

Care/Case Management Model CoverSheet

Program Name: Housing Support: An Essential Element in any Case Management Model Michael M. O'Neil ; Helena Housing Authority

Population Focus: Housing support is an essential and necessary part of any case management model regardless of population served: children, adults, persons with disabilities, seniors etc. Housing support helps people find and retain housing which helps them succeed in community living. Housing support is an essential part of any case management model regardless of population since housing stability is the essential foundation to successful community living. Housing Support must be an integrated part of all case management models not a separate service since appropriate housing remains a constant need and supports all other community living goals, and the on-going relationship between case manager and client supports success in achieving housing goals. Housing support helps clients find and retain safe, decent, affordable, and appropriate housing which allows them to work on all other domains in community living. Without appropriate housing, clients may be unable to even live in the community.

The absence of housing stability or unsafe, unhealthy, unaffordable, inaccessible, or otherwise inappropriate housing situations undermines the ability for those served by case management to succeed in any facet of their life. The specific housing issues/goals may vary depending on the population served; but for all populations ensuring decent, safe, affordable, appropriate, and accessible housing is fundamental. Housing is a primary area where with the proper support of case management clients can proceed toward improved housing outcomes which in turn supports improved outcomes in all domains.

The delivery of case management services should physically take place in clients' residence (current living situation) as frequently as possible since current housing situation and conditions quickly provide insight into clients' daily lives that cannot be observed in any other setting. Case managers need to be in people's homes wherever those homes may be.

Program Objectives: Housing Support is a constant during case management delivery from intake onward that follows the standard case management framework -housing needs assessment and goal setting, housing planning, housing resource coordination, and housing monitoring and evaluation. Housing situations can rapidly deteriorate which require flexibility in responding-outcomes for some clients may be cyclical. Conversely, positive housing outcomes can be achieved through steady, reliable housing case management support helping the client to work a housing plan to achieve clients' best housing outcome (which may include a series of steps forward). Case management plays a central role in identifying and overcoming barriers to housing for clients who without case management support may be unable to successfully maneuver through housing systems leading to poor housing and overall life outcomes. Clients can be supported from moving from worst case housing situations to better situations, and even to best housing outcomes as determined by clients. Affordable housing resources are limited in our country and in Montana which places further importance on the role of case management in helping clients obtain necessary housing assistance that makes housing affordable and sustainable.

Program Description:

Housing Search Services-finding housing, leasing process, housing applications, security deposits, addressing barriers: criminal backgrounds, poor credit, debts owed etc. Physical accessibility assessments. Individual unique client needs-what does the client need to be successful in housing. Fair Housing advocacy. Housing search support can range from obtaining emergency or transitional housing, to permanent rental housing, group home placement, to even homeownership. Throughout housing search linking proper services to the housing situation. Coordination of search process.

Housing Affordability Resources Support (income based) : basic housing program eligibility, application processes, background checks, denials and appeals- homeless programs, low rent public housing , Housing Choice Vouchers (Section 8) , HUD Project Based Section 8, USDA Rural Development Assisted rentals. Home owner support-affordable homeownership resources, housing rehab and maintenance, aging in place, environmental modifications

Housing Retention-client, services, and landlord (housing system) coordination, communication, problem solving, resource development. Emergency response. Fair Housing advocacy. Housekeeping daily living supports. Environmental modifications. Monitoring living situation. Housing problem prevention/management.

Required Care/Case Management Staff:

All case managers should be trained and prepared to provide essential housing support for all clients. Case management providers may find it useful to identify case management staff leaders to be experts in areas of housing to provide expertise and support to all case managers in meeting the housing needs of their clients. Depending on population served-case managers may need to have particular types of housing expertise. Generally, housing support should be integrated into all case management since the on-going engagement found in the case management/client relationship supports success on achieving housing outcomes. Still, providers may choose to develop specialized expertise that can be shared with case managers and their clients to support client success in their housing goals.

Program Demographics

Monthly member count:

Average monthly program cost per member:

Average monthly total benefit cost per population member:

Monthly provider count:

Average # of members per provider:

Average monthly provider program revenue:

Program Measurements-