



**FAMILY HOMELESS PREVENTION AND ASSISTANCE PROGRAM  
FHPAP**

**July 2011 – June 2013**

**PROGRAM DIRECTORY**

**Assisting Families, Single Adults, and Youth  
To Prevent and End Homelessness**



**RAMSEY COUNTY FHPAP  
JULY 1, 2011 – JUNE 30, 2013**

**PROVIDER SUMMARY**

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<b>Catholic Charities</b>	Housing Crisis Response for Singles	Homeless prevention and rapid rehousing services based at the Dorothy Day Center. Program serves as a central access point for single adults in need of housing assistance.	5-6
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# **Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)**

**NAME OF ORGANIZATION: Ain Dah Yung Center**

## **Beverley A. Benjamin Youth Lodge Transitional Living Program**

**ADDRESS OF ORGANIZATION:** 1089 Portland Ave. St. Paul, MN 55104

**ADDRESS OF FHPAP PROGRAM:** 1212 Raymond Ave. St. Paul, MN

### **FHPAP PROGRAM CONTACT PERSON(S):**

**Primary Contact:** Name: Jason Smith- Residential Director  
Phone: 651 227 4184  
Fax: 651 224 5136  
e-mail jason.smith@aindahyung.com

**Secondary Contact:** Name: Sharee Fischer- Lodge Coordinator  
Phone: 651 632 8923  
Fax: 651 209 1998  
e-mail: sharee.fischer@aindahyung.com

### **Description of the FHPAP-funded program:**

The Beverley A. Benjamin Youth Lodge, established in 1996, is a critical resource for shelter youth with no safe home to return to, youth who have 'aged-out' of the foster care system, and youth who are homeless and unaccompanied. The Youth Lodge provides transitional housing for up to six youth between the ages of 16 and 21, for up to 20 months. This intervention program emphasizes training, education and employment goals. The Youth Lodge also encourages youth to contribute resources to the home, and to develop a support system to meet holistic needs of body, mind, and spirit. Youth Lodge services emphasize the relationship between youth and positive role models (staff and elders) to teach new behaviors, learn appropriate ways to express feelings, and manage everyday living. Creating community and cultural connection helps tap the inner strengths of youth to better educate them for independent or inter-dependent living – helping to break the cycle of homelessness.

The Youth Lodge uses the Expanding the Circle: Respecting the Past, Preparing for the Future curriculum that was developed in partnership by Native elders, communities, researchers and the University of Minnesota's Institute on Community Integration. Expanding the Circle curriculum is "based on work with hundreds of American Indian high school youth, paraprofessionals, teachers,

## **Ain Dah Yung Beverly Benjamin Youth Lodge (Continued)**

and administrators,” and offers “culturally relevant activities that facilitate successful transition from high school to postsecondary experiences for American Indian students” (retrieved at <http://ici.umn.edu/etc/curriculum/> on March 3, 2010).

### **Program Goals:**

Provide transitional housing and support services to homeless youth and maintain their efforts to complete educational goals and work towards self-sufficiency.

The following highlights these reachable outcomes:

- Spirituality & Culture – (1) Growth in Knowledge of American Indian History, Culture and Traditions (2) Growth in Awareness of American Indian Spirituality (3) Involvement in Traditional American Indian Cultural Activities.
- Emotional Well-being & Mental Health – (1) Improved Emotional and Mental well-being including Decrease in Behaviors related to Presenting Problems (2) Strengthening of Support Network and Positive Relationships.
- Physical Health & Safety – (1) Established Stable Housing (2) Increased Access to Health Care (3) Increased Knowledge of Basic Health Care and Self Care (3) Improved Chemical Health and Prevention Awareness.
- Knowledge & Education – (1) Sustained or Increased Achievement in Educational Goals (2) Increased Competence toward Self Sufficiency.

**Hours of Operation:** 24 hours/day, 365/year

**Target Population(s):** Homeless Native American Youth Ages 16-21

**Eligibility Criteria:** 16 – 21 years of age, deemed homeless, willing and motivated to complete realistic goals through life skills assessment and case planning.

### **Description of Intake Process:**

- 1) Referral is received by Lodge Coordinator.
- 2) Pre-intake Assessment is completed to screen for eligibility and personal goals.
- 3) Placed on Wait List.
- 4) Case by case consideration for need and fitting into house milieu.
- 5) Full Intake involving training, life skills assessment, case planning, and move in.

**Other Services Available Through Your Organization for the Same Target Population:**  
Emergency Shelter serving homeless youth ages 5-17.

