supported by the Maramatanga pou who provide the backbone services for the organisation.

Along with the new pou, we are introducing new titles for all roles that reflect our value of Te Reo Māori.

### **Recruitment and staff development**

Recruitment and retention is a national issue and has affected AMHF service over the period. The high turnover at the end of 2021 was influenced significantly by the vaccine mandate, but since then we have continued to lose staff primarily to promotions in other organisations. We have carried vacancies in Team Leader roles, Housing Procurement, Kaimahi/ Key worker and Kaiāwhina/Peer workers. We have advertised continuously and held rolling interviews throughout the year. Kaimahi appointed have replaced those leaving rather than adding to the team and increasing our capacity. We have been able to recruit a Team leader who will commence in mid- July and hope to confirm a Housing Procurement Officer shortly.

In June, we again ran a peer training programme to introduce people to the concepts of peer support and prepare them for informal, volunteer and paid peer roles. Again, there was a good response and waiting list for the programme. Social distancing restricted the numbers to 10 attendees and illness reduced the numbers who completed the weeklong course to five. We plan to advertise and recruit to identified peer roles in AMHF in the near future.

With the high turnover of staff, we have been and will need to prioritise training and development to increase the team's skills and understanding of the Housing First model and practices that enhance it.

Staff changes, vacancies and absence in partner organisations and other services has made it challenging to maintain working relationships. We have been meeting, orientating and supporting new colleagues in sector throughout the period.

### **Emergency Housing**

AMHF support 22 taumai currently in Emergency Housing (EH). We have four in Transitional Housing (TH). Since January we have been working to migrate taumai from EH to TH wherever possible and to exit the last of the EH units funded by MHUD Covid response. The planned change of s 9(2)(a) from EH to TH managed by Emerge Aotearoa has been repeatedly delayed. We are unable to place more taumai at this site until repairs, furnishing and staff are in place. We have supported the taumai who have been there since Lockdown in 2021 though these numbers have reduced to three taumai at the end of the period.

s 9(2)(a)

### **Housing Procurement Report**

Since starting in January 2022, the new Housing Procurement Officer (HPO) has been working at establishing and re-establishing relationships with all types of property owners. There have been no issues in regards to private owners, but it has taken time to connect with both property management companies and governmental housing agencies. However, after now being the job for six months and as the Covid alert levels have changed, the HPO has been able to establish these relationships and we are beginning to be presented with property opportunities.

#### January – June 2022

Of the 17 properties secured for AMHF in the half year, six were on one site from one private owner, 10 were from other private owners, and one was from a property management company. Of these, four were houses (all two-bedrooms), six were flats and seven were apartments (1x bedsit, 1x one-bedroom, and 5x two-bedroom).

	Contacted	Approached	Viewed	Secured for Housing First
January	22	0	3	0
February	102	0	18	8
March	88	0	12	3
April	19	4	5	4
May	93	1	12	2
June	56	7	12	0
<b>Total</b>	<b>380</b>	<b>12</b>	<b>62</b>	<b>17</b>

There have been fewer properties advertised and available for rent. Landlords have also withdrawn their properties to sell, because of complaints from neighbours about anti-social behaviour and to seek higher rents. As a result, most new properties we have acquired have been used to re-house taumai rather than house more taumai.

Kāinga Ora Dixon Street site and Wellington City Housing Granville sites are both to undergo major repair and refurbishment. They need to be vacated and the taumai will be decanted in the coming months. We have AMHF taumai in both sites. Tenants were informed in recent months and we have been supporting taumai to prepare for this change. Planned graduation of taumai will be delayed as we assist taumai with the moving and resettling process.

Kāinga Ora have informed us the construction of the Rolleston street site has been extended and will now be delivered in mid-2023. They have also announced that the planned use of the purpose built unit on the site has changed from a Housing First model to Single Site Supported Housing. We are unsure if Housing First taumai will be able to access this new service and are concerned for the loss of planned properties for them. It is important to have an open dialogue between MHUD, Kāinga Ora and AMHF to ensure there is access to housing for AMHF taumai.

### Insurance

One major issue that has become prevalent over the last few months is the loss of potential properties due to insurance challenges. This issue has come in many forms and includes:

- Declining to provide cover due to use of property for social housing purposes.
- Providing cover but excluding key claim items such as malicious damage, or methamphetamine contamination – risks that a CHP is unable to accept.
- Extreme increases in excess values for claim items (a 2,500% to 4,000% increase in some cases, with minimum excess values being \$10,000 for any claim item) – causing property owners to lease elsewhere.

These additional conditions and premiums are being applied because the property is to be used for social housing only. It has resulted in the loss of 12 properties in which the owner has wanted to lease to AMHF, but was unable due to lack of insurance. Because of this, the HPO has redirected time away from housing procurement, and has instead focused on sorting through this issue with insurance providers, and key connections at HUD. We appreciate HUDs lead in addressing this issue with the Insurance Council and wait the outcome.

In the meantime, though we continue to search for properties, we expect the number of properties secured for AMHF will remain at the low-levels currently experienced.

### Direct supports and facilitated access to address identified needs

- Peer Programme - The recent programme was attended by four taumai who have been supported by AMHF. Three current Peer Workers employed at DCM have been supported by AMHF. Supporting people to turn their lived experience into skills to engage and support others is invaluable in creating real employment opportunities.
- We have supported most AMHF taumai to be vaccinated and prepared for Covid infections. As a result, all taumai have fared well through episodes of infection with no hospitalisation or long Covid reported to date.
- In February, we extended our relationship with a private landlord and took over the remaining properties in a site in Lower Hutt. Of the 18 properties, 12 are for AMHF with the remaining six being used for CPP taumai. By working closely with the landlord we have been able to resolve issues quickly, negotiate for dogs and pets to be allowed and even facilitate employment opportunities for taumai with him. By having management of all the properties we have been able to better respond to anti-social behaviour at the site and in the area. A barbeque in May to bring the taumai together, foster neighbourly relationships and discuss rubbish problems was enjoyed by all and seems to have improved the rubbish management. Managing multiple units at a site enables us to select and shape the neighbourhood relationships and provide regular on site presence over a week.
- A very challenging taumai with a long history of begging and public nuisance is living with her partner in the Lower Hutt site. There had been multiple complaints from the local shops and services and her tenancy has frequently been under threat for neglect. Tenacious support and advocacy from our staff has resulted in her hospitalisation under the Mental Health Act enabling their mental and physical illnesses to be stabilised. The keyworker noted her to be reading while in hospital and has since engaged her with the local library and book swaps. Lovely feedback came from the Community Police Officer s 9(2)(a) and now can talk to her positively about her latest book. s 9(2)(a)  
s 9(2)(a) The street begging continues, as it is a longstanding behaviour, but has decreased and is not seen as a nuisance. More importantly, she is enjoying and maintaining her home and engaging with her keyworker positively.

### Successes and Housing First interventions or activities linked to these:

s 9(2)(a)

s 9(2)(a) was first referred by an external agency to DCM in July 2021. He previously lived an intense and difficult life as a member of the Mongrel Mob. Age, deteriorating health and a desire for safety and stability for his whānau led s 9(2)(a) to turn in his patch and look to improve his long-term outlook. There was a multitude of barriers in his way to obtaining housing – not least, his very prominent Mongrel Mob facial tattoos.

He was referred to AMHF, supported to access and maintain emergency accommodation for 10 months, until a 3-bedroom home was procured which would allow s 9(2)(a) to have his s 9(2)(a) tamariki live with him. Finding a property near the children's school was the easiest part. Convincing the landlord to rent it to AMHF was harder, and introducing s 9(2)(a) was an unusual step taken to get this property over the line. We could demonstrate that this was 'the right property' for his whanau specifically. At the last minute, the landlords refused to sign because the neighbours were concerned about it being used for social housing. Again, we facilitated a meeting with s 9(2)(a) and the neighbours and openly discussed the concerns and prejudices each had. Good neighbor expectations were set out and the property was leased to AMHF.

In May 2022, s 9(2)(a) was handed the keys to a lovely whare. He was over the moon to have his name on a tenancy agreement and stoked to finally have his own place away from gangs, where he could provide a safe space for his whānau. It was something of his own that he could take pride in.

Around the same time, AMHF kaimahi supported s 9(2)(a) through the process of removing his Mongrel Mob-affiliated tattoos. Generously funded by the Ministry of Social Development, this has allowed s 9(2)(a) to settle into the community and search for jobs without discrimination.

s 9(2)(a) continues to meet at least weekly with his kaimahi who he has a friendly, jovial relationship with. On these visits, the kaimahi notes the house is always immaculately clean, and that he takes great initiative and pride in ensuring the whare is well kept.

s 9(2)(a) continues to do well in his new whare, frequently getting visits from his closest friend, and has had his tamariki over to stay a few times. We are currently working on increasing this frequency in a way that is best for the tamariki and him. s 9(2)(a) current project with the whare is to get a home gym set up so that he can work on his fitness and stay healthy for his whānau.

s 9(2)(a)

The Salvation Army contacted AMHF in August 2021 about a young person who had been rough sleeping on their premises. He would not engage with them. AMHF Hutt Team went looking for him (outreach) in locations he had been seen, eventually finding and engaging with RK. The initial assessment identified quickly that s 9(2)(a) met criteria for Housing First; Mental Health, AoD issues and a long history of rough sleeping despite being young. The assessment also highlighted childhood trauma and abuse experienced by s 9(2)(a) inflicted by both maternal and paternal family members. Drug and alcohol use from an early age of 13-14 years old and self-reported depression and anxiety. Mental Health services had tried but not engaged with him for many years. He was reluctant to engage with AMHF but with gentle persistence did, and s 9(2)(a) agreed and signed consent forms for us to work with and for him – the first step.

AMHF kaimahi supported s 9(2)(a) to access Emergency Housing (EH) initially and arranged for a medical assessment to be conducted. However, his unsettled and unusual behaviour caused disruption to the other occupiers and he was evicted despite daily support and advocacy by our team. We arranged further EH and ensured the motelier was aware of potential issues. Our frequent contact with him enabled us to see and record the marked issues with his mental health and inform the Mental Health services of his condition, triggering urgent assessments. s 9(2)(a)

AMHF kaimahi continued to engage with s 9(2)(a) and build a relationship while he was in hospital. This is not easy; he remains very fearful and distant from most people. Though he has whānau in the area, it is AMHF kaimahi he responds to best. When he absconded, it was our staff who knew him enough to find him and facilitate his return. In planning meetings, we advocated for him to remain while permanent housing was secured, rather than having him unsettled in further EH placements.

With the continued and frequent support from a particularly persistent and motherly AMHF kaimahi, s 9(2)(a) moved into his rental property in December 2021. Since the move, AMHF kaimahi have been an integral part of his wellbeing, ensuring he receives his monthly medication, arranging Covid vaccinations, working through MSD redirections, teaching him how to undertake domestic tasks, introducing cooking and shopping skills, helping him to maintain and sustain his tenancy in every way. The kaimahi have unearthed s 9(2)(a) and encouraged a desire to explore his talents further. It is the first steps, but if we can coax him into a community-based programme

where he can develop s 9(2)(a) , s 9(2)(a) will have not only a home, but also a place to go and an identity in a community where he was previously cold, alone and scared.

### **Financial Information**

Though financial reports are not required at this time, our end of year accounts are being prepared for audit and an update on the financial position of the underspend to date will be provided at the end of the month.

Please contact me if you have any queries or require further information.

Taone O'Regan  
Kaiarataki Piki te Kaha  
M: s 9(2)(a)

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## Housing First Auckland Jan - Mar 2023

### *Quarterly Narrative Report*

#### **What has been your experience been?**

*What works and what should you do more of? What doesn't work? What improvements could you make or what opportunities have you identified?*

In the last quarter, we experienced extreme weather such as floods and a cyclone. This resulted in many properties being damaged, most being uninhabitable leaving many people stranded and homeless.

On the night of the cyclone, we were called out to one of Auckland's Civil Defence Hubs which was temporarily set up to shelter homeless people. Many of our homeless community had fled to the Hub in hopes of finding a safe and warm place to wait out the cyclone, although it was known that the Hub was a temporary measure and that those who were homeless, would be returning to the streets once the cyclone had passed. In receiving the call on the night and in our immediate response we were able to assess everyone present in the Hub and managed to place 11 people into our emergency housing accommodation that night with a further 14 people the following day.

Having emergency housing has been an asset as it has provided immediate accommodation for our most vulnerable. Though emergency housing was initially intended for COVID, we have continued to see a great need for emergency housing as our homeless community has continued to grow for multiple various reasons such as inflation, extreme weather, housing shortage, family harm etc. Emergency housing has provided us with the opportunity to support our most vulnerable with urgency, relieving our clients of the stress and pressure of finding a safe environment. However, our emergency housing is scarce due to the influx of referrals from other organisations such as the Ministry of Social Development, Police, Hospitals, and other housing organisations.

