



"Our Neighborhood. Our Choice."

BMHA Perry Choice Neighborhood

Supportive Service Partner Report

Overview of the roles of partners in the Supportive Service Network

Perry Choice Neighborhood Planning Initiative

September 2012

BMHA Resident Services

BMHA Resident Services will play a major role in the Supportive Service Network. They will serve as a member of the Supportive Service Collaborative and work directly with supportive service providers in the area to ensure that service provision meets the needs of BMHA residents in the Perry Choice Neighborhood. In addition, housing aides will be trained in service coordination and will help to connect BMHA residents in the PCN to the case management services of the Service Coordination Unit.



In addition, Resident Services will work with BMHA administrators to restructure and link the Family Self Sufficiency and Earned Income Disallowance program to better benefit BMHA residents in the PCN. Outreach to enroll public housing residents of Commodore Perry Homes and Extension into the FSS program and establishing EID escrow accounts for as many residents as qualify will serve as a top priority.

In addition, the Housing Aides will work as liaisons between Tenant Councils and various aspects of the Supportive Service System to ensure that resident needs are being met and that tenant councils have accurate information to provide to residents of their respective developments within the PCN.

BMHA will play a role in the operations of the Life Chances Center. BMHA will own the land upon which the facility is built and lease the facility in whole (for \$1 a year) to a newly-created Life Chances Center nonprofit organization. BMHA will help to establish this nonprofit and will be represented on the Board of Directors for the organization. BMHA will also pursue funding to hire a facilities staff to support the maintenance of the building and Resident Services will work closely with programming staff to coordinate all BMHA-sponsored programs and activities that will take place in the facility. Resident Services will also match AmeriCorps dollars to staff the Planning and Information Center and will directly manage this mini-institution within the facilities of the Life Chances Center.

Oishei Foundation Mobile Safety-Net Team

The Mobile Safety-Net Team will participate as a member of the Collaborative but will also serve several additional roles in the Supportive Service Network. First, the Team will provide technical assistance and planning support to the Collaborative, assisting with annual needs assessment reports and other documentation monitoring the success of the Supportive Service Network in achieving its goals.



The Team will also help the Collaborative to establish strong relationships with major regional social service agencies or “mother ships” and help the Collaborative to establish a PCN Supportive Service Directory document to inform residents about all of the services available to them.

Using its existing model tailored toward a neighborhood-based approach, the Mobile Safety-Net Team will help manage Bi-Monthly Wellness Resource Events in the PCN where residents can obtain information and direct service provision from neighborhood-based supportive service providers, healthcare agencies, and regional partners.

UB School of Social Work



The UB School of Social Work (UBSSW) will serve as a member of the Collaborative but will also be responsible for the management, planning and operations of the PCN Service Coordination Unit (SCU). The School will establish a detailed 5-year plan outlining the mission, objectives, and implementation timeline for the various components of the Service Coordination Unit.

The School of Social Work will also set the policies and manage the hiring process for the Service Coordination Officer (a licensed social worker) and the Service Coordination interns from the School. The School of Social Work will keep track of progress toward meeting objectives and oversee the expansion and growth of the Unit over time. The UBSSW will also provide oversight for the Service Coordination Unit by periodically evaluating its operations and effectiveness in providing high quality case management for individuals and families within the PCN case management system.

The Service Coordination Unit will provide case management and service coordination to residents of the PCN and will offer those services to the resident-clients of all supportive service providers that are in the Collaborative. The SCU will connect people to services by assisting individuals and families with properly filling out applications for services, explaining to residents the about the different types of services available to increase awareness, and will make referrals and follow up with residents to ensure that problems in their lives are being resolved.

The Planning and Information Center

The PCN Planning and Information Center will serve as a Supportive Service Resource Center for PCN residents, and will have copies of the Supportive Service Directory



and the DOH Supportive Service Interactive Map available for residents to view and obtain information about the services available in their neighborhood. Pamphlets and information about individual providers in the collaborative will also be around for residents.

In addition, the P&I Center will assist both the Collaborative and the Service Coordination Unit with resident outreach and engagement activities related to educating and informing the public about available services and neighborhood needs assessment.

Mercy Comprehensive Care Center

Mercy Comprehensive Care Center is the only health care provider located within the physical plant of the Commodore Perry Homes and Extension. Mercy will serve both a member of the Collaborative and work closely with the Mobile Safety-Net Team to establish and manage health-related activities at the Bi-Monthly Wellness Resource Events.



Mercy will use the existing Catholic Health model for mobile health screenings and apply it to the PCN context to introduce residents to the services available at Mercy as well as across the Catholic Health system. On-site visits with general practitioners from Mercy will also be made available to expand the ability of the supportive service system to provide more residents with a medical home.

In addition, Mercy will help to conduct health education and information programs at the Resource Events and at the Life Chances Center to provide residents with a strong knowledge base and increase usage of preventative care services.

Massachusetts Avenue Project

Massachusetts Avenue Project (MAP) will serve as a member of the Collaborative and will expand their existing Mobile Market program to serve all three major BMHA sites within the Perry Choice Neighborhood to increase neighborhood-wide access to healthy foods. Harvest House on Jefferson Avenue serves as the current and only MAP market site within the boundaries of the PCN.



In addition, MAP will assist the Collaborative and the Management Team with conducting a market study to determine the level of need for healthy foods in the neighborhood.

The Belle Center

The Belle Center will serve as a member of the Collaborative but will also guide efforts to plan and develop the Life Chances Center. As a regional model for a high-quality service-enriched community center, the Belle Center will provide guidance for the administration and establishment of operating procedures for the Life Chances Center.



