Breaking Barriers: An Opportunity for the Homeless in Delaware County

An Honors Thesis (HONR 499)

By

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Abstract

Hundreds of thousands of people are experiencing homelessness in the United States today. Many families struggle to obtain the financial resources needed to "get back on their feet" in society and attain stability. The Breaking Barriers program began as an idea formed to improve the quality of the services provided at the homeless shelter that is operated through Christian Ministries of Delaware County, Inc. It is essential to understand, in the beginning, that no person's struggle is the same as that of another. While the homeless, as with many other groups, may be categorized under similar situational boundaries for the purpose of collecting and interpreting data, there is much more behind each story that makes the process of "fixing" the problem, or even improving it, much more of a challenge. Many people who are homeless experience a wide variety of problems that keep them from attaining shelter and job stability. The hope is that, through this paper, the people of Delaware County, Indiana will develop a better understanding of the local homeless situation, for families in particular, and Christian Ministries will be granted an opportunity to modify programming to better serve the residents.

Acknowledgements

I would like to thank Professor Judith Gray for advising me and encouraging me to complete this thesis project. Her help and support as I fought through the struggles of "senioritis" were a true blessing, and that was a great addition to the support I received from her and the other faculty in the Social Work Department throughout senior year while attending classes.

I would also like to thank Becki Clock, Veronica Wells, and the staff and shelter residents at Christian Ministries for providing me with the inspiration for this project.

I would like to thank my parents, my younger brother, and my roommates and friends who supported me as I worked on one of the final projects of my undergraduate years at Ball State.
Introduction

Christian Ministries of Delaware County, Inc. (hereafter referred to as Christian Ministries) began as a collaboration of Delaware County churches in 1945. Area churches worked together to provide for those in need within the community, but they lacked organization. In 1973, the name “Christian Ministries of Delaware County, Inc.” was given to the group, but it was not until 1986 that the organization and structure of the agency developed. A board of directors was established for the agency in 1987 and specific job descriptions were created. Christian Ministries also became a 501(c)(3) organization in 1988 and this action developed further structure and format for the agency (Christian Ministries of Delaware County, 1993). Structure and format brought new vision to the agency, and shortly after, the process of implementing new programs began.

The Family Shelter at Christian Ministries opened in 1996 when the offices moved into the current location at 401 E. Main Street (unknown, 1996). The area above the office space was converted into temporary housing for people in need. Currently, the housing space at Christian Ministries consists of two areas. One side of the shelter contains two efficiency apartments, each fully furnished with a kitchen, bathroom, bedroom, and small lounge area. The other side of the shelter has up to four small bedrooms, some of which connect and are used for families with children. The families who stay in these rooms share a communal bathroom, kitchen, and living space with television access. The only shared space between the efficiency apartments and the non-efficiency apartments is the laundry room.

These shelter services are available to couples (married or unmarried), couples with children, and single fathers with children. Single women and single mothers with children are referred to other area agencies. Emergency shelter services are offered at Christian Ministries for a period of 45 days. During this time, families are expected to develop a plan of action for
after they leave the shelter. Due to a variety of circumstances, such as a lack of financial resources or necessary skills to develop a plan, this is not always an easy process. This is why Christian Ministries is hoping to expand upon offered shelter services through the Breaking Barriers program.

**Needs Assessment**

Homelessness is difficult to define. A person without a home can be staying on the streets, staying in a shelter, or staying with friends; any of which can qualify as homelessness because the person does not have a home of their own in which to live. It also makes the process of recording and reporting the homeless population difficult. Factoring in differences such as length of time without a home and the cause of homelessness also have an effect on defining what it means to be truly homeless (Haber and Toro, 2004).

The U.S. Department of Housing and Urban Development (HUD) reported 610,042 persons experiencing homelessness in the United States in January 2013 (Henry, Cortes & Morris, 2013). In January of this year, there was a reported 146 persons experiencing homelessness in the Delaware County area alone (Bridges, 2014). This information was gathered through the annual Point in Time homeless count hosted by HUD supported Continuums of Care and is used to provide more services to those facing a need for shelter.

