



Welcome to HSVS Supportive Housing- Scattered site program

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Who we are?

- ▶ Our Supportive Housing Program serves approximately 200 adults and children living in the community throughout New York City. We offer wrap-around services to young people who've aged out of foster care and have been chronically homeless, young adult families, adults diagnosed with a serious mental illness and adults looking for a second chance after being paroled from the prison system. We work with each individual to help them forge their own path and successfully achieve their education, employment, housing, mental health and other personal goals.
- ▶ What We Provide:• Compassionate, skilled professionals, Independent Living Skills Training, Participation in community activities, job Readiness Support Services, Mental Health Support, Parenting Groups

Supportive Housing Journey Family

- ▶ Serves 30 families through out Brooklyn and Bronx. We empower families using evidenced based models such as motivational interviewing and critical time intervention to overcome the challenges of Homelessness, Family crises, Addiction, Mental Health Illness, DV and Poverty. Age ranges from 18-beyond 26. Entry eligibility is from 18-25.
- ▶ Essentially the work we do is ESSENTIAL; we are a 24/ 7 Program which includes holiday and weekends.
- ▶ During the heights of the COVID 19 Pandemic, several of the families became more vulnerable. All staff despite their worries were great team players.
- ▶ To collaboratively support families it was “All hands on deck.” Staff went door to door to deliver food from HSVS’ pantry, Diapers, baby formula, PPEs, money and just about whatever the families needed.

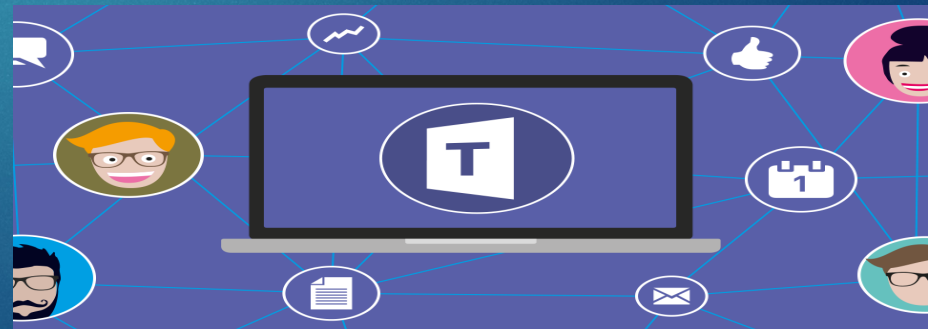
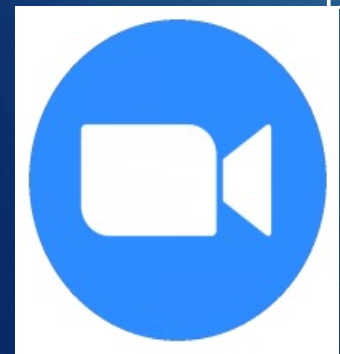
Celebration of the Staff: #JUSTPAYCAMPAIGN

The Staffing team comprises of - Housing Specialist, Mental Health Specialist, 3 Coaches, Child Development Specialist and Program Supervisor and Program Director

#JUSTPAY- STAFF ARE GIVEN REWARDS; INCENTIVES-GIFT CARDS, AGENCY HAS COZY COMFORT INITIATIVE-SUPPORTING A CULTURE OF CARING- ENSURING THERE IS A STATION FOR COFFEE, TEA AND SNACKS, EVENTS SUCH AS COZY SWEATERS, BI-WEEKLY STAFF MEALS DELIVERY. EXECUTIVE LEADERS HOST MONTHLY TOWN HALL MEETINGS- GIVE STAFF A VOICE TO DISCUSS IMPORTANT ISSUES; STAFF ARE ENCOURAGED TO SELF-CARE AND TO TAKE TIME OFF; CONTINUE WITH FLEXIBLE WORK SCHEDULE; EMPLOYEE ASSISTANCE PROGRAM- VARIOUS COMMITTEES-LGBTQ, RACE EQUITY, AND DIVERSITY, EQUITY, INCLUSION & BELONGING COMMITTEE- VARIOUS EVENTS ARE HOSTED TO ENSURE NO STAFF ARE LEFT OUT. ALL THE WORK DONE THROUGH A TRAUMA INFORMED APPROACH.

We went Virtual: to Protect the staff and keep families safe.

- ▶ Later we learned that we had to think about how do we get more support, to the families
- ▶ Telehealth, ZOOM, WhatsApp, Face time, text messaging, Skype, Google Meet- to provide constant support
- ▶ Staff continue to face hardship with the work and still continue to show up and be present to ensure families are safe and supported. Staff need to feel supported in a safe and nurturing work environment. Consistent training, acknowledge their work-their struggles, empathize, provide incentives, talk to staff, celebrate staff, build a relationship with staff- have consistent supervision, provide a platform to give staff a voice and a choice. Treat staff through a trauma informed lens- the same we treat families. Staff have needs and wants.



Staff Events to Bring Staff back to the Office:
Food Trucks, Juneteeth, LGBTQ, celebrate diversity –
show inclusion and equity for ALL Staff.
We are facing the “Great Resignation.” Many staff who are still
in the program have expressed that they are still around
because of how “HSVS makes them feel.”

