

The “One-Stop-Shop” Resource Center Model Program

“Helping Others in need is a beautiful thing.”

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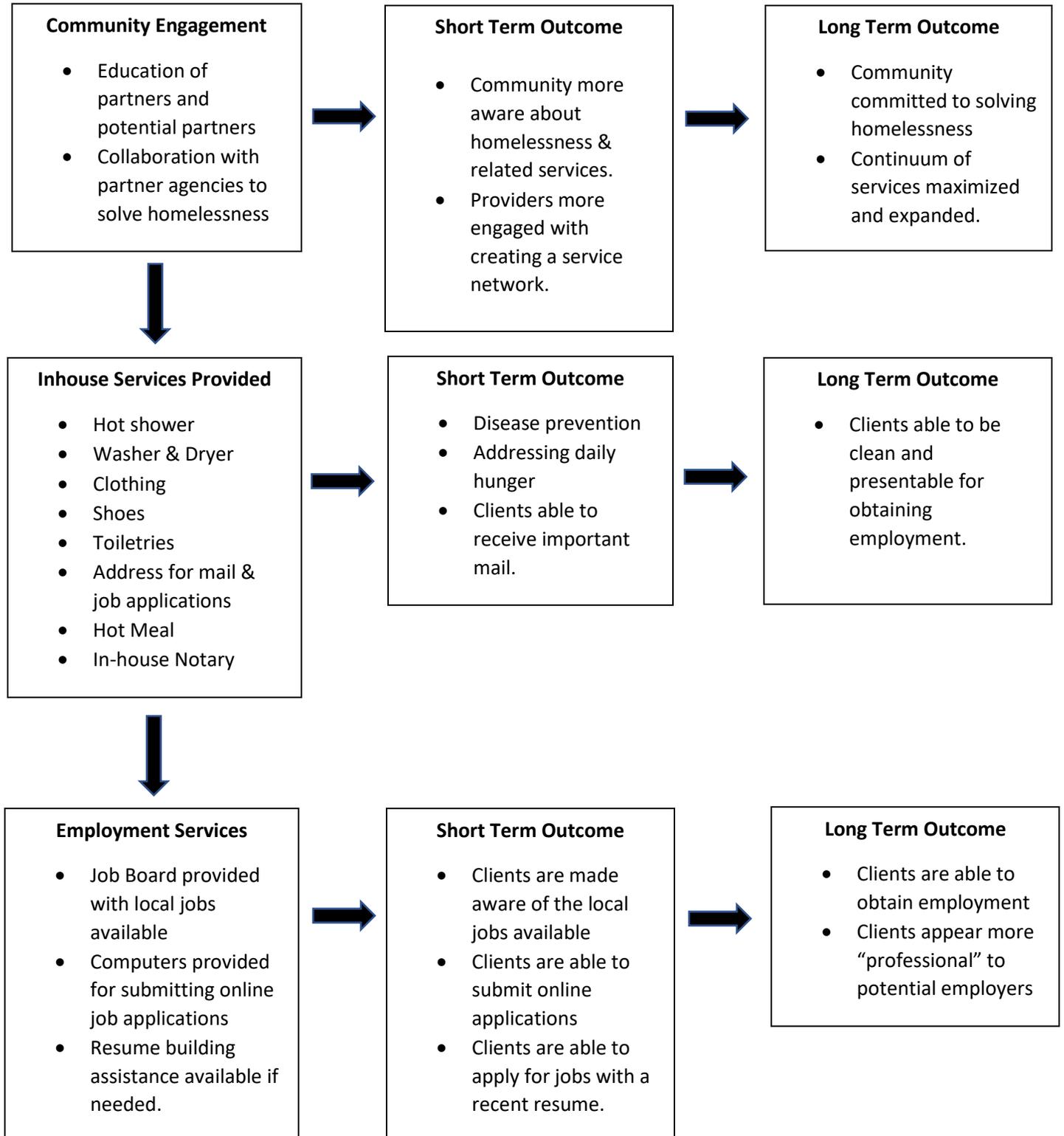
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Purpose or Mission: To offer a “one-stop-shop” with all basic necessities and services to the homeless and low-income communities out of one facility.





