Natasha House Policy Program

Faith For Living
Deloris Borum Ministries, Inc.

Natasha House
Policy/Program Development

I. Statement of Need

In 1973 there were only 28 York County residents that contacted Home-Base because of homelessness. Since the year 2000, the number of homeless York County residents has increased by 100 families per year. In addition, 90% of these families have never been homeless before. ***(These numbers represent only the families who contacted Home-Base)***

II. What is Natasha House?

NATASHA House is a safe environment for women with children that provides the means for them to rebuild a productive, thriving life.

Additionally, Natasha House provides case management for referred clients to teach them how to live financially independent and maintain a self-sufficient, stable household within two years.

III. Mission Statement

NH is a temporary residential home for homeless women and children that will empower and equip them to achieve and maintain self-sufficiency.

IV. Eligibility Requirement

Women and children who are:

- Sleeping in places not meant for human habitation, such as cars, parks, abandoned buildings, streets, or those who are sleeping in an emergency shelter as a primary nighttime residence.
- Living in transitional or supportive housing for homeless persons but originally came from streets or emergency shelters
- Spending a short time (30 consecutive days or less) in a hospital or other institution
- Being evicted within a week from private dwelling units and no subsequent residences have been identified and they lack resources and supportive networks needed to obtain access to housing
- Women with children up to the age of 12 upon entry
- Legally emancipated Head of Household with children
- Destitute whose circumstance is due to major medical conditions

V. Non-Eligible Applicants

- Women with felony convictions within the last five years.
- Women with active Domestic Violence Cases
- Women actively using alcohol or illegal drugs
- Women with chronic physical or mental debilitating medical conditions

VI. Admission Policy

A. York County residents have first priority; other jurisdictions are handled on a case by case basis as space permits

B. Referral Policy

- Providers of Human and Social Service can make referrals to NATASHA House of clients that meet NH eligibility requirements for admission
- Referring agency must submit an Agency Narrative Form (available at NH) briefly describing services provided by their agency to the family, family needs, family strengths and weakness and how the family would benefit from NATASHA House

C. Prospective residents and interested parties can contact NH directly to request an application and inquiry about admissions to NH

VII. Admission Process

- Each candidate must complete and return a NH Application Form to be considered for admission
- NH staff will contact candidate and schedule a face-to-face interview. The objective of the interview is to select residents who are highly motivated and capable of reaching economic self-sufficiency or managing their debt by the end of the program and who are willing to accept the intense case management that is an essential part of the program at NH
- Interview will consist of reviewing application, completing the Release of Information Form, completing the client questionnaire, taking a family history, assessing motivation, family willingness to participate in intensive case management, family physical and emotional ability to participate in education, job training, employment, household management, counseling, individual and family counseling and to function independently
- Interviewer will verify applicant information with sources listed on Application Form and insure all paperwork is completed and correct plus verify contact number.
- Once verified, the interviewer tells the client that the verification process will begin immediately and NH staff will contact her within five to seven days depending on the verification of the information submitted.
- After interview, staff reviews the application which sometimes necessitates additional verification
- When approved for residency, applicant and referring source are informed and the moving in process begins.
- Before moving in the applicant must review, agree to comply with, and sign NH Rules of Residency, Case Management Contract, and Agreement of Understanding.
- The In-take person will order a drug screen, criminal background check, credit report and physical for Head of Household (note: this expense will need to be added to the program budget or funds solicited to cover expense for family)
- Applicants not approved for admission into NH will be referred to Home Base for further assistance

VIII Dismissal Process

- Applicant understands that failure to comply with Rules of Residency, Case Management Contract, and the Agreement of Understanding could result in immediate dismissal from the Natasha House.

5. Educational Counseling--Assess individual and family educational needs and then recommends a plan to include Partnerships with training and Educational institutions to obtain training or services needed for both the client and her children. This includes mentoring and daycare.

   a. Assessment of family's needs including Daycare
   b. Develop individual educational plan
   c. Locate, contact, and schedule required schools, classes, and courses
   d. Monitor progress toward goals in educational plans

6. Life-Skills Training – Assess individual and family's life skills and then recommends a plan that provides training both on-site and off-site in such things, as development of personal and professional skills conducive to client needs. Life skills such as NH Night Protocol, homeownership, parenting, household management, decorating, decision-making, and socialization. Collaborating with community agencies encourages residents to actively participate in community programs and teaches them to access these and other resources. In addition, Women and children are taught to contribute to the upkeep group and their own spaces.

   a. Identify needs
   b. Determining the appropriate method/service
   c. Locating resources
   d. Incorporating training into individual education plan and Case Management Plan
   e. Training participant to both follow-up and collaborate with other agencies to obtain Services

7. Follow-up/Aftercare Services-- Helps program graduates to maintain long-term housing stability. Follow-up is responsive to the individual needs of the graduates and contact graduates with formal and informal visits at 30, 60, and 90-day intervals and phone calls as needed. Once established, graduates are encouraged to seek and provide support through community services and volunteerism.