One way that HUD provides services is through efforts to ensure fair and equal housing opportunities for all U.S. citizens. Part of this process is to provide government housing for people to purchase at a discounted cost. The average HUD home in Muncie, Indiana ranges in price from $8,950 to $99,000. The median price is $24,500 (Muncie IN HUD Homes, 2014). However, most residents who stay at the Family Shelter at Christian Ministries come off the streets with little to no steady income. The lottery for the Housing Choice Voucher waitlist is only open every few years through the Muncie Housing Authority (Housing Choice Voucher,
2014) and homeownership is rarely ever an option. Most of the residents want to rent a low-income apartment or rental home, and even that presents a financial challenge.

The 2013 national mean rent payment for a one-bedroom was $783 per month. On average, affordable rent payments should have been no more than $745 a month. The mean wage for low-income renters was $14.32 per hour. However, the mean rent payment for a one-bedroom apartment was suited for someone earning $15.06 per hour (Out of Reach, 2013). These numbers are higher than the average payments for one-bedroom rentals in the Muncie area, which range anywhere between $350 and $500 per month. However, the median household income for a Muncie family in 2012 was roughly $18,000 less than the median household income for families across the state of Indiana. Approximately 31.5% of Muncie residents live below the national poverty line (U.S. Department of Commerce, 2014). Most residents who come to the Family Shelter at Christian Ministries fall into this category, as the only household income is often from Social Security checks and food stamps.

Having such little income often does not cover the amount that needs paid toward rent, not to mention the cost of utility payments. Turning on gas and electricity in an apartment in the Muncie area can cost somewhere between $100 and $200, depending on the rental and the location (L. Eberhardt, personal communication, February 2014). While there are agencies available to help with monthly payments, these startup costs can be the most difficult to obtain.

The Center Township Trustee in Delaware County will only help with current rent payments and utility bills, not back rent or damage deposits (Township Assistance, 2007). This means that the burden of collecting the startup cost falls on the residents. Area churches and organizations, such as Christian Ministries, will help to defer these costs, but often they are only able to pay a marginal part of the total cost. Other restrictions factor in, such as the length of time between receiving services, the number of bills that can be paid at the same time, the
amount of funding available, and what combination of resources can be used. Not to mention, 
most of these agencies operate by either a first come, first serve line, or a schedule of 
appointments, so service is not granted immediately when needed.

**Goals and Objectives**

Breaking Barriers is an opportunity to increase the chances of post-shelter stability for 
men and women residing in the homeless shelter at Christian Ministries. Breaking Barriers is a 
program designed to pave the way for career and housing opportunities for shelter residents 
through job skills training and connection to other area agencies. Residents will participate in 
the Breaking Barriers program and earn certain skills to increase their self-sustainability and self-
motivation. Through participating in these opportunities, residents will have the opportunity to 
earn a cash credit reward that can be paid toward a damage deposit, the first month’s rent, startup 
for utility payments, or paying off debt from previous housing situations.

At the end of the 45-day stay, 50 percent of residents participating in the Breaking 
Barriers program will increase stability (as defined by partially secured housing and income 
opportunities and as evidenced by an increase in the number of residents with a practical plan of 
action at the 30-day mark in the 45-day stay period). This will be recorded in comparison with 
problem assessment and initial goal setting. In addition, 75 percent of residents will show an 
increase in self-motivation as evidenced by progress recorded throughout the duration of the 45-
day stay. Residents will show an increase in self-motivation, especially, through an increased 
score on the five-item Likert scale used by Think Impact Solutions to measure a person’s self-
motivation. This scale can be located in Appendix A.
Methods

Participants

Adult members (18 and older) of families residing in the Family Shelter at Christian Ministries will be eligible to participate in the Breaking Barriers program. The program is open to any residents who are willing to actively participate in learning new skills, searching for housing opportunities, and increasing their self-motivation. Because this is the primary eligibility requirement, the program is open to persons of diverse age, gender, race, and marital status, as determined by Family Shelter guidelines.