Inhouse Programs Offered

- Resource Guidance / Help with obtaining documents
- Resource & Referral to other needed agencies
- Emergency Warming Shelter during winter months.



Short Term Outcome

- Custom step by step guidance plan is made for each client in the Resource Guidance program
- Lives are saved by preventing hypothermia



Long Term Outcome

- Sustained 70% success rate for people obtaining employment, housing or both
- Hypothermia prevention saves local hospital thousands of dollars.



Outsourced Services Offered

- County Mental Health Counselor
- County Public Health Harm Reduction Specialist



Short Term Outcome

- Mental Health Counselor available once a week
- Harm Reduction Specialist available once a week



Long Term Outcome

- Mental Health Services much more accessible to clients in need.
- HIV/ Aids testing & medications more accessible to clients in need.



Outsourced Programs offered

- Haircuts for Homeless
- Mobile Dental Van
- Homeless Pets Vaccines



Short Term Outcome

- Clients feel better about themselves
- Emergency Dental services more accessible to clients in need
- Pet vaccines more accessible to pet owners in need



Long Term Outcome

- Clients more presentable for job interviews
- Disease prevention
- Severe pain from mouth pain addressed

Resource & Referral Program

The purpose of the Resource Referral Program is to create a customized guidance plan for each person based solely on what their needs are immediate and long term. People do not have to meet a certain criterion in order to receive services allowing for 100% flexibility in addressing every angle of homelessness. A sliding scale has been created to allow for the ability to determine exactly where a client is at and exactly how many hurdles are preventing them from getting out of homelessness. Most people on the street either don't know about the services available in the area or just simply have no idea where to start.

As a Resource Guidance Counselor, you are teaching people how to fish. In whatever circumstance they are in, a hurdle is in the way of their freedom from homelessness. The questions in the 68 question Client Assessment form have been carefully selected to discover as many hurdles as possible in our client's life. Each goal guide will be customized to each person based on the hurdles that they face and which hurdles are immediate priorities. The end result is always that the client is off the streets.

Sliding Scale Pictured



Sliding Scale in Detail

Stage One

Obtaining Identification & Appearance

Stage one is preparing the client to begin learning how to fish. Like any fisherman, you cannot go fishing without your bait. Anytime we fill out an application or go to an interview, you are baiting your potential employer with yourself. How your client presents themselves and the way they look is crucial to their future success.

Section One: Identification

Identification is the first step in obtaining employment. If the guest does not have any form of ID and does not have the basic paperwork needed, this client has to start from ground zero. If the client has ID, skip to the next section.

Basic Paperwork

1. Certified Birth Certificate: The client needs to have a certified birth certificate in order to get a photo ID for a job or a place to live. Some states keep certified birth certificates on record and if this is the case and your client is in a state that has this feature, you may be able to get a re-print of the photo ID which saves on the cost of the birth certificate. Otherwise, a trusted online source to order birth certificates is www.vitalchek.com
2. Photo ID: Your client will need a photo ID in order to take care of any business such as getting a job or getting into a place to live. In most states, the DMV will accept a letter on letterhead of your agency giving that person permission to receive mail at the Resource Center showing that they have a valid address. (Your client cannot get a photo ID without proof of address.)
3. Social Security Card: This is a free service and there are two options. Either your client can walk in the door to the nearest social security office with a photo ID and certified birth certificate to get a new social security card OR you can print out a form from Social Security administration and send it in with your client's photo ID and certified birth certificate. Once the Social Security office verifies your information, they send you your social security card along with the documents that you originally sent to them on behalf of your client.

Section Two: Education

Having a high school diploma or GED is the first step for not only a better paying job, but in most cases a job period. Most employers will not hire people without at least a high school education. If your client has a job, move to the next section.

Obtaining G.E.D

(Local Community College) Most community colleges offer an adult education program or G.E.D program. Connect your client with these services as soon as possible.

Section Three: Appearance

One of the key details when turning in an application for employment is the appearance of the person. If someone is wearing dirty clothes and smells like they haven't showered in months, they are unlikely to be successful. Appearance and hygiene are extremely important. Here are some things your client needs to be interview worthy.

