



# From Crisis to Stability

A Family-Centered Harm Reduction Approach

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# Opening Question

How do we help people move from crisis to stability?

## The Reality

Families in crisis are not facing one problem. They are facing multiple, intersecting challenges:

- Housing instability
- Financial hardship
- Mental health conditions
- Substance use
- Justice system involvement



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# The Gap

We respond to problems one at a time.  
But lives do not happen one problem at a time.

**This leads to fragmentation**

**This leads to poor outcomes**



# My Journey

Physician → Underserved community → 15 years

**Reality:**

The same patients kept coming back

**Not a treatment failure**

**A stability failure**



## **Key Insight**

***Treating the condition is not enough.***

To reduce harm...  
we must address the whole life.

# Harm Reduction Framework



Harm reduction means:

- ✓ Stabilization
- ✓ Safety
- ✓ Engagement

Before transformation...  
stabilization must come first.





# The Model

## 100 Families Initiative

A coordinated, family-centered model built on:

- ✓ Relationships
- ✓ Data
- ✓ Accountability



# How It Works

**Families are assessed in 13 care areas**

Each area is ranked:

- ✓ Crisis
- ✓ Stable
- ✓ Thriving

Care is guided by real data





# Coordination

## HopeHub Platform

Enables:

- Real-time communication
- Cross-system collaboration
- Accountability

No more silos



# Harm Reduction in Practice

This work includes:

- ✓ Crisis intervention
- ✓ Court accompaniment
- ✓ Care coordination
- ✓ Community-based engagement

We meet people where they are





# Key Strategies (Objective 1)

Three Harm Reduction Strategies:

**Stabilization  
through  
assessment**

**Engagement  
through  
relationship**

**Coordination  
across  
systems**

- Reduces immediate risk
- Improves outcomes



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# The Story

## A young woman...

- History of trauma
- Sought help but could not access it
- Facing 25 years to life in prison





# CASE APPLICATION (OBJECTIVE 3)

Applying the Model:

- Assess across life domains
- Identify immediate risks
- Coordinate care across systems

- Legal
- Emotional
- Community

- Improved engagement
- Reduced harm
- Pathway to stability



# Trauma-Informed Care

We ask:

*“What happened to you?”*

*not*

*“What’s wrong with you?”*

Behavior reflects lived experience

# Stigma & Fragmentation

## (Objective 2)

When stigma and fragmentation exist:

People disengage  
from care

Help-seeking  
decreases

Outcomes worsen

→ Disproportionate impact on BIPOC and justice-impacted populations





# THE RESULTS

## In One Year

**150**

families served

**35**

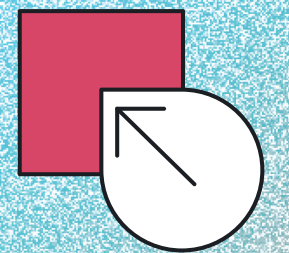
moved from crisis to stability

**222%**

increase in housing stability

**95%**

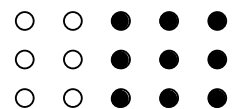
employment retention





# System Impact

- Families remain intact
- Children stay out of the system
- Housing stability improves
- Engagement increases