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## Amherst H. Wilder Foundation

### ROOF Project

**ADDRESS OF ORGANIZATION:** 451 Lexington Parkway North, Saint Paul, MN 55104

#### **FHPAP PROGRAM CONTACT PERSON(S):**

**Primary Contact:**           **Name:** Deborah Mitchell  
                                         **Phone:** 651-280-2370  
                                         **Fax:** 651-280-3370  
                                         **e-mail:** Deborah.mitchell@wilder.org

**Secondary Contact:**       **Name:** Nona Ferguson  
                                         **Phone:** 651-280-2351  
                                         **Fax:** 651-280-3351  
                                         **e-mail:** nona.ferguson@wilder.org

#### **Description of the FHPAP-funded program:**

The ROOF Project, a scattered-site transitional housing program, is a collaboration of organizations committed to assisting Ramsey County homeless families rebuild their futures. Current service providers include, Model Cities, Inc. and the Amherst H. Wilder Foundation.

The ROOF Project provides scattered site transitional housing that converts market-rate units into affordable housing for families. Families receive comprehensive case management and are linked to services that will help them secure permanent housing. Services are tailored to each family's strengths with the goal of addressing barriers that prevent them from sustaining a job, finding permanent housing, keeping children from succeeding in school and accessing mainstream resources.

#### **Program Goals:**

The ROOF Project has three primary goals which include:

- 1) Participants will maintain housing stability
- 2) Participants will increase economic stability
- 3)
- 4) Participants will achieve greater self-determination

## **Wilder ROOF Project (Continued)**

### **Hours of Operation:**

Scheduled Office hours are from 8:00 a.m. to 4:30 p.m.

### **Target Population(s):**

The ROOF Project works with families who are homeless in Ramsey County.

### **Eligibility Criteria:**

Families are eligible to have an intake if they are homeless in Ramsey County. Families need to have a referral from a shelter advocate, social worker, case manager, police officer; any professional who will document the homeless status of a family.

### **Description of Intake Process:**

- 1) Staff will contact a variety of shelters and community organizations when there are openings in the program.
- 2) Shelter advocates and/or community professionals will refer families to the program for intakes.
- 3) First and second intakes are scheduled at a variety of locations, dates and times.
- 4) ROOF Project informational line (651) 642-2005 (Voicemail message only)

### **Other Services Available Through Your Organization for the Same Target Population:**

The Wilder Foundation provides the following supportive housing programs:

- Wilder Square Hi-Rise (site-based, permanent supportive housing for families, singles and seniors)
- Jackson Street Village (site-based, permanent supportive housing for families)
- Project Quest (scattered-site, permanent supportive housing for families who have experienced long-term homelessness)
- Minnesota Place (site-based, permanent supportive housing for single adults who have experienced long-term homelessness)
- The Mobile Resource Center (mobile employment readiness and computer training program available to anyone in the community).
- To find out more about programs in the Wilder Foundation please go to [www.wilder.org](http://www.wilder.org)

# Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)

## Catholic Charities of St. Paul and Minneapolis Housing First/ Housing Crisis Response for Single Adults

**ADDRESS OF ORGANIZATION:** 183 Old 6<sup>th</sup> Street, Saint Paul, MN 55102

### FHPAP PROGRAM CONTACT PERSON(S):

**Primary Contact:**           **Name:** Katie Tuione  
                                         **Phone:** 651-647-2357  
                                         **Fax:** 651-293-9822  
                                         **e-mail:** catherine.tuione@cctwincities.org

**Secondary Contact:**       **Name:** Heather Digolo (Crisis Line/Housing Screener)  
                                         **Phone:** 651-647-2555  
                                         **Fax:** 651-293-9822  
                                         **e-mail:** heather.digolo@cctwincities.org

### Description of the FHPAP-funded program:

The Homeless Prevention Program helps single adults or couples without children, who are at imminent risk for becoming homeless, stay housed by providing financial assistance to those who qualify.

The Rapid Re-housing Program helps single adults and couples without children, who are staying in a Ramsey County Shelter or homeless in Ramsey County and have sustainable income, to find and obtain permanent housing. Rapid Re-housing offers financial assistance and limited case management services to those who qualify.

**Program Goals:** Provide safe, decent, affordable housing to those most in need, while supporting and fostering personal growth.

**Hours of Operation:** Phones answered Monday – Thursday 9:00 am -6:00 pm

**Target Population(s):** Single Adults or Couples without children

## **Homeless Crisis Response for Single Adults (Continued)**

### **Eligibility Criteria:**

**Prevention:** Single adults or couples without children who can provide verification of imminent risk of homelessness and documentation of income at 30% AMI or less.

**Rapid Rehousing:** Single adults or couples without children who are currently homeless and staying in a Ramsey County shelter or are otherwise homeless, meet income qualifications, and are able to increase and/or stabilize household income.

