



COUNTYWIDE CASE COORDINATION

2024

Marcus Dillard

Chief of Homeless Services





“Service to others is the rent you pay, for your room here on earth.”

- Muhammad Ali

WELCOME / INTRODUCTIONS



CASE COORDINATION

Definition

- A formal, planned, and structured meeting with the goal to provide the following:
 - Holistic and coordinated integrated services across providers, and
 - Reduced duplication.
- Includes communication, information sharing, and collaboration
- Occurs regularly with case managers, housing navigators, and community leaders serving the client within and between agencies in the community
- Coordination activities may include the following:
 - Directly arranging access,
 - Reducing barriers to obtaining services,
 - Establishing linkages, and
 - Other activities to advance the progress of securing safe and stable housing for the unhoused.



CASE COORDINATION

Purpose

- Identify and track systematic barriers
- Strategize solutions across multiple providers
- Identify the most appropriate housing resource to facilitate a rapid and permanent exit from homelessness
- Prioritize the most vulnerable households for housing
- Provide real-time support
- Collect system-wide data to inform necessary shifts in resources, identify gaps, etc.
- Meeting to gauge the delivery of services in our system of care



CASE COORDINATION

Structure

- **Case Coordination:**
 - Representative(s) from cities, county departments, providers/contractors
 - Assign one or two representatives
- **Meetings:**
 - Bi-Weekly
 - Confidentiality agreement
 - In-person
- **Master List**
 - Adults (ages 18+)
 - Young Adults (age 18-24)
 - Families with child(ren) under age 18
 - Seniors (age 65+)
- **Smartsheet vs. Excel**
 - Providers given access to update notes, eliminating the need to forward or send out
 - In progress
- **HMIS**
 - HMIS tech for assistance in meetings
 - HMIS reporting



CASE COORDINATION

STATISTICS

Working towards having data on:

- Bed availability,
- How long it takes from intake to safe and stable housing, and
- Other measures.

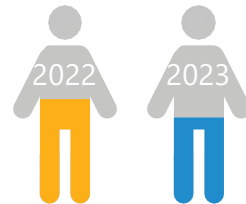
Total Homeless Count 2023



4,195

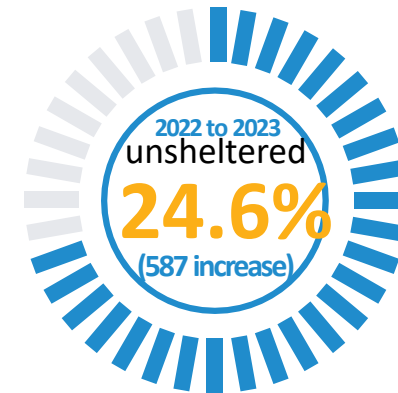
SA 25% increase from 2022 where the total count was 3,333.

Unsheltered



2,976 **2,389**

Experiencing Homelessness



QUESTIONS/COMMENTS

THANK YOU!

For questions, please contact
Office of Homeless Services (OHS)
909-501-0600



www.SBCounty.gov