



P.O. Box 3146  
Iowa City, IA 52244-3146

## Shelter House Service Matrix

The matrix of services offered through Shelter House is intended to:

1. Support and advance the mission of the organization
2. Be consistent with the agency's vision and delivered in a manner that is consistent with the agency's values
3. Support the agency's goals

Services offered will not only benefit the health, safety, and well-being of the individual but that of the greater community as well. Program design and implementation must be done in the context of the greater community. Consideration must be given to the impact, the costs, and the benefits as they relate in concert to the client, the agency, and the community. It is understood that Shelter House cannot be all things to all people. All program expenses should be substantiated by the agency mission, vision, values, and goals.

### Existing Services with Some Redistribution of Existing Resources:

**Drop-In Services and Outreach** are basic services. These services can stand alone. There is no requirement for the client to engage any further at any other contact point with the agency. However, from time to time, these services may lead to more significant engagement and individuals may transition into the shelter program. Drop-In Services will be offered 1:00 p.m. to 4:00 p.m. Monday through Friday and 8:00 a.m. to 11:00 a.m. Saturdays and Sundays. Services will be limited to shower, laundry, phone, mail, and outreach staff.

**Emergency Shelter** is a basic service. Clients are men, women, children, disabled and/or elderly; stays are limited to between one and two weeks. There is little support provided beyond the basic shelter supports and referrals. Some emergency or transient clients, given past history with Shelter House, may be required to participate in some skills workshops (i.e. workshops on personal hygiene or anger management) in order to stay. The new facility will require a doubling of the evening/overnight Shelter Program staff.

**Short-term Transitional Shelter** is a transitional service. Clients are men, women, children, disabled and/or elderly; stays are a maximum of 90 days. Clients are required to participate in the case management program and also assigned skills workshops. Some clients may participate in Job Training through internships at area businesses and non-profits. All clients are assigned to a case manager and are required to demonstrate progress across the following domains:

- 1) Increased housing stability
- 2) Increased Income
- 3) Increased participation in the workforce

Hope  
Opportunity  
Community  
Independence



## **Redistribution of Existing Services:**

*In-House Counseling* will be collapsed into the STAR Program.

*Skills Workshops* to be implemented in 2010 will canvas the following topics:

- Introduction to Shelter House and area resources—this is our hand shake
- Reliability, accountability and productivity
- Employment and pre-employment skills
- Rental housing resources and responsibilities
- Healthy Living/Personal Hygiene
- Reproductive Health
- Smoking Cessation
- NA/AA Meetings
- Money Management
- Educational Advancement
- Parenting

Workshops will be taught by professional volunteers or staff from community agencies/businesses. Shelter House staff will lead workshops where appropriate. This will not represent an increased cost to the agency but will be achieved through a redistribution of existing resources and time.

## **New Services Already Committed to with the Opening of the Southgate Ave. Facility:**

*Long-term Transitional Shelter* is a transitional service. Shelter House was awarded funding through the Department of Veterans Affairs to create 14 transitional beds for homeless veterans (12 male and 2 female). Clients will be male or female veterans, they may be disabled and/or elderly; stays will be a maximum of two years. Clients will be required to participate in the case management program and also assigned skills workshops. Some clients will elect to participate in Job Training through internships at area businesses and non-profits. All clients will be assigned to a case manager and will be required to demonstrate progress across the following domains: 1) Increased housing stability, 2) Increased Income, 3) Increased participation in the workforce.

*Food Production* at the Southgate Ave facility will require a substantially different approach. Currently, meals are produced by case management and support staff; breakfast and dinner are provided seven days a week; both are open to the public. On average 2 meals per week are sponsored by outside groups. Following the move to the new facility, meals will not be open to the public. The residential capacity at the Southgate location will be 70. With the opening of the new facility, Shelter House is committed to using fresh and whole food products.

Hope  
Opportunity  
Community  
Independence