

Case Management Series: Finding Your Role

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The Florida Housing Coalition, Inc., is a nonprofit, statewide membership organization whose mission is to **bring together housing advocates and resources so that all Floridians have a quality affordable home and suitable living environment.**

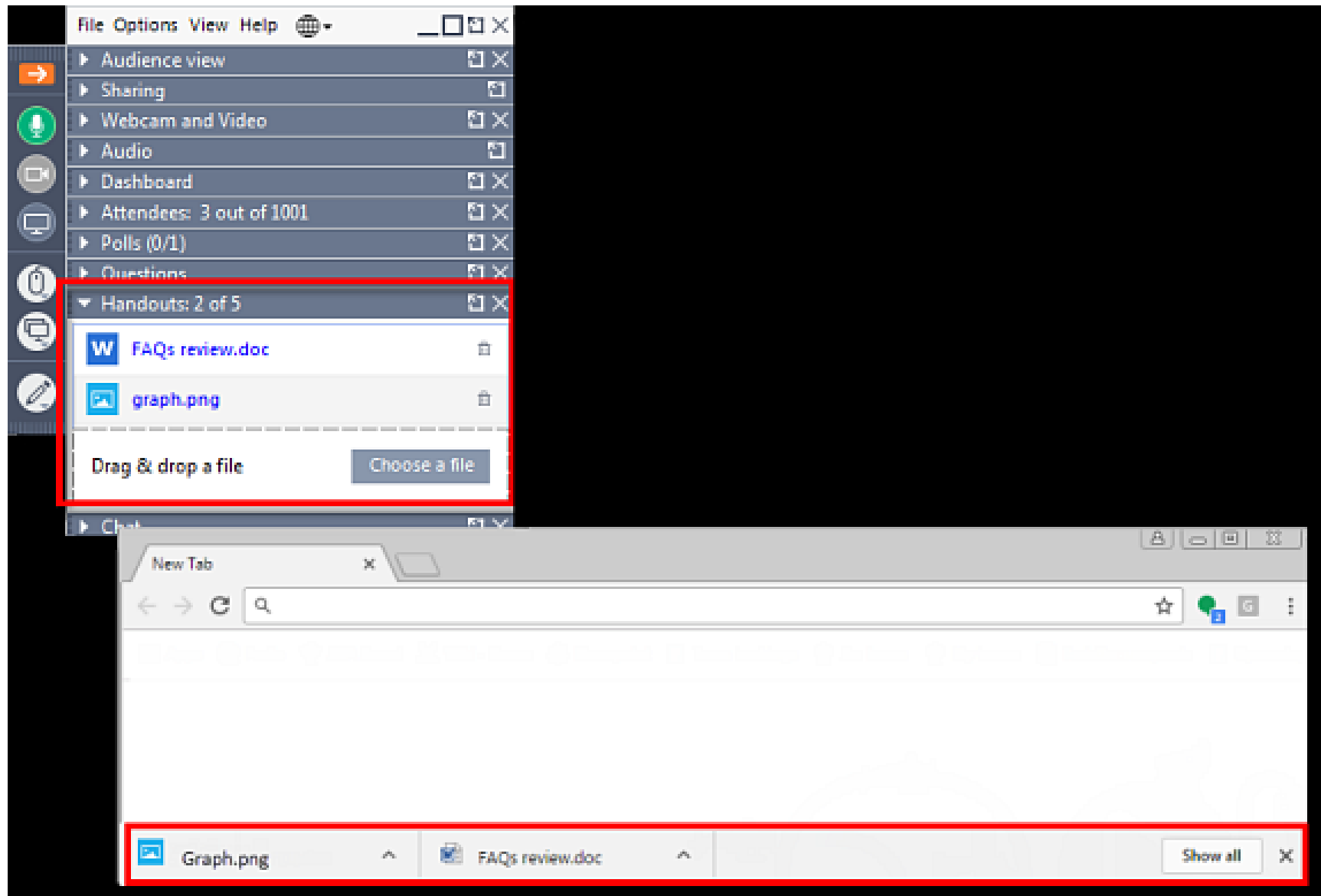


WE'RE PROUD TO OFFER PROFESSIONAL
CONSULTING SERVICES

In the areas of affordable housing, fair housing, ending homelessness, & related issues

Webinar Logistics

- Participants are muted
- Enter your questions in the box in your webinar panel
- Handouts are available with this webinar
- This webinar is being recorded and will be available at www.flhousing.org
- Certificates will be available and emailed to you.
- A survey will immediately follow the webinar; ***please*** complete it! Thanks!



