



VISION FOR THE NEAR FUTURE...

MAG Continuum of Care, July 21, 2014

Coordinated Assessment for Families w/children

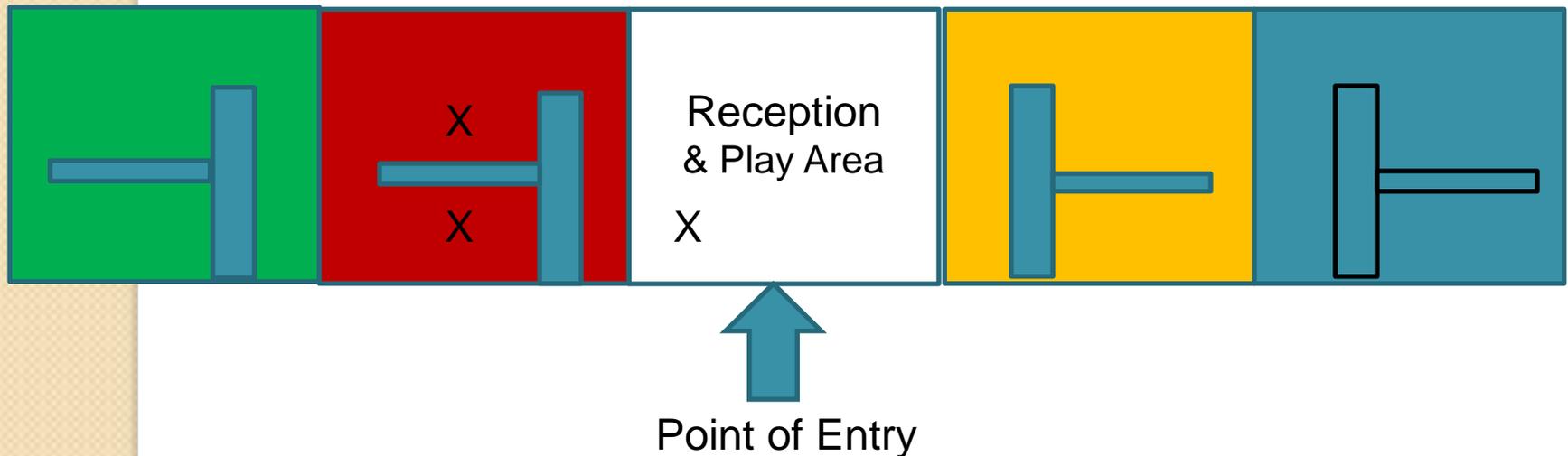


FHH - Central
3307 East Van Buren
Phoenix, AZ 85008



Family Housing Hub - Central

- Intent to start in July with Receptionist & 2 Service Priority Specialists
 - \$64,000 from VSUW and repurposing 1.0 FTE from UMOM
- Capacity for Receptionist & up to 8 Service Priority Specialists
- Donated copy machine, cubicles, window coverings & office furniture
- UMOM purchased computers with last year's unspent funds
- UMOM spent \$19,000 to cut doors, install flooring, paint, & electrical
- One funding proposal for operations - PENDING



Welcome/Reception



Confidential Assessment

STEP ONE:

Explanation of the diversion conversation.

“Our goal is to learn more about your specific housing situation right now and what you need so that together we can identify the best possible way to get you a place to stay tonight and to find safe, permanent housing as quickly as possible. That might mean staying in shelter tonight, but we want to avoid that if at all possible. We will work with you to find a more stable alternative if we can.”

STEP TWO:

- Why are you seeking emergency shelter today?
- What are all the other things you tried or thought about trying before you sought shelter today?

STEP THREE:

- Where did you stay last night?