Time Frame

The process of implementing the Breaking Barriers program consists of many levels. The Gantt chart located in Appendix B outlines the specific timeline of action. Prior to receiving funding for the actual crediting program, involved staff and board members of Christian Ministries will meet to discuss the goals and objectives for the Family Shelter Program for the upcoming year. Developing a mutual understanding of the Family Shelter operations and the Breaking Barriers program will allow for more unified program implementation and increase efficiency. After the meeting, involved persons will begin to gather information from local resources. Staff members will begin visiting local agencies throughout the summer months, from May to July, gathering information on what services are available and compiling a resource manual for resident purposes. Staff will also communicate ideas with the Board of Directors, networking to generate further opportunities for job skill training and other methods of increasing self-sustainability. Organizing these resources and opportunities will aid in designating what actions residents can complete in order to receive credit.

Similar programs operate in areas such as Bronx, New York, where the city pays a certain amount toward a reward program and low-income families can earn cash reward for
participating in educational activities that increase self-motivation (Bronxworks, n.d.). At Genesis Home in Durham, North Carolina, donations are accepted to the shelter and residents are able to earn credit toward “purchasing” donated household supplies through the completion of activities and classes that promote self-enhancement (Genesis Home, n.d.). Both of these programs emphasize the need for low-income persons to work on self-improvement, which is a concept that will be studied as the organizing of program pieces continues.

Throughout this time of gathering information, staff at Christian Ministries will also observe other shelters, beginning in Delaware County and expanding to a necessary reach. This will aid in developing a better understanding of how other shelters operate their services, especially within the work of case management and resident relocation services.

From May through September, staff involved with the Breaking Barriers program will develop a curriculum to better outline the action steps to be followed by shelter residents. This process will consist of modifying existing paperwork, adjusting the shelter application and acceptance process, and assigning staff roles and responsibilities for facilitating this program. This will also be the time for contacting agencies and resources and confirming participation in program activities.

Program implementation will officially begin with residents that are admitted into the Family Shelter and agree to the terms of the program after the first of October of this year. Families that indicate on their application that they are interested in participating in this program will be given a schedule with meetings, options for activities, and a rough outline of what steps should be completed at various times throughout the 45-day stay. An example of this can be found in Appendix C.

During the first week of their stay at Christian Ministries, families will be granted a 3 to 5 day “grace period,” during which time they are able to settle into the shelter, free of disturbance
from staff. After the grace period has ended, resident families will meet with the case manager to begin action.

**Participant Activity**

The main time of action for the residents participating in the Breaking Barriers program will occur during the third, fourth, and fifth weeks of their roughly 6-week stay in the shelter. A list of possible actions and the credit to be earned with each is available in Appendix C. Week 1 will consist of an introduction to the shelter, a chance to release stress, and an initial evaluation of resident needs, strengths, and goals. Examples of relevant paperwork are available in Appendixes D and E.

Week 2 will be a continuation of the assessment and goal-setting procedure, as well as an introduction to the services available. During the second week, residents will also begin working within Christian Ministries and completing volunteer activities as outlined in the credit-earning opportunities. At this time, residents should complete at least two meetings with the Manager of Social Services to establish a practical plan of action and follow up with problem assessments and necessary encouragement.

Weeks 3, 4, and 5 will be the primary time for residents to work alongside the Manager of Social Services to research and act upon housing and employment opportunities. Week 3 will be the target week for classes and other skill building opportunities, however, due to residents coming in at varied times, it might not work in an ideal manner. Because of this, it will be essential to establish a good rotation of services at all times, with certain opportunities available at least once a month.

Week 6 of the process will be the termination phase, where the residents will work to achieve closure in their shelter activities and progress into relevant housing and employment options as developed throughout weeks 3, 4, and 5. This will also be the point in time where
residents will consult the Manager of Social Services, if needed, and request an extension of services as permitted through shelter guidelines. An extension may be granted if the family exhibits proof of securing shelter within a specific time after the initial shelter end date.