Interview Worthy

- Shower
- Clean clothes that fit
- Shoes intact
- Clean shaven face (men)
- Haircut / Style
- Clean mouth
- Makeup (Women)
- Access to feminine Products

Most people are capable of taking care of themselves, they just need the supplies to make it happen. Make sure your client has everything they need to improve their appearance and smell.

Stage Two

Obtaining and Maintaining Employment

This stage is when we start getting to the juiciest parts. These are the hurdles that start to get really hard and require the guest to really want to improve their life. To complete this stage, the client must be ready to help themselves.

Section Four: Mental state and addiction History

There are some road blocks that the client is able to push through on their own, but there are also other road blocks such as mental state and addiction that the client cannot get through without intervention and treatment. Does your client have a mental health issue or addiction that is keeping them homeless? If not skip to the next section.

Mental Health

1. Is your client aware of their mental condition? Do they require medication for it? Sometimes a mental health hurdle is simply the ability to get their medication. Check to see if your client has medical insurance that covers mental health.
2. Without Insurance: If your client does not have medical insurance, refer them to the closest mental health office so they can get assistance with applying for medical insurance.
3. With Insurance: Have your client schedule an appointment with a doctor in town. (You can normally get faster results with the Health Department or walk-in clinics.) Whichever the client chooses, encourage the client to contact the last doctor's office that they were in to find out how to have their medical records sent to the doctor they will be seeing. With the doctor having previous medical records history, it will give the doctor the ability to see what medication the client was on previously and write a new prescription. Otherwise, the process for the client starts all over with a new doctor.

Addictions

1. What substance is your client addicted to? Some substances only need support groups and 12 step programs to break the addiction, but there are other substances that require a medical detox center or rehab such as alcohol, meth or heroin abuse. Is your client ready to do what it takes to break their addiction?
2. 12 step programs & support groups: This normally doesn't require money or insurance of any kind. There are various support groups around town.

3. Medical Detox: Through your partnership with the closest medical detox center, refer your client to these services and contact the medical detox center to let them know you are sending a client of yours to them.
4. Rehab: Through your partnership with the closest detox center or rehab, refer your client to these services and contact the facility to let them know you are referring one of your clients to them.

Section Five: Criminal Background

This can be a huge hurdle for someone especially if they have something like theft or sexual abuse on their record. Especially in small towns, the choices become very slim for job opportunities. Have a list available to your clients of the businesses that are willing to hire someone with a criminal back ground.

Does the client have a court date that they need to attend to? If so, does your client need bus tickets to make the court date?

Transportation: If your client needs bus tickets to make a court date, through your partnership with either the city or county transit system, you should be able to provide transportation tickets to your clients to make court dates.

Section Six: Medical Conditions

Sometimes medical conditions can be major hurdles for people being able to keep a job. Does your client have a physical disability preventing them from getting a job? Does your client have a physical medical condition that requires medication that they cannot get? Does your client have medical insurance?

1. No Diagnosed Disability: If your client has medical insurance, they have to be seen by a doctor and obtain their medical records showing their diagnosed disability. If your client does not have medical insurance, they must apply for medical insurance through the nearest DHS office, or online in states that allow you to apply for medical insurance online.
2. Diagnosed Disability: If your client does not receive disability checks and has a disability, get your client connected to the application form online to apply for benefits. (www.ssa.gov/disabilityssi)
3. Medical Condition without medication: If your client has a medical condition but cannot afford the medication, get your client connected to a medication savings program.

Section Seven: Internet Access, address & valid phone number

If your client has ID, and just simply needs access to a computer for resume building, job searching and filling out applications they are cream-of-the-crop type of client. These are the services that most people need.

1. Address: Your client has permission to use the address of the Resource Center to put on a job application.
2. Internet Access & Computers: Multiple computers should be available for job searching and putting together resumes, however if the computers are all taken, refer your client to the nearest employment office.
3. Valid Phone Number: Your client can use the Resource Center phone as a contact number for employment.

Section Eight: Obtaining Employment

Make sure to let your clients know about the nearest employment office, temp agencies, and online sources for jobs available.

Transportation: If your client has filled out a job application and got an interview, through a partnership with the city or county transit you should be able to give your client transportation tickets to make it to that interview.

