



# NEW DIGS

Empowering People Through Housing First

*New Digs is a rapid rehousing program that uses the housing first model, meaning that we believe that a family or individual must first have stable, permanent housing before they can move forward with setting and reaching their goals. No one is rejected from the New Digs program based on credit history, convictions, sobriety, income, or ability to pay. We are a no barriers housing program*

# WHO WE ARE



- Program of North Coast Opportunities, Inc.
- Since 2016, over 100+ people housed!
- Lake County Continuum of Care-the mission to align programs and resources to facilitate solutions to end homelessness in our community
- Grants: HSP, ESG, EFSP, HDAP

# NEW DIGS Amazing Staffs



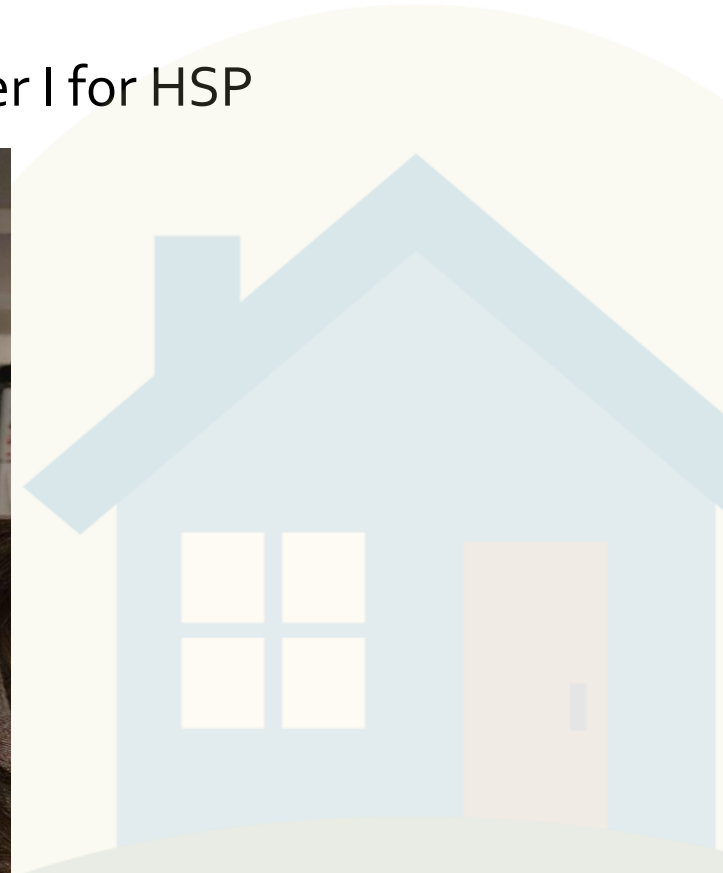
Diana Morey

Housing Case Manager III for HSP



Elecia Stubblefield

Housing Case Manager I for HSP

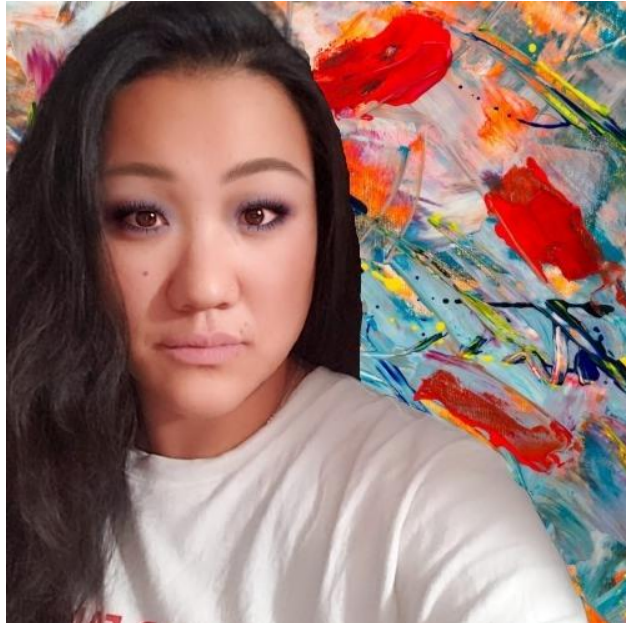


# NEW DIGS Amazing Staff



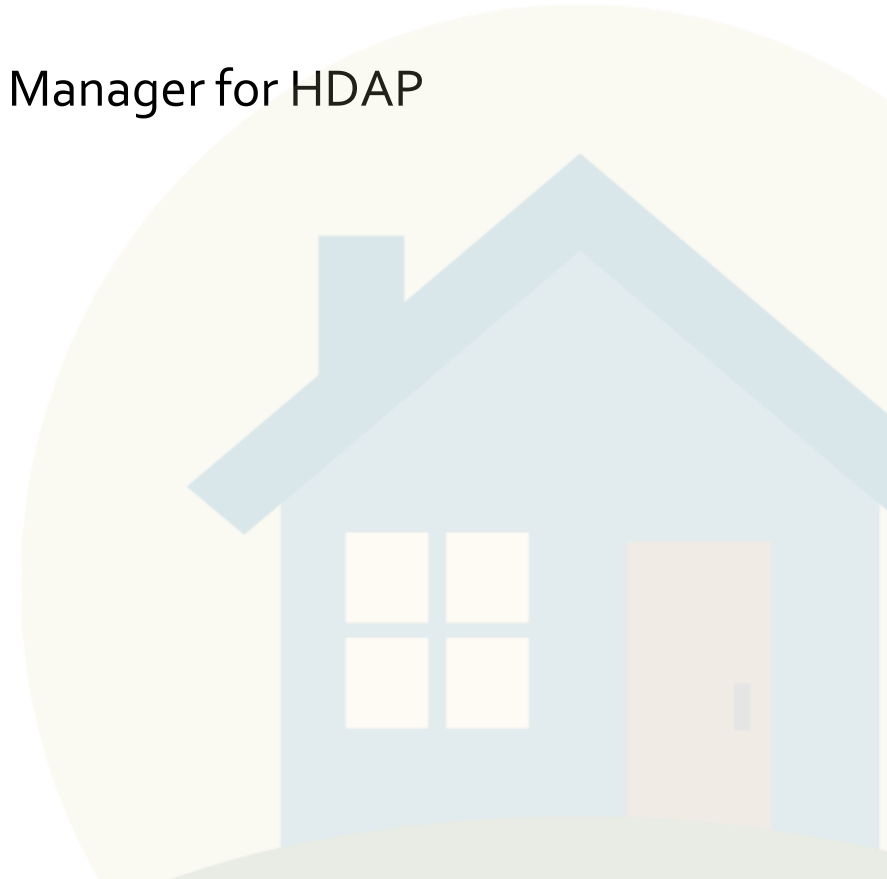
Kalia Barth

Housing Case Manager III for ESG, EFSP



Vacant

Housing Case Manager for HDAP



A background image of a woman with long dark hair, wearing a light-colored shirt, sitting on a wooden bench and holding a baby. The image is semi-transparent, allowing text to be overlaid. The overall color scheme is teal and olive green.

# WHO WE SERVE

Families & Individuals with:

Homelessness

Eviction notice

3 day pay or  
quit

Behind in  
rent/mortgage

# HSP

Housing Support Program



The CalWORKs Housing Support Program (HSP) was established to foster housing stability for families experiencing homelessness in the CalWORKs program.

- HSP caseload consists of 50+ clients per fiscal year and averages 20 families permanently housed during this time as well. This does not include clients helped with eviction protection or had self-stabilized without monetary support.
- HSP Services provided; 6 months rental assistance on a sliding scale, housing navigation, 15 months case management, security deposits, utility payments, moving costs, interim(hotel) housing, legal services, and credit repair. We also offer Making Homes Habitable, which helps families furnish their new homes.

