**Local Provider Description – Provide a brief description of the provider organization receiving PATH funds, including name, type of organization, region served, and the amount of PATH funds the organization will receive.**

Hillcrest Family Services, the recipient of PATH funds for the Dubuque Iowa Metropolitan Statistical Area, is a well-known, innovative organization which strives to assist people to remain in their own homes and communities by wrapping a wide variety of services around the individual and/or family. Hillcrest has primarily served persons who are low-income and/or disabled since the agency’s inception, 125 years ago. Hillcrest continues to evolve to meet community needs and offers the most comprehensive continuum of social and health services in the area to infants, children, and adolescents; adults with serious and persistent mental illnesses, brain injuries, intellectual disabilities, co-occurring substance abuse issues or developmental disabilities; and Hillcrest residents needing primary medical care services. Services provided include: adolescent residential treatment, adult supported community living, peer support services, adult vocational services, adult Intensive Psychiatric Rehabilitation Services, Assertive Community Treatment (ACT) Program, individual, family and group therapy, psychiatric and medication management services, A New Day Behavioral Health Walk-In Clinic, emergency services such as mobile crisis stabilization, school-based counseling, Dubuque Mentoring Program, adoption services, Integrated Health Homes, 5- bed group homes for adults with a mental illness in Dubuque and Iowa City, residential care facility for adults with serious mental illnesses in Dubuque, WIC program, and the PATH-funded homeless outreach program. In fact, last year, Hillcrest served 12,556 people from 3 states and 59 Iowa Counties. We have offices in the following Iowa locations: Cedar Rapids, Clinton, Dubuque, Iowa City, Maquoketa, Mt. Pleasant, Wapello and Washington. Hillcrest programs continue to be licensed by the State of Iowa and Accredited by the Joint Commission.

PATH funds the majority of the Hillcrest Homeless Outreach Program activities. The program serves adults of all ages with serious mental illness or co-occurring mental illness and substance abuse. This year, the Hillcrest PATH Program will receive $49,397 in PATH funds.

**Collaboration with HUD Continuum of Care (CoC) Program – Describe the organization’s participation with local HUD Continuum of Care (CoC) recipient(s) and other local planning activities and program coordination initiatives, such as coordinated entry activities. If the organization is not currently working with the Continuum(s) of Care, briefly explain the approaches to be taken by the organization to collaborate with the CoC(s) in the areas where PATH operates.**

Several local providers, including Hillcrest, actively participate in the local HUD Continuum of Care and Homeless Advisory Coalition. The Continuum includes representatives from social service and homeless program agencies, former homeless individuals, police department, and some local churches.

The Coordinator of PATH also is an active member of the Eastern Iowa Service Region for Coordinated Entry. The region implemented coordinated entry in May 2018 and she participates in each prioritization list pull meeting.

Additionally, the Coordinator participates in the Dubuque Area Community Organizations Active in Disaster (COAD) meetings.

**Collaboration with Local Community Organizations – Provide a brief description of partnerships and activities with local community organizations that provide key services (e.g., outreach teams, primary health, mental health, substance use disorder, housing, employment) to PATH-eligible clients, and describe the coordination of activities and policies with those organizations. Provide specific information about how coordination with other outreach teams will be achieved.**

We work with the following organizations regularly to provide/obtain assistance or services in the following areas: financial, housing, medical, mental health, food, resources, substance abuse, legal, nursing, vocational, and payeeship:

Hillcrest Family Services Community Mental Health Centers, Hillcrest – Mercy Maternal Health, Hillcrest Crisis Services, Hillcrest Adoption Program, Hillcrest Integrated Health Homes and Community Support Programs, Hillcrest Wellness Center, HACAP Community Action SSVF and Rapid Rehousing Program, Almost Home shelter, the Dubuque Rescue Mission (for men over 18), Hope House, Mary’s Inn (single, pregnant women), Teresa Shelter (women and children), ECIA ( East Central Governmental Association) SNAP and Rapid Rehousing Programs, Goodwill Industries, City of Dubuque Housing Services, Cedar Valley Friends of the Family and YWCA Domestic Violence Programs, Hillcrest Residential Care Facility, Liberty Recovery House, Dubuque County Office of Veteran’s Affairs and General Relief, Substance Abuse Services Center, People in Need (PIN), the Visiting Nurse Association, Area Payee Services, Unity Point Finley and Mercy One Hospitals, Maria House, Davis Place (SRO), Manasseh and Salvia House (SRO), Dept. of Corrections- Elm Street Residential Facility and Jail Diversion Officer, ZTM Sober House, WIC, Dubuque County Sheriff’s office, Iowa Workforce Development Center, Social Security Lawyers, Iowa Legal Aide, local hotels and landlords, the Dubuque Food Pantry, Resources Unite, Crescent Community Health Center, Social Security Administration, Dept. of Human Services, Catholic Charities, St. Vincent De Paul, the Salvation Army and several local and rural community churches.

