**Alliance for Housing Strategic Planning Retreat**

*Front line Case Management Round Table Discussion*

The Discussion centered around 5 Key areas surrounding service flow and best practice based on case manager’s experiences in our community.

**Housing**

1. First step is process short and long term goals with clients. Within that discussion you are often helping client distinguish the difference between short and long term goals. The discussions boil down to needs verse’s wants. When you take into consideration the Trauma that they have experienced being homeless or misplaced from their home or job this can be difficult. This is also when you identify if clients have the key documents they will need for their housing search. ID, Birth Certificate, Social Security Card and proof of income. Knowing early on if any of these documents are missing is very important for their housing search.
2. Second Step is referring clients to the HARA (Community Housing Network). This is the initial starting point to get accessed for housing in Oakland County. Other places that assist with specific populations are Lighthouse, SOS, and TTI as an example.
3. Third Step is referring clients to resources that assist the client with their housing search that is based on their individual needs and finances
4. Subsidized housing list
5. Private owners
6. Internet search
7. News Papers
8. Secondary agencies like Family First that will assist with one on one case management for families with multiple barriers.
9. Forth Step is establishing a backup plan. Often by this time you will know what type of barriers your client may have. This is also a time where clients may reach out

**Barriers regarding Housing**

1. Application Fee – Many clients can’t afford the fees. Sometimes application fees are anywhere between 20 to 50 dollars per person over 18 with some land lords. Recommendation is for Case managers to advocate on the behalf of their clients. Create relationships with land lords or apartment buildings so that fees can be waved.
2. Pass Utilities – many clients have pass utility bills that are in there names that has reached as high as 4,000 dollars. The timing of which the information is disclosed also has become a barrier for clients who are approved for housing only to then have to wait even longer once this is disclosed and not having the funds to assist. Funds in the community do not assist with pass due bills that have been accumulated from a previous address. It only helps if you are still in the home. Recommendation was for agencies to have access to Consumer Energy, Ora to gain information sooner. Again it is important for the Case manager or Advocate to get involved.
3. Past Evictions, Bad Credit or Past Legal issues are barriers that there is limited resources to assist. Recommendation is for the case manager to get involved early to advocate for the client.
4. A Case Manager is a support system looking out for the client. It often helps when potential and past land lords know clients have someone advocating.
5. When advocating regarding past legal issues know what the legal issues are. If it is not a violent crime you can always request a hearing in some cases. Referral to Legal Aid can be helpful.

**Employment**

Keep in mind housing first is primary with regards to employment.

1. Step one process with client employment goals and history. When processing employment goals you are discussing short and long term goals which again boils down to wants of client and needs of any employment to establish some type of income which is needed for many housing programs.
2. Step two; see if client has all the documents needed to apply for employment (ID, Birth certificate, Resume, education and certification documentation).
3. Step three refer clients to Center for working Family, Resource Network, Work First, Jewish Family Services or in house employment counseling if available.
4. Step Four is reaching out to employment agencies like Labor Ready to assist especially for clients with limited to no work experience.

**Barriers regarding employment**

1. Limited employment to fit the need of those clients that have limited to no work experience. Recommendations:
2. Agencies establish a relationship with employment agencies.
3. Assist clients in volunteer opportunities while the do there search.
4. Assist Clients in exploring educational opportunities.

**Transportation**

1. Transportation availability is barrier for many clients and not just for employment purposes. Recommendations regarding transportation is as follows:
2. Use Smart or DOT on line service to identify the following
3. Area’s that opt out and what transportation is available in the area.
4. Find the cost of passes and tickets that would best serve the clients need and financial situation.
5. Identify agencies and or programs that assist with Transportation.
6. HAVEN Shelter limited availability of bus tickets and transportation only in the area.
7. Michigan Works transportation (Car) surrounding the completion of the program and being on a job for a specific time period.
8. Lighthouse limited monthly availability.

(Just a few examples)

**Medical**

Many of the case managers and or agencies in the round Table discussion already had some type of relationship with hospitals or clinics that come directly to their agency to assist clients. The following are programs that are willing to go in house depending on the need.

1. Health Department
2. Common Ground
3. Mercy Clinic
4. Traveling tooth Station
5. Nursing Students
6. Mammogram Mobil station
7. Dental Mobile station

(Most Mobil stations require at list 15 people)

1. First step is to establish Medical need of client and identify resources within the area or close to the client’s present location based on Medical insurance.
2. Second step is to assist client with obtaining or getting information about medical insurance available to them
3. Oakland Primary Health
4. Mercy Clinic
5. Burnstieng Clinic
6. Third step is once client has insurance process a way to keep up with clients User ID and Password.

**Barriers for Medical**

1. Client comes in with pre-existing illnesses and don’t have transportation to that appointment or treatment.

***Did not get to legal***