

# Welcome Home Billings, Two Year Action Plan FY2009-2011, Billings Area Resource Network



## Goal One: Solicit stakeholder feedback on Welcome Home Billings and increase advocacy and public knowledge on behalf of the homeless.

| Objective                                                                                                                                                             | Action Steps                                                                                                                                                                             | Team Lead                                 | Outcome Goals & Outputs                                                                                    | Resources Required                                                       | Timeline      |
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| Investigate the possibility of holding bi-annual conferences on best practices to share knowledge gained regarding housing and treatment modalities for the homeless. | Consider presentation for evidenced-based practices at a bi-annual conference.                                                                                                           | MarCee Neary<br>Community Crisis Center   | Decision on presentation / conference                                                                      | Community Crisis Center staff time<br>Travel funding<br>Supplies funding | June 30, 2011 |
| Increase advocacy and public knowledge on behalf of the homeless.                                                                                                     | Schedule meetings with city, county, state, and federal officials to provide information and advocacy to strengthen policy in support of families in recovery, homelessness and poverty. | Donna Huston<br>Second Chance Homes       | 25 total completed meetings for the two year period                                                        | Second Chance Homes staff time                                           | June 30, 2011 |
|                                                                                                                                                                       | Engage in public speaking forums and events to provide information on families in recovery, homelessness and poverty.                                                                    | Donna Huston<br>Second Chance Homes       | 50 total completed public speaking engagements for the two year period                                     | Second Chance Homes staff time                                           | June 30, 2011 |
|                                                                                                                                                                       | Utilize national media resources locally to heighten awareness regarding homelessness and poverty.                                                                                       | Major Kevin Jackson<br>The Salvation Army | 1,200 television media spots in two years                                                                  | The Salvation Army funding                                               | June 30, 2011 |
|                                                                                                                                                                       | Engage in public speaking forums and events to provide information on homelessness and the work of The Salvation Army.                                                                   | Major Kevin Jackson<br>The Salvation Army | 100 speaking engagements in two years                                                                      | The Salvation Army funding                                               | June 30, 2011 |
|                                                                                                                                                                       | Engage in public speaking forums and events to provide information on homelessness and Community Crisis Center programs.                                                                 | MarCee Neary<br>Community Crisis Center   | 100 total completed public speaking engagements for the two year period                                    | Community Crisis Center staff time                                       | June 30, 2011 |
|                                                                                                                                                                       | Continue to provide Crisis Intervention Team (CIT) training to Billings Police Department, emergency first responders and the Yellowstone County Sheriff's Department.                   | MarCee Neary<br>Community Crisis Center   | Provide trainings for up to 45 individuals each year (90 for two year period):<br>March 2010<br>March 2011 | Private funding                                                          | June 30, 2011 |

**Goal Two: Join community partners with resources to address homelessness intervention and prevention efforts and facilitate partnerships to improve collaboration, service array, leveraging and capacity.**

