

To: Mr. Nathan Tuttle, Senior Development Director, Prometheus  
From: Ms. Maureen Wadiak, Associate Director, Community Services Agency  
Subject: Homeless Prevention and Homeless Services Program  
Date: August 7, 2016

Community Services Agency's (CSA) Homeless Prevention and Homeless Services Program provides financial assistance with rent and utility bills together with wrap-around services to help low-income, working poor individuals, families, seniors and the unhoused attain and retain stable housing. Case managers provide in-depth case management to assist clients with the needed resources to prevent homelessness.

Services include rent assistance to help clients who have an emergency situation such as a medical or car repair bill that puts their housing in jeopardy or in cases where a client receives a rent increase that they cannot absorb due to living on fixed incomes as in the case of seniors. Case managers work with clients to secure an additional job or a roommate, if approved by the property owner, to offset the rent increase. In cases where additional sources of income are not feasible, case managers assist clients with a housing search to locate more affordable housing such as assistance with housing applications for affordable housing complexes or relocation assistance to move out-of-the area. Job and housing search assistance together with a range of safety-net services such as supplemental food through our Food and Nutrition Center, Back-to-School Backpacks and shoe vouchers for school-age children and toys, clothing and special holiday food through our Holiday Sharing Program help stabilize families at-risk for losing their housing.

We provide outreach to the unhoused and offer in-depth case management to help clients get off the streets and into housing following the Housing First model. Case managers assist clients who are disabled apply for Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits. Case managers work with clients who need assistance with securing employment such as connecting them to employment counseling services, assistance with preparing a resume, and classes on how to conduct a job search and prepare for an interview. CSA provides assistance with clothing for job interviews and offers motel vouchers for respite care for those living on the streets who need a short-term stay in a safe environment to recuperate after a medical procedure. Case managers connect our homeless clients to health and mental health care services and offer quarterly UPLIFT VTA transit passes to enable clients to get to medical and job search appointments.

CSA partners with Hope's Corner to provide showers and on-site case management services at Trinity United Methodist Church once a week. We also provide ready-to-eat or microwaveable food and fresh fruit through our Food and Nutrition Center. Additionally, we provide backpacks filled with blankets, first-aid kits, ponchos, and personal hygiene products together with socks and underwear – these few basic necessities offer some semblance of dignity enabling those living on the streets endure the hardships they face on a daily basis.