Jewish Family Service

A Community Resource Since 1918

Permanent Supportive Housing

Becky Ruiz
Director of Supportive Housing Programs
beckyr@jfssd.org

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Presentation Outline

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1: Overview of JFSSD HUD Programs

2: Developing an Individualized Service Plan

3: Case Management Approach

4: Client Outcome and Successful Exit to Permanent Housing

5: Challenges and Lessons Learned

1: Overview of JFSSD HUD Programs

JFSSD currently operates 2 Permanent Supportive Housing programs in Riverside County

- Desert Vista PSH since 2011
- Desert Horizon PSH since 2014

What is Permanent Supportive Housing?

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A cost-effective combination of permanent, affordable housing with services that help people live more stable, productive lives.

Desert Vista / Desert Horizon

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- These two HUD grants serve a combined total of 58 PSH beds.
- Beds are scattered-site locations in Palm Springs, Cathedral City, and Desert Hot Springs
- We currently have 45 apartments including studios, 1-3 bedroom units. All shared units include a private bedroom and restroom for each client.

Occupancy Agreements

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- JFSSD maintains a master lease for each of our scattered site apartments.
- Every client in DH / DV PSH is provided with an Occupancy Agreement. Clients do not have a contract with the landlord.
- Each client pays 30% of their adjusted gross income for rent. Income is not a requirement for entry into the programs. If a client has $0 income, their occupancy agreement would state $0 rent.

Housing Services

Life Skills Training

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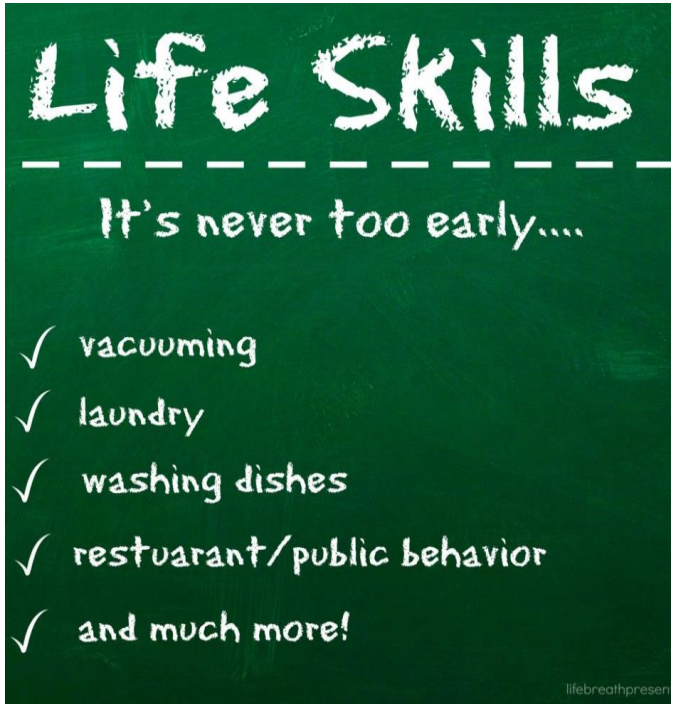
Component life skills training include

- budgeting of resources and money management
- household management
- conflict management
- shopping for food and other needed items
- Nutrition
- the use of public transportation, and more.



Additional Supportive Services

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In addition to Case Management JFSSD provides a wide variety of supportive services to our clients.

- Assistance with Moving Costs
- Food Assistance
- Housing Search and Housing Counseling Services
- Outreach Services
- Transportation Assistance

2: Developing Individual Service Plans

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- Participation in Supportive Services is voluntary. Clients may accept or refuse to participate in supportive services.

- If a client refuses services, staff will still schedule a monthly meeting with them. Staff will attempt to meet with the client and offer services on a regular basis.

Individual Service Plans

- Upon entry, Case management will complete an initial assessment of service needs. This assessment encompasses multiple service areas and assists in developing the service plan. Specific topics included are:

- Documents (ID, SS Card, DD214, Birth Certificate)
- Access to Medical/Mental Health/Substance Abuse services
- Income / Pending applications
- Employment / Educational needs and/or goals
- Other personal Goals identified by client

Developing an Individual Service Plan

- Each client in the program will work on an Individual Service Plan with their Case Manager.
- This is a working plan that changes as they work towards achieving their goals. Goals are documented in the monthly Service Plan.
- There should be an updated Service Plan for every month that a client is enrolled in the program.

