



HDSW SUPPORTIVE HOUSING LANDLORD RELATIONS

HUMAN DEVELOPMENT SERVICES OF WESTCHESTER

55 YEARS OF CREATING COMMUNITY

“WHAT MATTERS TO YOU, MATTERS TO US!”

www.hdsw.org

OCTOBER 2023

Human Development Services of Westchester, Inc.

Creating Community for 55 years

Mission Statement:

HDSW is a social service organization providing quality behavioral health, rehabilitative, health, residential, and community stabilization services in Westchester County.

HDSW is dedicated to empowering the individuals and families we serve to achieve self-sufficiency.

- ▶ Staff of 90 SERVE APPROXIMATELY 3,000 INDIVIDUALS AND FAMILIES each year from Port Chester to Yonkers to Peekskill to Mt. Vernon and every corner of Westchester County.
- ▶ Services are culturally competent, strength based, trauma-informed and person-centered
- ▶ We follow the philosophy of "What Matters To You!", putting what is important to the Person we serve first.

SERVICES INCLUDE:

- ▶ Transitional and Permanent Supportive Housing
- ▶ Care Management Services
- ▶ Recovery and Peer Services
- ▶ Neighborhood Preservation Company



HDSW SUPPORTIVE HOUSING SERVICES

PROVIDING SCATTERED SITE SUPPORTIVE HOUSING SINCE 1980

Housing Care Managers provide Person-Centered Support, Services, and Advocacy.

Work with Tenants to find housing of Their Choice in the Neighborhoods of Their Choice.

Locate housing through Landlords, colleagues, and Realtors to locate housing

Scattered-site housing (Studio, one-bedroom, some shared apartments and even a few leased Single-family homes)

362 Individuals and Families (Including over 100 Children from Birth-21)

HDSW Owns Several Properties (Port Chester and White Plains) and HDSW holds the Leases for all other Units (County Wide)

- OMH Supportive Housing (218)
- OTDA/HUD Rental Assistance (144)
- Landlords (137)

HDSW SUPPORTIVE HOUSING SERVICES

Successful Landlord Relationships

C - A - P



Successful Landlord Relationships

C:

Call

Landlord

There is an understanding that when a call is made a call needs to be returned with a **helpful** response

HDSW

Case Management

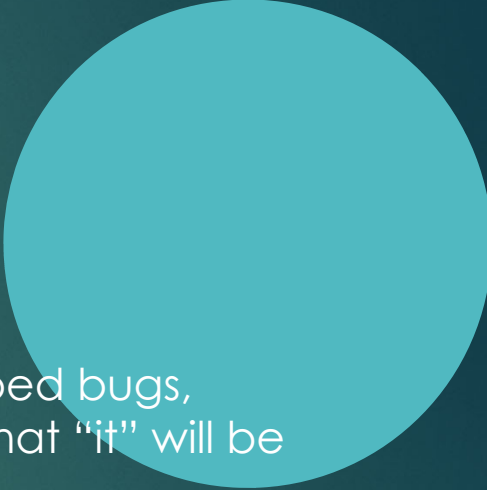
Liaison between Tenant and Landlord and Landlords Investment!

Contact Person 24/7

Pivotal



Successful Landlord Relationships



A:

ACCOUNTABILITY

Landlord

When something unexpected happens in a unit, repair, bed bugs, flood from tenant upstairs, etc., there is an expectation that "it" will be addressed immediately.

HDSW

Successful Landlord Relationships

P:

PAYMENT

Landlord – Pays all invoices, repairs, utilities, etc. to keep
Property in good working order

HDSW - Rent, on time, every month.

Repairs

Remediations



Successful Landlord Relationships

Westchester County

Continuum of Care Landlord Relations Committee

- ❖ Incentives for Landlords
- ❖ Discuss Common Complaints Received
- ❖ Problem Solve/ Creative Solutions
- ❖ Identify Quality Landlords

Successful Landlord Relationships



HDSW additionally offers Tenants:

Tenancy & Support Services under the auspices of the Office of Mental Health.

These Community integration skill-building services include direct training and supports to assist individuals with community integration, including community resource coordination, treatment planning, and rehabilitative independent living skills training to help individuals obtain housing. Stabilization services include direct services and supports to assist individuals living in a community setting, including tenancy support planning, rehabilitative independent living skills training, community resources coordination, and crisis planning and intervention to help individuals remain in housing.



