

# Family Advocacy Services

Presented by:

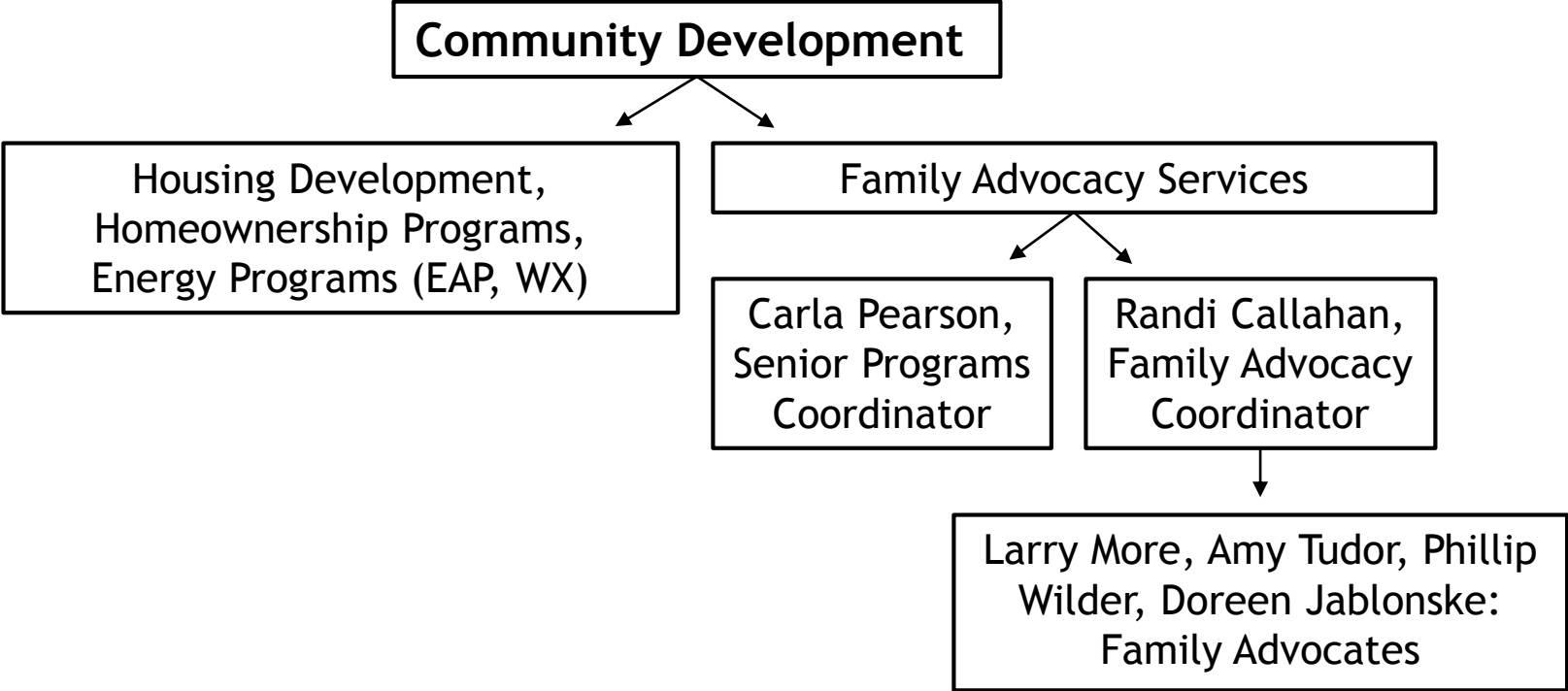
Leah Hall

Carla Pearson

Randi Callahan

*Three Rivers' philosophy of service focuses on the strengths and the potential of participants, rather than on weaknesses, problems or barriers.*

# Department Organization



# Senior Programs - Who We Are!

- ▶ Carla Pearson
  - ▶ Licensed Social Worker 25 years
  - ▶ Been with TRCA for 8 years
- ▶ Role:
  - ▶ Senior Advocate
    - ▶ Rice County
    - ▶ Eastern Goodhue County
  - ▶ Home Delivered Meals
    - ▶ Faribault
    - ▶ Cannon Falls
  - ▶ Prepare all Grants and Reports
  - ▶ MNsure, SNAP (Supplemental Nutrition Assistance Program), A16