Quarterly Assessments

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- HUD requires a regular reassessment of a client's need for the program and services.
- JFSSD has determined that we will complete a new case management assessment on a quarterly basis for each client.
- This is best completed with the clients during the course of their regularly scheduled meetings.

Goal Progress

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Part of reassessing includes a Quarterly Goal Progress Report.

This is essentially a summarization of the client's progress over the previous 3 months.

3: Case Management Approach

JFSSD has implemented a leveling approach to Case Management.

This allows for those clients with greater service needs to be provided with additional staff time, and those more stable clients to increase their self-sufficiency as they require less intensive services.

Goals will change as clients progress through the program.

First steps into the program

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- Upon entry clients will be placed in Level 1 of case management. They are coming directly from the street or an emergency shelter following an extended period of homelessness.

- These clients are in a crisis and have the greatest level of need.

Level 1

- Provides the most intensive level of Case Management services
- This client may require two case managers to assist in addressing their urgent medical, mental health, and/or substance abuse needs.
- Minimum of 1 case management meeting per week. This may be increased due to the severity of need.

Level 2

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- Moderate level of intensity
- Minimum of 2-3 Case Management Meetings per month.
- Urgent Medical, Mental Health, and Substance Abuse needs are being addressed. Client is linked to services and working with their Primary Care Physician to address these concerns.

Level 3

- Less Intensive Case Management
- Minimum of 1-2 Case Management meeting per month in addition to one phone appointment.
- Client has stable income, medical coverage, sobriety, and is maintaining their unit.

Level 4

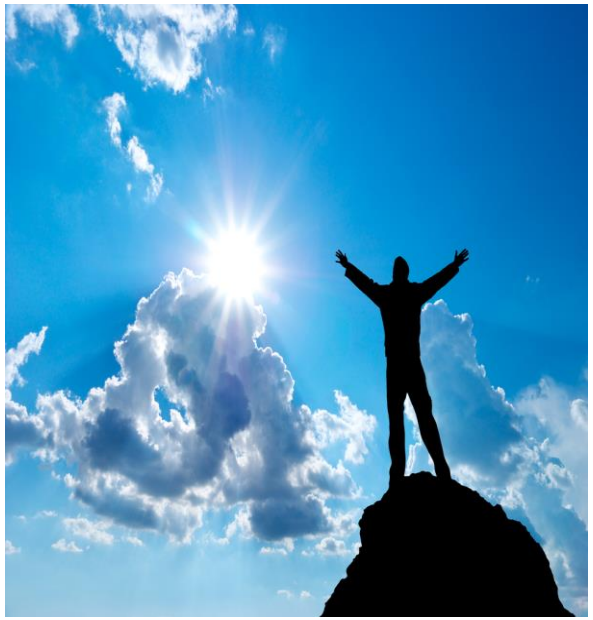
- Least Intensive Case Management
- Minimum of 1 Case Management meeting per month.
- Client has stable income, medical coverage, sobriety, and is maintaining their unit.
- For the last 12 months client needs to have obtained these goals:

  -No tenancy issues

  -Stable income and is possibly started saving money.

  -Paid their rent on time, in full each month

  -Stable medical, mental health, and sobriety.



4: Client Outcome and Successful exit to PH

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- Health and well-being have improved
- Decreased involvement with the Justice System
- Decreased acute psychiatric care
- Ability to remain in own home or Independent Living
- Increased employment opportunities
- Increased ability to meet educational goals
- Ability to use community resources to fulfill needs
- Increased Ability to understand, recognize, and manage symptoms for both physical and psychiatric disabilities.

Successful Exit to PH

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- Staff work with clients to eliminate barriers for housing readiness. (Credit report, criminal record, security deposit, etc.)
- Staff work with clients to help establish natural support systems to assist them in maintaining their housing. (Family, community centers, religious organizations, in-home care, etc.)
- Staff will assist with housing applications as needed.

5: Challenges and Lessons Learned

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Lessons Learned

- What works for one client may not work for another.
- The greatest success may not be what you expect. Client goals may not reflect what staff think is best for the client and that is okay.
- There is always a new and different way to approach a situation.

Challenges

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- Staff must have the “Whatever-it-takes” attitude toward helping clients stay in their housing. This is very challenging for staff when clients continue to violate their lease.

- Securing alternative housing when clients violate their current lease.

- Clients can accept or refuse treatment and or other services, but staff must continue to offer support and use flexible engagement strategies.

- Lack of resources to meet the needs of our clients.

Final Questions?

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