

Progressive Skyway Village Supportive Services Plan 2020

Overview

The Progressive Skyway Village is located at 12430 Martin Luther King Jr Way S in Seattle. The Seattle Word of God Church is the sponsor of the village and will provide a variety of services onsite in the village. The Low Income Housing Institute (LIHI) will be providing a 1 full-time case manager to assist the clients in securing long term housing, employment, healthcare and other services.

The Supportive Services Plan will focus on the needs of homeless individuals, single men and women, couples, families, seniors, veterans and people living with disabilities.

The Word of God church and LIHI will partner with a number of community agencies to the address the comprehensive needs of the clients.

LIHI will provide a variety of supportive services to help village clients secure housing and develop self-sufficiency. The plan is to provide clients with case management, life skills training, technology access and training, financial literacy training and savings programs, and access to housing, employment, healthcare, and educational programs. LIHI moved 450 homeless households into LIHI housing over a recent twelve-month period. LIHI provides over 2,300 affordable apartments in the Puget Sound region. The majority of LIHI housing serves formerly homeless people below 30% of the area median income. LIHI sponsors thirteen tiny house villages and a 56-bed 24/7 enhanced shelter for homeless people as a crisis response to homelessness.

LIHI's case management staff has been successful in providing services and moving homeless families with children, couples, and single men and women into LIHI housing, shelters and other housing options.

Service Coordination

Representatives of the church and LIHI management staff will meet regularly to assess service levels and performance outcomes. Monthly reports will be presented to the Community Advisory Committee (CAC).

LIHI will provide the following services:

- Nutritious meals, donations of food, holiday meals and celebrations
- Donations of blankets, cold weather gear, clothing, hygiene supplies
- Coordination of community volunteers and donations
- One-on-one academic and career coaching
- Help with transportation for people to get to medical appointments and job interviews

- Donation of books and help with setting up a library
- Staffing and maintaining a desk on local resources in the community space
- Assistance with furniture and moving expenses for people moving into permanent housing
- Matching the skills and talents of parishioners with individuals for life skills coaching and mentorship
- Coordination of block watch and providing advice on security needs
- Help with community gardens and beautification projects
- Coordination of community relations with neighbors and local businesses

LIHI will provide case management, supportive services, outreach and referrals to program participants of the village. The case manager will provide information and referral services and will assist clients with housing applications, benefit applications, and navigating systems such as Social Security Administration (SSA and SSI) and the Department of Social and Health Services (DSHS). All clients will have access to on/off site services and resources that will provide assistance in creating housing stability. This includes but is not limited to; housing service plan, a streamlined referral system into shelters, referrals to transitional and permanent housing, referrals to housing first programs, veteran resources and services, legal assistance, medical/dental/mental health care, chemical dependency treatment, benefit assistance, and transportation assistance.

The case manager will provide referrals to crisis centers, shelters, transitional/permanent housing, hygiene and day centers, educational services and employment services/training, citizen/immigration services, and interpreter services. This includes accessing local homeless and housing providers such as Public Health, YWCA, Mary's Place, and others to ensure that services are available to respond to the needs of the clients. Case managers will be in attendance during village community meetings to listen to and provide any feedback, questions, or concerns from the village participants.

Referrals

LIHI will network with local shelters and housing providers specifically providing referrals for:

Shelter/Housing:

Families, including single parents, will be referred to:

- Sophia Way
- Catholic Community Services
- Union Gospel Mission
- LIHI transitional and permanent housing
- Coordinated entry, rapid re-housing and diversion programs
- Mary's Place and other shelters in King and nearby counties

Staff will complete criminal and credit background checks and assist with housing applications, navigating the barriers of securing housing, acquiring TANF and food benefits, applying for family housing, provide deposit and rental assistance, and getting on wait lists, including Section 8 and HUD.

Singles:

For homeless single men and women, and couples, LIHI case manager will provide Crisis Center referrals, active housing search, and help with cash and food benefits, and medical applications. Other services may include:

- Referral to free legal services
- Completing VI-SPDAT and VAT assessments to be prioritized for housing opportunities. Advocacy for scores of those who chronically homeless with high vulnerability, so the individuals to get into permanent supportive housing that meets the needs of the individuals/couples
- Employment Assistance including training costs, supplies needed for employment, creating resumes and cover letters
- Educational Assistance including filling out FASFA applications, researching and providing referrals for education programs
- Transportation assistance for job searches, education and accessing services
- Deposit and rental assistance

Family Services:

