



Hospitality *Community Shelter for the Homeless*
House P.O. Box 3223, Grass Valley, California 95945

POSITION DESCRIPTION

Position: OUTREACH CASE MANAGER
Reports to: Program Supervisor

Status: Non-Exempt
Date Prepared: June 2012

This position is contracted through the Nevada County Behavioral Health Department. Part-time-Full-time position: 20-40 hours per week contingent on available funding through Mental Health Services Act Prevention and Early Intervention funding.

POSITION SUMMARY: Under the supervision of the Program Supervisor, the outreach Case Manager goes to where the homeless are in Nevada County and attempts to build connections and trust, help individuals receive benefits they are entitled to, help individuals secure stable housing, and connect individuals with needed services.

OBJECTIVES/ACTIVITIES:

MHSA PEI Contract requires Case Manager to:

- Participate in the Nevada County Continuum of Care Collaborative.
- Go to where homeless people can be found.
- Be at Hospitality House daily.
- Go to the Booth Family Center on a weekly basis.
- Go to SPIRIT Center on as needed basis.
- Go to remote outlying areas as needed.
- Ask the homeless individuals what services they need.
- Educate the homeless on mental health and substance abuse issues.
- Start the Behavioral Health intake process for the chronically and severely mentally ill homeless population.
- Help clients with their first appointments with physicians or other providers.
- Help appropriate clients apply for Social Security Income and other benefits.
- Help clients connect to low income housing.
- Help clients to connect to the CalWORKs One Stop Office.
- Refer appropriate clients to Behavioral Health Access team.
- Start a data base of the outreach services.
- Compile data on outreach services as necessary for MHSA and PATH reporting.

Case Manager will differentiate between which individuals are being served by either MHSA/PEI or PATH. Though these individuals may have many of the same needs and mental illnesses, PATH funds will be directed towards individuals who are mainly in need of being linked to housing or who are a veteran.

Outcome data elements that will be tracked are:

MHSA/PEI

- The number of homeless individuals and families served in western and eastern Nevada County
- The number of individuals and families referred to another agency and the name of the agency/agencies
- The number of individuals and families that receive services from the referred agency
- The number of chronically and severely mentally ill clients that are assessed and enrolled into Behavioral Health Services
- The number of chronically and severely mentally ill clients that receive psychiatric services
- The number of homeless individuals and families that find stable housing

PATH

- General demographic information including veteran status
- Housing Information
- Mental Health/Co-Occurring Information
- Medical Information
- Employment Information
- Assessed Resources and Service Needs

The outcomes to be achieved by the Homeless Outreach program will be:

- 90% of chronically and severely mentally ill clients will be referred to the County person who helps people apply for Social Security Income.
- 90% of chronically and severely mentally ill clients will be offered psychiatric services.
- 70% of clients with a drug problem will be offered drug treatment services.
- Refer 10 clients per year to Behavioral Health Services.
- 50% of individuals and/or families served secure stable housing.

EDUCATION AND EXPERIENCE: Experience is required in the human services field dealing with issues unique to homelessness, substance abuse, mental health, and physical disabilities. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery is preferred. Must possess a valid California Driver's License.

PHYSICAL REQUIREMENTS:

Lift and move up to 10 pounds; Stand, walk and sit frequently; bend and stoop occasionally; able to walk through unpaved areas, rough terrain and wooded areas.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or handicap.