**Location**

The Breaking Barriers program will be an expansion of the already existing Family Shelter services. Because of this, no new location is necessary for operation. Any meetings, classes, or other services provided to participating residents by staff, volunteers, or board members will be hosted at the main office or at a location to be determined at a later date.

**Staff and Staff Responsibilities**

Directly involved staff members at Christian Ministries include the Manager of Social Services, the Outreach Specialist, and the Executive Director. All three will work together to make contacts and finalize plans with area resources. The Manager of Social Services will be directly responsible for facilitating the intake and assessment procedures, keeping track of resident goals and achievements, providing resources, and reporting the progress of the residents to the Outreach Specialist and Executive Director. The Manager of Social Services will have the most contact with residents participating in the Breaking Barriers program, and because of this, he or she will respond to a majority of the resident questions and concerns.

The Outreach Specialist will be responsible for allocating funding at the end of the 45-day shelter stay based on the progress report given by the Manager of Social Services. This process will entail keeping a record of activities as paired with credit values and calculating the total credit earned. The Outreach Specialist will also be available to residents who are in need of budgeting assistance and information regarding agencies that help with rent and utility payments.

The Executive Director will directly oversee the program and have the final say with regards to resident rule violations. He or she will also serve as a contact person for the Manager
of Social Services to discuss ideas for betterment of services and opportunities to use within the program. The Executive Director will be the liaison between the Board of Directors and the services provided through the Breaking Barriers program.

Training

The goal of the period of research and organization is to establish resources within the community that will provide for the needs of the resident participants. As a result of this, the staff should not require additional training to complete the extended services for the Family Shelter.

Scale

The Manager of Social Services will administer a pre-test of the Self-Motivation Assessment during the first week of intake and assessment meetings. Information from this pre-test will then be compared to information obtained in a post-test administered during the shelter termination process in order to track the progress in resident self-motivation.

Evaluation

Christian Ministries will conduct an in-house evaluation at the completion of the first 45-day stay for residents who participate in the program. This will measure the success of the program process along with the achievement of the desired outcomes for the residents. The Finance and Development committee of the Board of Directors will conduct the evaluation in order to remove a potential bias.

Outcome

Breaking Barriers will achieve the following outcomes related to participant self-motivation and post-shelter stability:

1. Observe a 50% increase in stability of shelter residents as evidenced by an increase in the number of residents with a firm plan of action at the 30-day mark in the 45-day stay period.
2. Observe a 75% increase in the self-motivation of shelter residents as evidenced by an increase of at least one level on the Self-Motivation Assessment.

If this program passes evaluation for the first year, the Family Shelter has the option to continue operations in a similar manner and elicit support from churches as sponsors for the families in both monetary and time contributions. The formation of this partnership could be designed after the Circles model used at Teamwork for Quality Living.

**Budget**

No additional cost will be required for staff salaries because this will be a change in the operation of the already existing Family Shelter at Christian Ministries. Hours covered by salary will be flexible during the times of programming and other specific resident classes. No additional cost will be needed for the location, and few additional supplies are needed.

The classes and other skill trainings will vary in charge, based on availability and what agencies and resources donate their time and services. It is hopeful that most classes and skill trainings will be in-kind donations from local agencies, but a small amount has been budgeted to cover this cost.

The main expense for the program is the startup amount to be distributed as credit for residents upon the completion of the designated tasks. Each resident family will be allotted a certain amount of money that they are able to earn during their 45-day stay. This credit will go toward the payment of a damage deposit, first month’s rent for a new location, startup on rent and utilities payments, or paying off back debt from previous housing. While they can earn less than the entire amount in credit for their actions, they will not be able to earn any more. As previously mentioned, the breakdown of activities and credit earned is outlined in Appendix C.

Calculations for the amount requested are based on the average number of families that could be served through the Family Shelter in the course of one year. If each family were to stay
for 45 days, and the shelter was at full capacity with roughly 5 families in residence at one time, potentially 40 families can cycle through the program in the course of one year. Taking into consideration families that may request an extension, and the fact that the average, comfortable family capacity in the shelter is 4 families, the potential number of families used for budgeting purposes should be 32.

