

# Intensive Case Management Services

PRESENTED BY: ANDY HAVERSTICK

# ICMS Approach

- ▶ Housing First model
- ▶ Critical Time Intervention
- ▶ Harm Reduction
- ▶ Strengths-based
- ▶ Focused on supporting participants with achieving and maintaining health, mental health, and housing stability
- ▶ “Whatever it takes” approach

# ICMS Supportive Services: What we do

- ▶ Outreach
- ▶ Housing Navigation
- ▶ Financial and Subsidy Support
- ▶ Community and Supportive Linkages
- ▶ Permanent Supportive Housing
- ▶ Whatever It Takes!



Karen delivering food support to her participants

# Outreach and Engagement

- ▶ Locate and engage with participant wherever they may be (streets, shelters, hospitals, etc.)
- ▶ Quickly establish rapport
- ▶ Identify immediate needs such as food, shelter, medical, or mental health, legal, etc.
- ▶ Complete initial psychosocial assessment to identify needs and barriers to housing
  - ▶ Supplement with Acuity Index and 5x5 Assessments to determine areas of need at a quarterly basis and focus ICMS supportive connections
- ▶ Complete initial Individualized Service Plan (ISP) to address some of these barriers

# Case Management Services

- ▶ Linkage and coordination of a range of services
  - ▶ Prioritize linking participants to a PCP/medical home and mental health services if needed
  - ▶ Medical accompaniment
- ▶ Designed to improve participant's quality of life
  - ▶ Increase housing stability
  - ▶ Reduce functional, substance use, mental, and medical health impairments
- ▶ Address barriers to housing such as document readiness
- ▶ Community Integration
  - ▶ Connect participant to community groups (community centers, senior centers, community providers, faith based groups, social groups, employment opportunities, educational resources, etc.)
  - ▶ Community Advocacy



# Case Management Services (cont.)

- ▶ Money Management/Financial Planning
  - ▶ Benefits advocacy
    - ▶ Work to increase participant's income
    - ▶ Employment, SSI, CAPI, GR
  - ▶ Budgeting
- ▶ Transportation Planning
  - ▶ Assist with obtaining Access Paratransit, disabled/senior bus passes
  - ▶ Provide bus route planning
  - ▶ Provide Lyft transportation to necessary appointment (housing/medical)
- ▶ All Case Management Services based on recurrent need assessment and evolving Individualized Service Plans

# Housing Location and Retention

- ▶ All ICMS participants either possess or are earmarked for a rental subsidy at time of referral
- ▶ Long Beach Housing Authority and jurisdictional partners (HACLA)
- ▶ Complete and submit subsidy application
- ▶ Attend voucher interview and issuance sessions
- ▶ Educate our participants on the who, what, when, where, and why's!

# Housing Location and Retention (cont.)

- ▶ Housing Location
  - ▶ Case manager maintains ongoing relationship with landlords throughout LA County
  - ▶ Also utilize other resources for housing such as HPP (Lease Up)
  - ▶ ICMS will assess participant's housing goals such as accessibility needs, desired location, necessary accommodations, etc.
  - ▶ Locate suitable housing
  - ▶ Assist with rental application
  - ▶ Assist with security deposit
    - ▶ LBHA, Internal, etc.
  - ▶ Provide furniture assistance
    - ▶ LBHA, Internal, Community based, etc.



# Housing Location and Retention (cont.)

- ▶ Housing Retention
  - ▶ Critical Time Intervention
  - ▶ Teach life skills such as being a good neighbor, paying rent on time, abiding by lease terms, and negotiating with property management
    - ▶ ADL's such as cooking/cleaning
  - ▶ Help resolve tenant/landlord issues
  - ▶ Ensuring participant is paying rent/assist with identifying funding to pay arrears
  - ▶ Eviction prevention

**96% of ICMS participants remain permanently housed after at least one year**

# Success Story

Success at work and financial stability afforded “D.O.” the life everyone dreams of. However, with great success and a helping personality, “D.O.” was taken advantage of by those closest to him, leaving him broke and alone. In the blink of an eye, he became another member of the community plagued with drug addiction and hopelessness. His new lifestyle would keep him from being able to renew his lease and force him to live on the streets of Los Angeles.

After being connected to PATH’s Intensive Case Management Services (ICMS), “D.O.” was offered the opportunity to stay in PATH’s interim shelter while searching for permanent living solutions. Without hesitation, “D.O.” accepted the invitation and saw it as the first step in his road to recovery. After months of apartment searching, “D.O.” was able to sign a lease and fulfill his goal of living in his own apartment again.

The ICMS team is currently working with “D.O.” on an application to Los Angeles Community College in the hopes of supporting his goal of taking technology classes. Similarly, he is working with his case manager to relocate to an area with a greater sense of community and the availability of a fitness center. The commitment and tenacity seen in “D.O.” continue to be a reminder of the amazing things that can be done with the support of a team like PATH!

# Working with others!

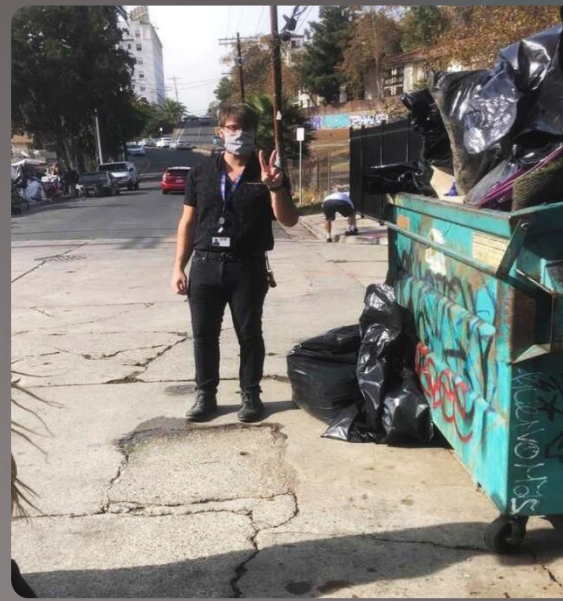
Our participants are not solely bound to ICMS and often benefit from connection and collaboration with other programs.

