

California Rapid Re-Housing Webinar Series #4

Rapid Re-Housing: Case Management and Services

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Lynn Morison and Juan Guel, Abode Services



Today's Webinar

- Final webinar in a 4 part series for California RRH providers
- Please note that all lines are on mute.
- We will be taking questions at the end of the presentation. Please pose questions at any time in the Questions box.
- The webinar and slides will be posted following the presentation at endhomelessness.org.

Agenda

- Welcome
- Overview of RRH ***Case Management and Services***
- Program Strategies for Case Management and Services for ESG and HSP grantees
- Questions

An Overview of Rapid Re-Housing Case Management and Services



Rapid Re-Housing (RRH)
ends homelessness for
families and individuals.

RRH HELPS



FIND HOUSING

Help people quickly find housing within one month or less.

PAY FOR HOUSING

Help people pay for housing short term; longer-term help an option.

STAY IN HOUSING

Help access services so people can stay in housing.

The **Core Components** of Rapid Re-Housing help people **find** housing fast, **pay** for housing, and **stay** in housing.

FIND HOUSING

Help people quickly find housing within one month or less.

PAY FOR HOUSING

Help people pay for housing short term; longer-term help an option.

STAY IN HOUSING

Help access services so people can stay in housing.



HELP STAY RAPID RE-HOUSING CASE MANAGEMENT AND SERVICES

Connect families and individuals to services and supports in the community.

Help resolve issues that may threaten housing stability, including conflicts with landlords.

