

Supportive Services

Services Approach/philosophy: This development supports households transitioning from homelessness by strengthening their living, social, housing, and employment skills by ensuring they a stable and dependable environment, while dealing with any other personal issues that may have led to their homeless situation initially.

The project uses a community-based service model. This model focuses on assisting households to access the resources already available through mainstream programs in the community. The result of this method is threefold:

- Service delivery is more cost-effective because efforts are not duplicated by several providers.
- Participating residents engage in a more holistic and specialized service plan, which addresses more of their needs over the long term.
- Residents accessing services in the community where they live learn self-sufficiency skills in locating and obtaining the things they need.

In this project, services will be coordinated by Partners for Housing.

Services: The applicant will be allowed to move into the unit once they have met the homeless and income eligibility requirements. The applicant will perform a screening and need assessment as part of their initial occupancy. The screening and needs assessment, conducted by a tenant service coordinator from Partners for Housing, will include a functional assessment, individual community support plan, referral, and assistance in getting needed mental health and other services, coordination of services and monitoring of the delivery of services.

Case management: The role of each resident's service coordinator is that of overseeing their total treatment plan, assessing, and helping to provide for their basic living needs, and coordinating services needed by the residents or family members. Service Coordinators will meet with their residents weekly or as needed to assess their functioning and progress and assist with any needs or problems. Service Coordinators will continue supervising their residents until it is determined that their services are no longer needed because the residents have reached their treatment goals. Service Coordinators will be responsible for helping the residents to access the services needed.

Programming and supportive services for independent functioning: Integral with individual development plans are services to help individuals to develop skills of independent living, job seeking, and job maintenance. The services listed below are available:

Public Assistance: When needed, residents will be assisted in acquiring food and economic assistance so that they can maintain adequate living conditions and provide nutrition for themselves and their children.

Transportation: The City of Mankato provides transit services for its residents. A fixed stop is located near the project site on Dewey Lane. Access to employment, school, medical facilities, and retail areas through this service allows the household to secure its own use of local services. Gas vouchers and other transportation assistance are available through Salvation Army, MVAC, and area church partnerships.

Basic Life Skills Classes: As applicable, residents meet with employment counselors at Minnesota Workforce Center to assess their skills and training needs, and then are matched to appropriate training, internship, and employment opportunities, or referred to other providers who can assist in working on some other basic skills first. This type of training is needed for individuals who lack some of the requisite skills for basic employment. Education for specific skill sets can be attained through other providers, including University of Minnesota Extension Services and Minnesota Assistance Council for Veterans.

Education: Public Schools offer Adult Basic Education and English Language Learner classes. Taught by qualified teachers, these courses are provided to small groups at a variety of times and locations. Effective communication and basic math and reading skills are necessary to acquire and retain employment.

Welfare-To-Work: The Minnesota Department of Human Services manages the Diversionary Work Program (DWP) through local Workforce Centers. DWP is a four-month program with the goal of helping low-income Minnesota parents immediately go to work rather than go on welfare. Parents are expected to sign an employment plan, they can receive financial assistance to meet their basic needs and get other support services, such as food support and child and health care assistance.

Employment: On the job training and paid work experience programs coordinated with local employers can set residents on the path to long-term employment. The MN Workforce Center provides access to employment through job application and interviews with local employers. Residents meet with employment counselors at the Workforce Center to assess their skills and training needs and then are matched to employers. Referrals may also be made to Life-Work Planning Center depending on the needs and background of the resident.

Availability of services: Primary service coordination will be available in the housing project. When community services are needed, the resident's Service Coordinator will assist in organizing transportation and childcare for the resident. Residents in crisis will also have access to crisis lines and the local hospital ER. Case managers will assist residents in contacting and receiving services from community organizations in the greater Mankato area. The available community organizations can be classified in the following categories:

- Adult Mental Health Services
- Chemical Dependency Inpatient and Outpatient Services
- Specialized Case Management and Advocacy Services
- Veteran Services
- Education Services
- Financial/Budget Management Services
- Independent Living Skill/Hygiene Services
- Employment Training/Readiness Services
- Parent Training/Mentoring Services
- Children's Services (education, truancy, behavioral health, etc.)

Service participation: Residents will not be required to participate in any of the available services, however, they will retain the right to request those services at any time during their stay.