

RFP Response Form

RFP for Rental Assistance and Connections to Supportive Services for Individuals and Families with a History of Unhealthy Substance Use

PROPOSER INFORMATION

Proposer Name: Familylinks, Inc.

Authorized Representative Name & Title: Rebecca Haberstroh, Director of Youth and Family Services

Address: 401 N. Highland Ave, Pittsburgh PA 15206

Telephone: (412) 924-0154

Email: rhaberstroh@familylinks.org, acharles@familylinks.org

Website: www.familylinks.org

Legal Status: For-Profit Corp. Nonprofit Corp. Sole Proprietor Partnership

Date Incorporated: 06/01/1971

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Frederick A. Massey, Jr.	(412) 942-0411	fmassey@familylinks.org
Contract Processing Contact	Jerry Parfitt	(412) 942-0451	jparfitt@familylinks.org
Chief Information Officer	Dave Bosko	(412) 924-0383	dbosko@familylinks.org
Chief Financial Officer	Jerry Parfitt	(412) 942-0451	jparfitt@familylinks.org
Administrative Contact	Aria Charles	(412) 942-0442	acharles@familylinks.org

BOARD INFORMATION

Provide a list of your board members as an attachment or in the space below.

Please see attached.

Board Chairperson Name & Title:

Board Chairperson Address:

Board Chairperson Telephone:

Board Chairperson Email:

REFERENCES

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RFP for Rental Assistance and Connections to Supportive Services for Individuals and Families with a History of Unhealthy Substance Use

Provide the name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization.

Please do not use employees of the Allegheny County Department of Human Services as references.

Denise Zellous
The Zellous Hope Project

Leslie Smith, Landlord
Larry Lobster Int'l, LLC

Shanna Tresatti
Clinic Director
Discovery House Pittsburgh

PROPOSAL INFORMATION

Date Submitted 3/13/2017

Amount Requested: \$201,325 and \$215,000

Proposal Abstract:

Please limit your response to 750 characters

Familylinks is submitting the following response to both elements of the RFP to provide rental assistance (RA) and connections to supportive services for individuals and families with a history of unhealthy substance abuse. As a part of Allegheny County's Continuum of Care for the homeless, Familylinks is uniquely suited to offer these services.

Familylinks has considerable experience working with housing programs and clients with substance abuse issues, and will provide RA on a sliding scale for up to 1 year, along with referrals to supportive services and fast-tracked access to programs within Familylinks. Our case managers will help participants achieve housing stability, so that they can pursue personal goals and improve their lives.

CERTIFICATION

Please check the following before submitting your Proposal, as applicable:

I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination and HIPAA.

By submitting this proposal, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

ATTACHMENTS

Please submit the following attachments with your Response Form. These can be found at

<http://www.alleghenycounty.us/dhs/solicitations>.

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*RFP for Rental Assistance and Connections to Supportive Services for Individuals and Families
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- MWDBE documents
- Allegheny County Vendor Creation Form
- 3 years of audited financial reports
- W-9

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REQUIREMENTS

Please respond to the following. The maximum score a Proposal can receive is 100 points for an RA Program and 100 points for the CWRA Program. The RA Program and CWRA Program will be scored and evaluated separately. Please respond to the questions in the following sections:

All Proposers must complete this section once:

A. Organizational Experience (20 points)

Proposers may complete one or both of the following sections:

B. RA Program Design (80 points)

C. CWRA Program Design (80 points)

A. Organizational Experience (20 points). Complete this section only once, even if you are proposing both a RA Program and a CWRA Program. Your response to this section should not exceed 3 pages.

1. Describe your organization’s experience providing housing and linkages to supportive services to individuals and/or families experiencing homelessness or unstable housing situations.

Familylinks has provided housing and supportive services in Allegheny County for more than 30 years. Several of our staff members, including Program Managers, have more than 20 years’ experience with Familylinks providing these services to the target population identified in this RFP.

The following chart includes the current housing programs provided by Familylinks, all of which have a full range of supportive services available to be provided by Familylinks or our partner agencies:

Current Housing Programs				
Program	Population Served	Number Units/Beds	Annual Budget	Annual Utilization Rate
Community Housing – Scattered Sites	MH with physical/mental disabilities who are under 200% income guideline	12	\$165,529	100%
Penn Free Housing – Scattered Sites	DOA – 200% under the income guideline	4	\$51,850	100.82%
Downtown Outreach and Shelter	RHYS ages 18-24	18	\$404,563	57.98%
Transitional Living	Homeless young adults ages 18-21	8	\$231,757	65.87%
RESPOND Program	Collaboration with WPIC for residents ages 4-21	2	\$1,083,403	95.51%
Pathways to Independence	DHS designated youth ages 4-21; specialized care; multi-segment	2	\$666,910	96.73%

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ASIL – Independent Living	Transition to adulthood for homeless youth ages 16-21	15	\$594,162	76.57%
McKeesport Shelter	Emergency Shelter for youth 13-21	20	\$1,997,927	83.16%
Family Treatment Centers Residential Facilities	Women in recovery, ages 18 and up, with their children	40	\$1,809,098	54.18%

2. Describe your organization’s experience working with individuals or families with a history of unhealthy substance use.

Familylinks has been a participating/contracted Substance Use Disorder (SUD) service provider in Allegheny County since 1970, consistently in good standing with the Pennsylvania Department of Drug & Alcohol, the Allegheny County Department of Human Services Single County Authority, and the Community Care Behavioral Health network since its inception in 1999. The organization has provided a combination of 3-C non-hospital rehabilitation, outpatient, intensive outpatient, partial hospitalization, and a Suboxone Clinic services for chemically dependent adults and their families. The organization has participated in a DHS-inspired Community of Learning performance improvement initiative in 3C non-hospital rehabilitation programs, as well as a voluntary peer evaluation initiative.

Familylinks’ Behavioral Health Division encompasses all organizational mental health and D/A programs, allowing for coordinated and integrated care, whereby easy-access referrals and warm handoffs can be and are made to whatever service might be needed by the client, regardless of which program the client entered Familylinks’ care. The D/A subdivision currently encompasses a 3-C Non-Hospital Rehabilitation program for women and their children (including Methadone-assisted Participants), two Recovery Support Centers (Outpatient and Intensive Outpatient, including Suboxone-assisted Participants, and soon-starting school partnership on-site treatment), school- and community-based D/A Prevention, and the Housing Authority-City of Pittsburgh and East Liberty Resource Coordination Initiatives, both providing case management/crisis intervention to D/A Participants in addiction/recovery in public housing settings, and in the case of the former, an Eviction Prevention evidence-based service.

The purpose of our Recovery Support Center Intensive/Outpatient Program is to assist chemically dependent/addicted Participants in achieving or maintaining a sober, drug-free lifestyle. There are four program objectives: 1) to develop individual service plans to address the unique needs of each client; 2) to improve Participants’ vocational and social functioning; 3) to reduce high-risk behavior by delivering HIV/AIDS education to all Participants; and, 4) to provide direct interventions and/or links with appropriate internal or external resources and supports to help the client maintain recovery. To make participation in treatment more convenient for those seeking it, the program offers on-site and free child care during treatment times.

Our 3C Family Treatment Center, established in 1990, is a long-term residential service for substance dependent women who may or may not be pregnant and/or parenting, age 18 and older and their children. The program term is up six months and focuses on achieving and maintaining abstinence;

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developing recovery tools; increasing life skills; improving parental effectiveness; and preserving family relationships.

In order to ensure high quality programming, Familylinks follows the principles of Harm Reduction strategies, utilizes evidence-based practices, and our program staff regularly collaborate with a wide variety of local collateral providers, including but not limited to: the Allegheny County Jail; Allegheny County Drug Court; Allegheny County Adult Probation; Children, Youth & Families; Discovery House, WPIC Kelly Street House, Onala, Catholic Charities (re: immigrant referrals), Gateway Rehab, Justice-Related Services, Magee Women's Hospital of UPMC, POWER Mentoring, Re:Solve, Greenbriar Treatment Center, and Jade Wellness.

3. Describe your organizational and management structure of your organization. Include evidence of effective internal communication, external coordination with outside partners and an adequate financial accounting system.

Familylinks operates under written by-laws and is governed by a voluntary Board of Directors. As stated in the Familylinks by laws, all powers of the Corporation (Familylinks) shall be exercised by and under the authority of the Board, and the property, business and affairs of the Corporation shall be managed under the direction and control of the Board. The powers of the Board shall include, without limitation, the approval of the annual capital and operating budgets. The Board selects and employs a Chief Executive Officer (CEO). The CEO is delegated the responsibility for the hiring of other staff. The Board delegates authority to the CEO and staff for daily operations, and the CEO is responsible to the Board for the operation of the Corporation according to policies established by the Board. The CEO keeps the Board advised of the programs and activities of the Corporation through monthly reports and regularly scheduled meetings.

Familylinks is committed to fiscal responsibility and sound financial practices. Our fiscal policies and procedures are consistent with Generally Accepted Accounting Principles, and have been approved by the Familylinks Board of Directors. Familylinks submits to an independent audit each year, and for fiscal year 2015-16 received a clean audit with no issues cited. With a staff of nine individuals, the Familylinks finance department is well-equipped to execute contractual billing and payments at the federal, state and county levels as well as with third party payers, such as Medicaid and Blue Cross/Blue Shield. In fact, Familylinks currently maintains more than 15 government contracts – each with unique billing and reporting requirements.

Familylinks has served southwestern Pennsylvania for more than 50 years, bringing vital, family-centered support services to the most vulnerable populations in our community. During fiscal year 2016, Familylinks directly served more than 9,300 individuals through our three primary service areas: Behavioral Health Services; Education and Community Services; and Youth and Family Services. In addition, Familylinks reached approximately 10,000 residents of Allegheny County through school/community education programs.