| <b>Objective</b>                                                                                                                                                                                                                                                      | <b>Action Steps</b>                                                                                                            | <b>Team Lead</b>                                                            | <b>Outcome Goals &amp; Outputs</b>                     | <b>Resources Required</b>                        | <b>Timeline</b>              |
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| Support Project Homeless Connect (PHC) as an annual event.                                                                                                                                                                                                            | Act as Co-Chair for Project Homeless Connect for 2010, one year commitment.                                                    | Major Kevin Jackson<br>The Salvation Army                                   | One year committed to Co-Chair position for 2010 event | The Salvation Army staff time                    | January 29, 2010             |
|                                                                                                                                                                                                                                                                       | Facilitate an art / economic development project for the 2010 event.                                                           | Major Kevin Jackson<br>The Salvation Army                                   | 50 completed art pieces                                | The Salvation Army staff time & funding          | January 29, 2010             |
|                                                                                                                                                                                                                                                                       | Continue to provide team leadership for Employment and Government Services.                                                    | Kathleen Hanley<br>Billings Job Service<br>Workforce Center                 | Team lead provided for events in 2010 and 2011         | Workforce Center staff time                      | January 2010 and 2011        |
|                                                                                                                                                                                                                                                                       | Act as team lead for event in 2010.                                                                                            | Ellen Gartner<br>Addictive & Mental Disorders Division                      | Team lead provided for event in 2010                   | Addictive & Mental Disorders Division staff time | January 2010                 |
|                                                                                                                                                                                                                                                                       | Act as team lead / assistant lead for event in 2010 for Health Care Services.                                                  | MarCee Neary<br>Community Crisis Center<br>Glenda Romey<br>Head Start, Inc. | Team lead provided for event in 2010                   | Community Crisis Center staff                    | January 2010                 |
|                                                                                                                                                                                                                                                                       | Act as assistant to Sue Runkle for child care area for 2010 event.                                                             | Dylan Adair<br>Friendship House<br>Kathy Kelker<br>Head Start, Inc.         | Team lead assistant for event in 2010                  | Friendship House staff time                      | January 2010                 |
|                                                                                                                                                                                                                                                                       | Provide opportunity for Second Chance Homes clients to volunteer at Project Homeless Connect as a community impact initiative. | Donna Huston<br>Second Chance Homes                                         | 5 participants in 2010<br>7 participants in 2011       | Second Chance Homes staff and client time        | January 2010<br>January 2011 |
| Support the Billings Area Resource Network (BARN) as a working homeless services / advisory body for the Mayor's Committee on Homelessness to ensure providers are aware of the changing service opportunities available in the community for the clients they serve. | Continue to provide co-chair leadership to the BARN.                                                                           | Donna Huston<br>Second Chance Homes                                         | Co-Chair position for 2010 and 2011                    | Second Chance Homes staff time                   | June 30, 2011                |
|                                                                                                                                                                                                                                                                       | Provide leadership assistance to the BARN.                                                                                     | Major Kevin Jackson<br>The Salvation Army                                   | Leadership assistance provided                         | The Salvation Army staff time                    | January 29, 2010             |
| Support the Business Consortium for Social Change and similar concepts to involve businesses in impacting the homeless / near-homeless and to increase service provider capacity.                                                                                     | Present Work Opportunity Tax Credit (WOTC) program to the Business Consortium for Social Change.                               | Tom Frisby<br>Montana Department of Labor                                   | Completed conference                                   | Presenter                                        | June 30, 2010                |
|                                                                                                                                                                                                                                                                       | Present the Workforce Investment Act On-the-Job Training program to provide training opportunities for low income adults.      | Kathleen Hanley<br>Montana Job Service                                      | Completed conference                                   | Presenter                                        | June 30, 2010                |

**Goal Three: Increase the city's supply of decent, affordable housing.**

| <b>Objective</b>                                                                                                                                                                           | <b>Action Steps</b>                                                                                                                                                                                              | <b>Team Lead</b>                         | <b>Outcome Goals &amp; Outputs</b>                                                                                                                                                             | <b>Resources Required</b>                          | <b>Timeline</b> |
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| Increase supportive housing units, permanent rentals, transitional housing units, veterans housing, emergency shelter beds, housing for those returning from prison and those in recovery. | Implement the Recovery and Renewal Center to provide housing for those returning from prison and addiction treatment.                                                                                            | Larry Gaalswyk<br>Montana Rescue Mission | 40 individuals served and placed in permanent housing                                                                                                                                          | MRM staff time<br>Grant funding<br>Supplies        | June 30, 2011   |
|                                                                                                                                                                                            | Implement a mentoring program to augment the Recovery and Renewal Center to support those in program and facilitate aftercare.                                                                                   | Larry Gaalswyk<br>Montana Rescue Mission | 40 individuals matched with mentors                                                                                                                                                            | MRM staff time<br>Grant funding<br>Supplies        | June 30, 2011   |
|                                                                                                                                                                                            | Continue to provide temporary shelter for men, women and children experiencing homelessness in our community. Continue the Recreation Education Arts Culture and Health program (REACH OUT) outside the shelter. | Gary Drake<br>Montana Rescue Mission     | Provide temporary shelter for:<br>- 2,000 men<br>- 1,600 women and children<br><br>Provide REACH OUT programming for:<br>- 45 outings for a two year period, serving 10 - 15 youth each outing | Private funding<br>Grant funding<br>MRM staff time | June 30, 2011   |
|                                                                                                                                                                                            | Consider non-sober living housing unit development.                                                                                                                                                              | MarCee Neary<br>Community Crisis Center  | Completed application to support project development, as funding becomes available.                                                                                                            | Community Crisis Center staff time                 | June 30, 2011   |
|                                                                                                                                                                                            | Continue to provide supportive housing, basic needs, case management, life skills training, education, child care, employment opportunities, etc. for parents and their children.                                | Donna Huston<br>Second Chance Homes      | Provide service to 75 households over a two year period                                                                                                                                        | Administration for Children and Families funding   | June 30, 2011   |

