

## **Outreach Worker**

Porchlight is applying for funds for one full-time outreach worker to serve persons who frequently use the downtown area, State Street, city parks, shelters and other public places for their nighttime residence.

Target Population: Homeless persons with AODA issues, dually diagnosed, chronically homeless, and those with the greatest barriers to self-sufficiency, including homeless persons who have been identified by Madison Police and Parks Department employees as being disruptive, those who have multiple contacts with police (including those listed on the "frequent fliers" list).

The OW will work closely with the current ReachOut team, including supervision by the ReachOut member employed by Porchlight. This will reduce duplication of services and ensure persons sleeping in places not meant for human habitation will receive contact by an outreach worker.

Porchlight will use a team approach similar to what is used with local Joining Forces for Families programs throughout Dane County. The OW will work with Madison Police Department, Parks Department, Department of Corrections and the ReachOut team, including participating in the outreach services provided by ReachOut staff at the Madison Downtown Library.

Because Porchlight is the largest provider of housing and services to homeless persons in Dane County, many of the service connections needed by this population can be met through the continuum of services already provided at Porchlight.

Connection to Services: Because this population has been homeless on the streets of Madison for many years and many have extensive AODA and mental health issues our immediate goal is to develop a working relationship with each client. The OW will make frequent contacts with the client, using an unassuming approach and not forcing services. The OW will do an initial needs assessment to find out what the client wants and then slowly begin to build trust, so that in time we can produce the desired results. The OW will have many resources at its disposal including: free meal tickets at Porchlight and other downtown restaurants, gift certificates for Walgreens, Goodwill, also gift cards donated recently for meals downtown, St. Vincent DePaul, and Fair Trade Coffee, bus tickets for employment and job searching, and access to Porchlight's "warehouse" of donated clothes, winter items, personal hygiene supplies and household items. Once trust has been developed, the OW will complete an Individual Service Plan (HUD model) and make appropriate referrals to community resources including providing transportation and follow-up to make sure connection is made. The worker will document inadequacies in services both as to whether services are totally unavailable or whether services currently being provided are inadequate.

Treatment: The services available in Dane County for mental health and AODA services are not presently adequate and involve long waiting lists, closed lists and lack of funds for specific services. Porchlight has worked with these issues for over 25 years and understands the extensive needs of our clients in these areas. Porchlight staff is currently meeting with several different groups to provide more funding and treatment services in this arena and on ideas for reducing alcohol consumption in the downtown area. If additional funds are made available through the County for AODA services or an AODA/mental health therapist, Porchlight will advocate these funds be used to help this population.

The OW will refer clients to Access Community Health, Veteran's Hospital, Dane County Mental Health Center and Safe Haven's Volunteer Psychiatric Clinic (VPC) for mental health assessment, counseling and medication. PATH funds will be utilized to help pay for medication or free samples

from VPC. In addition, Safe Haven has a small budget for medications that can be utilized by these clients.

For AODA services, clients will be referred to Hope Haven, Newstart, Tellurian THP and ARP, Daily Reporting Center and other services through the Department of Corrections and Dane County Mental Health Center AODA unit.

Income: Because of the extensive needs of this client population, our goal is to keep a low client to staff ratio of 15-20 to 1. This will ensure that the OW is not just making referrals but is providing direct connection to services, transportation, and follow-up services.

All clients found to be eligible for disability income will receive assistance in filling out appropriate forms. New Dane County funding for mental health examinations and rapid SSI/SSDI determinations will also be accessed. The OW will act as a liaison with the client and the Social Security Administration in helping the client secure benefits. Clients currently receiving SSI or SSDI will receive assistance with money management or referrals for a payee.

Clients interested or capable of working will receive referrals to DVR, Dane County Job Center and the Employment Specialist at Hospitality House.

Clients who are veterans will be referred to Ed Zapala and Tim Koeber in the Homeless Veterans Program with the goal of receiving a veteran's representative to make connections for health care, benefits and VA supported housing.

All clients will be assisted in making connections to mainstream resources such as food stamps, Medicare and Medicaid, and Interim Assistance.

Housing: Housing will be individualized for each client. Those reluctant to make the step to long-term housing will be assisted in getting off the streets and into Safe Haven or the Men's Drop-In Shelter. The OW will continue to work with these clients to secure permanent housing. All clients will be assisted in completing an application for Porchlight housing. Clients will receive intensive case management services including AODA in Porchlight's Sober Living housing, the Veteran's program at Mills Street and Housing First programs. If a client moves into housing that does not have support services, the OW will provide case management for up to six months while making referrals to local CSPs through Dane County, SOAR and VA. Assistance with entry costs will come from PATH funds, Housing First grants, CAC and DIGS.

#### Outcomes

1. During the one-year period of the grant, 15 individuals will move from the streets into housing.
2. 50% of those housed, will maintain housing at the 6 month mark (OW will provide case management).
3. During the one year period of the grant, 75 individuals will be contacted.
4. Of the 75 individuals to be contacted, 50% will be connected to services such as income, health care, and mainstream resources.

PORCHLIGHT, INC  
 OUTREACH WORKER BUDGET  
 2009

	<u>Annual Budget</u>
<b><u>SUPPORT SERVICES</u></b>	
Case Mgt (1.0 FTE)	
Salary @ \$12/hr	\$ 24,960
Payroll Taxes	2,005
Benefits (family coverage)	11,632
 Mileage - 3156 miles @.40/mile	 1,262
 Telephone - \$50/mo	 600
<b><u>DIRECT SERVICES</u></b>	
Transportation (income producing)	1,000
 Food (meals)	
83 meals/month @ Brooks Street Comm Meal	2,000
 Medical Assistance	 500
	<b>\$ 43,959</b>
 City of Madison	 \$ 40,000
Porchlight	
Transit-for-Jobs	1,000
PATH	500
Community Meal	2,000
Contributions	459
	<b>\$ 43,959</b>