Additionally, we actively participate in the Eastern Iowa Coordinated Service Region (EICSR). Members meet quarterly face-to-face to discuss overall operations. Also, weekly prioritization list meetings/calls are held in which clients are pulled off the list to be served by service agencies. The PATH Coordinator is an active member of this group.

**Service Provision – Describe the organization’s plan to provide coordinated and comprehensive services to PATH-eligible clients, including:**

**How the services to be provided using PATH funds will align with PATH goals and maximize serving the most vulnerable adults who are literally and chronically homeless, including those with serious mental illness who are veterans and experiencing homelessness, to obtain housing and mental/substance abuse use disorder treatment services and community recovery supports necessary to assure success in long-term housing:**

Outreach and In-reach strategies are implemented directly by the Hillcrest Homeless Outreach Coordinator in Dubuque County. Due to the pandemic, we provide a hybrid approach to our Outreach and In-reach activities. The PATH Coordinator communicates with the community homeless shelters and local resources through an email or referral process, and performs intakes face to face, or via phone. Additionally, the PATH Coordinator continues to have daily Walk-In’s at her office. Outreach will be provided regularly at various locations in the Dubuque community, including the Dubuque Rescue Mission, Hope House, Theresa Shelter, the Domestic Violence Shelter, the Hillcrest Wellness Center, Mercy Hospital,  Dept. of Corrections-Probation Office/Jail Diversion Coordinator, Elm Street Correctional Facility, HACAP SSVF , Homeless Advisory Council, Hillcrest Residential Care Facility, Hillcrest Mental Health Center, community free meal sites, and hotels or single room occupancy’s in the community discharging residents. Also, the PATH Provider participates in weekly meeting with the Regional Coordinated Entry team reviewing the literally homeless prioritization list seeking potential clients.

Furthermore, outreach may occur regularly at areas such as parks, sites along the river, behind Target, Diamond Jo and Q Casinos, caves, storage rental units and under bridges.  Outreach may also include visiting area businesses such as convenience stores, property management groups, and churches that may be frequented by the homeless population and help to make them aware of our services providing them with contact information. As available, the PATH Coordinator visits rural Dubuque communities, especially along Highway 20, to introduce self and the PATH program.  As time allows, the Coordinator delivers flyers and business cards to area businesses such as the Chamber of Commerce, hotels/motels, parks, gas stations, and churches.  Additionally, if a referral is made, the Coordinator will travel to any Dubuque County location.

When possible, we will utilize past or current consumers to assist in this outreach, as this creates a comfort level with homeless individuals, so that engagement for a trusting relationship can begin.  The Homeless Outreach Coordinator has a cell phone, and is able to be reached during the hours set for client convenience.

Short-term case management services are provided by the Hillcrest Homeless Outreach Coordinator following assessment and enrollment.  A case management plan is developed with the homeless individual to assure that their needs and preferences are being addressed as well as encouraging them to build upon the strengths they have alreadyacquired.  Activities mayinclude but not limited to handing them a landlord list of apartments to call upon, referring to other funding resources, including needed community services/resources, assisting individuals in acquiring entitlements such as Social Security, Title XIX and Food Stamps, completing public housing and financial assistance paperwork, obtaining housing, accessing transportation, assisting in money management skill building, coordinating mental health or substance abuse treatment, coordinating community mental  health support services to assist in developing or maintaining daily living skills, and assisting in employment goals, including job searching.  Also, during the process we monitor and review progress on the plan’s activities, upon each contact.

If an individual’s plan requires more intensive case management services, referrals are made to the Hillcrest Integrated Health Home or the East Central MHDS Region. The IHH or East Central MHDS Region can refer and obtain funding for the individual then to supported community living services, ACT, and out-patient mental health services to provide support in the community to ensure success.

