

Virginia Coalition to End Homelessness Conference

# **Housing Stabilization Case Management**

Housing Navigators Panel

Presented by: Katina Williams

# Client Driven

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- From intake to exit client is told case management is voluntary.
- Services are unique to each household.
- All plans are based on client stated goals and client strengths direct all conversations.
- Individual supervision provides an opportunity to reinforce client driven approaches with each worker individually.

# Housing Retention Focused

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- All plans are focused on the client's goals to maintain housing.
- Strong budgeting approach to maintain housing with prioritization around housing.
- Outreach and develop community based resources – churches, small nonprofits, help clients to build a support network
- Assist client in identifying natural supports.
- Communication with client is centered around their responsibility to maintain their housing.
  - Clients begin to pay something towards rent by 2<sup>nd</sup> month

# Home Based

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- All meetings take place in the home unless another location is more convenient for client.
- All meetings are scheduled around client's availability.
- Case managers are trained in ways to remain safe while conducting home visits.

# Collaborative

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- Weekly case coordination allows case managers to share resources.
  - Review current housing list
  - Any recently housed
  - Any crises
  - Make subsidy decisions
  - Updates from Employment Specialist
- Case managers participate in COC workgroup meetings with their counterparts in the community.
- Agencies and programs within the community are invited to our team meetings to discuss services available to our clients.
- Employment Specialist works with employments programs within the community to provide smooth access for clients.



# Outcomes FY 2014

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<b>RRH Households Served</b> 260 (includes Richmond & HRC)
<b>RRH Placements to PH</b> 98%
<b>RRH Cost per Placement</b> \$6,800
<b>Reduce Recidivism</b> 94%

# Tips – Lessons Learned

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- Training and ongoing supervision of staff is critical (it's a paradigm shift!)
- Our roles as social workers different – our focus is **housing**/need community based partners
- Empower staff to make client recommendations
- Our internal Quarterly & Year End Annual Review
  - Review outcomes, # served, cost per household, trends/challenges
- Our participation in a NAEH 100 Day Challenge showed us what we could do

# CONTACT INFORMATION

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**Katina Williams, Director of Program Operations**  
[kfwilliams@sjvmail.net](mailto:kfwilliams@sjvmail.net)

**St. Joseph's Villa**  
**8000 Brook Road**  
**Richmond, VA 23227**