A SYSTEMS FRAMEWORK

- What are the components of an effective housing crisis response system?
- What does that mean for you?

System Orientation

THE PROBLEM OF HOMELESSNESS (MISCONCEPTIONS)



An
individual
who lacks
housing

Almost 1 million Florida households are severely “housing cost-burdened,” paying more than 50% of their income for housing



[2017 Home Matters Report, Florida Housing Coalition](#)

HOUSING-
FOCUSED

HOUSING
FIRST

Homelessness should be

- ✓ Rare
- ✓ Brief
- ✓ Non-recurring

Housing is the platform for recovery
so housing comes first



United States Interagency Council on Homelessness: Summary

“

The Housing First approach has several key features:

- Few programmatic prerequisites,
- Low barrier admission policies,
- Rapid and streamlined entry into permanent housing,
- Voluntary and engaging supportive services, and
- A focus on housing stability.”

[Source: SNAPS in Focus: Why Housing First \(7/24/2014\)](#)

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United States Interagency Council on Homelessness: Summary

“Adopting Housing First has to go beyond this project-by-project implementation.”

“Housing First is a whole-system orientation ...It is about ‘changing the DNA’ of how a community responds to homelessness.”

[Source: SNAPS in Focus: Why Housing First \(7/24/2014\)](#)