**Goal Four: Provide adequate emergency homeless prevention programs.**

| <b>Objective</b>                                                                       | <b>Action Steps</b>                                                                                                                                                                                                                                                                      | <b>Team Lead</b>                                                         | <b>Outcome Goals &amp; Outputs</b>                                                                             | <b>Resources Required</b>                                                                                | <b>Timeline</b> |
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| Increase funding dedicated to rent, utilities and mortgage assistance.                 | Continue to provide rent, utilities, mortgage assistance to those self-identifying needs, targeting the homeless and near-homeless.                                                                                                                                                      | Major Kevin Jackson<br>The Salvation Army                                | \$400,000 over two year period                                                                                 | The Salvation Army funding                                                                               | June 30, 2011   |
|                                                                                        | Continue to provide rent / utilities assistance to those in jeopardy of homelessness.                                                                                                                                                                                                    | Harry Merchant<br>St. Vincent de Paul                                    | \$250,000 over two year period<br>800 households received rent / utilities assistance                          | Private funding                                                                                          | June 30, 2011   |
|                                                                                        | Continue to provide aftercare assistance to program graduates from Second Chance Homes to assist in long-term family recovery success.                                                                                                                                                   | Donna Huston<br>Second Chance Homes                                      | 10 households served with aftercare support in two year period                                                 | Administration for Children and Families funding<br>Private funding                                      | June 30, 2011   |
| Support basic necessities for those in need with intervention and prevention services. | Implementing the food voucher and Senior Nutrition Programs for food distribution, which will increase collaboration, make use of effective distribution and avoid duplication.                                                                                                          | Sheryle Shandy<br>Billings Food Bank                                     | 1,000,000 on-site meals served over a two year period through service providers<br>130,000 food boxes provided | 40 Local Partnering Agencies<br>Billings Food Bank staff time<br>Private funding                         | June 30, 2011   |
|                                                                                        | Continue to provide clothing, furnishings, and household items to those in need.                                                                                                                                                                                                         | Harry Merchant<br>St. Vincent de Paul                                    | 3,500 individuals served over two year period                                                                  | Private funding                                                                                          | June 30, 2011   |
|                                                                                        | Continue to provide coffee and doughnuts, Monday through Friday.                                                                                                                                                                                                                         | Harry Merchant<br>St. Vincent de Paul                                    | 15,000 individuals served                                                                                      | Private funding                                                                                          | June 30, 2011   |
|                                                                                        | Provide meals daily to those in need, at the Men's Shelter and the Women's & Family Shelter.                                                                                                                                                                                             | Scott Strzempek<br>Montana Rescue Mission                                | Up to 600 meals per day<br>438,000 meals served over a two year period                                         | Private funding<br>Billings Food Bank<br>Faith & Business Partners<br>State funding                      | June 30, 2011   |
|                                                                                        | Continue to provide layoff mitigation and intervention efforts to businesses considering reduction in force.                                                                                                                                                                             | John Harper<br>Judy Towleron<br>Billings Job Service<br>Workforce Center | 100 businesses served per year                                                                                 | Workforce Investment Act funding<br>Wagner-Peyser funding<br>Workforce Center staff time<br>ARRA funding | June 30, 2011   |
|                                                                                        | Continue to provide services through the Dislocated Worker Program to facilitate retraining, supports, interview clothing, fuel costs, etc.                                                                                                                                              | Community Crisis Center                                                  | 1,200 individuals served per year, and 1,000 placed per year in employment                                     |                                                                                                          |                 |
|                                                                                        | Continue to facilitate granting process for available funding to support programs such as the Community Crisis Center, which provides intervention and prevention services.                                                                                                              | Ellen Gartner<br>Addictive & Mental Disorders Division                   | Facilitated annual granting processes                                                                          | Addictive & Mental Disorders Division funding and staff time                                             | June 30, 2011   |
|                                                                                        | Continue to provide food, clothing, furnishings and household items to those in need.                                                                                                                                                                                                    | Major Kevin Jackson<br>The Salvation Army                                | 7,000 served over the next two years                                                                           | The Salvation Army staff time & funding                                                                  | June 30, 2011   |
|                                                                                        | Implement the Creative Arts Program for Disadvantaged Youth to provide at risk youth opportunities to create art for sale and to receive case management, life skills training, fund medical care, and to fund family supportive resources such as utility / rent / mortgage assistance. | Major Kevin Jackson<br>The Salvation Army                                | 100 households over the next two years                                                                         | The Salvation Army funding                                                                               | June 30, 2011   |

