



**ESG (Emergency Solutions Grant) CV (COVID)
Case Manager
Job Description**

TITLE: ESG CV Case Manager

REPORTS TO: ESG CV Program Manager

TYPE OF POSITION: Full-Time, Requires Flexible Hours

Brief History of Grant: This grant is funded by the Coronavirus Aid, Relief, and Economic Securities Act (CARES Act) funding and governed by requirements the U.S. Department of Housing and Urban Development (HUD) establishes in accordance with the Act. HUD then distributed CARES Act funds to each state. In NYS, the Office of Temporary and Disability Assistance (OTDA) is the grantor overseeing ESG CV grants with local County Departments of Social Services (DSS). There will be two phases, one from 10/1/2020 – 9/30/2021 and the second from 10/1/2021 – 9/30/2022. Locally, Oneida County DSS contracted with United Way of the Mohawk Valley, who is the local *Collaborative Applicant* for the NY-518 Continuum of Care, which is referred to as the Mohawk Valley Housing and Homeless Coalition. There are four objectives to this grant: Street Outreach, Emergency Shelter, ***Rapid Rehousing and Homelessness Prevention.***

Description of Case Manager Position:

Case Management (CM) is essential to the success of the homeless prevention and rapid re-housing project. CM has been defined as a “collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client’s health and human service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes. While these tasks fall into the same categories, there are distinct differences in approach and content for prevention and rapid re-housing.

Homelessness Prevention targets low-income at or below 50% of area median households who have not yet become homeless but will become homeless if they do not receive assistance. Case management for households at risk of homelessness includes important elements of identification, outreach, and engagement. This means that the case manager will identify households at the greatest risk and determine what type of support they need to avoid homelessness. Not all households seeking homelessness prevention assistance will need rental subsidies – indeed, many will simply need one-time financial assistance with unpaid utility bills or practical help resolving a dispute, for example. The emphasis in prevention is on identifying the most pressing needs and accessing sources to meet those needs, with the goal of housing stabilization.

Rapid Re-housing is intended for households who have already become homeless and who meet one of the following criteria:

- sleeping in an emergency shelter
- sleeping in a place not meant for human habitation, such as cars, parks, abandoned buildings, and streets/sidewalks
- staying in a hospital or other institution for up to 180 days but homeless immediately prior to entry into the hospital or institution
- graduating from, or timing out of, a transitional housing program
- escaping domestic violence

Case management here has a focus on determining the need for specific levels of housing assistance and helping the household identify and obtain housing that is affordable with HPRP assistance. Once housing is stabilized—whether through prevention or rapid re-housing assistance—the case manager can help the household identify other resources needed to maintain this stability (e.g., PA benefits, SOAR, health insurance, benefits, child care services, food and clothing). If a household needs and desires ongoing services, the case manager can make the appropriate referrals.

Key Responsibilities:

- Work directly with Coordinated Entry Specialist, Street Outreach and Oneida County Department of Social Services to identify appropriate clients and households.
- Conduct initial assessment and screening to all potential clients to determine eligibility.
- Utilize diversion skills to help those at risk of homelessness to identify immediate alternate housing arrangements, connecting them with needed resources, and identifying strengths and personal resources.
- Will utilize all relevant resources (outside agencies, social support, budget assistance, etc.) to avoid eviction as much as possible.
- Assist clients as advocates for benefits, housing needs to include evictions, landlord negotiations and access to community resources.
- Assist in development of positive working relationships with providers, community partners and other agencies serving those at risk of homelessness.
- Work with each client to develop and/or strengthen their goal plan according to individual goals and objectives.
- Maintain contact with all housing clients on a scheduled basis, appropriate to their particular status and needs.
- Ensure that client interactions are person-centered, goal-focused and reflect each client's goal plan.
- Exercise patience, understanding, and concern for each client's well-being, safety, development, and enjoyment of life.
- Make referrals to supportive services in our community as appropriate and support client in navigating this process.
- Effectively use HUD tools and ensure compliance with data standards and record-keeping as required.
- Document all client interaction in the Homeless Management Information System (HMIS) database and other case files and maintain accurate paperwork/reports.
- Perform *Habitability Housing* inspections (remotely) for units that meet fair market/or rent reasonable guidelines.
- Attend case management meetings and other specified meetings/trainings as required.
- Communicate effectively in oral and written forms with clients, their families, their significant others, coworkers, supervisors, other service agencies and the community.

Minimum Qualifications:

- Bachelor's Degree or 2 years equivalent work experience.
- Background assisting families and individuals experiencing homelessness, mental health, and/or substance abuse and an understanding of the causes of homelessness is strongly preferred.
- Working knowledge of the strengths-based, client-centered approach.
- Excellent listening and problem-solving skills.
- Strong oral and written communication skills.
- Knowledge of relevant community resources.
- Strong organizational skills.
- Ability to be flexible, adapt and adjust to rapid change within a fast paced and growth-oriented

environment.

- High confidence level in working independently.
- Possess and maintain a positive, solution-oriented approach.
- Attend staff meetings and other meetings as required by supervisor.
- Operate proficiently a personal computer, fax machine, printer, and copier.
- Other duties as required.

Additional Requirements:

- Demonstrated commitment to inclusiveness.
- Position requires local travel within Oneida County and possibly other areas of NYS. Travel mileage is reimbursable at an approved rate.
- Valid driver's license and reliable transportation is required.
- Vehicle Insurance and up-to-date Registration.
- Ability to lift 20 pounds.

If qualified and interested in the position, send your resume and 3 references (non-family members) immediately to Robin Robinson robinr@unitedwaymv.org. ***This grant is time sensitive; resumes will only be accepted until December 18, 2020.***

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