

Heartland Family Service Scattered-Site Housing

How was the Scattered Site Program Model Developed?

- Funders and the community want outcomes.
 - What difference does one-time assistance make – long term?
 - What problem are you solving?
- NIMBY – Where do we place a facility?
- Capital Costs – How can we afford to build a facility?
Facilities limit family size – and number of units
- Operating – What if funding is cut?
- Clients have to move upon program completion

Follow-up and Evaluation of Programming

- Collaborative program that includes all local homeless service providers
- Grant funds a Research Position for 3-years with Technical Assistance from University of Nebraska at Omaha
- Clients contacted at 30, 60, 90, 180, and 365 days from point of service
- Gathers information on income/expenses, housing, barriers, etc.

What we learned from Follow-up

- Need for financial assistance and services for longer period of time
- Need for case management beyond outreach service provision
 - Clients expressed wanting services in the home to have staff assist with budgeting, employment, education, and other day to day needs
 - Clients continued to request they be made aware of available community resources to help with transportation, rent/deposits, utilities, medical/dental, etc.
 - Clients found the continued support of Follow-Up to be comforting during their time of transition and were happy to share successes

What we learned from Follow-up (Continued)

- Need for education and advocacy with landlords
 - Clients expressed a need to have a program to help w/past criminal history and working with landlords to deal with such issues
- Desire for choice
 - Families want to choose where they live
 - Families don't want children to have to move schools

Short-Term Transitional Housing

- Clients access STTH through outreach programs and local shelters – (Prevention & Rapid Re-Housing)
- Assistance to locate affordable housing in areas where clients want to reside
- Deposit and Rental Assistance for 3-6 months
- Case Management services (provided in the home)
 - Goal Setting, Budgeting, Landlord/Tenant Education, and Access to financial assistance for transportation, prescriptions, etc.
 - Services can continue after financial assistance ends

Heartland Housing Solutions

- How the program was developed...
 - No Permanent Supportive Housing in the Omaha/Council Bluffs Area
 - Emergency Family Shelter was closing and HFS was contacted to assess programming and provide recommendations
 - No additional resources were available for shelter operations, HUD shifted focus to Housing Funds
 - Grant awarded for 3 years funding from 3 private foundations

Heartland Housing Solutions

- Program Design
 - Scattered-site, serving Douglas and Sarpy Counties
 - Staffed by: Therapist, Case Manager and Financial Counselor
 - Clients hold the lease and pay utilities, Solutions pays the deposit and rental costs directly to the landlord or management company
 - Acceptance Process: Application, Interview (with all 3 staff), Risk Assessment, and Referral Check

Heartland Housing Solutions

- Program Statistics
 - First family accepted April 1, 2008
 - 45 total households accepted (through July 2009)
 - 16 discharges
 - 8 Successful Discharges (5 Planned, 3 Unplanned)
 - 2 Neutral Discharges – Moved to Shelter/Transitional
 - 3 Unknown/Disappeared Discharges
 - 3 Unsuccessful Discharges
 - Successful = Permanent Housing
 - Unsuccessful = Eviction/Lost Housing

Samaritan Housing Program

- Starting Fall 2009
 - Funded in the 2008 NOFA Bonus (Chronically Homeless)
 - Scattered-Site Housing: HFS provides financial assistance for rent, deposit, and utilities
 - Housing First (low demand) Model
 - Targeted Population – Highest Need

Lessons Learned

- Consider options:
 - Facility-based programming with services on-site for highest need clients
 - Scattered-site requires reduced caseloads and provides less support
- Create FAQ documents for applicants, landlords, and referral sources
- Create a Landlord Agreement that outlines housing standards and responsibilities of both the Landlord and the Agency
- Utilize client-created improvement contracts to address issues

Lessons Learned (continued)

- Review expectations to consider only including expectations that are required by funding or for safety – and are enforceable
- Hold a support group or educational group to bring residents together
- Create a procedure for planned exits with an aftercare plan
 - Consider holding “graduations” to recognize the family
- Provide services based on client need, not program design (adjust design to meet client need)
- Be flexible

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Good works.