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Components of the System

COMPONENTS OF AN EFFECTIVE
HOUSING CRISIS
Response System



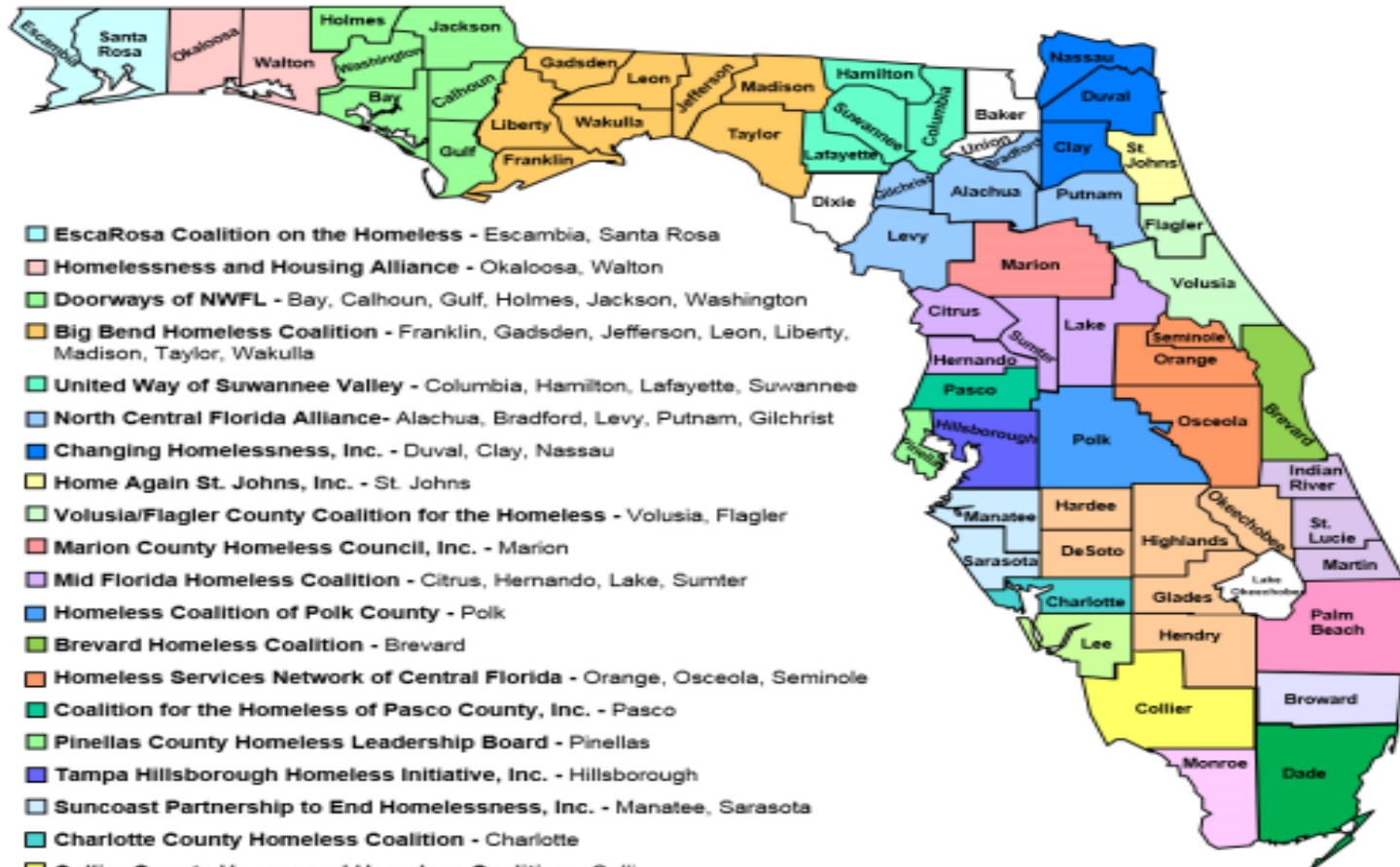
Continuum of Care

1. Plan to prevent and end homelessness
2. Fund housing programs and services working to prevent and end homelessness
3. Coordinate local collaborative efforts

Continuum of Care Geographic Areas and Designated Lead Agencies

(Image: [DCF](#))

CoC Lead Agency Contacts:
[DCF](#)
[Homeless Leads](#)



HUD

- CoC applies annually for funds
- HUD awards funding to each CoC (competitive process)

CoC

- CoC awards funding to providers who have applied
- Eligible components: HMIS, Leasing and Rental Assistance, PSH, RRH, and SSO

Providers

- Provide programs and services
- Report on their programs in HMIS

HUD SYSTEM PERFORMANCE MEASURES (HMIS/PIT)

- Length of time households remain homeless
- Returns to homelessness
- Effectiveness of coordinated entry and outreach
- Reduction in number of homeless households
- Jobs and income growth
- Successful placement from street outreach
- Successful permanent housing placement

COMPONENTS OF AN EFFECTIVE
HOUSING CRISIS
Response System



Coordinated Entry

A streamlined process to identify, assess, prioritize, and refer households to appropriate interventions



Coordinated Entry

a consistent, streamlined process for accessing the resources available in the homeless response system

