

**Local Provider Intended Use Plan  
SFY2012 FFY2011  
Hillcrest Family Services**

**Hillcrest Homeless Outreach Program: A PATH funded Program**

**1. Provide a brief description of the provider organization receiving PATH funds including name, type of organization, services provided by the organization and region served.**

Hillcrest Family Services, the recipient of PATH funds, is a well-known, innovative organization which strives to assist people to remain in their own homes and communities by wrapping a wide variety of services around the individual and/or family. Hillcrest has primarily served persons who are low-income and/or disabled since the agency's inception, 114 years ago. Hillcrest continues to evolve to meet community needs and offers the most comprehensive continuum of social and health services in the area to infants, children, and adolescents; adults with serious and persistent mental illnesses, brain injuries, co-occurring substance abuse issues or developmental disabilities; and persons needing reproductive and maternal health services. Some services provided include: special education, adolescent residential treatment, emergency shelter, adult supported community living, peer support services, adult vocational services, adult and adolescent Intensive Psychiatric Rehabilitation Services, in-home family counseling, individual and group therapy, psychiatric and medication management services, emergency services, school-based counseling and mentoring services, Big Brothers Big Sisters, adoption services, transitional and supported housing for homeless families, 5- bed group homes for adults with a mental illness in Dubuque and Iowa City, a large residential care facility for chronically mentally ill in Ottumwa, WIC program, and the PATH-funded homeless outreach program. In fact, last year, Hillcrest served over 22,236 individuals and families from 73 Iowa Counties and 26 other states. We have offices in the following Iowa locations: Dubuque, Cedar Rapids, Iowa City, Ottumwa, Maquoketa, Clinton, Monticello, and Washington. Hillcrest programs continue to be licensed by the State of Iowa and Accredited by the Joint Commission (JCAHO).

In addition to the above noted services, Hillcrest is now providing Crisis Stabilization Services out of the Wellness Center seven days a week. This program began in December 2010 and is focused on counseling those in crisis with the hope of avoiding hospitalization. This service is being funded through a grant from Magellan and the Department of Human Services and will eventually be available 24 hours a day, 365 days a year. Crisis Stabilization Services have been a great complement to Homeless Outreach and much collaboration between the two has already occurred, with several individuals being referred to PATH services.

**2. Indicate the amount of federal PATH funds the organization will receive.**

Hillcrest will receive \$38,014.00 in PATH funding.

**3. Describe the organization’s plan to provide coordinated and comprehensive services to eligible PATH clients including:**

The Hillcrest Homeless Outreach Program intends to provide outreach and engagement, case management, security and utility deposit payments and peer support services to PATH eligible persons. Non-PATH resources will be used to provide access to mental health and substance abuse treatment, medical care, transportation, food, household and clothing, access to free or reduced prescription payment and other needed services.

- a. It is projected that a minimum of 105 enrolled clients will receive PATH-funded services and project to serve 190 overall individuals this year.
- b. Services provided include, but are not limited to: outreach, engagement, case management, housing, access to mainstream resources, transportation, security and rental deposits, peer support, referrals for medication, housing and food assistance; providing food, clothing, blankets, and household items as available through donations. Hillcrest has also been designated as the Community Mental Health Center for Dubuque County. The PATH Counselor is part of the Hillcrest Community Support Team that provides supported community living, vocational, peer support and IPR services to persons with mental illness. The proximity of the PATH Counselor to other staff providing these services has made for a seamless transition for additional supports. Hillcrest has opened the Wellness Center in the community, within the same building as the PATH Counselor and other community support staff. It operates 7 days a week, 8 hours a day. Activities include resourceful information and referral, WRAP groups, Illness Management and Recovery Groups, Intensive Psychiatric Rehabilitation Services, vocational support groups and employment education groups, a volunteer corps, peer support, and benefits liaisons, to name a few. While not funded by the PATH grant, these services are necessary to transition people from homelessness to their own place successfully.
- c. Community organizations that provide key services to the PATH population include: Hillcrest Family Services Community Mental Health Center, Hillcrest – Mercy Maternal Health, Hillcrest Professional Health Clinic, Hillcrest Adoption Program, the Dubuque Rescue Mission (for men over 18), Catholic Worker Houses (families), Teresa Shelter (women and children), Goodwill Industries, City of Dubuque Housing Services, Domestic Violence Program, Julien Care Facility, Dubuque County Office of Veteran’s Affairs and General Assistance, Substance Abuse Services Center, Operation: New View (community action agency), People in Need (PIN), the Visiting Nurse Association, Finley and Mercy Hospitals, Maria House, Davis Place (SRO), Manasseh and Salvia House (SRO), Dept. of Corrections- Elm Street residential Facility and Jail Diversion Officer, Maria House, WIC, Dubuque County Sheriff’s office, Iowa Workforce Development Center, Social Security Lawyers, Iowa Legal Aide, local hotels and landlords, the Dubuque Food Pantry, Crescent Community Health Center, Social Security, Dept. of Human Services, St. Vincent De Paul, the Salvation Army and several local and rural community churches. On a regular basis, Project Concern’s Homeless Outreach Counselor and staff conduct outreach within the community. We work with the above organizations to provide/obtain assistance or services in

