Community Case Review

Charlottesville Housing and Homelessness Symposium
November 1, 2013
Humble (but frustrating) beginnings

- Case “staffings” at the monthly TJACH Service Providers Council

- Many different assessments, intake and referral processes being used in the community

- **We learned**
  - We needed a clearer path to access housing services funds, and
  - Other communities were doing a better job getting folks housed than we were

- Began with a Street to Home continuum—our objective was to make sure all persons living in homeless were “housing ready”
Implementation challenges

- Where should Central Intake be and who should do it?
- What assessment tool will we use?
- What about HMIS?
The Community Case Review Today

- The CCR is a planning team staffed by anchor agencies selected by the TJACH Service Providers Council, including representatives from the day haven, area shelters, the Community Services Board, the Departments of Social Services, and the Housing Coordinator.

- Develops and reviews plans for individuals and families living in homelessness or at risk of homelessness.

- Identifies and secures services and supports that will lead to stable housing.

- The access point for rapid rehousing and prevention funds for our community.
The Community Case Review Process

- Central intake
- Coordinated assessment packet
- Agenda development and distribution of agenda materials
The Process

- The CCR meets at least twice per month

- The client and referring case manager complete a release of information and Coordinated Assessment Packet

- The completed packet is submitted to the CCR convener, who sends out the confirmed agenda

- Case presentations include discussion of:
  - Basic needs: birth certificate, identification, social security card
  - Other programs/services involved: public assistance programs-SNAP, Medicaid, CPS, APS, SSI, VA, Region Ten, Probation and Parole, etc.
  - Who is the worker and how are they helping with the housing plan?
  - The case manager’s assessment of the primary challenge to safe/stable housing
Outcomes

- 15 households provided prevention funds/services

- 17 households enrolled in rapid re-housing and, of these, 10 households (14 people) are housed, 3 are searching for appropriate housing, and 4 households have not followed through with contacts or appointments

- We are able to document unmet need
  - 66 households on approved waitlist for rapid re-housing
  - 4 households on approved waitlist for prevention
…and

- Improved program integrity through improved HMIS data
- We have established a more transparent process for access to available funding
- We are accountable to each other
- We are building institutional connections as we grow to trust and value each other.
Opportunities and Challenges

- The Coordinated Assessment
- Should we more strictly define our target population?
- Other communities in our Continuum?
- Improve collaboration with mainstream housing resources
- Ongoing assessment of both our outcomes and our service gaps
Questions?

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