



Case Management 101

Supportive Services Benefits



CASE MANAGEMENT:

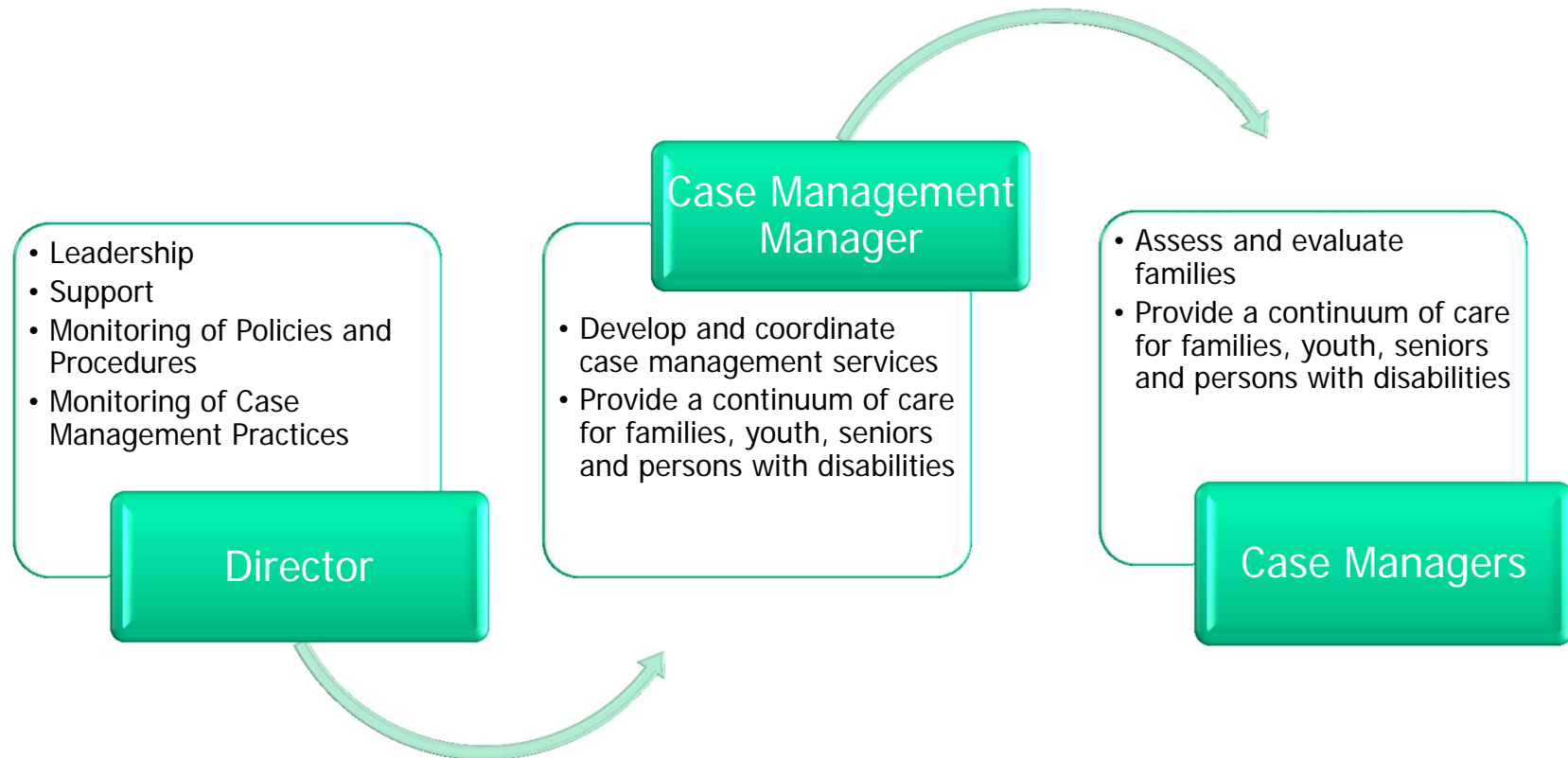
Where Advocacy, Innovation & Collaboration Come Together

Program Overview

Mission: To develop a coordinated approach for the delivery of health, social supportive services, linking residents with the appropriate services to address specific needs and achieve stated goals.

Purpose: To provide case management services to residents living within Tampa Housing Authority communities that focus on strengthening the family and promoting self-sufficiency through supportive services and referrals to community partners.

Case Management Team



Case Management System

The CSSP case management system operates as a triage mechanism. Cases are assessed based on the severity of becoming self-sufficient, and the family's need for services.