**Appointments are needed** and must be scheduled through the Housing Screener.

Single Adults Phone: **651.647.2555.**

**Description of Intake Process:** Homeless Prevention clients must call for an appointment and be screened over the phone to see if they qualify. For Rapid Rehousing clients staying in shelter walk-in screening hours are :

Monday: 3:00PM-4:00PM

Wednesday: 10:00AM-11:00AM &  
2:00PM—4:00PM

Thursday: 3:00PM-4:00PM

Office Closed on Fridays

\*Hours are subject to change\*

(First come basis)

**Other Services Available Through Your Organization for the Same Target Population:**

GO TO: [www.cctwincities.org](http://www.cctwincities.org)

# Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)

## Catholic Charities of St. Paul and Minneapolis

### Housing Crisis Response - Homeless Prevention for Families

#### ADDRESS OF ORGANIZATION:

1200 Second Avenue South  
Minneapolis, Minnesota 55403

#### ADDRESS OF FHPAP PROGRAM (if different from above):

Woodland Hills Church  
1740 Van Dyke Street  
Maplewood, Minnesota 55109

#### FHPAP PROGRAM CONTACT PERSON(S):

##### Contact:

**Admin/General Info:** **Name:** Aimee Barbeau  
**Phone:** 651-287-2099, ext 130  
**Fax:** 651-487-0007, 651-287-2090  
**e-mail:** aimee.barbeau@cctwincities.org

##### Intake Contact:

**Name:** Christi Johnson  
**Crisis Line:** 651-215-2262  
**Phone:** 651-647-3168 or 651-287-2708, ext 182  
**Fax:** 651-487-0007, 651-287-2090  
**e-mail:** christiana.johnson@cctwincities.org

#### Description of the FHPAP-funded program:

The Homeless Prevention Program works to prevent at-risk families from becoming homeless. We operate a crisis line for families to receive referrals and for participating families to receive one-time financial assistance and case management services to resolve and gain stability in their housing crisis.

#### Program Goals:

80% of 4000 participants experiencing a housing crisis will receive information and referrals to assist with their needs

90% of 250 participants will have increase stability and will maintain their housing without a day of homelessness at program exit

## **Housing Crisis Response - Homeless Prevention for Families (Continued)**

### **Hours of Operation:**

8:00 a.m. – 4:30 p.m., Monday through Friday

### **Target Population(s):**

Families who provide verification of imminent risk of homelessness, documentation of income at 30% AMI or less, and when applicable, who agree to pursue a plan that will resolve their housing crisis.

### **Eligibility Criteria:**

General Program Criteria:

1. At risk of homelessness
2. Ramsey County family
3. Unable to resolve the situation on their own without assistance
4. Have steady, verifiable income to sustain expenses
5. Documentation of the emergency
6. Ability for the situation to be resolved with available community resources

### **Description of Intake Process:**

After a pre-screening on the phone, if the situation fits our general criteria, a family will be placed on our wait list. When we get to their name on the wait list program staff will call the family and give a timeline to return the call if they are still interested in applying. If the family is still interested, an appointment will be made; staff will explain the process and notify the family what documentation is needed to bring to the appointment.

### **Other Services Available Through Your Organization for the Same Target Population:**

GO TO: [www.cctwincities.org](http://www.cctwincities.org)

# **Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)**

## **Face to Face Health and Counseling Services, Inc.**

### **SafeZone Youth Drop-In Center**

**ADDRESS OF ORGANIZATION: 1165 Arcade, St Paul, MN, 55106**

**ADDRESS OF FHPAP PROGRAM (if different from above): 308 Prince St, St Paul, MN 55104**

#### **FHPAP PROGRAM CONTACT PERSON(S):**

**Primary Contact: Name: Denise Smieja  
Phone: 651-224-9644  
Fax: 651-228-7048  
e-mail: smiejad@face2face.org**

**Secondary Contact: Name: Dana Hays  
Phone: 651-772-5563  
Fax: 651-772-5566  
e-mail: haysd@face2face.org**

**Description of the FHPAP-funded program:** SafeZone offers a safe, supportive, and central place where homeless and other at risk youth can be engaged and linked to a range of supportive services designed to meet immediate basic needs, address homelessness, and support long-term stability. The program targets those youth who are most vulnerable and in need of assistance, but who are not accessing services due to their wariness of formal human services systems or other barriers. Our location in downtown St. Paul is convenient to major metro bus stops, within walking distance of homeless shelters and county services, and on neutral gang turf.

