



Program: Peacock Commons

Policy/Procedure Manual: Section #21 Program Binder; #G Master Binder

Date Implemented: 01/01/2000

Last Reviewed/Revised: 01/01/2015

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Authorization: Sparky Harlan, CEO, Authorized by the Board of Directors 12/03/2014

SUBJECT: Service Components

I. PURPOSE: To outline the services available to tenants and how they can be accessed.

II. POLICY: The program provides safe and accessible housing and services that encourage the development of personal support systems and independence.

III. APPLICABLE TO: Site Services Coordinator, Mentors, Volunteers

IV. PROCEDURE:

1. Supportive services are provided on site at Peacock Commons or in community settings that are readily accessible to public transportation. Transportation is provided for tenants to access services in the community.

2. Housing services appropriate to the permanent housing site are available.

- a. Information about the housing at Peacock Commons
- b. Tenants are assisted in ensuring their unit is a safe, stable living environment by encouraging the tenant to participate in a walk through inspection with the property manager at move in.
- c. The opportunity for help in reviewing the lease agreement and house rules occurs when the tenant meets with the property manager to go over all the documents necessary for the tenant to move in. Tenants are also given a copy of the California Tenants: A Guide to Tenant and Landlord Rights and Responsibilities, by the Site Services Coordinator.
- d. Property management notifies the Site Services Coordinator when a tenant has not paid rent so that the Coordinator can contact the tenant and provide resources to help pay the rent and assistance with budgeting to ensure the ability to pay the next month.
- e. The Site Services Coordinator acts as liaison with property management as necessary to advocate on the tenants behalf, to ensure their housing remains safe, affordable and appropriate.

3. Case management provided at Peacock Common is based on the individual needs of the tenants, as determined by the assessments and case plan they develop with the Site Services Coordinator.

4. Skills training to promote independence, development of personal support systems and maintain housing is a part of the case management process.

- a. Tenants needing support with daily living skills can access groups on learning different skills or work with a mentor individually on specific skills.
- b. Group and individual support are offered through the Site Services Coordinator, mentors or outside organizations working with the tenants on household management.
- c. Site Services Coordinator and mentors are available to develop individual budgets and resources for credit unions and banks are provided to develop a money management plan.
- d. Referrals to appropriate counseling agencies are provided to tenants experiencing credit or debt difficulties.
- e. Educational groups are facilitated by mentors and local police on being safe in the community, keeping children safe and providing a safe home.

- f. The Site Services Coordinator is available to provide referrals to community resources, a bulletin board in the computer room provides a forum for posting resources and groups on specific topics will include community resources.
- g. The Site Services Coordinator provides information and referrals for public assistance that the tenant may be eligible for and posts updated information on a bulletin board in the computer room.
- h. Mentors facilitate workshops on interpersonal relationships, communication and other related topics. Mentors and staff are available for crisis resolution and reinforcing positive parenting communication with the tenants and their children.

5. Health services include:

- a. Tenants are encouraged to access routine medical and dental care for themselves and their children and referred to Valley Medical Center or the Drop In Center medical clinic if they don't have private insurance. The Site Services Coordinator provides information and support in accessing Covered California, to ensure that the tenants have access to medical coverage.
- b. The Site Service Coordinator refers tenants interested in substance abuse services to the Seven Challenges groups, facilitated at the Bill Wilson Center Drop In Center or to other support groups in the community. Those needing more intensive treatment are given information on options and supported throughout the process of applying. Mental health services are provided through referral to our TAY mental health program or our family and children mental health program, for assessment and treatment or referral to a more appropriate service.
- c. Tenants are responsible for monitoring their own medication. Staff provide support in encouraging the tenant to be medication compliant and provide referrals to the TAY mental health psychiatrist if the tenant needs to get a medication prescription or be assessed for possible medication treatment. A mentor may also be assigned to a tenant to help with managing their medication and preventing a lapse in medications.
- d. Planned Parenthood Mar Monte provides information on pregnancy prevention and family planning. They also provide primary medical care and HIV/AIDS and STD prevention. BWC provides referrals in individual sessions with tenants and information in our resource center, located in the computer room.
- e. The harm reduction service model incorporated at Peacock Commons recognizes the importance of meeting the tenants where they are and acknowledging that they are able to take responsibility for their own behavior. Staff partner with the tenants in ensuring their safety and support them in making the changes they are willing to commit to.

6. Support services include, as needed:

- a. Tenants are encouraged to pursue further education. Those that do not have their high school diploma are encouraged to get their GED or finish their high school credits to get their diploma. Assistance is offered either on site through our NOVA program and/or through referrals off site to the adult education program . Tenants who have their GED or high school diploma and are interested in pursuing post secondary education are provided with information and connected to community colleges or vocational programs that will provide the training and education to achieve their goals.
- b. The Site Service Coordinator and the mentors that live on site are all trained in crisis intervention techniques. The tenants are also given the number of our 24 hour crisis line and encouraged to call the police if there is a situation in which they feel unsafe and need immediate assistance.
- c. We can provide a limited number of monthly bus passes to eligible tenants through supportive services funding. Other tenants may be eligible for bus passes through their involvement in CalWorks or attendance at a community college. Tenants that have cars are provided with a parking space. The Site Services Coordinator can provide transportation to tenants in emergency situations.
- d. The Site Services Coordinator will provide referrals to tenants needing legal advice.
- e. The Site Services Coordinator is an advocate for the tenants in ensuring they receive the help they need. This may include assisting the tenant in advocating for themselves, coordinating with other service providers or advocating on behalf of the tenant.
- f. Parenting classes and support are offered on site through another service provider, using the Triple P curriculum. Monthly groups focus on activities for parents and children and other groups offer specific activities for the children.
- g. Tenants are provided with referrals to subsidized child care and assisted with applying for child care and finding appropriate sites.
- h. The Site Services Coordinator prepares a monthly calendar of activities offered on site that include social, cultural, and recreational activities facilitated by staff, mentors, and volunteers. Tenants are encouraged to attend religious activities in the community that are consistent with their religious beliefs and practices.

7. Employment and vocational support includes:

- a. Onsite services through NOVA, volunteers, staff or mentors help tenants develop the work habits, skills and self-awareness essential to employability. These services are

provided through individual interactions, at the request of the tenant, to deal with specific issues or through group workshops that focus on job retention.

- b. The Site Services Coordinator provides individual help with writing resumes, completing job applications and preparing for interviews or refers the tenant to the services of NOVA. A mentor may also be assigned to the tenant for ongoing support in searching for a job.
- c. The Site Services Coordinator provides updated information on job fairs and employment opportunities by posting the notices on the community bulletin board in the computer room. Brochures for other employment or training options are available at the resource center in the computer room.

Attachments: *(list here, and attach documents)*