- LIHI staff will connect the families to 2-1-1
- LIHI staff will help the families navigate through coordinated entry
- LIHI staff will arrange for childcare resources for daycare subsidies
- Enroll children into school/early education
- McKinney Vento Act -transportation for homeless school age kids
- Be an advocate for CPS-involved cases
- Public Health-Kids Plus program
- Enroll children into the WIC program
- Assist with documentation such as Social Security cards, Birth certificates, immunization information, and ID cards
- Refer to outside agencies and program for childcare, counseling, bank and clothing
- Renton Area Youth & Family Services
- Birthday Dreams
- Emergency feeding Program for Seattle & King County
- Salvation Army
- Way Back Inn

Refugee/Immigration Services:

A number of homeless families will be immigrants or refugees. Case managers will contact and arrange for services with Muslim Housing Services, Refugee Women's Alliance (REWA), Ethiopian Community Services, Helping Link, Asian Counseling and Referral Services, Somalian Community Center and providers and agencies in the area.

- LIHI case managers will use Universal Languages for interpreter services.
- LIHI case managers will provide assistance with immigration forms, passport, green cards, and citizenship documents.

Veteran Services:

- Veterans will be referred to the Veterans Program and other agencies such as CPC, CCS, DESC, VA, SSVF, etc.
- Case Management Staff will provide assistance with getting VA documentation and discharge paperwork, medical assessments, and eligibility for vet housing programs such as VASH and VA Grant & Per Diem programs.

Women Services:

- Providing referrals for domestic violence services and advocacy such as DAWN, Broadview Shelter, New Beginnings, YWCA, Seattle Indian Center, Union Gospel Mission, Life Wire, and Refugee Women's Alliance.
- Referrals and support obtaining healthcare/ preventative services.

Wellness and Healthcare:

- Working collectively with Public Health to provide preventative health care services
- Assist individuals with applying for healthcare, food stamps, and cash assistance
- Refer to local food banks
- Major hospitals
- Mental health referrals
- Chemical dependency referrals/detox
- LGBTQ agencies
- Seattle Indian Health Board
- International Community Health Services
- Pike Market Clinic and Senior Center
- Pioneer Square Clinic
- Therapeutic Health Services (THS)
- King County Public Health
- COVID Homelessness Response
- Recovery Café

Job Training and Education:

- Assist families and individuals with employment, training and educational options including:
- Urban League Career Bridge program
- Seattle Vocational Institute
- Wood Technology Center
- Goodwill Industries
- DVR
- Programs at Millionaire Club, DESC Connections, Casa Latina, Fare Start
- Labor Ready
- Seattle Central College
- Renton School District

Staffing

LIHI will provide a 1 full-time Case Manager who will be supervised by LIHI's Manager of Supportive Services.

Program Goals

The goal is to move high-need homeless families and individuals out of the village as quickly as possible. Vulnerable homeless individuals who are frail and/or sick will be prioritized in receiving housing and supportive services. The case manager will immediately refer them to housing and shelter resources. If emergency shelters are full, this may include paying for a temporary hotel stay until shelter space opens or paying for transportation costs to reunite them with out-of-state relatives.

Case management is required at the village. The goal is to meet with clients at least once a week.

The goal is to complete VISPDAT scores and move them into appropriate Housing First, VASH units, or permanent supportive housing projects. Scores should be completed within the first 30 days.

The goal for all clients will be to actively look for employment and stable housing within 90 days.

The housing goal for the first year is to move 8 clients into transitional and permanent housing, 8 clients into shelters or other options, and to re-unite 5 with family/relatives.

The employment goal is for 10 clients to secure part-time or full-time employment. For those clients that qualify for public assistance and/or food stamps, we will aim to enroll at least 60% of clients.

Data Collection/ HMIS Participation

LIHI will participate in the required data collection called Homeless Management Information System (HMIS) per required protocol.

Information to be collected:

- The number of adults and minors occupying the village
- The number of occupants accepting or declining offers for housing or social services
- Where the occupant(s) previously lived and where they are expected to go after leaving the village
- Race/ethnicity

Cultural Competency

LIHI has a diverse and culturally competent team with experience in housing and providing services to people of color and immigrants/refugees. Over 60% of the residents and clients served by LIHI are people of color. LIHI staff will attend diversity training, or equivalent, yearly and assess our performance in providing culturally competent services.

Evaluation & Assessment

LIHI will work collaboratively with the City and King County, including meeting quarterly to evaluate outcomes and discuss the overall effectiveness of the program. We will help strategize and enhance program operations and develop aggressive plans for moving clients into stable housing.

- Documents created by LIHI
- Assessment for Diversion will be created on the intake form.
- LIHI and church representatives will meet with clients and the CAC to obtain feedback on performance and effectiveness.