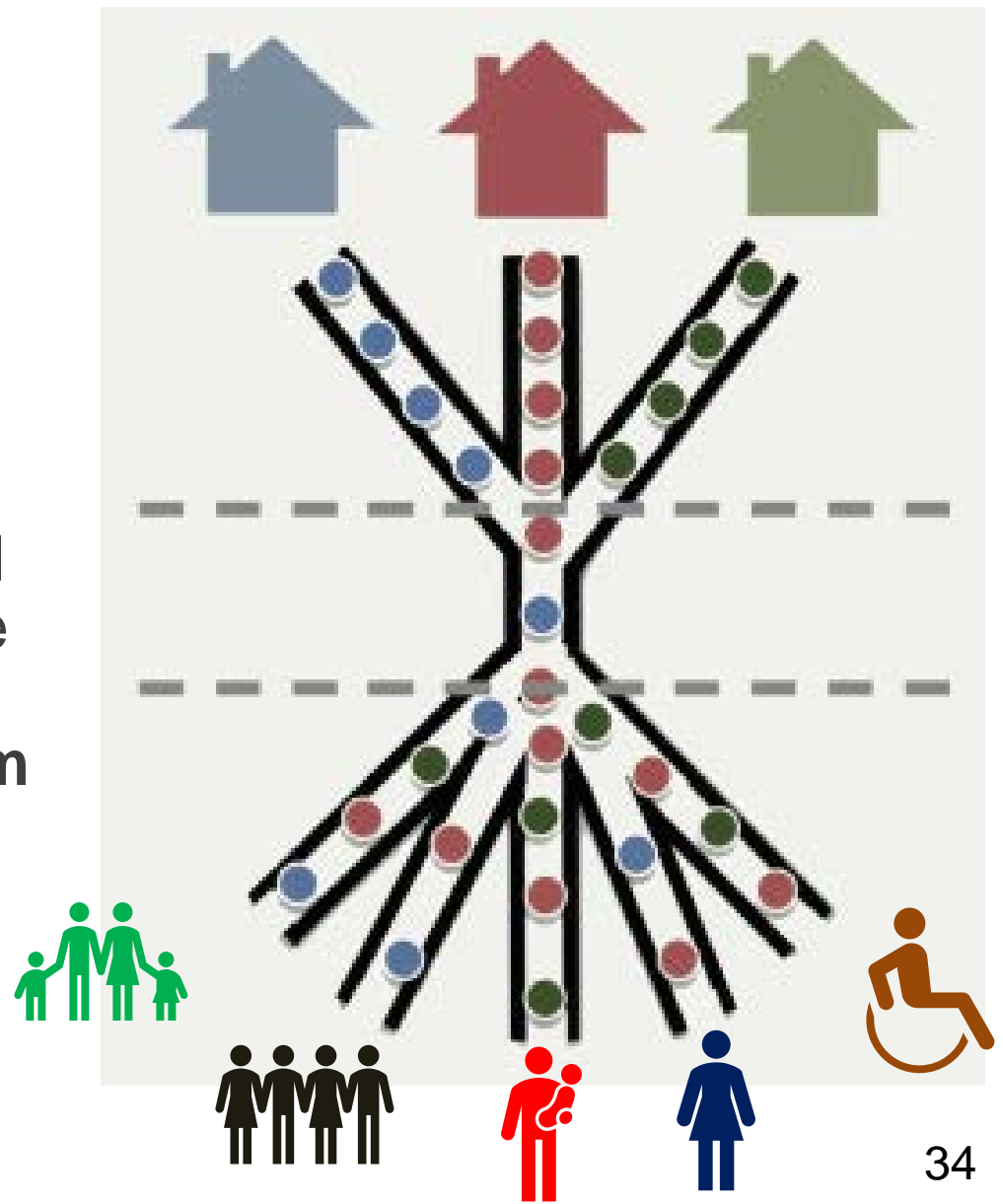
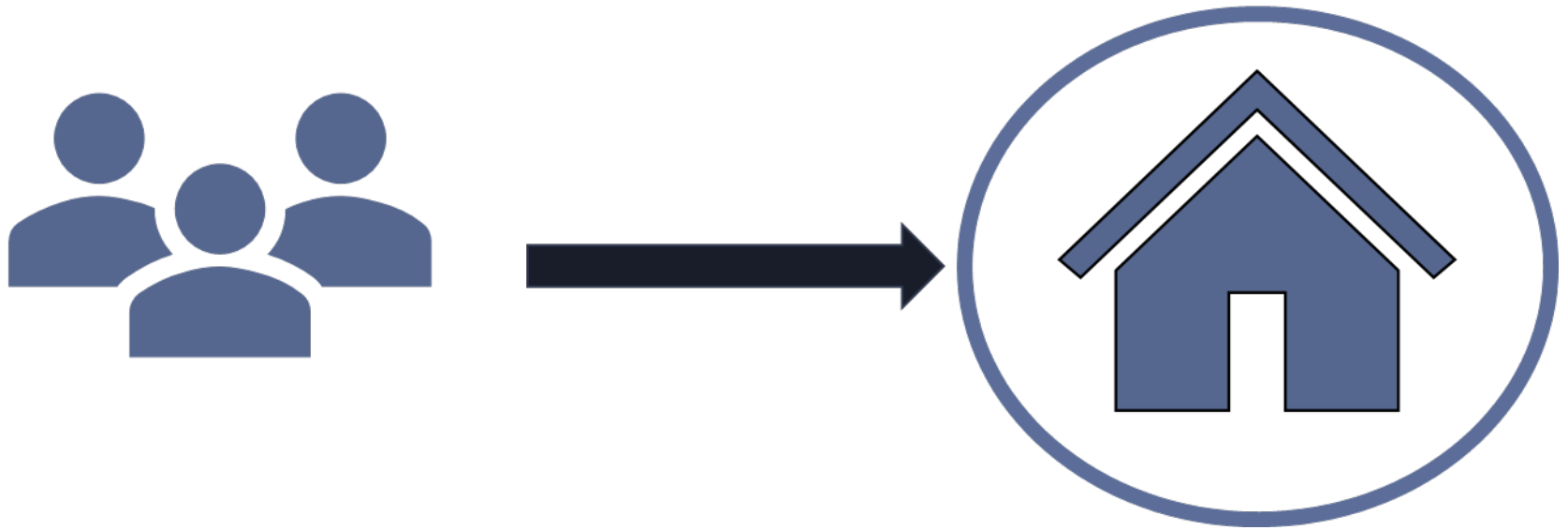