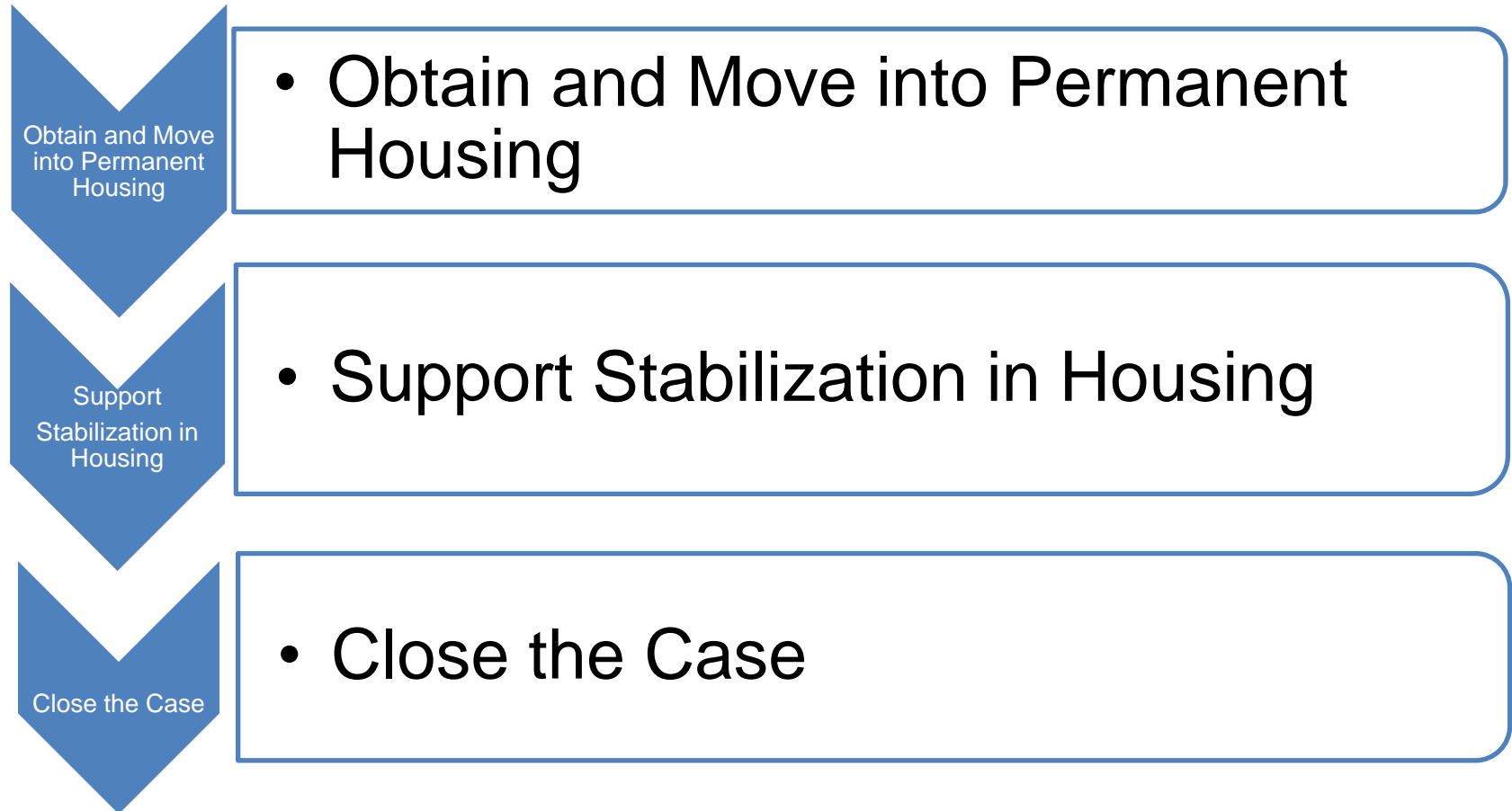




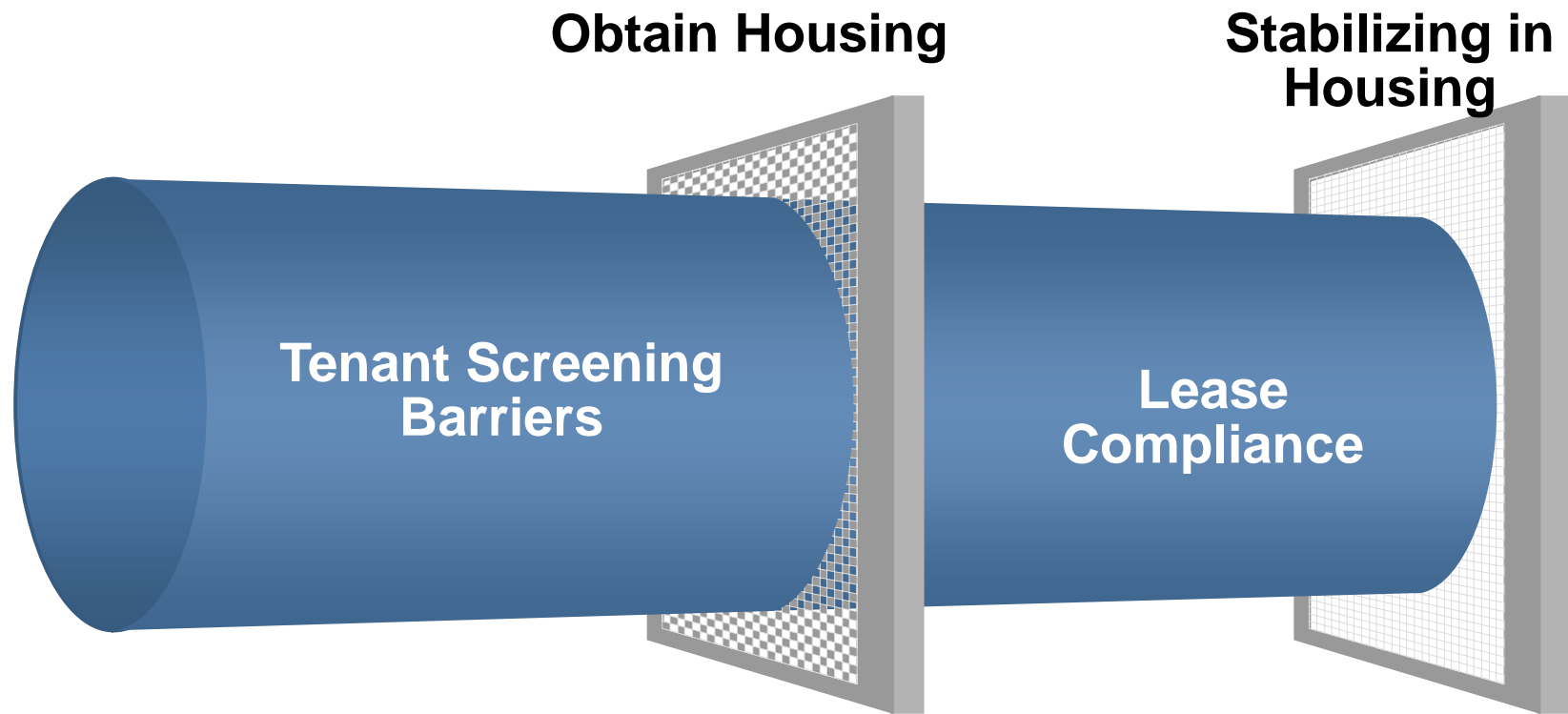
Core Components Standards

Rapid Re-Housing Case Management and Services

Rapid Re-Housing Case Management and Services



Rapid Re-Housing Case Management and Services



RRH Case Management and Services: Principles

- RRH case management should be client-driven and voluntary.
- RRH case management should be flexible in intensity—offering only essential assistance until or unless the participant demonstrates the need for or requests additional help.
- RRH case management uses a strengths-based approach to empower clients.
- RRH case management reflects the short-term nature of the rapid re-housing assistance.

RRH Case Management and Services

Program Staff

- ❑ Case manager's job descriptions direct case managers to **focus on housing** and to use strengths-based practices focused on participant engagement and meeting the unique needs of each household.
- ❑ In programs that have specialized staff that conduct housing location, case managers work closely with housing locator staff to match the client to an appropriate unit as quickly as possible.

Staffing

Housing Locator/Specialist

- Understands the needs and concerns of landlords
- Identifies housing resources and recruits landlords
- Helps participants identify their housing needs
- Knowledgeable about landlord-tenant law



RRH Case Manager

- Provides case management during and after housing placement
- Links clients to mainstream and community resources for stabilization
- Helps client identify strengths to retain housing and behaviors that contribute to housing instability
- Home-based visits