Basic needs provided include meals, bus fare, clothing, food pantry, laundry, and a shower. Medical and mental health services are available on site. Case managers provide assessment and support, assistance linking with shelter, housing, education or employment and short term rental assistance. HIV/STD prevention assessment, risk reduction counseling and rapid testing are provided by the HIV/STD prevention case manager. We offer group and individual Independent Living Skills programming. GED services are available on site 4 afternoons per week.

## **SafeZone (Continued)**

### **Program Goals:**

- Youth will increase independent living skills so as to obtain or maintain stable housing

**Hours of Operation:** Monday – Friday 1 -8 and Saturday 1-5

**Target Population(s):** Youth at risk of or experiencing homelessness

**Eligibility Criteria:** ages 14-20

**Description of Intake Process:** Meet one on one with SafeZone staff member to complete intake and assessment. The intake takes about 20 minutes. Tell the person at the front desk that this is your first visit.

# Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)

## Hmong American Partnership

### SHAP (Supportive Housing Assistance Program)

**ADDRESS OF ORGANIZATION:**

1075 Arcade Ave, Saint Paul, Mn 55106

**FHPAP PROGRAM CONTACT PERSON(S):**

**Primary Contact:**           **Name:**        **Susane Moua**  
                                         **Phone:**      **651-495-1582**  
                                         **Fax:**         **651-495-1699**  
                                         **e-mail:**     **susanem@hmong.org**

**Secondary Contact:**       **Name:**        **Chong Lee**  
                                         **Phone:**      **651-495-9160**  
                                         **Fax:**         **651-495-1699**  
                                         **e-mail:**

**Other Contact:**           **Name:**        **Song Vue**  
                                         **Phone:**      **651-495-9160**  
                                         **Fax:**         **651-495-1699**  
                                         **e-mail:**

**Description of the FHPAP-funded program:**

The program design will provide culturally appropriate intensive case management, along with rent payment assistance and temporary financial aid, to help Hmong and Karen/Burmese participants (families) secure affordable, and safe rental housing.

**Program Goals:**

Families at risk of homelessness will be provided assistance to prevent the loss of home  
Homeless families will be provided assistance to move them back into housing

**Hours of Operation:** 8:30 a.m. to 5:00 p.m.

**Target Population(s):** Hmong, Karen and Burmese immigrants who are homeless or at-risk

**Hmong American Partnership Supportive Housing Assistance Program (Continued)**

**Eligibility Criteria:** Very low income  
Case management compliance requirements  
Short-term assistance will resolve the crisis

**Description of Intake Process:** Short screening form  
FHPAP Intake Form HMIS: Households  
Enrollment into SHAP  
Case Management  
Case Evaluation/Exit

**Other Services Available Through Your Organization for the Same Target Population:**

Employment Services  
Health, Wellness and Elderly Services  
Education & Employment Readiness Training  
Economic Development (Business training opportunities)  
Youth and Family Services  
Housing Education & Counseling



Life skills are taught throughout the youth's involvement in the program. Group sessions are held bi-monthly during evening hours to accommodate youth who work and attend school. The development of the skills learned are reinforced during one-on-one sessions between the Case Advocate and the program participant. Topics covered include:

- Budgeting and Money Management
- Community Resources/Public Assistance Programs
- Employment
- Chemical Health
- Interpersonal Communication
- Effective use of medical/dental/mental health systems
- Legal assistance/legal rights/voting
- Conflict Resolution
- STD/HIV prevention
- Domestic Violence/Healthy Relationships
- Tenant rights and responsibilities

**Program Goals:** The LSS Transitional Living Project for Youth will address both goals, preventing homelessness primarily for youth aging out of systems of care and providing homeless assistance to rapidly re-house people who have become homeless.

**Hours of Operation:** The office is open Monday – Friday, 9:00 am to 4:30 pm. One on one appointments can be arranged outside of those hours and independent living skills groups are scheduled during evening hours.

**Target Population(s):** Youth ages 16-21, who are homeless or precariously housed or currently in foster care, from Ramsey County, single youth and parenting youth. Youth who are ready for independent living.

**Eligibility Criteria:** From Ramsey County, between 16 and 21 years of age. Homeless or precariously housed and with income – or – currently in foster care and aging out or transferring to independent living.

**Description of Intake Process:**

We have an informational meeting on the third Thursday of each month at 2 pm. Youth seeking services may attend, hear in-depth descriptions about the programs, eligibility, expectations, etc. They can fill out a brief assessment that helps determine which program best meets their needs. Appointments for full intakes are scheduled the following week. Intake interviews/conversations can occur over several one-on-one meetings. Youth are expected to attend a minimum number of independent living skills groups before housing placement.

