

**The TLC Program** was established in 1987 and merged with Tabor Community Services in 2005. TLC provides short-term interim housing and supportive services for individuals, couples, and families experiencing homelessness, helping them to obtain permanent housing and preparing them for long-term self-sufficiency. Each year TLC serves over 200 men, women, and children experiencing homelessness.

Located in the City of Lancaster, TLC has 52 rooms, including two equipped for individuals with physical disabilities, 17 designated for veterans, and 5 rooms of emergency shelter for families. TLC is staffed 24 hours a day, 365 days a year. Most participants pay varying program fees based on their individualized budget.

**Providing short-term interim housing with supportive services for individuals, couples, and families experiencing homelessness as they move toward their goal of obtaining permanent, sustainable housing**

#### **Program impact**

During 2014-15 TLC served 287 individuals experiencing homelessness, including 110 children under 18:

- 65% moved from TLC into permanent, sustainable housing in an average of 4 months
- 95% who were in recovery passed drug screenings
- 85% sustained or increased income

TLC focuses on what landlords find most important—paying rent on time, being a good neighbor, and maintaining a clean apartment.

**TLC's supportive services include** one-on-one case management with TLC program participants to:

- ◆ Identify and address their obstacles to permanent housing and create an action plan with goals, which may include, for example, increasing income, reducing debt, maintaining recovery, or stabilizing mental health
- ◆ Locate and obtain suitable permanent housing—includes submitting rental applications and understanding leases
- ◆ Develop a workable budget
- ◆ Coordinate needed social services
- ◆ Access Tabor Community Services' housing counseling and consumer credit counseling services
- ◆ Obtain job training, education, and employment

TLC also offers these **on-site** services to support participants and equip them with skills for long-term, permanent housing and self-sufficiency:

- ◆ Adult GED classes
- ◆ A mentoring program
- ◆ Life-skills workshops on subjects such as parenting, landlord/tenant rights and responsibilities, relapse prevention, and financial literacy
- ◆ Free child care during workshops
- ◆ Support groups
- ◆ Weekly health screenings by volunteer nurses
- ◆ Specialized counseling for veterans
- ◆ Food and clothing banks

Of participants exiting the TLC program during this period:

- 95% paid program fees on time
- 89% received no "Good Neighbor" violations
- 93% kept their apartments clean and passed room inspections

**TLC serves** all household types so families with children, or couples, can stay together. TLC is approved by Lancaster's Children and Youth Agency, so children can be with their parents at TLC rather than enter protective services. Case managers work with local school districts to allow children to remain in their schools and to provide transportation.

Recognizing that nationally 25% of those experiencing homelessness are veterans, TLC opened Veterans' Victory House in 2007, designating 17 rooms and providing specialized counseling for veterans.

Responding to the County's request for housing programs to meet prison re-entry needs, TLC collaborates with Re-entry Management Organization so those leaving prison without housing options can immediately enter TLC.

TLC opened 5 emergency shelter units in consultation with Lancaster County's Continuum of Care and in response to the shortage of emergency housing for families in Lancaster.

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