Image: [Los Angeles](#)



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THE FLORIDA HOUSING COALITION



Outreach

- ✓ Strategic
- ✓ Housing Focused
- ✓ Same Assessment Tools
- ✓ Warm Hand Offs
- ✓ Housing First Orientation





How Do We Do OUTREACH?

70/20/10

- 70% of an outreach worker's time should be spent with document ready people getting them into housing
- 20% helping people get document ready
- 10% finding new people

THE FLORIDA HOUSING COALITION



COMPONENTS OF AN EFFECTIVE
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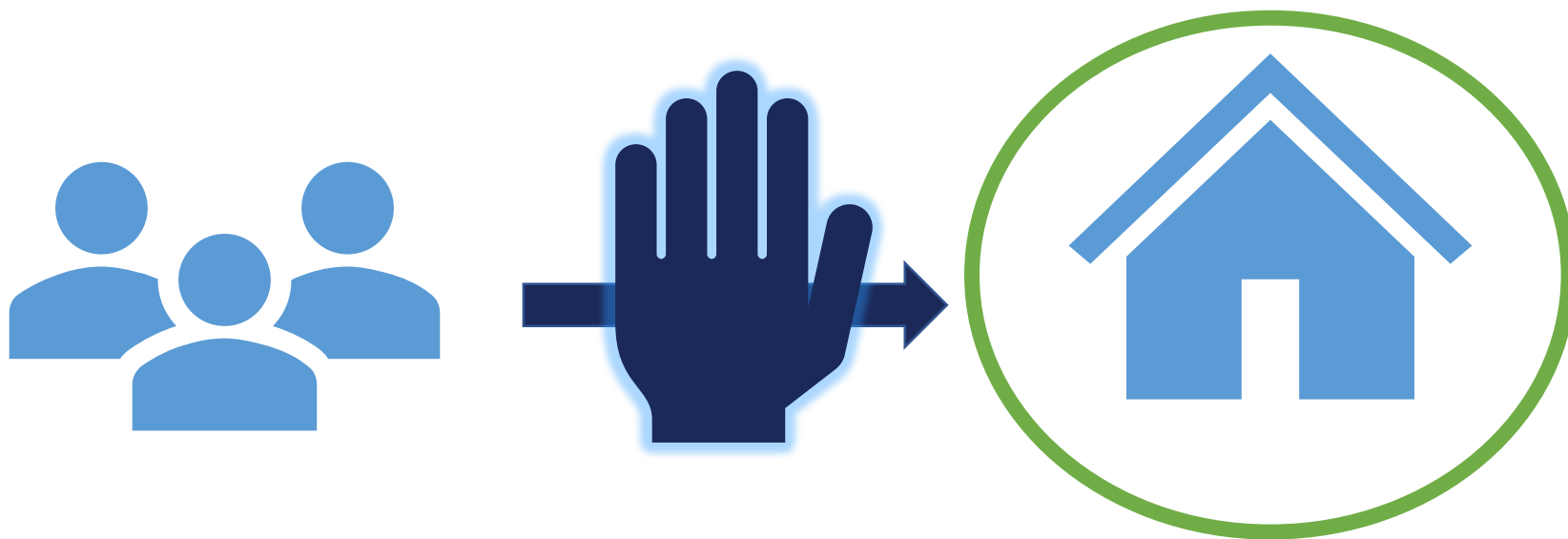




