

Community Preservation Act Committee- Proposal Request Form for FY 2018

Project Title: Craig's Doors Permanent Supportive Housing

CPA funding category: Check all that apply

<input checked="" type="checkbox"/>	Community Housing
<input type="checkbox"/>	Open Space
<input type="checkbox"/>	Historic Preservation
<input type="checkbox"/>	Recreation

Amount of CPA Funds Requested: \$282,000_____

Submitting Entity: Craig's Doors – A Home Association, Inc._____

Contact Person: Rebekah Wilder_____

Phone: 413-345-8582_____

Email: rebekah@craigdoors.org_____

Please complete this form in its entirety and include the following in your proposal.

Overview of Proposal: Please describe your project and your feasibility analysis.

Craig's Doors Permanent Supportive Housing (PSH) is a housing first program that targets chronically homeless individuals, veterans, and youth. It is based on HUD standards and best practices. We will use a scattered site model to encourage tenant choice. Benefits we offer landlords include: Renting directly to Craig's Doors, consistent and timely rent payments, daily case management services for tenants, easy access to program staff, and training for both tenants and property managers. Our goal is to create sustainable relationships between landlords and tenants.

Craig's Doors will continue to participate in the 3 County Continuum of Care, including in the Coordinated Entry and Assessment project. Possible candidates to the program will be screened using our CoC's assessment tool. We will also work closely with local outreach workers, and the Amherst Police Department to identify the five guests who will benefit the most from our program. Our shelter – Craig's Place, gathers intake information for each new guest arrival. This information is entered into HMIS and used to identify chronically homeless individuals. Outreach to these individuals will involve our Craig's Place shelter staff, the UMass SEND-Home Club, Dial Self, Elliot's PATH outreach team, and veteran services.

Craig's Doors provides one full time case manager per every five - seven tenants, which allows for intensive, daily involvement with their growing network of support. The Case Manager and tenants will design individualized service plans (ISP) that target the client's goals and barriers to living independently. The ISP will include specific housing and tenancy risk factors, short term crisis resolution, and personal goals of the tenant. The case manager and tenant will develop a customized support team comprised of medical and mental health professionals, outreach workers, and community members.

When a tenant is placed into housing, case managers will cultivate a time of celebration and reflection. This will include coordinating a house warming party. The case manager will use this time to help the tenant connect with his/her home team, and establish a safety plan. A party is a tangible reminder that they are not alone. At this time the case manager and tenant will establish emergency protocols and a safety plan, including a list of emergency contacts.

Case managers will visit with the tenant daily to help tenants develop necessary life skills, and work on common stumbling blocks. Other members of the tenants support team, and main stream service providers will check in regularly to help tenants with their physical, emotional and mental well-being. The Program Director is on call 24-7 to respond to landlord concerns.

1. Description of funding needed

a. Documentation of cost estimates, budget.

We anticipate that the annual cost of housing five (5) individuals is \$123,722 per year. We are requesting CPA funding for 94,000 per year for 3 years. This would cover rental assistance and case management services. Craig's Doors will take responsibility for additional program expenses, averaging \$29,722 per year. These expenses will be covered through other Craig's Doors fundraisers and grants. The budget is based on HUD standards and recommendations from the Three County Continuum of Care. See Attachment A for program budget.

b. Other Sources of funding, e.g., grants, self-funding, fund-raising

Craig's Doors will seek additional sources of funding to support this program over the course of three years and beyond. These sources include, but are not limited to: The United Way of Hampshire County, individual donations, an earmark in the state budget, small community grants, and in-kind donations.

c. Timeline on how CPA funds would be spent, including over multiple years

If the CPA chooses to fund Craig's Doors PSH, we will immediately hire a case manager dedicated to this program, training them in the core philosophies of Housing First. The case manager will work closely with

outreach workers – Elliot, Dial/Self, Shelter Staff and Health Care for the Homeless, to establish a report with PSH candidates. The caseworker will spend up to three months working with the individual to establish a relationship, and identify housing needs and preferences. Within the first three months of the program, Craig's Doors will establish rental agreements with landlords, and following HUD's housing first protocols, immediately move participants into housing. Once moved in, case managers will work closely with participants to ensure immediate housing stability and long term housing independence. Participants will be evaluated every three months to determine the level of services needed to maintain housing. After three years, we expect 3 of the 5 participants to move into market rate units with support from main stream services.