# Senior Programs - Who We Are!

- ▶ Randi Callahan
  - ▶ Licensed Social Worker
  - ▶ Been with TRCA for 4 years
- ▶ Dual Role:
  - ▶ Senior Advocate & Home Delivered Meals
  - ▶ Now also Family Advocacy Services Coordinator

# Senior Programs - Who We Are!

- ▶ Anna McCann & Nicole Pelzl- Administrative Assistants in Zumbrota
  - ▶ Coordinate Volunteers for Home Delivered Meals (HDM) in: Wabasha, Goodhue, Mazeppa, Wanamingo, Cannon Falls
- ▶ Norma Ortiz - Bilingual Administrative Assistant in Faribault
  - ▶ Coordinates Volunteers for HDM in Faribault

# Senior Programs - Grants



# Senior Programs Overview

## Meals on Wheels - Home Delivered Meals (HDM)

- ▶ Hot, nutritious meals to home-bound persons unable to prepare their own meals
- ▶ Delivered by volunteers
- ▶ Serves: Cannon Falls, Faribault, Goodhue, Mazeppa, Pine Island, Wabasha, Wanamingo, Zumbrota

## Family Caregiver and Senior Advocate Program

- ▶ Information, resources and referrals for services to seniors and their caregivers
- ▶ Wrap-around services that enable seniors to "age in place" successfully
- ▶ Specialized classes
- ▶ Serves: Goodhue, Rice and Wabasha





## BY THE NUMBERS

- ▶ # Served in 2017
  - ▶ Home Delivered Meals
    - ▶ 28,919 meals served
    - ▶ 244 Unduplicated Clients
- ▶ Key Accomplishments
  - ▶ Hot meals in Mazeppa
  - ▶ HCD Pilot
  - ▶ Dementia Project
- ▶ Advocacy for Older Adults and Caregiver Support Services
  - ▶ 490 Unduplicated Clients
  - ▶ 1300 “Contacts”



# Senior Programs - Who We Help

- ▶ 71% over the age of 75
- ▶ 65% female
- ▶ 56% rural
- ▶ 100% isolated
- ▶ 63% live alone
- ▶ 64% living in poverty

Gladys, 91 Lives alone in own house in Cannon Falls

- Recently hospitalized
- Life Alert
- Homecare with homemaking every T, Th, Sat
- HDM every M, W, F
- Caregiver visits Sundays

Brad, 61 Lives alone in subsidized housing in Faribault

- CVA summer of 2017 with left sided weakness and aphasia
- SNAP
- MA
- Medicare savings program
- EAP (Energy Assistance Program)
- HDM (Home Delivered Meals)
- TAP
- No caregiver



## Senior Programs - Moving Forward

- ▶ Volunteerism
- ▶ Chore service
- ▶ Affordable home care
- ▶ HDM donations - Opportunities to increase
- ▶ Enhance services through strategic planning

# Homeless Prevention & Assistance Programs - Who We Are!

- ▶ Larry More
  - ▶ Licensed Social Worker
  - ▶ Been with TRCA since July 2013
- ▶ Role:
  - ▶ Family Advocacy Specialist
    - ▶ Olmsted County
  - ▶ MNsure, SNAP, A16



# Homeless Prevention & Assistance Programs - Who We Are!

- ▶ Amy Tudor
  - ▶ Licensed Social Worker
  - ▶ Been with TRCA since January 2016
- ▶ Role:
  - ▶ Family Advocacy Specialist
    - ▶ Rice County
    - ▶ PSH (Permanent Supportive Housing)  
at Prairiewood Townhomes
  - ▶ MNsure, SNAP, A16



# Homeless Prevention & Assistance Programs - Who We Are!

- ▶ Phil Wilder
  - ▶ Experienced in serving high-barrier households & youth in crisis
  - ▶ Been with TRCA since November 2017
- ▶ Role:
  - ▶ Family Advocacy Specialist
    - ▶ Olmsted County
    - ▶ PSH at Fox Pointe Townhomes (summer/fall of 2018)
  - ▶ SNAP, A16

# Homeless Prevention & Assistance Programs - Who We Are!

- ▶ Doreen Jablonske
  - ▶ Experience as Public Housing Manager
  - ▶ 2015 recipient of the Community Manager of the Year (MN Multi Housing Association)
  - ▶ Been with TRCA for 2 weeks
- ▶ Role:
  - ▶ Family Advocacy Specialist
    - ▶ Wabasha & Goodhue Counties
  - ▶ SNAP, A16