PREVENTION

- Assistance takes place prior to someone becoming homeless
 - Past due rent/utilities
 - Home Repairs
 - Landlord Mediation
- Lots of different funding sources for Prevention

DIVERSION



Can I help you identify immediate alternate housing arrangements?

OR

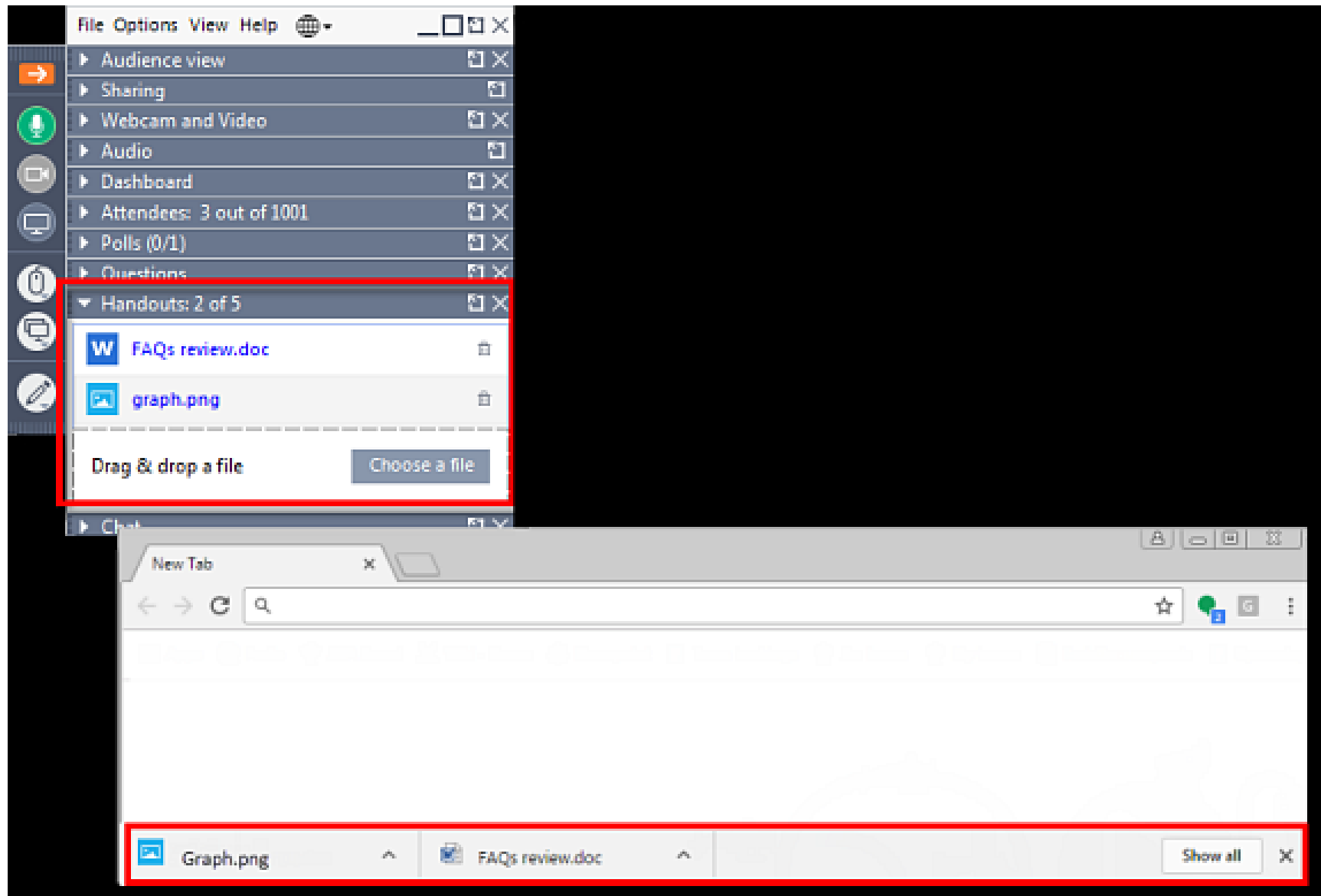
Can I connect you to services and financial assistance that will return you to permanent housing?