- a. If stayed and you
- b. How long

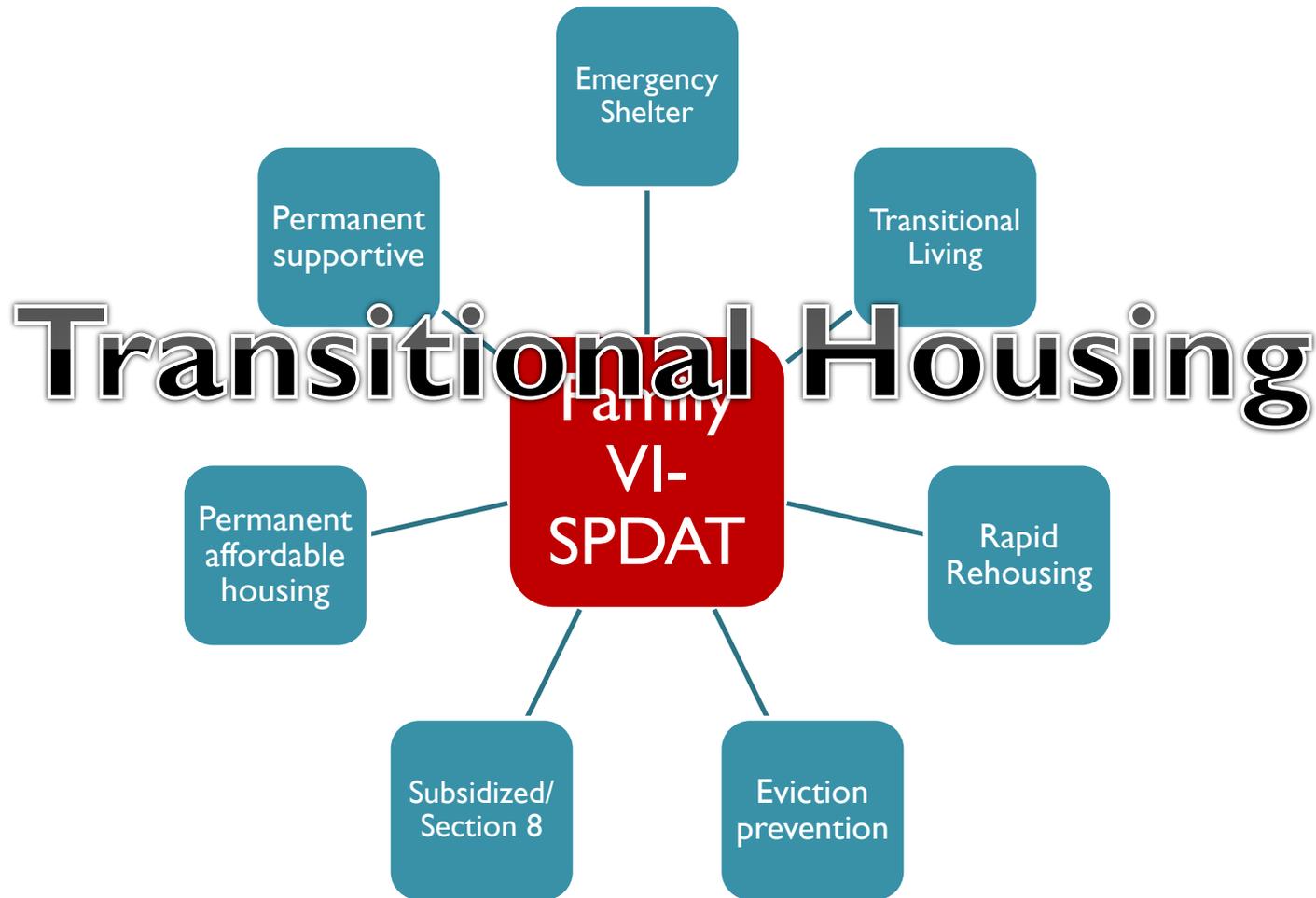
- Diversion questions
- Family VI-SPDAT
- Special Needs
 - ADA
 - Family size
 - Geography
- Eligibility questions
 - EV, criminal, etc.
- (Full assessment)

Vulnerability Index & Family Service Prioritization Decision Assistance Tool (VI-F-SPDAT)
Prescreen for Families

GENERAL INFORMATION/CONSENT

Interviewer's Name		Agency <input type="checkbox"/> TEAM <input type="checkbox"/> STAFF <input type="checkbox"/> VOLUNTEER
Date	Time	Location
HEAD OF HOUSEHOLD 1		
In what language do you feel best able to express yourself?		
First Name		Last Name
Nickname		Social Security Number
How old are you?	What's your date of birth?	Has Consented to Participate <input type="checkbox"/> YES <input type="checkbox"/> NO
HEAD OF HOUSEHOLD 2 (when applicable)		
In what language do you feel best able to express yourself?		
First Name		Last Name

Determine & Explain Intervention



Program Eligibility & Availability



LABOR'S **C**OMMUNITY **S**ERVICE **A**GENCY



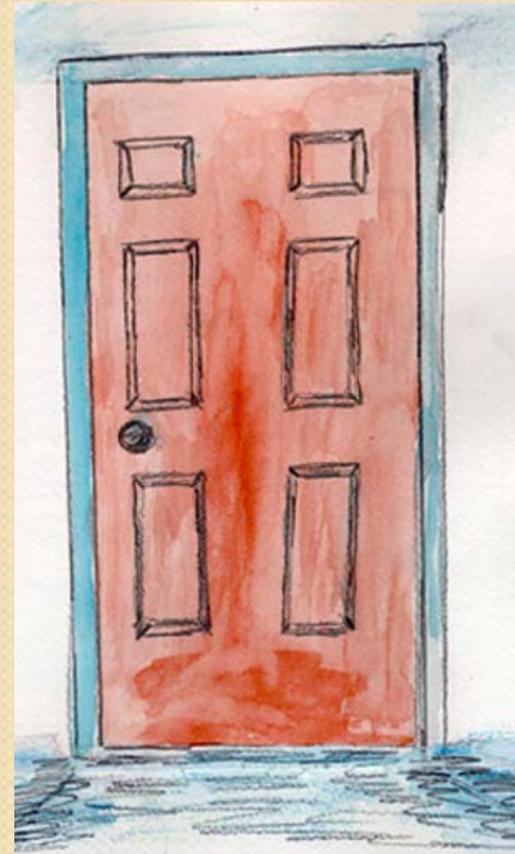
**save the
family**
FOUNDATION OF ARIZONA



