



Case Management Fact Sheet For HASA Funded Supportive Housing

In order to better understand the different levels of support each position provides, we have compiled a description of the services offered by HASA case managers and on-site Supportive Housing case managers.

Case Managers Employed by HRA

Most of the HASA case managers' contact with supportive housing tenants happens before they move into the housing. This work includes:

- Processing and issuing financial benefits for HASA clients.
- Assisting low-income HASA clients in finding housing.

After a tenant is placed into supportive housing, the HASA case manager has minimal contact with the tenant. Their role is to:

- Be available by phone or appointment during office hours.
- Contact HASA clients once a month.
- Liaise with the supportive housing case manager for additional financial needs of the tenant.

HASA case workers are not required to have a social work degree or any social work experience. They receive a four-week Principles of Social Work training.

On Site Supportive Housing Case Managers

Once tenants move in to supportive housing the non-profit social service provider becomes responsible for tenant case management. Under their agreement with HASA, they maintain at least a 20:1 tenant to case manager ratio. These case managers provide:

- Direct psycho-social case management to their tenants, developing and implementing service and independent living plans and providing counseling as often as needed.
- Immediate access daily and 24 hour emergency access.
- Connect tenants to a variety of services, including health care, mental health services, and substance use treatment programs.
- Eviction prevention services by working with property management staff to mediate rent arrear or behavioral issues.
- Monitoring of tenants' health and activities, keeping an eye on physical or behavioral changes that could risk the health of their clients.
- Keep HASA case managers informed of tenants' most current and pertinent case file information.

All case managers are trained social workers, some with a Masters Degree in Social Work.