Familylinks has an excellent reputation in the region. The Allegheny County Department of Human Services has approved Familylinks as an official Service Coordination Unit, making it one of 12 such agencies in the county. Familylinks is accredited by the Council on Accreditation (COA), an organization

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whose standards for agencies like Familylinks are recognized internationally. This accreditation represents a validation that Familylinks' services meet the highest standards in the social service and behavioral healthcare industry.

Familylinks receives routine monitoring by and is in compliance with the following agencies regarding the federal, state and county programs we manage: HUD, HAP, HHS, Allegheny County Department of Health, Allegheny County Department of Human Services, Pennsylvania Department of Health, McKinney-Vento, Hunger Trust and others. Familylinks holds a Certificate of Compliance with the Commonwealth of Pennsylvania, Department of Human Services (BHSL), in accordance with the Public Welfare Code of 1967, P.L. 31 (as amended).

The ability to coordinate services with other agencies is one of Familylinks' strengths. In all cases, internal programming and local partner agencies, specializing in specific services such as providing mental/physical health treatment are selected based on the weekly reviews of each client's progress and consistency with services that are part of our programs. The Housing Case Manager is the key to linking participants with whatever services they may need as identified.

In addition, the Familylinks staff participates in HUD provider meetings, weekly/quarterly HMIS provider meetings, HAP/COC bi-monthly meetings, participated in the recent homeless summit, and serve as board members for agencies such as the Homeless Children's Education Fund, the Allegheny County Homeless Outreach Coordination Committee, and the Homeless Advisory Board.

4. Please attach a copy your organization's financial audits or certified financial statements for the past three years (not counted towards page limits). Audits and other certified financial statements should indicate strong financial health.

Please see attached.

B. RA Program Design (80 points). If you are proposing a RA Program, fill out the questions below. If you are not proposing a RA Program, leave this section blank and move to section C for the CWRA Program. Your response to this section should not exceed 12 pages.

Target Population (5 points)

1. Describe the population you intend to serve with the funding and provide a justification of how your Program design will best meet the needs of the population. Please describe the households that you will serve at any point in time (by completing the chart below) and list the annualized number you project to serve.

The target population is individuals and families with members who have a history of unhealthy substance use and who are experiencing homelessness, and who have an income below 200% of the Federal Poverty Income Guidelines. With up to 21 units at any given time, we anticipate that we will be able to serve approximately 35 individuals/children per year.

In order to successfully house this population, their social barriers must be removed or diminished so each participant can have the quality lifestyle they desire. Familylinks' proposed program will best meet the needs of the population by including a case management element that addresses these barriers.

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Basic needs such as being nourished by healthy clean food, adequate clothing for each season of weather, safe and secure shelter, being provided the opportunity to complete or further education, access to childcare and transportation are essential. In addition, Familylinks will utilize our staff School Liaison to work with the Case Manager to ensure compliance with Title VII of the McKinney-Vento Homeless Assistance Act and ensure that school-aged children are enrolled in school.

Upon admission, each participant will participate in a needs assessment to identify their needs and goals with the Case Manager. The Case Manager will implement progressive engagement with participants, and focus on supportive services supporting physical and mental and social health, education and employment, life skills and child care. The needs assessment/goals will be reviewed monthly and their eligibility for services will be recertified every 3 months.

Familylinks is aware of the growing health crisis involving opioid addiction, and our approach is that safety is paramount. An August 2016 study by the Allegheny County Health Department and Department of Human Services reported that the number of deaths from opioid use has more than doubled in the past five years. The report further indicates that “heroin, not prescription opioids, was increasingly indicated in more recent overdose deaths.” The Case Manager will be trained in the use of naloxone (narcan), an overdose reversal treatment.

For participants experiencing a personal crisis outside of normal operating hours, Familylinks has an on-call process available 24/7/365.

Size of Units	Number of Units
1 bedroom	7
2 bedroom	14
Total	21

Housing Services (20 points)

2. Describe your plan for locating scattered site units and connecting Participants to the units in a timely way. Include a description your current relationship with landlords (i.e., do you have established relationships with landlords that would house Participants?) and how you would identify enough landlords to meet the capacity of your proposed Program. Also, describe your strategy for working as a liaison between Participants and landlords to mediate issues and help Participants retain housing.

Familylinks currently has relationships with landlords across Allegheny County, in addition to immediate access to Agency-owned properties across Allegheny County, which are managed by Kefalos & Associates Real Estate services. The Case Manager will serve as a liaison between potential and current landlords and the participant when issues arise that may put an individual back into homelessness. Additional landlords will be identified who are willing and able to work with the population who are known to have housing barriers and provide them with adequate, safe housing. Familylinks works closely with the Housing Alliance of Pennsylvania, HUD, Allegheny Link and other housing partners in Allegheny County who serve as a resource for identifying housing resources.

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Based on the success of our current scattered site housing programs, we do not anticipate any issues with identifying enough landlords to meet the needs of our proposed program.

While the participant is in their scattered site home, they will be given supports identified from a needs assessment in order to be successful in the community. Our Housing Case Manager will attend court hearings as necessary, meet landlords with the participants and form a trusting relationship between agency, tenant and landlord.

These may be one or two bedroom units based on the individual participant's family composition and needs, although units can be adjusted based on individual family needs. Our Housing Case Manager will conduct monthly visits to each rental property to assure continued compliance with HUD standards.

3. Describe your plan for evaluating each Participant's ability to pay rent, for determining what portion of the rent each Participant will pay and for reassessing the portion of rent that the Participant will pay throughout the Participant's stay in the Program.

Each participant will be interviewed to determine what amount of rent they can pay, using Allegheny County's Resident Rental Calculation Worksheet. At the time of their determination, their documents will be reviewed, such as proof of income, what outside financial resources they may have such as friends, family, whether they are working under the table or have documented income, and reviewed along with identification, demographic and socio economic information.

The individual will participate in creating their financial budget, and they will be asked to agree to help stay on a financial path to self-sufficiency. The participant's required level of assistance will be assessed monthly, and their eligibility for services will be reviewed for recertification every three months. The program is based on a rental assistance on a sliding scale for up to one year, based on individual need but with a goal of average 6-9 months of rental assistance.

Upon intake and admission, the Case Manager will focus on primarily on sustaining tenancy and planning a successful exit from the program by maintaining permanent housing. In addition, the Case Manager will provide up to 6 months of aftercare services for the participant.

The Individual Service Plan (ISP) is another tool that will be used to identify resources, and supports the individual will need along their financial journey. The ISP will also be used to see their areas of growth and opportunity while in the program and to determine what outside resources would benefit the participant(s). As a part of the ISP, the Case Manager will discuss identified risks and help develop a crisis plan.

4. Please fill out the following charts to indicate if you will follow a Housing First model for the proposed Program(s). (Note: a project is considered Housing First only if "none of the above" is the only selection chosen.) Provide a brief narrative on your organization's use of the Housing First model in the space below.

As part of the Familylinks philosophy, the agency has utilized the elements of the Housing First model in the agency's supportive housing programs for many years with positive results. As noted earlier, Familylinks accepts any individual or family – without exception – in our various housing programs

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indicating our approach to meeting one of the most important priorities of Housing First which is “to quickly provide housing without preconditions and barriers to entry.” In our agency’s housing programs for the homeless, youth in transition, and families in need, we have the ability to provide prompt, and in some cases immediate, safe and secure housing.

Equally important, Familylinks has the ability to provide a full range of in-house supportive services related to mental health, behavioral health, addiction, disability, and employment status. As noted in HUD reports related to Housing First, this approach is especially effective for those who are homeless and have a high level of service needs. We currently operate 2 housing programs – Permanent Supportive Housing and Rapid Rehousing, in which we successfully link participants to supportive services and help to reunite families involved with CYF. Our services include a Familylinks-generated Client Emergency Fund as an added support to our participants, along with private foundation grant funding.

The Program will screen out Participants based on the following Participant circumstances: (select all that apply)	
Having too little or no income	<input type="checkbox"/>
Active history of substance use	<input type="checkbox"/>
Having a criminal record with exceptions for state-mandated restrictions	<input type="checkbox"/>
History of domestic violence	<input type="checkbox"/>
None of the above	<input checked="" type="checkbox"/>

The Program will terminate Participants for the following reasons: (select all that apply)	
Failure to participate in supportive services	<input type="checkbox"/>
Failure to make progress on a service plan	<input type="checkbox"/>
Loss of income or failure to improve income	<input type="checkbox"/>
Being a victim of domestic violence	<input type="checkbox"/>
Any other activity not covered in a lease agreement typically found in the project’s geographic area	<input type="checkbox"/>
None of the above	<input checked="" type="checkbox"/>

- Describe your plan for providing Participants a voice in the housing selection process and Participants’ experience in the Program as well as ensuring that units have access to the things people need to meet their basic needs (e.g., transportation, groceries).

All participants will always have a voice in where they choose to live. Each participant will be able to select their own apartment / housing within Allegheny County, provided it meets our Housing Case Manager’s inspection and compliance with HUD guidelines. Choosing their location may be especially important to participants who are looking to be located in areas where their children go to school,

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where they are employed, or where other supportive family members are nearby. While the participant is in their scattered site home, they will be given supports identified from a needs assessment in order to be successful in the community.

Each participant will be encouraged to reach out to identified potential landlords, on their own or with our help if they wish, to begin the process of finding an adequate residence for them and their families to reside. Each participant will visit the property and complete the application with assistance as needed. This process will bring re-assurance that the property selection fits their needs.

The participant and the Case Manager will openly discuss if the property is a good fit and complete a potential property needs assessment. In some cases (as needed), we will make funds available to assist with moving expenses, or to make a required deposit to turn on utilities at the rental property.

