



**HWS** HOUSING AND  
WORKFORCE  
SOLUTIONS  
ENGAGE. ENCOURAGE. EQUIP.

*“Case Management”*

# MULTIDISCIPLINARY APPROACHES TO END HOMELESSNESS



**A CONTINUUM OF CARE DIVISION WEBINAR SERIES**

*Please sign in by typing your full name, title, and organization into the webinar chat box.*

# About the Webinar Series

## **Purpose**

These webinars provide an opportunity to engage with local and regional experts on best practices, advocacy tools and resources available to prevent and end homelessness in Riverside County.

## **Recorded Webinars**

After the live webinar has taken place, the recording will be added to our website.

## **Upcoming Webinars**

We are working on securing speakers for future webinars and would love to feature you or your agency.

Email [CoC@rivco.org](mailto:CoC@rivco.org) if interested.

# AGENDA FOR TODAY

<b>10:00 - 10:05 AM</b>	<b>Welcome</b>	<b>HWS – Continuum of Care Staff: Tanya Torno, Deputy Director</b>
<b>10:05 – 10:30 AM</b>	<b>Department of Public Social Services: Adult Protective Services</b>	<b>Grace Belluscio, Regional Manager</b>
<b>10:30 – 10:55 AM</b>	<b>Martha’s Village &amp; Kitchen</b>	<b>Linda Barrack, President and CEO</b>
<b>10:55 – 11:00 AM</b>	<b>Q&amp;A: Please type your questions in the chat box. We will answer as many questions as possible at the end of the webinar.</b>	

*Please sign in by typing your full name, title, and organization into the webinar chat box.*





## **CRIS Team=**

RM-Grace Belluscio

SW-Angela Gutierrez

West- Renee Skidmore

ESG-CVII-Renee Saldana

Mid-Michelle Carillo

East- Jose Cano



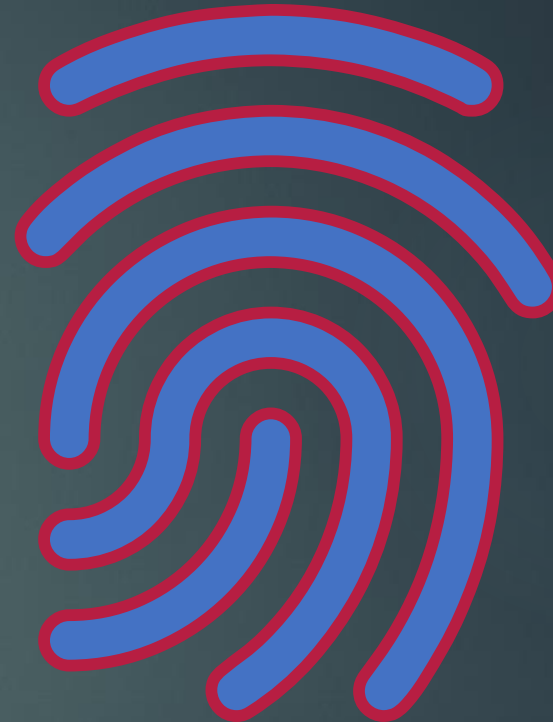
# CRIS

Crisis **R**esponse  
Intervention  
**S**ervices



# Our Mission

*EMPOWERING RIVERSIDE COUNTY SENIORS AND DEPENDENT ADULTS WHO ARE HOMELESS/AT RISK OF LOSING THEIR HOME BY PROVIDING RESOURCES AND ADVOCACY IN COLLABORATION WITH OUR COMMUNITY PARTNERS TO ERADICATE HOMELESSNESS WITH DIGNITY, RESPECT, AND SENSITIVITY, WHILE RESPECTING CLIENTS' RIGHT TO SELF-DETERMINATION.*



# Who is our client?

- ▶ Elder- Any person 60 years or older.
- ▶ Dependent Adult-Any person between 18-59
  - Someone who has physical or limited abilities to carry out normal activities or protect his or her rights
  - Someone who cannot perform their activities of daily living
  - Someone who cannot perform their instrumental activities of daily living
  - Someone who has diminished cognitive capacity and is unable to provide for their own care and protection
  - The disability has to be long term. Cannot be an acute situation



Home Safe  
funding  
2021-2023  
awarded 7.4  
million  
dollars.



