

Low Income Housing Institute Service Management Plan- Camp Second Chance

Overview: The Low Income Housing Institute (LIHI) develops, owns and operates housing for low-income, homeless and formerly homeless people in Washington State; advocates for just housing policies at the local and national levels; and administers a range of supportive service programs to assist those we serve in maintaining stable housing and increasing their self-sufficiency.

Founded in 1991, LIHI has grown to be one of the most productive affordable housing developers in the Northwest. LIHI owns and/or manages over 2,000 housing units at 62 properties in six counties throughout the Puget Sound region.

LIHI provides a variety of supportive services to help residents maintain their housing and develop self-sufficiency. Our efforts include providing residents with case management, life skills training, technology access and training, financial literacy training and savings programs, and access to employment, healthcare, and educational programs.

Starting on September 1, 2013, LIHI, in partnership with Tabernacle Missionary Baptist Church, hosted Nickelsville for one year on a LIHI-owned site at 2020 S. Jackson St. in Seattle's Central District. We have since supported Nickelsville and SHARE at 22nd and Union, 1010 S. Dearborn, Interbay, Ballard, Othello, Georgetown and Licton Springs locations. LIHI's case management staff was successful in providing supportive services and moving homeless families with children, couples, and single men and women into LIHI housing, shelters and other housing options.

Camp Second Chance (C2C) is located on City of Seattle owned property at 9701 Myers Way South, in West Seattle. C2C has been a city-sanctioned encampment starting in February 2017. LIHI was asked by the Seattle Human Services Department (HSD) to assume the contract for operations effective September 1, 2017. The city's Navigation Team is referring homeless singles and couples who have been camping illegally to C2C. C2C is operated as a self-managed encampment with democratic decision-making. Self-help hours are required for security and the running of the camp. Residents follow strict adherence to clean and sober living and peaceful resolution of conflicts.

Service Coordination: LIHI is committed to providing case management, supportive services, outreach and referrals to residents of Camp Second Chance. We will focus on the needs of homeless single men and women, couples, seniors, veterans, people with pets and people living with disabilities. No families with children under age 18 or unaccompanied minors will be referred or served.

The LIHI 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 residents of the encampment 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, transition

plans, a streamlined referral system into shelters, referrals to transitional and permanent housing, referrals to housing first programs, veteran outreach, legal assistance, medical/dental/mental health care, chemical dependency treatment, benefit assistance, and transportation assistance.

Case manager will provide referrals to crisis centers, 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, DESC, Compass, CHS and others to ensure that services are available to respond to the needs of the residents. A case manager will be in attendance during resident community meetings to listen to any feedback, questions, or concerns from the participants in the encampment.

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

Shelter/Housing:

Singles and couples will be referred to:

Coordinated entry for chronically homeless individuals, people with mental illness and chemical dependency, pregnant women, veterans, and frail seniors and individuals. The completion of VI-SPDAT scores for those chronically homeless with high vulnerability, so the individuals to get into the supportive housing that meets the needs of the individuals/couples.

DESC

Plymouth Housing Group

Catholic Housing Services

Compass Housing Alliance

Community Psychiatric Clinic

Union Gospel Mission

LIHI transitional and permanent housing

Rapid re-housing programs

Other emergency shelters and housing programs

Staff will complete criminal and credit background checks and assist with housing applications, navigating the barriers of securing housing, acquiring food stamps, medical care, applying for housing, and getting on wait lists, including Section 8.

Services:

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

Referral to free legal services

Employment/training, job search and educational referrals

Help cover transportation costs for job searches, education and accessing services

Refugee/Immigration Services:

A number of homeless individuals and couples 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, Asian Counseling and referral Services, Somalian Community Center and others.

We will use Universal Languages for interpreter services.

We will provide assistance with immigration forms, passport, green cards, and citizenship documents.

Veteran Services:

Veterans will be referred to the King County Veterans Program and other agencies such as CPC, CCS, DESC, VA, etc.

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, Mary's Place, New Beginnings, YWCA, Union Gospel Mission, Life Wire, and Refugee Women's Alliance.

Healthcare/ preventative services.

Wellness and Healthcare:

Working collectively with Seattle-King County Public Health to provide preventative health care services

Assist individuals with applying for healthcare, food stamps, and cash assistance

Refer to local food banks

Seattle Indian Health Board

Pike Market Clinic and Senior Center

Pioneer Square Clinic

Major hospitals

Mental Health referrals

Chemical dependency referrals/detox

LGBTQ agencies

Life Long Aids Alliance

Job Training and Education:

Assist individuals with employment, training and educational options including:

Goodwill Industries

DVR

Programs at Millionaire Club, DESC Connections, Casa Latina, Fare Start

Labor Ready

Seattle Vocational Institute

Seattle Central College

Staffing: LIHI will provide one paid FTE Case Manager who will be supervised by LIHI's Supportive Services Manager.

Goals for Tent City Clients

Encampment Goals:

The goal is to move high-need chronically homeless individuals out of CSC as quickly as possible. Vulnerable individuals with high VI-SPDAT scores, pregnant women, and sick people will be prioritized in receiving housing and supportive services. Case manager will immediately refer them to housing, rapid re-housing and shelter resources. If emergency shelters are full, this may include paying for a hotel stay until shelter space opens up or paying for transportation costs to reunite them with local or out-of-state relatives. We must minimize the number of frail individuals having to live in tents and exposed to inclement weather.

The goal for chronically homeless individuals, vets and seniors is to complete VI-SPDAT scores and move them into appropriate Housing First, VASH units, or permanent supportive housing projects. VAT scores should be completed within the first 30 days.

The goal for all residents who agree to receive case management services will be to actively look for employment and stable housing within 90 days.

The housing goal for the first year is to move 20 residents from the tent cities into shelters and 20 into transitional or permanent housing and to re-unite 10 with relatives.

The employment goal is for 15 residents to secure part- or full-time employment. For those residents that qualify for public assistance and/or food stamps, we will aim to enroll 70% of residents receiving case management.

Data Collection/ HMIS Participation: LIHI will participate in the required data collection called Homeless Management Information System (HMIS) per HSD required protocol.

Information to be collected:

The number of adults occupying the CSC

The number of encampment 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 encampment

Race/ethnicity

Cultural Competency: LIHI has a diverse and culturally competent staff with experience in housing and providing services to people of color and immigrants/refugees. Over 50% 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.

Encampment Assessment: LIHI will work collaboratively with HSD, 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 tent city residents into stable housing.

Documents created by LIHI.

Assessment for Diversion will be created on the intake form.

LIHI will meet with Camp Second Chance Leadership and residents to obtain feedback on our performance and effectiveness.

10/12/2017