Each participant and or family will participate in a Needs Assessment conducted by the Familylinks Housing Case Manager and guided by the SAMHSA PFH Kit. This will help determine their current mental, physical, financial, and educational condition, and identify any gaps between what each participant wants or desires and that of their next appropriate goal. The importance of using a Needs Assessment is to attempt to gather all the important details from each specific participant toward reducing barriers by empowering each participant with the proper tools and resources. The Needs Assessment is the first step to allowing our Housing Case Manager to establish a trusting relationship and utilize our *Risking Connection* training. The Needs Assessment will continue to be administered to each participant on a quarterly basis (including the Fidelity Scale) to determine the gaps addressed and overcome compared to the barriers that still need to be addressed.

For all participants, access to transportation will enable them to attend and participate in daily activities they need for social stability. Providing each participant with the transportation resources to attend medical appointments, go to and from work, school, grocery shopping, etc. is essential. Agencies such as Traveler's Aide, Access, and Ways Work will be utilized to bridge the transportation gap. Participants will also have their housing in close proximity to public transportation resources.

The Case Manager will distribute surveys to participants during the course of the program and the Program Manager will attempt monthly contact with families to 'check in' and ensure participants have the opportunity to provide feedback on their experience.

Relapse and Eviction (10 points)

6. Describe your plan for supporting Participants if they relapse.

Familylinks believes a life of recovery is a permanently challenging one. It is not just the act of abstaining from a substance, but it is also the ability to see the "big picture" of recovery itself. This big picture contains four components that are imperative to support someone in recovery.

- 1- Home- Having a home that one feels is adequate, safe, and stable.
- 2- Health- continued abstinence, scheduling and attending doctor (mental and physical health) appointments, medication compliance, overall healthy decision making.

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- 3- Purpose- giving back to the community, participating in volunteer activities, help organize a 12 step meeting or chair it (home group), employment, any positive activity that will provide a person with a feeling of self-worth.
- 4- Community- Creating relationships and networks in the community.

Nonetheless, despite the Participant's best efforts, relapse is a common occurrence in the Recovery community. When this occurs with a program participant, the staff, with the support of program peers, will reach out to 'wraparound' the participant, and assist in linking the Participant to the appropriate and desired internal or external treatment program. Our approach will be to 'start fresh,' not blaming the participant, but utilizing Motivational Enhancement to assist them in recognizing that though they did fall, they did not fail, and that they need to get up and start over, learning from whatever individualized missteps may have precipitated the relapse. The Case Manager will emphasize that they will not be 'punished,' and will remain a valued participant in the program as they continue to recover.

As they do begin recovery once again, a number of factors will be important to their maintenance. Overall awareness of resources in the community has been proven to decrease relapse in recovery. Not knowing where to go when in distress or crisis can lead to a relapse. Remaining aware of and providing activities, groups, education, or any type of programming that focuses on the above-mentioned four components will remain necessary to encourage a supportive recovery community. Further, from the onset of programming, Familylinks Drug & Alcohol Prevention team can be integrated into the Rental Assistance Program by providing education on any type of life skills and also some prevention education, including impulsivity control, procrastination, coping skills, how to identify relapse before using. Al Anon and Nar Anon meetings will be encouraged for friends and family who are struggling with a loved one's addiction/recovery. Hosting meetings (NA, AA, MA, grief and loss, Nar Anon, Al Anon, spiritual, etc., will be encouraged as well.

The Case Manager will distribute a monthly calendar of planned events including group meetings, helping to build a supportive community around participants.

7. Please attach clear and reasonable Program Standards that outline your Program's proposed rules, regulations and grounds for termination by completing the template provided in Appendix D of the RFP (not counted towards page limits).

Please see attached.

Supportive Services (15 points)

8. Describe your plan for providing case management and linkages to supportive services, especially substance use treatment services and supports. Please identify specific partnerships the Proposer will leverage to ensure that Participants can be connected to each supportive service outlined below and on page 10 of the RFP:

Since recovery from substance use disorders is always and necessarily a highly individualized process, the importance of effective case management services to those in recovery cannot be overestimated. Moreover, for those Participants coming to us in this new program from Recovery Housing (given that in

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the absence of state licensing standards the quality and reputation of recovery housing varies considerably), effective case management takes on an even more significant role in the likelihood of the client remaining clean and sober over the long-term.

Familylinks' D/A programs each employ case managers already, and so the agency brings considerable experience to providing this service at best-practice standards. In each case a client-driven Individualized Service Plan (ISP) is developed and updated regularly to guide the interaction of the client and case manager and linkages on behalf of the client, encompassing domains such as Food-Clothing-Shelter-Healthcare, Financial, Psychological and Emotional, Vocational-Educational-Employment, Legal Involvement, and Family and Social Relationships.

Typical and challenging case management linkage needs include: child and parenting skills – lack of resources often leads to unexcused absences from treatment and/or relapse; hands-on advocacy – simply putting forms in the hands of a person in early recovery is often not enough, necessitating the case manager empowering them with their presence when meeting with collateral providers or interceding on their behalf as necessary; basic adult literacy – the stigma of illiteracy often presents a barrier as participants often refuse to acknowledge this and may need assistance with reading and understanding their mail and general correspondence, understanding the side effects of medications, etc.; housing – lack of it can become an early and easy excuse for relapse; transportation – e.g., linking the Participant to Traveler's Aid; identification – registration processes for birth certificates, social security cards, state identification, etc. can be daunting; post-incarceration re-entry – after completing their sentences, clients typically find it extremely challenging to find employment.

Given the high-risk prevalent in recovery work, the case manager will be provided with a cell phone for convenient access by Participants, particularly in emergency.

Appropriate linkages may include, but not be limited, to the following:

a. Child care

Jeremiah's Place – 24 hour Emergency Child Care services

6435 Frankstown Ave, Pittsburgh, PA 15206, Phone: (412) 924-0726

<http://jeremiahsplace.org/>

Child Care Information Services – Countywide –

YMCA – Pittsburgh offices

Main Office – 305 Wood Street, Pittsburgh, PA 15222, Phone: (412) 261-2273 (CARE) or (800)

392-3131, Fax: 412-246-4543

Website: <http://www.ywcapgh.org/programs/child-care-information-services>

b. Education services

Greater Pittsburgh Literacy Council – High School Equivalency (formerly GED), literacy, and English as a Second Language

411 7th Avenue, Suite 550, Pittsburgh, PA 15219, Phone: (412) 393-7600

Website: www.gplc.org

Goodwill Services – High School Equivalency (formerly GED), literacy, and English as a Second Language

118 52nd Street, Pittsburgh, PA 15201, Phone: (877) 392-6433

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Website: www.gedtestingservice.com

Pittsburgh Public Schools

John O'Connell, Coordinator of Student Wellness

Phone: (412) 529-3918

c. Employment assistance and job training

Careerlink – State program

304 Wood Street, Pittsburgh, PA 15219, Phone: (412) 552-7100

Website: <http://www.careerlinkpittsburgh.com/>

d. Food assistance

Greater Pittsburgh Community Food Bank – Main office (services are provided throughout the county)

1 N Linden Street, Duquesne, PA 15110, Phone: (412) 460-3663

Website: <https://www.pittsburghfoodbank.org/>

Produce to People – Services provided through the Greater Pittsburgh Food Bank and conducted at different locations throughout the month

Website: <https://www.pittsburghfoodbank.org/producetopeople/>

S.N.A.P. – Supplemental Nutrition Assistance Program Benefits

<https://www.compass.state.pa.us/Compass.Web/public/cmphome>

e. Legal services

Neighborhood Legal Services – countywide

928 Penn Avenue, Pittsburgh, PA 15222, Phone: (412) 255-6700

Website: <https://nlsa.us/>

f. Life skills training

Familylinks

250 Shady Avenue, Pittsburgh, PA 15206, Phone: (412) 661-1800

Website: <http://www.familylinks.org/>

Family Services of Western PA

6401 Penn Avenue, Pittsburgh, PA 15206, Phone: (888) 222-4200

Website: <http://fswp.org/>

g. Mental health services

Familylinks

250 Shady Avenue, Pittsburgh, PA 15206, Phone: (412) 661-1800

Website: <http://www.familylinks.org/>

Allegheny County Department of Human Services

<http://www.alleghenycounty.us/Human-Services/Programs-Services/Adults.aspx>

<http://www.alleghenycounty.us/Human-Services/Programs-Services/Children-and-Families.aspx>

h. Substance use treatment services

Familylinks

250 Shady Avenue, Pittsburgh, PA 15206, Phone: (412) 661-1800

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Website: <http://www.familylinks.org/>

Allegheny County Department of Human Services

<http://www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Drugs-and-Alcohol.aspx>

i. Physical health services

East Liberty Healthcare Center

6023 Harvard Square, Suite 1, Pittsburgh, PA 15206

Website: <http://www.elfhcc.com/>

Primary Care Health Services, Inc – locations in Homewood, Rankin, Braddock, Hill District, McKeesport, Hazelwood, Homestead, West End, Wilkinsburg, e.g.: Alma Illery

7227 Hamilton Avenue, Pittsburgh, PA 15208, Phone: (412) 244-4700

Website: <http://www.pchspitt.org/location/>

Rankin Family Health Center

807 Wallace Avenue, Pittsburgh, PA 15221, Phone: (412) 247-5216

Website: <http://www.pchspitt.org/location/>

j. Peer-Based Recovery Supports

Those who have been in the Rental Assistance the longest and who have more time in recovery will be especially be encouraged to provide support to new Participants. Additional consultation, support, and referrals will be made as appropriate to:

Power-Recovery Mentors

Phone: (412) 243-8755

http://power-recovery.com/programs_services_recovery-support.html

9. Describe your plan for how case managers will work with Participants to ensure that Participants can successfully assume their lease at Program end.

