

What we learned from our Heading Home Program

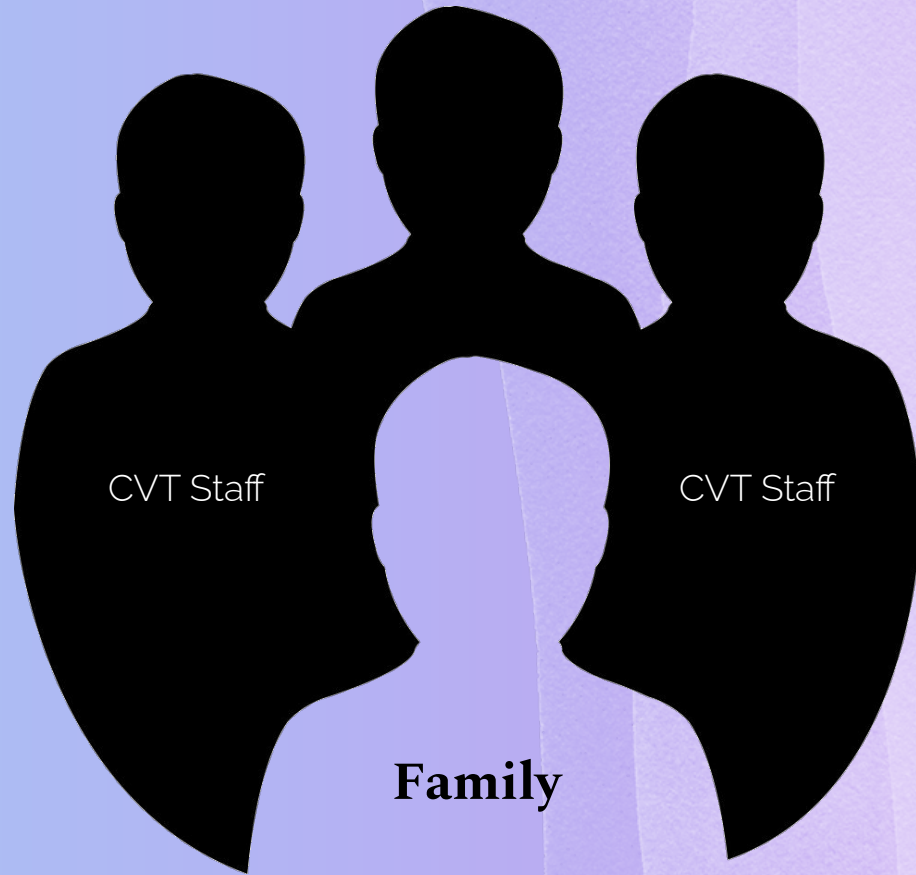
Families with minor children

**Carry
the
Vision**



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MOVING COMPASSION FORWARD



CVT Staff

CVT Staff

Family

What we hear

“Client isn’t engaged in services”

1. Have I asked the person what they need?
2. Does the “service” meet their need?
3. How can I help meet the unmet need?

What we often find

“Services client needs doesn’t exist”

Trauma Informed

- **Safety**

Safely sheltered, access to food and water.

- **Trustworthiness**

Being accountable, modeling trustworthiness, apologizing, showing our "humanness"

- **Choice**

Giving options without judgement or expectations. Setting clear boundaries and maintaining them.

- **Collaboration**

Calling other agencies and caseworkers for our folks when possible. Seeking solutions within our networks. Hearing the needs of families and doing our best to honor those.

- **Empowerment**

Doing our best to work as "equals", supporting someone as opposed to "helping" them. Providing tools that allow people to manage what they are able, supporting them where they aren't.



How we learned:

Trust Building Activities

3 dedicated staff members
whose sole job it was to manage
this program

Daily in person check in's (initially
then spaced out to every two
days)

Frequent phone calls and text
messages including outside of
“office hours”



Ways we built connection

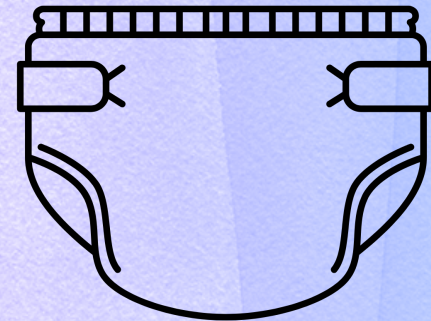
Meeting basic needs food, diapers,
water, and clothes

Non judgemental listening

Harm Reduction model

Low Barrier program

Accompanied people when they had an
appointment (Calworks, Medi-Cal etc)

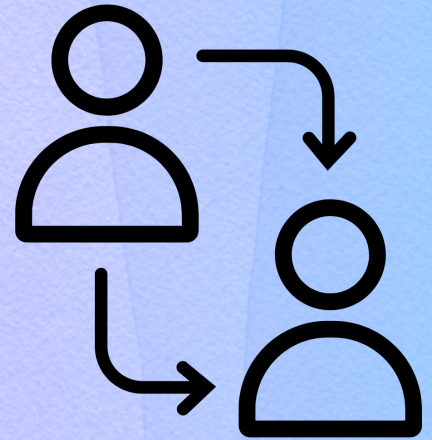


What we learned

We had to adjust our work hours to accommodate the hours the families were used to keeping, this meant working afternoons and evenings as opposed to a typical 8am - 5pm schedule

It took folks about 3 months to “stabilize” and adjust

What was “usual or normal” for us was foreign and new for some folks.



What we do now:

- Adult Peer Mentorship
- Family System Navigation
- Advocacy
- Adult and Teen Healing Circles



Navigating Systems

1. Mental Health And Substance Use Treatment
2. Finding housing, rent assistance, homelessness, housing authority, eviction, etc.
3. Domestic Violence (We are both Certified Domestic Violence Counselors)
4. Navigating County Benefits



Results

