

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 w/ 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