

WELCOME! WE WILL  
BEGIN SHORTLY!

Until then, you can prepare  
with the following:

- Checking your audio and  
camera connections
  - Getting something to take  
notes
  - Introducing yourself,  
your pronouns, and agency  
in the chat
-

# CM Toolkit: EHV Training Series

- 4/15 – Effective Home Visits & Safety Planning (virtual, 2hr)
- 4/22 – Foundations of Harm Reduction (virtual, 2hr)
- 4/29 – De-escalation & Conflict Management (virtual, 2hr)
- 5/6 – Mental Health First Aid (all-day, in person)

# CASE MANAGEMENT IN PERMANENT SUPPORTIVE HOUSING

# WHAT WE'LL COVER TODAY

WHAT IS Permanent Supportive Housing?

BASIC Case Management for vulnerable neighbors

OBJECTIVES of Housing Case Management

PHASES of Case Management

SOLID practices for Case Management in PSH



5 MINUTE CONVO:  
WHAT ARE SOME  
DIFFERENCES BETWEEN  
PSH AND OTHER  
POPULATIONS?

# OBJECTIVES OF PSH CASE MANAGEMENT

- Support your neighbor as they acclimate
- Ensure landlords and subsidies are solid
- Support your neighbor in staying housed
- Support your neighbor in setting and achieving goals
- Also, administrative tasks

# PHASES OF PSH CASE MANAGEMENT

- Settling in
- Comfort in the new place
- Intensity
- Calm



10 MINUTE CONVO:  
SHARE YOUR OWN  
EXPERIENCES IN CASE  
MANAGEMENT

PHASE 1  
SETTLING IN

# TRANSITIONING FROM UNHOUSED TO HOUSED

Almost every new resident has experienced trauma

Work through the practical parts of living in a new place

What is your neighbor worried about?

# WHAT TO WORK ON IN PHASE 1

- Furniture and food
- Guests
- Pets
- Neighborhood Mapping
- Harm Reduction
- Neighbor Relationships









PHASE 2:  
SETTING NORMS  
AND GOALS



5 MINUTE CONVO:  
WHAT IS YOUR ROLE  
AS A CASE MANAGER?

# WHO ARE YOU IN THIS RELATIONSHIP?

- You are your neighbor's person
- Your role is to provide support and connections as your neighbor stabilizes
- As with any relationship, your connection will change over time. It doesn't always have to be one way

# SETTING UP NORMS BETWEEN CM AND NEIGHBOR

- Really listen
- Ask questions
- Set up a regular time to meet
- Set your expectations, and ask your neighbor about their expectations
- Write things down

5 MINUTE CONVO:  
ARE THERE OTHER  
NORMS YOU OR YOUR  
NEIGHBOR WOULD LIKE  
TO EXPLORE?

# GOAL AND AGENDA SETTING

- Make sure goals are shared.
- Having a case plan is standard, and it's also really helpful
- Revisit case plan goals often, and adjust as needed

5 MINUTE CONVO:  
WHAT ARE SOME  
EXAMPLES OF CASE  
PLAN GOALS?

# SAFETY FOR EVERYONE INVOLVED

- Remember you are visiting someone's home
- Going in twos is a great idea
- Always trust your instincts

# PAYING RENT DEEP DIVE

- Of all things, paying rent is priority
- Budget with your neighbor
- Get to know the subsidy and the subsidy holder
- Plan early every month for the following month - this is a constant



# WHAT ABOUT HOUSING FIRST?

- Housing First is the practice of helping people overcome homelessness as quickly as possible. The approach proves that people can and do stabilize and heal once they live in their own home, away from the chaos of homelessness
- Housing First doesn't mean we can't have expectations of neighbors as they settle in to their new homes
- Home visits are essential

PHASE 3:  
INTENSITY

# WHEN THINGS GET ROUGH

- Things WILL get rough
- Know who to call for help
- Be transparent with your neighbor

# NORMALIZE

- Working in pairs, on a team, and with partners
- Trusting your instincts
- Informal case management
- Decompression

PHASE 4:

CALM

# WHEN THINGS CALM DOWN

- Things WILL calm down
- Know when to introduce goals or expectations

# MOVING ON AND ENDING WELL

- Remember, you are your neighbor's person
- People move, a lot. We hope to see successful moves, but when they aren't successful, you can still be important in helping your neighbor fail forward
- Preserving landlord relationships is imperative

10 MINUTE WRAP UP,  
Q&A, COMMENTS