Optimizing Housing-Focused Case Management

Presenter:
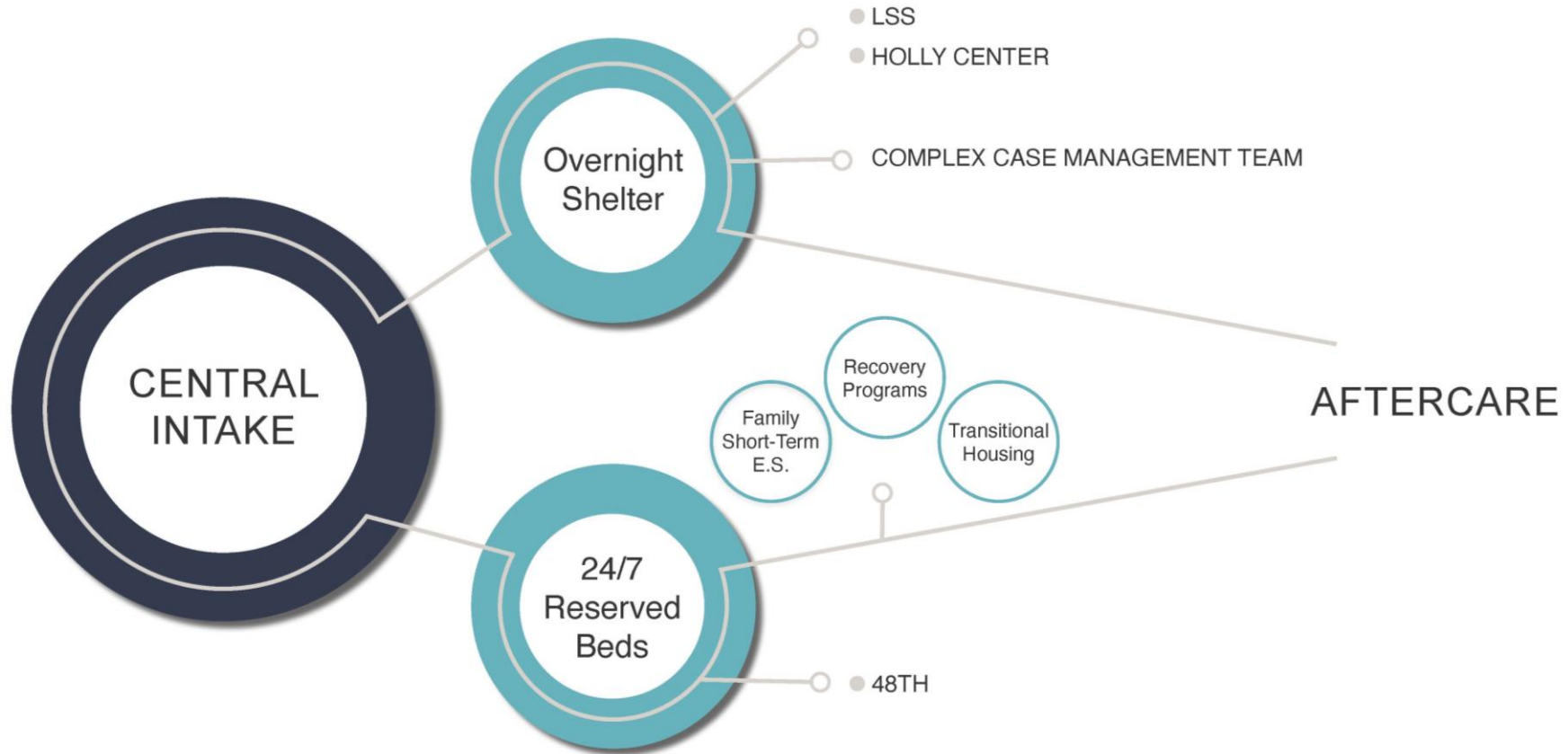
