

# Case Management

HPRP Presentation for  
DCA Sub-grantees



# Why do I do it?

- ✓ Every household needs a case manager to support them in transitioning from an unstable situation such as homelessness or eviction to an affordable, livable, stable home.
- ✓ Case managers link households to community resources and objectively ensure they have the capability of sustainable living.

# What do I do?

- ✓ Intake and Assessment
- ✓ Crisis Intervention leading to Stabilization
- ✓ Goal Assistance Case Management
- ✓ Community Referrals and Support
- ✓ Tie up loose ends and withdraw

# Intake & Assessment

- ✓ Barriers To Housing Stability and agency specific assessments should provide you with enough information to devise the Action Plan
- ✓ Assessments are rarely fool proof at the first meeting and should be revisited regularly

# Crisis Intervention

- ✓ This stage is interchangeable with step 1.
- ✓ It will involve prompt action to either stabilize a near homeless situation or take action supporting an already homeless household
- ✓ While it can establish trust, it is usually useless without follow up

# Goal Assistance Case Management

- ✓ Acts as a map of what you wish to achieve
- ✓ Goal focus should be linked to HPRP objective
- ✓ Includes connecting people to community resources and services to meet their particular needs.

# Pathways Progress and Goals

- Search
- Client
- My Agency
- I & R
- Reports
- Help
- Tutorial
- Log Out

Client 911590-Participant, Jeanette ID Age 43

## Client Goals

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- CLIENT**
- General
- Household
- Residence
- Emergency
- Finance
- Education
- Veteran
- Special Needs
- Benefits

- CLIENT VISIT**
- Services
- Programs
- Assessment
- Custom
- Messages
- Case Notes
- Progress

Goal Domain	Goal Type	Goal	Achievement Level	Date Set	Date of Last Update	Agency
Housing	Locate Appropriate Permanent Housing	Jeanette lost her property due to foreclosure eight weeks ago. Is looking for an apartment for her and her son	No Progress Made	04/01/2010	04/01/2010	Fifth Avenue Shelter
Housing	Locate Appropriate Permanent Housing	Jeanette to look on Georgia housing search. Viewed 20 properties and have selected eight to view	No Progress Made	04/01/2010	04/02/2010	Fifth Avenue Shelter
Housing	Locate Appropriate Permanent Housing	Jeanette has viewed a property she is interested in. We called the landlord and arranged a time to view. Have done rent reasonableness	Minimal Progress Made	04/01/2010	04/05/2010	Fifth Avenue Shelter
Housing	Locate Appropriate Permanent Housing	Inspected property and met landlord. Jeanette to move in next week. Generated check for deposit. Meeting Monday to call Utilities.	Minimal Progress Made	04/01/2010	04/09/2010	Fifth Avenue Shelter
Housing	Locate Appropriate Permanent Housing	Utilities completed. Jeanette to move in on Friday.	Expected Level of Progress Made	04/01/2010	04/13/2010	Fifth Avenue Shelter

# Goals

**S**pecific

**M**easurable

**A**chievable

**R**ealistic

**T**imed

# Community Referrals and Support

- ✓ How do I know when to stop offering support? There are time limits for HPRP work.
- ✓ At what stage do I pass this on? Case managers need to make a judgment call on when the person is stable or whether there is an alternate local agency that can continue any work

# Why must I use Pathways?

- ✓ It gives a common record of what is occurring to the client that can be accessed by everyone assisting them
- ✓ It allows your organization to track your client's progress
- ✓ It allows collaboration across organizations

# What must I enter as part of case management?

- ✓ The Barriers to Housing Assessment
- ✓ Goals
- ✓ Milestones towards achieving the goals
- ✓ Status updates
- ✓ Follow Up & Evaluation
- ❖ Case notes

# It would be easy if it weren't for

- ✓ Distrust
- ✓ Listlessness
- ✓ Manipulation
- ✓ Failure to Follow Through & Self-Sabotage
- ✓ Poor Judgment & Lack of Responsibility
- ✓ Substance Abuse
- ✓ Denial
- ✓ Refusal to participate
- ✓ Anger

# Common Case Management Issues

- ✓ No matter what you do, if the client doesn't agree, they won't do it. They must believe it's a priority in order to be motivated
- ✓ Know your area: All case management programs are only as strong as your service linkages. If you cannot identify resources to assist people, it will be harder to refer them anywhere

# Common Case Management Issues

- ✓ Establish a Relationship: Case Management works best when both parties trust each other and believe that they are both working towards the same goal. If your client doesn't trust you, it will be difficult for you to support them
- ✓ Once someone has moved into their home, and accepted your support they may have less motivation to continue to work with you. Your initial relationship with this client now plays a crucial role

# Common Case Management Issues

- ✓ If your colleague reads the file and cannot follow what you are doing, or take over the case themselves, you have not recorded correctly
- ✓ Establishing an agency wide recording procedure will solve this

# Why am I having problems with this household?

- ✓ Half of the population
- ✓ They've run off with our money
- ✓ The "Experts"
- ✓ They are too needy

# When am I finished?

- ✓ Homelessness ends when an individual or family is established in stable, affordable housing
- ✓ Any community support systems that are needed are linked in to the household.

# Further Information / Details

- ✓ HUD HRE <http://www.hudhre.info/HPRP/>
- ✓ [http://www.hudhre.info/documents/HPRP Case Management.pdf](http://www.hudhre.info/documents/HPRP_Case_Management.pdf)
- ✓ National Alliance to End Homelessness  
<http://www.endhomelessness.org/>
- ✓ Jonathan Cox, HPRP Coordinator, 404 679 0571  
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