Stage 3

Obtaining & Maintaining Housing

Once your client is ready for this stage, they have already been on quite the journey. In order to get into any place, there is normally a security deposit which is also normally the same cost as a month of rent. This is when saving money is absolutely essential. After your client has saved some money, look at the options available in your area as well as connect your client to the closest agency that helps with funding to get into housing.

If your client is unable to find housing, have they considered trying to relocate? If they would like to re-locate what plan of action would be best for them? Do they have a family in a different location or would they be willing to obtain employment elsewhere?

68 Question Form used to place people on sliding scale

Client Assessment Form

Client Name: _____ Date: _____

Date of birth: _____ Age of Client: _____

Client Gender; circle one M F Other Has ID; Circle one Y N

Length of time (name city your in) _____ Employed; circle one Y N

Has phone; circle one Y N Has transportation; circle one Y N Veteran; circle one Y N

If applicable, client's phone number: _____

Does the client have a valid driver's license? Circle one Y N

If not, what is the reason the client cannot get a valid driver's license?

Ethnicity

Circle one; Native American Caucasian Asian Hispanic African American Other

Country of birth: _____

If not born in the USA, does the client have proper identification? Circle one Y N

Client's native language: _____

Education

What is the highest level of education your client has completed? _____

Did your client receive high school diploma or GED? Circle one Y N

College and / or Trade School Degree / Certificates obtained: _____

Can your client read, write and understand in English? Circle one Y N

If applicable, what other language(s) is the client able to read and write?

Does the client have any experience with computers? Circle one Y N

If so, which software programs is the client familiar with? Circle all that apply

Word Excel Outlook Surfing the web Facebook Twitter E-mail

Household Composition

What is the client's marital status? Circle the most relevant

Single, never married Married / Dom Partner Widowed Divorced Separated

If applicable, how many children does the client have? _____

Are the children living with the client? Circle one Y N

What living situation is the client currently in? Circle the most relevant

Outside, no tent Tent Car RV without electricity Couch Surfing

How long has the client been homeless? _____

Events leading up to becoming homeless:

How many times has the client experienced homelessness within the last 5 years? Circle the most relevant

1-2 times 3-4 times 5+ times Homeless the whole time

Criminal Background

Previous criminal background; circle one Y N

If yes to criminal background, what was the charge for? _____

Is the client currently on Probation? Circle one Y N If so, what County?

If applicable, has the client been in recent contact with their Probation Officer? Circle one Y N

Does the client have any future court dates that they need to attend? Circle one Y N

If so, when is the scheduled court date? _____

Drug / Alcohol History

Does the client, or anyone in the client's family have a history of drug and or alcohol abuse? Circle one Y N

If the client has never experienced drug or alcohol problems, you may skip to the next section

If the client currently suffering from an addiction? Circle one Y N

When was the last time the client abused drugs and or alcohol? _____

Has the client ever used drugs via IV? Circle one Y N

If the client has used drugs via IV, have they ever been checked for blood borne diseases such as Hepatitis C and AIDS? Circle one Y N

Is the client willing to participate in 12 step programs and support groups for addiction? Circle one Y N

Medical History

Does the client have any known medical conditions? Circle one Y N

If so, what are they? _____

Does the client take medication for this medical condition? Circle one Y N

If applicable, what prescribed medications does the client take?

If applicable, what over the counter medications does this client take?

Does the client have a disability? Circle one Y N

If so, what is the disability?

Has the client ever been a victim of physical or sexual abuse in their life? Circle One Y N

If so, when did the incident happen? _____

Did the client ever receive treatment such as counseling or therapy for the trauma they experienced?
Circle one Y N

Is the client interested in exploring more options for one on one counseling and support groups? Circle one Y N

Mental Health History

Has the client ever been diagnosed with a mental illness? Circle one Y N

If so, what is the diagnosed condition(s)?

Is the client currently on medication for their condition? Circle one Y N

If applicable, what medications is the client currently on for their condition?