**Other Services Available Through Your Organization for the Same Target Population:**

We conduct street based outreach services and are a member of the StreetWorks Collaborative. We operate overnight emergency shelter for single youth ages 16-20 at Safe House (651-644-3446 – call at 7pm to see if there are openings).

We operate LifeHaven, a transitional living program for minor mother's and their children. Call 651-776-9805 to inquire about the application process.

We operate Rezek House, a 12 unit transitional housing program for HUD homeless youth, ages 16-21, who are from Ramsey County. This program serves 10 single youth and 2 youth parenting 1 child each.

# Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)

## Neighborhood House

### East Side Family Center

ADDRESS OF ORGANIZATION: 179 E. Robie  
St. Paul, MN 55107

ADDRESS OF FHPAP PROGRAM (if different from above): 740 York Avenue  
St. Paul, MN 55106

#### FHPAP PROGRAM CONTACT PERSON(S):

Primary Contact: Name: Joan Schlecht  
Phone: 651-793-7340  
Fax: 651-793-7310  
e-mail: joan.schlecht@spps.org

Secondary Contact: Name: Malena Vang  
Phone: 651-793-7340  
Fax: 651-793-7310  
e-mail: malena.vang@spps.org

Other Contact: Name: Shellie Rowe  
Phone: 651-793-7340  
Fax: 651-793-7310  
e-mail: [Shellie.rowe@spps.org](mailto:Shellie.rowe@spps.org)

#### Description of the FHPAP-funded program:

Homeless prevention for families primarily living on the East Side of St. Paul. Crisis assistance in housing search and placement and connection with direct assistance resources from various sources in the community.

## **Neighborhood House Eastside Family Center (Continued)**

### **Program Goals:**

- Participants remain in their homes through housing assistance provided by East Side Family Center's Homeless Prevention and Rapid Re-housing Team;
- Participants report easier access to basic needs through ESFC culturally specific outreach workers and that their basic needs were met;
- Participants report accessing community supports without the assistance of ESFC case managers after their initial visit;
- Participants seek and find successful coping strategies for stress;
- Participants have social support systems of family and friends.

**Hours of Operation:** Monday, Thursday and Fridays 8am-5pm, Tuesdays & Wednesday's 8am-8pm

**Target Population(s):** East Side and North End families on the East Side and North End of St. Paul.

**Eligibility Criteria:** East Side or North End of St. Paul residents. Zip codes 55130, 55106, 55117, 55119.

**Description of Intake Process:** Call our main line at 651-793-7340 to do an intake. No walk-ins please.

**Other Services Available Through Your Organization for the Same Target Population:** All basic needs, wealth & asset building, cultural and social engagement activities for families and volunteerism.

# Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)

## Open Access Connections

### Free Voice Mail Services

**ADDRESS OF ORGANIZATION:** 1821 University Avenue, Suite N-184, St. Paul, MN 55104

**FHPAP PROGRAM CONTACT PERSON(S):**

**Primary Contact:** Name: Harriette Darrough  
Phone: 651-641-0350  
Fax: 651-643-0770  
e-mail Harriette@openaccessconnections.org

**Other Contact:** Name: Marcy Shapiro  
Phone: 651-603-0390  
Fax: 651-643-0770  
e-mail: marcy@openaccessconnections.org

**Description of the FHPAP-funded program:**

Free voice mail for people without reliable phones. People may access a voice mail number from one of our 80 partner agencies in Ramsey County. They receive their own phone number and may keep the number as long as they need it (on average 7 months).

**Program Goals:** Help people who are very low income and homeless have a reliable communication tool and be successful as they seek housing and jobs; keep in contact with health care and social service providers; have a safe number in situations of domestic abuse; and keep in touch with family and friends.

**Hours of Operation:** Open Access office hours are 8 a.m. – 12:00 noon. To access a voice mail numbers, hours are set by partner agencies.

**Target Population(s):** Very low income people who are homeless and/or unemployed.

## **Open Access Connections (Continued)**

**Eligibility Criteria:** Low income without a reliable phone. Partner agencies may have additional criteria.

### **Description of Intake Process:**

Contact partner agency. List of partners is on our website [www.openaccessconnections.org](http://www.openaccessconnections.org) or call Open Access office for names of partner agencies. Some partners accept drop-ins.

