



UMOM'S HISTORY & PROGRAMS

UMOM New Day Centers, Inc. (UMOM) is a private, nonsectarian, non-profit agency dating back to 1964.

UMOM's mission is to provide homeless families and individuals with safe shelter, housing, and supportive services to assist them in reaching their greatest potential. This is accomplished by the provision of a continuum of services including shelter, food, case management, transportation assistance, child development, crisis counseling, employment programs, education, medical care and housing search and relocation services.

UMOM serves the Phoenix area through the following programs:

WATKINS EMERGENCY PROGRAM

Since Christmas Eve of 1987, UMOM has staffed and managed the Winter Emergency Overflow Shelter. Governor Mofford put a call out to Methodist congregations to provide volunteers to staff this program, with UMOM as the operator. The first year the program was operated at the Wesley Community Center gymnasium. The following year, the Governor requested the armories in Phoenix (2) and Mesa (1) open as overflow facilities. Facilities changed from year to year until the purchase of the Watkins site by the City of Phoenix.

In 2007, this program became year round, specifically serving homeless single women and families. In addition to having a warm, safe place to sleep, program participants were provided a meal, hygiene items, clothing and medical attention, as well as case management and other supportive services provided by the City. UMOM continues to operate this program and has garnered expanded support, both financial and volunteer, from numerous faith-based and community organizations to assist in these efforts.

UMOM NEW DAY CENTER

In 1991, UMOM gave birth to a year-round emergency shelter for 15 homeless families with children. In October of 1992, this program expanded to become the UMOM New Day Center, which currently provides emergency (120 days) and transitional (up to 24 months) shelter for homeless men, women and children.

In October 2009, the campus relocated to allow for expanded services and programs. The UMOM New Day Center houses approximately 500 men, women and children each night with over 2/3 of these persons being children ages 0-15.

In the family Emergency Shelter Program, free emergency housing and meals are provided for homeless families for a period up to four months. During this time of crisis intervention and stabilization, the families are able to access all services that are available at the UMOM New Day Center.

In the family Transitional Housing Program, UMOM provides longer-term housing, for up to 24 months, for families; including young adult and teen moms, along with their children.

The following services are available to all program participants at the UMOM New Day Center:

- **FOOD AND SHELTER:** Clients have 24-hour access to a private room with bath and receive meals.
- **SECURITY:** Security personnel are onsite 24 hours a day.
- **CASE MANAGEMENT:** Each family is assigned a case manager who assists in defining a plan that will lead to independent living and self-sufficiency. The case manager provides assistance in determining available benefits, counseling services, as needed, job and education counseling and direction, and assistance in the development of independent living and parenting skills.

- **CHILD DEVELOPMENT CENTER:** UMOM operates a licensed childcare facility for the children of homeless families who are staying at the shelter. This program monitors, assesses and creates experiences and opportunities to nurture the development of a child socially, emotionally, cognitively and physically from 6 weeks of age through 5th grade.
- **EDUCATION:** All school age children are enrolled in school. Through networking with volunteers and other agencies, after school programs and summer programs are available for school age children. A variety of adult education programs are also offered on campus.
- **SUPPLIES:** Hygiene products, clothing and cleaning supplies are supplied.
- **MEDICAL CARE:** Dental Screenings and a nurse practitioner are available onsite. Other emergency medical care is available as needed.
- **TRANSPORTATION:** Bus tickets are distributed to program participants, as needed, for completion of their case plan.
- **HOUSING ASSISTANCE:** A housing specialist assists program participants in identifying and accessing permanent affordable housing.

The goal of the UMOM New Day Center is to provide the homeless with the assistance needed to break their cycle of homelessness. Our success rate is excellent. We place more than 90% of the families in the transitional program in permanent, affordable housing.

NEXT STEP HOUSING

Next Step Housing includes a variety of housing programs and services offered by UMOM New Day Centers. These programs are designed for homeless families and individuals who not only participate in our shelter programs, but may be offered to individuals and families who are referred to us through an alternate shelter program or agency. The goal of Next Step Housing is to assist participants in locating and obtaining safe, affordable housing. Our hope is that all participants who become involved in Next Step Housing programs maintain stable housing and become involved citizens in their new communities.

Current programs and services include:

- Housing Assessment
- Referral and Housing Application Assistance
- Follow-Up Case Management for one year after exiting UMOM New Day Centers
- Assistance with moving costs
- Permanent Affordable Housing with On-Site Support Services opportunities at our 4 scattered locations
- Rapid Re-Housing Subsidy Program
- Tenant-based Services

We also own and operate The Lamplighter Place, a small apartment complex for SMI (severely mental ill) and formerly homeless single adults. We have many partnerships with scattered site properties including Casa Nueva, Sahara Luna, and the Neighborhood Revitalization Project (NRP).

UMOM DOMESTIC VIOLENCE SHELTER

In March 2007, UMOM was awarded a contract to open a 56-bed shelter for women and children who are victims of domestic violence. The shelter provides safety, advocacy, education and relocation/housing referral assistance to enable families to overcome the effects of domestic violence.

Programs for Veterans and their Families

Transitional Living

UMOM recently opened 8 units of Transitional Living on the main campus. Veterans are eligible if they have a referral from the VA Hospital, are able to live independently, and have dependent children. UMOM will case manage these families to help attain permanent housing within the community.

Supportive Services for Veteran Families (SSVF)

The SSVF program, located at UMOM New Day Centers and with a satellite program at Save the Family in the East Valley, assists very low-income veteran families. Due to limited financial resources, the SSVF program focuses on intensive case management to help participants increase their ability to sustain permanent housing and reach their greatest potential. Case managers will work with veteran families to identify VA benefits and other public benefits including, but not limited to: housing counseling services, health care services, child care services, educational assistance, legal services, transportation services, financial planning services, daily living services, and temporary financial assistance.

Permanent Supportive Housing

Madison Pointe Apartments is an affordable housing community operated by The NRP Group expected to be completed in the summer of 2012. This community is located near the Phoenix VA hospital and will have a tenant preference for military families. This program allows us to provide permanent housing, subsidy, and support services for ten families residing within the Madison Pointe complex.