HOMERISE SERVICES: CHANGING THE FACE OF SUPPORTIVE HOUSING

**ACCLIMATION PERIOD**
Residents take six to nine months to acclimate to living indoors in their particular building. They can engage in groups and outings, receive service linkages and referrals, and participate in various programs during acclimation but are not actively assigned to case managers during this time.

**ASSIGNMENT TO CASE MANAGER**
Counselors and case managers work together to identify residents that could benefit from, and are interested in and committed to, being assigned to a case manager.

**CASE MANAGEMENT RELATIONSHIP**
- **Reliable Notes**
  Notes are entered by the following Tuesday of the week the service entry took place.
- **Enough Time**
  Residents actively engaged on a caseload are seen for at least 60 minutes every 2 weeks.
- **Regular Meetings**
  Residents actively engaged on a caseload have contact at least once every 2 weeks.

**Resident Services Counselors**
RSCs play a key role in helping all residents engage in building groups and outings, reduce social isolation, and connect to service linkages and referrals.

**Housing Operations Staff**
Housing Operations coordinates with Services to provide key supports at the front desk and through maintenance, janitorial, and site management work.

**HOUSING FIRST**
**ASSIGNMENT TO CASE MANAGER**
Counselors and case managers work together to identify residents that could benefit from, and are interested in and committed to, being assigned to a case manager.

**KEY RELATIONSHIPS**
- **Resident Services Counselors**
  RSCs play a key role in helping all residents engage in building groups and outings, reduce social isolation, and connect to service linkages and referrals.
- **Housing Operations Staff**
  Housing Operations coordinates with Services to provide key supports at the front desk and through maintenance, janitorial, and site management work.

**HOUSING**
- **Stably Housed**
  Able to remain housed without lease violations
- **Paying Rent**
  Fully and reliably

**INCOME**
- **Reliable Funds**
  Earning income from a job and/or stable, non-time-limited source
- **Managing Independently**
  Managing without relying on a conservator or payee, unless subsidy-mandated

**RESOURCESFULNESS**
- **Banked**
  Connected to financial services; not un- or under-banked
- **Engaged**
  Actively pursuing RSD support
- **Managing Vulnerability**
  Mid-to-high self-sufficiency; zero/low ER visits for primary care issues

**POSITIVE OUTCOMES**

**SELF-SUFFICIENCY!**