### **Other Services Available Through Your Organization for the Same Target Population:**

Metro Shelter Hotline: telephone tree that provides information on shelters and transitional housing

# Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)

## Ramsey County Community Human Services

### Shelter Diversion and Assistance Program

**ADDRESS OF ORGANIZATION:** 160 East Kellogg Blvd.  
St. Paul, MN 55101

**ADDRESS OF FHPAP PROGRAM (if different from above):** The Family Place  
244 10th St East  
St. Paul, MN 55101

#### **FHPAP PROGRAM CONTACT PERSON(S):**

**Primary Contact:**           **Name:**           Star Hanson  
                                         **Phone:**       (651) 207-1577  
                                         **Fax:**  
                                         **e-mail**       [star.hanson@co.ramsey.mn.us](mailto:star.hanson@co.ramsey.mn.us)

**Secondary Contact:**       **Name:**           Lynn Stanger  
                                         **Phone:**       (651) 225 - 9358  
                                         **Fax:**  
                                         **e-mail:**       [Lynn.Stanger@Co.Ramsey.MN.US](mailto:Lynn.Stanger@Co.Ramsey.MN.US)

**Other Contact:**           **Name:**           Jill Nerhaugen  
                                         **Phone:**       (651) 266-4511  
                                         **Fax:**  
                                         **e-mail:**       Jillaine.Nerhaugen@Co.Ramsey.MN.US

#### **Description of the FHPAP-funded program:**

- Use an integrated and holistic service delivery model for families who have returned to shelter multiple times or families who are chronic and/or long-term homeless. The families will be assessed by a trained Ramsey County shelter intake staff to uncover barriers related to family, employment, health, housing, chemical and substance usage, criminal background, etc. Based on the outcome of the assessment, the staff develops a targeted plan and connects the family to program service areas that will assist and support the family as they transition from shelter to private or transitional housing.

## **Ramsey County Human Services Shelter Diversion and Assistance Program (Continued)**

- Provide direct homeless direct assistance for single adults and homeless families to help pay for apartment application fees, rental or damage deposit assistance, bus transportation, or housing search supports.

### **Program Goals:**

Provide prevention and homeless assistance to help prevent homelessness for those at risk and/or to rapidly rehouse people who have become homeless.

### **Hours of Operation:**

Monday – Friday, 7:30 – 5:00

### **Target Population(s):**

Families who are at risk of becoming homeless or who are homeless. Homeless single adults.

### **Description of Intake Process:**

Call or drop by the Family Place and be assessed by a trained Ramsey County shelter intake staff.

### **Other Services Available Through Your Organization for the Same Target Population:**

Public assistance programs such as cash, food, health care, child care, and emergency assistance benefits.

# Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)

## The Salvation Army

### Veteran's Assistance

**ADDRESS OF ORGANIZATION: Division Headquarters:** 2445 Prior Avenue,  
Roseville, MN 55113

#### **FHPAP PROGRAM CONTACT PERSON(S):**

**Primary Contact:**                   **Name: Terry Hildebrandt**  
                                                 **Phone: 651-746-3541**  
                                                 **Fax: 651-746-3546**  
                                                 **e-mail: terry\_hildebrandt@usc.salvationarmy.org**

**Secondary Contact:**               **Name: Terra Pingley**  
                                                 **Phone: 651-746-3548**  
                                                 **Fax: 651-746-3546**  
                                                 **e-mail: terra\_pingley@usc.salvationarmy.org**

**Other Contact:**                   **Name: Krystle Englund**  
                                                 **Phone: 612-659-0711**  
                                                 **Fax: 612-767-3549**  
                                                 **e-mail: krystle\_englund@usc.salvationarmy.org**

#### **Description of the FHPAP-funded program:**

The Veterans Homeless Prevention Program is funded through the Department of Human Services in Ramsey County Family Homeless Prevention and Assistance Program. The Veterans Program is specifically targeted toward Veterans and their families. More specifically, Veterans who are either at risk of homelessness or who are about to lose housing and need assistance to rapidly rehouse or stabilize in their current housing.

The program provides case management which includes addressing the immediate needs of the Veteran, developing goals during enrollment in the program, providing financial assistance when appropriate and necessary, among other case management tasks.

#### **Program Goals:**

Goal #1 is to prevent homelessness to those at risk and goal #2 is to provide homeless assistance to rapidly rehouse people who have become homeless.

## **Salvation Army Veteran's Assistance (Continued)**

### **Hours of Operation:**

Case manager is available Monday-Friday 8-12 and 1-4. Case manager is mobile and able to meet Veterans in the community if this is more convenient for them.

**Target Population(s):** Veterans and their families

### **Eligibility Criteria:**

Individual must show proof they have been in the military (DD-214, VAMC ID card, letter from staff at the VAMC, etc). This proof must be shown at intake and before any financial assistance is given.

### **Description of Intake Process:**

Veteran meets with case manager where Service Point consent, Tennessee and Program Participation consent are reviewed and signed. Case manager completes intake which includes current address/phone, income, description of homelessness, disabilities experienced, as well as a self-sufficiency matrix (snapshot of current baseline. This is reviewed at 6 months).