the following areas: financial, housing, medical, mental health, food, resources, substance abuse, legal, nursing, vocational, and payeeship.

- d. Gaps in the current service system include but are not limited to: adequate access to psychiatric services due to the reduced number of psychiatrists, inability of nurse practitioners licensed under family practice or primary care to perform initial assessments/evaluations under Chapter 24 regulations, a lack of affordable 3<sup>rd</sup> party payer coverage for mental health and substance abuse treatment, Sect.8 Housing waiting list, a lack of permanent and affordable supported housing, lack of emergency shelter for couples and males 14 -18 of age, lack of available volunteer payee services, lack of places available to shower, lack of transportation, very little case management for non Title XIX mentally ill adults, a lack of timely and accessible substance abuse treatment, a lack of the means with which people can pay for medication, and a lack of treatment for those with co-occurring disorders.
- e. Substance Abuse Services Center is the only agency that currently provides treatment for those with co-occurring disorders. Hillcrest will continue to refer adults with co-occurring disorders to SASC. Additionally, Hillcrest provides a residential PMIC unit for adolescents with a mental health and substance abuse diagnosis. For inpatient care, referrals are made to the Mt. Pleasant treatment center. As an ongoing support, staff refers to NA, AA, Wellness Center and The Source, for ongoing peer support.
- f. Suitable housing availability for PATH participants has been enhanced in the past years.
  - Hillcrest opened the Transitional Housing Program for homeless families in 2002. It has been our experience that at least 75% of the adults in this program have had a mental health diagnosis. They have a waiting list of 18 at this time.
  - Davis Place (SRO) has opened another facility and is now able to house 62 men.
  - Dubuque Rescue Mission operates emergency and transitional housing for men.
  - Maria House operates transitional supported housing for single women or women with children (no male children over age 12)
  - Teresa Shelter is an emergency shelter for single women and women and their young children, and can house a total of 40 persons.
  - Manassah House, a permanent supported housing facility for 19 women with substance abuse or co-occurring disorders opened in the fall of 2007.
  - Salvia House, another permanent-supported housing facility is currently accepting applications for the new SRO option for women.
  - Project Concern offers Shelter+Care, including families in which a family member has a mental health/substance abuse diagnosis; and they have opened a 24-hour hotline.
  - The Dubuque Community Y Domestic Violence Program offers an emergency shelter for women and children who have experienced domestic abuse and have renovated and expanded their facility.

**4. Describe the participation of PATH local providers in the HUD Continuum of Care program and any other local planning, coordinating or assessment activities.**

Several local providers, including Hillcrest, actively participate in the local HUD Continuum of Care and Homeless Advisory Board. The Continuum includes representatives from all agencies except the Salvation Army and local churches that serve the homeless. The PATH provider serves on the Opening Doors Committee. The PATH provider also serves on the Dubuque County Housing Sub-committee and the Dubuque County Jail Diversion Initiative.

**5. Describe: (a) the demographics of the client population; (b) the demographics of the staff serving the clients; (c) how staff providing services to the target population will be sensitive to age, gender, and racial/ethnics differences of clients; (d) the extent to which staff receives periodic training in cultural competence.**