For these 32 families, the amount requested to cover the maximum credit potential is $300. This amount was determined after considering the average cost to start achieving permanent housing in the Muncie area, as discussed in the Needs Assessment section of this proposal. The proposed amount for the credit to be earned and allocated to families is $9,600. An additional $400 is requested to cover the cost of classes and gathered resources to be established during the months prior to operating the program, and relevant transportation costs for residents, if necessary. A detailed budget is outlined below.

<table>
<thead>
<tr>
<th>I. Personnel</th>
<th>Project</th>
<th>Requested</th>
<th>Donated</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Salaries</td>
<td>$70,000.00</td>
<td>$ -</td>
<td>$70,000.00</td>
</tr>
<tr>
<td>II. Non-Personnel</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. Resident Credit Fund</td>
<td>$9,600.00</td>
<td>$9,600.00</td>
<td>$ -</td>
</tr>
<tr>
<td>B. Breaking Barriers Service Fees</td>
<td>$400.00</td>
<td>$400.00</td>
<td>$ -</td>
</tr>
<tr>
<td>C. Shelter Operation Fees</td>
<td>$5,000.00</td>
<td>$ -</td>
<td>$5,000.00</td>
</tr>
<tr>
<td>D. Total Office Operating Expenses</td>
<td>$46,450.00</td>
<td>$ -</td>
<td>$46,450.00</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>$131,450.00</td>
<td>$10,000.00</td>
<td>$121,450.00</td>
</tr>
</tbody>
</table>

Christian Ministries’ 2014 Expected Total Revenue: $228,840.00
Christian Ministries’ 2014 Expected Total Expenses: $222,300.00
## A. Scale

### Self-Motivation Assessment Tool

**Instructions:**
This assessment tool is designed to enhance awareness of your level of self-motivation. For each statement below, place an "X" in the column that best describes you. Only one box per statement can be checked. Once completed, determine your total score and read the interpretation of your score, which includes ideas of ways to enhance your level of self-motivation.

<table>
<thead>
<tr>
<th></th>
<th>Very Rarely</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Usually</th>
<th>Very Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I'm confident in my ability to achieve goals I set for myself.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>When working on my goals, I put forth my best effort and work even harder if I've encountered a setback.</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>I set written goals and objectives on an annual basis to achieve what I aspire for in life.</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>4</td>
<td>I think positively about setting goals and working towards achieving them.</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>I reward myself when accomplishing significant goals.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>I believe that if I work hard and apply my abilities and talents, I will be successful.</td>
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<td></td>
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</tr>
<tr>
<td>7</td>
<td>I am aware of my deadlines and ensure I meet or exceed them.</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>When an unexpected situation jeopardizes me from accomplishing a goal, I consider my options and work diligently towards still achieving it.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>My biggest reward after completing something is the satisfaction of knowing I've done a good job.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>I tend to put forth my best effort so that I feel proud of my work.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>I set challenging goals for myself.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Before I embark on a new substantial goal, I clearly understand what is involved in the...</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
process, how long it will take to accomplish, and how it aligns with what is most important to me in my life.

<table>
<thead>
<tr>
<th>Add the number of “X’s” in each vertical column &amp; place number in top box:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Multiply number in yellow box by number beneath it; put total in last box:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$x$</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Add the 5 numbers in the last boxes &amp; write total score below:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Assessment Score:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Score</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>51 - 60</td>
<td>You are excellent at planning, prioritizing, and getting the right things done! You make a conscious effort to stay self-motivated and focused, spending significant time and effort on setting goals and achieving them. You inspire others with your perseverance, self-discipline, and great results, with continue success anticipated in your future. Be aware that not everyone is as self-motivated as you are, and you may need to exercise patience and understanding with others.</td>
</tr>
<tr>
<td>37 - 50</td>
<td>You’re doing fairly well with your level of self motivation; however, it appears you could be achieving greater results. To attain more of what you desire, consciously try to increase your level of initiative when setting challenging goals by intently focusing on what you want and following a defined action plan for accomplishing it.</td>
</tr>
<tr>
<td>Up to 36</td>
<td>You likely allow your personal doubts and/or fears to keep you from succeeding at times. You may not believe in your own skills, abilities and talents, which may have caused a lack of self-confidence and/or self-esteem. Start by setting small goals that with hard work, you know you can attain. Once you’ve achieved a few successes, reward yourself and celebrate these achievements. As you begin to gradually increase your level of stretch in your goals, be sure to build a strong, positive support system around you who can help you stay focused and determined.</td>
</tr>
</tbody>
</table>
B. Gantt Chart