We have also noticed a trend with deportees becoming more noticeable in the homeless community. These people have stated that they have been deported back to a country they no longer identify with and have no sense of connection to. Though these people are classed as New Zealand citizens they have no family or support here therefore they find themselves living on the streets with no support.

#### **Direct support and facilitated access you provided to address people's identified needs:**

*We are interested in understanding the support and services that people are either being provided with directly or assisted to access while on the programme.*

In the last quarter, we have seen outreach become increasingly busy with referrals coming from all over the Auckland region. We continue to build rapport with local communities, libraries, Police, Auckland council, and other organisations to find solutions to support our homeless community. We have partnered up with local churches to provide hot meals during outreach, we have also prioritized our chronically homeless for emergency housing with Kāhui Tū Kaha, as well as work with local maraes to provide additional wrap-around support for our Māori whanau.

With the ongoing inflation and many clients facing severe financial hardship, we have partnered up with Siaola who are working with our clients to explore employment opportunities to be able to meet their basic needs. We also continue to work alongside Auckland City Mission and Vision West providing food support to those we serve.

## **Successes (big and small) that show how far a person/household has come and Housing First interventions or activities linked to these:**

*We appreciate that the measure of success and wellbeing is individual and what may seem insignificant to one is an incredible feat for someone else. We also appreciate hearing about the on-going journeys for clients reported in any previous quarters.*

In the last quarter, we have housed 57 individuals and families in permanent housing which we see as a huge success. We have seen these clients display immense self-determination since being housed and work towards their long-term goals with such pride. This has also had a massive ripple effect on their families and communities.

Despite some of the difficulties of accessing long-term housing supplies, our Rapid Rehousing space has seen a prompt response to the high increase of incoming referrals regarding overcrowded families. We have seen a rise in mental distress and negative physical health outcomes from overcrowding circumstances. However, having resources to access our internal transitional housing space has given us the ability to quickly exit individuals and families out of homelessness.

We recently received a referral of a [REDACTED] s 9(2)(a) who entered our support services [REDACTED] s 9(2)(a). She mentioned that she was in a “high-risk unit” due to [REDACTED] s 9(2)(a) [REDACTED]. She previously had boarded with family in an overcrowded 4-bedroom house with 3 adults and 11 children [REDACTED] s 9(2)(a). She had slept in a single bed [REDACTED] s 9(2)(a) in a room shared with other people in a room that was damp and mouldy.

Since supporting her to access transitional housing, she was able to access the appropriate health care support for her son who had suffered several asthma attacks in her previous overcrowding accommodation, but more importantly, give a positive outlook on her housing situation.

### ***Guidance notes:***

This information could be sourced through participant (or agencies) feedback forms, provider assessments, and service evaluations. Not that the information provided should be non-identifying.

In providing examples of success, consider the following:

- Background and presenting challenges/barriers
- The types of support given to bring about change
- The changes or differences made by the participant or community, e.g. knowledge, skills, attitude, behaviour, and life circumstances.

# Kahungunu Whānau Services Housing First

## Quarterly Narrative Report



### **Kahungunu Whānau Services Housing First**

As a kaupapa Māori Housing First provider Kahungunu Whānau Services addresses the prolonged increase in whānau being chronically homeless by ensuring our services are driven by our values to support our whānau to achieve their dreams and aspirations through affordable, sustainable, and permanent housing and Whānau Ora pathways.

### **What has your experience been?**

We have registered on the Housing First programme in total 207 whānau. 190 whānau are Housing First housed. The remaining 17 whānau are Housing First engaged. The demand list assessment for whānau is ongoing.

From the 190 whānau housed. We have 9 whānau who need to be transferred to other properties, who suffer from mental health, are in unsafe locations, chronic complexities and/or the housing is not to a healthy quality standard for long term living, neighbour conflicts.

Our Property Team continue to build their network of relationships with rental agencies, landlords, body corporations, and trade services. Property Team continue to source properties with a huge increase in the Hutt area. Eastern suburbs – Newtown, Kilbirnie, Island Bay are in demand, unfortunately these areas of Wellington are hard to find properties.

Properties are matched according to suitability that meets the whānau needs although effort is made to house whānau that have been on the demand list for a longer period than others. It has become more prevalent that moving whānau from emergency housing has been influenced by tamariki needing to stay in the same areas of schools and colleges so that they maintain stability in their education given how transient emergency housing can be for whānau as they cope with day-to-day living. There is an increase in whānau that have had pets for a long period wanting to keep them and a requirement to be close to public transport and hospital for those that receive regular treatment.

Our positive ongoing relationship with Kainga Ora has given our service the advantage of regular hui to also see what stock may be available that would suit whānau needs. Kainga Ora have indicated that whānau I bring to their attention need to be A18 or higher.

# Kahungunu Whānau Services Housing First

## Quarterly Narrative Report



### **What works and what should you do more of?**

The Housing First Team collectively support whānau through their complexities and navigating through the government institutions that is a way forward when whānau are overwhelmed by bureaucracy.

Kahungunu Whānau Services avidly promote cultural values Whānaungatanga, Manaakitanga, Rangatiratanga and Kotahitanga while working through high complex situations. The space we create is for whanau to build a relationship, share their circumstances, connect with the appropriate services, and we encourage whānau to embrace options for opportunity.

Our kaimahi (support workers) wrap around whānau to empower them to make informed decisions that plot towards their aspirations about their wellbeing that of their own and dependents both young and old. Depending on the korero (story) of the whānau the wrap around is varied, examples are budgeting, supporting childcare, support with Oranga Tamariki, counselling, support in the Courts.

Repeatedly barriers are overcome by kaimahi as they wait on lengthy call queues on MSD and MSD Housing Line to follow up that social housing registry numbers are still active and whānau are at their potential rating as they also wait on community social housing. This also includes any engagement with MSD as advocates.

What works is to be open and honest with whānau even at times when their behaviour has compromised their situation negatively, to keep going despite the challenges and to treat people in the same way that you would like to be treated yourself. Transparency with whānau about processes with estimated timeframes also is important so whānau are clear about where they are in the process for what they require. Whānau are also reminded that as a participant with Housing First it's important that they continue to engage with kaimahi.

### **What doesn't work?**

Mental health, poverty, violence, strong gang activity, intimidation and addictions remains in the communities we are helping. Whānau resilience is strong as they share their moemoea (dreams), despite not having a stable home to live or are housed with limited finances and are figuring out how to get by day to day.

# Kahungunu Whānau Services Housing First Quarterly Narrative Report



Other areas of concern include the following.

- Letters of support to Ministry of Social Development (MSD) have no influence on Housing applications and priority numbers.
- Second hand furniture is not of good quality with little longevity.
- There is limited rental properties that meet the Government's quartile requirements.
- Limited grants/funding available for whānau being housed as the cost of moving has amplified.
- Whānau having limited resources when moving into their new whare, which in turn can create an unnecessary dependency.
- Bad Credit limits the ability to have power/gas connected.
- Increasing rent with lower socio-economic whānau is creating overcrowding in whare which sees them pushed into Emergency Housing.
- Whānau being pushed further down the Housing list because of a new group of people who became dependent on Government assistance during Covid-19.
- Social Housing Rating assessments taking 6-8 weeks for a call back once they have notified MSD, they need one
- Implications of children's education due to having to shift schools moving in and out of emergency accommodation including the extra transportation costs associated with moving locations.
- Streamlining processes to enable more affordable housing outcomes for whānau.

## **What improvements could you make or what opportunities have you identified?**

- Government departments providing NGOs with more control to better streamline the process with the ultimate goal of ending homelessness and increasing home ownership.
- Support housing innovation and technologies to better interact with whānau.
- Supporting the cultural needs of whānau to assist with connecting to the relevant wrap around services including reconnecting to iwi and hapū.
- Fostering a kaupapa Māori approach to ending homelessness which to date has helped to strengthen our process to assist with helping whānau to secure sustainable and permanent housing.
- Housing quartile to reflect the demand in housing crisis and rental costing.

## **Direct support and facilitated access you provided to address people's identified needs:**

- Whānau have access to relevant wrap around services which sees whānau developing relationships within the community which leads to improved behaviours and engagement.

# Kahungunu Whānau Services Housing First Quarterly Narrative Report



- Providing basic household items that empowers whānau to start their housing journey in a positive way.
- Engaging in budgeting services which assists whānau with their goals of home ownership. All our kaimahi can assist with budgeting.
- Actively supporting whānau to upskill to access employment opportunities within the community.
- Whānau wanting to actively engage in setting goals that provide them with relevant skills to integrate with their community and connect to iwi, hapū and whānau.
- Assistance with finding childcare
- Whānau to be better resourced financially with set up of permanent housing.

## Covid 19 Response

- COVID continues to affect our whānau and requests especially with kai support is ongoing.

**Successes (big and small) that show how far a person/household has come and Housing First interventions or activities linked to these:**

## HOUSING FIRST NARRATIVE June 2023

### Whānau make up - 1 Pakeke (adult)

Whānau enrolled in 2022. Whānau was currently in emergency housing in s 9(2)(a) in the City. Whānau struggle to work with Ministry of Social Development( MSD) due to his aggressive behaviour . Whānau was seeking support with finding permanent housing for him and his whānau.

Back story, whānau is a single tāne who moved from Australia in search of a new start for him and his whānau, that are currently living in s 9(2)(a) Australia. Whānau does have drug and alcohol issues that he is seeking support with. Whānau shared he struggles to communicate with government services which has created road blocks with his situation. Whānau is aware that he lacks motivation and needs to change his mindset around this. Whānau is also wanting to find employment.

Kahungunu Whānau Service provided whānau with the wrap around support with MSD. Set up drug and alcohol program and supported whānau in part-time employment.

Kaimahi addressed whānau's behaviour around his engagement with services. Kaimahi has also created a mentoring relationship with whānau. The mentoring has helped whānau change his approach to other services and he can see the positive result in this behaviour.

# Kahungunu Whānau Services Housing First

## Quarterly Narrative Report



Whānau is now housed in permanent housing and is slowly building his pathway to bringing his whānau back to New Zealand.

### **Whānau make up – 1 Pakeke (adult) 1 tamaitii (child)**

Whānau was homeless due to leaving an abusive relationship. Whānau was in women's refuge and is seeking permanent housing for her and her son.

Back story, whānau shared a tenancy with ex-partner. Since leaving ex-partner, whānau can't afford private rental due to her single income. Whānau work full-time but struggled to break into private rental market. Whānau has a s 9(2)(a) for the safety of both her and her son. Whānau felt disempowered by her situation.

Whānau shared that her biggest goal is to own her own home. To start her own business. Create a home for her and her son.

Kahungunu Whānau Service provided transitional housing and then moved whānau into a permanent housing. Provided wrap around support in Mana wahine programme to empower whānau again.

Whānau has created a safe home both her and her son. Whānau is working hard towards her goal for home ownership.

Whānau is an outstanding tenant. We will be graduating whānau from our Housing First program.

### **Whānau make up – 2 Pakeke (adult) 2 tamariki**

Whānau came into our service seeking urgent housing support. Whānau was pregnant and had a one-year-old child. Whānau was kicked out of her uncle's home and had no other whānau support. Father of children has strong gang affiliation, and this affected them being housed.

Back story. Whānau are both young parents, father is connected to gang as he was brought up in that environment. Young couple, there has been on going domestic violence.

Whānau shared she would like to s 9(2)(a) and be employed. She wants her daughter to see her as a working mum.

Kahungunu Whānau Services supported whānau into transitional housing and then into permanent housing.

Whānau have been in our service for two and half years. In this time whānau are in full-time employment. Father is no longer as involved with his gang connection, and both have worked hard

# Kahungunu Whānau Services Housing First Quarterly Narrative Report



on their relationship. Their eldest child s 9(2)(a), which has directed the whānau into being involved in this new community for their daughter. This has changed what is important to them as a whānau.



## Housing First: Te Pou Tuatahi o Tāmaki

*Narrative Report October 2022*

### Summary

This report covers Lifewise Housing First programme (Te Pou Tuatahi o Tāmaki) for the period covering the first 6 months of 2022.

The first six months of 2022 was peppered with staff changes at all levels of the organisation, people leaving and new staff coming.

Housing First referrals continued to be received via Merge Community outreach team, self referral and a handful from other support agencies. Overall numbers on the Housing First programme have continued to grow.

s 9(2)(a) in Epsom continues to be an integral part of our Housing First pathway, providing essential accommodation options for those entering the Housing First programme and or those existing housing first whanau that are in need of alternative accommodation, our referrals have increased for this service.

