



Agency-Wide Service Chart

Program	Services	Population
Community Resource Network (CRN)	Same day/short term case management, referrals to internal and external services, financial support, eviction court advocacy.	Any Schenectady County resident.
Home Connections	Case management to support obtaining and maintain housing. Support follows for 3 months after they are housed.	Homeless families placed in hotels by DSS. Referrals automatically come through DSS.
Permanent Housing Program (PHP)	Rental assistance and case management support. No time limit for how long customers can be in program.	Homeless families. Head of Household has mental health, substance use disorder, and/or HIV.
Shelter Plus Care	Rental assistance and case management support. No time limit for how long customers can be in program.	Homeless families or individuals exiting homelessness. Head of Household has mental health, substance use disorder, and/or HIV.
Sojourn House	Transitional housing, case management support. Families can stay up to two years.	Homeless families (women with children in their care or pregnant women only).
Rapid Rehousing (RRH)	Rental assistance (up to 12 months) and case management support (18 months).	Homeless families or individuals who can grow their income to take over their lease at the end of one year.
Reentry Employment Services	Long term case management support focused on obtaining and maintaining employment.	Individuals on probation or parole. All referrals come through probation or parole.
Housing For Health	Rental assistance and case management support.	Homeless individuals or families where the head of household has high Medicaid use.
Hillside Crossing and Hillside View	Subsidized rent and case management support.	Individuals (and a few families) where the head of household has a disability, substance use disorder, veteran, or is aging out of the foster care system.
Behavioral Health Services (BHS)	Provides traditional individual, family and group therapy, in person and through telehealth access. Provides consultation and therapeutic support to SCAP CM's and staff. Provides professional training for staff.	Any "enrolled" SCAP customer.
Early Learning (ages 0-3) Early Head Start	Comprehensive child development, childcare and family support services.	Infants and toddlers under the age of 3 and their families.
Early Learning (ages 3-5) Head Start	Comprehensive early childhood education, childcare and family support services.	Children ages 3-5 and their families.
Project LAUNCH	Provides families with young children with increased and aligned mental health and related resources to adequately address social, emotional, cognitive and behavioral concerns that interfere with healthy development and wellness.	Children birth through age 21 and their families.
*SCAP can complete CE application with customer	**SCAP can support referral for SPOA application for customer	