8. Volunteer Program—Assign an apprenticeship to clients and school-age children to volunteer a specified amount of hours each month for community service. (e.g. SHARE , VISTA Americor, Lackey Free Clinic, York Library, FFLOC Daycare)

IX. Programs and Services

1. Case Management/Assessment—Work closely with Social Services and other Community Services to obtain holistic care for clients and their children to include an intensive and comprehensive assessment of the resident's needs and personal information exchange. Short and long term goals are developed and the case manager helps residents articulate goals, determine action steps and time lines for achievement. In addition, residents are encouraged in the face of inevitable setback as they develop their independence and self-sufficiency. A balance between structure and independence/empowerment is established to meet all the skill needs of clients:

    a. Help participant understand what is expected of them at NATASHA House
    b. Determine reasons for Homelessness and establish goals to overcome obstacles
    c. Develop 90-day case management plan with reachable goals
    d. Decide where participant needs to be one year from now

2. Health--Physical and Mental-- Weekly counseling for the clients and their families by institutions and specialists in the community who specialize in physical and mental health . (Follow-through):
    a. Identifying Problem
    b. Determining appropriate referral
    c. Contacting resources for treatment
    d. Incorporating treatment into Case Management Plan

3. Counseling—Weekly counseling for the clients and their families by the Faith Community as well as weekly counseling for the clients and their families by institutions and specialists in the community who specialize in family counseling. (Follow-through):

    Spiritual, Individual, and Family

    a. Child behavior and Parent behavior/skills
    b. Marriage problems and singlehood
    c. Locating resources for counseling to include Faith for Living Pastoral Staff

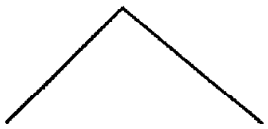
4. Financial Counseling—Assessment of clients current financial status and establish a plan for self-sufficiency, household management, financial planning, and family budgeting, and a Rental Allowance Program—Clients agree to pay a specified portion of their income (based on salary) towards the *IDAP program, amount not to exceed 30% of their income. Allowance will be adjusted down to allow for personal financial goals (self-sufficiency):

    a. Credit Counseling
    b. Financial Planning
    c. Household and Family Budgeting
    d. Rental Allowance Program

** The IDAP (Individual Development Assistance Program) Program is a community based program that helps its residents attain down payments for home ownership by matching funds saved by its clients.*

X. Staffing *(Organizational Chart)*

Board of Directors
I
Executive Director
L
Advisory Board
I
NH Director



I
Case Manager

Office Assistant **Resident Assistant**
I
Relief Workers

Position Descriptions: (*Salaries taken from the Dept. of Labor's most recent salary statistics)*

- Director ($36,000.00-$40,000.00 yearly depending on experience. Some benefits)—(*Shift: 8:00am-5: 00pm, Mon.-Fri.)* At least 3-5 years in a position of similar experience at a local or state coalition. Masters level degree in related field or equivalent experience and computer skills. Duties include administration, preparing the annual budget, public relations, marketing, personnel management to include conducting evaluations, hiring and firing of personnel and supervision, enforcing House protocol and procedures, community outreach, Grant Writing, and fund raising. Moreover, the director is responsible for the day to day operations of NATASHA House, networking with outside agencies, carrying out NH policies and programs, and incorporating public policy initiatives established by the board of directors.
- Case Manager ($27,000.00-$32,000.00 yearly depending on experience. Some benefits)—(*Shift: 10:00am-8: 00 pm, Mon.-Fri.)* Must possess a BA degree in Social Work, Psychology, or Human Service relate field plus 2-3 years experience case management/counseling and should have worked in the capacity of vocational or family counseling or any equivalent combination of supervision, experience, and training which provides the required knowledge, skills, and abilities for case management. This person will perform the duties of intake and assessment of clients; develop individualized assistance plans for each client family served to include maintaining complete case files and contact outside agencies to acquire needed services, monitor and evaluate client's progress, manage client caseload, serve as client advocate, and provide vocational, personal and family counseling to program participants, as well as executing the children's program. In addition, he or she must possess some computer skills, maintain records, prepare purchase orders, and other required paperwork as necessary.. Additionally, this person will be on call after hours and on weekends (*pager provided) and* will receive at least two days off a week and two weekends a month from on-call duty.

- Resident Assistant ($12,000.00-$15,000.00)—*(Shift: Mon.-Fri, 8:00pm-8:00am)* Unmarried Female with 2-3yrs. Experience in counseling or a related field. She will be responsible for handling House care throughout the evening and night, completing the night duty log, and adhering to ALL NH Rules of Residency. In addition, she would be responsible for after hour emergencies, conflicts, and issues and will receive minimum wage, free room and board, and understand that the NH Director will have unlimited access to her living quarters.
- Office Assistant ($18,000.00-$23,000.00 depending on experience)—*(Shift: Mon.-Fri. 9:00 am-5: 00 PM)* High school diploma or equivalent, **computer skills a must**, plus some college and at least 2 years of office or general clerical work or equivalent combination of experience and training. This person performs a variety of clerical duties including filing, tabulations, calculations, in-take, tracking, checking forms and receptionist/secretarial duties. In addition, the office manager will work in the capacity of volunteer coordinator and assist the Case Manager and Director in the capacity of volunteer recruitment, screening, training, and coordination for the NH Volunteer Relief Worker staff.
- Food Service Coordinator ($12,000.00-$20,000.00 depending on experience)—*(Shift: Sun.-Sat., 7:00 am-5: 00pm)* —At least 3 years experience in the nutritional food service planning, serving, and supervision.
  This person should possess a current Food Handler Certificate. ***Option: Possibly on Contract or Retainer or contracted Caterer***
- Relief Workers--Trained volunteers who assist NATASHA House staff in whatever capacity needed including night supervision, food service, building and grounds maintenance, and clerical work .