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| Support basic necessities for those in need with intervention and prevention services, continued.                                                                  | Continue to provide crisis services for individuals needing social services, mental health services, and substance abuse assessment and groups for co-occurring disorders. | MarCee Neary<br>Community Crisis Center                                                                                                                                          | Services provided for 6,500 individuals                                               | Hospital funding support<br>Medicaid<br>MHSP funding<br>HB130 funding<br>Addictive & Mental Disorders Division funding | June 30, 2011 |
|                                                                                                                                                                    | Continue to provide child care and coordinate social services for very low-income, low income households and families experiencing homelessness.                           | Jeremy Emerling<br>Friendship House                                                                                                                                              | Child care and supportive services provided to 300 children for a two year period     | Grant funding<br>21 <sup>st</sup> Century Grant<br>CDBG application                                                    | June 30, 2011 |
|                                                                                                                                                                    | Continue to provide services for low-income children and families. Homeless families are automatically eligible.                                                           | Glenda Romey<br>Head Start, Inc.                                                                                                                                                 | Provide services to 60 homeless families in the Billings Area over the next two years | Federal funding                                                                                                        | June 30, 2011 |
|                                                                                                                                                                    | Continue to provide intensive programming for high-risk children to prevent future homelessness, addiction and problem behaviors.                                          | Donna Huston<br>Second Chance Homes                                                                                                                                              | Provide services to 150 children                                                      | Administration for Children and Families                                                                               | June 30, 2011 |
| Support pre-release / discharge planning education and intervention for all institutional services including foster care, prison, jail and psychiatric facilities. | Consider assisting with a statewide education conference on discharge planning and intervention to prevent homelessness from institutional and social service discharges.  | Ellen Gartner<br>Addictive & Mental Disorders Division<br>MarCee Neary<br>Community Crisis Center<br>Donna Huston<br>Second Chance Homes<br>Kristin Lundgren<br>Roots of Promise | Decision on assisting with conference                                                 | Addictive & Mental Disorders Division staff time                                                                       | June 30, 2010 |
| Utilize <i>housing first</i> and <i>rapid re-housing</i> philosophies in developing housing options to shorten homelessness.                                       | See non-sober living units action step identified in Goal Three.                                                                                                           |                                                                                                                                                                                  |                                                                                       |                                                                                                                        |               |
| Support case management efforts to transition occupants from shelter care to permanent supportive housing.                                                         | Continue to provide intensive case management to shelter residents to access services, assets and housing.                                                                 | Larry Gaalswyk<br>Montana Rescue Mission                                                                                                                                         | 100 individuals / households placed in housing over a two year period                 | Private funding                                                                                                        | June 30, 2011 |
|                                                                                                                                                                    | Continually to assist those beginning life again from institutional settings in setting up a simple living arrangement with their furnishings and household items.         | Major Kevin Jackson<br>The Salvation Army                                                                                                                                        | 50 households established over the next two years                                     | The Salvation Army staff time & funding                                                                                | June 30, 2011 |

