

TLC was founded in 1987 and merged with Tabor Community Services in 2005. At its 52-unit facility in the City of Lancaster, TLC provides short-term interim housing and supportive services for individuals, couples, and families experiencing homelessness, helping them achieve housing stability and self-sufficiency. Each year TLC serves over 200 men, women, and children experiencing homelessness.

TLC's programs serve chronically and episodically homeless individuals and families, veterans experiencing homelessness, returning citizens exiting Lancaster County Prison, and those in need of emergency shelter.

TLC is staffed 24/7, 365 days a year. Participants pay varying program fees based on their respective programs.

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 the 2017-18 program year, TLC served 254 individuals experiencing homelessness, including 82 children. Working one-on-one with their case manager, TLC participants achieved these milestones:

- 86% exited the TLC program into permanent, sustainable housing within an average of 4 months of program entry
- 78% had obtained and maintained employment at exit

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
- ◆ Assist participants in obtaining job training, education, and employment

TLC also offers these services, onsite or at Tabor, 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 financial education, writing, creative arts, and more
- ◆ Computers/internet for housing and/or employment search
- ◆ Weekly health screenings by volunteer nurses

- 88% of participants in recovery passed drug screenings
- TLC maintained a 98% occupancy rate

271 volunteers provided 3,972 hours of service at TLC, including front desk coverage, maintenance, room turnover, mentoring, and leading workshops.

TLC serves all household types, so couples or families with children 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 units and providing specialized counseling for veterans.

A pilot program with Penn Medicine/Lancaster General Health's *Care Connections* will begin in the fall of 2018. The program will employ a community team, making sure people recently working through medical issues at the hospital do not become homeless at exit.

Fourteen to 20 TLC units, as needed, are dedicated for emergency shelter, in consultation with Lancaster County's Continuum of Care and in response to the shortage of emergency housing for families in Lancaster.

rev. 11/13/18