We remain challenged by the lack of suitable rental properties available to house our whanau which requires them to remain in emergency accommodation for longer. Securing of new properties have continued to be challenging and a number of landlords, agents and owners we have been working with have decided not to renew fix term leases we had secured.

Housing First celebrated a couple of significant events during the period; Housing First and Auckland City Mission combined for Housing First programme graduation – the first in 18 months; we welcomed Haehaetu Barrett as our new Lifewise CE; we fare-welled s 9(2)(a) years of leading the Lifewise housing portfolio.

### What has your experience been?

*What works and what should you do more of?*

The following things are working well:

- The Housing First team continues to advocate for our whanau to get their needs met – a success is the co-location of our dedicated WINZ officer – now sits within the HF team 2 days per week. This is proving to be very effective for both Housing First staff and whanau.
- Increased referrals to s 9(2)(a) has meant higher occupancy and utilisation has been maintained.
- Housing First continues to be engaged with our partners in the housing collective, sharing knowledge and support across the region.
- Strengthening relationships with Auckland City Mission to support a more collaborative approach – demonstrated by shared Housing First whanau Graduation – we graduated 16 whanau this year from Lifewise Housing First

- Lifewise Peer Support staff all completed and graduated Level 3 Peer Support training
- Housing First team went through a change process and the senior roles were reviewed and new structure embedded, the new structure provides dedicated practice support roles and separate line management functions.

***What doesn't work?***

- An ongoing challenge is securing appropriate and suitable housing for HF whanau, both with the city centre and the outer suburbs.
- Recruitment and retention is very challenging and competitive across the sector – success in this area often hinges on salaries being offered, we struggle to compete with other agencies, especially govt. Sector – ie, Kainga Ora.

***What improvements could you make or what opportunities have you identified?***

- Although the Housing First Plus initiative was stifled due to a couple of operational issues, such as not finding an appropriate facility, there remains a need for a programme that provides intensive support for our most vulnerable whanau with high and complex needs. We will continue to develop and scope a response in this space.
- Lifewise has worked hard to pass on any funding increases we have received to our workforce through the annual remuneration review process, which has supported all staff to be receiving the 'living wage' or above.
- We have identified core skills training for staff working within the Housing sector and have made training available for all Lifewise and APT staff to ideally attend together, such as; De escalation, First Aid, Mental Health and AOD 101

- Lifewise and APT have been working together within the Health & Safety space, reviewing safe working procedures, information sharing and risk management – this is ongoing
- A need that our Key workers repeatedly identify is the lack of free general counselling available for Housing First whanau to access – this is identified as a speciality resource that would be widely used if available within either Housing First team and/or Merge Community.

**Direct support and facilitated access you provided to address people’s identified needs:**

*Support and services that people are being provided with directly*

- **Evaluation** – We recently took part in the Litmus evaluations interview staff, peers support workers and managers to assess some of the learning and insights gained in Housing First over it first few years. Further interview will take place with programme participants
- **Health Services** – Advocating for people to access the service they need to meet health outcomes in relation to mental health, Addictions and access to personal development and community development opportunities (Calder Centre/Taylor Centre), this is an ongoing piece of work.
- **Motel** – the Motel continue to have high occupancy and is being well utilised by HF whanau.
- **Needs assessments** – continually assessing peoples changing needs and reviewing so we are accurate respond to enable people to have their needs met
- **Community Integration** – support for people to access cultural spiritual leisure and learning/work opportunities (WINZ/Auckland Council/Merge Community/ Auckland City Mission)
- Kainga Ora has developed a ‘pop up’ community engagement space directly over the road from the Vincent Street office which has been made available for the Housing First team to utilise, we have successfully used the space for events involving the HF whanau, such as graduation, driver licence courses and computer literacy, to name a few.

***Support and service that people are assisted to access while on the programme.***

- Safe men safe family – domestic violence
- ADHB Te Whetu mental health
- Probation
- NZ Police and community policing unit
- Whanau members have been referred to Emerge Aotearoa for Awhi Ora (Support Hours for Engagement in the Community) and Cookese (Community Volunteering Project)
- Referrals to psychologists for free counselling
- Immigration lawyers
- Housing First participants are active volunteers in the Lifewise Merge Community Team
- Primary health care (the majority of participants in the city centre are enrolled in the Auckland City Mission Calder Centre).
- Workcare (support to gain community-based employment)
- Community Alcohol and Drugs (CADS)
- New Beginnings Court
- Community Law
- Building Financial Capability
- Oranga Tamariki (working alongside pregnant mothers)
- SHINE
- Family Safety Team (Police)
- Community Mental Health Services
- PARS
- Community Detox facilities (ACM and Pitman House)

Document: Narrative report Housing First Nelson Tasman

Date: 20 January 2023

Author: Jaap Noteboom

*Trends or impacts that influence outcomes – what works and what should the Provider do more of? What doesn't work? What improvement could be made or what opportunities have been identified?*

- Within our Housing First Team we more and more realise the significance of building good relationships with our whanau. It is often that within those relationships' "miracles" start to happen, disclosures are made, and support is accepted. For one whanau that building of a good relationship might take just weeks whilst for another whanau this can take more than a year.
- One of our Motels we utilise is the s 9(2)(a). Because we have 24/7 security onsite we have accommodated whanau in this Motel who are in need of additional guidance which can be provided by the security guards. We noticed an increase of alcohol consumption and therefore also an increase in issues between whanau accommodated at this Motel. We subsequently consulted with the Security Company and had a big community meeting with all whanau to discuss the presenting issues. Based on this an "alcohol plan" based on the input of whanau was put in place. Since then, we hardly have any alcohol related problems anymore.
- As stated above the s 9(2)(a) has been utilised for the most challenging whanau as we have 24/7 security in place and the s 9(2)(a) is solely occupied by Housing First whanau. Security has been able to stabilise the whanau at the Motel complex, however there were still issues with whanau outside the Motel complex causing anger and frustration with the neighbours. We are grateful that MHUD has approved an additional 5 rooms and 24/7 Security at the s 9(2)(a). This s 9(2)(a) is located in a commercial area of s 9(2)(a) in Nelson and doesn't have direct neighbours. We now have been able to relocate the most challenging whanau from the s 9(2)(a) to the s 9(2)(a). Since we have relocated the most challenging whanau we haven't heard any more complaints from the s 9(2)(a) neighbourhood.
- Housing First Nelson Tasman started a partnership with Habitat for Humanity and Victory Community Anglican Church. This project provides 8 relocatable Cabins, a central community room with kitchen and central ablution block. The project has now been completed in we are in the process of moving the first whanau in.

*Direct support and facilitated access provided to address peoples identified needed – what support and services are individuals and whanau being provided with either directly, or being assisted to access, while part of Housing First?*

Each whanau will have an individual support plan and a designated Outreach Worker. However, we as team look collectively after each individual whanau. Whilst our Outreach Workers build strong relationships with our whanau and support them with their individual goals, the majority of our whanau is are being assisted to,

- Reconnect with a GP and Mental Health Services
- Get on the Social Housing Register with W&I and/or review their rating
- Be on the waiting list for Kainga Ora

The reconnection with a GP and/or Mental Health Services has proven to be really beneficial. Health assessments are completed and often medication renewed. For at least three whānau this has resulted in a significant reduction of presenting behavioural issues and psychosis.

*Successes (big and small) that show how far an individual or whanau has come, and the interventions or activities linked to these – the measure of success and wellbeing is individual. What may seem insignificant to one person is an incredible feat for someone else. MHUD also appreciates hearing about ongoing journeys for Housing First Clients who have been reported on in any previous quarters.*

- The Mahitahi Colab is both a physical space and a partnership between its founders, Nelson Tasman Chamber of Commerce, Nelson Regional Development Agency and Nelson Marlborough Institute of Technology, who together, aim to drive innovation through collaboration in our region. They provide a community and events programme designed to educate, inspire and enable business in our region. Through Mahitahi Housing First Nelson Tasman has now facilitated for three whanau to start their own business. One has started his own tree-care and tree maintenance Business and two have started their own art business.
- One of the whanau, a young wahini has now also secured a private rental pace and is no longer accommodated by Housing First.
- We have worked with an elderly whanau for quite some time and during this period he was on and off in our Motel Accommodation. At times he suddenly disappeared s 9(2)(a) for weeks in a row. Over time this “disappearance” reduced, and he now secured a private rental. We are still supporting him and he enjoys his new accommodation and is doing well.
- An elderly couple has been with our Housing First Programme for over a year. During this year they were accommodated in a Motel and there were great concerns for their wellbeing, especially for the elderly female as her husband could suddenly disappear for days leaving her without any care arrangements. We first were able to accommodate them in a Kainga Ora rental and as the wellbeing of the elderly women deteriorated the Outreach Worker was able to get her in an elderly home in which she could be supported n and cared for.

# Housing First Report

## CONDUCTED BY: Jesse Gordon.

**MONTH: March 2022 PROVIDER: Te Hau Ora O Nga Ngapuhi.**

### INTRODUCTION

- The purpose of this document is to inform MHUD of the work conducted on THOONS housing first Contract for the Month of March 2022. The report will include the required information on clients successfully placed in permanent housing as per the reporting standards supplied with the contract. The document will also go into detail regarding work in progress regarding the contract. This will include such items as relationships with owners that have been forged, other potential homes on the horizon, and houses that were worked on but did not get over the line for one reason or another.

### PROPERTY LOCATION & CLIENT PLACEMENTS:

#### **APPROVED**

- **s 9(2)(a) KAIKOHE:**  
*Towards the end of February, I began liaising with a property developer who had just finished transporting and renovating three relocatable homes on s 9(2)(a) in Kaikohe. They were Ex-Navy homes and have been refurbished to a decent standard, which in my opinion puts this home in the middle to upper quartile bracket of the rental market. They were also compliant with the Healthy Homes Standard including the recent amendments. All bar the heating standard in this address in particular. This matter has since been addressed with all parties involved including MHUD, I will go into further details below. He had already committed two of the homes but gave me an opportunity at the third. As it was my first Housing first home I did not have a full understanding of the registration process for clients with MSD and after 2 weeks of following up, I was given the unfortunate news that the client whose owner had selected from the options I had given was not eligible for a "housing rating" as her income was over the threshold. I would like to mention here the only reason the owner was willing to give us a shot was that he had the opportunity to meet the potential tenants. I took a positive from the first client being declined from MSD and moving forward I will suggest no applicants that have not already been through the process with MSD of getting a "housing rating". I was fortunate enough to get a second shot at the home and I introduced three potential clients to s 9(2)(a) this time being sure they had all been through the process of applying for housing at MSD. when he was onsite the following weekend I brought each client down individually giving them and the landlord the opportunity to meet each other while he showed them through the house. I feel like this exercise was also beneficial from a social aspect as it was getting these people who were probably not confident when applying for rentals and attending an open home type situation used to an environment that would be similar if not identical if they were to meet a property manager at an open home. The owner's background as a property manager also added to the authenticity of this mock exercise, which for the two candidates who were not successful was a definite confidence booster. I reassured them that they interviewed well and if they did the same with real estate advertised properties they would have a "real shot of securing homes alone." This statement was not just to make them feel good all 3*

clients presented and communicated well considering they all admitted to never going through a open home before(rental).

From the three potentials, he choose one of our Emergency Housing (EH) clients s 9(2)(a).

This was great as it opened up a space for whanau in need at the s 9(2)(a) and removed a long-term EH client from that space that is only designed to be a short-term alternative.

As per the contract requirements, only 11% of my total clients for Housing First” can come from Emergency or Transitional housing. Could you please confirm if I have interpreted this correctly, please?