In addition to playing an advisory role, the Belle Center currently serves as the Buffalo AmeriCorps site through which the Planning and Information Center Staff are and will continue to be funded throughout the implementation process. These AmeriCorps positions will continue to serve the Life Chances Center when the P&I Center is re-located to this new facility.

Buffalo Parks and Recreation Division (Lanigan Field House/JFK Recreation Center)

The Parks and Recreation Division will serve as a member of the Collaborative since it operates two community centers in the neighborhood (Lanigan and JFK). The Division will also coordinate the planning of the new Life Chances Center and will be responsible for managing operations of all public athletic and recreation programming within the LCC. The Division will also assist with development activities to promote the growth and expansion of the LCC through three phases of its development.



P2 Collaborative

The P2 Collaborative serves as a regional model health collaborative. It will serve as a member of the PCN Supportive Service Collaborative and will provide guidance through the establishment and development of operating procedures for the organization.



P2 Collaborative will also connect its WNY Healthy Lifestyles Coalition to the PCN Healthy Living Program, which includes both the MAP Mobile Market and the Bi-Monthly Wellness Events.

Catholic Charities

Catholic Charities will continue to operate its Food Pantry within Commodore Perry Homes and Extension and will serve as a member of the Collaborative. Food Pantry operations will be relocated to the new Life Chances Center when it is complete.



In addition, Catholic Charities' Food Pantry facility will house the Service Coordination Unit in its current Fulton Street location until the Unit can be accommodated at the Life Chances Center. In addition, Catholic Charities is currently exploring options to expand its program offerings in the Perry Choice Neighborhood.

Old First Ward Community Center

The Old First Ward (OFW) Community Center is a facility that serves the adjacent Old First Ward Neighborhood. The OFW Community Center will serve as a member of the Collaborative and will assist with the planning of the Lanigan Life Chances Center. Once the LCC is constructed, the OFW Community Center will work to coordinate programming between the two centers and ensure that the services offered by both centers are complementary.

Community Action Organization

The Community Action Organization (CAO) of Erie County will operate and manage both the Early Learning Network and the Neighborhood-Based After School Program in the Lanigan Life Chances Center. Specific details about these operations are described in the Mini-Education Pipeline planning component. The CAO will also serve as a member of the Collaborative.



In addition, the Community Action Organization are engaged in the SNUG program which provides at-risk youth with alternative programming and education opportunities, and will work closely with BMHA to implement components of the Youth Development, Safety and Security Strategy.

Harvest House Ministry Center

Harvest House Ministry Center is a major supportive service provider in the PCN. It provides both affordable, holistic health care and adult education programming at its Jefferson Avenue facility. They are currently in the process of expanding their programming offerings and their facilities in the PCN. Harvest House will serve as a member of the Collaborative and will both participate in the planning for and provide direct service during the Bi-Monthly Wellness events. Harvest House will also play a crucial role in meeting the future needs of residents in A.D. Price, Frederick Douglass, and to other residents in the northern portion of the Perry Choice Neighborhood.

Literacy NY: Buffalo/Niagara

Literacy NY: Buffalo/Niagara is an organization that provides free one-on-one adult literacy services in order to create new opportunities for adult learners and children. Literacy NY operates out of the Harvest House New Hope Education Center in the PCN. They offer assistance with basic adult literacy services as well as youth tutoring. Literacy NY will serve as a member of the Collaborative and will work to provide literacy services to residents at all Supportive Service Resource Events.

William Street YMCA

William Street YMCA will serve as a member of the Collaborative and will work to coordinate programming with the Lanigan Life Chances Center and the JFK Recreation Center. The YMCA may also serve as a site for Health and Wellness events sponsored by the Collaborative and its partners. During the early phases of the development of the

Life Chances Center, YMCA will house the pilot program for the PCN Buffalo Swim Racers.

Mid-Erie Counseling

Mid-Erie Counseling and Treatment Services provides adult mental health, chemical dependency, and child mental health services at their William Street Location within the Perry Choice Neighborhood. They will serve as a member of the Collaborative and participate in both planning and direct service provision activities for the Bi-Monthly Wellness Events.

Towne Garden Pediatrics

Towne Garden Pediatrics offers pediatric care services to the PCN community, which also includes PACT and Youthlink, at its facility on William Street. Towne Garden Pediatrics will serve as a member of the Collaborative and also participate in Bi-Monthly Wellness Event activities.

ECMC Mobile Mammography Unit (MMU)

ECMC's Mobile Mammography Unit (MMU) is a mobile supportive service vehicle that provides mammogram services to women in need all across Western New York. The MMU helps participants acquire the needed doctor's prescription required to receive mammogram services and will provide transportation to residents who cannot get to the locations that the vehicle services. The Mobile Mammography Unit will operate at all Supportive Service Resource Events and provide complementary mammograms to residents served by these events.

MEMBERS OF THE COLLABORATIVE

All supportive service providers who are members of the Collaborative will have a number of responsibilities. All providers will be responsible for working together to share information about clients served (obtaining proper permissions as required by law) with one another and with the Service Coordination Unit in order to ensure the most effective possible provision of services for residents and appropriate follow-up to ensure provisions were successful at meeting resident needs.

In addition, Collaborative members will help to develop neighborhood-wide supportive service informational materials for residents, a strong systems-wide web presence, and a neighborhood information and outreach strategy to ensure that residents know about

all of the services available to them and how to apply. They will also guide the Supportive Service Network Management Team through the establishment of Neighborhood-Based Supportive Service System Plan and annual neighborhood needs assessment reports to ensure that the Network is successful at achieving the People goals and objectives for the Choice Neighborhoods Initiative.