



COMPLEX HOUSING MODIFICATION APPLICATIONS AND HOUSING CLINICS

September 2009

Over recent years **accessible** has observed an increase in the complexity and cost of housing modifications throughout our region. This development not only challenges the budget and criteria, but also the skill level and scope of practice of Specialised Assessors. Assessor training sessions in Auckland and Northland have provided another opportunity for **accessible** to listen to Specialised Assessors observations of the developing client landscape, and it seems the increasing complexity has been observed across all ages, client groups and District Health Boards.

In response to this **accessible** considered how we could manage housing modification applications more effectively and developed a more linear or 'straight line' model to consider housing modification applications, i.e. the Person; House; Plan.

Alongside this, work is underway nationally via the Ministry of Health Equipment and Modification Services Improvement Programme (EMSIP) project related to complex housing modifications, identifying where modifications fit with respect to level of complexity. Draft Housing Modification Levels are being developed with a view to incorporating these into an updated Equipment and Modification Services: Housing Modification Manual.

With this development work in mind **accessible** realised that it would be of benefit to have even greater clarity about what the complexities are related to the Person, Home/Home Environment and the Proposed Plan, as this could improve management of the more complex housing modification applications, hence the idea of using a 'Housing Clinic' model.

The new initiative we are trialling is a process to assist Specialised Assessors and **accessible** to work more collaboratively, to gain greater clarity of the complexities 'up front' with a view to reducing frustrations and timeframes. Very early on, we want to identify if it is an application for complex housing modifications so we can make appropriate decisions around how to manage these from the outset in collaboration with the Specialised Assessor. To assist Specialised Assessors with this task we have developed some resources (available on our website);

- **accessible** Draft Critical Question Guidelines Check List for Ministry of Health funded Housing Modifications
- Draft Housing Modification Levels; summarised version
- **accessible** Draft Process for Complex Housing Modification and Housing Clinics

accessible is looking forward to working with Specialised Assessors to develop and test alternative options to manage applications for complex housing modifications. The intention is that the Specialised Assessor retains responsibility for the application and the 'Clinic' provides support, feedback, coaching and advice, much like the ACCESS wheelchair and seating clinic model.

We also value your feedback, so please feel free to provide this via any of the emails below. Some of you who have been involved in the development of the Critical Question Check List will see they have been updated to make them easier to understand and use.

For further information about this initiative or to discuss a potential application for a 'Housing Clinic', please contact;

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