



# New Program Delivery Model

## Background

The recent incident between a client and case worker at BTAC gave the staff, volunteers, and the Board of Directors an opportunity to consider the way in which we provide our services, many of which have not changed in the 43 years since we opened. The new delivery model outlined below is an enhancement to the way we provide service to our clients, not a reduction, and provides the organization with a more modern service model moving forward.

## Homeless & Housed – A Different Approach Needed

Our housed clients - approximately 2,000 households - not only require different services than our homeless clients – 260 homeless individuals - but also require a different approach in how we work with them. The staff and volunteers have reviewed all of our programs, analyzed how they are delivered, researched best practices from similar organizations, and determined how we can better serve the individual needs of our different populations. We believe that a model tailored to meet the needs of both client groups will allow us to align services and daily personnel resources in a more specific and efficient manner.

## New Model of Service

Except for mail services, which we were phasing out prior to the incident, none of BTAC's services will be eliminated. Instead, we will focus on *homeless* client services Mondays and Fridays and on *housed* client services Tuesday through Thursday, *except for free lunches, which will continue daily*. For instance, this allows case managers to focus all of their attention on employment services for housed clients midweek and on housing and employment services for homeless clients Mondays and Fridays. For extenuating circumstances, we will also provide necessary services to any client on any day.

This schedule was determined by reviewing services offered by other service providers in the vicinity and setting ours to complement theirs. We have found that we are one of the few organizations in the area that serve both populations - most concentrate on either homeless or housed. We also found that most organizations do not offer all services on all days – for instance, other providers average 3 hours of shower time per week, while BTAC will offer 12 hours per week.

We are confident that our new model will provide a higher quality experience for our clients. Below is a table that compares the old and new program delivery schedule.

# BTAC Service Delivery Schedule Comparison

## Old vs. New Model

Service	Old Service Delivery Schedule	New Service Delivery Schedule
<b>Case Management</b>	➤ Offered daily to both homeless and housed clients by appointment.	<ul style="list-style-type: none"> <li>✓ Offered to homeless clients on Mondays and Fridays.</li> <li>✓ Offered to housed clients on Tuesday through Thursday.</li> </ul>
<b>Employment Assistance/Computer Lab</b>	➤ Offered daily to all clients participating in Case Management by appointment	<ul style="list-style-type: none"> <li>✓ Offered to homeless clients participating in Case Management on Mondays and Fridays by appointment.</li> <li>✓ Offered to housed clients in Case Management on Tuesday through Thursday by appointment.</li> </ul>
<b>Free Sack Lunch</b>	➤ Offered daily to homeless clients.	➤ No change. Offered daily to homeless clients.
<b>Laundry</b>	➤ Offered daily to homeless clients.	<ul style="list-style-type: none"> <li>✓ Offered to homeless clients on Mondays and Fridays, and for extenuating circumstances Tuesday through Thursday.</li> <li>✓ Offered Tuesday through Thursday to housed clients.</li> </ul>
<b>Pantry/Groceries</b>	➤ Offered daily to all clients.*	<ul style="list-style-type: none"> <li>✓ Offered to homeless clients on Mondays and Fridays.*</li> <li>✓ Offered to housed clients Tuesday through Thursday.</li> </ul>
<b>Showers</b>	➤ Offered daily to homeless clients.	✓ Offered to homeless clients on Mondays and Fridays, and for extenuating circumstances Tuesday through Thursday.
<b>Utility Bill Assistance (inc. BWP)</b>	➤ Offered daily to qualified housed clients by appointment.	✓ Offered to qualified housed clients Tuesday through Thursday by appointment.
<b>Mail</b>	➤ Offered to homeless clients.	✓ Will no longer be offered after May 31 <sup>st</sup> . BTAC is assisting clients in finding new mail service.
<b>Transportation Vouchers/Bus Tokens (limited supply)</b>	➤ Offered daily to all clients.	<ul style="list-style-type: none"> <li>✓ Offered to homeless clients on Mondays and Fridays, and for extenuating circumstances Tuesday through Thursday.</li> <li>✓ Offered Tuesday through Thursday to housed clients, and for extenuating circumstances Mondays and Fridays.</li> </ul>
<b>Santa's Room</b>	➤ Offered during the holidays to families with minor children.	➤ No change. Offered during the holidays to families with minor children.
<b>Emergency Shelter Vouchers (Limited)</b>	➤ Offered daily to homeless clients.	➤ No change. Offered daily to homeless clients.
<b>Referral Services</b>	➤ Offered daily to all clients.	<ul style="list-style-type: none"> <li>✓ Offered to homeless clients on Mondays and Fridays.</li> <li>✓ Offered to housed clients Tuesday through Thursday.</li> </ul>

\*homeless clients choose between either a pantry order or sack lunch.