

## FAMILY FOLLOW-UP PROGRAM

**PROGRAM OVERVIEW** Volunteers of America's Family Follow-Up Program serves homeless families transitioning from homelessness into permanent housing. The program works with families over a six-month period to help them remain financially stable and prevent their return to homelessness.

Eligible clients are those who meet the HUD definition of homelessness and who are employed or in school 40 hours per week, unless a disability precludes them. Referrals for the Family Follow-Up Program are received from Volunteers of America's Family Emergency Shelter, Transitional Housing, and Addiction recovery Services. Case managers meet with clients in their homes to provide a variety of interventions designed to help them achieve stability and retain their housing, including tenant rights and responsibilities, educational/vocational plans for those capable of working, budgeting skills, community resource information, problem-solving skill development, basic home maintenance, and a variety of other life skills.

Case management is tailored to each client's needs and clients participate in all goal-setting. Financial assistance is available for clients' housing-related start-up expenses as well as work or training-related expenses that promote greater self-sufficiency. The Family Follow-Up Program serves approximately 30 families each year.

**PROGRAM OUTCOMES**

- 100% of clients retained permanent housing for at least six months
- 100% of clients received income or pursued an educational goal

**CLIENT SATISFACTION**

- 100% of respondents surveyed indicated they were satisfied with the services they received
- 100% of respondents surveyed indicated they benefited from the services

**YEAR ESTABLISHED** 1989

**FY 2015 BUDGET** \$78,996

**PEOPLE SERVED** 67, including 40 children



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