- ▶ Interim Housing and community emergency shelters
- ▶ Outreach with E6 teams
- ▶ Rapid Rehousing and SRO Access
- ▶ Development and Volunteer Donations
- ▶ Housing Partnership Programs & Lease Up!
- ▶ CBEST
- ▶ Family Solutions Center

These programs have been infinitely helpful in the work we do to continue supporting participants in establishing stability.

# Whatever It Takes

ICMS upholds the PATH standard by doing **Whatever It Takes** to reach and support our participants, whether that is reintegrating into society, finding work, advocating for improved medical or mental health care, pursuing education, reuniting family members, or simply making it home.

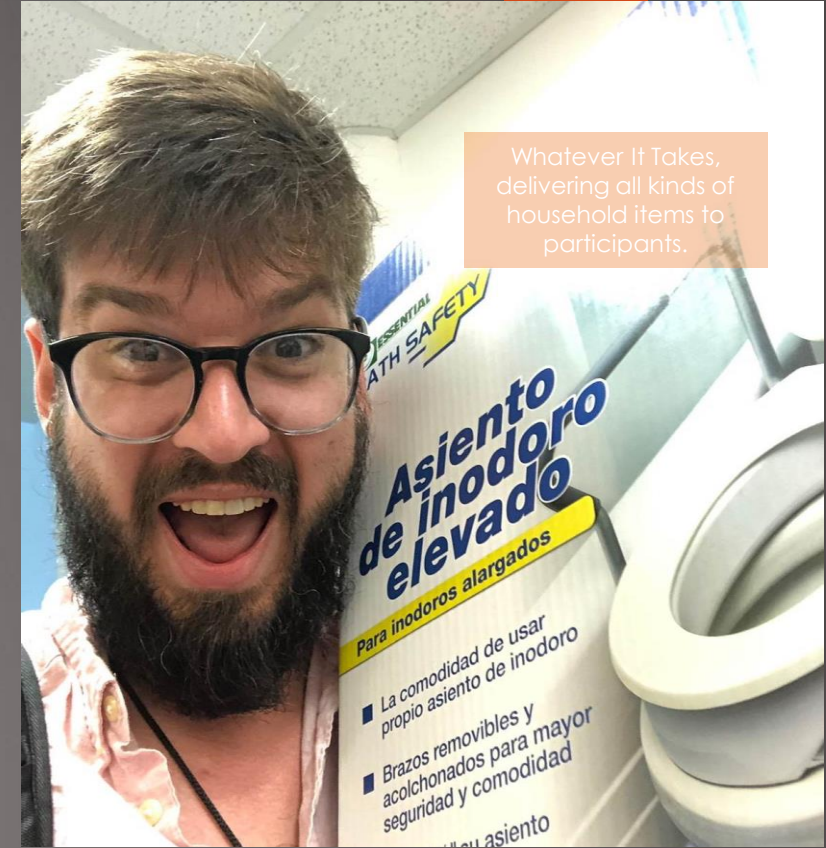
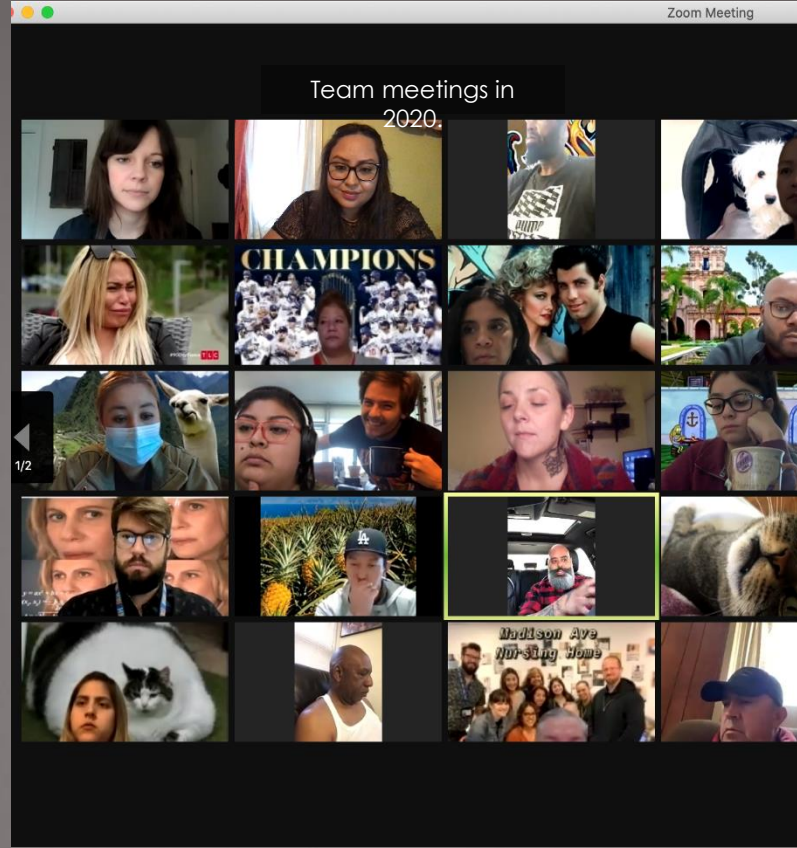


Lyle purchasing food for Thanksgiving support.





Julie delivering food support.



Whatever It Takes, delivering all kinds of household items to participants.



# Questions?

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