Task 1: Discuss goals and objectives for the Family Shelter
Task 2: Gather information from local agencies; conduct research and compile resource manual
Task 3: Observe other shelters
Task 4: Develop curriculum
Task 5: Begin program
C. Suggested Schedule

**Week 1:**
Intake and Room Orientation, paperwork – with Manager of Social Services
3-day “grace period”
Schedule first assessment appointment with Manager of Social Services during this first week, no later than 1 week after intake appointment

**Week 2:**
Schedule two separate assessment meetings with Manager of Social Services, half hour to hour each
- Assess presenting problems and set goals
- Print/request paperwork such as Medicaid, SSI, SSDI, HIP, and anything else that might be applicable
Select classes, training sessions, or other opportunities that apply to the situation and register, if needed
Begin volunteer time in the office at Christian Ministries

**Week 3:**
Schedule at least one meeting with Manager of Social Services to check progress
Implement plan for reaching goals
- Contact at least one housing and/or employment opportunity per day, if applicable
- Complete and send in paperwork for Medicaid, SSI, SSDI, HIP, if applicable
Follow through on at least one class, training session, or other opportunity
Continue volunteer work in the office at Christian Ministries

**Week 4:**
Schedule at least one meeting with Manager of Social Services to check progress
Continue plan for reaching goals
- Follow through with housing and/or employment opportunities
- Continue to contact at least one housing and/or employment opportunity per day, if applicable
Follow through on at least one class, training session, or other opportunity
Continue volunteer work in the office at Christian Ministries

**Week 5:**
Schedule at least one meeting with Manager of Social Services to report estimated plan of action for post-shelter stay, begin plan implementation and transition if possible
Follow through with any further housing and/or employment opportunities; begin work, if applicable
Continue attending class, training session, or other opportunities, if applicable
Continue volunteer work in the office at Christian Ministries

**Week 6:**
Schedule a termination appointment with the Manager of Social Services
Transition into new housing situation, if applicable
End volunteer work in the office at Christian Ministries
### D. Credit Reward Options

<table>
<thead>
<tr>
<th>Possible Activities</th>
<th>Amount of Credit Earned</th>
<th>Maximum Chances to Earn Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer at the office, food pantry, or Treasure Shop at Christian Ministries between the hours of 9 a.m. and 1 p.m.</td>
<td>$5/hour</td>
<td>30 hours</td>
</tr>
<tr>
<td>Attend job skill training, build a resume, attend classes in the community, or participate in other activities to develop self-improvement strategies</td>
<td>$5/hour</td>
<td>20 hours</td>
</tr>
<tr>
<td>Participate in supervised employment or house searching and goal follow-up with Manager of Social Services</td>
<td>$2/hour</td>
<td>10 hours</td>
</tr>
<tr>
<td>Host a symposium or “soap box” time to inform staff, volunteers, board members, or other community members about different challenges faced while in your situation. Staff member must screen discussion topic and presentation prior to event, and a time limit and guidelines will be set.</td>
<td>$10</td>
<td>1</td>
</tr>
<tr>
<td>Lack of disciplinary action required during 45-day stay (no more than 2 verbal warnings)</td>
<td>$10</td>
<td>1</td>
</tr>
<tr>
<td>Maintaining regular cleaning schedule and leaving room clean and organized upon termination of services*</td>
<td>$10</td>
<td>1</td>
</tr>
</tbody>
</table>

