



best|self[®]

BEHAVIORAL HEALTH

**SOCIAL
DETERMINANTS
OF HEALTH**

Presentation - 2024

VISION & MISSION

VISION

Empowering everyone
to be their BestSelf

MISSION

To provide innovative,
evidence-based, accessible,
and family-focused
behavioral health services
to promote health, hope,
recovery, and an enhanced
quality of life.

SOCIAL DETERMINANTS OF HEALTH AT BESTSELF

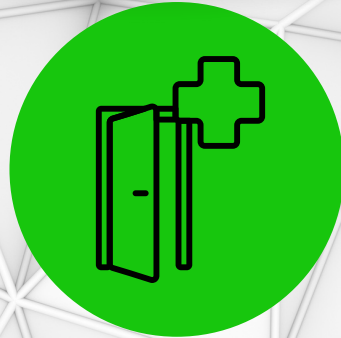
Addressing the social determinants of health is priority for all programs and services at BestSelf Behavioral Health.



FOR TODAY



NEIGHBORHOOD
&
PHYSICAL
ENVIRONMENT



ACCESS TO
HEALTHCARE



EDUCATION

NEIGHBORHOOD & PHYSICAL ENVIRONMENT

- Supportive housing.
- Homeless services.
- Affordable housing development.
- Partnerships with other housing services.



EDUCATION

- Building Brighter Futures (BBF) school-based social-emotional supports and expanded learning programs in over 25 schools.
- Opportunities for academic enrichment & remediation.
- Enrichment, recreational, positive youth development, health & wellness and social-emotional services.



ACCESS TO HEALTHCARE

Black Mental Health Response Team

- Started as a result of 5/14 mass shooting.
- Nontraditional mental health supports.
- Elimination of barriers to care.
- Bridge to traditional mental health care.



THANK YOU



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Buffalo, New York

INSTITUTE FOR COMMUNITY LIVING



ICL Program Services



ADDRESSING SOCIAL DETERMINANTS OF HEALTH

Our Mission



Since its founding in **1986**, the **Institute for Community Living (ICL)** has been helping New Yorkers with behavioral health challenges live healthy and fulfilling lives by providing comprehensive housing, health care, and recovery services.

Today, ICL offers **140 programs across 50 physical locations in all five boroughs of New York City.**

We take a trauma-informed approach, meeting the **13,000 people we serve each year** wherever they are, working together to support them in achieving their goals.

Where there are gaps, we develop innovative programs, some of which have become **national models for care.**

How We Serve



Behavioral health needs are complex and intertwined with many root causes. People get better with ICL because **our whole health approach addresses all aspects of well-being and reduces health disparities.**

We provide mental health care and recovery services, as well as employment, social connection and community engagement support services to adults, children and families who are experiencing:

- ❑ Behavioral Health Challenges
- ❑ Mental Health Challenges
- ❑ Complex Trauma
- ❑ Substance Use Disorders
- ❑ Developmental Disabilities
- ❑ Chronic Medical Conditions
- ❑ Homelessness
- ❑ Food Scarcity

Care Coordination & Outreach



ICL's care coordination services connect New Yorkers to social service and medical providers to help manage behavioral health and chronic health conditions. Programs also provide connections to other community resources such as **transportation, food, income support, home health aides and housing.**

- ❑ **Pathways to Wellness:** home care coordination for people recently discharged from psychiatric hospitals or transitioning from shelter to supported housing
- ❑ **Community Oriented Recovery & Empowerment (CORE):** community-delivered peer support, psychosocial rehabilitation, and treatment services for Medicaid HARP members
- ❑ **Children & Family Treatment & Support Service (CFTSS):** crisis intervention, peer support, therapy and rehabilitation services for families
- ❑ **Older Adult Recovery and Mental Health Services (OARS):** bilingual support services for 55+ New Yorkers

Highlight: Intensive & Mobile Programs



ICL's robust network of **mobile treatment teams** supports people with serious mental health challenges for whom traditional approaches have not been successful and includes:

- ❑ 7 Assertive Community Treatment (ACT) teams
- ❑ 6 Intensive Mobile Treatment (IMT) teams

ACT has been shown to **reduce hospitalizations by more than 30%** and increase stability for individuals experiencing challenges; **when paired with permanent housing, ACT has reduced hospitalizations by 80%.**

Of 555 individuals enrolled in IMT for 1 year or more as of the end of Q1 2023, **48%** were housed.

Highlight: STEPS



ICL's **Step-Down Treatment Ensures Personal Success (STEPS)** program is designed to assist individuals enrolled in Intensive Mobile Treatment (IMT) and Assertive Community Treatment (ACT) programs, who are ready for less intensive services, freeing up much needed space for these high-demand programs.