**Any gaps that exist in the current service systems;**

Gaps in the current service systeminclude but are not limited to: adequate access to psychiatric services due to the reduced number of psychiatrists, inability of nurse practitioners licensed under family practice or primary care to perform initial assessments/evaluations under Chapter 24 regulations, a lack of affordable 3rd party payer coverage for mental health and substance abuse treatment, Sect.8 Housing waiting list, a lack of funding stream for application fees for property groups, a lack of permanent and affordable housing, area shelters are full nearly year-round, lack of funding assistance for veterans who do not have active duty status, lack of financial resources for utilities and first month’s rent, lack of available volunteer payee services, lack of places available to shower, lack of funding for transportation, a lack of the means with which people can pay for medication if they don’t have insurance, and a lack of treatment options for those with co-occurring disorders.

Additionally, homeless individuals experience barriers to employment and housing due to their criminal and credit backgrounds, lack of having possession of their identification documents, and their lack of education and skills.

**A brief description of the current services available to clients who have both a serious mental illness and a substance use disorder**

Treatment for Co-occurring Disorders is available for those individuals who need both inpatient and/or out-patient mental health/psychiatric services and substance abuse services from Mercy Medical Center.

Substance Abuse Services Center (SASC) and Hillcrest New Day Clinic also provides out-patient treatment for those with co-occurring disorders. Additionally, Hillcrest provides a residential PMIC unit for adolescents with a mental health and substance abuse diagnosis. As an ongoing support, staff refers to NA, AA, Wellness Center and The Source, for continued peer support.

**A brief description of how PATH eligibility is determined, when enrollment occurs, and how eligibility is documented for PATH-enrolled clients.**

PATH eligibility is determined during the intake meeting with the homeless individual. An assessment is completed with the individual that determines if they meet program criteria, including homelessness and have a serious mental illness and /or mental illness with substance abuse. Enrollment then occurs if they meet both.

**Data – Describe the provider’s participation in HMIS and describe plans for continued training and how providers will support new staff. For any providers not fully participating in HMIS, please describe plans to complete HMIS implementation.**

The PATH Coordinator is currently a certified user of the HMIS system. As training occurs, the coordinator is required to attend. Additionally, as new staff would be hired, we would support them to attend the training.

At least quarterly, data is migrated and analyzed from HMIS. Annually, the Coordinator enters data year-end numbers into the federal PATH system.

**Housing – Indicate the strategies that will be used for making suitable housing available for PATH clients (i.e., indicate the type of housing provided and the name of the agency).**

Suitable housing availability for PATH participants includes:

* Davis Place (SRO) can house 60 men.
* Dubuque Rescue Mission operates emergency and transitional housing for up to 34 men. In addition, the Rescue Mission worked with St. John’s Church to operate a guest house that serves homeless men and children. The Rescue Mission also renovated three homes to provide permanent housing for homeless men who are employed. It serves a total of 12 individuals at one time. The Rescue Mission assists with another shelter, The Hope House, which houses up to 13 men.
* Maria House operates transitional supported housing for single women or women with children (no male children over age 17). They have 41 beds for use amongst the ever-changing clientele.
* Francis apartments is a permanent supportive housing program for graduates of Maria House and Theresa Shelter and offers 12- two and three bedroom apartments. Eight are reserved for graduates, and four are open to the public. They all can serve men, also, which is a new offering for families.
* Teresa Shelter is an emergency shelter for single women and women and their young children, and can house a total of 30 persons (no male children over age 17).
* Manassah House, a permanent supported housing SRO facility for 19 men.
* Salvia House is another permanent-supported housing facility and is an SRO option for 18 women.
* Liberty House is a recovery community that offers one bedroom sober living apartments.
* ECIA offers Shelter+Care (SNAP), serving families in which a family member has a mental health/substance abuse diagnosis. They also receive COC Rapid Re-Housing dollars. They are also our Access Point for the Coordinated Entry process.
* The Dubuque Community Y Domestic Violence Program offers an emergency shelter for women and children who have experienced domestic abuse and have renovated and expanded their facility.
* Cedar Valley Friends of the Family (CVFF) offers emergency shelter to victims of domestic and sexual violence in 14 counties of Northeast Iowa. Services such as Rapid Rehousing and Case Management are also offered through CVFF.
* Mary’s Inn offers housing for single pregnant women.