2. Urgency of the Project, if any.

According to the Amherst Police Department, there are a handful of homeless individuals with the highest call volume. These individuals are some of the most vulnerable people in our CoC. Some of them have been on the streets for ten years, others have been in and out of housing multiple times over the past five years. All of them struggle with mental illness and substance abuse. We have designed our program and services to reach these individuals.

On November 11, 2014 the temperature dropped below 20 degrees, prompting Craig's Place to expand its capacity. Despite empty beds, one guest never made it to our doors that night. Robert Sherman was found in his tent the next day, having died from exposure just a few weeks before his 47th birthday. He was a guest at the Amherst shelter for 5 years, and spent the previous year living in a storm drain. Sherman suffered from an inability to give up alcohol, and fell asleep in his tent completely unaware of the night's danger.

Those without homes during the coldest months of the year are highly vulnerable to exposure, malnourishment, a lack of physical and mental health care, and ultimately, death. According to the National Coalition for the Homeless, "The average life expectancy in the homeless population is estimated between 42 and 52 years, compared to 78 years in the general population."

Emergency shelters save lives each winter, but ultimately they fail to increase the life expectancy of those living on the streets. If Robert Sherman had a home of his own, it would not have stopped him from over drinking, but he would have lived, and life is hope.

3. Estimated timeline from receipt of funds to Project completion.

The program can be implemented quickly after being awarded funding. Our emergency shelter, has allowed us to establish the foundational support and community connections we need to be successful. Our current connections with landlords, cultivated through the recent implementation of our Rapid Rehousing Program, serve as a catalyst to quickly house each tenant. Preceding the start of the program, we will hire a case manager for this program, training them in the core philosophies of Housing First. The case manager will work closely with outreach workers – Elliot, Dial/Self, and Health Care for the Homeless, to establish a report with PSH candidates. We recognize that changing case workers can be difficult, especially for those who struggle with mental health. To facilitate a smooth transition, Elliot outreach workers will continue to offer support to their clients and PSH staff for up to 6 months after housing placement. Craig's Doors will keep lines of communication open between the various sectors of the program in order to facilitate progress with the 5 tenants. Daily meetings will focus on developing steps to achieve both long and short-term goals. Utilizing their training at the onset of the program, caseworkers will implement different practices of the harm reduction model. As they build relationships with tenants, they will continually form individualized, non-judgmental communication styles that foster the trust needed between them.

4. Acquisition or preservation of threatened resources

N/A

5. Population(s) to be served by the Project

Craig's Doors PSH serves chronically homeless individuals, prioritizing those with Substance abuse issues, mental illness, veterans and youth 18-25 years old.

6. How will the CPA investment in your property, facility or project be maintained over time.

Craig's Doors PSH will follow HUD's model for permanent supportive housing sustainability. Tenants will pay a portion of their rent, up to 30% of their income. These funds will be considered program income.

Once a tenant is housed, case managers will work with them to discover the financial barriers that hindered clients in the past. They will also assess the clients' income, their assets, and their needs. Furthermore, caseworkers will determine whether or not clients are eligible for SSI and/or SSDI benefits. If clients are able to work but are unqualified for conventional jobs, caseworkers will strive to find creative job solutions.

Craig's Doors has developed partnerships with local organizations such as the Starlight Center and Echo Village's BID Work Program. The Starlight Center aims to promote the recovery, resiliency, and self-determination of individuals, and empower them to become self-sufficient and engaged citizens. This organization would enable members to make informed choices, provide them with opportunities for meaningful work, and help them build valuable skills. Starlight Center would allow clients to gain access to

competitive employment, education opportunities, and community resources. Echo Village's BID Work Program aims to improve Amherst through beautification. Echo Village employs homeless and formerly homeless individuals who have little to no work history, and teaches them a variety of skills.

7. Which relevant Town committees and/or commissions are you working with?

Craig's Doors is active in the Homelessness Systems Meetings chaired by Julie Federman. We are also committed to working collaboratively with the Housing and Sheltering Committee, as well as the Amherst Housing Authority.

8. Other information regarding the Project deemed necessary for CPAC

Craig's Doors has applied to HUD for an Amherst Permanent Supportive Housing program through the Three County Continuum of Care. If we receive both the CoC and CPA funding, we will be able to successfully house 10-15 individuals.