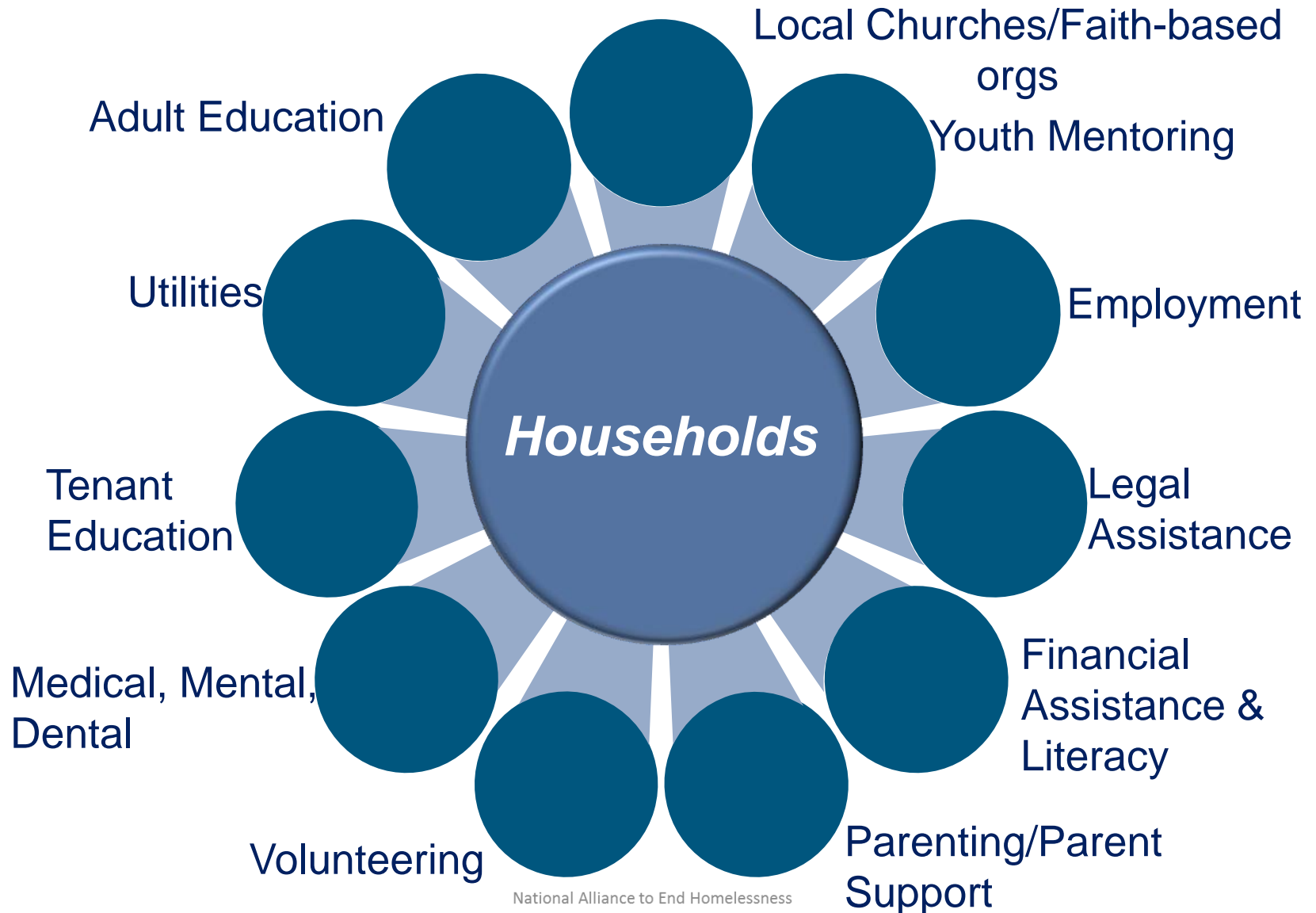
RRH Case Management and Services

- ☐ Case plans are focused on addressing **barriers to housing retention**
- ☐ Case plans summarize the steps both the case manager and the participant will take to achieve **the participant's immediate and short-term goals**
- ☐ Case plans focus on **short-term goals**
- ☐ Case manager **updates plan regularly**
- ☐ Intensity of case management increases **if needed**

RRH Case Management and Services

- ❑ Help participants **build a support network** outside of program and connect with community resources and service options that continue beyond program's duration.

RRH Case Management and Services



RRH Case Management and Services

- We can't tell who will and won't be successful or predict client resiliency
- RRH case management sets people up to be in a strong position to succeed in housing



CA RRH Programs Share Successful Strategies for Case Management and Services

Juan Guel
Abode Services
(ESG program)

Lynn Morison
Abode Services
(HSP program)



Alameda County Rapid Re-housing Program

Case Management Strategies and Implementation

Juan Guel Jr.
Housing Program Manager
Abode Services

AC Rapid Re-housing Program Introduction

- Several funding sources: ESG, Home Funds, Boomerang, Private Donors, etc.
- This program is also paired with other Tenant Based Rental Assistance Programs: Linkages Program and Alameda County Calworks HSP Program
- Staffing: Housing Services Coordinators provide housing search and placement as well as case management services.



Abode Services Alameda County Rapid Re-housing Program Model

- Monthly Home Visits: Can be in home, in the field or in the office
- Re-assessments every 3 months
- Case management includes: referrals, resources, financial assistance, job search, childcare, education, basic life skills development, transportation, self sufficiency

Goal of Rapid Rehousing Case Management

- The goal of **rapid re-housing case management** is to help participants obtain and move into permanent housing, stabilize in housing, and get connected to services and supports if needed

How to support families through Case Management:

- Strengths-based approach
- Individualized and flexible
- Should be client driven:
 - It's their Lease, Job, Credit, Goals
- Work with them to help them navigate the program
- Critical to build your resource database
- Short Term Intervention:
 - Provide as many resources and referrals to services as possible

Flexible Support

- Try to stick to program structure and basic RRH philosophies for consistency
- Key components for flexible support:
 - 1) Effort
 - 2) Communication



Case Managers: Safety in the Field

Case Managers: Safety in the field

- Make sure someone knows where you are going and what time you will be there
- Be prepared: have documents in order, pre-fill in documents, bring clip board, etc.
- Know the area: view area online, park in plain view,
- Put items away in your car in advance
- Be aware of surroundings and exterior of buildings

Case Managers: Safety in the field

- Utilize smart phone: map, camera, recorder, text
- Be aware who is in unit,
- always sit where you can exit
- Be aware of time it gets dark
- Follow instinct
- Reschedule, if needed
- Always project calmness and respect



