

Case Management Survey Findings Summary - 6/7/23

In preparation for the "We are People Not Cases" Rally we documented conversations with 8 houseless people about case management experience. Here is what people had to say:

3 out of 8 people have not connected with a case manager

- One tried and never got one, two never knew how to go about getting one and were never contacted

2 out of 8 people got housing through their case manager

- One of these people took 7 years to get a case manager and then housing

3 of the 6 people who went through agencies to seek a case manager worked with at least three agencies

Here are some of people's experiences -

"Given the run around. They just wanted to talk about my problems and than good bye."

"Had plenty when in SOS, now nothing now that in housing. Got one and flacked out once got housing."

"Went well"

"Sometimes smooth, sometimes didn't show, told to speak to wrong people"

"She was friendly and receptive, however, as I mentioned housing being my main goal, I received the usual response; waitlists, affordability, and political will rhetoric. Yoga and massage classes were on a long list of inadequate services. Housing was not an option."

"Not helping keep people in housing"

"Needed more time with clients (once every 3 weeks not enough)"

"They could have been proactive about housing options"

"First of all, every homeless agency stresses the importance of a Case Manager (even Stout Street Clinic). They are viewed as the "gatekeepers" to "housing."

Secondly, all have admitted to not having the one "resource" I seek, housing.

Case Managers have offered me college entrance classes for math, meditation classes, and art classes.

When I stress my need and goal for housing their response is, "well you have to work for that even if there were housing."

Thirdly, all have large caseloads and cannot adequately serve everyone on their caseloads.

Lastly, there are not enough Case Managers. Many lose track of those they are serving. Many are quitting.

As an aside, Mental Health providers are just "checking boxes" and feel constrained to provide affective mental health care."