**Goal Five: Expand treatment / service capacity and linkage to essential services.**

| <b>Objective</b>                                                                                                                                                                     | <b>Action Steps</b>                                                                                                                                                                     | <b>Team Lead</b>                                       | <b>Outcome Goals &amp; Outputs</b>                                                                                | <b>Resources Required</b>                            | <b>Timeline</b> |
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| Expand coordinated intensive case management and street outreach services for the homeless.                                                                                          | Coordinate and expand the mobile outreach initiative, Community Table, in partnership with the faith community to provide hot meals and supplies to those in need in the Billings area. | Major Kevin Jackson<br>The Salvation Army              | 180,000 meals served over two years                                                                               | The Salvation Army funding<br>Montana Rescue Mission | June 30, 2011   |
|                                                                                                                                                                                      | See intensive case management goal for the Montana Rescue Mission in Goal Four.                                                                                                         |                                                        |                                                                                                                   |                                                      |                 |
| Increase assistance to complete applications and facilitate application streamlining to access services, transportation, employment and housing.                                     | Continue to purchase and provide bus passes to those in need.                                                                                                                           | Harry Merchant<br>St. Vincent de Paul                  | Provide 9,600 bus passes over two years                                                                           | Private funding                                      | June 30, 2011   |
|                                                                                                                                                                                      | Continue to provide one-ride bus tickets to qualified social service agencies.                                                                                                          | Ron Wenger<br>MET Transit                              | Increase the number of one-ride tickets distributed to exceed current baseline level<br>2008-2009 baseline: 2,125 | MET Transit                                          | June 30, 2011   |
|                                                                                                                                                                                      | Continue to purchase and provide bus passes to those in need, particularly for employment and / or health-related needs.                                                                | Major Kevin Jackson<br>The Salvation Army              | Provide 2,400 bus passes over two years                                                                           | The Salvation Army funding and staff time            | June 30, 2011   |
| Increase availability and capacity of health care, mental health, substance abuse services, medication assistance and access to legal assistance to the very low income / uninsured. | Continue to provide funding to facilitate Project ID at The HUB, which supports obtaining legal documentation for clients.                                                              | Major Kevin Jackson<br>The Salvation Army              | 1,000 individuals served                                                                                          | The Salvation Army funding                           | June 30, 2011   |
|                                                                                                                                                                                      | If approved by SAMHSA: Provide treatment services for 20-25 chronically homeless individuals.                                                                                           | MarCee Neary<br>Community Crisis Center                | Service provision to 25 chronically homeless individuals                                                          | SAMHSA                                               | June 30, 2011   |
|                                                                                                                                                                                      | Continue to provide medication (excluding narcotics and psychotropics), dental and optometry assistance on an emergency basis.                                                          | Major Kevin Jackson<br>The Salvation Army              | \$150,000 over the next two years                                                                                 | The Salvation Army funding and staff time            | June 30, 2011   |
| Support increases in capacity for day center operations across the city.                                                                                                             | Continue to provide (and possibly expand) laundry facilities to those in need, Monday through Friday.                                                                                   | Harry Merchant<br>St. Vincent de Paul                  | 1,000 individuals served over two year period                                                                     | Private funding                                      | June 30, 2011   |
|                                                                                                                                                                                      | Consider expanding laundry services to include shower / bathing facility.                                                                                                               | Harry Merchant<br>St. Vincent de Paul                  | Decision made on expansion of laundry services to include shower / bathing facility                               | Private Funding                                      | July 1, 2010    |
|                                                                                                                                                                                      | Consider developing an off-site day center room including showers, laundry, and case management services.                                                                               | Gary Drake<br>Montana Rescue Mission                   | Decision made on expansion of day center                                                                          | Private funding<br>Grant funding                     | July 1, 2010    |
|                                                                                                                                                                                      | Continue to provide funding to support the HUB and PATH programming in Billings.                                                                                                        | Ellen Gartner<br>Addictive & Mental Disorders Division | Continue current level of services and consider possible expansion of program funding to support programs         | Department of Public Health & Human Services         | June 30, 2011   |
| Support expansion of community-based, criminal justice diversion and re-entry programs.                                                                                              | Continue to assist former inmates and their families to find employment, housing, transportation, furnishings, clothing, and food through comprehensive case management services.       | Marian Pappan<br>Montana Dads Incarcerated             | Provide assistance to 25 individuals                                                                              | Volunteer time                                       | June 30, 2011   |

