

Youth Rapid Rehousing

Case Management and Services

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St. Joseph's Villa- Flagler Housing and Homeless Services

National Alliance to End Homelessness Conference
March 2018

History

St. Joseph's Villa was founded in 1832 in Richmond, VA and began as an orphanage for homeless young girls. Over the years, it has evolved and now serves over 3,000 children and their families through 12 different programs, including ***Flagler Housing and Homeless Services***. Flagler provides families and their children with rapid rehousing services (including but not limited to) case management, linking families to community resources, employment referrals, budgeting assistance, and education around tenant responsibilities.

Flagler's Youth Rapid Rehousing Program

- Piloted in 2015
- A coordinated systems approach designed to assist young adults with exiting homelessness, stabilizing in permanent housing and connecting to external supports and community resources.
- Demographics: 18-24 yo (singles or couples w/o children)
- Max caseload: 10
- Employment Navigation Services
- YRRH Outcomes (2017)
 - # of youth served: 29
 - # of youth housed: 27

Core Components of Case Management

- Development of the Housing Stabilization Plan
- Landlord/Tenant Education (i.e. rights/responsibilities, engagement, being a good neighbor, etc.)
- Connection to community resources (i.e. SNAP, mental health services, employment, etc.)
- Identification of natural supports
- Life skills (i.e. obtain driver's license, apply to GED program, find a cooking class)
- Financial Management (Budgeting)
- Financial Assistance
 - Rental and utility deposits, on-going assistance (as needed)
- Discharge Planning

Housing Stabilization Plan (HSP)

- A goal plan or “road map” designed to assist young adults with developing outcomes and actions steps towards housing stability, financial management, life skills, self advocacy and connections to permanent supports
- Client-driven
- *Live* document- updated regularly



Flagler Housing Stabilization Plan

ID: _____

Name: _____

Date of Plan: _____

Current Address: _____

Recertification Date: _____

Program: _____

Goal 1:

Date	Action Step	Who's Responsible	Target Date	Completion Date



Financial Management (Budgeting)

- Case manager meets with client monthly to discuss client's income and all household expenses
- Collaborates with client to develop strategies and ways to prioritize and budget for housing needs and manage additional expenses



Financial Assistance

- Rental and utility (i.e. gas and electric) subsidy
- Transportation assistance (for housing or employment related needs)
- Private resources- beds, grocery cards, bus passes, clothing and donation center

Discharge Planning

- Discussed at intake, throughout service delivery and through the development and implementation of the HSP as young adult's meet their goals and objectives
- Determined based upon youth's participation and involvement in services
- Average length of stay: 6-12 mos.



Effective Ways to Case Management

- Be respectful and open-minded
- Utilize a person-centered and strengths based approach- *i.e. Motivational Interviewing*
- Meet young adults where they are
- Avoid “I” statements
- Stay in contact weekly and maintain a face-to-face visit at least monthly
- Set boundaries and limitations
- Provide warm hand-offs

Challenges

- Lack of youth specific community resources
- Ease of accessibility to youth specific resources
- Difficulty to securing benefits (i.e. Medicaid, mental health supports, social security, etc.)
- Lack of youth affirming support networks (i.e. LGBTQ+, youth drop in centers, etc.)
- Lack of affordable housing

Lessons Learned

- Do not underestimate or overestimate a young adult's abilities
- Be upfront and honest
- Walk *with* the young adult
- Mistakes are OKAY!

Contact Info

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