* Failure to follow cleaning schedule and leaving room messy and disorganized upon termination of services is cause for a maximum of $10 deduction from credit
### Individual Service Plan

#### SHELTER INFORMATION

**Name:**

**Date of Intake:** Date Entered Shelter:

**Date of Initial Assessment:**

**Date of Exit:**

#### LONG-TERM GOAL: Obtain Permanent Housing

<table>
<thead>
<tr>
<th>Short-term Goals</th>
<th>Support Services Required for Achievement</th>
<th>Target Date for Achievement</th>
<th>Date Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goal 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goal 3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### LONG-TERM GOAL: Achieve Greater Self-Determination

<table>
<thead>
<tr>
<th>Short-term Goals</th>
<th>Support Services Required for Achievement</th>
<th>Target Date for Achievement</th>
<th>Date Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goal 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goal 3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### LONG-TERM GOAL: Increase Skills and/or Income

<table>
<thead>
<tr>
<th>Short-term Goals</th>
<th>Support Services Required for Achievement</th>
<th>Target Date for Achievement</th>
<th>Date Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goal 2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Goal 3:
F. Sample Form

**Weekly Service Plan Progress Report**

Resident Name: _____________________ Date: ____________

Please complete and return this Weekly Service Plan Progress Report by Monday at 1:00 p.m. each week. Please give the completed Weekly Service Plan Progress Report to the receptionist at the front desk. Information on Report should include all agencies, housing complexes, local landlords, and employment opportunities that you have contacted during the past week. Please provide as much detail as possible. This information is used to follow-up on your progress and to assist you in securing housing and other needs.

*I certify that I have attempted to secure/obtain housing within Delaware County at the locations named below.*

<table>
<thead>
<tr>
<th>Agencies contacted (Trustee’s Office, transitional housing options, churches, etc.):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Results:

<table>
<thead>
<tr>
<th>Family and/or friend(s) contacted:</th>
<th>Date and time contacted:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td></td>
</tr>
<tr>
<td>Reason this housing is/is not an option for my family:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of apartment complex/property manager/landlord:</th>
<th>Phone number:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Date and time contacted:</td>
</tr>
<tr>
<td></td>
<td>Location:</td>
</tr>
<tr>
<td>Monthly rent amount: $</td>
<td>Deposit: $</td>
</tr>
<tr>
<td>Reason this housing is/is not an option for my family:</td>
<td></td>
</tr>
</tbody>
</table>

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<td></td>
<td>Date and time contacted:</td>
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<td>Location:</td>
</tr>
<tr>
<td>Monthly rent</td>
<td>Deposit: $</td>
</tr>
<tr>
<td>Monthly rent amount: $</td>
<td>Deposit: $</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------</td>
</tr>
</tbody>
</table>

Reason this housing is/is not an option for my family:

__________________________________________________________________________________________________________________________________________

Name of apartment complex/property manager/landlord: ____________________________
Phone number: ____________________________

Date and time contacted: ____________________________

Location: ____________________________

I have applied for employment at the following places of business:

__________________________________________________________________________________________________________________________________________

I am following up on these employment leads:

__________________________________________________________________________________________________________________________________________

I attended the following classes and/or job training opportunities within the community:

__________________________________________________________________________________________________________________________________________

Resident Signature: ____________________________ Staff Initials: ____________________________
Resident Signature: ____________________________
G. Board of Directors

David Abrams – Past President
David Brock – Treasurer
Robert Burton – Board
Becki Clock – Executive Director
Julie Costello – President-Elect
Cheryl Crose – Board
Bill Eidson – Board
Matt Harber – Board
Jan Hendrix – Board
Lenny Kaminsky – Board
Jim Lambert – Board
Brian O’Neal – Board
Lana Ramaly – Board
Robert Rhoads – President
Sue Stover – Secretary
H. References

References


http://www.centertownshiptrustee.com/poorrelief.html


http://quickfacts.census.gov/qfd/states/18/1851876.html.