I will now quickly go back to the home itself and the Healthy Homes issue. The owner agreed that there would be a compliant heat pump installed within 90 days of the tenancy beginning. I actually recognised this statement from the tenancy act where it describes the landlord’s responsibility in terms of supplying compliant heating in the situation where a new tenancy/management begins. Before moving any further with the property I confirmed with s 9(2)(a) hat it was ok, notifying her I had received written confirmation via email that an electrician had been scheduled to install a heat pump in a few weeks. s 9(2) agreed under the conditions that we would supply sufficient heating in the interim. I have a large oil heater that I plan to deliver early next week ( currently at home with covid 06/04/22.). One of the reasons the owner decided to have the agreement between himself and the tenant rather than with THOON as the tenant (which would be a more secure option from a liability perspective) was because he wanted to conduct the inspections himself. I let him know I have a property management background. His response was he also did but his experience as a builder means he spots important maintenance issues that other property managers have missed costing him lots of money with previous rental properties. I let him know that was fine but regardless we will need to conduct inspections ourselves for our internal reasons (whanau ora, wrap-around services) they were both totally fine with the arrangement and I was happy to finally secure a home under Housing First. Since it nearly missed and the many hurdles along the way it felt satisfying, to say the least. Many learns were made that I will take forward with future Housing First mahi, especially with the BOS side of things. I want to apologise for the constant back and forth during this timeframe due to my poor notes from our training and thank s 9(2)(a) for her patience and timely responses that saved me lots of frustration. Things are firm in my mind after completing one and I’m sure the next ones will go a lot smoother on the BOS end of things. In the Supporting documents field below I will supply the letter I initially gave s 9(2)(a) (SD1) and his investment partners. In my opinion, this letter really encompasses what helped me secure the property. It states the incentives of coming on board with THOON with social housing and I do my best to eliminate the stigma I feel is automatically associated with social housing. I attempt to normalise the clients in the homeless predicament by saying we are all in the same boat in NZ with a housing crisis and many of these people have good references, credit, etc but found themselves in an unfortunate spot. The general letter I put in vacant houses’ mailboxes is similar and so is my verbal pitch. You can often see landlords and property managers alike register with my point of view and see things from a light that favors our purpose when I relay them this information.

- s 9(2)(a) [SUCCESSFUL CLIENTS DETAILS](#)

- **SWN** s 9(2)(a)

- **GENDER** :Female.

- 
- **ETHNICITY:** :NZ Maori.

- **IWI** s 9(2)(a)

- 
- **EMPLOYER** s 9(2)(a)

- **EMPLOYER CONTACT** s 9(2)(a)
- **BENEFIT** :Sole Parent Support.
- **REFERRAL SOURCE:**MSD supplied the referral and placed s 9(2)(a) in the EH facility we have at the s 9(2)(a) Her stay at the s 9(2)(a) was for quite a significant period making her a priority for permanent housing.
- **PRIMARY LIVING SITUATION:** As expressed above s 9(2)(a) was an EH client living in the s 9(2)(a) . As you are well aware this is by no means an ideal housing option for people and due to current renovation work on the facility itself it was in a state that resembled a commercial worksite. s 9(2)(a) Temporary ply walls throughout create limited light in the hallways, the EH facility at the s 9(2)(a) is by no means at its full potential as ints in a refurbishment phase. This makes an already somewhat last resort environment even a little more disheartening than it would normally be for those who call it home. Several clients had nowhere to go so we are fortunate the owner has let us have 7 of these clients stay on with tradesmen basically working around them. s 9(2)(a) as one of the remaining 7 left staying at the s 9(2)(a) well it underwent much-needed repairs.
- **DURATION HOMELESS:** The referral from MSD for s 9(2)(a) was received on the 17<sup>th</sup> of September 2021. Prior to that, she was living in an overcrowded home on the couch or makeshift bed as she found herself in the position after coming north s 9(2)(a) with nowhere to return to afterward. Taking that period into consideration it would still be less than 1 year.
- **HOMELESS EPISODES:** Prior to s 9(2)(a) journey north s 9(2)(a) mentioned above her life including housing was fairly stable according to her. Taking that into consideration I would deem her having two homeless episodes if you include EH in that category, or one if not.
- **WRITTEN CONSENT FOR SERVICE:** Yes she has supplied written consent. This is a requirement for all EH clients at the s 9(2)(a) I will provide the MSD referral in the supporting document field below as evidence.
- **WHANAU LED GOAL PLAN:** One of my colleagues has recently been allocated to the position of a Whanau Ora planner ( Michelle Absolum). I have introduced her to Nita and she plans on meeting her to complete a whanau plan on the first Monday of next month (02/05) and follow up fortnightly. I have suggested to her that she should organise our financial advisor to wrap budgeting services around Nita as recent events have caused me to have concerns around Nita's capability to manage her income sufficiently. I will explain below.
- **INTERACTION FREQUENCY IN PAST MONTH:** Earlier in the month I met with s 9(2)(a) on site s 9(2)(a) passing her on payment details so she can set up an AP or direct payment for the %25 contributions towards the rent. It was a comprehensive and easy to follow the letter and she verbally made it clear she understood the request and would follow it accordingly. The weeks following have resulted in no payments being made. My last encounter with s 9(2)(a) a week ago ended with her saying MSD had paid her bond and weekly contribution amount to date. I organised a face-to-face with s 9(2)(a) who Nita said had confirmed this to find out he had not at all and she was not eligible due to her income. This was no surprise as I knew s 9(2)(a) would have notified me and it was unlikely with her job that MSD would cover the small weekly amount of \$102.5 for her. Once again I take it as a learner and as much as I wanted to secure the home I knew sorting bonds and rent in advance after the tenancy began (even though the owner didn't mind) was a move my past employer would not condone and not a wise one. It also highlighted the fact that under a tenancy where we sublet out to whanau we would have more



leverage in this situation and has prompted me to think about mitigation techniques for similar situations moving forward. She has given me her word she will sort it before the next day rent is due after I delivered her a letter for motivation. Hopefully, it was an honest mistake on her end (s 9(2)(a) claims the payments were actually made but to the EH account MSD has for s 9(2)(a) and our wrap around services in the form of budgeting/financial advice give s 9(2)(a) the tools to deal with her fiances more effectively.

- **NUMBER OF DEPENDENT CHILDREN:** s 9(2)(a) has two children that are not under her full-time care but who stay with their mother for two weeks s 9(2)(a), which has been agreed upon as okay by the landlord. Part of the reason he chose her was due to the fact she had no permanent child residents, so I have my fingers crossed that both s 9(2)(a) and her kids mesh well with the neighbors who live in close proximity and are s 9(2)(a) tenants as well. A good impression with this property is key for me to secure s 9(2)(a) is planning in the region moving forward.
- **DATE HOUSED:** The 30<sup>th</sup> of March was the start date on the tenancy agreement. The agreement is between the landlord and s 9(2)(a) herself. I will supply a copy of the agreement in the supporting documents (SD2)

### **TYPE OF HOUSING**

: 1950's relocatable (ex-navy house from Davenport). Fibrolite cladding, color steel roofing, Timber flooring, a new kitchenette, and a general renovation across the board. There is some movement damage noticeable in the ceilings of the kitchen but nothing that creates unreasonable gaps or holes that would affect the Healthy Homes compliance of the home. The timber joinery is in average condition with some sections having rot/water damage, once again nothing to the extent where draught is a Healthy Homes compliance issue. There is a 6-foot new timber fence surrounding the home a concrete drive to the gate but no concrete or gravel turnaround area within the fence line. This may pose an issue with mud/lawn damage in the winter months and was mentioned to the owner. It has residential zoning in s 9(2)(a) Kaikohe and is within 5-10 minute walking distance of all local amenities. As mentioned above it is under a private tenancy agreement. This has shone a light on the issue of having no authority in the situation where s 9(2)(a) has not paid her contribution and has highlighted how key good wrap-around services are with "Housing First" to prevent the tenancy and relations between THOON and a valued owner/developer falling over.

## **UNSUCCESSFUL**

- s 9(2)(a) **KAIKOHE:**

Initially, this deal with the owner presented itself as being straightforward. We had an owner who again is in the business of rental properties as an investment. Over a Coffee, at the local Café, he expressed his interest in coming on board with us for reasons relating to social housing & Tax Deductibles. I was unaware of any incentives of this nature. The following day I located an article explaining a controversial policy change that allows landlords renting through social housing providers who hold a chip the "ability to deduct mortgage interest on rental properties from taxes(Bell,2021)". Could you please clarify the specifics of this policy I think it will be an asset for me when pitching Housing First and THOONS Kaupapa to potential landlords especially those on the fence with making a decision? Link to article in (SD3)

Things got messy when he wanted the property to still be managed by the agency s 9(2)(a). During our discussion, he was happy with \$450 per week which is very reasonable considering the upper quartile for market rent on 3 bedrooms in the area is \$430. Once he passed me over to the Property Manager and said to communicate with her moving forward I was notified when asking questions about the approval process in BOS that the rent was actually \$500.

s 9(2)(a) naturally told me the rent was too high and can I negotiate with the owner. This time I bi-passed the Property Manager and went directly to the owner to

negotiate. He was frustrated I had done so as he had just settled on the property and wanted it tenanted ASAP. His response was "I trust s 9(2)(a) call and only liaise with her from there on". I notified s 9(2)(a) who said she was going to make a request regarding this elevated rent price, so I proceeded to request 24 hours from the owner to get an answer. By the next morning no longer than 12 hours later I had a positive answer from s 9(2)(a) and a negative one from the Property Manager who had already let the house out a matter of minutes before my call. This definitely highlighted the importance of timely and informative comms between myself and landlord/owners especially those who are renting vacant homes or newly purchased properties. In this circumstance in general and with these particular owners/agent at the first sign of uncertainty regarding the asking price there was no hesitation to move on. Unfortunately many were willing to pay that without a second thought. As a result owners and property managers alike have a lot of leverage that they are happy and willing to use to its full potential. I'll take it as a lesson learned in the future by analysing settlement dates and the owner's core reason for renting much closer than I did here.

## **OTHER HOUSING CLIENTS LIAISED WITH RECENTLY.**

The following clients have been closely worked with in relation to permanent housing. These are the individuals (and their children) I have prioritised in terms of any available housing opportunities that may arise. Pending their situation about the home and owner of course.

- **s 9(2)(a)** : Solo mother of two teenage boys who currently reside with their mum in a small EH room at the s 9(2)(a). She is always easy to communicate with and her shy quiet nature means she finds the whole process of finding a home naturally challenging. I introduced her to s 9(2)(a) the owner of s 9(2)(a) and her shy personality was evident. If provided a home I am confident she would be a great tenant her room at the Gof a better term a "clean freak". She does not work and has a really run-down vehicle which always makes things difficult with both these items playing a role in s 9(2)(a) not electing her as his tenant at s 9(2)(a) I feel.

**SWN** : s 9(2)(a) .

**GENDER** : Female.

**ETHNICITY** : NZ Maori.

**IWI** : s 9(2)(a)

**BENEFIT** : Sole Parent Support

**REFERRAL SOURCE** : MSD

**DURATION HOMELESS** : 05 November 2021, was the date I received the MSD referral.

**HOMELESS EPISODES** : This was the first time she has been in a situation that got that bad she needed to request assistance from MSD regarding housing.

**WRITTEN CONSENT FOR SERVICE.** : Yes she has supplied written consent. This is a requirement for all EH clients at the s 9(2) I will provide the MSD referral in the supporting document field below as evidence.

**WHANAU LED GOAL PLAN** : I have been working closely with s 9(2)(a) and have provided her support with her and her kids where needed such as kai packs and organising a clothing allowance with MSD.

**INTERACTION FREQUENCY OVER PAST MONTH:**

I have visited her twice over the past month to offer support if needed bar the meeting we had with the landlord at s 9(2)(a)

**NUMBER OF DEPENDANT CHILDREN:**

s 9(2)(a) has two s 9(2)(a) kids under her care. They both attended the meeting with the owner at s 9(2)(a) and communicated with the owner suprisingly well. They are both polite well mannered s 9(2)(a) who you would be confident to put in permanent hosing with their mother.

**DATE HOUSED**

: Not yet housed, but due to her being tidy and house proud she is one of the easier prospects at the s 9(2)(a) to find a home for. Speaking with s 9(2)(a) he has expressed that there may be a home through whanau connections coming up next month for her which I hope happens.

**TYPE OF HOUSING**

: Ideally a 3 bedroom home but s 9(2)(a) said a 2 bedroom would work and the boys could share a room if need be.

- s 9(2)(a) She is a fairly new client only being brought to my attention by s 9(2)(a) on the 24<sup>th</sup> of March. He vouched for her and I can see why. A solo mother of three kids s 9(2)(a) she works s 9(2)(a) in the hospitality industry. She is confident and presents herself well. This was the reason I also presented her to s 9(2)(a) for s 9(2)(a). Unfortunately for her, the combination of her hours at work and her children's age rose concerns in the landlord's mind about her being a good match for his other neighboring tenants. I am sure many landlords looking for a hardworking honest tenant would find her to be the ideal match.

**SWN**

: s 9(2)(a)

**GENDER**

: Female.

**ETHNICITY**

: NZ Maori.

**IWI**

:?

**BENEFIT**

: Sole Parent Support, She also has an alternative income stream as she works s 9(2)(a) in the Hospitality industry.

**REFERRAL SOURCE**

: MSD

**DURATION HOMELESS**

: ,24<sup>th</sup> of March 2021 was the date I received the MSD referral.

**HOMELESS EPISODES**

: Yet to ask her regarding the matter.

