Human Services Management Program

“Creating New Traditions”

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Human Services Management Program

What Was the Status Quo in Public Housing?

• Providing direct services and offering those services onsite

• Expectations that residents would take advantage of those services by;
  – Enrolling into job training program
  – Successfully completing
  – With the assistance of program staff, secure employment that leads to self-sufficiency
As a Result…

- Residents faced with many family issues that prevented them from focusing on successfully completing programs
- Residents lacked the necessary coping skills
- Due to relocation choices, it was difficult to get residents to return to the program site for classes.
- The continued decrease in Federal Funding made it difficult to offer direct services that would address 100% of the needs of the residents.
Human Services Management Program

The Rationale For Change…

• Need to Focus on Individual Family Issues and Needs
• Repair Broken Social Contracts
• Restore Belief in the Power of Human Potential
• Raise Standards of Personal Responsibility and Family Expectations
• Heighten Educational Values and Strengthen Lifelong Learning
Development of Human Capital

**Community Contributions**
- Community Service
- Community Support

**Asset Transfer**
- Inter-generational Wealth/Asset Transfer
- Homeownership
- Investment/Savings
- Business Ownership

**Wealth Accumulation**
- Job Training/Employment
- Job retention
- Investment Income

**Income Generation**
- Early Learning
- K - 12
- Post Secondary
- Career Training

**Education**
- Family Stability
- Drug Free Environment
- Positive Relationships
- Good Health
- Physical Fitness
- Positive Role Models
- Quality Child Care

**Healthy Lifestyle**
- No Criminal Activity
- Healthy Mental State

**Stable Living Environment**
- Drug Free Environment
- Positive Relationships
- Family Stability
- Drug Free Environment
- Positive Relationships
- Good Health
- Physical Fitness
- Positive Role Models
- Quality Child Care
Human Services Management Program

Establishment and Implementation…

- Developed and Implemented in partnership with Integral Youth & Family Project (IYFP) in 2001

- An innovative family support case management approach that ensures that each individual family member is successful

- Designed to address the human social service needs of residents involved in the relocation process

- Counseling, coaching, linkages, and access to services and programs that address their specific needs

- Families receive services for at least 5 years
Service Philosophy
Service Philosophy

**Intensive Case Management...**

- Meet clients *where they are* to introduce interventions
- Consistent and quality communication and contact with clients
- Identification of barriers to self-sufficiency and other concerns through a thorough human potential assessment process.
- Provide assistance and guidance in identifying and developing solutions to immediate and critical issues.
Service Philosophy

Ongoing Life Counseling and Coaching…

- Consistent communication with each family member
- Families are coached through the process of developing life plans and family goals for each household member
- All family members are coached through the process of problem solving
- Ongoing monitoring and follow-up with each household member
- Development of life coping skills
Service Philosophy

A Connection to Quality Resources…

Seamless referral process with an emphasis on communication, follow-up, and tracking to ensure the following:

- Successful enrollment in programs and services
- Successful completion of programs and services
- Original issues and concerns are addressed
- Ensure residents are exercising the most appropriate coping skill
- Ongoing supportive services (transportation, childcare, etc.) are provided
- Residents are referred to quality community resources that have a track record of success
Service Philosophy

The Promotion of Personal Responsibility…

Development of an understanding of each family member’s role in ensuring family stability

Develop accountability for individual actions and self control

Ensure there is an understanding of the consequences for non-performance

Become contributing members of the larger community
Program Staffing
Program Staffing

Over 90% of the funding goes to labor that touches the family…

- Executive Director
- Program Manager
- Employment & Manpower Coordinator
- Family Support Coordinator (FSC)
- Family Support Assistant
Key Program Components
Key Program Components

Low Client to Staff Ratio…

• 60 to 70 families per Family Support Coordinator

• Family Support Assistant responsible for each community

• Depends upon the community dynamics

• Increases the amount of time that can be spent servicing the families
Key Program Components

Push…Pull…Lift…Triage Approach…

A Triage System to understand the Current State of each Assisted Family

Categorized Families into One of Three Situations to Understand the Most Appropriate Services Providers needed to Address the Family’s Needs

- Push – Families needing the least amount of assistance in meeting the work requirement

- Pull – Families needing a little more assistance and will require more time to meet the work requirement

- Lift – Families needing more intensive services and extended amounts of time to meet the work requirement
Key Program Components

AHA’s CATALYST Work and Program Requirements...

• All Adults between the ages of 18 – 61 must be working 30 hours or more per week

• Elderly and disable are excluded

• Can be granted a deferment from the work requirement for approved conditions

• Must provide verification of employment or supporting documentation for deferments

• Compliance is verified annually at each resident’s recertification (Earned Income Verification System and Department of Labor).
Effective Contract Administration by AHA…

- We agree on the outcomes and place the clients’ interests first
- Frequent and continuous communication between partners
- Contract Administrator responsible for monitoring contract performance
  - Conducts quarterly contract site visits to monitor
    - Contract compliance
    - Contract performance
    - Address concerns raised
- Periodic presentations to AHA’s Board of Commissioners
Human Services Management

Family Success
90% of able bodied clients receiving services are working or enrolled in a training or educational program.
The Number of Families Served From Four (5) HOPE VI Communities

- Seniors: 560
- Children: 2,343
- Families: 2,805
- Clients: 6,572

Success
67% Program Completion Rate

The Number of Individuals Enrolling in & Completing Mainstream Job Training Programs

- Job Training Enrollments: 457
- Job Training Completions: 307

Success
74% of Employment Referrals Resulted in Employment Placement

The Number of Referrals Represents Connections to Mainstream Resources & Services at Four (4) HOPE VI Communities

**NOTE:**
11,429 Total Referrals

- Job Placement Referrals: 4,974
- Actual Job Placement: 3,661

Success