Why is diversion important?

***See
Handout
NAEH
Diversion**

Improves ability to target shelter resources effectively

Help individuals and families safely avoid a traumatic and stressful homeless episode!



COMPONENTS OF AN EFFECTIVE
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ROLE OF EMERGENCY SHELTER

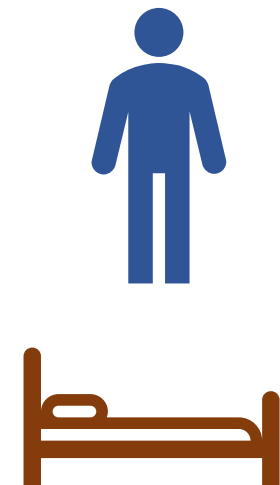
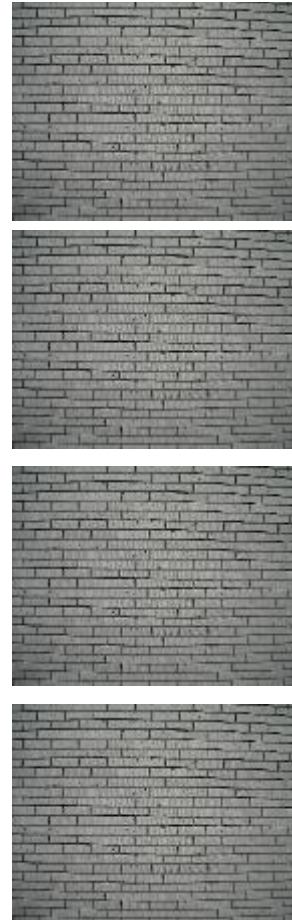
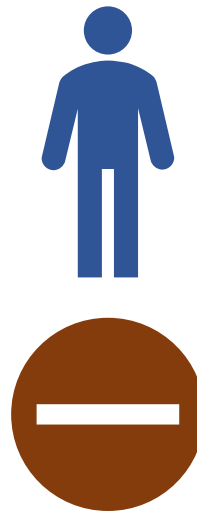
A temporary residence to bridge people into housing who have no other options

Must Haves:

- Trauma-Informed
- Diversion
- Low Barrier
- Housing Focused
- Data Driven

SHELTER REQUIREMENTS

- Proof of Residency
- Drug Testing
- Medication Compliance
- Termination if rules are broken
- Employable
- No serious mental illness



LOW BARRIER SHELTER MEANS...

- **Screening individuals and families in, not out**
- **Access to emergency bed – no wait list**
- **Willing and able to serve individuals with substance abuse, mental illness, and trauma**
- **Staff are trained and responsive appropriate to the population served**
- **Appropriate measures are taken to work with challenging situations as an alternative to termination or “barring”**

HOUSING FOCUSED SHELTER MEANS...