**WRITTEN CONSENT FOR SERVICE.**

: Yes.

**WHANAU LED GOAL PLAN**

: My colleague Michelle Absolum has recently been allocated the role of Whanau ora planner and has been in contact with s 9(2)(a) around organising a whanau plan suited to s 9(2)(a) situation.

**INTERACTION FREQUENCY OVER PAST MONTH:**

Have not had consistant visits with her over the past month as she is often at work. At my last meeting with s 9(2)(a) he said there may be a s 9(2)(a) home in the pipeline for her sometime in the next month.

**NUMBER OF DEPENDANT CHILDREN** : 3 Kids to my understanding.

**DATE HOUSED** : I have not located a home for her yet I do introduce her to s 9(2)(a) and think her solid work ethic and tidy manner in which she presents herself makes her an ideal prospect for a tenant.

**TYPE OF HOUSING** : Ideally a 3 bedroom, since here children are young there is the option of them sharing a room and a 2 bedroom will be fine in that case.

- s 9(2)(a) : *To be honest probably the most difficult of all the people I have dealt with to find a home for, while at the same time being the most in need. s 9(2)(a) is a solo mum with s 9(2)(a) in her care. Them all being s 9(2)(a) actually makes things easier as sharing rooms doesn't create an issue. Finding a home big enough with an owner willing to accept that many kids hence the pressure on his asset is another question. She is also the highest on s 9(2)(a) priority list and I have notified all avenues I know of they may be able to help her to reach out if anything arises.*

**SWN** : s 9(2)(a)

**GENDER** : Female.

**ETHNICITY** : NZ Maori.

**IWI** : s 9(2)(a)

**BENEFIT** : Sole Parent Support,

**REFERRAL SOURCE** : MSD

**DURATION HOMELESS** : 13<sup>th</sup> of June 2021 MSD referral/start of service date.

**HOMELESS EPISODES** : 2 times we are aware of have not asked her about any others.

**WRITTEN CONSENT FOR SERVICE.** : Yes.

**WHANAU LED GOAL PLAN** : She is in desperate need of a home as she has s 9(2)(a) kids. They will have no choice but to go into the cabins that are going to house the s 9(2)(a) clients as the renovations will be at a stage that the rooms are not livable. This is giving her bad anxiety as they will need to use portable toilets and with s 9(2)(a) kids in a cabin it's not a great outlook.

**INTERACTION FREQUENCY OVER PAST MONTH:**  
Every week to check on her situation and provide support via our wrap around services if needed.

**NUMBER OF DEPENDANT CHILDREN** : s 9(2)(a)

**DATE HOUSED** : Not housed but I have allocated s 9(2)(a) for her if all goes to plan with the owner.

**TYPE OF HOUSING** : Ideally a 4 bedroom or bigger but since all of the children are s 9(2)(a) we could get away with 3 rooms.

- s 9(2)(a) was a walk in referral. She heard from MSD that we may be able to help and came through. Herself and s 9(2)(a) children were living out of a car, after they were given a 90 day notice and could not find a home within the timeframe. At the time she had just gone through a messy breakup with her partner and was in all sorts of emotional pain. I suggested she apply for other support we offer in terms of counselling which she politely refused.

**SWN** : Was not given her client number from s 9(2)(a) but she has a housing rating of a A17.

**GENDER** : Female.

**ETHNICITY** : NZ European/Maori

**IWI** : s 9(2)(a)

**BENEFIT** : Sole Parent Support,

**REFERRAL SOURCE** : Walk in.

**DURATION HOMELESS** : 2 weeks

**HOMELESS EPISODES** : First time

**WRITTEN CONSENT FOR SERVICE.** : Yes, Ngaphui registration form completed with authorisation for consent clause

**WHANAU LED GOAL PLAN** : Have not followed up with wrap around support since paperwork completed.

**INTERACTION FREQUENCY OVER PAST MONTH:**  
Once as per above.

**NUMBER OF DEPENDANT CHILDREN** : s 9(2)(a)

**DATE HOUSED** : Has moved into a friends to sleep in lounge with kids rather than car as interim solution. Based in s 9(2)(a)

**TYPE OF HOUSING** : 3-4 Bedroom required for her and kids.

## **WORK IN PROGRESS/CURRENT LEADS.**

- s 9(2)(a) also has 3 sections in the Kaikohe area that have power and water to the gate. He has expressed an interest in leasing the sections long-term. I have mentioned this to my manager and we have plans to discuss the idea of putting cabins there with the aim of removing them at the end of the lease. THOON is also planning on erecting 4 cabins on one of our sites. I decided to just check if even if they would have any chance of meeting MHUDS criteria for

Housing First. The plan being if they did meet requirements the 4 we own could potentially go under housing first. I would also then have a plan for s 9(2)(a) sections if I had to pitch the idea to management. I sent the Plans for a 17m2 self-contained cabin off to s 9(2)(a) knowing it was well under the square meterage required, but at the same time knowing since the situation in the North is unique anything may be considered. I received Kainga Ora's housing criteria back from s 9(2)(a) but was notified that MHUD was coming up with their own set of criteria in the near future which I look forward to seeing. Hopefully, there is some leeway for a smaller cabin or tiny house builds in there as they are a common request that would be easily applied to many situations (Maori-owned land being one) if allowed under Housing First. I will supply the plans for the 17m2 cabin again for MHUD employees to hopefully discuss. It would be great if you could give some insight if it doesn't meet the standard where exactly did it fail, and maybe I could find a cabin out here that is within the specs. Refer to SD 4 for plans.

- A home we manage recently had its tenants moved out into their own homes. The home's purpose was for THOONS employees to have cheap rent while they prepare for purchasing their own property. The owner of this property's needs have now changed and maximising ROI is now the aim for the property. I have pitched her my Housing First kaupapa and am awaiting a positive reply. Once again I will supply the letter in the supporting Docs so you can get an idea of how I liaise with owners. Any constructive criticism will be appreciated and taken on board. The property in question is s 9(2)(a)
- I have organised a meeting with the Ngati Hine, and Whaingaroa Housing First representatives in the first week of next month. Let's hope we can bounce some positive ideas off each other and propel this Housing First agenda forward as a collective. I also am going to discuss the property locating component of my role and see how I can help them in the most efficient and effective manner.

## SUPPORTING DOCS

### (SD1)

Kia Ora Steven & friends (investors)

My name is Jesse Gordon I work for the Ngapuhi Runanga for the infrastructure division where I specialise in housing.

The kaupapa I represent is locating permanent housing for whanau who are not so fortunate to have a permanent roof over their heads and then the corresponding management of the property in question. This includes any other needs of the client ( and their family) in terms of their health and well being.

We have extensive wrap-around services from a Hauora perspective (health and wellbeing) so families who have been struggling are not just put in a home and then left to fend for themselves. We follow up with routine checks where we assess their situation and provide help where necessary.

Some of these services include budgeting, counselling, upskilling/education and kai/food packs just to name a few

I also manage the Emergency Housing for the Runanga where we provide temporary accommodation for clients during their transition period into permanent housing. Currently, lease the s 9(2)(a) which we use to provide this service to families in need

While searching Kaikohe and surrounds for vacant homes I noticed the 3 relocatables you have on s 9(2)(a) (Which are coming along nicely by the way). Naturally, I wanted to make contact with the owner(s) to ask if they had tenants/management wrapped up. I was fortunate enough to meet the one tenant in the house at the front who was a pleasant lady and when explaining my situation she passed on s 9(2)(a) contact details.

I will quickly go over a few of the benefits of coming on board with Te Hau Ora O Ngapuhi to manage, rent or lease your homes.

- Compared to your traditional property management company which generally charge around 8.5% commission you will get the same professional property management services from us with myself spending 3 years as a property manager for s 9(2)(a) for free (or 0% commission).
- We would also be willing to pay above the market rent to secure homes for our whanau.
- I can apply to the board to get a certain amount of rent paid in advance if it helps the owners concerning finance ( as I understand you have taken on a big project).
- With the wrap-around services we provide we have a close eye on our clients due to our routine visits.
- I can provide a list of potential tenants if you and the investors involved would like to partake in the application process.

My name is Jesse Gordon I work for the Ngapuhi Runanga for the infrastructure division where I specialise in housing.

The kaupapa I represent is locating permanent housing for whanau who are not so fortunate to have a permanent roof over their heads and then the corresponding management of the property in question. This includes any other needs of the client ( and their family) in terms of their health and well being.

We have extensive wrap-around services from a Hauora perspective (health and wellbeing) so families who have been struggling are not just put in a home and then left to fend for themselves. We follow up with routine checks where we assess their situation and provide help where necessary.

Some of these services include budgeting, counselling, upskilling/education and kai/food packs just to name a few.

I look forward to hearing from you and would be more than happy to meet and discuss things further over lunch at a time that suits if you are interested.

Thank you for your time, it is much appreciated.

Nga mihi,  
Jesse Gordon.

**(SD2)**

s 9(2)(a)

**(SD3)**

Tax deductibles article. Stuff NZ

<https://www.stuff.co.nz/life-style/homed/renting/126551624/landlords-angry-at-tax-loophole-for-social-housing>

**(SD4)**

Im not sure if this will work but I will send the cabin plan and the tenancy agreement to your email separate. They will have their own individual power meters as I know that's a requirement.

<https://drive.google.com/drive/my-drive>

## CONCLUSION

- I am now in a position where I feel I have a firm understanding of all the fundamentals required to do this Housing First role well. Naturally, as this understanding has flourished I have slowly but surely noticed traction with the contract growth and the same time my confidence. Although there were a couple of missed opportunities the knowledge gained from “what went wrong” is of just as much value to me. I like to look at things from outside the box and it has taken me to employ that attitude in this role. Most of the techniques/Strategies I used with owners to gain new management as a Property Manager for **s 9(2)(a)** don't apply here and different approaches are necessary. I am figuring these approaches out and from here I think it's going to be a steady but sure path to meeting the KPIs of this contact. Feel free to call me with any questions or queries, it would be a pleasure to talk Housing First with any MHUD representative as I'm sure I will take value away from that engagement. If the format of this report is not suitable please let me know. Kind Regards, Jesse Gordon.





## Mangatakitahi Housing First Rotorua (HFR)

### 1. Quarterly Reporting June 2022

The following requirements are to be provided to HUD within 5 Business Days of the end of each quarter (with the effective date being the last day of the previous month) via a secure file transfer.

#### Housing Specialist Update

#### Housing Specialist Update

**APT manage 117 properties**

**To date there have been – 134 Mānaha housed**

**In this reporting period April May June 2022.**

**11 new Mānaha have been housed.**

Property management breaches in this report period.

Breaches included:

- Drug Dealing  
Tenants have been moved to a new house – the residing tenant is older and appeared to be unable to stop family dealing drugs on the property. We have moved her to a smaller property on her own to support her and try to keep her safe. Trying to keep family from taking advantage.
- Dogs on site.  
Two Mānaha lost their tenancies due to a dog on property breach. We put them into a new property that was able to have dogs.