Veteran must show verification of service at intake. Form is copied and put in case file.

### **Other Services Available Through Your Organization for the Same Target Population:**

All Veterans are able to access Emergency Services through the larger TCSS. Services may include food shelf, clothing voucher, furniture assistance, transportation assistance, employment services, rent or deposit among other services.



## **Southern MN Regional Legal Services Project HOPE (Continued)**

**Program Goals:** To prevent homelessness by disrupting the legal or income processes that are leading to problems with payment of rent or contributing to the problem of paying with rent, and by helping to re-house families or others as quickly as possible.

**Hours of Operation:** Walk-in intake without advance appointment Monday 9am -12:30pm, Wed 1pm-4pm, Thursdays, 9 am-12:30 pm. Agency people can call us at any time to ask questions about HOPE or client, or to coordinate.

**Target Population(s):** Families with children, single adults who are disabled, anyone who has a legal problem related to their homelessness issue, and persons who have subsidized housing already that is in jeopardy of loss. We do not work with teens under 18, unless to save already established housing.

**Eligibility Criteria:** Income must be below 125% of poverty, with liquid assets less than \$3000 for legal work. The household must be willing to verify information about income and assets, and supply information that charity sources require. The household must be willing to talk about a future prevention plan, which could include vendoring or obtaining a rep payee from SSA. The adults must be US citizens or legally present in the country. A legal issue must have merit in order for legal representation to be provided.

### **Description of Intake Process:**

Clients are asked to complete an intake packet that provides information required by HMIS. A worker meets privately with them and discusses the situation and looks for solutions to prevent or end homelessness. A client with a legal problem will be seen immediately by a staff attorney in housing or benefits, as well as by the HOPE worker.

### **Other Services Available Through Your Organization for the Same Target Population:**

We operate in a legal aid office where immediately landlord/tenant representation and advice is available as well as benefits or family law advice or representation. We also receive a small amount of emergency funds via the CAP program so can provide some clients with grants to help stabilize their housing or to get them into new housing. We seek out funds from charity sources to help our clients, including the St. Paul Foundation. We will help clients to get re-connected with medical care, find affordable moving companies, and otherwise resolve problems related to their homelessness.

# Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)

## West Side Community Health Services

### HouseCalls Prevention Program

**ADDRESS OF ORGANIZATION:** 153 Cesar Chavez Street St Paul, MN 55107

**ADDRESS OF FHPAP PROGRAM:** 555 Cedar Street, St Paul, MN 55102

**FHPAP PROGRAM CONTACT PERSON(S):**

**Program Contact:**           **Name:** HouseCalls Main Number  
                                         **Phone:** 651-266-1290  
                                         **Fax:** 651-266-1201  
                                         **Please do leave a message. Someone will get to back to you.**

**Description of the FHPAP-funded program:**

#### **Utility assistance**

HouseCalls receives funding from FHPAP to help folks whose utilities (water, heat or gas) have been shut off or who have received notice that their utilities will soon be shut off. Program staff works with the client and other agencies to either get the bill paid or to make a payment arrangement with the utility company to keep the utilities turned on.

HouseCalls can assist with up to \$500.00 for each utility per household. Utility help can be used once a year and the home must be located in Ramsey County.

#### **Sanitation services**

HouseCalls also receives funding to prevent condemnations due to unsanitary or unsafe living conditions. HouseCalls receives referrals from housing code or fire inspectors. Program staff works with the family to plan for cleaning the home so that they may continue to live there. HouseCalls is able to provide assistance with cleaning support and roll offs (large dumpsters). The referrals need to come from an inspector or other agency.

**Program Goals:** Prevent condemnation and homelessness by assisting with utility shutoffs and homes cited with gross unsanitary conditions.

**Hours of Operation:** M-F 8am-4pm

## **HouseCalls Prevention Program (Continued)**

**Target Population(s):** Anyone with utility shut offs or condemnation proceedings in Ramsey County.

**Eligibility Criteria:** Household must have a utility shutoff and have called all other available programs including Emergency Assistance, CAP Energy Assistance, Salvation Army Heat Share, and Power On.

**Description of Intake Process:** Person can call intake line at 651-266-1290 and HouseCalls staff will ask them a series of questions to determine program eligibility. If they are not eligible for our program, we will direct them to the appropriate program where they can get assistance.

### **Other Services Available Through Your Organization for the Same Target Population:**

We also offer case management services that are not funded through FHPAP.

