

2024-2025 Family-Centered Services Program Plan

District: **Sullivan County, NY**

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A. Program Overview and Staff Allocations

Provide a description of the central objective your district hopes to achieve through the new hiring facilitated by your Family-Centered Services program funding. This could involve a particular challenge or area of limited resources you'd like to address, a new targeted initiative you hope to establish, or plans for how the new staff allocation would otherwise support case management for families facing instability.

Sullivan County intends to hire a Family Services Case Manager and contract with 2 Community Based Organizations to provide case management services and office space. Through this funding, we propose to provide services for families experiencing homelessness or at risk of experiencing homelessness.

Currently, our homeless census is 315. This number has steadily increased over the last year and has been impacted by the increase in rental rates, decrease in available inventory, increase in code enforcement efforts and evictions, and overall need for better housing options.

We would expand on the services already provided and pool resources among agencies to meet the growing needs of families in Sullivan County. Additional services we intend to provide would include education in financial literacy, collaborating more closely with the district's Employment Coordinator and DCS, and facilitating access to SSI/SSDI programs.

- Based on your district's funding allocation in Attachment A, provide an estimated breakdown of how many staff the district plans to hire and the required credentials, specialization and/or relevant experience that the district will seek for each of these positions.

DSS intends to hire 1 Family Services Case Manager (FSCM). This is a current position title used in the district. The DSS Family Services Case Manager will require one of the following:

(A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Human Services*, Business or related field and one (1) year of experience involving direct public contact in providing human services; or

(B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Human Services*, Business or related field and three (3) years of experience as described in (A) above; or

(C) Completion of sixty (60) credit hours of human services or business field at a regionally accredited or New York State registered college and five (5) years of experience as described in (A) above

*** The Human Services field includes social work, psychology, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family services, sociology, speech and hearing or similar fields.**

Possession of a valid New York State Driver's License or otherwise demonstrate ability to meet transportation needs of the position.

The candidate for the position should have a thorough knowledge of the modern principles, methods, procedures and practices relating to temporary assistance and other public welfare services and ability to apply them in the performance of duties; good knowledge of Federal, State and local public welfare laws and programs; good knowledge of interviewing techniques and practices; ability to communicate effectively, both orally and in writing; ability to establish and maintain successful relationships with others and to resolve complaints; knowledge of techniques of case recording and the ability to prepare clear and accurate records and reports; ability to operate a personal computer and utilize common office software programs; initiative; tact; courtesy; and emotional maturity

HONOR Inc. intends to hire 1 Case Manager. The HONOR Case Manager will require a Bachelor's degree in Social Work, Psychology, or a related field. Experience working in the Human Service Field, preferably with those experiencing homelessness or someone with lived experience.

Ability to relate to and work with individuals with disabilities, elderly, emotionally upset and at times aggressive people, including individuals recently incarcerated, recent crime victims, etc.

The person must possess integrity, a positive attitude, be mission-driven, and be self-directed with a demonstrated passion for HONOR's mission. They must have and

maintain a valid New York State driver's license. The person must be detail-oriented and have competent literacy and writing, documentation, communications, and interpersonal abilities (friendly, courteous, helpful, ability to work as part of a team).

Bilingual preferred but not required.

Hours of the position will be Monday – Friday 9am-5pm, with occasional evening or weekend programs. This person must be flexible to meet the needs of the client as well as the mission of both agencies.

- Provide an estimated timeframe expected for the hiring and training of the new Family-Centered Services staff.

Once funding is released, we anticipate being able to fill the Family Services Case Manager position within 3 months. Initial training should take an additional 3 months. We anticipate having the Family Services Case Manager complete SOAR (SSI/SSDI Outreach, Access, Recovery) training as well, which could take up to 6 additional months.

The HONOR Case Manager would also be hired and trained within a 4-6-month period.

- Provide a description of any collaboration with the county DCS. Document that services provided will not be duplication of Single Point of Access and Children's Single Point of Access, and how they will be coordinated with these resources. Document coordination with any existing System of Care infrastructure in collaboration with the county DCS.

DSS has a strong relationship with the County's DCS being in the same Division of Health and Human services under the same Commissioner. We would continue to enhance our close relationship between the two departments. The Family Services Case Manager would collaborate with DCS staff to engage individuals in families in recommended treatment, monitor compliance, and follow up to assist in overcoming any barriers to compliance that exist. This individual would also work closely with the Employment Coordinator to identify cases with multiple barriers to employment and self-sufficiency and provide support to prevent loss of benefits and temporary emergency housing through sanction. The FSCM would also serve as a Liaison between DSS and DCS to address any communication barriers and obstacles with meeting program requirements.

The FSCM will work closely with the Director of Community Services and the Local Government Unit to ensure there is no duplication of Single Point of Access or Children's Single Point of Access. DSS would coordinate services with DCS once the FSCM is in place to also ensure that the existing System of Care infrastructure is incorporated into planning.

