

# Human Services Management Program

*“Creating New Traditions”*



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# Human Services Management Program

## What Was the Status Quo in Public Housing?

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- Providing direct services and offering those services onsite
- Expectations that residents would take advantage of those services by;
  - Enrolling into job training program
  - Successfully completing
  - With the assistance of program staff, secure employment that leads to self-sufficiency



# Human Services Management Program

## As a Result...

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- Residents faced with many family issues that prevented them from focusing on successfully completing programs
- Residents lacked the necessary coping skills
- Due to relocation choices, it was difficult to get residents to return to the program site for classes.
- The continued decrease in Federal Funding made it difficult to offer direct services that would address 100% of the needs of the residents.



# Human Services Management Program

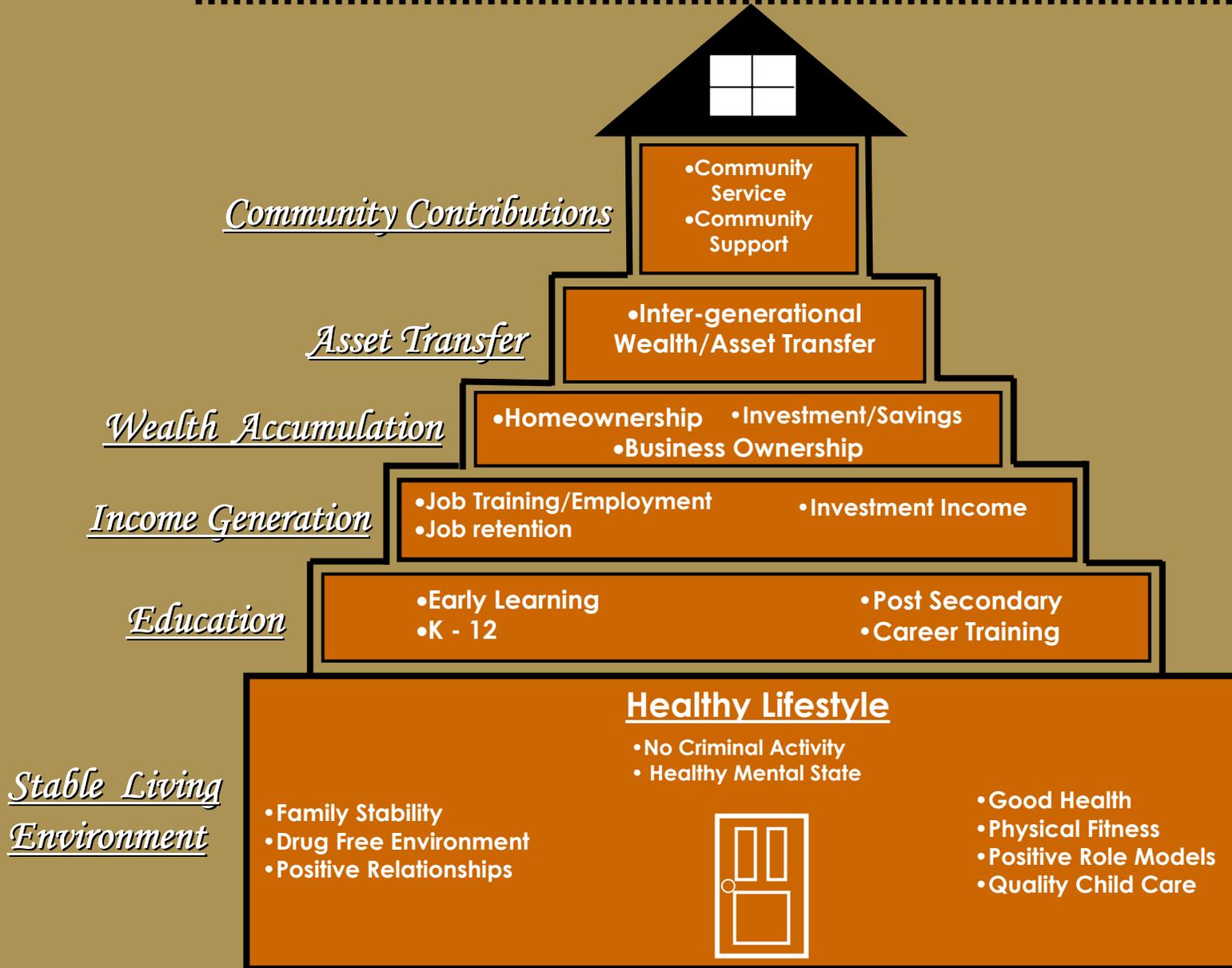
## The Rationale For Change...

