

On the Path



WINTER 2007

We provide homeless New Yorkers with the services and assistance they need to become stable, develop their ability to live independently and move into permanent housing.

urban
pathways

For homeless New Yorkers,
the way home.

Urban Pathways to Develop Over 200 New Units of Supportive Housing

The Bloomberg Administration has set a goal of reducing chronic and street homelessness by two-thirds, and it cites creating affordable housing as critical in order to achieve this goal. It is estimated that in order to meet the housing needs of low- and moderate-income individuals and those living at or below the poverty level, the City must create 85,000 units of affordable housing. Furthermore, to meet the needs of homeless and formerly homeless New Yorkers living at or below the poverty level, it is believed that 13,000 of the units should be earmarked as supportive housing. To support the Mayor's plan, address the affordable housing crisis, and help our clients to become stable, self-sufficient, and ready for more independent housing, Urban Pathways established its own ambitious goal: developing 200 new units of affordable, supportive housing for homeless adults with mental illness and/or substance abuse histories.

Over the past 12 months, UP has worked aggressively to fulfill this goal – and we are pleased to report that 201 units will be in development by the end of 2008. In the first quarter of 2008, we will break ground on Hughes House, a 55-unit residence in the South Bronx. In addition, we are currently conducting site searches for two additional 60-unit residences and a 26-apartment scattered-site program.



201 New Units of Housing

- Purchasing a vacant lot on Hughes Avenue in the South Bronx where we will develop Hughes House, a **55-unit supportive housing residence** for New Yorkers who are seriously and persistently mentally ill; we will begin construction no later than the spring of 2008. Construction costs and program operations will be funded by the New York State Office of Mental Health (OMH) and the Federal Home Loan Bank (FHLB).
- Receiving approval and a funding commitment from the NYC Department of Health and Mental Hygiene (DOHMH) to develop **26 scattered-site apartments** for homeless New Yorker with a dual diagnosis (substance abuse history and a mental health condition). We are currently conducting a site search and anticipate launching the program this year.
- Receiving a set-aside (funding commitment) from OMH to develop a **60-unit supportive housing residence** for New Yorkers who are seriously and persistently mentally ill. We are currently conducting a site search and expect to gain site control in 2008.
- Received a set-aside (funding commitment) from DOHMH to develop a **60-unit supportive housing residence** for New Yorkers who are seriously and persistently mentally ill.

Urban Pathways Re-opens the Travelers Hotel as a Safe Haven

Urban Pathways has converted the Travelers Hotel from a transitional shelter to a safe haven. Neither a shelter nor a drop-in center, a safe haven is a low-threshold transitional housing option for chronically unsheltered adults who have lived on the streets for longer than nine months, are not willing to enter the traditional shelter system, or have a history of not accepting housing placement assistance. Through access to stable housing, meals, showers, clothing, benefits assistance, medical and psychiatric services, and life skills training we expect the majority of Travelers residents to make a successful transition into permanent housing.

The recent conversion of the Travelers Hotel from a transitional shelter to a safe haven supports our “rapid housing” model. Our hope is that offering a safe place to sleep will serve as a stabilizing factor that will improve clients’ baseline standard of living and prepare them to consider alternative housing options. Ultimately, success is measured by one sole outcome: placement into housing.

The Travelers Hotel safe haven is a welcoming environment where clients are encouraged to progressively achieve objectives

that serve as prerequisites for permanent housing. A high staff-to-client ratio works to introduce a safer and healthier standard of living for men who have lived on the streets for an extended period of time.

Within two weeks of arriving at the Travelers, clients are assessed for a range of housing possibilities. When they are willing to discuss housing goals, counselors introduce them to potential options. This happens within three months of arriving at the facility. After the client and counselor agree upon housing goals, a contract is developed to attain these goals. The client and counselor work together to gather and file paperwork for housing assistance and benefits applications. At the same time, the counselor and the Travelers team work to stabilize the client through individual counseling, medical treatment, psychiatric services, and socialization skills building. These stabilizing activities combined with housing often result in a reduction of mental illness symptoms.

When the client has accessed all of his necessary paperwork (identification, clearances from hospitals, etc.) and completed the application process, he is accompanied by staff to a least three housing interviews and advised on how to present himself. Once housing is secured, staff provide assistance with making deposits and establishing connections to existing services in the new neighborhood, in order to ease the transition process.