State grant awarded to Riverside county  
ASD (\$7.4 million)



Homeless prevention and assistance to  
client's experiencing acute homelessness.



Homeless focused MDT.



Specialized Unit was created (CRIS).



Changes in Data gathering.



# CRIS

## Crisis Response & Intervention Services

- ▶ Crisis Response & Intervention Services
- ▶ Decentralized Model-SSP's are stationed throughout the county.
- ▶ Case management (more than 30 days).
- ▶ Changes in Housing Voucher Availability
- ▶ Methodology of Client Services Applied
- ▶ Homelessness Prevention Focus by assisting the unstably housed.

# Why a change in practice?

## ▶ **THEN**

- ▶ Limited Funding
- ▶ Limited Resources
- ▶ Limited Case Management
- ▶ Shelters were the main source of services.

## • **NOW**

- Multiple Funding Sources
- Resources from Community Partners/Vouchers
- Developed Case Management
- Partnerships with other Governmental and Community Organizations

# APS vs CRIS practice

- ▶ Cases assigned per Regional boundaries vs Riverside County.
- ▶ APS limits case management vs CRIS provides case management. Encourage Independent Living Skills. Focusing on Client empowerment.
- ▶ APS investigates all abuse allegations. CRIS focuses on Self-Neglect allegations of Homelessness and Unstably Housed.



The biggest  
challenges our  
community  
experiences  
serving needs  
of APS  
homeless  
clients

- Hurdles with sharing information within agencies
- Lack of affordable housing
- Client issues—such as Behavioral Health , Medical issues
- Issues with Credit, Evictions, Criminal History
- Lack of elder focused housing
- COVID closed many Government offices and Senior Centers
- Clients don't have access to ID, SSN, Birth Certificates, 3 months of bank statements, Social Security Award Letters, Cal Fresh award letters
- Clients lack technological skills many do not know how to use phones (free phones)
- Property Management companies are not always open to ESG funding and prefer Section 8 only



Clients  
respond to  
having their  
voices heard  
and being  
part of an  
exit plan.

- Clients want to be part of the housing plan to express their needs and wants.
- Clients want to keep their pets as they are part of the client's family unit.
- Clients want to be able to choose a city of preference for long term housing
- Clients have limited income (poverty level) they want to make sure that housing doesn't affect other needs (food, storage, other expenses) . Clients want to manage their own finances.

# Road to Success

- ❑ Client right to self determination
- ❑ Allowing client to be a part of their permanent housing- allow client to chose 3 areas of preference and then provide client with viable options in and out of area of preference.
- ❑ Housing Inventory- find new ways to incentivize properties to use ESG funding to secure units for our clients.
- ❑ Communication with client and all agencies involved
- ❑ Link client to other resources that may be result in client being open to housing options or link client to local APS program for partnerships.
- ❑ Be patient with yourselves and your client as this is as difficult for us as it is for them.

# Partnerships

- ▶ **HHOPE**-Homeless Housing Opportunities, Partnership & Education Program
- ▶ **CES**-Coordinated Entry System
- ▶ **HUD**- Housing and Urban Development
- ▶ **HWS**- Housing Workforce Solutions
- ▶ **HDAP**-Housing and Disability Advocacy Program
- ▶ **C.A.R.E Homeless MDT**
- ▶ Police Departments
- ▶ Code Enforcement
- ▶ Motels
- ▶ Room and Boards
- ▶ Sober livings
- ▶ Service providers (plumbers, electricians, etc.)
- ▶ District Offices
- ▶ Shelters

# C.A.R.E. HOMELESS MDT

- ▶ Case discussion opportunities for Homeless Clients brought to the team by the MDT Members.
- ▶ Opportunity to obtain resources and network with other agencies within the Homeless field.
- ▶ Case presentation requests will be forwarded to Michaela Williams Coordinator. Presenters will complete a referral form, and all cases will be added to a meeting agenda. This information will be forwarded to all member agencies prior to the meeting date. Providing an opportunity for case prep.
- ▶ At conclusion of meeting Coordinator will email out action items identified during the presentation to all those involved.
- ▶ Meetings are currently scheduled the **4<sup>th</sup> Thursday** of each month at Mission Grove Riverside/TEAMS.



