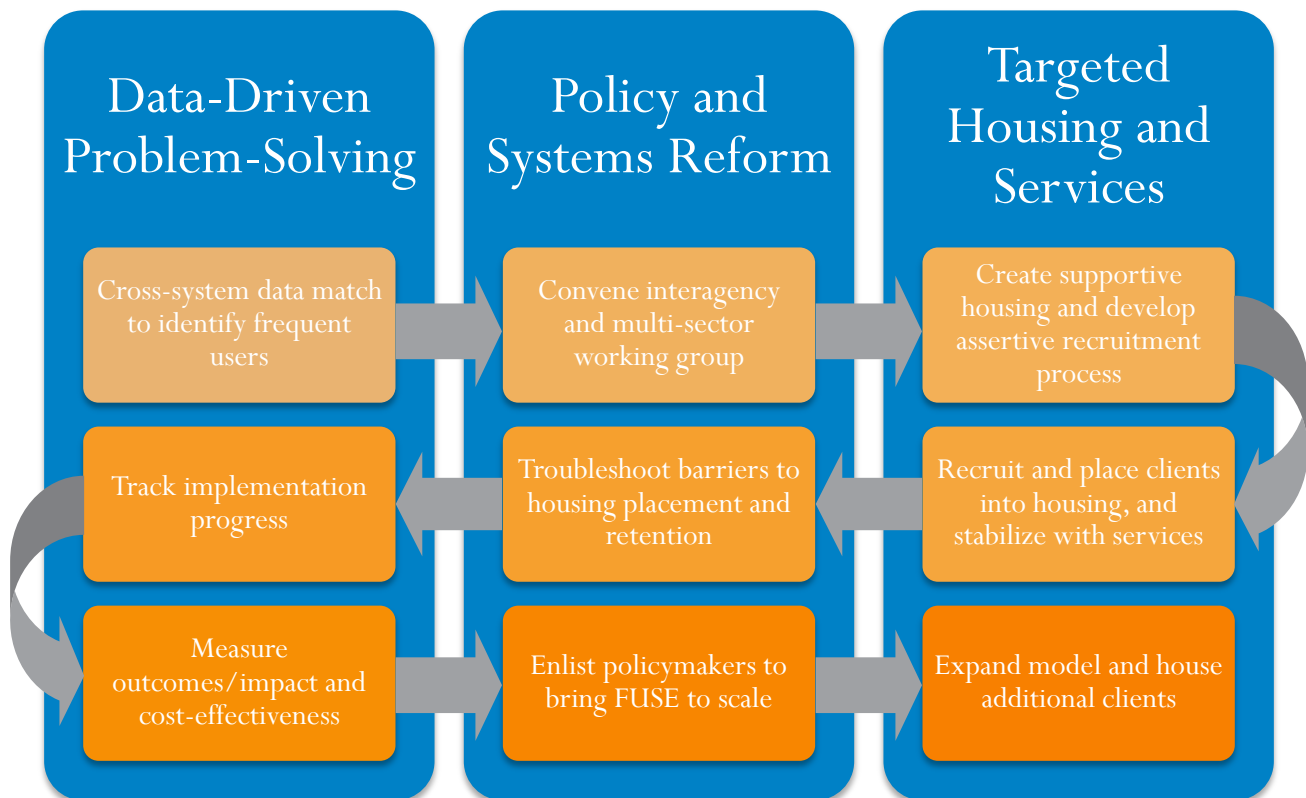


CSH’s Frequent Users Systems Engagement (FUSE) model is being used as part of our *Returning Home Initiative* to help communities to break the cycle of incarceration and homelessness among individuals with complex behavioral health challenges who are the highest users of jails, homeless shelters and other crisis service systems. FUSE increases housing stability, reduces recidivism and breaks the cycle of multiple crisis service use, resulting in public cost offsets. While CSH has helped each of the communities implementing FUSE to adapted the model to suit its unique local contexts and conditions, at the core of FUSE are three essential pillars:

- Data-Driven Problem-Solving** Data is used to identify a specific target population of high-cost, high-need individuals who are shared clients of multiple systems (jails, homeless shelters and crisis health services) and whose persistent cycling indicates the failure of traditional approaches. Data is also used to develop a new shared definition of success that takes into account both human and public costs, and where the focus is on avoiding institutions altogether, as opposed to simply offloading clients from one system to another.
- Policy and Systems Reform** Public systems and policymakers are engaged in a collective effort to address the needs of shared clients and to shift resources away from costly crisis services and towards a more cost-effective and humane solution: permanent housing and supportive services.
- Targeted Housing and Services** Supportive housing—permanent housing linked to individualized supportive services—is enhanced with targeted and assertive recruitment through in-reach into jails, shelters, hospitals and other settings, in order to help clients obtain housing stability and avoid returns to costly crisis services and institutions.



These three pillars also contain the nine key steps involved in the adoption of FUSE. It should be noted that the real-life process for implementing FUSE is not always linear. For instance, some communities will form their interagency working groups prior to conducting a cross-system data match, and the data match itself may bring new willing partners to the table. Also, while outcome measurement takes place during and after implementation, the design of the evaluation or outcome tracking methods takes place prior to implementation. However, while the specific sequence may vary, these steps represent the basic blueprint to guide communities in their replication of FUSE. First and foremost, communities should contact CSH to obtain assistance in pursuing these steps.

- 1 Conduct Cross-System Data Match to Identify Frequent User Cohort**

Match administrative data across corrections, homeless services and other crisis public services to develop a list of shared clients who meet specified thresholds of high service use (e.g. 4 jail and 4 shelter admissions in last 3 years).
- 2 Convene Stakeholders & Create Interagency, Multi-Sector Working Group**

Convene key public agencies, policymakers, and community stakeholders into a working group to help adapt the model, assemble resources, track and troubleshoot process, oversee outcomes, and advocate for the expansion of the model.
- 3 Design and Assemble Resources for Supportive Housing and Assertive Recruitment through In-Reach into Jails, Shelters and Other Services**

Work with partners to design the intervention—supportive housing coupled with assertive client engagement and recruitment through in-reach into jails, shelters, and other settings—assemble the resources needed for the intervention (e.g. rent subsidies, unit set-asides, services funding), and select participating providers.
- 4 Recruit and Place Clients into Housing and Stabilize with Services**

Work with and train selected supportive housing providers to proactively recruit frequent user clients from the data-generated list by conducting in-reach into jails, shelters, and other crisis service settings. Providers engage and build motivation among clients and place them into supportive housing rapidly. Once placed, clients are assisted in developing and meeting service goals to increase housing stability and prevent returns to jails, shelters, and other services.
- 5 Troubleshoot Barriers to Facilitate Housing Placement and Retention**

Through routine oversight meetings, the working group reviews and troubleshoots barriers to housing placement and retention, especially barriers that stem from bureaucratic approval processes.
- 6 Track Recruitments, Placements and Avoidance of Crisis Services**

Systems and procedures are created to conduct real-time tracking of client recruitment, housing placement, and client use/avoidance of jail, shelter, and other services.
- 7 Measure Reductions in Crisis Services and Cost-Effectiveness of Model**

Outcomes and impact are measured either through a formal evaluation or informal outcomes tracking process, which measures reductions in jail, shelter and other crisis services used and attendant cost offsets. These cost offsets are compared against the cost of supportive housing.
- 8 Enlist Policymakers to Bring FUSE to Scale**

Based upon the success of the model in reducing crisis services use and costs, the working group engages key policymakers to commit additional resources to bring the model to full scale, that is, enough units to reach the full set of individuals identified in the data match.
- 9 Expand the Model, Participating Providers and House New Clients**

With newly committed resources, expand capacity of current providers and recruit and train new providers to recruit and house new frequent user clients.