The Travelers Hotel at 274 West 40th Street

Placement into Housing

Staff work to get clients approved for and/or find living situations that meet the program’s long-term goal: placement into permanent housing. Housing placement options include:

- Section 8 Housing
- Supportive Housing
- Scattered-Site Apartments
- Residential Treatment Facilities
- Dept. of Homeless Services Rental Assistance Program
- Family Re-Unification

Long-Term Anticipated Outcomes

- 80% of clients who move out of the facility will join community programming or vocational training activities within three months of locating housing.
- 75% of clients who move out of the facility will have fewer emergency hospital visits or admissions for the twelve months following their location of housing.
- 75% of clients who move out of the facility will develop one significant service support relationship in their new location within three months of locating housing.

Urban Pathways Now the Largest Provider of Outreach Services to the Homeless Living on Manhattan Streets

Since 1996 Urban Pathways (UP) has been providing outreach and assessment services to homeless adults living on the streets of Manhattan. Our five outreach programs – ADE Project (Assessment, Diagnosis and Engagement), Operation Alternative, George Washington Bridge Bus Station Outreach Program, Amtrak Penn Station Outreach Program, and PATH Outreach Program – serve as successful models for helping single adults move more rapidly and directly into housing from the street by providing individualized services. Clients can either enter into programming at the level that best meets their needs, starting with street outreach and moving directly to drop-in centers, temporary housing, and long-term supportive housing, or through a housing-focused rapid placement model that quickly moves clients into permanent housing.

This year, UP has added three additional components to its outreach program:

- As part of the Manhattan Consortium, UP entered into a contract with the City to expand our outreach services. Consisting of seven Manhattan-based homeless services organizations, the Consortium's primary goal is to reduce the number of people living on City streets by 812 on or before December 31, 2009.
- With a \$250,000 grant from the Robin Hood Foundation, UP is adding critical gap services including a part-time psychiatrist, an entitlements specialist, an additional team at Operation Alternative, and an overnight team at the PATH program.
- Through a contract with The Flatiron BID, UP is conducting street outreach in the BID's catchment area surrounding Madison Square Park. The UP outreach team will canvass the neighborhood 20 hours per week in the winter and 35 hours per week in the summer.

Through the Manhattan Consortium, UP's expanded responsibilities include:

- Conducting all street outreach between 14th and 42nd Street from river to river, Monday through Friday from 5:30 a.m. until 5:30 p.m.
- Conducting all street outreach below 59th Street, river to river, overnight, seven days a week and all day Saturday and Sunday.
- Responding to all homeless outreach 311 calls in Manhattan by dispatching outreach teams throughout the borough to respond to the needs of the street homeless.

With a \$250,000 grant from the Robin Hood Foundation, UP anticipates the following results:

- Assist an additional 500 clients and help 150 move into housing through the work of the Entitlements Specialist.
- Increase housing placements directly from hospitals by 25% and provide 250 clients a year with treatment planning and psychiatric evaluations.
- Serve an additional 180 individuals living in PATH stations and move an additional 45 individuals from the streets into appropriate programs.
- Place 150 homeless individuals engaged by an Operating Alternative street outreach team into permanent housing.



This holiday season, help design a better life for New York's neediest

Your donation to Urban Pathways will provide housing, food, vocational training, medical care and counseling to 10,000 homeless men and women.

To make a donation, please visit www.urbanpathways.org
or call 212-736-7385, ext. 215



In-Kind Donations and Services Are Invaluable to Urban Pathways' Quality Service Delivery

In 2007, corporations, organizations, and individuals graciously donated nearly \$30,000 in necessary products and services.

Each year, Urban Pathways spends over \$200,000 on three crucial services: the distribution of items that meet the chronic street homeless population's basic needs, including hygiene products and clothing; the provision of 200,000 meals; and basic repairs and/or refreshment of spaces where clients reside and receive services. Freeing up even a portion of these expenses from our extremely tight operating budget allows us to increase our medical personnel and housing placement activities, helping our clients move into permanent housing more quickly.

In addition, the donation of 163 pieces of decorative art allowed us to refresh the living and service environments of our clients. We believe these upgrades, in combination with well-designed affordable housing units, attentive management, and high-quality supportive services contribute to bringing homeless individuals back into the social mainstream.