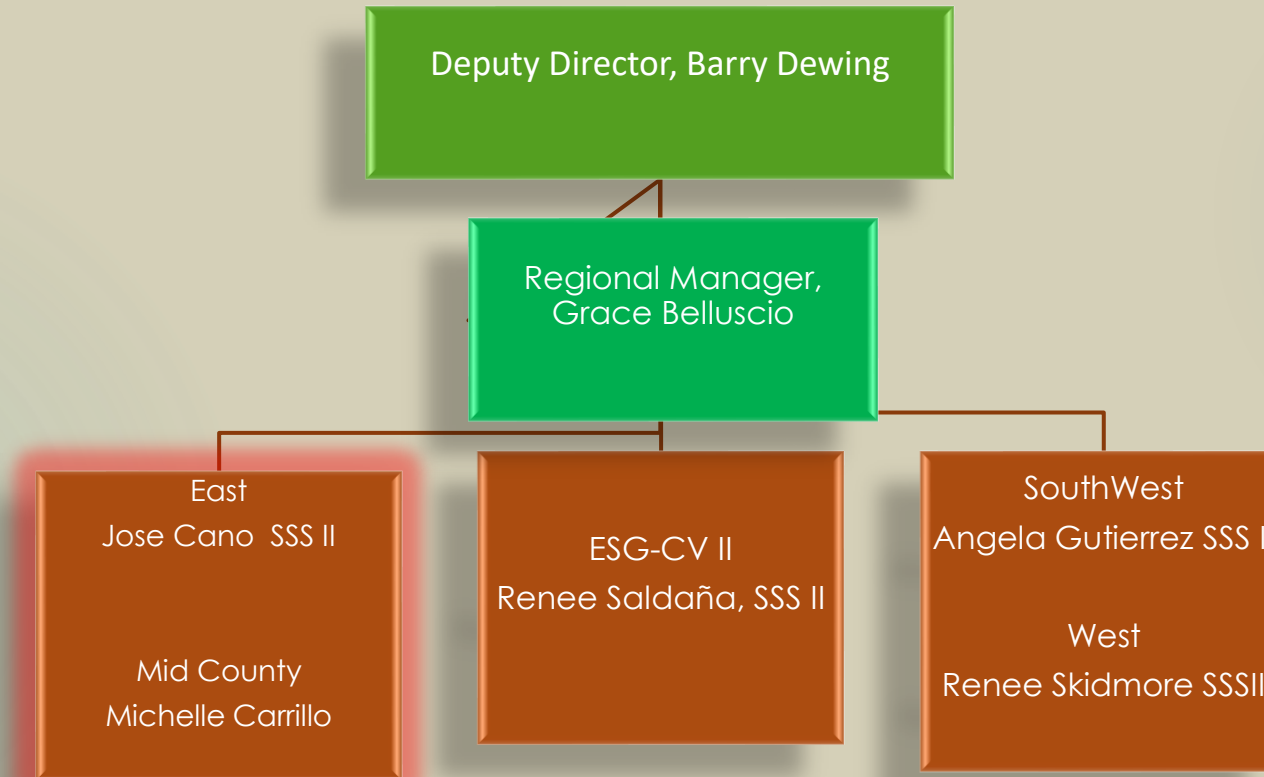




**Permanent  
Housing is  
the GOAL!!**

I ALWAYS  
WONDERED WHY  
SOMEBODY DID'NT  
DO SOMETHING ABOUT  
THAT, THEN I REALIZED  
I AM SOMEBODY

# Region VII Crisis Response & Intervention Services (CRIS) Team



# Questions or Comments?





Martha's

VILLAGE & KITCHEN

**CASE MANAGEMENT SYSTEM**

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# **AN EFFECTIVE SYSTEM BEGINS WITH**

- 1. HIGHLY QUALIFIED CASE MANAGERS**
  - 2. CUSTOMIZED SUPPORT**
  - 3. EFFECTIVE CASE FILE MANAGEMENT**
  - 4. EFFECTIVE CLIENT ENGAGEMENT**
  - 5. INTERNAL AND EXTERNAL COLLABORATION**
  - 6. MEASUREMENT**
-



# HIRING HIGHLY QUALIFIED CASE MANAGERS

- Grant Writing/Funding Case Managers
- Hiring case managers with a diverse range of skills can help administrators ensure that a case management staff as a whole has the necessary skills to build relationships with client and meet their needs.