Familylinks can provide a full range of supportive services related to mental/behavioral health, addiction, disability, and employment. These supportive services can be fast-tracked according to the need and will be in place to help participant gain the tools they need to successfully assume the lease at the end of the program.

Each participant is encouraged to pursue resources including: Medical- coverage through the State, Medical Assistance, Private Insurance. Physical Health- attend yearly physicals and dental appointments. MH/AOD – utilize the MH and AOD support services available within Familylinks, and external resources when needed. Financial - work to improve it through financial literacy, to increase/maintain current income, and link to other agencies to obtain Social Security, TANF benefits, employment and other supports. Educational- to pursue a GED or High School diploma, and other educational options. Transportation- transportation will enable them to attend and participate in daily activities they need for social stability, i.e., medical appointments, work, school, grocery shopping, etc. Housing will be in close proximity to public transportation resources.

Environment (5 points)

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10. Describe your plan for creating a sense of supportive recovery community among Participants.

At Familylinks, our working definition of recovery is: *Recovery from alcohol and drug problems is a process of change through which an individual achieves abstinence and improved health, wellness and quality of life.* Familylinks models its current D/A programs (and to include the Rental Assistance Program) under the Guiding Principles of Recovery for *Recovery-Oriented Systems of Care.*

As an agency focused on person-centered and family-centered services, Familylinks engages in programming designed to motivate clients, to assist them in developing their individual goals, and work toward a lifestyle of improved health and wellness. We accomplish this by collaborating with the client when developing the Individual Service Plan. Along with maintaining sobriety, clients are encouraged to address all aspects of their lives, such as psychological and emotional health, education/job training, nutrition, physical health, parenting and relationships. Each individual client (and their family when possible) requires a plan for success that is unique to them.

For example, the Case Manager will encourage participants who have an interest in working with a mentor to utilize Power-Recovery Mentors for support. Through this relationship, clients can have mentor-peer support with a mentor who has at least two years of sobriety. The mentors, along with Familylinks staff who have achieved long term recovery, can be instrumental in assisting clients throughout treatment.

Familylinks has in recent years committed itself to an ongoing effort in performance improvement in serving Participants' co-occurring needs via an active Co-Occurring Disorders Task Force.

Staffing (10 points)

11. Describe your proposed staffing structure (number, functions and level of experience).

As a component of the Rental Assistance program staffing complement, a full-time Case Manager will be hired to assist Participants in making linkages designed to further their current recovery under the principles of service outlined above. With oversight from a Program Manager, Senior Program Manager and the Director of Youth and Family Services, requirements for this position will include knowledge in the following areas: child, adolescent, and family development; dynamics of chemically dependent persons and families; recovery process and the 12 Step Philosophy; and, community resources and other support services. The positions for this program are:

- 1 Director .02 FTE -Master's Degree
- 1 Senior Program Manager .03 FTE -Master's Degree
- 1 Program Manager .5 FTE -Bachelor's Degree
- 1 Housing Case Manager 1.0 FTE -Bachelor's Degree

In addition to the direct services and supports provided by the Case Manager, Familylinks can provide a significant number of support services for participants. Familylinks has an established infrastructure of integrated Behavioral Health and Community and Family Services in Allegheny County. We can incorporate the following Familylinks staff positions as needed for the program participants, allowing the Case Manager to fast track essential services: Medical Director; Supports Coordinator; Certified Addiction Counselors; Masters Level Clinician; Nurse Practitioner; Certified Psychiatric Nurse

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Practitioner; Option CARE Manager; Caregiver First Therapist; Masters Level Mobile Clinician; Masters and Bachelors Level Family-Based Clinicians; Licensed Credentialed Clinician; and, Licensed Clinician.

Case Manager Essential Duties and Responsibilities:

- Accept referrals, review applications and interview potential participants for program eligibility and admission.
- Secure eligibility data collection documentation requirements from participants.
- Inspect identified apartments to meet county requirements prior to admission and during involvement in the housing program.
- Submission of client rental vouchers/utility bills for reimbursement.
- Make participant referrals for job training, education, supportive services, and housing options.
- Maintain case records/files on each participant admitted to the program.
- Completion of participant service plan and progress notes.
- Maintain contact with participants and document accordingly.
- Participate in county audits.
- Complete required monthly, quarterly, and annual reports to the county funders.
- Participate in all staff development, training and meetings as required.
- Enter monthly data requirements in HMIS, Allegheny Link.
- Enter and track all outcome information.
- Coordinates all functions of the rental properties, including but not limited to renting of the properties, collecting of rents and evictions.
- Works closely with property tenants to resolve issues, assists with referrals for informal Familylinks services, works with the housing entities such as HUD, Local Housing Authorities, Housing Alliances, and Coalitions.
- Responds to emergency calls for repair work including off hours.
- Inspects, identifies, and reports maintenance issues needing addressed to Supervisor.

12. Describe your plan for recruiting and retaining quality staff and ensuring that staff have lived experience and are reflective of the population that they serve.

Familylinks utilizes *JAZZ*, a state of the art electronic job posting to dozens of popular job boards and popular social media channels, in addition to rewarded staff referrals (to which specific outreach will be made to current Familylinks Alcohol & Other Drugs staff for referrals for the Rental Assistance Program Case Manager), and hard-copy publications (e.g., *The New Pittsburgh Courier*) as appropriate, in efforts to attract qualified staff who mirror the cultural and racial diversity of the populations being served. Further, Familylinks hosts program/position-specific in-house Job Fairs throughout the year to augment its recruitment, as well as maintaining a long-time and positive relationship with local universities' internship programs. At all times, Familylinks seeks to fill staff positions with candidates who are trained, experienced and fluent in family systems work, and in child-adolescent work and addictions work if employed in programs designed for those populations. Filling staff vacancies is always top priority for both Human Resources and Program management staff, and includes ongoing two-way communication between program staff, Human Resources, and Division Directors. Vacancies are covered by both the individual Program Manager as necessary, as well as other programs' staffs in individualized, creative and time-limited backup coverage.

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It has long been and remains a successful practice in Familylinks' Alcohol & Other Drugs programs department to regularly hire and employ a complement of staff, in various positions, who are themselves successfully in recovery, with a requirement that at time of employment they have a minimum five years of sobriety. The Case Manager to be hired for this program, while not necessarily in recovery, will be minimally required to have experience in D/A treatment and housing services.

Familylinks offers regular and ongoing training to staff members through the organization's Training Institute -in addition to county and state-required trainings, including: Child Protective Services Laws, Mandated Reporting, Motivational Enhancement Therapy, LGBTQ Cultural Competency Training, Confidentiality, Safe Crisis Management, Parenting, Medications (including Naloxone/Narcan training), Dual Diagnosis, PCPC, Ethical practices, Infectious Diseases/HIV, HIPAA, CPR/First Aid, Risking Connection (trauma informed care), and Fire Safety.

Staff retention is bolstered by a variety of internal efforts, including regular *ABCD (Above and Beyond the Call of Duty)* recognition and awards; participation in a three-day training in trauma-informed organizational philosophy called *Risking Connections*, including a component designed to inculcate increased sensitivity to staff 'vicarious trauma'; an internal Training Institute offering a wide variety of mandatory and elective trainings throughout the year, including a variety of trainings specific to drug and alcohol addiction of which the Rental Assistance Case Manager would be expected to avail her/himself (e.g., *Marijuana, Cannabis & THC, Women in Addiction and Recovery, Motivational Enhancement Therapy, and Chemical Dependence & the Family*); a licensure program to aid staff seeking individual licensure; regular opportunities for 'Brown Bag lunches' between randomly chosen staff and the agency C.E.O.; annual Town Hall and Staff Appreciation luncheons for all staff; weekly individual supervision; and staff meetings.

Financial Management and Budget (15 points)

13. Provide a budget using the template available at www.alleghenycounty.us/dhs/solicitations. Provide a budget narrative in the space below that details all planned expenses and reflects a realistic estimate of the costs associated with implementing the Program. The budget should be cost effective and include a clear plan for leveraging federal, state, local and private sector funds to support the Program.

Budget Narrative (not counted towards page limits):

Please see attached.

C. CWRA Program Design (80 points). If you are proposing a CWRA Program, fill out the questions below. If you are not proposing a CWRA Program, leave this section blank. Your response to this section should not exceed 12 pages.

Target Population (5 points)

1. Describe the population you intend to serve with the funding and provide a justification of how your Program design will best meet the needs of the population. Please describe the households that you

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will serve at any point in time (by completing the chart below) and list the annualized number you project to serve.

The target population is families involved in the child welfare system who have one or more caregivers with a history of unhealthy substance use, and are unstably housed and/or are experiencing homelessness. We expect some families will have caregivers who have custody of their children but are at risk of losing custody, or have caregivers who are working towards reunification with their children and who have recovery from substance abuse as a goal. With up to 21 units at any given time, we anticipate that we will serve approximately 55 individuals/children per year.

In order to successfully help this population, their social barriers must be removed or diminished so each participant can have the quality lifestyle they desire and maintain custody of their children or successfully regain custody. Basic needs such as being nourished by healthy clean food, adequate clothing for each season of weather, safe and secure shelter, being provided the opportunity to complete or further education, access to childcare and transportation are essential. Familylinks' proposed program will best meet the needs of the population by including a case management element that addresses these barriers.

Upon receipt of referral from CYF, the Case Manager will contact the individual within 24 hours business hours. As a part of admission to the program, each participant will participate in a needs assessment to identify their needs and goals with the Case Manager. The Case Manager will implement progressive engagement with participants, and focus on supportive services supporting physical and mental and social health, education and employment, life skills and child care. The needs assessment/goals will be reviewed monthly and their eligibility for services will be recertified every 3 months. The Case Manager will meet with participants for 1-3 hours per week.