# Program Delivery Model

- ▶ Unique ability to link participating families to a wide range of both agency and community based supports to help household meet the goal of lasting residential stability
- ▶ Wrap-around service delivery strategies that target the most vulnerable homeless households in our community
- ▶ **Key Homeless Prevention and Assistance Program outcome areas**
  - ▶ Achieve residential stability
  - ▶ Increase their household income
  - ▶ Increased household resources
  - ▶ Access a wide range of community supports
  - ▶ View themselves are part of a community



# Homeless Prevention and Assistance Programs - Grants

- ▶ DHS-Office of Economic Opportunity (OEO)
- ▶ HUD (Continuum of Care)
- ▶ Minnesota Housing (MHFA)
- ▶ United Way
- ▶ Three Rivers Community Development Block Grant (CSBG) funds
- ▶ Rice County Family Services Collaborative
- ▶ Wabasha County Family Services Collaborative
- ▶ Wabasha Area Community Resource Collaborative
- ▶ Emergency Food and Shelter Funds (formerly FEMA)



# Coordinated Entry System: River Valleys CoC

- ▶ A collaborative initiative designed to create a more effective and efficient homeless response system
- ▶ A coordinated process: program participant intake, assessment, and referrals to homeless programs
- ▶ Covers the entire geographic area
- ▶ “No Wrong Door”



# Rapid Re-Housing & Transitional Housing

- ▶ Case management
- ▶ Short-term rent assistance and/or deposit for individuals and families who are homeless
- ▶ Access to permanent affordable housing - the participant is the leaseholder and chooses their own apartment according to their needs

# Homeless Prevention

- ▶ Assist families and individuals facing eviction with back-rent payments and landlord-tenant negotiation assistance
- ▶ Case management
- ▶ Wrap around services: transportation assistance, information/referral and landlord tenant law training
- ▶ Overall goal of achieving housing stability moving forward

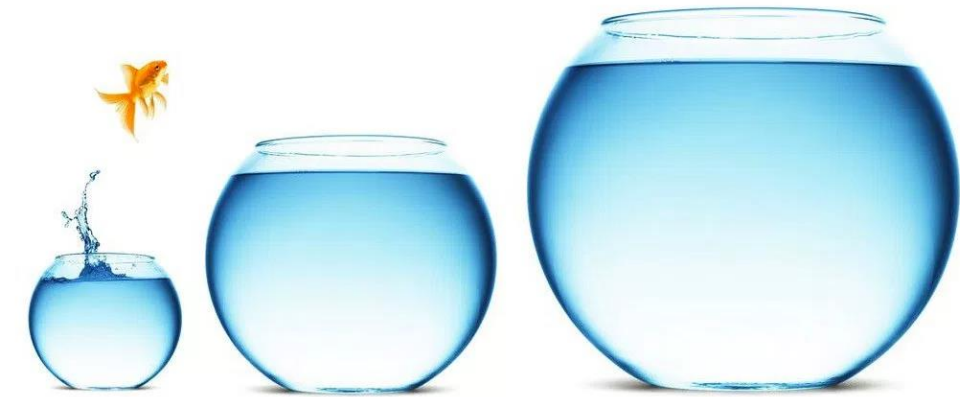
# Permanent Supportive Housing

- ▶ Provides high-barrier homeless households with rental assistance and intensive supportive services
- ▶ Assists participants with maintaining housing stability, improving overall wellness, engaging in the community and leading successful lives
- ▶ Incorporated in Housing Development projects:  
Prairiewood Townhomes and Fox Pointe Townhomes



# Homeless Prevention & Assistance Programs - The Numbers

- ▶ 329 Unduplicated Individuals (111 receiving multiple services)
- ▶ 156 Households
- ▶ **Demographics:**
  - ▶ American Indian or Alaska Native = 4
  - ▶ Black or African American = 95
  - ▶ Native Hawaiian or other Pacific Islander = 1
  - ▶ White = 148
  - ▶ Biracial / Multi-Racial = 26
  - ▶ Other/Unspecified = 55



## Homeless Prevention & Assistance Programs - Moving Forward

- ▶ Collaboration between advocacy and housing development
  - ▶ Expand PSH into new housing development projects
- ▶ Diversify funding streams - New opportunities
- ▶ Explore ways to enhance success for those populations most vulnerable
- ▶ Create new programs to fill service gaps

# Wraparound Services



**S**upplemental  
**N**utrition  
**A**ssistance  
**P**rogram

Putting Healthy Food  
Within Reach





# *Michael's Story*

*Thank you!*

*Questions?*