# TRAINING AND STAFF DEVELOPMENT

- Certified Critical Case Managers
  - SSI/SSDI Outreach, Access, and Recovery (SOAR) Certified
  - All Case Managers are trained and certified in the VI-SPADT process, GAF Mental Health Assessments, Fair Housing, SNAP, TANF, Medical, and Housing First. (Currently working on CalAim)
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# CUSTOMIZED SUPPORT

- Intake Process
- Assessment of Service Needs
- Individualized Case Planning



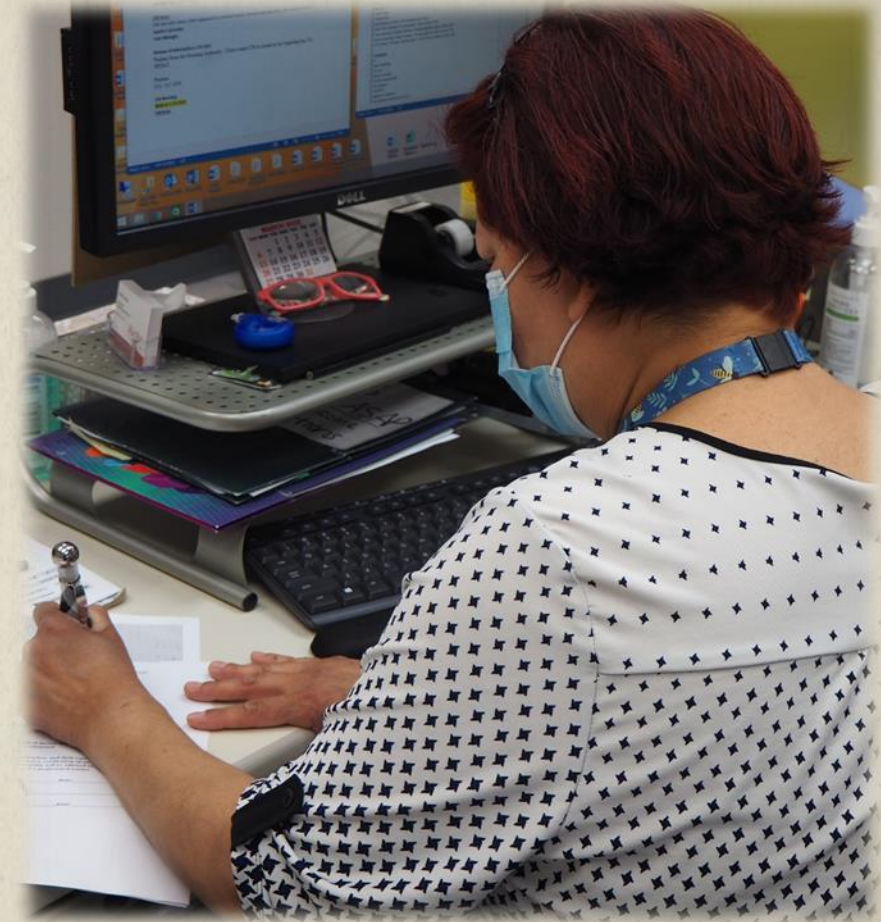


# ESSENTIAL COMPONENTS TO CASE MANAGEMENT

- The Intake process forms the foundation to identify a client's problems, interests and risks to success.
  - To determine and identify any immediate needs, and establish trust and build a relationship.
  - Individualized case plans goes into greater depth on the client's individual challenges and goals.
-

# EFFECTIVE CASE FILE MANAGEMENT

- Manage Client Case Files And Information
- Keep Client Files In Pristine Condition
- Highly Organized





# EFFECTIVE CLIENT ENGAGEMENT

- Motivational Interviewing (MI)
- Evidence-based Practice
- Client Buy-In



# INTERNAL AND EXTERNAL COLLABORATION

- Homeless Management Information System (HMIS)
- HMIS Internal Guideline
- Community Partner Relationships





# MEASUREMENT

- Monitoring and Assessment
- Auditing/Data Quality Staff
- Reporting Requirements





# **PROGRAM COMPLIANCE**

- Program Eligibility
  - Homeless Documentation
  - Housing Quality Standards
  - Case Management & Supportive Services
  - Assessment of Service Needs
  - Recordkeeping Requirements
-