- We are having intentional, frequent conversations about housing
- We are providing access to housing resources 24/7 for shelter participants
- We are developing housing plans, not service plans
- We are exiting participants as rapidly as possible into housing

COMPONENTS OF AN EFFECTIVE
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RAPID RE-HOUSING

- Housing intervention designed to help households **quickly exit homelessness** and return to permanent housing.
- Offered **without preconditions**.
- Resources provided are **tailored** to the needs of the household



WHY DO RAPID RE-HOUSING?

It works!

- Decreases length of time homeless
- Quickly re-integrates people back into the community
- Frees up resources by being more cost-effective
- Provides a flexible intervention that can be funded multiple ways
- Frees up shelter beds to be available for crisis

SUPPORT SERVICES – CLIENT DRIVEN



- ✓ Voluntary case management and service participation requires **active engagement**
- ✓ **Strengths-based** approach so as to empower the client
- ✓ **Client directs** when, where, and how often case management meetings occur

SUPPORT SERVICES – HOUSING FOCUSED



- ✓ **Individualized and as needed**
- ✓ **Case plans are housing focused**
- ✓ **Case managers are available to landlords**

SUPPORT SERVICES – COLLABORATIVE



- ✓ Focus is on client building support **OUTSIDE** of the program
- ✓ Intended to provide client with **independent problem solving skills and resources**
- ✓ Intended to connect a client with service options that **continue beyond the program**

SUPPORT SERVICES – HOME BASED



- ✓ **Services occur in the client's home or a location the client chooses**
- ✓ **Respectful of the client's space as their own; only enter when invited in**

COMPONENTS OF AN EFFECTIVE
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PERMANENT SUPPORTIVE HOUSING







- Not time-limited
- Financial assistance and support services
- Appropriate for most vulnerable
- **Intensive case management and Assertive Community Treatment** have been shown to be the most effective support services

PSH PRINCIPLES

- Immediate access to permanent housing with no housing readiness requirements.
- Consumer choice and self-determination.
- Recovery orientation.
- Individualized and client-driven supports.
- Social and community integration.

The Solution That Saves: Florida Evidence

-  **78%** → reduction in costs associated with arrests and jail bookings
-  **88%** → reduction in costs associated with homeless services
-  **63%** → reduction in overall hospital costs
-  **73%** → reduction in emergency room visits



<https://abilityhousing.org/the-solution-that-saves/>

Effective Interventions

- **Permanent Supportive Housing**
 - Started with Assertive Community Treatment
 - [SAMHSA Evidence Based Practices Housing First Toolkit](#)
 - [Housing First Research Citations](#)
- **Housing with Supports**
 - [SAMHSA Homelessness](#)
 - [Housing Stability and Behavioral Health](#)
- **Motivational Interviewing**
 - [SAMHSA Evidence Based](#)
- **Progressive Engagement**
 - [Summary of PE](#)

INNOVATIVE EXAMPLE

Jacksonville Coordinated Entry System

- Couple Projects for Assistance in Transition from Homelessness (PATH) outreach with Coordinated Entry
- Mental health provider is agency responsible for Coordinated Entry
- Weekly meetings (By-Name List) with homeless service providers, behavioral health and substance abuse providers to prioritize housing, youth providers

Resources

- www.orgcode.com – OrgCode Consulting
 - Creator of the VI-SPDAT, SPDAT
 - Housing Based Case Management Forms (Crisis Plan, Exit Plan, etc.)
- www.endhomelessness.org – National Alliance to End Homelessness
 - Rapid ReHousing Toolkit
 - Emergency Shelter Webinar Series
 - Lots of resources for system performance, coordinated entry, etc.
- <https://www.hudexchange.info/homelessness-assistance/>
 - CoC/ESG rules
 - Coordinated Entry resources
 - Grantee information for your CoC and community
- www.usich.gov – United States Interagency Council on Homelessness
 - Tools (H1 Assessment Tool, Federal Resource guides and Fact Sheets)



Case Management Series

- 3/1/2018 - [Introduction to Working with Special Populations](#)
- 3/15/2018 - [A Trauma-Informed Approach](#)
- 4/5/2018 - [How to Work with Difficult Cases](#)
- 4/26/2018 - [Self-Care for Human Service Workers](#)

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