Familylinks has a thorough understanding of the multi-system approach with Allegheny County providers, and will help families navigate the services they need. Familylinks will utilize our staff School Liaison to work with the Case Manager to ensure compliance with Title VII of the McKinney-Vento Homeless Assistance Act and ensure that school-aged children are enrolled in school.

Familylinks is aware of the growing health crisis involving opioid addiction, and our approach is that safety is paramount. An August 2016 study by the Allegheny County Health Department and Department of Human Services reported that the number of deaths from opioid use has more than doubled in the past five years. The report further indicates that "heroin, not prescription opioids, was increasingly indicated in more recent overdose deaths." The Case Manager will be trained in the use of naloxone (narcan), an overdose reversal treatment.

For participants experiencing a personal crisis outside of normal operating hours, Familylinks has an on-call process available 24/7/365.

Size of Units	Number of Units
2 bedroom	7
3 bedroom	14
Total	21

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Housing Services (20 points)

2. Describe your plan for locating scattered site units and connecting Participants to the units in a timely way. Include a description your current relationship with landlords (i.e., do you have established relationships with landlords that would house Participants?) and how you would identify enough landlords to meet the capacity of your proposed Program. Also, describe your strategy for working as a liaison between Participants and landlords to mediate issues and help Participants retain housing.

Familylinks currently has relationships with landlords across Allegheny County, in addition to immediate access to Agency-owned properties across Allegheny County, which are managed by Kefalos & Associates Real Estate services. The Case Manager will serve as a liaison between potential and current landlords and the participant when issues arise that may put an individual back into homelessness. Additional landlords will be identified who are willing and able to work with the population who are known to have housing barriers and provide them with adequate, safe housing. We work closely with the Housing Alliance of Pennsylvania, HUD, Allegheny Link and other housing partners in Allegheny County who serve as a resource for identifying housing resources.

Each participant will be able to select their own apartment / housing within Allegheny County, provided it meets our Housing Case Manager's inspection and compliance with HUD guidelines. Choosing their location may be especially important to participants who are looking to be located in areas where their children go to school, where they are employed, or where other supportive family members are nearby. While the participant is in their scattered site home, they will be given supports identified from the Needs Assessment in order to be successful in the community.

These may be two or three bedroom units based on the individual participant's family composition and needs, although units can be adjusted based on individual family needs. Our Housing Case Manager will conduct monthly visits to each rental property to assure continued compliance with HUD standards.

3. Describe your plan for evaluating each Participant's ability to pay rent, for determining what portion of the rent each Participant will pay and for reassessing the portion of rent that the Participant will pay throughout the Participant's stay in the Program.

Each participant will be interviewed to determine what amount of rent they can pay, using Allegheny County's Resident Rental Calculation Worksheet. At the time of their determination, their documents will be reviewed, such as proof of income, what outside financial resources they may have such as friends, family, whether they are working under the table or have documented income, and reviewed along with identification, demographic and socio economic information.

The individual will participate in creating their financial budget, and they will be asked to agree to help stay on a financial path to self-sufficiency. The participant's required level of assistance will be assessed monthly, and their eligibility for services will be reviewed for recertification every three months. The program is based on a rental assistance on a sliding scale for up to one year, based on individual need but with a goal of average 6-9 month participation.

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Upon intake and admission, the Case Manager will focus on primarily on sustaining tenancy and planning a successful exit from the program by maintaining permanent housing. In addition, the Case Manager will provide up to 90 days of aftercare services for the participant.

The Individual Service Plan (ISP) is another tool that will be used to identify resources, and supports the individual will need along their financial journey. The ISP will also be used to see their areas of growth and opportunity while in the program and to determine what outside resources would benefit the participant(s). As a part of the ISP, the Case Manager will discuss identified risks and help develop a crisis plan.

4. Please fill out the following charts to indicate if you will follow a Housing First model for the proposed Program(s). (Note: a project is considered Housing First only if “none of the above” is the only selection chosen.) Provide a brief narrative on your organization’s use of the Housing First model in the space below.

As part of the Familylinks philosophy, the agency has utilized the elements of the Housing First model in the agency’s supportive housing programs for many years with positive results. As noted earlier, Familylinks accepts any individual or family – without exception – in our various housing programs indicating our approach to meeting one of the most important priorities of Housing First which is “to quickly provide housing without preconditions and barriers to entry.” In our agency’s housing programs for the homeless, youth in transition, and families in need, we have the ability to provide prompt, and in some cases immediate, safe and secure housing.

Equally important, Familylinks has the ability to provide a full range of in-house supportive services related to mental health, behavioral health, addiction, disability, and employment status. As noted in HUD reports related to Housing First, this approach is especially effective for those who are homeless and have a high level of service needs. We currently operate 2 housing programs – Permanent Supportive Housing and Rapid Rehousing, in which we successfully link participants to supportive services and work with families whose children are in CYF care to reunify the family. Our services include a Familylinks-generated Client Emergency Fund as an added support to our participants, along with private foundation grant funding.

The Program will screen out Participants based on the following Participant circumstances: (select all that apply)	
Having too little or no income	<input type="checkbox"/>
Active history of substance use	<input type="checkbox"/>
Having a criminal record with exceptions for state-mandated restrictions	<input type="checkbox"/>
History of domestic violence	<input type="checkbox"/>
None of the above	<input checked="" type="checkbox"/>

The Program will terminate Participants for the following reasons:

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(select all that apply)	
Failure to participate in supportive services	<input type="checkbox"/>
Failure to make progress on a service plan	<input type="checkbox"/>
Loss of income or failure to improve income	<input type="checkbox"/>
Being a victim of domestic violence	<input type="checkbox"/>
Any other activity not covered in a lease agreement typically found in the project's geographic area	<input type="checkbox"/>
None of the above	<input checked="" type="checkbox"/>

5. Describe your plan for providing Participants a voice in the housing selection process and Participants' experience in the Program as well as ensuring that units have access to the things people need to meet their basic needs (e.g., transportation, groceries).

All participants will always have a voice in where they choose to live. Each participant will be able to select their own apartment / housing within Allegheny County, provided it meets our Housing Case Manager's inspection and compliance with HUD guidelines. Choosing their location may be especially important to participants who are looking to be located in areas where their children go to school, where they are employed, or where other supportive family members are nearby. While the participant is in their scattered site home, they will be given supports identified from a needs assessment in order to be successful in the community.

Each participant will be encouraged to reach out to identified potential landlords, on their own or with our help if they wish, to begin the process of finding an adequate residence for them and their families to reside. Each participant will visit the property and complete the application with assistance as needed. This process will bring re-assurance that the property selection fits their needs.

The participant and the Case Manager will openly discuss if the property is a good fit and complete a potential property needs assessment. In some cases (as needed), we will make funds available to assist with moving expenses, or to make a required deposit to turn on utilities at the rental property.

Each participant and or family will participate in a Needs Assessment conducted by the Familylinks Housing Case Manager and guided by the SAMHSA PFH Kit. This will help determine their current mental, physical, financial, and educational condition, and identify any gaps between what each participant wants or desires and that of their next appropriate goal. The importance of using a Needs Assessment is to attempt to gather all the important details from each specific participant toward reducing barriers by empowering each participant with the proper tools and resources. The Needs Assessment is the first step to allowing our Housing Case Manager to establish a trusting relationship and utilize our Risking Connection training. The Needs Assessment will continue to be administered to each participant on a quarterly basis (including the Fidelity Scale) to determine the gaps addressed and overcome compared to the barriers that still need to be addressed.

For all participants, access to transportation will enable them to attend and participate in daily activities they need for social stability. Providing each participant with the transportation resources to attend medical appointments, go to and from work, school, grocery shopping, etc. is essential. Agencies such as

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Traveler's Aide, Access, and Ways Work will be utilized to bridge the transportation gap. Participants will also have their housing in close proximity to public transportation resources.

The Case Manager will distribute surveys to participants during the course of the program and the Program Manager will attempt monthly contact with families to 'check in' and ensure participants have the opportunity to provide feedback on their experience.

Relapse and Eviction (10 points)

6. Describe your plan for supporting Participants if they relapse.

Familylinks believes a life of recovery is a permanently challenging one. It is not just the act of abstaining from a substance, but it is also the ability to see the "big picture" of recovery itself. This big picture contains four components that are imperative to support someone in recovery.

- 1- Home- Having a home that one feels is adequate, safe, and stable.
- 2- Health- continued abstinence, scheduling and attending doctor (mental and physical health) appointments, medication compliance, overall healthy decision making.
- 3- Purpose- giving back to the community, participating in volunteer activities, help organize a 12 step meeting or chair it (home group), employment, any positive activity that will provide a person with a feeling of self-worth.
- 4- Community- Creating relationships and networks in the community.

Nonetheless, despite the Participant's best efforts, relapse is a common occurrence in the Recovery community. When this occurs with a program Participant, the staff (Case Manager and/or Program Manager), with the support of program peers, will reach out to 'wraparound' the Participant, and assist in linking the Participant to the appropriate and desired internal or external treatment program. Our approach will be to 'start fresh,' not blaming the Participant, but utilizing Motivational Enhancement to assist them in recognizing that though they did fall, they did not fail, and that they need to get up and start over, learning from whatever individualized missteps may have precipitated the relapse. The Case Manager will emphasize that they will not be 'punished,' and will remain a valued Participant in the program as they continue to recover. As they do begin recovery once again, a number of factors will be important to their maintenance.

Overall awareness of resources in the community has been proven to decrease relapse in recovery. Not knowing where to go when in distress or crisis can lead to a relapse. Remaining aware of and providing activities, groups, education, or any type of programming that focuses on the above-mentioned four components will remain necessary to encourage a supportive recovery community. Further, from the onset of programming, Familylinks Drug & Alcohol Prevention team can be integrated into the Rental Assistance Program by providing education on any type of life skills and also some prevention education, including impulsivity control, procrastination, coping skills, how to identify relapse before using. Al Anon and Nar Anon meetings will be encouraged for friends and family who are struggling with a loved one's addiction/recovery. Hosting meetings (NA, AA, MA, grief and loss, Nar Anon, Al Anon, spiritual, etc., will be encouraged as well.