CSTAR ID: \_\_\_\_\_

HMIS ID: \_\_\_\_\_

### Intake Checklist

Client Name: \_\_\_\_\_

Case Manager: \_\_\_\_\_ Exit Date: \_\_\_\_\_ Room# \_\_\_\_\_

**Section 1: General (each family member is organized separately)**

- CSTAR Manual Intake Form
- Identification/ Driver's License
- DD-214 (Veterans Discharge)
- Resident Alien / Green Card/Immigration Documents
- Birth Certificate (Adults & Children)
- SS Cards (Adults & Children)
- COVID-19 Vaccine Records
- Verification of Medical Insurance
- Medical Screening
- Children's School Enrollment Form
- Children's Wellness Exam
- Marriage Certificate

**Section 2: Residential Agreements**

- Handbook Acknowledgement Signature Page
- Arson and Megan Law Background Check
- Notice of Privacy Practices Acknowledgment of Receipt
- Welfare Act Receipt Page

**Section 4:**

- Consent to Release Information
- Outside Agency Referral or Self-Certification of Homelessness
- HMIS Consent for Release Form
- HMIS Data Collection Entry

Photo ID Expiration Date: \_\_\_\_\_

CSTAR ID: \_\_\_\_\_

HMIS ID: \_\_\_\_\_

### Case Management Checklist

Client Name: \_\_\_\_\_

Case Manager: \_\_\_\_\_ Entry Date: \_\_\_\_\_ Room# \_\_\_\_\_

Section 1: Case Management	Section 2: Case Management
<p><b>Case Plan/Case Notes</b></p> <ul style="list-style-type: none"><li><input type="radio"/> C-Star Case Manager Case Notes</li><li><input type="radio"/> Consent to Release Information</li></ul>	
<p><b>Task Sheets</b></p> <ul style="list-style-type: none"><li><input type="radio"/> Weekly Task Sheets</li></ul>	
<p><b>Assessments</b></p> <ul style="list-style-type: none"><li><input type="radio"/> Writing Profile</li><li><input type="radio"/> Financial and Employment Screener</li><li><input type="radio"/> Substance Abuse Screener</li><li><input type="radio"/> South Oaks Gambling Assessment</li></ul>	
<p><b>Agreements/Contracts</b></p> <ul style="list-style-type: none"><li><input type="radio"/> Case Plan Informed Consent</li><li><input type="radio"/> Case Management Contract</li></ul>	
<p><b>Financials</b></p> <ul style="list-style-type: none"><li><input type="radio"/> Verification of Income (Notice of Action, Paycheck Stub, Award Letter, etc.)</li><li><input type="radio"/> Monthly Budget Sheets</li></ul>	
<p><b>Miscellaneous</b></p> <ul style="list-style-type: none"><li><input type="radio"/> House Search Logs</li><li><input type="radio"/> Employment Search Logs</li><li><input type="radio"/> Doctors Notes</li></ul>	
	<p><b>Housing</b></p> <ul style="list-style-type: none"><li><input type="radio"/> IV-SPDAT</li><li><input type="radio"/> Section 8 Application</li><li><input type="radio"/> Affordable Housing</li></ul>
	<p><b>Vouchers</b></p> <ul style="list-style-type: none"><li><input type="radio"/> ID</li><li><input type="radio"/> Birth Certificate</li><li><input type="radio"/> Transportation</li><li><input type="radio"/> Clothing</li></ul>
	<p><b>Mainstream Benefits</b></p> <ul style="list-style-type: none"><li><input type="radio"/> CalFresh</li><li><input type="radio"/> Medi-Cal/Medicare</li><li><input type="radio"/> CalWORKs</li><li><input type="radio"/> General Assistance</li><li><input type="radio"/> SSI/SSDI</li><li><input type="radio"/> Unemployment Insurance</li><li><input type="radio"/> Other</li></ul>
	<p><b>Exit</b></p> <ul style="list-style-type: none"><li><input type="radio"/> HMIS Data Collection Exit</li><li><input type="radio"/> Exit Satisfaction Survey</li></ul>



# PROGRAM ACCOUNTABILITY

*Accurate record keeping provides accountability to the*

- *Client*
  - *Organization*
  - *Funder*
-

# **QUESTIONS AND COMMENTS**

**Next Webinar: Behavioral Health  
April 14, 2022**

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