Program Funding	1 YEAR	3 YEARS
General Donations	9,722	29,166
United Way of Hampshire County	10,000	30,000
State Earmark funding	10,000	30,000
CPA Funding	94,000	282,000
Total Funding	<u>123,722</u>	<u>371,166</u>

Program Expenses	1 YEAR	3 YEARS
Rental Subsidies		
Rent Subsidy (including First/Last/Security)	57,000	171,000
Broker's Fee	2,250	6,750

Case Management Services			
Director of Housing Services	1 FTE	28,080	84,240
Caseworker	.54 FTE	20,000	60,000
Payroll taxes:		6,442	19,326

Program Costs			
Move in Costs		150	450
Education Services: GED exam, Literacy, etc.		500	1,500
Employment Assistance: Certifications, Job training, instruction materials, etc.		500	1,500
Household Supplies		500	1,500
Transportation costs		500	1,500
Staff Milage		300	900
Liability Insurance		1,000	3,000
Staff Development		500	1,500
Administrative Costs		6,000	18,000
total costs		<u>123,722</u>	<u>371,166</u>



Case Manager- Greenfield/Turners Falls (443)

Summary:

Moltenbrey Supportive Housing is seeking a full-time case manager.

Posting:

Moltenbrey Supportive Housing is seeking a case manager to work 40 hours per week. They will play an integral role in establishing and nurturing a safe, drug-free, health-oriented, supportive environment steeped in the culture of recovery.

The Moltenbrey Program offers case management to individuals 18 or older living in a sober and drug-free establishment owned and managed by Franklin county regional housing redevelopment associations. Participants typically come from a residential treatment setting after they have been in recovery from substance use for 6 months or longer. Participants are living in an independent setting, and have agreed to continue to live a lifestyle free of drugs and alcohol. The case manager's role is to guide them through the development of service plans, and advocacy. Candidates must show strong ability to work independently. This position will be based out of Greenfield, MA. The Moltenbrey Program is located in Turners Falls and travel will be required to that location several days a week.

JOB RESPONSIBILITIES INCLUDE:

- Provide support and case management advocacy to the participants.
- Monitor participant progress and provide supports and problem-solving strategies to facilitate recovery.
- Ability to plan, coordinate and facilitate groups.
- Maintain collaborative relationships with the ServiceNet Recovery Home staff, Housing Authority, and other external contacts.
- Maintain proper records, and write clear and objective case management notes.
- Attend required meeting and training as assigned.

POSITION QUALIFICATIONS:

- CADAC/LADC preferred.
- At least 2 years' experience working with substance addiction population.
- Experience working with the homeless population.
- Familiarity with community social, vocational, entitlement, and medical resources.
- Valid driver's license and acceptable motor vehicle record.
- CPR and 1st Aid Certifications

Why ServiceNet? In addition to being progressive and a cutting-edge human services agency, we offer a competitive salary (\$15.00 to \$17.00/hr) with generous sick and vacation benefits, and opportunity for advancement. Full-time employees are eligible for comprehensive health insurance and dental plans, 403(B) retirement plan, disability benefits, paid life insurance, tuition assistance, and much more.

ServiceNet was founded in 1965 and is one of the most innovative and progressive non-profit human services agencies in Massachusetts and the country. Over the past 51 years, ServiceNet has evolved from four mental health organizations into an integrated behavioral health agency serving the broad needs of people with mental illness, homelessness, addiction, brain injuries, and intellectual disabilities throughout Hampden, Hampshire, Franklin, and Berkshire counties in Western Massachusetts. We have been regionally and nationally recognized for our forward-thinking practices and client satisfaction ratings.

To apply: Send resume and cover letter citing Search #443 in the subject line to jobs@servicenet.org

ServiceNet is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or veteran status. We are proud to be a tobacco-free employer.

Posting Date:

Wednesday, November 23, 2016

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Job Details

Requisition Number 16-1087

Post Date 11/15/2016

Title Case Manager PACT

City Lynn

State MA

Description

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Case Manager**Program for Assertive Community Treatment (PACT)**

Eliot's Adult Mental Health Division provides an integrated and comprehensive network of services to adults with psychiatric disabilities that promote consumer rights, responsibilities, rehabilitation, and recovery. We provide rehabilitative services that enable people to increase functioning in the living, working, and social environments of their choice.

Join a committed team of professionals in providing counseling and recovery services to adults with mental illness in the Lynn area. This team seeks a dedicated and energetic Bachelor level Vocational Specialist for the Program.

