



ST. LOUIS TACKLES A  
DUAL CRISIS AND THE  
COMMUNITY WINS

**COMMUNITY  
RESPONSE TO  
CATASTROPHIC  
HOUSING  
CLOSURES**



NORTHVIEW



VILLAGE

2145 NORTH KINGS HIGHWAY ST. LOUIS, MISSOURI 63111

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# NORTHVIEW VILLAGE OVERVIEW

- A HOME to 174 people
- An employer to 184 community members
- Largest skilled nursing facility in St. Louis City- one of the largest in the state
- In most years, the biggest provider of skilled nursing to Medicaid recipients in the state
- A frequent 1-star facility with regular fines for poor care from the state and federal government
- A last resort for those who could not find care at other facilities



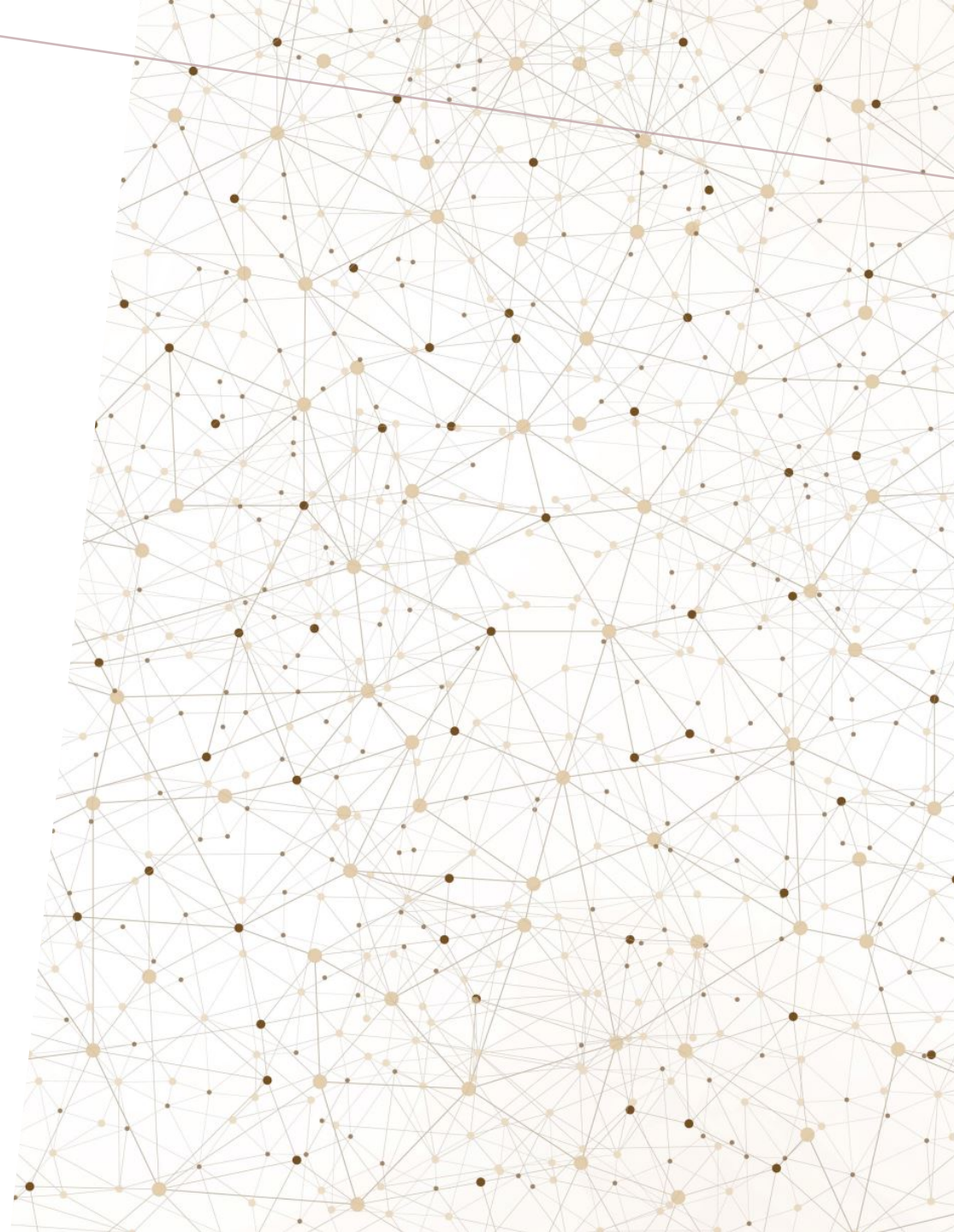


NORTHVIEW  
VILLAGE  
NURSING  
HOME  
CLOSURE

**A CRISIS IN  
CARE**

# COMMUNITY RESPONSE AND WELLNESS CHECKS

- Funders: St. Louis City Senior Fund, St. Louis City Mental Health Board
- Contact with partner organizations took place over holiday week
- 35 caseworkers from 19 organizations
- Kickoff with training on January 2
- Operations wrapped by end of January



# WHAT WE LEARNED IN WELLNESS CHECKS

79% of people needed clothing or personal care items

Median age was 60

21% were under 60 and had a mental health diagnosis.