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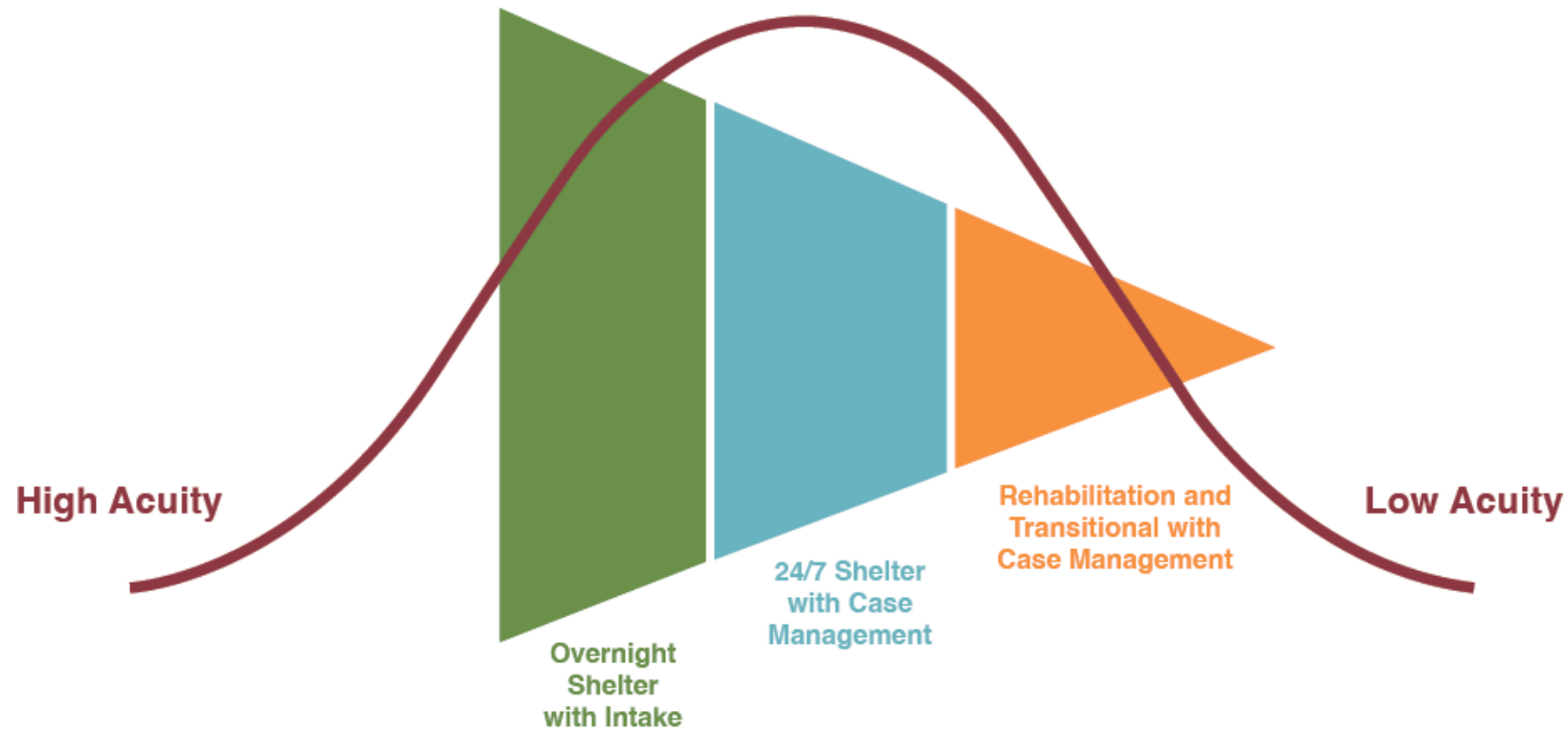
Background