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- Need to Focus on Individual Family Issues and Needs
- Repair Broken Social Contracts
- Restore Belief in the Power of Human Potential
- Raise Standards of Personal Responsibility and Family Expectations
- Heighten Educational Values and Strengthen Lifelong Learning



# Development of Human Capital





# Human Services Management Program

## Establishment and Implementation...

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- Developed and Implemented in partnership with Integral Youth & Family Project (IYFP) in 2001
- An innovative family support case management approach that ensures that each individual family member is successful
- Designed to address the human social service needs of residents involved in the relocation process
- Counseling, coaching, linkages, and access to services and programs that address their specific needs
- Families receive services for at least 5 years



# Service Philosophy



# Service Philosophy

## Intensive Case Management...

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- Meet clients where they are to introduce interventions
- Consistent and quality communication and contact with clients
- Identification of barriers to self-sufficiency and other concerns through a thorough human potential assessment process.
- Provide assistance and guidance in identifying and developing solutions to immediate and critical issues.



# Service Philosophy

## Ongoing Life Counseling and Coaching...

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- Consistent communication with each family member
- Families are coached through the process of developing life plans and family goals for each household member
- All family members are coached through the process of problem solving
- Ongoing monitoring and follow-up with each household member
- Development of life coping skills



# Service Philosophy

## **A Connection to Quality Resources...**

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Seamless referral process with an emphasis on communication, follow-up, and tracking to ensure the following:

- Successful enrollment in programs and services
- Successful completion of programs and services
- Original issues and concerns are addressed
- Ensure residents are exercising the most appropriate coping skill
- Ongoing supportive services (transportation, childcare, etc.) are provided
- Residents are referred to quality community resources that have a track record of success



# Service Philosophy

## The Promotion of Personal Responsibility...

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Development of an understanding of each family member's role in ensuring family stability

Develop accountability for individual actions and self control

Ensure there is an understanding of the consequences for non performance

Become contributing members of the larger community



# Program Staffing



# Program Staffing

**Over 90% of the funding goes to labor that touches the family...**

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- Executive Director
- Program Manager
- Employment & Manpower Coordinator
- Family Support Coordinator (FSC)
- Family Support Assistant



# Key Program Components



# Key Program Components

## Low Client to Staff Ratio...

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- 60 to 70 families per Family Support Coordinator
- Family Support Assistant responsible for each community
- Depends upon the community dynamics
- Increases the amount of time that can be spent servicing the families



# Key Program Components

## Push...Pull...Lift...Triage Approach...

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A Triage System to understand the Current State of each Assisted Family

Categorized Families into One of Three Situations to Understand the Most Appropriate Services Providers needed to Address the Family's Needs

- Push – Families needing the least amount of assistance in meeting the work requirement
- Pull – Families needing a little more assistance and will require more time to meet the work requirement
- Lift – Families needing more intensive services and extended amounts of time to meet the work requirement



# Key Program Components

## AHA's CATALYST Work and Program Requirements...

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- All Adults between the ages of 18 – 61 must be working 30 hours or more per week
- Elderly and disable are excluded
- Can be granted a deferment from the work requirement for approved conditions
- Must provide verification of employment or supporting documentation for deferments
- Compliance is verified annually at each resident's recertification (Earned Income Verification System and Department of Labor).



# Key Program Components

## Effective Contract Administration by AHA...

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- We agree on the outcomes and place the clients' interests first
- Frequent and continuous communication between partners
- Contract Administrator responsible for monitoring contract performance
  - Conducts quarterly contract site visits to monitor
    - Contract compliance
    - Contract performance
    - Address concerns raised
- Periodic presentations to AHA's Board of Commissioners