	<ul style="list-style-type: none"> <li>• Three tenants had to be moved due to the flats they were residing in were needing renovation - lost properties due to this. We have re-housed these tenants in other houses.</li> <li>• Lost two houses due to tenant behaviour – re housed in other houses. This experience encouraged the tenants to look at their choices and they appear to have settled in their new houses.</li> <li>• Lost one house to house sale</li> <li>• Lost property due to APT identifying house being unsuitable for continued rental.</li> <li>• Intimidating behaviour. APT has lost four properties from a property owner due to intimidating behaviour from a Mānaha towards him and other residents. These tenants were re tenanted into another home.</li> </ul> <p>Meth contamination</p> <ul style="list-style-type: none"> <li>• Two meth contamination homes this month. Houses were cleaned.</li> </ul> <p>Successes</p> <ul style="list-style-type: none"> <li>• We have been able to upgrade a tenant from a one-bedroom flat to a two-bedroom Duplex which suits the tenant better and is a much better space.</li> <li>• We have been able to house two sets of s 9(2)(a) couples who are very unwell into housing (one set was living in the s 9(2)(a) shed and the other the s 9(2)(a) )</li> </ul>
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		APT have recruited a new Property Specialist to join their team in this report period.
Category	Description	Outcome
Trends or impacts that influence outcomes	What works and what should you do more of? What does not work? What improvements could you make or what opportunities have you identified?	<p><b><u>Lifewise update</u></b></p> <p>In this report period the biggest impact has been breaches which can impact on sustaining tenancies.</p> <p>24 beaches were related to the upkeep and maintenance of properties. To mitigate this Te Taumata Lifewise and APT Leads met to discuss plans.</p> <ul style="list-style-type: none"> <li>• The programme has purchased mowers and weed eaters so Mānaha have access to the tools to support the upkeep of properties.</li> <li>• Key workers schedule time with Mānaha to work with them during and before scheduled inspections to ensure the properties are in good condition and ready for inspections.</li> </ul> <p>6 Mānaha have entered employment within the s 9(2)(a) industry.</p> <ul style="list-style-type: none"> <li>• These are short term contracts 3-4 months.</li> <li>• It has provided incentive to return to work temporarily to encourage Mānaha to obtain fulltime employment.</li> </ul> <p>We saw 11 households who joined the service in this report period. A common theme for people joining our service is a history of trauma, abuse, and addiction. This indicates the importance of clinical support included in the wrap around support.</p> <p>Brief examples of the Mānaha housed in this report period are as follows</p>

		<ul style="list-style-type: none"> <li>Returned to Rotorua to care for her s 9(2)(a) boys. s 9(2)(a) resulting with the Mānaha having to find an alternative accommodation rendering her homeless, for herself, her baby and 1 of her s 9(2)(a) children.</li> <li>A couple had been staying in Emergency Housing for a year. Police were often called to the hotel for Domestic Violence incidents. Since they have been engaged with the service, both identified the need to attend relationship counselling. Since beginning therapy a significant change in their lifestyle has been noticed. They have chosen to live away from town and all the temptations which contributed to their unwanted behaviours and are doing well sustaining their tenancy.</li> <li>Another Mānaha lost her rental property due to the house being sold. She has been living in emergency housing for 2 years and due to living with addiction issues she had lost custody to her children. Once housed and on a plan of recovery her children were placed back in her care.</li> </ul> <p>What has been working has been leveraging the partnerships with Te Pokapū to support the work and help with any gaps found in the service. This includes MSD, Te Whatu Ora Lakes (previously LDHB) and other services.</p> <p>Working closely with Te Taumata and APT to mitigate risk of property loss by developing plans to breaches.</p>
<p>Direct support and facilitated access provided to address people's identified needs</p>	<p>We are interested in understanding the support and services that people are either being provided with directly or assisted to access while part of the trial.</p>	<p><b><u>Case study- Mānaha M (03/05/2022)</u></b></p> <p>Mānaha M – Maori Female 2 Tamariki</p> <p>Mānaha M in this case study is a 27 year old Māori Female with two children in her care. One child is s 9(2)(a) and one is s 9(2)(a) in her care.</p>

		<p>Mānaha M was involved in a relationship with her child's father who was affiliated to a gang.</p> <p>Mānaha M endured a violent relationship and entered Women's refuge service to get away from the abusive relationship.</p> <p>After spending a month in Women's refuge, Mānaha M was placed in Emergency Housing s 9(2)(a), where she remained, until receiving a call from her sister in Rotorua asking for support.</p> <p>Mānaha M has returned back to Rotorua to s 9(2)(a) sister and s 9(2)(a) tamariki.</p> <p>Her sister s 9(2)(a) and Mānaha M took on the care of her s 9(2)(a) nephew along with her s 9(2)(a) child. The other three s 9(2)(a) are living with Mānaha M's mother who returned from Australia to take over the care of the children.</p> <p>Mānaha M was enrolled onto the Housing First program on 3.05.22 and was housed on the 11.05.22. The property suited her as she can stay close to her sister's s 9(2)(a).</p> <p>Mānaha M did not have any furniture or household items, Lifewise, Salvation Army and MSD have supported Mānaha M, to obtain furnishings for her new property.</p> <p>Mānaha M has now been in her new property for 3 weeks and in this time, she has put a protection order in place with her ex-partner. Her child has been enrolled s 9(2)(a). Her goals are to make her home a home for her s 9(2)(a) children and to work with her keyworker to find part time work.</p> <p>Lifewise are about to buy a mower to help with the maintenance of the property as Mānaha M is not afraid of challenging work and is looking forward to the purchase.</p>
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		<p>Reports are that Mānaha M has refrained from doing drugs and is committed to reaching her goals.</p> <p><b><u>Follow up: Reference Mānaha L (March 2021)</u></b></p> <p>Mānaha L – Male client  Mānaha M – Female partner  s 9(2)(a) amariki</p> <p>Mānaha L in this case study is a 25 year Māori male of s 9(2)(a) descent. As a continuation of previous report we have noticed Mānaha L has recognised his own value and has embraced working and is looking to grow within his industry.</p> <p>Currently he is working s 9(2)(a), but he is in the process of applying for a new role which will provide him with more permanent work. This is an indication Mānaha L is wanting to work full time and is enjoying being employed and wanting to excel in his career. Mānaha L has sustained employment for over 12 months, is expressing his aspirations to become a supervisor and eventually run his own business. His passion has influenced Mānaha M who has started casual employment with Mānaha L.</p> <p>Their children are enrolled and attending s 9(2)(a) School and seem to be enjoying their experience.</p> <p>The couple. Are receiving social support services from Manaaki ora and this seems to be working well.</p> <p>Keyworkers have been working with both Mānaha to manage their new income and the impacts of this income on their benefit and social housing rent. Mānaha L is working towards fulltime employment and coming off the benefit. The couple are also booked in to do the financial literacy workshops in the future.</p>
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## HUD - Quarterly Report – TPP Hamilton

Period: 1 April 2022 to 30 September 2022, due 5<sup>th</sup> of October.

### New clients - Housed and initial assessments.

From 1 April 2022 to 30<sup>th</sup> September 2022, a total of 70 housing outcomes were achieved, involving 74 adults and <sup>s.9(2)(a)</sup> children. The housing outcomes were made up of 40 Housing First outcomes and 30 Rapid Rehousing outcomes. 27% of housing outcomes were in Kainga Ora properties. 73% were in private rental properties or other types of housing. From the start of operation in August 2014, 1,199 housing outcomes had been achieved involving 1,657 men, women, and children.

On average, staff triage 3 new enquires per workday, speaking to between 45 and 70 new people per month. Between April and September, initial assessments were completed with 147 new people, 95 new Housing First clients and 52 Rapid Rehousing clients.

At the end of September, there were 252 active program users, made up of 207 Housing First clients (68 needing housing and 139 housed) (Note: we are contracted to work with 170 Housing First clients) and 45 Rapid Rehousing clients (27 needing housing and 18 housed). Rapid Rehousing clients have less complex contributing health and wellbeing issues and require less than one year's ongoing support once housed.

The average vulnerability score for the 147 new clients was 8/17 denoting a high vulnerability requiring a Housing First response. 51 clients scored between 10 and 16/17 on this assessment tool, which indicates a very high level of immediate risk and acuity.

In addition to the 252 active clients, a further 23 clients are being supported in the community by the Assertive Outreach team. These people are living in their cars or are rough sleeping in the community and have yet to register with the service for support. Outreach is an important part of building a trust relationship, between the client and the service.

Staff levels remain at 22 fulltime staff. At the end of September, caseloads were approximately 1:16 per case manager, with Team Leaders holding a small caseload of up to 6 clients.



s 9(2)(a)

Direct support and facilitated access to support people's identified need.

## Connections week

*Figure 1- 5.30am briefing before Outreach - Connections week 2022*

Connections week is an annual by-name count of those who are rough sleeping, sleeping outside, living in their cars, and in uninhabitable circumstances in Hamilton. The week is an opportunity to connect people who are homeless with services and support they may need. This is a collaboration between The People's Project, Hamilton City Council's City Safe team, and other Wise Group employees. Funding was provided by Te Puni Kokiri.

Over three days from Tuesday the 28<sup>th</sup> of June to Thursday 30<sup>th</sup> June 2022, 24 The People's Project staff, 6 Hamilton City Council City Safe members and staff from other Wise Group organizations complete outreach from 5.30am. Using eight service vehicles, we were able to cover all of the known places that The People's Project's Outreach teams and City Safe knew people had been either rough sleeping or sleeping in their cars.

Overall, 13 people were found rough sleeping and 12 people were found sleeping in 11 cars. No families or youth (< 18 years old) were found rough sleeping or living in their cars. Compared to the last two Connections Week campaigns in 2019 and 2021, the count revealed a reduction in the number of people unsheltered in Hamilton.

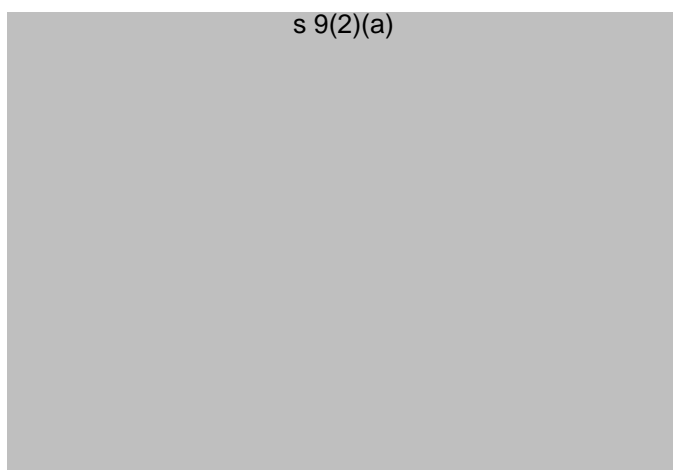
Twelve of the people living unsheltered were already known to The People's Project and City Safe teams. This speaks to the effectiveness of the new The People's Project assertive outreach team established in April 2021. This team conducts regular early morning outreach, connecting with people rough sleeping and living in their cars in the community.

## Occupational Therapist

On the 8<sup>th</sup> of August, our service welcomed back returning staff member Carly, to a new position as our dedicated onsite Occupational Therapist. Her role is to complete assessments once people are housed to determine if they have the ability to live safely and successfully in their homes. She will also complete other wellbeing assessments, as needed.

Having a qualified OT on staff has already positively impacted health outcomes for one client who has recently moved into their Kāinga Ora home. An assessment was completed in relation to property modifications needed to accommodate various mobility challenges. Kāinga Ora were willing to accept the recommendations from our onsite Occupational Therapist. This fast tracked the normal process for referral for OT assessment which involves referral to other services through a GP, assessment around meeting service criteria and long waits on waitlists before being assessed.

Over the next few months, we will collect details about the support needs identified by our OT. We will use this information to inform and further refine our practices.



*Figure 2: Rough sleeper - Hamilton East - Aug 2022*

Successes (big and small) showing how far a person/household has come and the interventions and activities linked to these.

## Workwise

From our research, we know that as many as 70% of people who engage with our service have worked before, with as many as 40% having held steady jobs. Once housed, helping those who are ready to get back to work is an important next step in people's reintegration back into our communities.

Workwise is a supported employment organization which is part of the Wise Group. Workwise support people who are facing personal or health challenges to return to and stay at work, using an individual placement and support (IPS) model. They have a broad understanding of how to ensure people facing mental health and problematic substance use issues, and who have experiences homelessness, are supported to gain and maintain employment. The People's Project Hamilton has contracted two Workwise employees to support those in our service wishing to get back into work.

In the quarter from April 2022 to June 2022, eight clients working with The People's Project have been referred to Workwise for support. That brought the total number of TPP referrals to 42 for the contracting year from the 1<sup>st</sup> of July 2021. Over the same quarter, eight people began working, making a total of 30 people employed from all referrals. This is a 71% placement rate, which is considered a very high by Workwise. Sixty percent of those referred who get into work have jobs working 30 hours or more per week. Helping people prepare to work is also part of Workwise's support. This can include supporting people to get licenses and helping people to complete training.

The combination of being stably housed and supported to sustain their housing, as well as being stably employed and supported to sustain their employment is a powerful combination. As one person commented:

*"I'm living the dream. I have an awesome job, awesome boss, awesome home, and people that care about and support me".*

Trends/Impacts that have influenced housing outcomes.

## Characteristic from initial assessments

Recently, there has been an increase in the number of people engaging with high and complex needs. This includes those with comorbid health and wellbeing issues, extensive corrections histories, and long stretches in emergency housing. To follow are a few characteristics from initial assessments carried out between the 1<sup>st</sup> of April 2022 and the 30<sup>th</sup> of June 2022.

Primary living situation last 3 months:

- 6 - rough sleeping
- 13 - emergency housing
- 7 - vehicle
- 15 - couch surfing
- 4 – short-term accommodation (e.g. back packers)

Main contributing factors in becoming homeless:

- 3 - problematic substance use
- 2 - domestic violence
- 4 - mental health issues
- 7 - prison release
- 22 - relationship issues

Physical health issues:

- 14 - head injury
- 5 - hearing impairment
- 1 - diabetes
- 2 - cancer
- 1 - paraplegic

Mental Health issues

- 23 - anxiety (21 of these also suffered with depression)
- 8 - post traumatic stress disorder
- 5 – bipolar disorder

This level of complexity necessitates careful management of caseloads. Clients with high and complex needs often take additional persistence and resilience on the part of the case manager in supporting people to help find and sustain permanent tenancies, and to engage with necessary health and wellbeing supports.