B. Program Activities

- Provide a description of the specific services and activities your district proposes the Family-Centered Services staff will deliver. Include the following information:
 - Detailed description of each activity/service to be provided and which of the new staff (if the allocation is for more than one) will work on each.

The DSS FSCM will engage individual clients and their families to obtain information that would be used in the development of a comprehensive life plan. They will establish and coordinate plans and multiple services designated to improve social functioning. They will also assist clients in obtaining services throughout the human services continuum.

Sullivan County is a member of the Unite Us platform, an interagency referral source, and the FSCM would use the platform to connect with more than three dozen local agencies in the network.

The FSCM would also determine the appropriate services for the client and identify the lead agency for the client in order to avoid duplicate program services. The FSCM would assist Temporary Assistance Staff with emergency applicants by identifying priority needs and providing ongoing support and case monitoring to those families placed in emergency housing.

The HONOR Case Manager (CM) will be located at ATI's office in Monticello, to provide case management services that complement both agencies' efforts to assist the community. Action Toward Independence (ATI) will provide an opportunity for HONOR staff to become more engaged in Sullivan County and to be even more connected to local community-based organizations, as they are currently based in Orange County, NY. Additionally, our objective is to have all of ATI's supportive programs, (Vet2Vet, Peer Advocacy, services for children and youth etc.) available to HONOR staff and the clients that they refer. It is also the target to develop a financial literacy program for clients that is tailored to this specific demographic with appropriate language and tangible tools for success.

The Case Manager will participate in meetings such as the Sullivan County Coordinated Entry Committee, and any other committees/taskforces that are deemed necessary and prudent by management.

- Description of the population(s) to be served and an estimated number of families expected to be served by each activity. If targeting a specific population(s) or area(s), describe the rationale for selecting said target(s).

The population to be served are families that are homeless or facing homelessness. Currently the district houses 55 families comprised of 93 adults and 110 children. We have limited Case Management resources in the field for this population, which we wanted to address. DSS contracts with HONOR, Inc. currently to provide Case Management services to our homeless population but not specifically for families. As of July 2024, they had served 32 families comprised of 50 adults and 66 children.

We anticipate being able to serve approximately 40 families and engage them in the resources necessary to help them achieve self-sufficiency.

- Indicate whether or not proposed activities are an expansion of an existing local initiative(s) and if so, provide background on said initiative(s) including data on participant outcomes and other evidence of program effectiveness.

Please refer to previous answer. Outcomes achieved through the current Case Management services have been the acquisition of permanent housing for multiple families, successful referral for rental assistance or security deposits to the district's Rental Supplement Plan (RSP), multiple referrals for food, furniture, and other household essentials, including formula, safe sleep bedding, and infant needs.

- If the district expects to serve individuals who are not in receipt of public assistance or for follow-up services to eligible former recipients of public assistance, please describe (or indicate not applicable).

We intend to focus exclusively on individuals in receipt of public assistance. This is not applicable.

C. Reporting/Monitoring Performance

OTDA intends to develop annual reporting requirements for the Family-Centered Services program that will allow us to review district progress in bringing the new staff onboard and utilizing them towards the district's stated objectives.

Based on the target population and program design proposed above, describe how the district intends to measure performance and monitor staff and participant outcomes for the initiative.

We currently receive a roster of clients served in addition to a monthly report from HONOR, Inc. The monthly report tracks the total number of clients served, a referral summary outlining the number of admissions for the month, a discharge summary, outlining the total number of discharges for the month and where families were placed or transitioned to from temporary, emergency housing, including the reasons for discharge.

The report also includes any significant accomplishment/ milestones, such as medical and mental health accomplishments, or accomplishments related to obtaining a driver license, clearing up a court or child support issue, obtaining an identification card. Lastly, it outlines any significant barriers so the team can address them together with the client.

DSS would mirror this tracking and reporting and continue gathering the information from HONOR. Inc. DSS would also develop a plan to enroll and monitor families in financial literacy education, addressing issues such as budgeting, optimizing EBT usage at farmer's markets, which are plentiful in the County, coordinating nutritional best practices through the NY Eat Smart program, and generally being savvy about spending and prioritizing expenses. Our goal is to provide clients with the basic knowledge to ask relevant questions and educate themselves about the decisions they make regarding every day and big money purchases.

A successful program will result in the following outcomes:

- 1) Clients transitioning to permanent housing faster and being able to maintain their housing.**
- 2) Decrease in the recidivism rate of chronic homelessness**
- 3) Decrease in the number of families and children in temporary, emergency housing**
- 4) Increase of temporary assistance cases closed due to employment or increased wages**
- 5) Improved client proficiency in financial literacy, evidenced by less need for benefit programs due to lack of proper budgeting or prioritizing of expenses, i.e. paying household bills like rent or electric vs. non essentials.**