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### **Vision**

Empowering Lives; Enriching Individuals & Families

### **Mission**

We support individuals and families toward long-term stability and partner with them and others to provide housing, access to critical services, education, and skills.

**Kenilworth House:** 200 Single Adult Women: 1 Kenilworth Place, Brooklyn, NY 11210  
**Proposed start date of occupancy:** December 2021

### **Brief description social services to be offered at the facility:**

Kenilworth House will provide intensive case management and coordination of services via the team around the resident. This team around the individual includes, the assigned social worker and case manager, housing specialist, employment specialist, Credentialed Alcoholism & Substance Abuse Counselor (CASAC), and are led by the Assistant Program Director and or Team Leader who is a Licensed Clinical Social Worker (LCSW) as well as all identified community-based support services and the resident's internally identified support in family or friends. Short term psychological and medical assessments, medication management; support with Injectable psychotropic medication administration; will also be provided.

The case managers utilize the care coordination model and multi-disciplinary team approach to engage the clinics, primary care physicians, treatment teams, health homes as well as the resident's identified supports as part of the team, by ensuring appointments and prescriptions are outlined clearly. Where needed medical or clinical services can provide onsite services to clients in their units. The role of the Licensed Practical Nurse (LPN) and/or Psychiatric Nurse Practitioner (PNP) will also provide onsite health screens and will assist the clients with managing their medications, monitoring symptoms, and ensuring the clients receive needed medical services. The LPN will collaborate with the PNP, the clinical team and case managers in ensuring clients are connected to primary care services. Health education with the clients regarding health issues such as diabetes and hypertension along with medication management. The case managers, in partnership with the resident, also ensure referrals to other services, including behavioral or mental health needs, nutrition and lab services are coordinated. Most importantly, each client's access to insurance such as Medicaid is ensured and monitored for changes by the case manager.

The social service team including the Social Worker, Licensed Practical Nurse and CASAC conduct clinical assessments in evaluating each resident's health, mental health as well as

any substance use concern. The Credentialed Alcoholism & Substance Abuse Counselor (CASAC) will complete a comprehensive OASAS (Office of Alcoholism and Substance Abuse Services) substance abuse evaluation which includes meeting with the individual to gather clinical information in the seven core areas: substance use, family circle, vocational, medical, educational, spirituality and mental health.

The Psychiatric Nurse Practitioner assesses and address all acute mental health and substance use concerns, immediately and coordinates with the team to ensure follow up services are in place. Referrals to services are completed timely, with warm hand off and follow up conducted with the client's consent and participation. At least 1 staff person with first aid and CPR training is on each shift. CRF has also participated in DHS Opioid Overdose Prevention Program and have identified Overdose Prevention Champions who train staff and clients on naloxone administration.

The Housing Specialist works in partnership with the clients to improve their credit report through referrals to community-based organizations who assist individuals restore their credit. The Housing Specialist monitors progress in this area and will encourage the client to follow through with identified strategies to improve or restore their credit. The Housing Specialist engages the clients at minimum, bi-weekly, to assist in completing housing applications, including review of criteria and proof of need documentations that the various subsidies require. The housing specialist advocates on behalf of the client during viewings, meetings with brokers, property owners or realtors; and will facilitate the lease signing process and move out of shelter process for the resident.

The Housing Specialist develops relationships with brokers and landlords throughout NYC and its surrounding areas, on behalf of the clients using various available subsidies or assistance to permanency. Each housing specialist maintains critical communication with all parties including the client's family, for possible family reunification, landlord, referral source, creditors, guarantors, banks as well as creditors, on behalf of the client.

CRF has a Supportive Housing policy in place which outlines the process for identifying eligible clients for supportive housing and submission of a 2010E supportive housing application. The clinical team is tasked to frequently review and explore if the client meets the threshold of supportive housing not only at admission to the facility but throughout their stay in the shelter to assure that the option of supportive housing as an exit strategy is at the forefront of the overall care coordination treatment plan. The aim is to ensure continuity of care and support to avoid the individual experiencing a setback or crisis after discharge from the shelter or the plan destabilizes due to the client being ill prepared for the challenges ahead.

Kenilworth House will also provide employment and job training support, which includes assisting employable adults seek and maintain employment. The social service team, engages with all unemployed adults and will assist them with developing a resume, conducting online employment search, and completing online job applications. The employment specialist will provide the clients with employment leads and prepare them for job interviews, through mock interview role plays and dress rehearsals.