What if they entered through a different access point?



FHH - East
2700 East Power Road
Phoenix, AZ 85213



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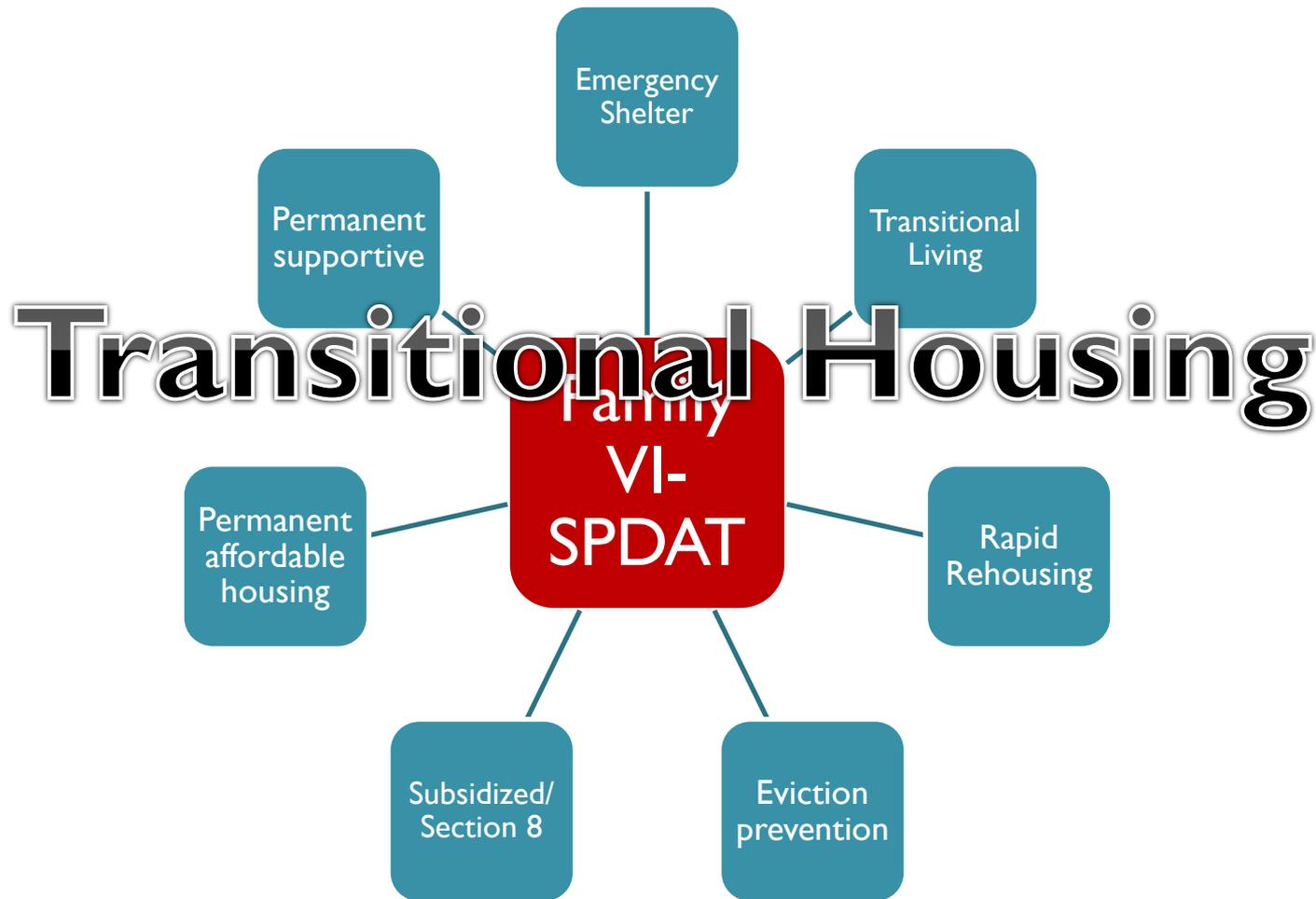
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Program Eligibility & Availability



LABOR'S **C**OMMUNITY **S**ERVICE **A**GENCY



**save the
family**
FOUNDATION OF ARIZONA





**THE RESULT IS
THE SAME.**

Do you need shelter?



