

# United Way Dickinson Manna House

## Types of services provided - Client- Case management plan – Wrap around Services

### Overview of Services Provided

United Way Dickinson, in collaboration with community partners, proposes to open a temporary housing facility at 2143 6th Avenue West to serve individuals experiencing homelessness. This facility will operate under a client-centered model, offering a safe, supportive, and structured environment for stabilization, empowerment, and long-term housing solutions.

#### 1. Client Case Management Plan

Each resident will be paired with a designated Case Manager within 48 hours of entry into the facility. Case Management services will include:

- **Intake & Assessment:** A full intake process to assess mental, physical, social, and economic needs.
- **Individualized Service Planning:** Development of personalized goals addressing housing, employment, healthcare, legal needs, and personal wellness.
- **Ongoing Support:** Weekly case management meetings with progress monitoring and goal adjustments.
- **Housing Navigation:** Assistance locating and securing permanent housing, including support with applications, deposits, and landlord communication.
- **Exit Planning:** A coordinated discharge plan developed before program completion to ensure continued support and reduce recidivism.

#### 2. Provision of Wraparound Services

The facility will provide or coordinate access to a broad range of supportive services through direct staff and community partnerships. These wraparound services include:

- **Mental Health and Substance Use Counseling** (via regional partners such as Badlands Human Service Center and SWMCCC community program)
- **Physical and Preventative Healthcare** (in partnership with local clinics and public health services)
- **Job Readiness and Employment Services** (job coaching, resume help, and referrals to Job Service North Dakota)

- **Life Skills Education** (budgeting, communication, conflict resolution, cooking, parenting)
- **Transportation Assistance** (bus passes, ride coordination for medical appointments and job interviews)
- **Peer Support Services** (provided by individuals with lived experience in homelessness and recovery)

Services will be available onsite or through transportation to partner agency locations, ensuring that each client's unique needs are addressed holistically and sustainably.

### **3. Staffing**

The facility will be staffed 24/7 by trained professionals, including shelter coordinators, case managers, and security personnel. All staff will receive training in trauma-informed care, crisis de-escalation, harm reduction, and shelter operations prior to employment.