# Human Services Management

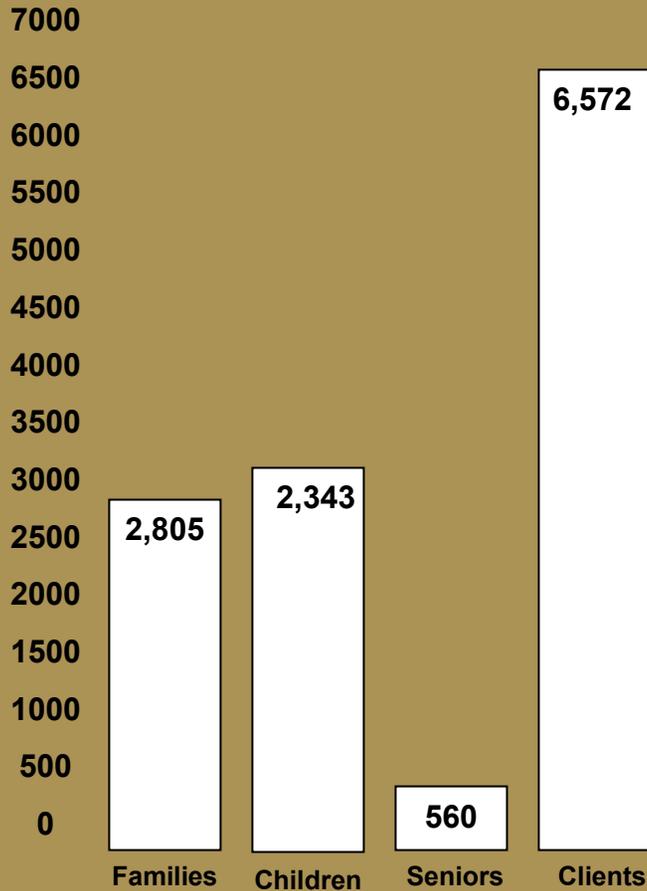
## Family Success



# Family Success

90% of able bodied clients receiving services are working or enrolled in a training or educational program.

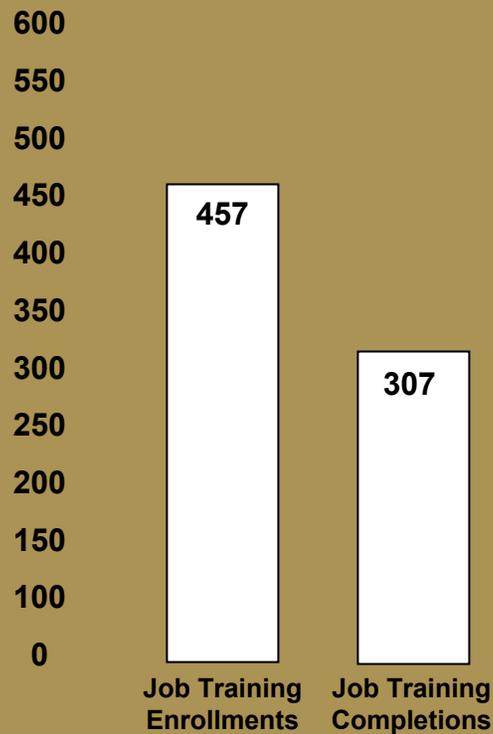
**Success**



The Number of  
Families Served  
From Four (5)  
HOPE VI  
Communities



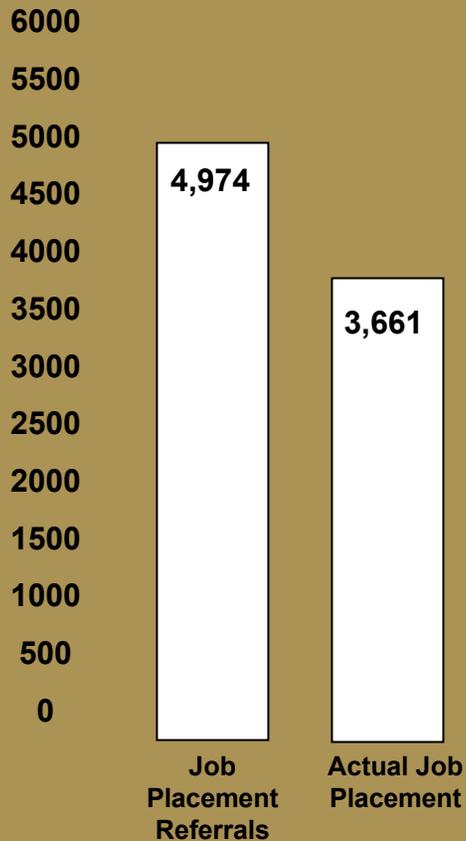
## 67% Program Completion Rate



The Number of  
Individuals  
Enrolling in &  
Completing  
Mainstream Job  
Training  
Programs



## 74% of Employment Referrals Resulted in Employment Placement



The Number of Referrals Represents Connections to Mainstream Resources & Services at Four (4) HOPE VI Communities

**NOTE:**

11,429 Total Referrals



**Success**