



National Women's Shelter Net

**Person-Centered, Trauma Informed Intake and Engagement:**  
Resource Coordination, Therapeutic Supports and  
Programming to Support Successful Transitions

# Introductions



Alexis Steel, President  
Boston, MA

**THOMAS HOUSE**  
FAMILY SHELTER



*Serving Homeless Families with Children*  
Since 1986

Shakoya Green Long, Executive Director  
Garden Grove, CA



Laura Klinefelter, Director of Intake  
Rai Johnson, Director of Wellness  
Miami, FL



Kimberly Livsey, Chief Program Officer  
Atlanta, GA



Katie O'Brien, Executive Director  
Portland, OR



Patricia Bosman, Executive Director  
St. Louis, MO

“Poverty is not only about income poverty, it is about the deprivation of economic and social rights, insecurity, discrimination, exclusion and powerlessness.”

— Irene Khan

# Trauma Informed Admission into the shelter

First impressions

Team greeting

Safety - screenings

Calm environment to soothe anxiety

Resources/snacks/toys

Clinical  
Assessment:  
History prior  
to Lotus  
House

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Personal

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Education/work

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Children

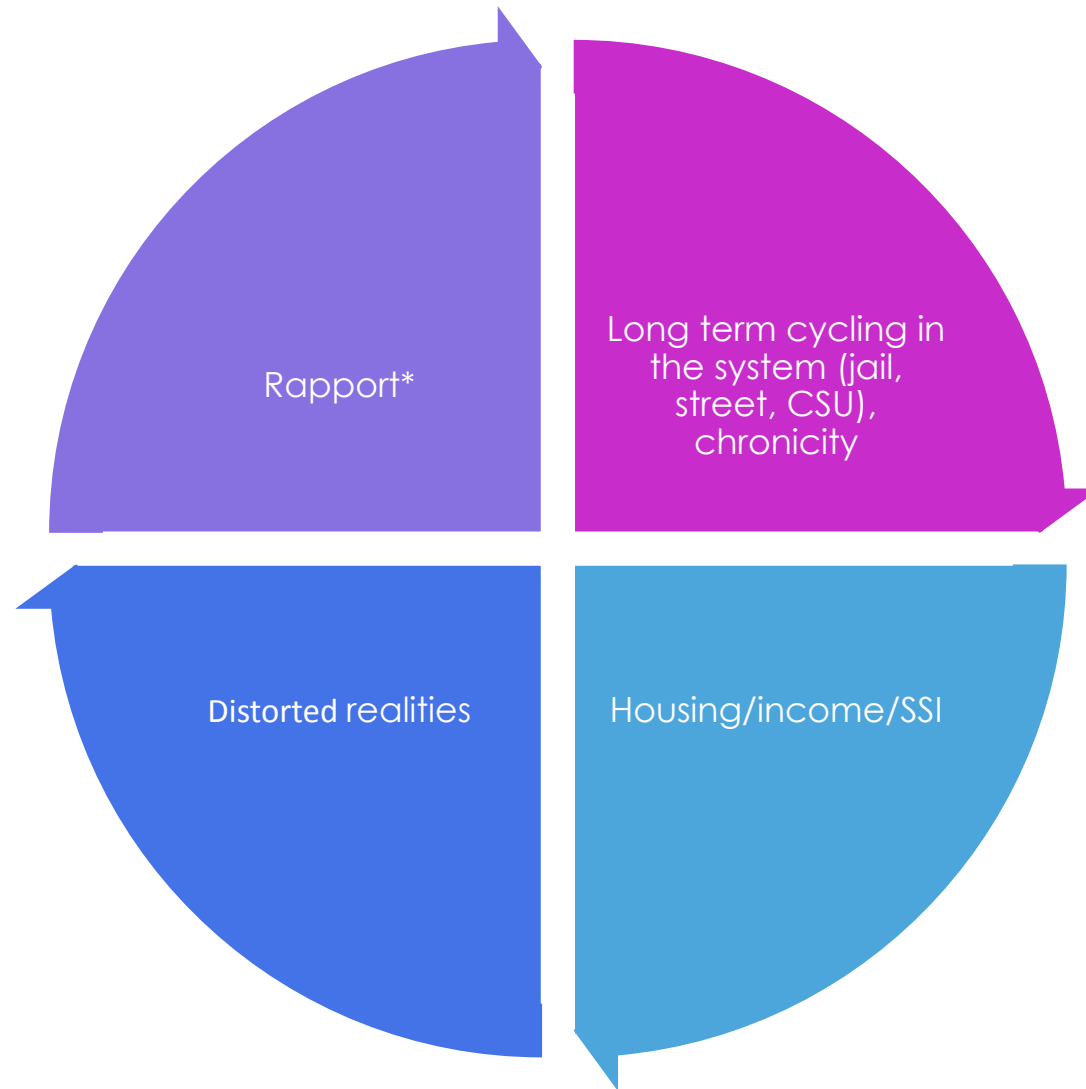
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Medical/Mental Health