Alameda County Rapid Rehousing Program

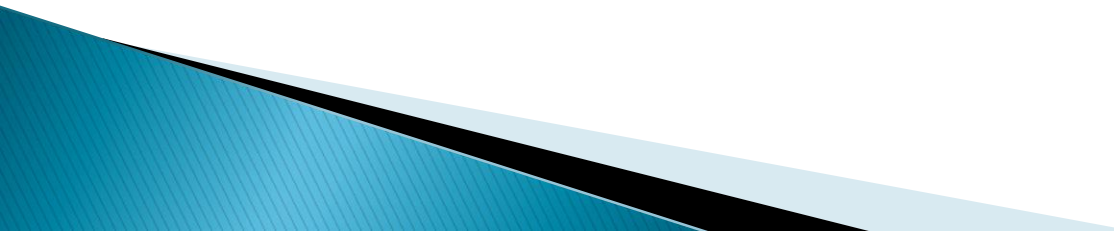
Case Management Strategies and Implementation

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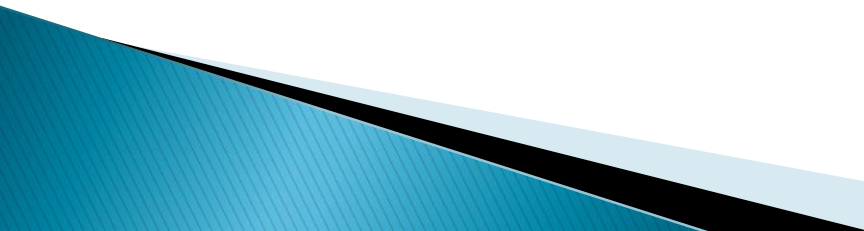
Rapid Re-Housing: Introduction to Case Management and Services

**CalWORKS Housing Support Program:
Santa Clara County
Abode Services
Lynn Morison**

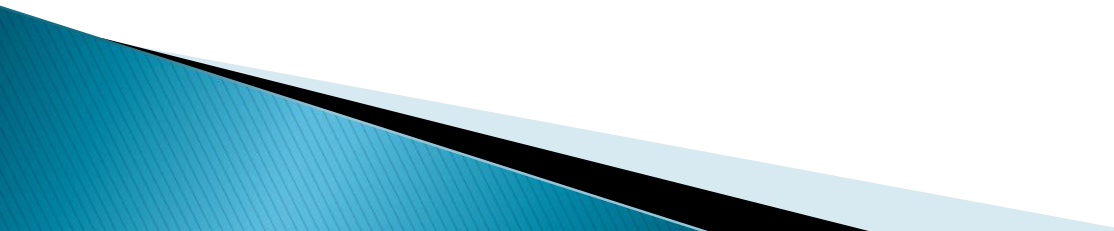
SCC CalWORKs Housing Support Program

- Housing Support Program Description
 - Client Engagement – program entry
 - Pre-Housing Case Management
 - Post-Housing Case Management
 - Key components of case management
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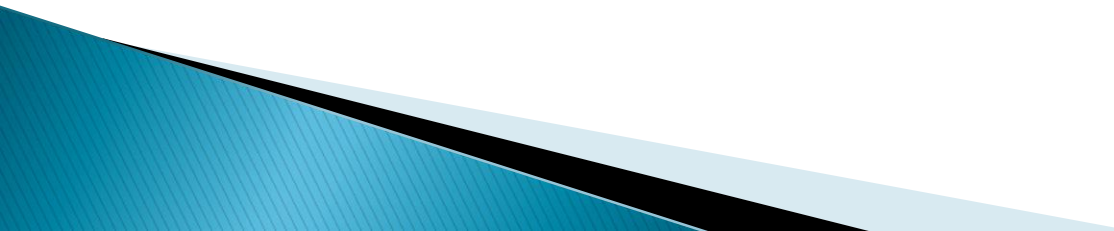
Housing Support Program

