

**Next Door**, a service empowered by Bell Socialization Services Inc., provides case management and rental assistance to individuals and families in York County.

**Location-** 16 West King Street York, PA 17404.

**Phone number-** 717-356-2957

**Hours of Operation-** Monday through Friday 9:00 am until 4:30 pm; however we see people until 6:00 pm; we have also seen people on Saturdays and Sundays as needed. We provide on-call services in the evenings and weekends and can be reached by calling the Bell Family Shelter at 717-845-9536 (they will not give our number to people calling...they will evaluate the call and contact the Next Door On Call worker as needed)

**Program Management**

- Crystal Ouedraogo, Program Coordinator
- Alfreda Bangbeor, Lead Case Manager
- Lori Leister, Assistant Director of Mental Health Services

**Case Management**

- A service that helps navigate you through the housing process in York County
- A support person who can provide feedback and help you understanding what is happening
- Someone who can help get you connected to resources

**Rental Assistance**

	HAP-Homeless/Housing Assistance Program (usually available from October until funds end)	ESG-Emergency Solutions Grant (available November until funds exhaust)	CoC –Continuum of Care Medium and Short Term
Eligibility	1-Must have a notice of eviction from a Magistrates Office, be homeless, fleeing DV, doubled up due to eviction (cannot be over 6 months) 2-Must be able to verify income and pay rent on an ongoing basis 3-Must be able to pay 15% of what they receive 4-Must meet HUD definition of homelessness or near homelessness 5-Have income at or below 200% of Federal Poverty Guidelines 6-Must be York County residents for 60 days, unless moving to area for employment reason	1-Must have a notice of eviction from a Magistrates Office, be homeless, fleeing DV, doubled up (cannot be over 6 months) 2-Must meet HUD definitions of homelessness or near homelessness 3-If they have not already received ESG in the previous year 4-DO NOT need an income to move-in	1-Must have a notice of eviction from a Magistrates Office, be homeless, fleeing DV, doubled up (cannot be over 6 months) 2-Must meet HUD definitions of homelessness or near homelessness 3-If they have not already received CoC in the previous year 4-DO NOT need an income to move-in
Length of Assistance	Individuals up to \$1,000 in 24 month period of time Families up to \$1,500 in 24 month period of time	3-6 Months	3-24 months ( depends on if referred to short or medium term)
Misc Notes	1-Can be used to pay back rent, security deposit, rent, mobile home rent and lot rent 2-Can be used to move into a sub sized unit, but not for back rent owed 3-Can be used for utilities cost written into rent cost 4-Must verify employment or ongoing funds to pay for future rent 5-Must meet with Case Manager once for payment	1-Will cover security deposits 2-Must meet with Case Manager before each payment is issued 3-If there is an income or when there is an income the client will pay a portion of the rent	1-Will cover security deposits 2-Must meet with Case Manager before each payment is issued 3-If there is an income or when there is an income the client will pay a portion of the rent
Current Availability as of 6/2019	Very limited, funds all but exhausted for fiscal year 7/18-6/19	Still accepting referrals, fiscal year 12/18-12/19	Limited funding available for fiscal year 12/18-11/19; Medium Term funds will probably not be available in York County next year

### ***ISN-Individual Shelter Nights***

- Must be York County Resident for 60 days unless coming to area for employment
- Hotel stay for UP to 10 days
- We try to check up other resources first such as family, friends, shelter
- Limited funding so we use judiciously,

### ***Process to get services for Rental assistance***

- Contact the office, can be done by phone or in person
- If the person has an Order of Possession (must leave in 10 days), is homeless ( sleeping on street, in car, fleeing DV, shelter, or staying at a hotel paid for by charitable funds) we will see the person that same day or speak to the person via phone
- A VI-SPDAT Housing Tool must be completed-this is an assessment tool used in York County to assess someone's status of need. A score is determined and compared with everyone else in York County that is need of services.
- If a person has an Eviction Notice and HAP Funds are available, we will schedule a time for them to come in for a weekly pre-screen workshop. If they seem to meet the pre-screen requirements, we will complete a VI-SPDAT.
- Twice weekly a "Coordinated Entry" phone conference is held with housing providers in York County. Referrals are discussed and distributed to providers based on money available in the county or openings in programs.
- After this bi-weekly call, referrals are assigned to our case managers and the referral is contacted
- If contact is made, an appointment is made for the referral to come into the office to learn about their referral and what is needed to move forward (items typically needed: proof of homelessness, proof of income, identification such as birth certificates, SS cards, photo ID, landlord agreements, property licenses, fraud free landlords, property inspections)
- Assistance with finding a new housing option will be offered
- Depending on the rental assistance referral, there is a limited time for completion of the paperwork

### ***Process to get services for Case Management***

- Contact the office vis phone or come into the office to complete application, this information is given to the Program Coordinator, who assigns the case for contact

### ***Coordinated Entry***

- Weekly phone call that is held with housing providers in York County to determine who is being referred for rental assistance services
- Is required in York County because the county receives federal funds through the Continuum of Care
- Is organized by York County Planning Commission

### ***Continuum of Care***

- An organization of housing providers that receive federal funds to provide services from HUD
- Is required in York County and housing providers are required to participate
- Has the ultimate goal to end homelessness

### ***Miscellaneous Notes***

- This is not an emergency service for rental assistance; remind people to start early even if case management is the only thing they are eligible for
- Encourage people to take notes for themselves on what is happening or who they are contacting
- If they are coming in for a meeting, bring paperwork such as eviction notice, photo IDs, birth certificates, SS cards, proof of income, proof of homelessness, landlord information
- We recently added a caseworker who works only with people outside of York City, this position is called a Rental Outreach Caseworker, with the main focus to include helping people figure out options related to housing, this position can provide services to homeless and low to moderate income
- York County will receive funds specific to individuals fleeing domestic violence starting December 2019. These funds come through the CoC .
- York County will more than likely lose Medium Term Funding next year.