Schedule:

Monday - Thursday 8-4pm, rotating 12-8 shift

Friday- 9-5pm

Pay: \$ 17.52/hr

Weekend rotation

Responsibilities:

Provide case management services as part of a multidisciplinary team

Develop treatment plans with consumers related to vocational goals

On Call responsibility on a rotating basis.

Requirements

Must have a BA/BS or at least two years of experience in working with individuals with substance abuse issues

Candidates must be at least 21 years old with a valid MA driver's license and reliable transportation. Competitive salary with an outstanding benefit package.

Eliot Community Human Services offers a great benefits package that includes a competitive salary, 3 weeks vacation, 12 sick days and 11 holidays. Eliot pays 75% of health and dental insurance and 100% of Life, AD&D, Short and Long Term Disability insurance for full time employees. We also offer 401(k) retirement plan, Dependent Care plan, EAP, credit union, free college savings tuition program and other voluntary benefits. The agency also has our own in house training program which provides CEU's.

DOCUMENTATION OF LEVERAGED RESOURCED OR CASH MATCH

Name of organization providing contribution: Mercy Medical Center, Health Care for the Homeless

Type of contribution: Healthcare; in-kind match

Description of Contribution:

Today the 20 member Mercy Health Care for the Homeless team provides primary care services, mental health and case management services onsite at 23 shelters, soup kitchens, job placement sites, and transitional programs. Services are delivered in three counties: Hampden, Franklin and Hampshire. In 2014, Mercy HCH cared for over 2,300 homeless individuals. These men, women and children had over 13,000 encounters with HCH staff. Twenty percent of the population served is homeless children and more than half of those children are under the age of five.

The HCH team follows a nursing model of health care, providing assessment, intervention, referrals, follow-up and education. The team consists of five RNs, four nurse practitioners, a part time Medical Director, three case managers, two mental health clinicians, an administrative assistant, a part-time physician, interns, psychiatrist and an Executive Director. The team's ability to carry out its health care ministry is greatly extended by volunteers. HCH staff also provides street outreach for those hardest to serve. The team searches for the "hang out" spots of the hardest to reach of the homeless population. The goal is to reach those who avoid any contact with the mainstream health and social service system and who may never had received services before.

Numbers of clients to be served with the contribution: 5

Value of the contribution per client: \$1,000

Total value of the contribution: \$5,000

Name of project: Amherst PSH

Name of project sponsor: Craig's Doors – A Home Association, Inc.

Date the contribution will be available: 7/01/2017 through 06/30/2018

Doreen T. Fadus

VP, Mission Integration and Community Benefit

Name of person authorized to commit these resources

Title



August 12, 2016

Signature

Date





DIAL/SELF Youth and Community Services

Strengthening community through positive youth development and civic engagement since 1977

DOCUMENTATION OF LEVERAGED RESOURCED OR CASH MATCH

Name of organization providing contribution: Franklin County DIAL/SELF, Inc. (also known as DIAL/SELF Youth & Community Services)

Type of contribution: in-kind

Description of Contribution: Through DIAL/SELF's outreach with homeless youth ages 24 and under in the service area, DIAL/SELF staff will identify eligible chronically homeless youth who would benefit from the services being offered by Craig's Doors and refer those youth as appropriate.

Numbers of clients to be served with the contribution: 3

Value of the contribution per client: \$1,083.33

Total value of the contribution: \$3,250

Name of project: Amherst PSH

Name of project sponsor: Craig's Doors – A Home Association, Inc.

Date the contribution will be available: 7/01/2017 through 06/30/2018

X

Phillip Ringwood
Executive Director

196 Federal Street
Greenfield, MA
01301

(413) 774-7054
Fax: 773-3335
www.dialself.org

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pringwood@dialself.org
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DIAL/SELF is a registered 501(c)(3) Non-profit & Public Charity whose legal name is Franklin County DIAL SELF, Inc.
Donations are tax deductible within the limits of applicable law.

DOCUMENTATION OF LEVERAGED RESOURCED OR CASH MATCH

Name of organization providing contribution: Tapestry Health

Type of contribution: in-kind

Description of Contribution: Tapestry Health will provide reproductive health services as well as Narcan training to program staff and participants.

Numbers of clients to be served with the contribution: 5

Value of the contribution per client: \$200

Total value of the contribution: \$1,000

Name of project: Amherst PSH

Name of project sponsor: Craig's Doors – A Home Association, Inc.

Date the contribution will be available: 7/01/2017 through 06/30/2018

Cheryl Zoll

CEO

Name of person authorized to commit these resources

Title

Signature

Date