19% were under 60 and had a developmental disability



# HERITAGE HOUSE OVERVIEW

- A home to 162 people in 154 households on 19 floors
- Average resident age of 70 years
- 117 residents were identified as aged 60+
- Built in 1960s for retired teachers
- History of HVAC problems, pipes bursting, and poor maintenance
- Average leasing was for 8 years. Current residents had been there for less than a year to 36 years







# HERITAGE HOUSE EVACUATION

## A CRISIS IN HOUSING

# COMMUNITY RESPONSE

- Funders: St. Louis City Senior Fund, St. Louis Area Agency on Aging, City of St. Louis, Urban League

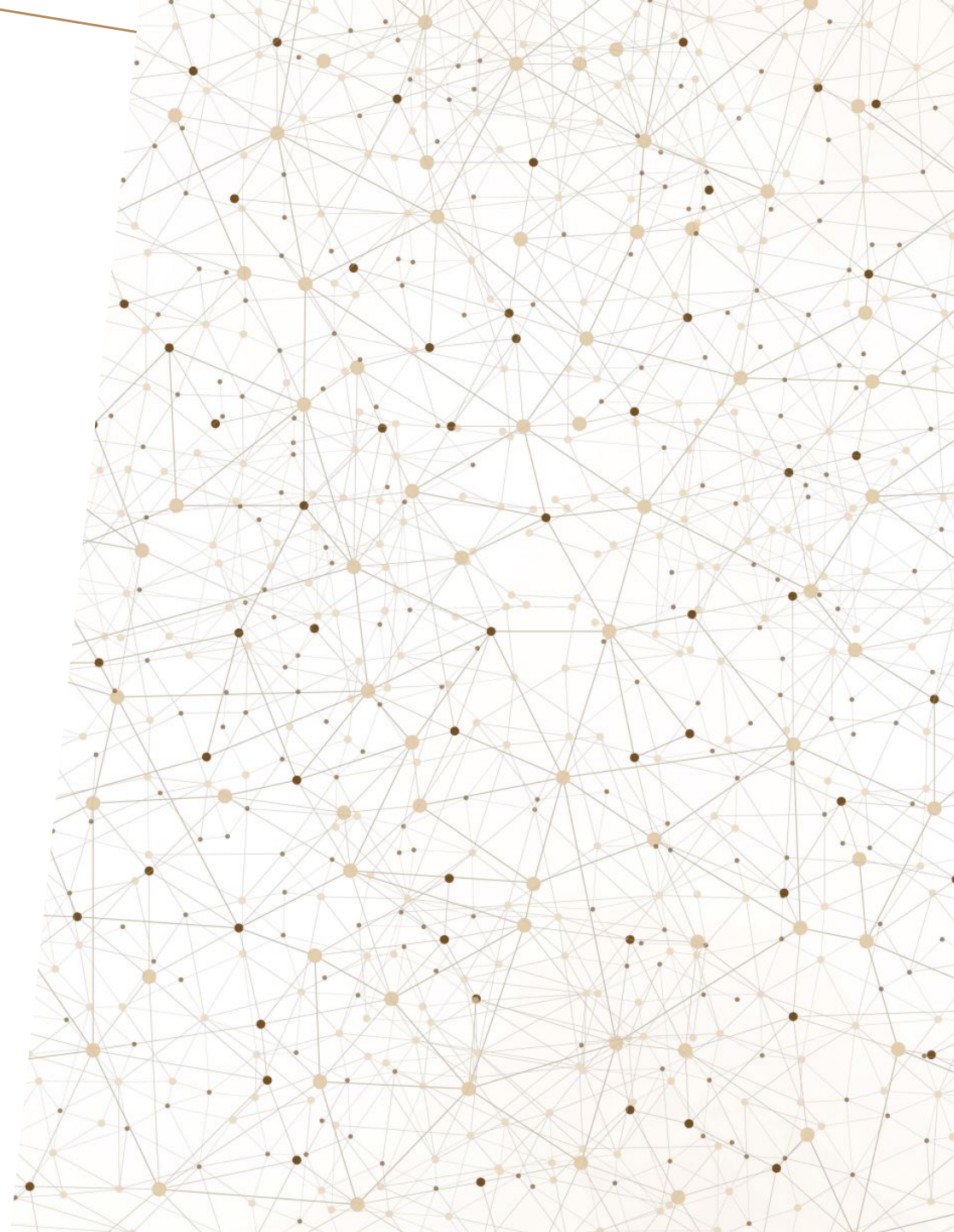
- 119 residents temporarily moved to local hotels; 3500 nights provided

- Residents also provided with wellness checks, 2-3 meals a day, transportation, DME, incontinence supplies, visiting pharmacist, in-home/personal care & counseling services

- Housing assistance provided: daily visits & coordination by Housing Specialists, transportation application fees, security deposit, first month's rent & furniture

- Resource Fair at hotel for residents to find housing and other support on January 30 and 31

- 526 hours of case management service



# RESIDENT OUTCOMES

- 2.5 months after being evacuated, 74% of all residents moved to permanent housing
- 72% of all residents were age 60+ with 30% of those age 80+
- 74% of older adult residents received housing assistance from HOPE: assessment, help w/ new housing search, and/or payment of application fees, security deposit, first month's rent & furniture
- 75 of 83 (90%) older adult residents who received assistance from HOPE have moved to permanent housing to date
- Residents have lawsuit pending against owners & management company



# WHAT WE LEARNED IN RESPONS E

Older adults affected by this crisis demonstrated strength & resilience

73% aged 60+ required additional support or case management

Residents' available social/financial resources and needs for support varied widely

Well-maintained structures & ample affordable housing options for our aging population are critical

OLDER  
ADULTS  
FELL  
THROUGH  
THE  
CRACKS





# THE AGING NETWORK CAUGHT THEM



# THANK YOU!



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