For the year of 2010, of persons served, ages ranged from 18 to 62+ years. Furthermore, the population was 39% male and 61% female. Our largest group served is the ages 31-50 years old at 47%. The second most common group served is the age group of 18-30 at 36%. Predominantly, the ethnicity has been white (66%), however our second largest group is African American at 24%. The least served race is Asian and the least served ethnicity is Hispanic-Latino. Many clients locate here from surrounding states, including Wisconsin and Illinois primarily. The PATH Counselor and Administrative Assistant have participated in the training “Bridges out of Poverty” and utilize information gained on a daily basis in their service to others. He is very well-liked by the individuals with whom he works. He is of white ethnicity, male, is a father and grandfather and is in his 50’s. He is able to relate to individuals and families of all ages very well. He has at least seven years experience working with homeless individuals experiencing a mental illness. The Hillcrest PATH Counselor also takes a prevention approach to the services that he provides. He works diligently with homeless individuals to secure them permanent housing and will conduct follow-up meetings with them to ensure success, providing such services as budgeting and goal setting. The Administrative Assistant who assists the PATH provider is a female, originally from South Wales, UNK, and is a single-mom in her 30’s, and has been serving the homeless population at Hillcrest for over three years already. She is also able to work very well with individuals and families of all ages. Hillcrest staff are able to receive training in cultural competence as well as evidence based practices in the treatment of mental illnesses. The PATH provider has also attended Social Security Benefits Liaison training this year, to better assist his clients with any needs related to Social Security benefits.

Staff serving PATH clients will be experienced in the helping professions and using recovery based models to provide PATH services. Recovery based models such as IPR, provide the philosophy necessary to be respectful of the role the consumer plays in his/her own recovery. Training for staff at Hillcrest also emphasizes cultural competency, strengths based approaches and empowerment of the consumer. Hillcrest employs a translator to work with Hispanic consumers, especially in the Hillcrest Clinic, WIC and Maternal Health.

In addition to a recovery-based and consumer-directed approach to care, Hillcrest makes client confidentiality a priority by making sure that meetings with homeless individuals

are conducted in private spaces and that collaboration with other community entities takes place primarily with the client present. The Hillcrest PATH Counselor is also a strong advocate for his clients and will often times personally accompany them to important meetings relating to their mental health and housing needs.

**6. Describe how persons who are homeless and have serious mental illnesses and any family members will be involved at the organizational level in the planning, implementation, and evaluation of PATH-funded services. Also, are persons who are PATH-eligible employed as staff or as volunteers? Do persons who are PATH-eligible serve on governing or formal advisory boards?**

Hillcrest Family Services does have an Advisory Board that serves all of the Adult Mental Health Community Services that some PATH consumers regularly attend and some serve on the current board. PATH participants are invited to share feedback at any time but, Hillcrest provides a formal opportunity to do so at least annually through satisfaction surveys.

The Coordinator invites served individuals served to further become part of the community through peer support in the Homeless Outreach Program.

Hillcrest has established a list of former and current clients that have agreed to provide peer support and outreach to the PATH program. The focus of this support will be to assist persons in the following: navigating the “system”, advocating for themselves, orienting to the Dubuque community and other resources, conducting plan of care activities, and making positive social connections. Furthermore, the Peer Volunteers will assist the Homeless Outreach Coordinator in community outreach activities. This leverages outreach assistance from someone who was/is homeless and is able to identify successful strategies for working with others in a similar situation. Hillcrest would also like to eventually utilize consumer volunteers for data entry and other clerical work.

The Hillcrest Wellness Center opened in the fall of 2007. We employ 12 consumers as Peer Support Specialists and Associate Peer Support Specialists, one being a past PATH consumer. The majority of the Peer Support Specialists and Associates have attended the Iowa Peer Support Training Academy and graduated successfully. PATH participants have been very active in referring new individuals to the program. Currently, there are no consumers serving on the Hillcrest Board of Trustees; however, there is representation of persons with disabilities by family members on the board.

In addition to a recovery-based and consumer-involved approach to care, Hillcrest makes client confidentiality a priority by making sure that meetings with homeless individuals are conducted in private spaces and that collaboration with other community entities takes place primarily with the client present. The Hillcrest PATH Counselor is also a strong advocate for his clients and will often times personally accompany them to important meetings relating to their mental health and housing needs.

*To publicly comment on the Hillcrest PATH Program you can e-mail Homeless Coordinator Jim Munson at [jim.munson@hillcrest-fs.org](mailto:jim.munson@hillcrest-fs.org) or Iowa DHS state PATH administrator Becky Flores at [bflores1@dhs.state.ia.us](mailto:bflores1@dhs.state.ia.us) . For more information on the Hillcrest PATH program go to [www.hillcrest-fs.org](http://www.hillcrest-fs.org) , and first click on “Programs and Services,” and then “Homeless Outreach.”*