**Goal Six: Increase personal income levels and economic opportunities.**

| <b>Objective</b>                                                                                                                                                    | <b>Action Steps</b>                                                                                                                                                                                                                                                                                                                                    | <b>Team Lead</b>                                          | <b>Outcome Goals &amp; Outputs</b>                                                                                                                                                                                                                                                                                                         | <b>Resources Required</b>                                                                | <b>Timeline</b> |
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| Support asset development, education, job training, and employment opportunities serving the homeless (and those at risk of homelessness) throughout the community. | Continue to provide employment and volunteer opportunities and on-the-job training.                                                                                                                                                                                                                                                                    | Harry Merchant<br>St. Vincent de Paul                     | 120 individuals over a two year period                                                                                                                                                                                                                                                                                                     | HRDC District 7<br>Experience Works<br>St. Vincent de Paul staff time                    | June 30, 2011   |
|                                                                                                                                                                     | Continue to facilitate and apply for opportunities through the Workforce Investment Act program, including training and the supports needed for employment success.                                                                                                                                                                                    | Judy Towleron<br>Billings Job Service<br>Workforce Center | Adult program: 50 for FY09-10<br>Application completed for FY10-11                                                                                                                                                                                                                                                                         | Workforce Investment Act funding<br>Workforce Center staff time                          | June 30, 2010   |
|                                                                                                                                                                     | Continue to provide outreach services to facilitate job opportunities at local service provider locations: Passages, St. Vincent de Paul, Alpha House, Garfield Community Resource Center, Volunteers of America's Independence Hall, etc.                                                                                                             | Judy Towleron<br>Billings Job Service<br>Workforce Center | Provide job service opportunities to at least six providers in the community                                                                                                                                                                                                                                                               | Wagner-Peyser funding<br>Workforce Center staff time                                     | June 30, 2011   |
|                                                                                                                                                                     | Continue to provide social enterprise opportunities through the Montana Harvest Kitchen and gift shop, including classes in marketing, financing and business development. Expansion of the Montana Harvest Kitchen square footage and programming for food, nutrition and culinary training for grade school through post-secondary education levels. | Sheryle Shandy<br>Billings Food Bank                      | Provide business class curriculum six times in the next two years, serving 200 participants, resulting in 100 businesses utilizing the kitchen<br><br>Increase square footage of the Montana Harvest Kitchen from 3,000 to 9,000 square feet. Increase store capacity from 500 to 1,000 square feet<br>Provide programming to 120 students | Billings Food Bank staff time<br>Private funding<br>Grant funding<br>Partner involvement | June 30, 2011   |
|                                                                                                                                                                     | Establish the CENTER FOR SOCIAL ENTERPRISE to support new social enterprise projects.                                                                                                                                                                                                                                                                  | Sheryle Shandy<br>Billings Food Bank                      | Finish development of 9,000 square foot facility                                                                                                                                                                                                                                                                                           | Billings Food Bank staff time<br>Private & grant funding<br>CDBG application             | June 30, 2011   |
|                                                                                                                                                                     | Continue to provide on-the-job employment and volunteer opportunities for the homeless and near homeless (and those who work with the homeless and near homeless).                                                                                                                                                                                     | Major Kevin Jackson<br>The Salvation Army                 | 200 individuals over a two year period                                                                                                                                                                                                                                                                                                     | RSVP<br>Experience Works<br>The Salvation Army temporary employment and funding          | June 30, 2011   |
| Establish mentoring support systems, life skills training, and childcare assistance to the homeless (and those at risk of homelessness) currently in the workforce. | See Creative Arts program listed under Goal Four by the Salvation Army.                                                                                                                                                                                                                                                                                |                                                           |                                                                                                                                                                                                                                                                                                                                            |                                                                                          |                 |
|                                                                                                                                                                     | Consider expanding the Creative Arts Program for homeless adults for visual arts.                                                                                                                                                                                                                                                                      | Major Kevin Jackson<br>The Salvation Army                 | Decision on expansion of program                                                                                                                                                                                                                                                                                                           | The Salvation Army funding                                                               | June 30, 2010   |
| Support the expansion of financial fitness and credit assistance programs.                                                                                          | Continue to implement Financial Literacy classes for homeless children, teenagers and adults residing at the Women's & Family Shelter.                                                                                                                                                                                                                 | Gary Drake<br>Montana Rescue Mission (MRM)                | Number of families served over a two year period                                                                                                                                                                                                                                                                                           | Grant & private funding<br>MRM staff time                                                | June 30, 2011   |
|                                                                                                                                                                     | Creation of a financial fitness mentoring program to support long-term program effectiveness.                                                                                                                                                                                                                                                          | Larry Gaalswyk<br>Montana Rescue Mission                  | Number of families served over a two year period                                                                                                                                                                                                                                                                                           | Grant & private funding<br>MRM staff time                                                | June 30, 2011   |
| Increase financial management services for those in need.                                                                                                           | Continue to provide and expand the Representative Payee Program to support financial management for those with disabilities.                                                                                                                                                                                                                           | Harry Merchant<br>St. Vincent de Paul                     | Currently providing services for 80 individuals.<br>Expansion may include an additional 70 individuals, totaling 150                                                                                                                                                                                                                       | Social Security Administration<br>St. Vincent de Paul staff time                         | June 30, 2011   |

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