# HSP

Housing Support Program



- ***Wins***

*20 families on average placed in permanent housing per fiscal year with 80% success rate of maintaining that housing after graduation!*

*HSP works with local inn keepers around the holidays to provide a spirited season including toy drives, gift bags and decorated local hotels with holidays lights*

- ***Challenges***

*Locating affordable rentals for clients that are low income and working with the "cliff effect" that some clients experience.*

- ***What is on the horizon***

*The goal for HSP is to build our partnerships within the community and foster a community where agencies work together and collaborate to lift lake county and its residents up and empower them.*





# ESG

Emergency Solutions Grant  
Allocated COC funded program



*To assist people to quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness.*

## **Eligibility Criteria/Who is eligible**

- Individuals or families who are literally homeless or at risk of becoming a homeless

## **Services offered**

- Case Management including individual service plan
- Some housing financial assistance such as moving in costs, 6 months reduced rental assistance and utility bill assistance.
- Linking clients to community resources





# ESG

Emergency Solutions Grant  
Allocated COC funded program



- ***Wins***

*1 of ESG client is successful participant in CERC program currently looking for housing.*

*95% of housed clients are still maintaining stable housing and self-sustaining lives.*

- ***Challenges***

*The Current ESG fund doesn't allow motel assistance.*

*Hard to find affordable housing in Lake County, Not a lot of places accept pets*

- ***What is on the horizon ?***

*Since the Coordinated Entry System is in place for Lake County, We are now eligible*

*To apply for competitive ESG grant which offers more resources including motel*

*Assistance.*



# EFSP

Emergency Food and Shelter National Board Program



FEMA-funded program authorized by the McKinney-Vento Homeless Assistance Act of 1987.

Services can include:

- Food, in the form of served meals or groceries
- Lodging in a mass shelter or hotel
- Rent or Mortgage assistance to prevent evictions
- Utility payments to prevent service cut off



# EFSP

Emergency Food and Shelter National Board Program



- *Wins*

*EFSP funding was utilized during the harsh weather conditions such as snow, rainstorms which provided temporary shelter for vulnerable homeless who are literally on the streets to be safe.*

*EFSP funding was also utilized to provide temporary housing to those who have severe medical needs and needs aftercare from getting a surgery.*

- *Challenges*

*Not Enough funding to provide larger motel assistance needs*

- *What is on the horizon*

*Applying for more EFSP funding which we hope to provide more services who truly need assistance in Lake County*



# HDAP

Housing and Disability Advocacy Program



## Eligibility Criteria/Who I serve

- Those who are actively experiencing homelessness or are chronically homeless
- Those who are or appear to be eligible for SSI/SSDI Benefits, but are not already receiving benefits
- Must be a resident of lake county

## Services Offered

- Interim Housing
- Short term Rent and utility assistance
- Eviction prevention for HDAP eligible people (coming soon)
- Disability Advocacy
- Case Management
- External referrals for services not offered