HDSW INTER-RELATED PROGRAMS

HDSW TRANSITIONAL HOUSING PROGRAM

CONGREGATE CARE:

Edgemont House and Human Development House

24 hour Supervised Residences for single Individuals

Two sites Scarsdale and Port Chester

APARTMENT TREATMENT :

Futura House Apartment Program and Port Chester Apartment Program

24 Hour on-call Staffing/Visits As Need for Individuals

Scattered Site Apartments Throughout White Plains, Port Chester, Mamaroneck



HDSW - Neighborhood Preservation Company

Eviction Prevention

- ❖ Identify issues that are preventing individuals/families from remaining in their home or from finding a place to live.
- ❖ Assess the current housing and financial position of each person
- ❖ Provide education to help make changes and inform decisions to meet housing goals.
- ❖ Provide referrals to other community services and programs for grants and assistance
- ❖ Grants as available

Foreclosure Mitigation

Foreclosure Prevention and Intervention Counseling

- ❖ Counseling and Advice
- ❖ Loss Mitigation Services
- ❖ Credit and Budget Counseling
- ❖ Explanation to homeowners about options available to prevent foreclosures
- ❖ Information on Foreclosure scams

HDSW IS A HUD
CERTIFIED
COUNSELING
AGENCY

Reverse Mortgage

Home Equity Conversion Mortgages for Seniors (HECM)

- ❖ Only Reverse Mortgage Product insured by the
- ❖ U.S. Federal Government and is only available through an approved FHA – Lender.
- ❖ Enables a Senior to withdraw a portion of their homes equity.
- ❖ HUD Certified Counseling Agencies. HUD.gov

HDSW Care Management Services

HEALTH HOME CARE MANAGEMENT (Medicaid and Non-Medicaid)

Available for adults who have active Medicaid, a behavioral health condition or two chronic health conditions. Clients linked to services in the community, i.e. benefits and entitlements, medical appointments, behavioral health treatment, substance use treatment and vocational programs. Non-Medicaid Care Management is also available.

OUTREACH (Non-Medicaid)

The Outreach Care Management programs provides care management services to persons recovering from behavioral health conditions so that they may maintain stability in the community. HDSW assists individuals to access and coordinate needed treatment and recovery services, enrich their support system, prevent crises, and meet emergency needs if they should arise.

HOMELESS OUTREACH

Provide time-limited care management services to persons recovering from behavioral health conditions who reside in Westchester shelters, or are living on the street. The goal of Homeless Outreach is to assist the homeless individual to obtain housing benefits and other critical services. Some Street Outreach services are also available.

FORENSIC CARE MANAGEMENT

Community Reintegration Services for Pre-release Incarcerated individuals. Post-release Care management services to insure successful community tenure.

RECOVERY COORDINATION AGENCY HARP Assessments and Services for HCBS

HDSW Recovery Services

Respite Services
Living Room
Crisis Respite

HCBS & CORE
Services

HOPE House

- **Living Room: Day Crisis Respite**

Crisis respite, emergency department and hospital diversion services.

The Living Room is open 365 days per year from 8:30am to 8:30pm.

Staffed by NYS Certified Peers, care managers, Social Workers, Registered Nurse and CASAC staff.

- **Respite**

Crisis Respite located in one of a few residences. Planned Respite Accessed through the Westchester County Department of Community Mental Health

- **Home and Community Based Services (HCBS) & CORE Services**

Individuals who are eligible may be eligible for an array of community- based services

- Community Psychiatric Support and Treatment
- Empowerment Services – Peers Services
- Family Support and Training
- Psychosocial Rehabilitation
- Habilitation
- Employment Supports
- Educational Supports come in 3 optimums for clients you need the phone number yes please

HDSW Recovery Services

H.O.P.E. House

Having
Opportunities for
People
Every day

H.O.P.E. HOUSE – located in downtown Port Chester

Now in our 29th year. Open 5 days per week.

Clubhouse Program Offering:

- Supported Employment
- Supported Education and scholarships
- Peer Support
- Social Engagement Services
- Limited Transportation Daily
- Daily Skills Training opportunities
- Daily lunch
- Food Pantry

Three ACCES –VR Vocational Training Programs:

- Clerical, Porter Maintenance, and Culinary Arts

Peer Care Management Training Program:

To assist participants to obtain NYS Academy of Peers Certification and Employment.





QUESTIONS

FOR INFORMATION:
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or

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THANK YOU!