Weekly
Contact

- Heads of households with severe issues outside of employment, job training, employability skills and education

Bi-Weekly
Contact

- Heads of households with issues only pertaining to lack of employment, employment skills, vocational rehabilitation, daycare and/or education

Monthly
Contact

- Heads of households that are employed or on a fixed income, not able to work and have all the wrap-around supportive services in place to maintain their self-sufficiency

What is Case Management?

Case management - is the individual or family-centered approach to assisting people with accessing the services they want and need. It includes screening/assessment/risk assessment, individualized service planning based on resident needs and choices, provision of options and information, linkage/referral to formal and informal services and supports, service coordination at the client-level, crisis intervention, follow-up, advocacy, monitoring/evaluation of resident progress as well as timeliness and effectiveness of services delivery and maintenance of records.

Who Qualifies for Case Management?

Any persons who have established an Individual Development Plan or any family member(s) (Family Development Plan) participating and benefiting from an orchestrated family-centered intervention strategy (e.g., family strategy to assist children with special needs, academic challenges resulting in strengthening parenting skills, communication skills, advocacy skills, academic assistance, testing) etc.

Case Management System

Step: 1

Family/Individual Assessment

An all-inclusive resident needs assessment



Step: 2

Family/Individual Case Plan

Achieve a level of communication with the resident(s) in order to properly assess and case manage services needed within the family unit and provide referrals to appropriate service providers



Step: 3

Career Planning/Educational Planning

Process and establish career objective and determine appropriate educational and developmental program required to achieve goals

CASE MANAGEMENT SYSTEM

Family/Individual Services Case Management

Case Management and Supportive Services Benefits operate as a triage mechanism. Cases are assessed based on the likelihood of becoming self-sufficient and the family's need for services.

- Weekly Contact – Heads of Households with severe issues outside of employment, job training, employability skills and education.
- Bi-Weekly Contact – Heads of households with issues only pertaining to lack of employment, limited employment skills, vocational rehabilitation, daycare, and/or educational needs.
- Monthly Contact – Heads of Households that are employed or on a fixed income or not able to work but have all the wrap-around supportive services in place to maintain their self-sufficiency.

CASE MANAGEMENT SYSTEM

Elderly/Disabled Services Case Management

Case Management and Supportive Services Benefits operate to connect elderly/disabled residents with community resources and services that will enhance their quality of life and promote independent living.

- Case Managers will determine and set goals based on the initial assessment of a participant.
- Each participant is referred or directed to local service providers within the community based on the assessment and/or goals.

Referral Process

- Case Managers will determine and set goals based on the initial assessment of a participant.
- Each participant is referred or directed to local service providers within the community based on the assessment and/or goals.

SERVICE PROVIDERS

Hillsborough County Public Schools Adult and Community Education

- Provide self-sufficiency activities for public housing residents which include: GED Program, English for Speakers of Other Languages (ESOL), Adult Basic Education (ABE), Vocational and workforce readiness skills

Hillsborough Community College

- Provides college admissions, various technical and academic studies

Career Source Tampa Bay

- Assisted families and elderly residents with employment referrals, job fairs, workplace training, career development services and workshops

Drug Abuse Comprehensive Coordinating Office (DACCO)

- Provides on the job training for culinary arts and substance abuse screenings

Hillsborough Area Regional Transportation

- Provides transportation services and bus route travel briefings

Hillsborough County Department of Aging

- Provides daily nutritional meals, physical and social activities

SERVICE PROVIDERS

Hillsborough County Health and Social Services (HC-HSS)

- Provides case management services and general assistance (ie, shelter utilities, food, bus passes, household supplies, and educational opportunities)

Superior Pharmacy

- Provides prevention, intervention, education, and pharmaceutical services, free home delivery, and medication monitoring workshops associated with detection of chronic disease with national providers (high blood pressure and diabetes)

Tampa Community Health Center, Inc.

- Provides access to a comprehensive full service health center to seniors and families

Florida Network

- Provides individual, family and group counseling sessions, case management, and parenting classes

SERVICE PROVIDERS

Tampa Housing Authority Job Training

- Provides job readiness needs and services to include soft skills training, resume writing, skills assessments, partnering with local employers to create career opportunities and career advancement

Tampa Housing Authority Family Self-Sufficiency (FSS)

- Assist residents to achieve economic independence and self-sufficiency

Home Builder Institute provides PACT (Pre-App Construction Training)