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Legal

# Special Needs: Mental Health



# Person Centered



Empathy



Authenticity



Listening/being heard



Taking the time

# Solutions



Therapeutic relationships -  
Regulation of the CNS



Emotional Safety



**Hope** - Light at the end of  
the tunnel



# Rose Haven: An Introduction

## Portland, OR

- 2<sup>nd</sup> highest rate of unsheltered in country
- No government funding

## Low-barrier day shelter

- Serve women, kids and gender diverse guests
- Intake
- Community agreement



# A Starting Point: Providing Basic Needs



## Basic Needs

Service offerings  
Trauma-informed  
facility and practices  
Promotion of dignity



## Building Trust

Consistency  
Community



# Supporting Individual's Needs

## Positioned to support guests self-defined needs

- Onsite Advocacy
- New Mental Health Program
- Conduit to outside agencies



# Empowerment

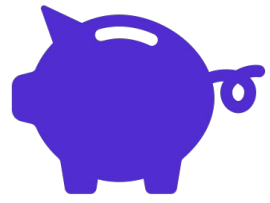
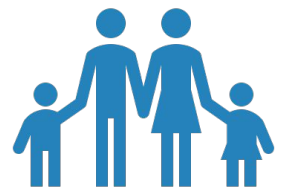
# Love

# Accountability



To provide safe supportive environment and the resources for homeless and at-risk families with children to remain together while empowering them to become independent and self-sufficient.

# Case Management & Life Skills



Addiction is a 3-fold Disease –  
A Mental Obsession, A  
Physical Allergy, and a Family  
Issue.

# Understanding our Populations: “Risk Factors”

An attitude, belief, behavior, situation, or action that may put an individual, group, organization, or community at risk for alcohol, tobacco, and other drug-related problems.

- Factors are common to a number of problem behaviors such as delinquency, teen pregnancy, violence and school dropout, history of trauma, child abuse and neglect.
- Family history of substance abuse, depression, or anti-social personality disorder, drugs in the neighborhood, bad academic performance are examples.

# Enhancing Protective Factors

“A Protective Factor is defined as an attitude, belief, situation, or action that builds resilience within an individual, group, organization, or community”

(Hawkins, Catalano & Miller, 1992)

- School, Family, Individuals or Peer and the Community Resources may be a Protective Factor
  - Protective factors exist to reduce tension and vary by age group



# Enhancing Protective Factors @ Lotus

Recognizing guests with substance abuse histories within the context of collaborative, respectful WRAP (**Wellness, Recovery, Action, Plan**) partnerships through:

## **Holistic Approach:**

Support Guest's physical, emotional, social and spiritual wellbeing by providing NA/AA meetings and socio-educational groups including SA counseling and sponsorship.

## **Develop trusting relationships:**

Help the Guest establish a common vision where the Guest sees herself in the future.

## **Engaging and Maintaining Service Delivery Networks:**

Build a support network so that Guests are able to independently negotiate within the community.

## **Monitor outcomes:**

Prioritize Lotus Alumni Network Partnership within our alumni community to help prevent and manage personal crises. The focus of the partnership is self management of life in recovery, motivated through hope and inspiration.



