

Centering Frontline Workers As Skilled Professionals

[a few of the] skills required to be an effective case manager & outreach worker:



- Problem Solving Skills
 - Unilaterally responsible for housing plans for (20+/-) individuals
 - Support with housing, relationship, health, mental health, and financial needs
 - 'Street level bureaucrat'
- Emotional Intelligence
 - Active listening skills
 - Motivational Interviewing skills
- Strong Computer Skills & Attention to Detail skills
 - Comfort logging data in complex govt databases
 - Ability to manage complex client files
- Time Management
 - Triage and prioritize multiple crises
 - Self-discipline and ability to work

The best case managers & outreach workers also.



- Strong understanding of local and government and healthcare systems impacting participants
 - Understand health insurance, linkages to providers & partner resources housing resources, benefits management and navigation, IHSS linkages, etc. etc.
- Maintain relationships with partner organizations
 - When Sh*t (inevitably) hits the fan - they know who to get on the phone to move things forward!
- *Frequently* have second language skills
 - Serve as translator and liaison between client and government

Is this really
entry-level
work?

Parallel Career Ladder Opportunities



Years of Service (YOS) pay adjustments to compensate local systems expertise!

Case Manager*	NE	\$ 44,269.33	\$ 53,123.20	\$ 61,977.07	Lead	\$ 25.54
Senior Case Manager	NE	\$ 48,065.33	\$ 57,678.40	\$ 67,291.47	Slot	\$ 27.73
Principal Case Manager	NE	\$ 50,405.33	\$ 60,486.40	\$ 70,567.47	Slot	\$ 29.08

**With 10 years of expertise folks move from the yellow column (starting pay) to the right column

What is next???

(Internal) Dream
Coach



(Collectively) Total
Overhaul



THANK YOU
Let's stay in
touch! —

Alex

INTERIM EXECUTIVE

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