DOING THE MOST GOOD.™



CASS
Moving Life Forward

(602) 256-6945

Home About How To Help Shelter & Services Arizona Housing, Inc. Resources Careers Contact

Vista Colina Emergency Family Shelter

Vista Colina shelters homeless families in an apartment-style complex for up to 90 days. We have 12 one bedroom and 10 two bedroom units specifically for adults with children under 18. We serve approximately 800 people in the shelter each year.

At Vista Colina, each family works with their case manager to develop and implement a unique case plan to address their specific needs including employment, budgeting, savings as well as other steps toward self-sufficiency. Families must save 85% of their income for permanent housing in preparation for leaving the shelter. Working together, case managers guide clients in applying for the medical benefits and social services for which they are eligible and ensure children are enrolled in school.

The Vista Colina Emergency Family Shelter also provides food, hygiene supplies, and clothing. Our Child Development Program includes an infant nursery, an accredited preschool program, and afterschool activities for older children. By giving families a safe, stable and supportive environment, parents can focus on building life skills, securing income and rebuilding their lives.

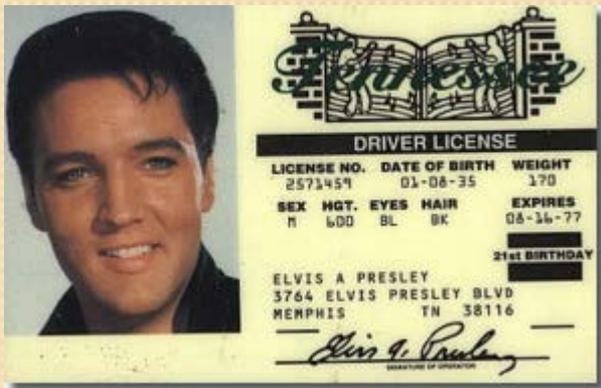


To reach the Vista Colina Emergency Family Shelter, call (602) 944-0960.

Document & Data Collection

- Documentation of homeless status
- Proof of identity
- Proof of relationship with child(ren)
- Documentation of income

- HMIS Entry created
- UDEs
- F-SPDAT scores
- Documents uploaded
- Electronic file prepared to be manually opened to receiving program.



Referral to program

- 1 page referral form sent to selected program
- Program accepts family into program or denies services.
- If denied, Service Priority Specialist works with family on an alternative
- If accepted and unit is available, transportation is arranged with ComTrans and electronic file is opened to receiving program.
- If accepted and unit is not yet available, family is added to the Service Priority List and arrangements are made for shelter if needed.

Transportation



Short-Term Planning

- Initially, FHH staff will include 1 Receptionist and 2 Service Priority Specialists
- Family Housing Hub will be open M-Thursday, 8-4.
- Phone will be answered live M-Thursday, 8-5. with five active phone lines.
- Very limited funds to pay for bus passes and birth certificates.
- Station an SSVF Specialist at FHH for veteran family outreach & CRRC coordination.
- Need to formalize coordination with CRRC.
- Programs will be on-boarded monthly.
- Target Watkins for getting families document ready, bridge to PSH, and establishing eligibility.

Long-Term Planning

Enhancements based on need

- Family Housing Hub may be open extended days and hours.
- Extended phone days and hours
- Up to 6 additional Service Priority Specialists and a Manager
- Additional software solutions
- Outreach team to offer HOP at various locations
- Open East and West valley FHHs
- Increased budget for transportation
- Increased budget for birth certificates
- Increased number of ES units
- Increased budget for RRH
- Hotel/motel vouchers

DRAFT Timeline

- July - prepare and open space at 3307 E. Van Buren, paint, flooring, install doors, install work stations, phones, play area, etc.; recruit staff
- August – begin in-person assessments at FHH, launch new phone number
- September - repurpose Watkins for families needing documents, HML eligibility or as a bridge to PSH; Test draft processes for referrals to all UMOM programs
- October – on-board LCSA TH units, develop Service Priority List for TH; begin assessments in East Valley
- November – on-board Homeward Bound TH units
- December – on-board House of Refuge East TH units
- January – on-board Save the Family TH and RRH, develop SPL for RRH
- February – on-board A New Leaf and CASS RRH
- March - onboard City PSH and RRH, develop SPL for PSH
- April – on-board CBI Center for Hope TH and Save the Family PSH
- May - Offer to on-board remaining ES units with Family Promise & La Mesita
- June – Offer to on-board any other programs seeking voluntary participation

Priority I



PENDING DECISIONS

If time permits



NEEDS ASSESSMENT