## Matariki

TPP teams in Hamilton and Tauranga gathered by the water for a ceremony to remember and farewell the 12 people they have worked with in the past year who have passed away.

Surrounded by karakia and waiata, harakeke (flax) flowers were placed on a small raft, each flower representing a person who had passed away. Additional flowers were added by staff who lost a loved one in the past year. The names of the people were called, and the rafts were released.

General manager, Kerry Hawkes, shared this message during the Hamilton ceremony:

*“Death as we have learned over the last 8 years is a part of the TPP service.*

*This ceremony is important for TPP staff, we often do not get to be involved once a person has passed away. Quite rightly family take over, however this sometimes takes away our opportunity for a goodbye, for closure.*

*This is our opportunity for a goodbye. Take a moment to reflect, to feel sadness...it’s hard and sad, and particularly when someone takes their own life we are left with more questions than answers.*

*What we always need to remember is how much life has gone before people turn up at our doors, we cannot overcome a lifetime of trauma in the short time (relatively speaking) we have with people. Damage has been done, bodies have been mistreated, medical treatment has been rare and chronic illness already exists in many cases. Sometimes the difference we make is not enough, but it does make a difference.*

*As we launch the raft today with the flowers that represent someone you have worked with, I want you to reflect on the hope you gave them, the kindness you showed them and the little bit of difference you made. Feel proud. Six out of the seven people we farewell today (in Hamilton) were living in their own homes.”*

After the ceremony, both teams headed back to their offices to enjoy a hāngī prepared by their colleagues and turned to focus on the future – the hopes, dreams and aspirations for the coming year.



Figure 3 Matariki raft with Harakeke flowers on the Waikato River - 23 June 2022



## Narrative report

The People's Project Tauranga

**October 2022**



[www.thepeoplesproject.org.nz](http://www.thepeoplesproject.org.nz)

IN CONFIDENCE

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## What has your experience been?

### Our clients

From June 2018 to 30<sup>th</sup> of September 2022, the following have been achieved:

- 174 housing outcomes (some clients have had more than one tenancy)
- 111 people housed
- 759 triages.

Our clients continue to work through the issues that led them to homelessness, and this is reflected, as expected, in our housing outcomes. We are committed to making each tenancy a learning and growing experience for us and our clients.

The increase in triages we have seen is due to the magnificent work of our newly formed Outreach Team and we are enjoying a bustling TPP office again and meeting new people who need support.

At present we have sixty (60) individuals waiting for housing with most of these sitting on the Social Housing Register between A17-20. Some have been waiting for 4 years without success.

The complexity of our clients dictates the demand in our day-to-day mahi and informs the make-up of our Case Managers caseload. We do our best to anticipate this using the evidence-based assessment tool the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT), so we have a good understanding of client's vulnerability levels. We see a high level of complexity in Housing First (HF) clients:

- Average HF client's score is 9.3 denoting a high vulnerability requiring a Housing First response. [Average of all HF clients TPP has worked with/are working with].
- Number of HF clients scoring 10 and over on VI-SPDAT are 84 which indicates a very high level of immediate risk and acuity. [84 individuals out of the 172 individuals TPP has worked with/are working with].

During the April 2020 lockdown, we were tasked with placing the unsheltered homeless into Motels which were funded by Ministry of Housing and Urban Development (MHUD). This came with significant challenges and some benefits, but ultimately is something we wish to move away from to ensure validity to our Housing First Model.

We have worked hard to phase out of the COVID motels. We placed and supported close to 60 people from April 2020 and subsequent months. We moved some into housing here, or to other areas and some others were evicted from motels due to anti-social behavior.

Now, 2 years on, we have 14 clients residing in one remaining COVID motel. We would have placed all clients into housing if the housing had been available.

Supporting clients living in congregate style accommodation, such as motels, has been particularly challenging. Supporting a large group of people with high and complex needs in these environments, whilst balancing the requirements of the privacy act with issues of health and safety, has been, and continues to be difficult.



### Our team

We have expanded our team and now have three (3) Team Leads, each with two (2) Case Managers in their teams, and we are currently recruiting for another Case Manager which with our Front of House, Clinical Lead, Workwise Employment Consultant and Manager, brings our team to fourteen (14). We are thoroughly enjoying the larger office space here at Marino House at 63 Second Avenue and the resources we need to awhi our clients and other service providers with a welcoming space is essential to our mahi. Our clients are starting to feel comfortable in this new space and some often stay for several hours, using the client computers and speaking with different staff as they pass through. We continue to work to ensure the environment is welcoming and we are grateful to our Front of House support for the mahi she does in this area.

### Embracing Te Reo Māori and Tikanga Māori

Local and national research and our own client data confirms that Māori continue to be disproportionately represented among people homeless in New Zealand as well as among TPP clients. Therefore, TPP is committed to implementing a Kaupapa Māori framework based on Tikanga principles into our everyday practice. TPP's cultural advisor, Chris Henoa, is based in Hamilton TPP and has developed and is now implementing a Māori competencies program for all staff. TPP staff have identified 5 Pou (pillars) that uphold our way of working. These are represented in figure 1.



*Figure 1 TPP Tauranga's Pou*

Chris has developed a Waiata specifically for TPP which reflects elements of a Housing First approach and values TPP wishes to foster among its staff. Led by Chris, staff are learning their pepeha, various karakia and appropriate words and phrases to be able to follow tikanga when meeting with Māori staff, clients, and others in our community. This approach will help us take care of our clients in a way that supports and acknowledges their cultural. The phrase "He aha ake" means "whatever it takes". This phrase embodies the approach that each team member takes supporting our clients.

### Impacts of COVID on Service Provision

The resurgence of COVID-19 in the community earlier this year impacted staffing levels. Each week, many staff were at home self-isolating as house-hold contacts or recovering from a COVID infection. Reduced staffing put a significant strain on service delivery. The ongoing stressor of the presence of COVID-19 in everyone's lives, along with the multiple impacts, cannot be ignored. Staff wellbeing has been front of mind for us even as we move into a new normal phase. The recent return to 'normality' has been a relief for many, though we

continue to wear masks when interacting with clients to reduce any risk of staff infecting clients.

### **Outreach Team**

In July 2022, The Peoples Project Tauranga started up an Assertive Outreach Team (AOT). Assertive Outreach is another “Front Door” to our agency, The People’s Project. This work involves locating and connecting with people who have nowhere to live, assessing their needs and connecting them with housing and supports they might need. Some who need us most will not arrive at our door, therefore it is essential we go to them and remove all the obstacles there are to accessing the support they deserve.

The AOT has been successfully operating in our Hamilton branch for 2 years as part of existing service delivery and their learnings informed the establishment of Assertive Outreach service delivery in Tauranga.

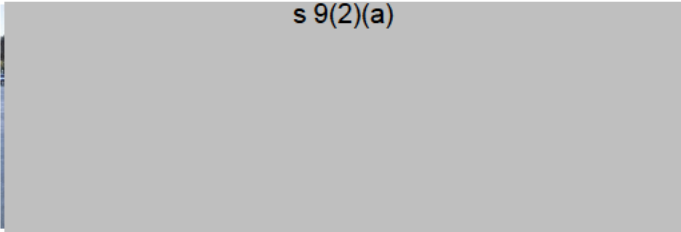
We are working closely with Tauranga City Council Bylaws staff and community meal providers who know where many unsheltered homeless are located and see them in their daily work. Earlier this year, Council Bylaws staff counted 120 people sleeping in cars or in unsheltered situations. A number of these are reported to be people working in Tauranga during the week, sleeping in their cars for affordability reasons and who return home on weekends. Other are travelers. However, many are unsheltered homeless with complex needs who require support to access housing and who may be reluctant to approach TPP. Outreach provides a way to build trust and show we are here to support people. For some, it may take weeks or months before they register with TPP, hence the value of Outreach.

### **Matariki**

On the 24<sup>th</sup> of June, the TPP team gathered by the Tauranga harbor for a ceremony to remember and farewell the six people we have worked with since we started, who have passed away.

Surrounded by karakia and waiata, flowers were placed on the water, each flower representing a person who had passed away. Additional flowers were added by staff who lost a loved one in the past year. The names of the people were called, and the flowers were released.

s 9(2)(a)



s 9(2)(a)

General manager for TPP, Kerry Hawkes, shared this message to both Hamilton and Tauranga TPP services:

*“Death as we have learned over the last 8 years is a part of the TPP service.*

*This ceremony is important for TPP staff, we often do not get to be involved once a person has passed away. Quite rightly family take over, however this sometimes takes away our opportunity for a goodbye, for closure.*

*This is our opportunity for a goodbye. Take a moment to reflect, to feel sadness...it’s hard and sad, and particularly when someone takes their own life, we are left with more questions than answers.*

*What we always need to remember is how much life has gone before people turn up at our doors, we cannot overcome a lifetime of trauma in the short time (relatively speaking) we have with people. Damage has been done, bodies have been mistreated, medical treatment has been rare and chronic illness already exists in many cases. Sometimes the difference we make is not enough, but it does make a difference.*

*As we launch the raft today with the flowers that represent someone you have worked with, I want you to reflect on the hope you gave them, the kindness you showed them and the little bit of difference you made. Feel proud. Six out of the seven people we farewell today (in Hamilton) were living in their own homes.”*

### **Training and Connections**

As discussed in previous reports, all our training in the past two years, had been moved online due to COVID restrictions. While we have still retained the effectiveness of on-line training, this year has seen a return to face-to-face and in an industry where networking is essential to advocate for our clients, and the relationships we build with other providers are how we achieve results, we are thoroughly enjoying getting ‘out and about’ again. We have been able to attend the following training/networking events:

- Kainga Tupu Networking Event
- Housing First Training
- Here to Help You Networking Event
- Cultural Connections Workshop
- First Aid Training
- Outcome Star/Outcome Star Goal Setting Training
- St Vincent De Paul Community Connections Group
- Inspiring Communities Development Workshop
- AOD (Alcohol and Other Drugs) Networking Forum

- Privacy Workshop
- Te Reo Competencies
- Understanding Mental Health

### **Housing**

The rental market continues to increase in its unaffordability, and the competition for those that are within our client's reach is fierce. We continue to advocate strongly and tirelessly for our clients in the private rental space, and have had some success, however, at \$420 a week for a studio apartment with a shared laundry and utility bills on top of that, it means our clients are struggling significantly to afford the basics, even with the full extent of Work and Income (WINZ) support available.

The housing supply in Tauranga continues to be the main source of the problem as we are needing one to two-bedroom flats for our client group and the development of such properties is slow.

We have appreciated strengthening our relationship with Accessible Properties Ltd (APL). TPP's considered and collaborative approach to housing TPP clients in APL properties has seen success in placements. The approach of TPP providing profiles of clients seeking housing to APL for manual placement has proven a good approach – this allows matching individuals to suitable properties.

TPP is currently working on the same approach with Kainga Ora and TPP hopes to place clients in the old properties being redeveloped at this time as well as in new builds in coming years.

### **Workwise**

From our research, we know that as many as 70% of people who engage with our service have worked before, with as many as 40% having held steady jobs. Once housed, helping those who are ready to get back to work is an important next step in people's reintegration back into our communities.

As mentioned in our previous report, TPP contracted a Workwise employment consultant to support those in our service wishing to get back into work, and we were joined by this Consultant in September 2021.

Workwise is a supported employment organization which is part of the Wise Group. Workwise support people who are facing personal or health challenges to return to and stay at work, using an individual placement and support (IPS) model. They have a strong understanding of how to ensure people facing mental health and problematic substance use issues, and who have experiences homelessness, are supported to gain, and maintain employment.

Helping people prepare to work is also part of Workwise support. This can include supporting people to get licenses and helping people to complete training.

Having an employment consultant integrated into TPP's team makes access much easier for clients as the trusting connection has already been made with TPP staff.

Even starting the mahi in a lockdown and continuing through a COVID surge, outcomes achieved have surpassed our hopes and expectations, thanks to our employment consultant's and the TPP team's flexibility and perseverance.

A key Housing First principle is client led decision making, so it's good to see several clients take up training and employment. Some of the results achieved from September 2021 through to end August 2022:

- 26 employment and training outcomes
- Māori are 56% of tāngata whai mahi accessing service and 58% of those securing employment outcomes
- Four TPP clients have moved off a WINZ benefit and into full time paid employment
- An 89% conversion rate from referral to entering service

An 89% conversion rate from referral to entering service is high and noteworthy. It shows the quality of service provided to clients in terms of timeliness, suitability, warmth, and teamwork. Integration between TPP and Workwise has gone from strength to strength with teamwork around clients crucial to successes achieved.