Does the client have medical insurance of any kind? Circle one Y N

Does the client experience any of the following symptoms? Circle all that apply

Common symptoms of Depression

Sadness	Emptiness	Anxiousness
Helplessness	Feeling Worthless	Intense Guilt
No energy	Irritable	Lack of interest in activities
Appetite changes	Trouble concentrating	Sleep changes
Aches & pains		

Common symptoms of Anxiety

Agitation	Feeling restless	Feeling tense
Sense of impending doom	Increased heart rate	Rapid breathing
Trembling	Sweating	Intense worry

Common symptoms of PTSD

Agitation	Irritability	Hostility
Self-destructive	Social isolation	Flashbacks causing fear
Mistrust of all people	Insomnia	Nightmares
Emotional detachment	Unwanted thoughts	

If client is experiencing any one or more of the symptoms listed above, is the client interested in more connections to mental health services? Circle one Y N

Income

Is the client currently receiving any of the following? Circle all that apply

Food stamps Cash Assistance SSI Disability

If client is receiving food stamps, how much are they receiving per month? _____

Income	Amount
Job	\$
Cash Assistance	\$
SSI	\$
Disability	\$
Other income	\$
Total monthly	\$

Skills & Abilities

Does the client have any skills and abilities? Please list them below

Office Use Only

1. What Obstacles is the client facing to get out of homelessness?
2. What services are recommended to help the client get out of homelessness?
3. List the Program we are referring client to:
4. Is the client willing to sign an accountability agreement giving us permission to periodically contact them after they have obtained a better living situation to make sure they are receiving all the services they still need for up to one year? Circle one Y N
5. Resource Counselors Name: _____
6. Use the space below to out-line goal guide for your client. Meet with client once a month to check progress

Stage One Hurdles

Potential Hurdles

1. Does your client look presentable?
2. Does your client have photo ID?
3. Does your client have transportation?
4. Does your client have a valid phone number?
5. Is your client an American Citizen?
6. Has your client received their High School Diploma or GED?
7. Is your client able to navigate a computer? Does your client know how to use e-mail?

Steps Taken to get over hurdle

1. Show your client services available
 - Shower & laundry capability
 - Free clothes & shoes available
2. Assist client with obtaining photo ID
 - Order certified birth certificate
 - Put together official letter for DMV allowing client to use address
 - Meet client at DMV to get their photo ID.
3. Provide bus tickets for any job interview, court date or medical appointment.
4. Assist client with applying with Assurance Wireless (free government phone for people trying to get on their feet.
5. Refer client to Immigration office in Portland or local immigration lawyer.
 - They have to have a legal status in order to get a photo ID for a job.
6. Refer client to local community college to sign up for GED classes.
 - Provide bus tickets for getting to classes
7. Assist your client with websites by giving step by step instructions.
 - Help your client create an e-mail account
 - Help your client put together a resume
 - Help your client fill out online job applications

Stage Two Hurdles

Potential Hurdles

1. Does your client have a criminal background?
2. Does your client have an addiction?
3. Does your client have a mental illness?
4. Does your client have a medical condition or disability?

Steps taken to get over hurdle

1. Share with client the list of businesses in the area that hire people with a criminal background.
 - Give client bus tickets to turn in applications OR tell your client to apply online if needed
2. Refer your client to closest medical Detox Center
 - Normally the Detox Center has partnerships with rehabs
3. Refer your client to the mental health counselor that comes in OR to the closest mental health office.
 - Client can't obtain employment without being mentally capable
4. Refer your client to a walk-in clinic
 - Assist client in applying for medical insurance if they don't have any
 - Encourage your client to obtain their medical records if they need to apply for disability
 - Refer your client to the closest social security

Stage Three Hurdles

Potential Hurdles

1. What kind of income does your client have?
2. Does your client have food assistance?
3. Does your client have any leads on places to live?
4. Does your client have enough money to get into a place to live?

Steps taken to get over hurdle

1. Assist your client with a savings plan to help them save money. Services like providing food help them save money for a place to live.
2. Assist your client with applying for food stamps online
 - Give your client bus tickets to get to closest DHS office
3. Encourage your client to look at local rentals in the area
 - Craigslist & other websites
 - Local real estate offices
 - Local mobile home parks
 - Local motels with rooms for rent
4. Refer your client to local housing assistance agency or closest Salvation Army to help with move in costs.