

## Proposal for State Homeless Coordinating Committee

### Switchpoint Community Resource Center- funding one-time FY19 \$300,000

#### Purpose of funding-

Provide Case Management to all residents at Switchpoint homeless shelter to reduce the length of stay in shelter and assist clients with stability.

- A case manager is expected to meet with a client a minimum of one hour per week. At Switchpoint, our average is three hours per week. During these meetings, the case manager documents the self-reported barriers our clients face while trying to obtain needed services and resources. Frequency of meetings and time spent are tracked through the Utah Homeless Information Management System (UHMIS).
- The case manager educates the client on the available community resources and assists the client to create appointments with the resources as appropriate. The case manager also advocates with partner agencies when a client meets the requirements for other programs available in the community. Services provided during a case management meeting may include: assisting the client in setting/creating a budget, creating/improving life skills, assisting with housing searches, access to bus passes or other means of transportation, SNAP/Medicaid applications, Social Security Disability applications, and other meaningful services needed to assist with housing support.
- Case managers document the barriers individuals report to obtaining housing, gainful employment, healthcare, and substance abuse. The case manager, with the client, creates an action plan to address the needs of the client. The client works on that action plan for the following week and reports back to the case manager regarding status of the items on the action plan. The client and case manager then evaluate the effort, self-reported by the client, and any corroborating notes created by other staff members, and assess whether to attempt items again with more specific instructions or create new items to be followed up in the next meeting with their case manager.
- Case managers meet weekly with their client to evaluate the progress made towards the action plan. An example of follow-up of an action plan regarding gainful employment might include; how many job applications completed, if the client met with Department of Workforce Services, if the client used social media to reach out to contacts that may be able to assist them, online job boards visited, etc. Attendance to classes provided at Switchpoint are encouraged by the case

manager. Income increases as client obtains employment and that progress is tracked in UHMIS.

Progress is recorded in the Utah Homeless Management Information System (UHMIS) database as case notes that track the goals of meetings established jointly by the client and case management.

Anticipated use will be 4 FTE case managers salaries and benefits, 10% for grant management and oversight, equipment, supplies needed for program support, transportation costs to assist clients.

#### **Sustainability plan-Increase unrestricted donations**

Switchpoint will continue to work with Washington County, City of St. George and the other outlying cities in Washington County to increase local financial support. As the need increases in Southern Utah, we will require additional funding. Switchpoint will continue to partner with Southwest Behavioral Health and Department of Workforce Services to provide case management on site for Switchpoint residents. We hope that as growth occurs in Washington County and the homeless population increases the state can assist with additional funding.

#### **Timeline for fund drawdown and implementation of plan**

Anticipating funds will be drawdown monthly from beginning of access through June 30, 2019. Case managers will be hired and trained in September in anticipation of the contract fund date.

#### **Performance measures and outcomes**

Switchpoint plans to continue their current participation in UHMIS to measure and report outcomes for this one-time allocation as well meeting outcomes for other funding requirements.

#### **Outcome Measures**

- Decrease average length of stay in shelter by 10%
- Increase number of homeless individuals and families placed in permanent housing
- Increase number of individuals and families who become employment ready and working towards financial stability
- Decrease number of individuals and families in recidivism to justice system

#### **Process Measures**

- Number of units of case management with targeted focus
- Number of units of case management crisis intervention
- Number of referrals to other critical social service and healthcare partners (vocational rehab, mental health, vouchers, employers, id, etc.)
- Number of adults linked to mainstream benefits

**Friends of Switchpoint, Inc. State Funds 2018 Proposed Budget**

|                                      |                      |   |  |
|--------------------------------------|----------------------|---|--|
| Admin                                |                      |   |  |
| Salaries & Fringe Benefits reporting | \$ 27,652.00         | 15% of Executive Director and Finance Manager salaries to oversee and coordinate program, data and financial reporting          |  |
| Insurance                            | \$ 2,325.00          | Insurance costs associated with the facilities and the program  |  |
| Program                              |                      |   |  |
| Salaries & Fringe Benefits           | \$ 225,937.00        | 4 FT case managers (1 @ \$24 and 3 @ \$17) to work with clients towards self-sufficiency goals and progress                     |  |
| Communications                       | \$ 7,306.00          | Printing, photocopying, telephone, postage costs associated with case management  |  |
| Equipment/Furniture                  | \$ 2,800.00          | Computers and office furniture needed to work with clients in case management   |  |
| Security                             | \$ 4,100.00          | Shelter security system maintenance   |  |
| Space Rent                           | \$ 8,080.00          | Leased class room and meeting space for case managers to meet with clients  |  |
| Supplies                             | \$ 2,200.00          | Supplies needed by case managers to meet client needs   |  |
| Transportation                       | \$ 5,300.00          | Transportation costs associated with taking clients to appointments- bus passes, medical, social security, identification, etc. |  |
| Utilities                            | \$ 14,300.00         | Utilities associated with the offices and meeting room spaces which includes electricity, water, sewer, garbage, internet, etc. |  |
| <b>TOTAL</b>                         | <b>\$ 300,000.00</b> |   |  |