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The Case Manager will distribute a monthly calendar of planned events including peer group meetings, helping to build a supportive community around participants.

7. Please attach clear and reasonable Program Standards that outline your Program's proposed rules, regulations and grounds for termination by completing the template provided in Appendix D of the RFP (not counted towards page limits).

Please see attached.

Supportive Services (15 points)

8. Describe your plan for providing case management and linkages to supportive services, especially substance use treatment services and supports. Please identify specific partnerships the Proposer will leverage to ensure that Participants can be connected to each supportive service outlined below and on page 10 of the RFP:

Since recovery from substance use disorders is always and necessarily a highly individualized process, the importance of effective case management services to those in recovery, as well as their children, cannot be overestimated. Moreover, for those Participants coming to us in this new program from Recovery Housing (given that in the absence of state licensing standards the quality and reputation of recovery housing varies considerably), effective case management takes on an even more significant role in the likelihood of the client remaining clean and sober over the long-term. For client-parents, a key component of the case manager's work will be regular and timely interaction with the Children, Youth & Families caseworker, as well as proactive and consistent participation in CYF Conferencing and Teaming on behalf of the child/parent in recovery.

Familylinks' D/A programs each employ case managers already, and so the agency brings considerable experience to providing this service at best-practice standards to children and adolescents as well as adults, working in conjunction with the child or adolescent's parent(s) or legal guardian(s). In each case a client-driven Individualized Service Plan is developed and updated regularly to guide the interaction of the client and case manager and linkages on behalf of the client, encompassing domains such as Food-Clothing-Shelter-Healthcare, Financial, Psychological and Emotional, Vocational-Educational-Employment, Legal Involvement, and Family and Social Relationships.

Typical and challenging case management linkage needs include: child and parenting skills – lack of resources often leads to unexcused absences from treatment and/or relapse; hands-on advocacy – simply putting forms in the hands of a person in early recovery is often not enough, necessitating the case manager empowering them with their presence when meeting with collateral providers or interceding on their behalf as necessary; basic adult literacy – the stigma of illiteracy often presents a barrier as participants often refuse to acknowledge this and may need assistance with reading and understanding their mail and general correspondence, understanding the side effects of medications, etc.; housing – lack of it can become an early and easy excuse for relapse; transportation – e.g., linking the Participant to Traveler's Aid; identification – registration processes for birth certificates, social security cards, state identification, etc. can be daunting; post-incarceration re-entry – after completing their sentences, clients typically find it extremely challenging to find employment.

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Given the high-risk prevalent in recovery work, the case manager will be provided with a cell phone for convenient access by Participants, particularly in emergency.

Appropriate linkages may include, but not be limited, to the following:

a. Child care

Jeremiah's Place – 24 hour Emergency Child Care Services

6435 Frankstown Ave, Pittsburgh, PA 15206, (412) 924-0726

<http://jeremiahsplace.org/>

Child Care Information Services – Countywide –

YMCA – Pittsburgh offices

305 Wood Street, Pittsburgh, PA 15222, Phone: (412) 261-2273 (CARE) or (800)392-3131,

Website: <http://www.ywcapgh.org/programs/child-care-information-services>

b. Education services

GPLC – Greater Pittsburgh Literacy Council – High School Equivalency (formerly GED), literacy, and English as a Second Language

411 7th Avenue, Suite 550, Pittsburgh, PA 15219, Phone: (412)393-7600

Website: www.gplc.org

Goodwill Services – High School Equivalency (formerly GED), literacy, and English as a Second Language

118 52nd Street, Pittsburgh, PA 15201, Phone: (877)392-6433

Website: www.gedtestingservice.com

Pittsburgh Public Schools

John O'Connell, Coordinator of Student Wellness

Phone: 412-529-3918

c. Employment assistance and job training

Pittsburgh Job Corps Center

(800) 733-JOBS

<http://pittsburgh.jobcorps.gov/Home.aspx>

Careerlinks – State based program

304 Wood Street, Pittsburgh, PA 15219, Phone: (412) 552-7100

Website: <http://www.careerlinkpittsburgh.com/>

d. Food assistance

T.A.N.F. – Temporary Assistance to Needy Families

http://www.dhs.pa.gov/cs/groups/webcontent/documents/form/p_014338.pdf

Greater Pittsburgh Community Food Bank – Main office (services are provided throughout the county)

1 N Linden Street, Duquesne, PA 15110, Phone: (412)460-3663

Website: <https://www.pittsburghfoodbank.org/>

Produce to People – Services provided through the Greater Pittsburgh Food Bank and conducted at different locations throughout the month

Website: <https://www.pittsburghfoodbank.org/producetopeople/>

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e. Legal services

Neighborhood Legal Services – countywide

928 Penn Avenue , Pittsburgh, PA 15222, Phone: (412) 255-6700

Website: <https://nlsa.us/>

f. Life skills training

Familylinks

250 Shady Avenue, Pittsburgh, PA 15206, Phone: (412) 661-1800

Website: <http://www.familylinks.org/>

Family Services of Western PA

6401 Penn Avenue, Pittsburgh, PA 15206 , Phone: (888) 222-4200

Website: <http://fswp.org/>

g. Mental health services

Familylinks

250 Shady Avenue, Pittsburgh, PA 15206, Phone: (412) 661-1800

Website: <http://www.familylinks.org/>

Allegheny County Department of Human Services

<http://www.alleghenycounty.us/Human-Services/Programs-Services/Adults.aspx>

<http://www.alleghenycounty.us/Human-Services/Programs-Services/Children-and-Families.aspx>

h. Substance use treatment services

Familylinks

250 Shady Avenue, Pittsburgh, PA 15206, Phone: (412) 661-1800

Website: <http://www.familylinks.org/>

Allegheny County Department of Human Services

<http://www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Drugs-and-Alcohol.aspx>

i. Physical health services

East Liberty Healthcare Center

6023 Harvard Square, Suite 1, Pittsburgh, PA 15206,

Website: <http://www.elfhcc.com/>

Primary Care Health Services, Inc – locations in Homewood, Rankin, Braddock, Hill District, McKeesport, Hazelwood, Homestead, West End, Wilkinsburg, for example: Alma Illery

7227 Hamilton Avenue, Pittsburgh, PA 15208, Phone: (412) 244-4700

Website: <http://www.pchspitt.org/location/>

Rankin Family Health Center

807 Wallace Avenue, Pittsburgh, PA 15221, Phone: (412) 247-5216

Website: <http://www.pchspitt.org/location/>

j. Peer-Based Recovery Supports

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Those who have been in the Rental Assistance the longest and who have more time in recovery will be especially be encouraged to provide support to new participant-parents. Additional consultation, support, and referrals will be made as appropriate to:

Power-Recovery Mentors

(412) 243-8755

http://power-recovery.com/programs_services_recovery-support.html

- Describe your plan for incorporating peer group support activities into the Program and for providing wellness activities.

The Rental Assistance Program Manager and Case Manager will make every effort at all times to provide opportunities for peer support and social networking among Participants. In addition, in the spirit of ROSC principles, the case manager will attempt to foster a supportive community among program Participants, much as has long been the case in our modified therapeutic community in Familylinks' 3C Family Treatment Center.

The Program Manager and Case Manager will be trained to recognize the unique history, strengths and needs of each participant. Each will be trained and supervised to utilize 'Active Listening' and Motivational Interviewing to ensure each participant is not just 'one of many' on the program caseload, but that each individual feels understood as a individual.

Given the ongoing local opioid epidemic, participants (if applicable) will be offered education about Naloxone (narcan), after which each participant will receive a kit to ensure that this individual life is preserved so the program staff *can* help him/her recover should they relapse.

Familylinks has long placed a high priority on comprehensive wellness in its programs, participating in CCBHO Wellness Learning Initiatives when offered. Moreover, in our 3C Family Treatment Centers, we have consistently sought grants to provide resources for value-added wellness initiatives in that program, e.g., the purchase of exercise equipment for client use, on-site yoga, and on-site nutrition classes. Every effort will be made to provide appropriate similar wellness activities for Rental Assistance Participants.

The Case Manager will make on- and off-site activities available for participants, leveraging our relationships with the Homeless Children's Education Fund and Tickets for Kids and offering events such as yoga classes, field trips to the zoo or sporting events. The Case Manager will also distribute a monthly calendar to connect participants with peer support groups.

- Describe the spectrum of services your organization provides and how these services might be used to support clients in your Program.

Familylinks offers a wide-continuum of care, encompassing services for children and adults, from early intervention through geriatric care. Included in our mental health services are treatment programs, clinic-based, home-based, and school-based, for children and adolescents with severe emotional disturbance, adults, and geriatric Participants confined to their homes. Our Alcohol and Other Drugs programs, as indicated above, encompass prevention, outpatient, and inpatient programs.

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Our Youth and Family Service programs focus on the safety, well-being and permanency of children and families and have worked for many years in partnership with OCYF, DHS and other community providers.

Familylinks' Service Coordination services provide case management to thousands of Participants with Intellectual Disabilities, and Geriatric Participants needing linkages to support services, as well as a Caregiver Program, and a Senior Center.

A key component of Familylinks' current strategic goals is the furthering of 'integration' efforts begun and prioritized in recent years, to ensure that participants in any Familylinks program are provided a 'warm handoff' to another Familylinks program service that they or a family member are eligible for and which they desire. The Rental Assistance program will continue this priority for both parent-participants and their children.

9. Describe your plan for how case managers will work with Participants to ensure that Participants can successfully assume their lease at Program end.