Mizuho and UP staff work together at Ivan Shapiro House

Very-Kind In-Kind Donors

American Eagle	Clothing for The Travelers Safe Haven
Bed Bath and Beyond	Home goods for clients moving to permanent housing
Congregation Rodeph Shalom	Clothing for all programs
David Crowder Band	Clothing for all programs
JWT Advertising Agency	Toiletries for all programs
Lush Cosmetics	Toiletries for all programs
Mizuho Corporate Bank	Pre-packaged meals for The Olivieri Drop-In Center
New York Times Company	Clothing for The Open Door
Robin Hood Foundation	Clothing for The Travelers Safe Haven
Seventh Generation	Toiletries for The Olivieri Drop-In Center
VVA	Computers for Ivan Shapiro House
Whole Foods	Thanksgiving turkeys for The Open Door, Ivan Shapiro House, and Cluster House

Product Drives

Castle Middle School	Healthy canned goods for The Olivieri Drop In Center
IBM Global Business Services	Holiday gift bags for The Open Door
The Maverick Group	Clothing and home goods for the Travelers Safe Haven
Office of the Comptroller of the Currency	Healthy canned goods for The Open Door

Helping Hands Volunteerism

Cooking Club for Cause	Monthly healthy meals for The Travelers Safe Haven
Goldman Sachs & Company	Painting and tiling at The Travelers Safe Haven
Lehman Brothers	Painting at Cluster House
Mizuho Corporate Bank	Painting at Cluster House

Decorative Art for Client Spaces

Mizuho Corporate Bank	93 paintings, prints, and sculptures
Pfizer	120 paintings and prints

One Year After the Implementation of Wellness Self Management: Clients Move on to Independent, Permanent Housing

In 2006, Urban Pathways (UP) implemented the Wellness Self Management (WSM) recovery model as its therapeutic approach. Through WSM, individuals with mental illness are seen as active participants in the recovery process. In contrast to the traditional medical approach, this recovery approach deals with the whole person, not just the disease. At the heart of the recovery movement is the idea that instead of focusing on the “disease” or “sickness” aspect of serious mental illness, emphasis is placed on the potential for growth. Through this model, individuals with mental illness take charge of getting well.

To support this new model, UP created an organization-wide WSM team and trained staff to help residents take charge of their lives. Staff help clients develop an understanding of their mental illnesses and how to recognize symptoms, provide instruction on coping mechanisms, ultimately assist them to consider more independent and private living situations. In addition, we launched a series of groups (multiple seminar series) at our Ivan Shapiro House and Cluster House supportive housing residences to provide the skills residents need to be successful in these new living situations. Groups include: nutrition, banking, smokers support, fitness, walking and dance, medication management, housing advancement, empowerment, and moving on housing.

We are pleased to announce that four Ivan Shapiro residents, who participated in the wellness program and have secured Section 8 vouchers, are moving on to private housing. An additional five residents are about to complete of the process. Several men and women have secured apartments in a building on the beach in Far Rockaway. They will be living in newly renovated apartments with waterfront views, covered parking, and a 24-hour doorman.



Marlene Aksen has lived at Ivan Shapiro House for 10 years. She says that leaving will be a “bittersweet experience because it is a most supportive environment filled with wonderful people and staff.” However, she looks forward to living on the beach (“it’s peaceful”) and beginning the next phase of her life.

Twelve-Month WSM Results Include:

- Developed a ten-person, organization-wide, Wellness Self Management “champion team” to train, inform, educate, and help implement Wellness Self Management in five of our program sites.
- Hired a full-time Wellness Self Management Coordinator to develop and facilitate programming at our two residences.
- Increased the number of clients self-medicating at Ivan Shapiro House by 20%.
- Increased the number of clients self-medicating at Cluster House by 20%.
- Increase by 25% the number of Ivan Shapiro House residents who have offsite bank accounts.
- Increase by 36% the number of Cluster House residents who have offsite bank accounts.
- Helped 13 clients move on to independent private housing.
- Helped 26 clients apply for Section 8 at Ivan Shapiro House, 17 of whom were certified and four of who have received vouchers and have secured housing.
- Moved 40 clients from the Travelers Hotel into permanent housing; in addition 34 from Olivieri Center, 77 from the Open Door, and 14 from our outreach programs.