



VILLA *of* HOPE

YOUTH & FAMILY SERVICES



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Villa of Hope

Adult Care Management

Health Home

VILLA OF HOPE COMMUNITY SERVICES

WATER TOWER PARK LOCATION

1099 JAY STREET BUILDING P

ROCHESTER, NEW YORK 14611

(585) 328-0740

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What is a Health Home?

Health Homes provide Care Management services to help make sure everyone involved in an individual's care is working well together and sharing information that is important in supporting a person's recovery. A Health Home Care Manager is expected to help coordinate not just medical, mental health, substance abuse services, but the social service needs of the individual as well. Our program typically works with folks that are 18+ and have a Mental Health or SUD Diagnosis (not the only population we work with but that seems to be who we've worked with!)

Services within the agency CM's utilize

- ▶ Integrated Intake Team
- ▶ Integrated Behavioral Health- SUD and MH
- ▶ **Community Services (Preventive, Children**
- ▶ HCBS (Home and Community Based Services)
- ▶ Hope Place- New Coming Soon Program!
(Psychiatric Diversion Program)
- ▶ Recovery Coordination
- ▶ Medicaid Financial Case Management



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Barriers We've Experience Dealing with Homeless Clients:

- ▶ Lack of affordable housing
- ▶ Clients criminal history, credit scores and evictions prevent them from getting housing- Did you know there is a “Do not rent to” list the landlords pass around and update daily?!
- ▶ Lack of funding for Security Deposits
- ▶ If you have SSI or any income and you are in a shelter, you need to pay to be there, which makes it difficult to save for first month and security deposit
- ▶ Income is so low with most of our clients and the only places they can afford are ones that aren't suitable to live in- landlords get violations and DSS won't pay so they need to move
- ▶ Transportation to get to and from places to see the potential house
- ▶ Disconnect between providers- not understanding one another's roles and lack of collaboration
- ▶ There are application fees for people with low income

What we do as Care Managers

- ▶ Advocate for land landlords- calling them and helping them understand who they will be renting with and we can support
- ▶ Help fill out housing applications
- ▶ Looking for apartments in their price range
- ▶ Going with the our folks to visit places to make sure they are livable
- ▶ Referrals in the community that help with housing- (i.e. Unite Us)

Ideas or Suggestions on what the community/providers can do?

Get involved in the Mental Health Court- if someone successfully graduates from Mental Health court their eviction record should be cleared as well

Success Stories

- ▶ We had a mom walk into our building with 3 of her kids because she saw the word “HOPE.” She was not connected with any services and living in a basement. She has been homeless for some time and recently her Care Manager was able to get her housing that she felt safe in and developed a good working relationship with the landlord so he had a better understanding of our Mom.
- ▶ A mom with a history of trauma and substance use was being evicted and at risk of going into a homeless shelter with her 4 yr old daughter. Her Care Manager was able to work very closely with the property manager to advocate on her clients behalf and get her client into the place she wanted to live- in a safe neighborhood where her daughter could play outside!