

Good Samaritan Inn
Operational Statement

Organization: Good Samaritan Inn (GSI)

Mission:

The primary mission of the Good Samaritan Inn (GSI) is to provide transitional housing, resource connection, and support services to individuals and families experiencing homelessness. This mission is accomplished in coordination with partner organization Helping Hands Healing Hearts (H4), and other continuum of care organizations in Bonner County.

Target Beneficiaries:

Individuals and families experiencing crisis situations who need temporary housing and support.

Core Services:

Housing and Basic Needs

- Safe and Secure Housing: Provide a safe, clean, and stable living environment.
- Food: Offer access to healthy food and cooking supplies. (H4)
- Clothing and Personal Care Items: Supply clothing, toiletries, and other personal necessities. (H4)

Spiritual Support

- Faith-Based Counseling: Offer individual and group counseling sessions rooted in faith principles.
- Religious Services and Activities: Provide opportunities for worship, prayer, Bible study, and other religious activities.
- Spiritual Mentorship: Connect residents with faith mentors for guidance and support.

Case Management and Support Services

- Personalized Case Management: Develop and monitor individualized plans addressing housing, employment, education, and health goals.
- Goal Setting and Progress Tracking: Help residents set achievable goals and track their progress.
- Life Skills Training: Offer classes on budgeting, cooking, time management, and other essential skills.

Employment and Education

- Job Readiness Training: Provide resume writing, interview preparation, and job search assistance.
- Employment Connections: Partner with local businesses and organizations to facilitate job placements.

- Educational Support: Offer tutoring, GED preparation, and assistance with enrolling in educational programs.

Health and Wellness

- Physical Health Services: Facilitate access to medical care, dental services, and health screenings.
- Mental Health Services: Provide or refer to counseling, therapy, and psychiatric services.
- Substance Abuse Treatment: Offer addiction counseling, support groups, and connections to detox and rehabilitation programs.

Financial Assistance

- Financial Counseling: Offer budgeting advice, debt management, and assistance with securing financial aid or benefits.

Transportation Assistance

- Public Transportation Training: Teach residents how to use public transportation effectively.

Family Services

- Parenting Classes: Provide education and support for residents who are parents to improve their parenting skills.

Intake Process:

1. Initial Contact and Inquiry
 - Phone/Email Inquiry: Potential residents or referring agencies contact the facility. Provide clear contact details on our website and marketing materials.
 - Pre-Screening Questionnaire: A brief questionnaire to gather basic information about the applicant's needs, background, and eligibility.
2. Application Submission
 - Application Form: Detailed form collecting personal information, background, housing history, and specific needs. Include questions related to the applicant's faith background and willingness to participate in faith-based activities.
 - Consent Forms: Consent for background checks, release of information, and agreement to program rules.
3. Eligibility Screening
 - Background Check: Conduct checks for criminal history, credit history, and prior evictions.
 - Interview: An in-person or virtual interview to assess the applicant's needs, suitability for the program, and alignment with the facility's values.

- Reference Check: Contact provided references, such as former landlords or case managers.
4. Needs Assessment
 - Comprehensive Assessment: Evaluate the applicant's physical, mental, and emotional health, employment status, educational needs, and any substance abuse issues.
 - Faith Assessment: Discuss the applicant's faith journey, spiritual needs, and their openness to the faith-based aspect of the program.
 5. Decision and Placement
 - Acceptance or Denial: Inform the applicant of the decision. If accepted, provide a move-in date and any necessary preparations.
 - Waitlist: If the facility is full, place eligible applicants on a waitlist and provide an estimated timeline.
 6. Program Orientation
 - Program Overview: Provide detailed information about the program, including rules, expectations, services provided, and the role of faith in the program.
 - Tour of Facility: Show the applicant around the facility, including living quarters, common areas, and any on-site amenities.
 - Meet Staff and Residents: Introduce key staff members and current residents to foster a sense of community.
 - Initial Goal Setting: Work with the new resident to set initial goals and develop a personalized plan addressing their immediate needs and long-term aspirations.
 7. Welcome and Integration
 - Move-In Assistance: Assist the new resident with moving in, including providing necessary supplies and a welcome package.
 - Mentorship Assignment: Pair the new resident with a mentor or buddy to help them adjust to the program and provide ongoing support.
 - Initial Support Meetings: Schedule initial meetings with case managers, counselors, and faith leaders to begin addressing the resident's needs and goals.

Continuous Support and Evaluation

- Regular Check-Ins: Schedule regular meetings with staff to monitor progress, address challenges, and adjust the resident's plan as needed.
- Community Involvement: Encourage participation in faith-based activities, support groups, and community events to foster a sense of belonging and spiritual growth.
- Feedback Mechanism: Provide opportunities for residents to give feedback on the program and suggest improvements.

Transition Planning

- Transition Plan: As residents near the end of their stay, work with them to develop a transition plan for permanent housing, employment, and continued support.
- Aftercare Support: Offer resources and connections to aftercare programs to ensure ongoing support after leaving the facility.

Documentation and Data Management

- Record Keeping: Maintain thorough and confidential records of all applicant information, assessments, and interactions.
- Data Analysis: Regularly review intake data to identify trends, improve the intake process, and enhance program effectiveness.

Key Performance Indicators

- Number of individuals housed
- Average length of stay
- Successful transitions to stable housing
- Connection with faith community