Employment taken up by clients include laboring, orchard work, trolley collection, removals assistant, brush hand/painter, forklift driver, driver with waster company.

The following is a good news story from our EC:

*"A client has been supported into his own accommodation by TPP and has been working ongoing with the Workwise Employment consultant to gain employment. The client has successfully completed 6 months of full-time employment on 7<sup>th</sup> September 2022. By working collaboratively together, ongoing support has enabled the client to thrive in his employment as he is settled and feels safe in his new whare. Together both the CM and EC took the client out for a celebratory coffee on his lunch break where we congratulated the client on being 12 months<sup>s 9(2)(a)</sup>. We both stated how proud we were of him for how far he has come and commented on how well he is looking. The client has gained new confidence in his abilities and is in discussions with his employment consultant about utilizing his skills to go for better jobs to get the future that he imagines it to be. The sky's the limit 😊"*

### **Access to Mental Health Support**

We have been working steadily to improve our relationship and connection with mental health services in the Bay of Plenty and building our network with the Social Workers and nursing staff in Te Whatu Ora Mental Health Inpatient Ward, the Nursing Case Managers and Psychiatrists in Community Mental Health (CMH), both North and South sectors, and the wider body of staff.

This has meant we are having success when calling for support with our clients and while is unfortunate that often the response is due to our relationship with these individuals rather than the overwhelming need for mental health support, we continue to strongly and steadfastly advocate for our clients and work to strengthen the relationship between the provider and the client. Often, we can see the clients care and treatment from a different perspective and having built trust with CMH and our clients, we now work collaboratively with our clients to achieve good outcomes.

## **Direct support and facilitated access you provided to address people's identified needs:**

We met s 9(2)(a) when our Tauranga service opened in 2018. He was housed at that time but he reported difficulty with his neighbors and he came to our office to tell us about his issues. s 9(2)(a) presents as a person who may have had a head injury and along with his struggles with an addiction to alcohol and all this entails it was very difficult to talk through his situation with him. We suggested he seek advice from a housing clinic at Community Law. He started to engage with us again in early 2022 as he was homeless and again his alcohol use limited the effective interactions, we were able to have, however, a Housing First approach to his management meant that we could remain in his life and assure him we were here to support him. We continued to welcome him into the office and put firm boundaries in place to keep us and him safe. Eventually s 9(2)(a) wanted to engage more and started to seek support. We offered him a room in one of the COVID MHUD motels to provide some stability for him to progress with his goals of housing. At first, he refused this temporary accommodation. However, some weeks later he agreed, and the Housing First model allowed us to tailor this support specifically for s 9(2)(a) and we were able to use incentives to achieve this progress.

Since being in the motel and having a stable environment, s 9(2)(a) has agreed to a social housing assessment and thereby secured himself a spot on the MSD Housing Register, he has reduced his drinking so he can abide by the rules the motelier put in place. He is engaging well with TPP Case Managers, he has mowed the lawns at the motel and has offered to paint the fence to show his appreciation to the Motelier for having him there. We can see evidence that he is starting to see his value and worth as he asks for better for himself. s 9(2)(a) has engaged with WINZ to seek clothing support and is starting to show an interest in his nutrition and wanting to eat better.

All these successes have come about because s 9(2)(a) has been allowed to be the expert in his journey and has been a part of the HF approach to housing. This means his strengths are celebrated and harm reduction is the focus rather than s 9(2)(a) needing to be 'better' before he deserves a chance.

## **Successes (big and small) that show how far a person/household has come and Housing First interventions or activities linked to these:**

One of our clients s 9(2)(a), a 60yr old gentlemen with multiple health and addiction issues, has been working with us since June 2021. He had been homeless for approximately 5 years, sleeping rough on the street for most of those years s 9(2)(a) has struggled with housing due to his mental health and addiction issues, but also because he values looking after others and this has often led him to lose tenancies due to extra visitors and the complications they bring.

s 9(2)(a) worked together with his case manager and secured a tenancy which he sustained for 7 months. This was lost due to the same ongoing complications s 9(2)(a) had previously faced where he wanted to support others in need and struggled with their ongoing issues. s 9(2)(a) and his Case Manager continued exploring options and looking into the reasons for the previous eviction and how he could prevent this from happening again. They then managed to secure a private rental in April of 2022. This tenancy started out much the same as the others and s 9(2)(a) invited another homeless individual with multiple mental and physical health conditions to stay as she was extremely vulnerable on the streets; this individual was also a client of ours. His case manager worked closely with him to identify potential issues and focusing on his strengths and the importance of his wellbeing, all the while upholding our Housing First values of client-led decision making and acknowledging that s 9(2)(a) was the expert in his journey. After a few tumultuous weeks, s 9(2)(a) concluded that having this guest to stay was not going to be sustainable and she would need to leave. We supported both clients through this period to keep their relationship intact. We continued to look for ways to focus on s 9(2)(a) strengths, those of nurturing and caring for others.

During this process, s 9(2)(a) and his Case Manager focused on one of the requests s 9(2)(a) had when we initially triaged him; to have a cat. This focused on s 9(2)(a) value of nurturing and looking after others and his case manager negotiated with the landlord to allow s 9(2)(a) to have a pet. We believed this would allow him to channel his nurturing gifts in a more sustainable way. The landlord agreed and s 9(2)(a) was able to bring a new kitten home on the 30th of September 2022. We anticipate the normal and expected challenges of pet ownership and see this as a healthy way to continue to explore how s 9(2)(a) can utilize his strengths. This is a perfect example of a Housing First approach. s 9(2)(a) knew from the start the issues he faced and the complications he was struggling with, and he also knew the solution. It is an honor to work alongside our clients to uphold the values of manaakitanga (respect and care) and rangatiratanga (self-determination), and we can do this because of Housing First.

**Lisa Marshall (Clinical Lead) and Simone Cuers (Manager)**  
**The People's Project Tauranga**

# Housing First

## Six monthly Narrative Report

November 2022

### Trends or Impacts that influence Outcomes

#### What works?

Graduation is in full swing and we are seeing whānau that we have been supporting for a long period of time now strong and independent. This has been cause for reflection and celebration for whānau achievement.

Specialist team is growing and connections with whānau are beginning with promising results. We have now appointed a Mental Health specialist.

Outreach has been showing promising results with growing connections with the community both street homeless and businesses who look out for them. Outreach and Peer Support roles have been successful in housing some of the rough sleepers in boarding houses and onto our Housing First Programme. The role of Peer Support has been key in outreach. The knowledge of where whānau may be residing eg under bridges, carparks etc is key insight as is how to approach and connect to build a relationship and trust.

Training and development for the team to induct and upskill is being strengthened. Listening and observing the ongoing trends of needs in the community is key.

New Team structures are now in place after feedback from staff, which look at the practice benefits of mixing the complexity of clients in any one key workers case load in comparison to one key worker having only high, or medium or low. . We have intentionally diversified the experience and skills in the team by bringing in Community Workers this has strengthened our client responsiveness.

We continue to develop our stakeholder relationships with Kaianga Ora (especially in South Auckland where we hold our greatest portfolio of Transitional Housing) who have a number of 1 and 2 bedroom properties coming available. These are our single most difficult properties to find so this is great news for our single whānau who often must wait significantly longer than families. As part of this mahi, we are working with MSD on the reassessment of whānau ratings to ensure that whānau priority is correct especially with the average length of stay in TH being longer than the program was created for – which is due to a housing shortage.

The partnership built through covid response with the ARDHB for popup health checks for whānau and staff has continued following on from covid response through the Covid Emergency Response Motels.

#### What should you do more of?

We continue to review and adjust our practice, as the proportion of pre-housed whānau grows of those we support.

Increased utilisation of the Housing First Backbone team for staff training opportunities as they are specific to the mahi our team does.



Increase our reflective practice through deeper analysis and utilisation of RecordBase outside of what we know of how the system works. Invite RB to provide more staff training and systems insights to get the most out of the data.

We hope to increase our numbers in the Peer Support role as we recognize the richness lived experience brings to the mahi and service we provide to the community.

### **What doesn't work?**

Finding appropriate housing and support for homeless youth, singles and whanau with disabilities/accessibility challenges is difficult.

Accessibility to Mental Health support. We continue to face 6 month waiting lists for those with mental health needs. We have brought on a specialist for acute client work and to train the trainer across our staff team but this helps to support the mahi but does not replace the need for the key mental health specialist teams that we need access to.

Having time periods on the support we are funded to provide to whanau, such as in Sustaining Tenancy, Transitional Housing and Rapid Rehousing.

### **What improvements could you make?**

Integration with Huia Mai (Kaupapa Māori) team for cultural training and understanding to better support Māori clients. We are proud of our diverse team that means we can have a greater connection with our diverse community. We are intentional about our Māori and Pacific community which are over represented in our work. We can work Māori to Māori and Pacific to Pacific. We continue to weave and embed kaupapa practices in all we do. We know this is a journey for all providers, we continue to seek to do better in all our cultural practices.

Upskilling staff for the current housing climate, mental health and budgeting skills.

### **What opportunities have you identified?**

Our Outreach role has been positively showing the effectiveness of added connection for our street homeless whanau. Connections with TSA (The Salvation Army) Outreach has strengthened and has been beneficial in picking up the areas that were. It has opened the potential for further development of the team and how they can be best utilised.

### **Direct support and facilitated access you provided to address people's identified needs:**

VisionWest engage with a network of services that meet most of the needs of the Housing First whanau who engage with Housing First. The network services are well established, such as:

- Whanau Waipareira
- Hoani Waititi Marae
- The FONO
- Family Works
- Family Action
- Salvation Army
- Police
- Law Society
- Kiangā Ora
- Other housing providers – Cort, Compass

### **Services Onsite at VisionWest that HF whanau have accessed**

- Whanau Centre
- Education and Training
- Budgeting
- Pataka Kai
- Counselling
- MSD – Co locating on Visionwest campus
- Community law services
- Community Connectors

### **Services Offsite: HF Whanau have been supported to access**

- AOD Programmes eg CADS, Salvation Army Bridge Programme, Pitman House
- Smoking Cessation (Fono)
- Parenting programmes (Family Start, Fono)
- Liase with other social housing providers (if whanau doesn't meet HF criteria)
- Skills update work programme
- Mental Health Services (Moko Services, Waimarino, Waiatarau Hospital)
- Doctors and Partnerships with mobile medical teams
- Anger Management course
- Work bridge
- Legacy and Man Up groups
- CAP Financial mentoring
- Woven Earth

### **Direct Support:**

- Preparing and support for court cases
- Career planning
- Support for doctors' visits
- Consultation with Housing First Registered Nurse, AOD Specialist and Counsellor.
- Accessing and sourcing furniture and clothing for HF whanau
- Support with facilitation of funerals of HF whanau, funeral grant, cultural guidance regarding processes.
- Transport to WINZ appointments
- Advocacy to probation
- Support looking at tertiary training institutes
- Immigration Support
- Critical incidents
- Oranga Tamarkiki

### **Successes (big and small) that show how far a person/household has come and Housing First interventions or activities linked to these:**

Graduation has been a wonderful time for both Whānau and Staff for reflection on the whānau journey and the hope, aspiration and tools they go forward with.

One client who originally had been living with her partner in a van for approximately 10 years who we met through being called up by the petrol station they had been parked behind. All of the paperwork was filled with them on the street. It took a few months of regular connection with them before they were ready to move into a house. The concerns had been for the gentleman who was in his 80's [REDACTED] s 9(2)(a) and for her mental wellbeing. We were able to connect them to an awesome GP who would come and visit them at the van. The first house was so lovely however due to the female's mental health complexities; they didn't fit so well into the surrounding neighborhood. The second home was a much better fit and they settled well.

The Gentleman [REDACTED] s 9(2)(a) after moving into the second property and the Support Navigator assisted with everything required [REDACTED] s 9(2)(a) .

The female is still in the same house. She is managing the rent and bills, as she has the whole way through, she is managing the tenancy relationship, any of her needs through MSD and is living very well independently. We had the honour of graduating her just a month ago.

Another story of a younger tane who came to us through a referral through a local church. He was living with mental health and anger challenges which became a barrier to healthy relationships. The Support Navigator worked slowly but consistently with him and helped him into an anger management course. He also started to volunteer doing gardening as a tool to manage the emotional struggles. He has done well and it gives him purpose each day. He has been offered gardening jobs from others who have seen him work. When he graduated, he was walking around our campus showing his certificate to whoever would take the time to listen. He was so excited.