STEPS provides services via home or field visits, in-group sessions, and through telehealth, as appropriate, including:

- ❑ Comprehensive Case Management & Advocacy
- ❑ Psychiatric Evaluation
- ❑ Medication Management
- ❑ Health Monitoring
- ❑ Wellness Education
- ❑ Skills Development
- ❑ Social Engagement
- ❑ Peer Recovery Support

Transitional & Supportive Housing



We are one the largest supportive housing providers in the city. **We see housing as a critical part of a whole health care approach to well-being.**

Each night, more than 3,500 people call ICL home. They live in our community residences, transitional housing, supportive apartments, and homes for people with intellectual and developmental disabilities.

Our innovative housing models include:

- ❑ **Nevins Street Apartments**—designed to meet the whole health needs of residents
- ❑ **Emerson-Davis Family Center**—a housing program designed to keep children safely and happily housed with parents living with serious mental health challenges
- ❑ **Borden Avenue Veterans Residence**—the only New York City shelter created specifically for veterans

Highlight: Changing Spaces



Changing Spaces is a 9-bed innovative temporary-housing model designed for people who are experiencing street homelessness.

The goal is to **secure permanent housing for clients within 30 days.**

Changing Spaces works collaboratively with Safe Options Support (SOS) to complete HRA 2010e housing applications (if applicable) and prepare clients for housing interviews.

- ❑ **Located in Coney Island, Brooklyn, New York**
- ❑ **Provides a safe space to live with clothing, food and support**
- ❑ **Staffed with peer specialists and counselors 24/7**

Highlight: Medical Respite



ICL provides **short-term housing to individuals coming out of the hospital**. This transitional living arrangement is designed to prevent people from experiencing homelessness during recovery.

The program offers:

- ❑ **Furnished, Well-Maintained Apartment**
- ❑ **24/7 On-Site Social Work Staff**
- ❑ **Individual Case Manager**
- ❑ **Medication Monitoring**
- ❑ **Home Care Services**
- ❑ **Skills Development Groups**
- ❑ **Meals**
- ❑ **Transportation**
- ❑ **Connections to Housing, Health Care Providers & Other Community Resources**

Community-Based Programs and Clinics



ICL offers a range of community-based services to meet the various mental health needs of all New Yorkers.

We provide services in **schools, homes, and other community spaces** where our clients choose to meet.

Our medical and peer workers offer diagnostic treatment and counseling services, and they are **available around the clock for crisis intervention**.

We operate **mental health and substance use disorder treatment clinics**.

Our patients can also receive services via **telehealth, home visits, and group programs** throughout the city.

Highlight: East New York Health HUB



Our **East New York Health HUB** is a comprehensive community center representing ICL's commitment to a **whole health approach** addressing social, economic, and personal factors that impact well-being.

The facility provides **25 programs** that to address health disparities in a community that is home to **Latinx, African American and Caribbean populations**.

Primary care services are provided through our co-located partner **Community Healthcare Network**.



- Weekly food pantry
- Yoga and Zumba classes
- Computer labs
- Community social events



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People Get Better With Us



Social Determinants of Health and Peer Services: Fighting Structural Stigma

Melissa Wettengel, NYCPS, MPH

CEO, Hands Across Long Island Inc. (HALI)

Alliance for Rights & Recovery Executive Seminar

April 25, 2024

Disparities Correlated w/ Psych Diagnoses

- Poverty
- Homelessness
- Food Insecurity
- Isolation
- Unemployment
- Disability
- Access to Care
- Chronic Disease
- Early Death

Social Determinants of Health



Economic Stability

Education

Healthcare Access & Quality

Neighborhood & Environment

Social & Community Context

US Department of Health & Human Services, 2020



Peggy, Peers, & Psych Rehab: SDOH before they were cool

Swarbrick, 2006

What do we all want?

What do we need?

- A safe place to call home, in a community of my choosing
- Food that is convenient, nutritious, and tastes GOOD
- Good health – mind, body, and spirit
- A purposeful day
- Enough \$ to get what my family and I need/want – now and later
- A way to get where I need to go
- Connection to my community
- Supportive relationships
- “Social capital”

Translating into Services: Peers Supporting Social Determinants

- Housing
- Food Pantry
- Clothing Closet
- Showers
- Food Shopping on a Budget
- Cooking Classes
- Wellness Coaching
- Budgeting Support
- Employment EXPLORATION
- Entitlements Linkage
- Benefits & Workforce Incentives Coordination
- Systems Advocacy
- Mobile Shower Unit

Mutual support may not always be the main dish. But it's definitely the special sauce!



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Mobile Shower Unit:

- Dignity & respect
- Support & shared experience
- **Service linkage comes LAST. It's about the relationship.**



**As we fund innovative new
programs to address SDOH:
Process evaluation is as important
as outcomes evaluation!
(If not more)**

Let's Connect

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Citations

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Swarbrick, M. (2012). A wellness approach to mental health recovery. *Recovery of people with mental illness: Philosophical and related perspectives*, 30-38.