Atlanta Mission  
Hope Lives Here



# Education Services

## Adults

- Vocational assessment upon intake
- Each adult uses Personalized Service Plan
- Clients steered in paths that fits their need

## Children

- Children are assigned to advocate
- Educational Plans are developed for every client
- Coordinate with districts Homeless Education Liaison to ensure services
- Enroll all students within one week into local school
- Afterschool services for all / Personalized tutoring as needed



# Vocational Services

Workforce development program for every client at the end of our emotional services

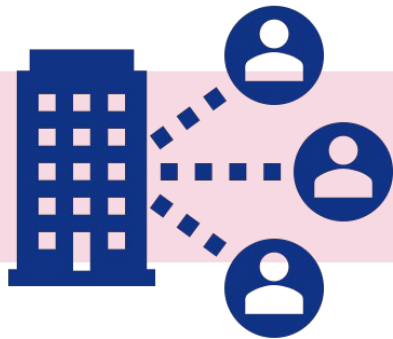
- **5 Core Competencies:**
  - professionalism,
  - teamwork,
  - communication,
  - time management,
  - conflict resolutions



# Providing Positive Pathways Through Housing



Family Experiencing Homelessness Arrives



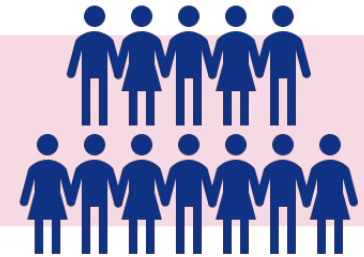
Provided Family Shelter & Young Parenting Residential Services



Individualized, Wrap-Around Services to Create a Personalized Rehousing Plan



Pathways to Stable Housing: Transitional & Permanent Supportive Housing



Breaking Cycles of Multi-generational Poverty & Homelessness



# Transitional & Permanent Housing

## Transitional Housing

*A positive step forward for young families*

- Designed for young families- 18-24 years old- post- young/teen parenting programs.
- Two years of placement prior to placing in permanent housing.
- Focus on bridging gaps in skills, addressing emotional and social challenges, and overcoming barriers to employment and increased financial independence.

### CASE STUDY:

***St. Mary's Center for Women and Children***

### LIFE SKILLS

**85%** of young moms showed an increase in parenting and independent living skills

### EDUCATION AND EMPLOYMENT

**100%** of young moms living in Transitional Housing are pursuing advanced degrees

**100%** of young families moving through SMC's continuum remain stably housed



# Transitional & Permanent Housing



## Permanent Supportive Housing

*A sustainable solution to combatting family homelessness*



- Families residing in PSH are far more likely to remain stably housed (89% vs. 69%) long-term
- Costs up to \$23,000 a year less per person than shelter
- Meets urging for a range of housing options for families in crisis

# Housing First Model

## Housing First-

*Sam Tsemberis, Founder and CEO of Pathways to Housing*

- Assistance approach that prioritizes providing permanent housing to people experiencing homelessness.
- Serves as a platform from which they can pursue personal goals and improve their quality of life.
- Guided by the belief that people need basic necessities like food and a place to live first.

## Data- The Pros:

- Housing First led to a **quicker exit from homelessness** and **greater housing stability over time** compared with treatment as usual.
- Participants spent **73% of their time in stable housing** compared with 32% of those who received treatment as usual.
- Housing First led to **reduced time to housing placement** (from 223 to 35 days) and higher housing retention rates than treatment as usual (98% vs 86%).

## Data- The Cons:

- **De-emphasizes short-term shelter.**
- A recent UCLA study found that more than **75% of this population have a serious mental illness**, and **75% have a substance abuse problem**, and the majority have both. Without mandated programming, this will continue to be a barrier.





# What's Next?

## Stabilization & Post-Shelter Support

Families begin a new path – one that leads to independence, stability, and self-sufficiency.

Each woman helped by The Haven of Grace becomes a stronger member of our community and eventually can begin giving back to those who helped her move forward.

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- Support as needed to avoid homeless reoccurrence
    - Emotional and Behavioral Health Support
  - Scholarships for continuation of education/trade school
  - Individualized life skills coaching
  - Financial Support
    - Rent & Utility Assistance
    - Emergency Childcare Funding
    - Automobile Emergency Assistance
    - Medical Co-pay Assistance





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Q&A