# **Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)**

## **YWCA St. Paul**

### **Family Intervention Program**

**ADDRESS OF ORGANIZATION:**

**375 Selby Avenue  
St. Paul, MN 55102**

**FHPAP PROGRAM CONTACT PERSON(S):**

**Primary Contact:           Name: Christie Lansdowne, Case Manager  
                                  Phone: 651-265-0732  
                                  Fax: 651-222-6307  
                                  e-mail clansdowne@ywcaofstpaul.org**

**Secondary Contact:       Name: Krissy Zimba, Family Support Services Manager  
                                  Phone: 651-265-0748  
                                  Fax: 651-222-6307  
                                  e-mail: kzimba@ywcaofstpaul.org**

**Description of the FHPAP-funded program:**

The Family Intervention Program serves homeless families with dependent children residing in Ramsey County by providing the following services:

- Families at imminent risk of eviction, foreclosure, or homelessness and lack the resources and support networks needed to obtain immediate housing or remain in their existing housing may receive one-time financial assistance and up to 3 months support and follow-up services that will assist the family in remaining stable in their home.
  
- Families currently residing in a Ramsey County emergency or battered women's shelter, are doubled up/living with family or friends, in a hotel or place not meant for human habitation may receive housing placement assistance, a monthly rental subsidy and intensive case management and support services for up to 9 months.

## **YWCA of St. Paul Family Intervention Program (Continued)**

### **Program Goals:**

- Prevent homelessness for families at risk
- Provide homeless assistance to rapidly rehouse families who have become homelessness

**Hours of Operation:** M-F 8-5

### **Target Population(s):**

Families with dependent children residing in Ramsey County

### **Eligibility Criteria:**

Homelessness Prevention – at or below 50% AMI must show proof of income and that one-time financial assistance will assist the family in solving crisis and/or remain stable.

Homeless Assistance – at or below 30% AMI, family is currently residing in a Ramsey County emergency or battered women's shelter, doubled up/living with friends or family, in a hotel or a place not meant for human habitation.

### **Description of Intake Process:**

Homeless Prevention – Call Christie Lansdowne for application

Homeless Assistance – Families are referred by service providers and agencies in the community who are working with families.

### **Other Services Available Through Your Organization for the Same Target Population:**

- Transitional Housing Program
- Rapid Re-housing Program
- Cleveland Saunders Permanent Supportive Housing

# **Ramsey County Family Homeless Prevention and Assistance Program (FHPAP)**

## **YWCA St. Paul**

### **Rapid Re-housing Program**

#### **ADDRESS OF ORGANIZATION:**

**375 Selby Avenue  
St. Paul, MN 55102**

#### **FHPAP PROGRAM CONTACT PERSON(S):**

**Primary Contact:           Name: Lisa Borja, Screener/Advocate  
                                      Phone: 651-265-0758  
                                      Fax: 651-222-6307  
                                      e-mail [clansdowne@ywcaofstpaul.org](mailto:clansdowne@ywcaofstpaul.org)**

**Secondary Contact:       Name: Krissy Zimba, Family Support Services Manager  
                                      Phone: 651-265-0748  
                                      Fax: 651-222-6307  
                                      e-mail: [kzimba@ywcaofstpaul.org](mailto:kzimba@ywcaofstpaul.org)**

#### **Description of the FHPAP-funded program:**

Rapid Re-housing Program serves Ramsey County families with dependent children who are homeless and staying in a Ramsey County emergency shelter, battered women's shelter or in a place not meant for human habitation. Rapid Re-housing assists homeless families with low to moderate barriers to stabilized housing to quickly exit out of homelessness, move back into market-rate housing in the community and retain their housing. This is a 3-6 month program in which families can receive assistance in locating market-rate housing, a monthly rental subsidy and case management and support services are provided to equip families with the skills needed to stabilize their family, satisfy their basic needs and live independently.

#### **Program Goals:**

- Provide homeless assistance to rapidly rehouse families who have become homeless

**Hours of Operation: M-F 8-5**

## **YWCA of St. Paul Rapid Re-Housing Program (Continued)**

**Target Population(s):** Families with dependent children residing in Ramsey County

### **Eligibility Criteria:**

Low-income (less than 50% AMI) with low to moderate barriers to stabilized housing. Families must be currently residing in a Ramsey County emergency or battered women's shelter, in a hotel or a place not meant for human habitation. Families must have income and need only short-term assistance to obtain and retain permanent market-rate housing.

### **Description of Intake Process:**

Families will be referred to the Rapid Re-housing Screener for an assessment. Screener will coordinate with shelter staff to schedule appointments and meet with the families at the shelter where they are residing or in the community.

### **Other Services Available Through Your Organization for the Same Target Population:**

- Transitional Housing Program
- Family Intervention Program
- Cleveland Saunders Permanent Supportive Housing