

Denver Rescue Mission – Complex Case Management

Safety, Housing, Education, & Homelessness Committee

October 11, 2023

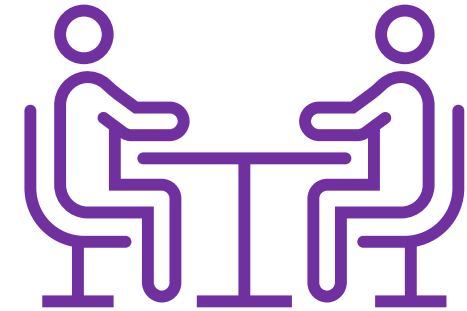
Midori Higa, Director of Homelessness Resolution Programs

Department of Housing Stability (HOST)

What is Complex Case Management?

Complex Case Management is designed to:

- The Complex Case Management program is intended to provide a case management pathway for those people experiencing homelessness (PEH) in the Denver community who have not been able to access housing through traditional pathways
- This team will work with both **sheltered** and **unsheltered** households across the Denver community who require a deeper, more nuanced level of case management support to access health care, culturally appropriate care, and housing.



Complex Case Management Purpose

The purpose of creating the Complex Case Management Team is to support PEH in both sheltered and unsheltered living situations who have a high level of needs and acuity that make establishing care and housing stability incredibly difficult.



Contract Overview

This contract agreement would provide a Department of Housing Stability (HOST) award for \$700,000.00 through 12/31/2024.

These funds will be provided to The Denver Rescue Mission (DRM) to be utilized to provide a case management pathway for those people experiencing homelessness in the Denver community who have not been able to access housing through traditional pathways.

The Complex Case Team will work with both sheltered and unsheltered households who require a **deeper, more nuanced level of case management support to access health care, culturally appropriate care, and housing.**

Contractor Role

The Complex Case Management team will:

- Utilize person-centered, trauma informed, and housing first focused case management
- Utilize a small team approach, including provide behavioral health support
- Support, advocate and collaborate with the medical, mental health, criminal justice system and any other innovative programs and services that further support the housing stability

Overview

DRM will provide case management support to people who are experiencing unsheltered and sheltered homelessness, including:

- Vital document and benefits acquisition
- Housing navigation
- Behavioral and physical health, substance misuse and harm reduction services connections
- Increase connection to shelter for unsheltered individuals
- Transportation to crucial appointments
- Support PEH wherever they are in the community

Contractor Responsibilities

- Provide case management to **at least 70** unduplicated households annually
- Connect at least **50%** of households to permanent or more stable housing
- Assist at least **80%** of households to maintain and increase income and access to benefits
- Assist at least **75%** of households to connect to needed behavioral health, substance use, and physical health treatment
- Assist households with outstanding legal issues access legal assistance to address those issues
- Assist at least **75%** of households who are unsheltered at program entry to shelter programs

Client Services

Client services include but are not limited to:

- Transportation
- Assistance obtaining benefits and income acquisition
- Supporting through any community-based appointments including behavioral and physical health
- Replacing vital identification documents
- Reunification
- Applying for subsidized housing
- Referral through OneHome, the local Coordinated Entry System
- Facilitating a smooth transition to long-term housing programs, including long-term care home and community-based services, assisted living, or skilled nursing facilities, meeting with individuals as they prepare for move-in, setting up utilities, assisting with transportation and support during lease signing.

Operations

- Contractor will employ a manager of the Complex Case Management Team. They will support the team through day-to-day operations and assist in decision making
- Case managers will report to the manager of the team and work with referrals from the community to support their case load.
- 6 FTE
- Anticipated case management ratios will be approximately 1 staff : 12 households.

Denver Rescue Mission

Contract Term	10/01/2023 – 12/31/2024
Funding Source	Homelessness Resolution Fund
Contract Amount	\$700,000.00

Scope of Work

- Goal: Support at least 70 individuals through case management with at least 50% exiting to permanent or stable housing

Action Requested Today

Approval of the following:

- **#23-1455 – Denver Rescue Mission:** Approves a new contract with Denver Rescue Mission (HOST-202369423) in the amount of \$700,000 for the term of 10/1/2023 to 12/31/2024. These funds will be provided to The Denver Rescue Mission (DRM) to be utilized to provide a case management pathway for those people experiencing homelessness in the Denver community who have not been able to access housing through traditional pathways.

Questions?



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