

## Rapid Re-Housing Components

### **Rapid Re-Housing: Case Management and Services**

## Overview: Case Management and Services

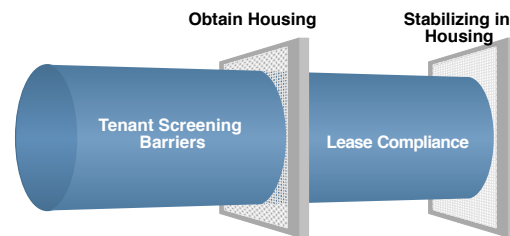
Three primary activities:

1. Obtain and move into **permanent housing**
2. Support **stabilization** in housing
3. Close the case

## Why?

- RRH is a short-term intervention, so the focus of services is on resolving tenancy barriers to access housing, and then connecting to community resources and supports to help ensure long-term stability

## 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.

## Program Planning/Design

### Program Staffing

- 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.

## RRH Case Management and Services

### 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

- 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

**QUESTIONS?**