Familylinks can provide a full range of supportive services related to mental/behavioral health, addiction, disability, and employment. These supportive services will be in place to help participant gain the tools they need to successfully assume the lease at the end of the program.

Each participant is encouraged to pursue resources including: Medical- coverage through the State, Medical Assistance, Private Insurance. Physical Health- attend yearly physicals and dental appointments. MH/AOD – utilize the MH and AOD support services available within Familylinks, and external resources when needed. Financial - work to improve it through financial literacy, to increase/maintain current income, and link to other agencies to obtain Social Security, TANF benefits, employment and other supports. Educational- to pursue a GED or High School diploma, and other educational options. Transportation- transportation will enable them to attend and participate in daily activities they need for social stability, i.e., medical appointments, work, school, grocery shopping, etc. Housing will be in close proximity to public transportation resources.

Environment (5 points)

10. Describe your plan for creating a sense of supportive recovery community among Participants.

At Familylinks, our working definition of recovery is: *Recovery from alcohol and drug problems is a process of change through which an individual achieves abstinence and improved health, wellness and quality of life.* Familylinks models its current D/A programs (and to include the Rental Assistance Program) under the Guiding Principles of Recovery for *Recovery-Oriented Systems of Care*.

As an agency focused on person-centered and family-centered services, Familylinks engages in programming designed to motivate clients, to assist them in developing their individual goals, and work toward a lifestyle of improved health and wellness. We accomplish this by collaborating with the client when developing the Individual Service Plan. Along with maintaining sobriety, clients are encouraged to

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address all aspects of their lives, such as psychological and emotional health, education/job training, nutrition, physical health, parenting and relationships. Each individual client (and their family when possible) requires a plan for success that is unique to them.

For example, the Case Manager will encourage participants who have an interest in working with a mentor to utilize Power-Recovery Mentors for support. Through this relationship, clients can have mentor-peer support with a mentor who has at least two years of sobriety. The mentors, along with Familylinks staff who have achieved long term recovery, can be instrumental in assisting clients throughout treatment.

Familylinks has in recent years committed itself to an ongoing effort in performance improvement in serving Participants' co-occurring needs via an active Co-Occurring Disorders Task Force.

Staffing (10 points)

11. Describe your proposed staffing structure (number, functions and level of experience).

As a component of the Rental Assistance program staffing complement, a full-time Case Manager will be hired to assist Participants in making linkages designed to further their current recovery under the principles of service outlined above. With oversight from a Program Manager, Senior Program Manager and the Director of Youth and Family Services, requirements for this position will include knowledge in the following areas: child, adolescent, and family development; dynamics of chemically dependent persons and families; recovery process and the 12 Step Philosophy; and, community resources and other support services. The positions for this program are:

1 Director .02 FTE -Master's Degree
1 Senior Program Manager .03 FTE -Master's Degree
1 Program Manager .5 FTE -Bachelor's Degree
1 Housing Case Manager 1.0 FTE -Bachelor's Degree

In addition to the direct services and supports provided by the Case Manager, Familylinks can provide a significant number of support services for participants. Familylinks has an established infrastructure of integrated Behavioral Health and Community and Family Services in Allegheny County. We can incorporate the following Familylinks staff positions as needed for the program participants, allowing the Case Manager to fast track essential services: Medical Director; Supports Coordinator; Certified Addiction Counselors; Masters Level Clinician; Nurse Practitioner; Certified Psychiatric Nurse Practitioner; Option CARE Manager; Caregiver First Therapist; Masters Level Mobile Clinician; Masters and Bachelors Level Family-Based Clinicians; Licensed Credentialed Clinician; and, Licensed Clinician.

Case Manager Essential Duties and Responsibilities:

- Accept referrals, review applications and interview potential participants for program eligibility and admission.
- Secure eligibility data collection documentation requirements from participants.
- Inspect identified apartments to meet county requirements prior to admission and during involvement in the housing program.

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- Submission of client rental vouchers/utility bills for reimbursement.
- Make participant referrals for job training, education, supportive services, and housing options.
- Maintain case records/files on each participant admitted to the program.
- Completion of participant service plan and progress notes.
- Maintain contact with participants and document accordingly.
- Participate in county audits.
- Complete required monthly, quarterly, and annual reports to the county funders.
- Participate in all staff development, training and meetings as required.
- Enter monthly data requirements in HMIS, Allegheny Link.
- Enter and track all outcome information.
- Coordinates all functions of the rental properties, including but not limited to renting of the properties, collecting of rents and evictions.
- Works closely with property tenants to resolve issues, assists with referrals for informal Familylinks services, works with the housing entities such as HUD, Local Housing Authorities, Housing Alliances, and Coalitions.
- Responds to emergency calls for repair work including off hours.
- Inspects, identifies, and reports maintenance issues needing addressed to Supervisor.
- Attends all meetings, trainings and supervisions as required.

12. Describe your plan for recruiting and retaining quality staff and ensuring that staff have lived experience and are reflective of the population that they serve.

Familylinks utilizes JAZZ, a state of the art electronic job posting to dozens of popular job boards and popular social media channels, in addition to rewarded staff referrals (to which specific outreach will be made to current Familylinks Alcohol & Other Drugs staff for referrals for the Rental Assistance Program case manager), and hard-copy publications (e.g., *The New Pittsburgh Courier*) as appropriate, in efforts to attract qualified staff who mirror the cultural and racial diversity of the populations being served. Further, Familylinks hosts program/position-specific in-house Job Fairs throughout the year to augment its recruitment, as well as maintaining a long-time and positive relationship with local universities' internship programs. At all times, Familylinks seeks to fill staff positions with candidates who are trained, experienced and fluent in family systems work, and in child-adolescent work and addictions work if employed in programs designed for those populations. Filling staff vacancies is always top priority for both Human Resources and Program management staff, and includes ongoing two-way communication between program staff, Human Resources, and Division Directors. Vacancies are covered by both the individual Program Manager as necessary, as well as other programs' staffs in individualized, creative and time-limited backup coverage.

It has long been and remains a successful practice in Familylinks' Alcohol & Other Drugs programs department to regularly hire and employ a complement of staff, in various positions, who are themselves successfully in recovery, with a requirement that at time of employment they have a minimum five years of sobriety. The Case Manager to be hired for this program, while not necessarily in recovery, will be minimally required to have experience in D/A treatment and housing services.

Familylinks offers regular and ongoing training to staff members through the organization's Training Institute -in addition to county and state-required trainings, including: Child Protective Service Laws,

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KIDS, OCYF, Motivational Enhancement Therapy, LGBTQ Cultural Competency Training, Confidentiality, Safe Crisis Management, Parenting, Medications (including Naloxone/Narcan training), Dual Diagnosis, PCPC, Ethical practices, Infectious Diseases/HIV, HIPAA, CPR/First Aid, Risking Connection (trauma informed care), and Fire Safety.

Staff retention is bolstered by a variety of internal efforts, including regular *ABCD (Above and Beyond the Call of Duty)* recognition and awards; participation in a three-day training in trauma-informed organizational philosophy called *Risking Connections*, including a component designed to inculcate increased sensitivity to staff 'vicarious trauma'; an internal Training Institute offering a wide variety of mandatory and elective trainings throughout the year, including a variety of trainings specific to drug and alcohol addiction of which the Case Manager would be expected to avail her/himself (e.g., *Marijuana, Cannabis & THC, Women in Addiction and Recovery, Motivational Enhancement Therapy, and Chemical Dependence & the Family*); a licensure program to aid staff seeking individual licensure; regular opportunities for 'Brown Bag lunches' between randomly chosen staff and the agency C.E.O.; annual Town Hall and Staff Appreciation luncheons for all staff; weekly individual supervision; and staff meetings.

Financial Management and Budget (15 points)

13. Provide a budget using the template available at www.alleghenycounty.us/dhs/solicitations. Provide a budget narrative in the space below that details all planned expenses and reflects a realistic estimate of the costs associated with implementing the Program. The budget should be cost effective and include a clear plan for leveraging federal, state, local and private sector funds to support the Program.

Budget Narrative (not counted towards page limits):

Please see attached.

Proposed Indirect Administrative Expenses: One Year

OBJECTS OF EXPENSE	Funding Request from DHS	Outside Funding*	TOTAL FUNDING
Personnel Expenses (use detailed indirect admin staff roster as an input for this section)			
Program Staff	4,740		4,740
Employee Benefits	1,292		1,292
Staff Training	137		137
Total Personnel Expenses	6,169	-	6,169
Office and Operational Expenses			
Rental Assistance	0		-
Assessment of Service Needs	0		-
Assistance with Moving Costs	0		-
Assistance with Utility Deposits	0		-
Child Care			-
Education Services			-
Employment Assistance and Job Training			-
Food Assistance			-
Legal Services			-
Life Skills			-
Mental Health Services			-
Substance Abuse Treatment Services			-
Physical Health Services			-
Peer Based Recovery Supports**			-
Wellness Activities**			-
Office Space - (Mortgage/Rent)			-
Maintenance	30		30
Successful Proposer Building Utilities			-
Communication	194		194
Office Supplies	83		83
Transportation/Travel	108		108
Vehicle Maintenance and Repair	-		-
Postage and Shipping	5		5
Printing and Publications	15		15
Insurance	118		118
Association Dues/ Licensing Fees	155		155
Recruitment/Advertising	12		12
Other:	2,708		2,708
Total Office and Operational Expense	3,428	-	3,428
Grand Total:	9,597	-	9,597

Other Consists of:

Equipment/Maintenance Rentals	679
Auditing Expense	285
Prof Fee/Purchased Personnel	965
Board Expense	279
Program Supplies	75
Various Misc	425
	<u>2708</u>

*Outside Funding is other funding that your organization has or plans to raise (i.e. from foundations, private sources, public sources) that will support the cost of the Program.

