



Rachel's story

Rachel was sexually abused as a child. With no support at the time, Rachel struggled to deal with the trauma and her life gradually deteriorated. By the time she was in her early thirties, Rachel was homeless and sofa-surfing. Her long-term relationship had broken down, she had been addicted to alcohol for 15 years and also addicted to cocaine and ketamine. Rachel was committing domestic violence offences against members of her own family, experiencing suicidal thoughts and suffering with night terrors. Her GP told her she would die before the age of 40 if she continued to drink.

Once Rachel had built a trusting relationship with her WY-FI Multiple Needs Navigator, she committed to her recovery and has successfully detoxed. Rachel is abstinent from alcohol and is reducing her cannabis use. The skills Rachel learnt in her Dialectical Behaviour Therapy (DBT) - a development of Cognitive Behavioural Therapy - help her manage her ongoing suicidal thoughts. Rachel is now living in affordable housing, receiving the full amount of benefits she is entitled to and hasn't committed an offence for 19 months. She is also rebuilding her relationships with family and friends.

The WY-FI Personalisation Fund helped to make Rachel's recovery possible by paying for her removal costs and a cooker. It also paid for her DBT therapy so that this could take place *immediately* after her detox rather than Rachel being put on a waiting list.



“When WY-FI first started helping me, I was still drinking and sick most of the time. Very suicidal and far too anxious to go anywhere alone. So the way that I see it, WY-FI and my Navigator have helped to keep me alive, both physically and emotionally. They have incredible understanding of mental health and addiction. WY-FI means the world to me.”

Rachel has started writing a book about her experiences of addiction, mental health, sexual trauma and the recovery process. In the longer term, she wants to get back into education and training and would love to work with music.

Rachel's timeline

Rachel's life before WY-FI

- Childhood sexual trauma
- Homeless
- Alcohol dependent
- Addicted to substances
- Committing offences
- Suicidal thoughts
- Night terrors
- Breakdown in relationships
- Life expectancy: 40 years

Rachel's multiple needs

WY-FI Multiple Needs Navigator supports Rachel in every aspect of her life

March 2018

Beginning her journey with WY-FI



Working with WY-FI

WY-FI Multiple Needs Navigator:

- worked hard to build a trusting relationship with Rachel
- monitored and managed the risk Rachel posed to herself and others
- helped Rachel claim discretionary housing payments and find affordable housing
- successfully applied to WY-FI's Personalisation Fund to pay for removal costs, a new cooker and therapy
- supported Rachel through a PIP application and appeals process
- attended GP and hospital appointments with Rachel and transferred her care to her local area
- provided support to Rachel before, during and after detox
- communicated with Rachel's family to help repair relationships
- helped Rachel get a restraining order against an individual
- showed Rachel how to budget well

Rachel's life now

Rachel now:

- maintains her own tenancy
- is abstinent from alcohol and reducing her cannabis use
- has not committed an offence for 19 months
- uses what she has learnt in therapy to ease her suicidal thoughts
- is willing to gain support for her childhood trauma
- is re-building relationships with family and friends
- attends self-development groups

evidence of an approach that works



Chaos Index Score (also known as NDTA score) is an assessment undertaken by a navigator to establish whether an individual will benefit from WY-FI support against a series of need criteria. This is repeated regularly to measure progress. Maximum score is 48. Scores decrease where progress is positive.

The Homelessness Outcomes Star Score is a self-assessment tool for beneficiaries to measure their distance travelled. Maximum score is 100. Scores increase if progress is positive.

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