Tiered System at Denver Rescue Mission:

Background

Tiered System at Denver Rescue Mission:

High Acuity — Low Acuity

Overnight Shelter with Intake

24/7 Shelter with Case Management

Rehabilitation and Transitional with Case Management

Background

Good Case Management is built on:

- **Intake**
- **Resources**
- **Client Engagement**
- **Structure of Direction**
- **Aftercare**
- **Data**
- **Training**

INTAKE

Collecting the guest's information, asking them for their story and making sure they actually have to be in shelter.

CASE MANAGEMENT

Determining a guest's needs, informing them of resources and community providers they need to get connected with and creating a plan to help guide them through the process.

A guest's needs can be put into four categories:

VITAL DOCUMENTS

Birth certificate, state-issued photo ID, Social Security card, and more

BENEFITS & SERVICES

Mental and medical healthcare, food stamps, cell phone, mailing address, and more

INCOME

Employment income or Social Security income

COMMUNITY

People or support from the community who will keep someone stable

Intake

Christ–Centered Approach
God's work through me is because of God's work in me

ENGAGE *Mercifully* **WORK** *Holistically* **BELIEVE** *in Miracles* **SPEAK** *Truthfully*

Intake

1) Understanding / Assessment

2) Motivational Interviewing

3) Diversion – Rapid Resolution

4) Direct to correct programming

Integrity of Resources/Community Providers

- *Why*

- *Vetting Resources*

- *Messaging Clients*

- *Community Collaboration*

- 1 General Case Planning Forms
- 3 ROIs
- DHS - Benefits
- DRM Processes & Services
- Employment & Education
- Financial
- Immigration & Asylum
- Intellectual & Developmental Disabilities
- Legal & Justice Involvement
- Long-Term Care
- Medical, Mental Health & Substance Misuse
- Programs & Overnight Shelters
- St Francis Center
- Transportation
- Veterans
- Vital Records
- Women & Families
- Area Churches
- Benefits Requiring Annual Recertification
- FREE Denver Museum Days 2024
- Help to Get Back to Family in another City-State
- Important Places Denver
- Things I Need to Know

48th Community Provider Calendar

Monday	Tuesday	Wednesday	Thursday	Friday
Nurse from 48th Ave. Health Center 7:30am - 8:30am (Every week in cafeteria)	SSDI/SSI Attorney* 9:00am - 11:30am (Every week)	VA** 9:30am - 11:00am (1st & 3rd week)	DMV Blitz 9:15am - 11:30am (3rd Thursday every other month)	Nurse from 48th Ave. Health Center 7:30am - 8:30am (Every week in cafeteria)
Community Insurance Options 10:00 am -12:00 pm Consulatation about health insurance questions to maximize Medicaid and Medicare benefits (3rd week)		Child Support** 9:00am - 11:00am Consulatation about your case for all 50 states and qualification for if payment can be lowered. (2nd & 4th weeks)	Wellpower* 1:00pm - 4:00pm (Every week)	RMHS* 10:00am - 12:00pm Long Term Care Medicaid Functional Assessments (Every week as needed)
		Parole Re-Entry Specialist 5:00pm - 6:00pm Consulatation about your case for all 50 states and qualification for if payment can be lowered. (2nd week)		RMHS* 10:00am - 12:00pm Long Term Care Medicaid Functional Assessments (Every week as needed)

*Appointments require engagement with NS Team/case planning

1 Flowchart for Long Term Care at 48th Shelter

Child Support Workflow

DMV Blitz Workflow

HRT.PN Duties During 48th CPVs

Legal Aid Clinic Workflow

RHMS + Reciprocity Collective Workflow

Social Security Attorney Workflow

VA Workflow

Wellpower Workflow

Client Engagement: Who Gets Case Management

- **In Shelter**

- **Complex Case**

- **Recovery / Residential Programs (Requirement)**

- **Aftercare**

Structure of Direction "22 Things"

- *1st Meeting*
- *Clarity of goals*
- *One-pager*
- *22 Things with direction*
- *Community supports*
- *Integration with peers*
- *Who's Doing What?*
- *Ongoing case notes & meetings*
- *Complex case meeting/staff meeting*

DENVER RESCUE MISSION

CLIENT NAME: _____

DOB: _____/_____/_____

EMERGENCY CONTACT: _____ DATE: _____/_____/_____

22 Things to Do with Every Client

Does the Client have:

☐ ID:

☐ Social Security Card:

☐ Birth Certificate:

☐ Medicaid/Medical Insurance:

☐ Phone (#):

☐ Food Stamps:

☐ Mailing Address (Where):

☐ Income:

- Social Security (or need to apply):

- Med 9:

- AND

- OAP (Old Age Pension):

- Employment Income:

☐ RTD Discount Card:

☐ Library Card:

☐ Bank Account

Is the Client Connected with:

☐ Primary Care Physician (Contact Info):

☐ Social Worker (Contact Info):

☐ Mental Health Care (Contact Info):

☐ VA (Contact Info):

☐ Parole/Probation (Contact Info):

☐ Need for Outreach Court/Legal Help?

☐ Employment Agency?

Does the Client Need to:

☐ Be enrolled in Coordinated Entry/VI-Spdat/One Home:

☐ Apply for Housing (Subsidized - where):

☐ Apply to Other Programs - Interest/Eligibility:

☐ Begin Paying Fines/Bills (Financial Planning Service/Child Support Services):

Other case-workers/organizations/communities is the client working with?