- Certification training

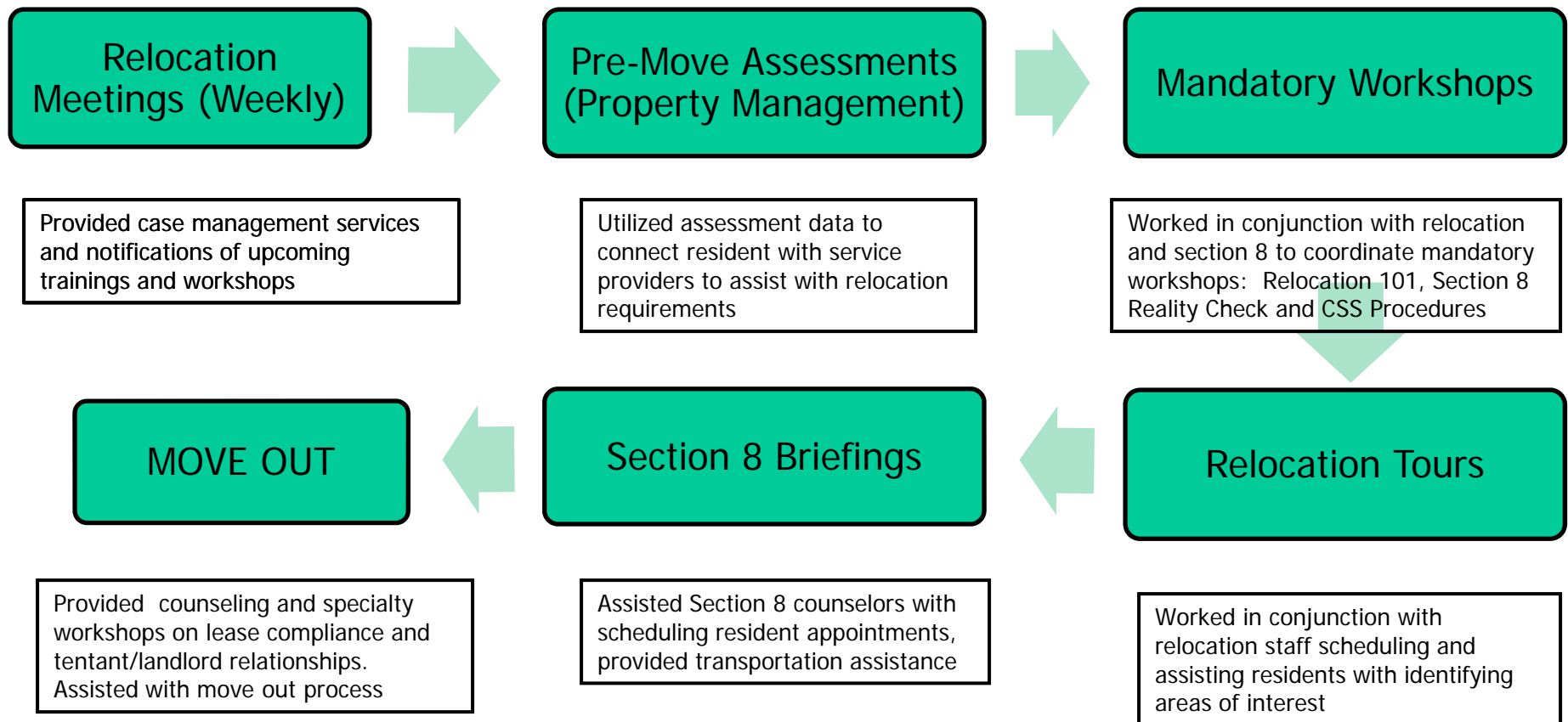
Center of Affordable Homeownership

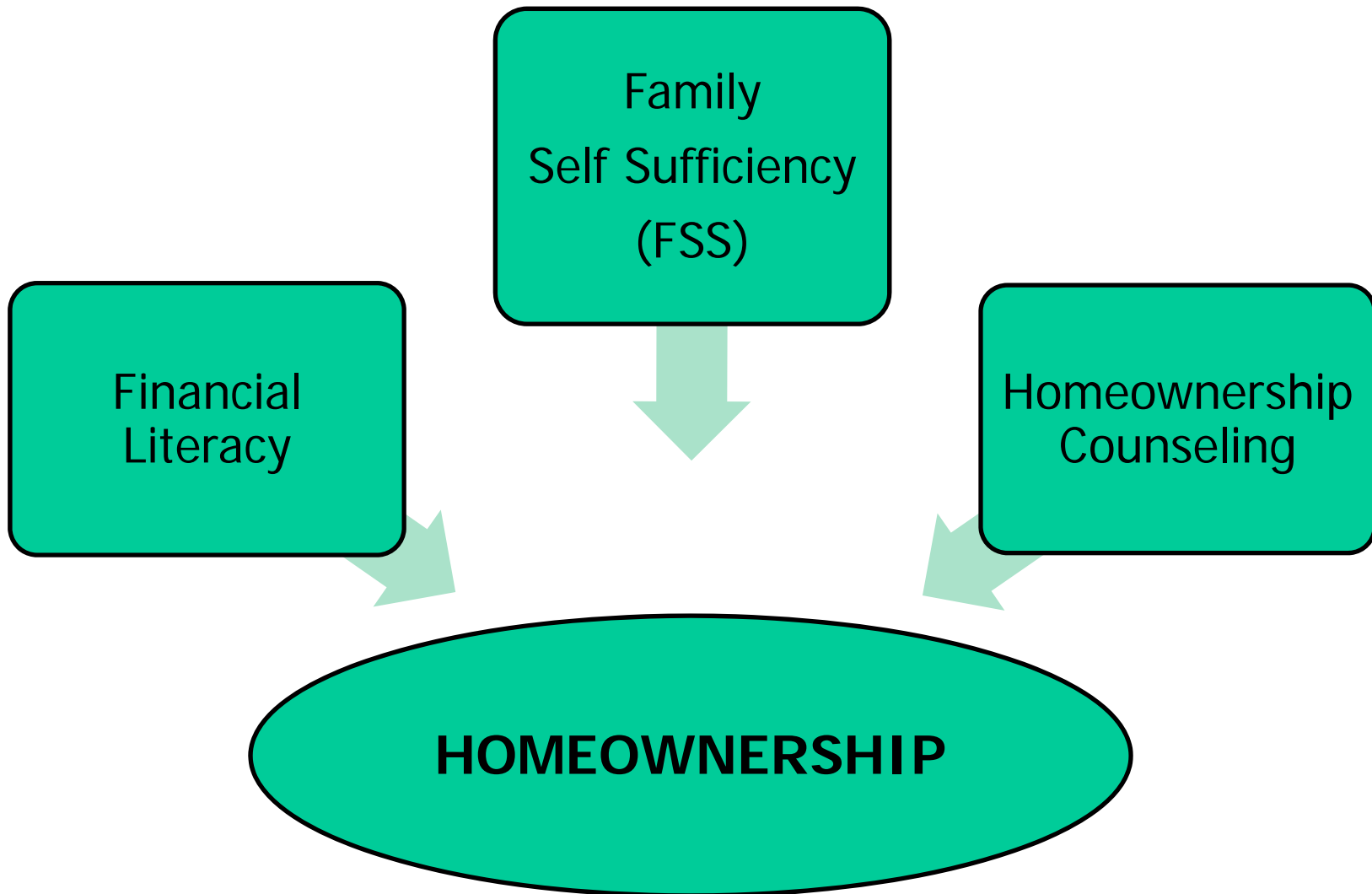
- Provides financial literacy education, homebuyers counseling and education, foreclosure prevention

City of Tampa Police Department

- Provides workshops on gang and domestic violence, criminal activity, substance awareness, peer pressure, and stranger danger

CASE MANAGEMENT/COUNSELING SERVICES TO THE RELOCATION PROCESS





What is Family Self-Sufficiency? (FSS)

- FSS is a HUD program designed to assist Housing Choice Voucher (HCV) and Public Housing (PH) families increase their earned income, reduce their dependency on welfare assistance and rental subsidies.
- FSS was created to coordinate public and private resources to enable families to achieve economic independence and self-sufficiency.

FSS PROGRAM

- The FSS Program help to alleviate the problem of dependency by giving economically and educationally disadvantaged families the opportunity to receive housing assistance under Section 8 or public housing and provide supportive services necessary to obtain an education, and /or job training to secure permanent employment.

FSS

- Assist families with development of goals for successfully completion
- Goals May Include:
 - High School Diploma/GED
 - Vocational Training
 - Post Secondary Education
 - Full- Time Employment
 - Financial Literacy –
 - (Budgeting/Money Management/Credit)
 - Homeownership

Time Frame of FSS

- Five years
- May be extended for up to two more years provided that there is good cause for the extension, such as serious illness or involuntary loss of employment.
- Participants may also successfully graduate in less than five years.

FSS Program Steps

- Orientation – overview of FSS Program
- Contract of Participation – outlines the family rights and responsibilities
- Assessment – series of questions to acquire information from the resident
- Individual Training and Service Plan (ITSP)
– outlines the goals and activities/services needed to obtain them

ESCROW ACCOUNT

- Once residents secures employment they may be eligible for escrow account.
- THA will establish and maintain and escrow accounts until completion of the program.



Thank You!

Questions??????

