

C.A.R.E.S. TEAM

(Client, Assessment, Resources, Empowerment, Services)

A collaboration between Main Street Renewal and the Steve Hicks School of Social Work



WHY

Combining social work practice with property management services contributes to:

- ✓ Improved quality of life for residents
- ✓ Improved Main Street Renewal key performance indicators

STRUCTURE

- 1 Social work professor, half-time
- 4 Interns: Undergraduate and master's level social work students interning for 480 hours, receiving required academic credit and a stipend of \$2,500 each
- 1 Teaching assistant, 20-hour per week

IMPACT

CONTRIBUTIONS

- Improved quality of life for residents served.
- Demonstrated how eviction prevention can positively impact KPIs and service delivery.
- Provided evidence-based, eviction-prevention case management.
- Engaged in interdisciplinary collaboration with collections and evictions teams.
- Enhanced call-center customer service.
- Provided expertise on Section 8 policies and services.
- Supported Main Street Renewal field teams.
- Facilitated a high-quality social work field experience.

RESIDENTS' IMPROVED QUALITY OF LIFE

September 2017 - November 2018:

- Intervened with 537 residents to promote their journey toward financial stability.
- Positively impacted the lives of 306 children.
- Provided 988 referrals, connecting residents to vital community resources.

FOSTERED ORGANIZATIONAL CHANGE

Educated Main Street Renewal staff on the systemic barriers experienced by residents in poverty.

SUCCESS STORY

Ms. M. is a single grandmother taking care of her deceased brother's 4-year-old son. She was recently diagnosed with cancer, which rendered her temporarily unable to work and caused her to get behind on rent.

Ms. M. worked with the C.A.R.E.S. team for two months to locate and access \$1,700 in rental assistance.

She was able to stay in her home, and when she found out she emailed the C.A.R.E. team to say,

"Thank you so much! You are a God sent angel to me!!! I want to let people know about this landlord who actually cares about people."

IMPACT, cont.

ONGOING EVIDENCE-BASED INTERVENTIONS

Brief telephonic assessment

Referrals to vetted, evidence-based, client-specific resources:

- Financial literacy tools
- Financial literacy agencies
- Rental assistance agencies
- Benefits screening resource tools/agencies
- Resident education on the eviction process
- Other basic-needs resources for resident's specific needs

ENHANCED CALL CENTER CUSTOMER SERVICE

Conducted four de-escalation trainings for staff.

Provided crisis intervention and resources to residents impacted by hurricanes Harvey and Irma (9/2017) and Florence (9/2018).

Provided ongoing, one-on-one training on best practices for serving residents with complex needs including:

- Domestic violence, health crises, complex housing authority rules/policies, natural disaster related trauma, mental health issues, potential child neglect/abuse, suicide risk.

PROVIDED EXPERTISE ON HOUSING AUTHORITY PROCESSES AND POLICIES

Two development meetings addressing gaps and challenges in service provision.

One-on-one training/consultation with housing team members.

Creation of swim-lane tools to guide and inform staff.

Outreach to housing authorities regarding policy.

Newly defined positions:

- Housing Assistance Coordinator
- Renewals specialist dedicated to HCV renewals
- Housing Authority Collections Specialist



Social work interns with Clinical Assistant Professor Joan Asseff (center, in green shirt).

SEPTEMBER 2017 - MAY 2018 OUTCOMES

111 Residents at risk for eviction provided with full intervention (assessment, referrals, case management, interdisciplinary collaboration).

59 (53%) residents were still in their home 90 days post-intervention

39 (35%) residents had a zero balance 90 days post-intervention.

74 (67%) residents made payments of \$1,000 or more 90 days post-intervention.