**Staff Information – Describe how staff providing services to the population of focus will be sensitive to age, gender, disability, lesbian, gay, bisexual, and transgender, racial/ethnic, and differences of clients. Describe the extent to which staff receive periodic training in cultural competence and health disparities.**

The PATH Coordinator has participated in the training “Bridges Out of Poverty”. She also has received Trauma-informed Care training. Additionally, she receives Diversity Training every year. She is certified in Mental Health First Aide. She recently participated a Motivational Interviewing day training. The PATH Coordinator puts all of the training she receives into practice on a daily basis in her service to others. Altogether, the Coordinator has at least 25+ years in the human services field. She is very familiar with the community and resources available. She is of white ethnicity and is a female. She has much experience working with children and families, individuals with mental health issues and is able to relate to individuals and families of all ages very well.

The PATH Coordinator serving PATH clients is experienced in the helping profession and uses recovery based models to provide PATH services. Recovery based models such as IPR, WRAP and Peer Support, provide the philosophy necessary to be respectful of the role the consumer plays in his/her own recovery. Training for staff at Hillcrest also emphasizes cultural competency, strengths based approaches and empowerment of the consumer.

**Client Information – Describe the demographics of the client population, the projected number of adult clients to be contacted and enrolled, and the percentage of adult clients to be served using PATH funds who are literally homeless.**

In the next year, the program projects to serve 160 clients, 18-62+ years of age. Of which, 48% being male and 52% female. The largest of the groups served has historically been the ages 41-61 years old at 52.6%- with the second most common group served is the age group of 24-40 years old at 36%. The ethnicity has been predominantly white (64%), however our second largest group is African American at 34%. All Homeless Outreach Services are provided in Dubuque County. We project that at least 140 clients will be enrolled, and 50% of those individuals will be literally homeless (Category 1).

Most of the individuals we serve have a serious mental illness and/or are experiencing substance abuse issues. They often have a multitude of other stressors, including legal troubles, criminal charges, family/relationship strains, chronic homelessness, financial/debt issues, unemployment, educational deficits, and of course, housing issues.

We project that the demographics will generally remain the same as the reported above information, as we have seen these trends consistently in demographics over several years.

**Consumer Involvement – Describe how individuals who experience homelessness and have serious mental illnesses, and family members will be meaningfully involved at the organizational level in the planning, implementation, and evaluation of PATH-funded services. For example, indicate whether individuals who are PATH-eligible are employed as staff or volunteers or serve on governing or formal advisory boards.**

Hillcrest Family Services does have a Consumer Advisory Board that PATH consumers are invited to participate. Minutes are shared with organizational leaders and items are addressed as needed. Additionally, PATH participants are invited to share feedback at any time but, Hillcrest provides a formal opportunity to do so through satisfaction surveys.

Currently, there are no self-identified consumers serving on the Hillcrest Board of Trustees; however, there is representation of persons with disabilities by family members on the board.

The Coordinator invites individuals served to further become part of the community through volunteer peer support in the Homeless Outreach Program. The focus of this support can be to assist persons in the following: navigating the “system”, advocating for themselves, orienting to the Dubuque community and other resources, conducting plan of care activities, and making positive social connections. Furthermore, the Peer Volunteers may assist the Homeless Outreach Coordinator in community outreach activities. This leverages outreach assistance from someone who was/is homeless and is able to identify successful strategies for working with others in a similar situation.

**Budget Narrative – Provide a budget narrative that includes the local-area provider’s use of PATH funds.**

This year we are scheduled to receive $49,397 in PATH funding from the state of Iowa. Hillcrest plans on receiving at least the required match of $16,301.01 in matching funds from two private foundations, East Central MH/DS Region, and Hillcrest Family Services. We have budgeted that we are projecting a $36,785 match for the program at this time- which is significantly higher than the required amount.

The majority of PATH funds (95%) are being used to cover salary and benefits for staffing the program ($47,100). The remaining (5%) amount of $2,297 is used to help cover travel, office supplies, telephone, internet, payroll processing, and utilities.

***To publicly comment on the Hillcrest PATH Program you can e-mail the Homeless Coordinator Kathy McCloy at*** [***kathleen.mccloy@hillcrest-fs.org***](mailto:kathleen.mccloy@hillcrest-fs.org) ***or Iowa DHS state PATH administrator Karen Hyatt at*** [***khyatt@dhs.state.ia.us***](mailto:khyatt@dhs.state.ia.us) ***. For more information on the Hillcrest PATH program go to*** [***www.hillcrest-fs.org***](http://www.hillcrest-fs.org) ***.***