**Peer Recovery Supports and Wellness Activities may be funded through the CYF Program.

Note: The line items with corresponding gray boxes under the "Funding from DHS" column are not services that may be funded through the Program; however, DHS expects that the Successful Proposer(s) will refer Participants to these outside supports, as needed. If your Program will be providing these services directly to Participants, through outside funding sources, please detail the amount of outside funding you expect to allocate to each service in the "Outside Funding" column.

Budget Template

Proposed Direct Admin Staff Roster: One Year

Staff Name	Position/Title	Full Time Equivalent	Salary
New	Manager	0.50	23,500
New	Case Manager	1.00	32,000
B. Haberstroh	YFS Director	0.02	1,801
M. Thomas		0.03	1,872
Year One		1.55	59,173

Benefits/Fringe	Total Salary/Benefits
6,406	29,906
8,723	40,723
491	2,292
510	2,382
16,130	75,303

Benefit Factor is .2726

Unit	Bedroom		1 to 3 mths	3 to 6 month	6 to 9 months	
1	2	822	2466	1849.5	1233	5548.5
1	2	822	2466	1849.5	1233	5548.5
1	2	822	2466	1849.5	0	4315.5
1	2	750	2250	1687.5	1125	5062.5
1	2	750	2250	1687.5	0	3937.5
1	2	750	2250	0	0	2250
	mths		18	15	9	
1	3	1028	3084	2313	1542	6939
1	3	1028	3084	2313	1542	6939
1	3	1028	3084	2313	1542	6939
1	3	1028	3084	2313	0	5397
1	3	900	2700	2025	1350	6075
1	3	900	2700	2025	1350	6075
1	3	1028	3084	2313	1542	6939
1	3	900	2700	2025	1350	6075
1	3	1028	3084	2313	0	5397
1	3	1028	3084	2313	0	5397
1	3	900	2700	2025	0	4725
1	3	900	2700	2025	0	4725
1	3	900	2700	0	0	2700
1	3	900	2700	0	0	2700
1	3	900	2700	0	0	2700

Allocation Breakdown

Allcoations	Adm	Prg
Orignal Basis	299.85	299.82
Plum	19.31	19.31
Sylvan	10.65	10.65
CYF	1.55	1.55
Other Rental Proposal	1.55	1.55
	<u>332.91</u>	<u>332.88</u>
Costs Basis	2,061,261.00	1,078,900.00
Plus 2%	-	-
Per FTE Dist	6,191.65	3,241.11
Per CYF	9,597.05	5,023.72
Per Other Proposal	9,597.05	5,023.72

Familylinks, Inc.

Aria Program
Program Standards

Introduction

Familylinks' mission is to provide integrated, family-centered services focused on behavioral, social and developmental health issues. Within that mission, we envision the opportunity for all families and individuals in western Pennsylvania to have the tools they need to be healthy, happy, and strong for life.

Program Overview

Aria is a rental assistance program that financially supports individuals and families achieve housing stability, so that they can pursue personal goals and improve their lives. The program provides rental assistance, on a sliding scale, for up to one year, based on individual/family needs, along with case management and referrals to support services. Rental Assistance is reevaluated every 3 months to determine a participant's progress toward financial fitness.

Eligibility

Individuals and families with members who have a history of unhealthy substance use and who are experiencing homelessness, and who have an income below 200% of the Federal Poverty Income Guidelines are eligible for the program.

Program Requirements

While we are here to support you in housing, we want you to be as comfortable with your housing as possible. Therefore, it is necessary and important that you locate a landlord willing to rent to you, and that fits your needs and fits within a specific budget within 30 days of being accepted into this program. Your case manager can help you locate housing and completed required documents. The apartment/housing must be in compliance with the HUD Habitability Standards.

An individualized Service Plan (ISP) is a plan outlining steps and activities to reach goals and objectives agreed upon between you and your Case Manager. Participation in developing your service plan is required and will help shape your program experiences. Your ISP will be updated every three (3) months, when your stay in the program is reevaluated, to reflect goals and measure progress.

Case management will be a crucial role in progressing towards self-sufficiency. You are required to meet with your case manager at least once per month but can be more frequent if you feel it would be helpful. These meetings will be used to assess your progress towards your goals, discuss any concerns about the program or any issues that may arise, and connect you to supportive services.

Familylinks is here to assist you with rent. During your initial intake, your financial fitness will be evaluated. The outcome of this evaluation will determine the amount of assistance you will be eligible to receive from Familylinks. The goal is to create a situation in which you are able to take over full payment after you are no longer in the program, so there may be a step down process in rental assistance. This will be determined on a case-by-case basis. You will be expected to pay the portion of the rent that we do not cover.

Your portion of rent is due by the fifth day of each month as is covered in the lease.

Changes in your income must be reported to your case manager within 10 days.

Countable income include the following:

Earned Income;

Unemployment Insurance;

Supplemental Security Income (SSI);

Social Security Disability Insurance (SSDI);

Veterans Disability;

Private Disability Insurance;

Worker's Compensation;

Alimony;

Pension;

Private Disability Insurance;

Social Security – Retirement;

Child Support;

Other Sources.

Program Recommendations

With housing being the first priority, we agree to provide you with rental assistance until the end of your program. However, in an effort to assist you in stable housing in the future, we do encourage and offer supportive services. These will be recommended by your case manager but not required for your continued participation in this program such as: Employment Services (search/training); AA/NA meeting attendance; drug and alcohol services; and mental health services.

Program Rules/Grounds for Termination from the Program

If you are no longer interested in participating in the program, or are terminated from the program, your case manager will provide you with assistance in accessing other housing and services options.

Program Standards for Termination of Housing Assistance

Upon admittance into the Familylinks Aria Housing Program, you were given a copy of the rules and regulations of the program which were voluntarily signed and dated by you. You and your case manager went over each rule and regulation of the program with a firm understanding that breaking them will be grounds for termination.

Grounds for Immediate Service Termination:

Physical attacks
Destruction of property
Evidence of alcohol or illegal drugs on the facility premises
Possession of a weapon on the facility premises
Otherwise jeopardizing the safety and welfare of others

If you are found in violation of rules or regulations of the program, you will be given a verbal and written notice of the violation, the action being taken due to the violation and the effective date of the action. You and your case manager will both sign the written document. In the event that you choose to refuse to sign a violation, the case manager will document your refusal.

Grounds for Termination within 30 days of initial violation

1. You are not allowing your case manager to schedule home/visits or meetings beginning on the day you sign your lease.
2. You are not actively working toward maintaining your sobriety from alcohol/drug free home. This includes: family; friends; or guests that you may have at your home that commit drug-related or violent criminal activity in your home.
3. You are not attending court ordered services such as NA/AA meetings, drug court, Children Youth and Family Conferencing and Teaming meetings; probation or parole officer meetings.
4. You are not refraining from any forms of violence, including verbal/physical threats and /or forms of intimidation directed to your neighbors, community, or case manager.
5. You are not being responsible for the actions of any guest you permit into your home including, property damage and or any other criminal activity.
6. You, or any member of the family commits fraud, bribery or another corrupt or criminal act in connection with a federal housing program. This criminal act need not have occurred while the family was participating in the tenant-based program.

7. You have breached the agreement to pay your portion of the monthly rental payment to your landlord. Your case manager may offer you the opportunity to enter into an agreement for repayment of these amounts.

In the event of service termination, you will be notified in writing on a Notice of Termination Form, provided by Allegheny County DHS, Bureau of Hunger and Housing, of his/her termination from the program. You will have the right to appeal the termination within **five (5)** business days of receiving the Notice of Termination. You will need to complete the Right to Appeal and Fair Hearing Form which will be attached to your notification. You will be offered assistance in completing the Right to Appeal and Fair Hearing Form and/or the Client Summary Sheet when needed. Familylinks will also send a copy of the Notice of Termination and Agency Summary of Termination within **one (1)** business days to:

Allegheny County Department of Human Services
Bureau of Hunger and Housing Services, HUD Programs
One Smithfield Street, Second Floor
Pittsburgh, Pennsylvania 15222

After Notice of Termination

You have **ten (10)** business days (not including weekends) from the date the Notice of Termination was delivered, to vacate the premises.

If you do not appeal your service termination, your case manager will help you prepare to move to your place of residency.

If a Termination Appeal Hearing is requested, The Right to Appeal and Fair Hearing Form must be submitted to Allegheny County DHS, Bureau of Hunger and Housing within **five (5)** business days from the date of the service termination. ACDHS reserves the right to extend this time frame at their discretion.

If a Termination Appeal Hearing is requested, Allegheny County DHS, Bureau of Hunger and Housing Services, will make every effort to schedule a hearing within **five (5)** business days after the Right to Appeal and Fair Housing Form is received in their office.

Confidentiality

You have the right to confidentiality, which means information about you will be kept private. Information, both written and verbal cannot be shared with anyone outside of the agency without written/signed permission from you. Situations exist which allow disclosure of Personal Protected information (PPI). These situations include: Harm to another person; suicide; abuse of a child/vulnerable adult; court order; contract monitoring; and medical emergency.

Case Managers are mandated reported and our required to report suspected child abuse or neglect.

Data Collection notice – Familylinks enters data into the Homeless Management Information System (HMIS), which is a databases used to coordinate care in an efficient and unified fashion to provide appropriate services.

Release of information (RQI) - You have the right to release your Personal Protected Information (PPI). For information to be release to any person/entity outside of Familylinks a specific, original and written release of information must be submitted to Familylinks. Verbal consent is not a valid means to release information. The original written and signed Release of Information will be kept in your personal file.

You are encouraged to discuss any questions about confidentiality with your case manager.

I hereby certify that I understand my obligations and understand the terms of this termination process. My failure to comply with these obligations may result in the termination of my participation in the program.

Signature of Head of Household

Date

Spouse or other Adult Member

Date

Other Adult Member

Date