Keep Track of Clients Appointments with Other Service Providers
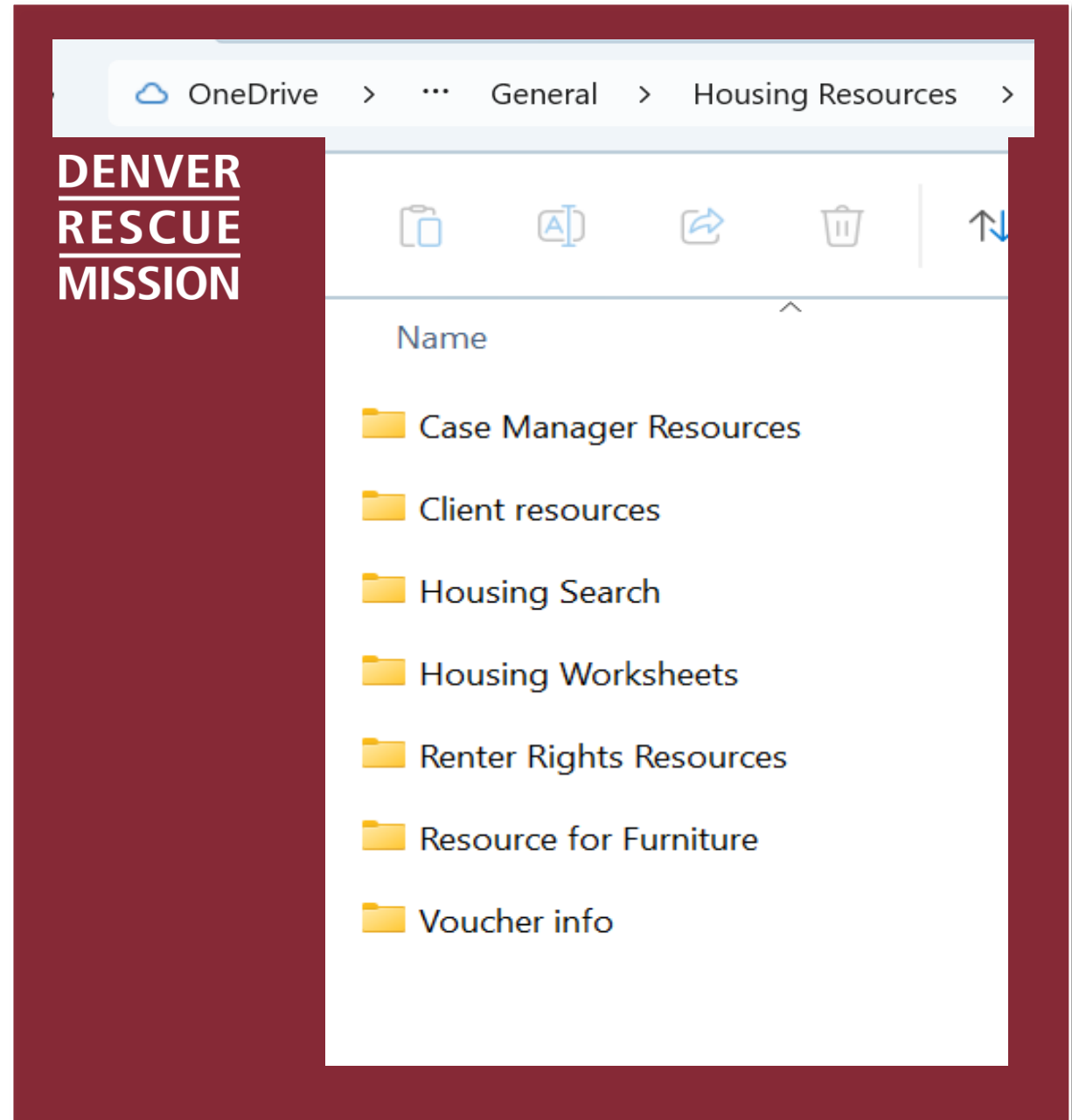
DATE/TIME: PROVIDER: ISSUES TO ADDRESS:

Where might we find client?*

Created by: Debra Butte

DenverRescueMission.org

Aftercare

- *Housing navigation*

- *Referral*
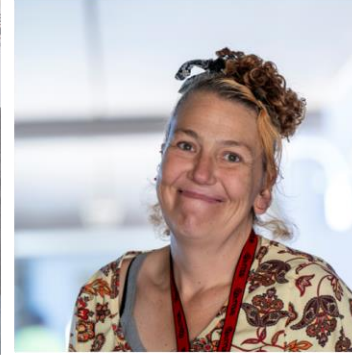
- *Transition*

- *Engagement*

- *Incentives*

Data

- **"22 Things" Updated**
  - *How often touched document*
  - *Framework of barriers*

- **Case Management / Casework**

- **Case plan totals**

- **Housing outcomes**

Training

- **Onboarding**

- **Organizational**

- **Across Social Work Teams**

- **Within Team**

- **Individual**

The Why