

## **ETS means Eager To Serve**

Our **Homeless Assistance Program**, “From Homelessness To Healing,” uses psychological theory and best practices accompanied by a comprehensive case management design model to help people transition out of homelessness. The design model helps to improve the whole person(s) **socially, physically, intellectually, cognitively, emotionally, financially** and **spiritually**. This technique empowers the family/individual to remain out of homelessness for life.

We have tailored the model to use a “**Housing First**” approach which involves, finding landlords and apartments, help people pay for housing, then through case management connect people to jobs, services and other pertinent resources (their family).

## **FIND LANDLORDS & APARTMENTS**

Persons (3) hired and trained as Housing Resource Specialists (Staff/Volunteers/Interns) with defined, assigned job descriptions maintain our housing resource and procedures manual to improve on concerted efforts to secure suitable housing. We engage **landlords** for the purposes of assisting in the effort to quickly rehouse homeless persons and work towards ending homelessness for each family served.

Engaging landlords involves establishing relationships with property owners (including banks), brokers, **real estate companies**, developers, other service providers and government entities in order to establish a full network of housing developments and resources. Our board of directors are motivated to seek out opportunities for real estate to be gifted. Establishing solid relationships and/or **partnerships** with organizations is another way we engage landlords.

Engaging landlords also includes educating and building their confidence in the **rapid rehousing model**, ensures landlords that the rent will be paid on time, that the property will be maintained in good order, and the lease will mutually benefit all parties. Housing specialists will address these concerns directly by informing landlords of the services that will help mitigate these

real and/or perceived risks, including but not limited to **tenant education**, screening, and matching appropriately, eviction planning and prevention through rent supplements, rent deposits, master leasing and, specifically, comprehensive case management. Providing these services effectively is key to maintaining good relationships and keeping housing stock available for those in need.

## **HELP PAY**

With contributions in the amount of **\$500,000** we will first help nineteen (19) client head of households pay for housing, which helps to remove a barrier. This includes 57 people. We intend to provide, at a minimum, bi-weekly client centered comprehensive case management for at least nineteen (19) client household participants. We also intend to help with rental and/or move-in assistance for up to nineteen (19) client household participants. The amount and duration of this assistance will vary per household. The evaluation and assessment process will ensure that the subsidy is enough to help the people secure and maintain, through comprehensive case management as needed, a suitable place to live. We hope to help, with rental assistance for 6 months to 1 year, with decrements in financial support as self-sufficiency improves.

Monthly (and/or as needed) **progressive engagement** with people by professionally trained staff is a key component to offering positive reinforcement, to help them **improve economically**, to review each head of household's progress at milestone points and to help keep them focused on improving his or her **own ability**, to retain the housing after the (**gift of**) financial assistance ends. This is our objective.

## **CONNECT TO JOBS AND SERVICES**

The goal of case management is the timely coordination of quality **counseling** to address a client's needs, to promote optimal outcomes, which may occur in care meetings or during the client's transition periods. In this effort, the director of case work ensures that the case manager, case workers and team of professionally trained **case worker interns**, who deal in specialty areas - act as facilitators on behalf, and for the benefit, of the client participant. Such specialty areas

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include housing, employment, career exploration, child care, education advocacy and life skills training (including parent training, entrepreneurship). The staff work with many professional care teams and the community at large to work in collaborative efforts for medical, governmental, legal and any other essential services to promote access to and utilization of mainstream programs.

In this case, we will:

- Connect households to resources that help them improve their safety, well-being and achieve their long-term goals.
- Provide client-directed, voluntary case management, respectful of the individual's right to self-determination.

In connection to the community, the areas of focus which may be provided through linkage with other providers, will include, but not be limited to, the following:

- Apartment searches
- Rental application completion assistance
- Budgeting
- Counseling
- Life skills training
- Self-reliance training and taking responsibility
- Independent living skills
- Parenting skills training
- Stress management
- Anger managements
- GED preparation
- Tutoring
- Conflict resolution
- Computer training
- Employment and career preparation
- Work Experience
- Community service
- Budgeting
- Interpersonal relationship development training
- Referral for medical, governmental, legal services, spiritual development and education, as needed or requested.

Our model is individually tailored and prepares people for success by “identifying barriers”<sup>1</sup> within the family structure (and/or self) that hinders success, establishes an understanding with clients of how these barriers may be lifted and builds upon family strengths to secure methods of self-development and maintaining financial stability.

Our in-house program design has been developed using best practice models and direct hands on experience from our professionally trained staff and/or interns. Instead of duplicating existing services, our collaborative approach allows people (with assistance) to identify needed services, refer people to the particular service provider, follow-up on completion of assistance obtained from the referral, help to fill gaps in **character development** and then move to the next area of **self-development** required for self-sufficiency.

In 2006, Eager To Serve Inc. (ETS) established Sunshine Residence, in Freeport, New York and successfully provided teenage mothers and their babies in Nassau County and Westchester County with a loving home to help the teen moms develop the necessary skills and training for self-sufficiency. In February 2010, Sunshine Residence transitioned into an emergency shelter program for single, homeless women. We now operate an **emergency housing assistance program**, helping people who are homeless and in **poverty**. Currently, these people are referred to Sunshine Residence by the Nassau County Department of Social Services (families and/or single women)

The objective of the program is to help the homeless reunite with family, friends, obtain additional resources, obtain permanent housing and cancel recidivism. To date, the operations at Sunshine Residence have improved the lives of approximately one thousand six hundred seventythree (1,683) heads of households (homeless) of which approximately sixty (62) have been permanently housed with only two (2) re-entries into the shelter system. We your **help financially**

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<sup>1</sup> A barrier is a fence or other obstacle that prevents movement or access.  
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and/or **in-kind support** these statistics will improve. To date we have not been funded by the government to provide rental assistance or move in assistance. **Thank you** for your consideration.

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