Hard to House Populations

Heartland Family Service

Homeless Services
Homeless Services Programs

Rapid ReHousing (5)
- Heartland Housing Opportunities
- Heartland Housing Opportunities Expansion
- Heartland Housing Passages
- Heartland Housing Connections
- Pottawattamie County Homeless Link-RRH

Permanent Supportive Housing (4)
- Heartland Housing Beginnings
- Heartland Housing Solutions
- Samaritan Housing
- Heartland Homes /Transitions

Domestic Violence (2)
- Safe Haven Shelter
- Safe Haven Transitional Housing

Supportive Services (3)
- Street Outreach
- PCHL – Case Management (PATH)
- Heartland Housing Navigation

Homeless Prevention (1)
- PCHL – Homeless Prevention
Housing First for Individuals with Disabilities Experiencing Chronic Homelessness

PERMANENT SUPPORTIVE HOUSING
Philosophy of Permanent Supportive Housing

• Housing First Model
  – No pre-requisites or housing ready

• Case Management Services Available
  – Intensive CM Services are offered
  – Offer services/recovery on client’s terms
  – Housing assistance is not contingent on participation

• Tenant Based Rental Assistance
  – Integration into the community
  – Participants pay rent based on income

• Facility Based
  – Furnished apartments
  – Participants pay rent based on income
Services

- Long-Term rental assistance
  - Clients pay no more than 30% of their income toward rent (per HUD calculations)
- Financial assistance as needed with application fees, deposits, utility deposits, or moving costs
- Case Management:
  - Housing search and placement
  - Case management/coordination
  - Mediation
  - Life skills training
  - Transportation
- Mental health/substance abuse counseling
Service Delivery Approach

- Housing First
- Trauma-Informed Care Model
- Client Centered
- Motivational Interviewing
- Harm Reduction
- Pieces of Critical Time Intervention (CTI) Model
Housing First

- Access to programs is not contingent on sobriety, minimum income requirements, criminal history, completion of treatment, or participation in services
- Housing First is structured by the lease
- Participants don’t have to agree to services, but they have to fulfill their lease
Trauma- Informed Care

- Our programs and agency as a whole have adopted a TIC approach
- Integrated into screening, assessment and all aspects of service delivery
- What happened to you?/How can I help? VS. What is wrong with you?
- Agreements/ written documents are written in Trauma-Informed Care language
- Core principals at HFS for our staff and clients are based on safety, trustworthiness, choice, collaboration, and empowerment
Motivational Interviewing/ Client Centered

- Use MI to provide services for people to manage their own lives.
- Client choice
Harm Reduction

- Establish a trusting relationship & use empathy
- Accessible, consistent and flexible
- Work with participant's through struggles
- Work to help participant's to identify and connect with resources to support them
- Avoid punishment and focus on self direction (making the right choices)
- Create a shared responsibility (case plans are completed together & individualized)
- Empower participants
Critical Time Intervention Model

- Utilize pieces of the CTI model
  - Three phases:
    1. Transition to the community (1-3 months)
    2. Try out (3-6 months)
    3. Transfer of care (6-9 months)

- Weekly Team Meetings
Staff/Team

- Well-trained
- Dedicated
- Good support & supervision
- Emphasize & practice self care