

Hurricane Response
Case Manager and TIDR Meeting
Minutes: January 23, 2008

<u>Time:</u>	9:00 – 10:00 a.m.
<u>Location:</u>	Child, Inc.
<u>Conveners:</u>	Amy Elder
<u>Minutes by:</u>	Holly Bell
	Center for SW Research, UT
<u>Number in Attendance:</u>	11

1. Report from Abel Atkinson, Case manager at HACA

- a. Abel reports that HACA case managers have conducted initial intake assessment interviews with approximately 50% of the 393 families who are eligible for HUD assistance through HACA (Housing Authority of the City of Austin)
- b. HACA now has 7 case managers (including 2 who just started) , each with caseloads of 50 families
- c. HACA plans to complete all initial needs assessments by mid-February
- d. Most interviews with families are conducted in the office, but case managers can do home visits when necessary
- e. The initial assessments contain 75-100 questions. Abel agreed to forward a copy of this intake interview to Amy
- f. The goal of HACA case management is long-term self-sufficiency
- g. After the needs assessment intake, case managers do triage to prioritize clients according to their needs. Clients are assigned to one of four “tiers,” with Tier 4 being highest needs. The majority of Katrina clients are being assigned to Tier 3 or Tier 4. The number of expected meetings per month with clients is generated by computer as part of the triage process
- h. After triage, case managers develop an IDP – Individual Development Plan -- for each head of household outlining their needs and plans for meeting the need.
- i. After developing the IDP, case managers provide referrals to agencies providing the necessary services.
- j. Abel says that HUD now has the case managers complete “activity level” reports about all their activities during the day.
- k. If clients can’t be located, they are assigned to a special worker whose job is to locate them. Abel wasn’t sure whether clients who can’t be located would be disqualified for services – so far only 30 of the 393 families haven’t been located.
- l. If a client is working with another case management agency, it’s noted in the HACA case notes.

2. Discussion of potential collaboration between TIDR case management group and HACA case managers

- a. Abel expressed interest in a master list of resources for clients – Amy asked Samantha Hoekstra to put one together
- b. Amy also offered to help orient HACA case managers to the various resources – not only what’s available, but the process of accessing services as well. Many of the HACA case managers are not from Austin and don’t know the local system.
- c. Amy reminded everyone that there is still an unmet needs committee that can help provide assistance when none other is available in Austin.
- d. Amy also suggested developing a MOU (Memo of Understanding) with HACA so case managers can share information about clients with each other.
- e. While there is some concern about duplication of services, Amy said that this has been rare, and since HACA doesn’t offer any financial resources other than rent, this shouldn’t be much of a problem. TIDR, Salvation Army and Travis County can co-case manage clients; Catholic Charities cannot.
- f. Case managers reminded Abel that there are clients who have been trying for two years to get IDs.
- g. Amy invited all HACA workers to attend the TIDR case management meetings, but Abel said due to the volume of work trying to complete all the client intake assessments, HACA case managers are unlikely to be able to do this until after March 1.
- h. Abel clarified that HACA does NOT have its own job training program for clients – they will be referring clients to other agencies.
- i. Abel asked case managers’ opinion about clients moving back to New Orleans
 - i. The consensus was that this is generally not a good idea unless the client has income, housing, and a plan for how to survive in New Orleans, since the infrastructure there is still so fragile. The Salvation Army has a “Reality Check List” for clients considering returning.
- j. Discussion of what might happen if clients can’t pay their portion of the HUD rent
 - i. There is a hardship code for very low income cases
 - ii. The Salvation Army just lost \$290,000 in United Way funding and the shelter is full, so going to a homeless shelter will be less of an option for families who are evicted for non-payment.

3. Next Meeting: February 13, 2008