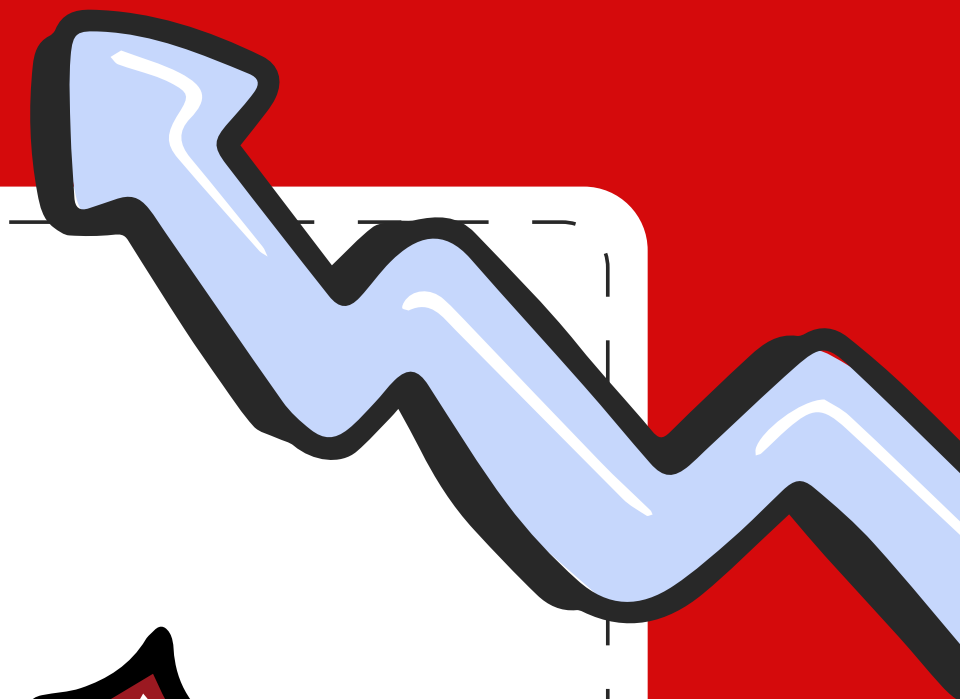
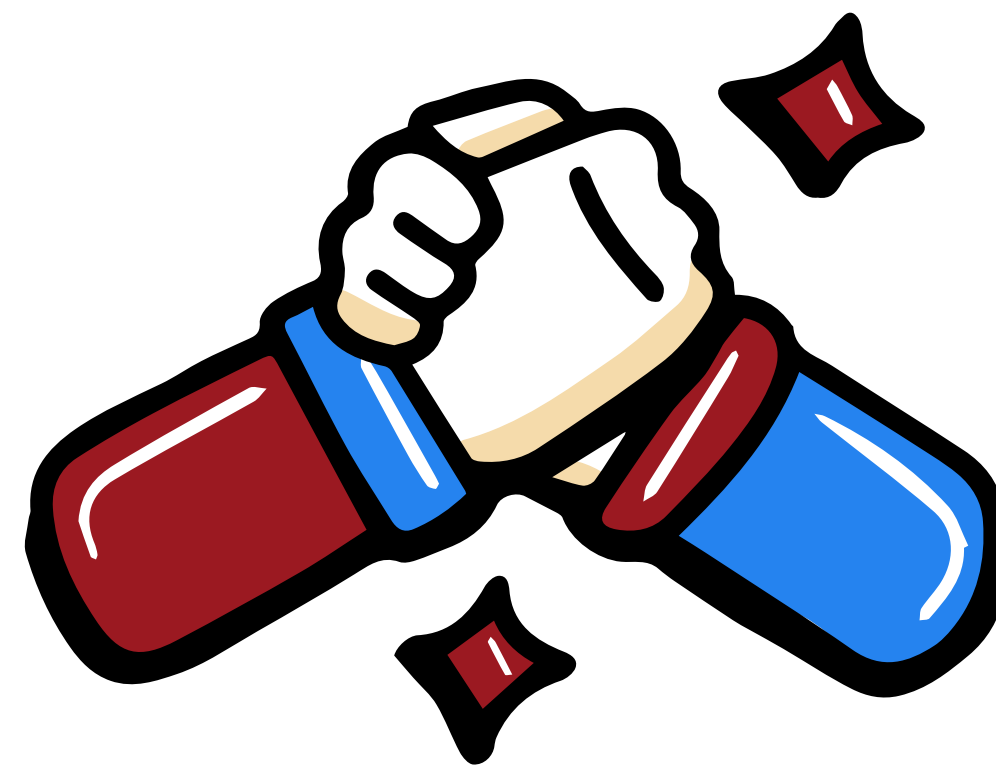
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# WHY IT WORKS

Relationships + Coordination

- **Trust keeps people engaged**
- **Systems working together reduce harm**





# The Truth

*We don't have a resource problem.*

*We have a coordination problem.*



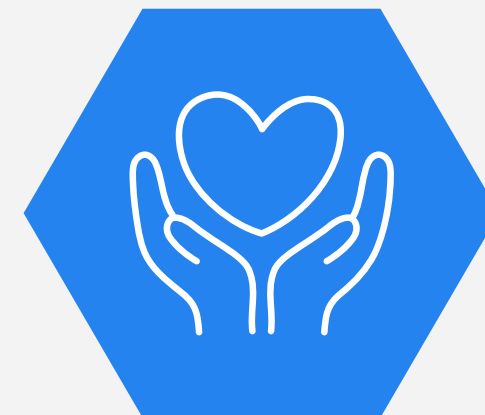
# The Vision



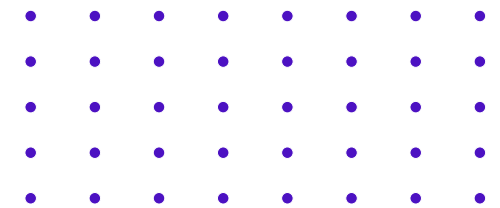
**Families are supported**



**Agencies collaborate**



**Care is continuous**





# A Movement

**This is not a program.  
This is a movement.**



# CLOSING

**One life changed...  
Because systems worked together.**





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# From Crisis... to Stability

**Thank you.**