- ❖ Eligible families – receiving CalWORKs benefits and homeless or at risk of homelessness
 - ❖ Staffing – Employment Counselors, Service Coordinators, Housing Specialists
 - ❖ Employment Services - job skills training, resume writing, job placement, job retention
 - ❖ Case Management – landlord/tenant relations, money management, community referrals,
 - ❖ Housing Search – work with Housing Specialist in identifying and securing housing
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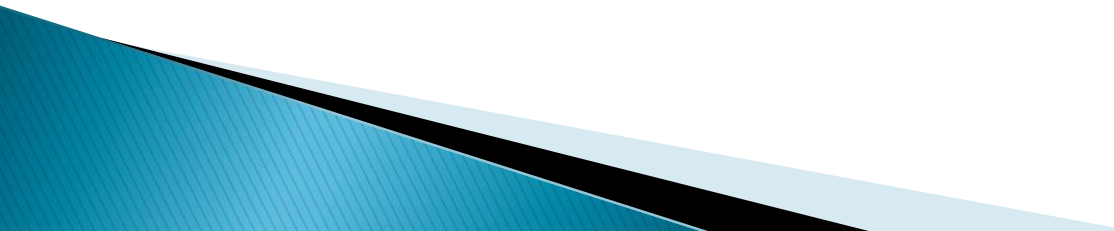
Client Engagement – Program Entry

- ❖ Focus Team Meeting – Family, employment counselor, and case manager
 - ❖ Family – hear from the family of strengths and needs
 - ❖ Employment counselor – resources at the employment center and participants involvement
 - ❖ Case manager – available services, housing search process, partnering with family
 - ❖ Family makes decision on whether they want to participate in program or not
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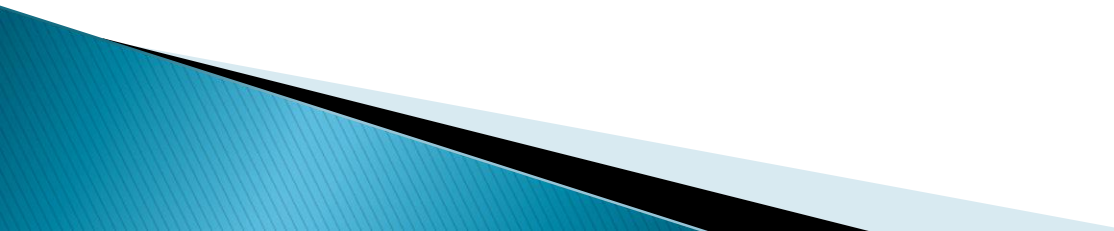
Pre-Housing Case Management

- ❖ Emergency housing – motel, shelter
 - ❖ Coordinate with Housing Specialist – weekly meetings
 - ❖ Needs assessment – family size, unit size needed, household income
 - ❖ Barriers – credit, evictions, criminal record
 - ❖ Education – how to do housing search, landlord/tenant relations
 - ❖ Support employment goals
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Post – Housing Case Management

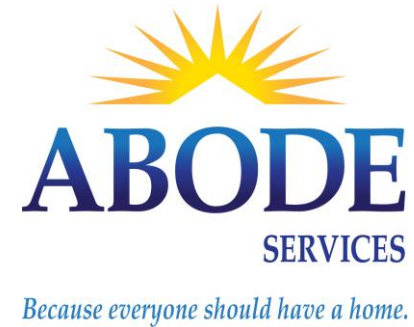
- ❖ Move in – meet with landlord, provide with contact information, available to resolve any issues
 - ❖ Case plan – goals to be able to assume full rent at end of subsidy, housing maintenance, debt reduction, increased income, budgeting, landlord/tenant relationship
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Key Components of Case Management

- ❖ Program is a housing program, case management focused on elements of locating, securing and maintaining housing
 - ❖ Case management is mobile – meet at office, family's home or place of work
 - ❖ Partnering with family – client centered, collaborative
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Rapid Re-Housing: Introduction to Case Management

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- ▶ Director of Housing Programs
- ▶ Abode Services
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QUESTIONS?

RESOURCES

Rapid Re-housing Performance Benchmarks and Program Standards

<http://www.endhomelessness.org/library/entry/rapid-re-housing-performance-benchmarks-and-program-standards>

Rapid Re-housing “Know-How” Series

<http://www.endhomelessness.org/library/entry/rrh-know-how>

Rapid Re-housing: A History and Core Components

<http://www.endhomelessness.org/page/-/files/RRH%20Core%20Elements%20Brief.pdf>