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# HDAP

Housing and Disability Advocacy Program



- **Wins**

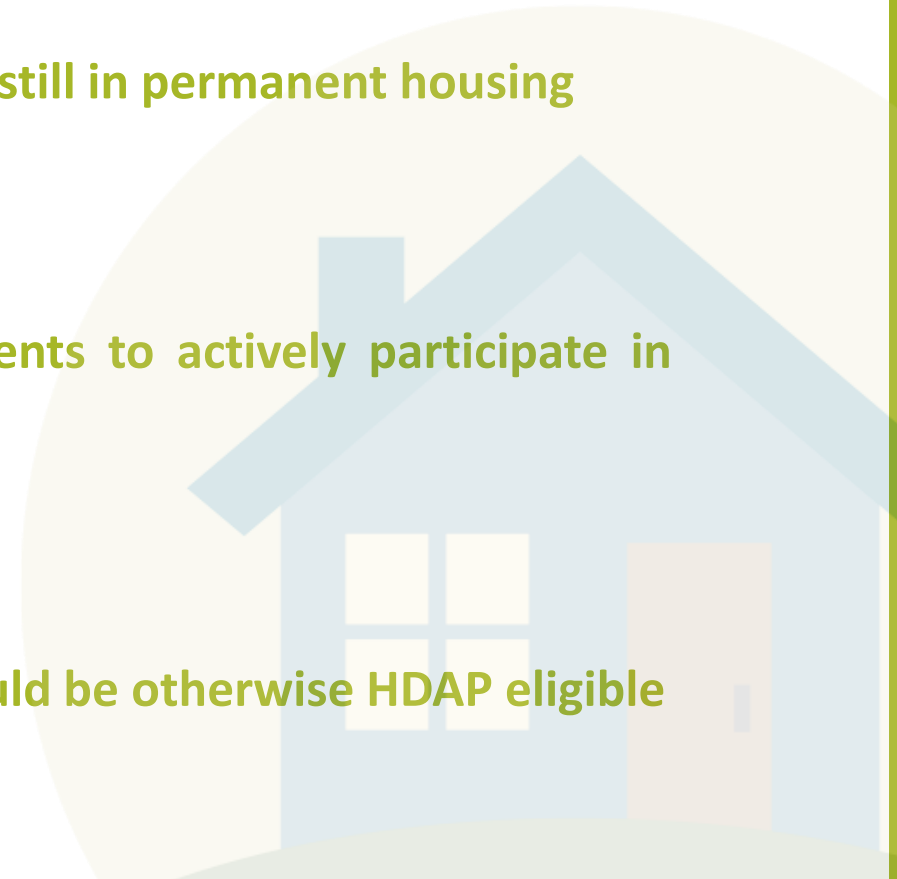
**3 graduates, large amounts of benefits approvals, one couple still in permanent housing**

- **Challenges**

**Appeals process for SSI/SSDI applications, getting some clients to actively participate in housing search**

- **What is on the horizon**

**HDAP can now provide eviction prevention for those that would be otherwise HDAP eligible**



# Individuals Served this fiscal year (July 1, 2022- May 15, 2023)

- HSP – 50+ clients served; 20 ppl housed
- ESG-23+ clients served; 10 ppl are still housed
- EFSP- 30 clients served for one-time interim housing assistance

HDAP- 10 clients served; 5 clients have been approved for SSI/SSP benefits.

Total : 113 clients served during this fiscal year. This number doesn't include clients that were served through housing problem-solving, eviction prevention, families, and individuals who self-resolved and found rentals without the housing subsidies.

# Opportunities for collaboration with other CW projects

- *We are extremely excited to work with Cal Aim in new and broadening housing opportunities, as well as expand our partnership with BUILD, bringing NCO, the client and the landlord into comfortable and sustainable projects and housing.*



# Take Aways

- *We care about this program. While sometimes we can only help so much, we want the client to make sure they felt heard and understood. Our housing support is so much more than the monetary support and that's where we truly make a difference. We meet the client where they are, and not where we think they need to be. We provide housing case management and problem-solving before attaining permanent housing and long after, ensuring there is success for every individual family.*

# Message to General Public

- *We want the public to know that we are very sensitive to the difference between equality and equity. We believe that everyone should have the ability to call a house a home and we also believe that not everyone has the access to that and if we can be that bridge, then we can go home every day, knowing we are changing lives. Housing is a human right for everyone. Housing is the basis of stability and security for an individual or family. The center of our social, emotional and sometimes economic lives, a home should be a sanctuary-a place to live in peace, security and dignity.*

# Referral Process

## HSP

- DSS referral

## ESG and HDAP

- Referrals from Coordinated Entry System

# How to contact us

- Call our office at **707-461-4574** and **707-998-8650**
- Also email us at **[lakeinfo@ncoinc.org](mailto:lakeinfo@ncoinc.org)**.



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