

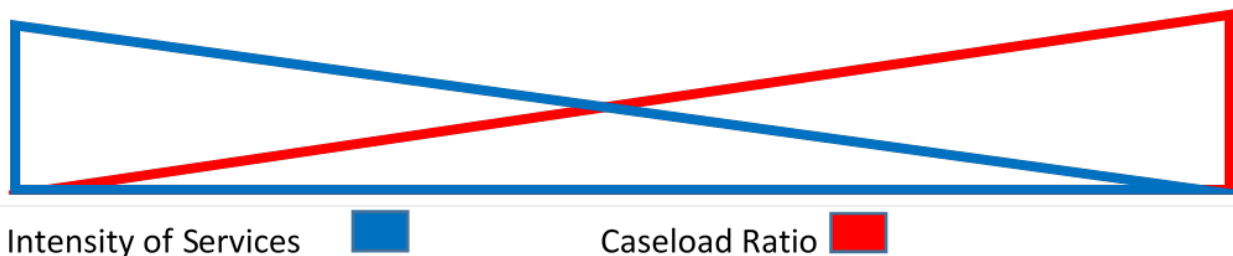
COVID-19

Homeless System Response: Case Management Ratios

Providing quality case management services is critical to housing acquisition and retention. Although each organization will need to assess the expectations placed on different positions and the level of service availability, the following staff-to-client ratios should facilitate planning of how to allocate available resources to promote positive client outcomes and staff retention.

Acronyms:

- dx—Diagnosis
- SUD—Substance Use Disorder
- SMI—Serious Mental Illness
- ID—Intellectual Disability
- DD—Developmental Disability



Community-based (Non-housing-based) Case Management¹

Target Population	Intensive/Therapeutic Intervention	Targeted Navigation with a Focus on Getting Access to Housing	Broad Support to Increase Engagement in Systems ²
Individuals	10-12	20-30	50
Families	8-12	20-25	50
Transition-age Youth (18-24 yrs. old)	10-12	20-25	50

Housing-based Case Management³

Target Population	Supportive Housing Scattered Site Caseload	Supportive Housing Single Site Caseload	Existing Program Stably Housed Tenants
Individuals	10-20	10-20	20-50
Families	10-12	10-12	12-40
Transition-age Youth (18-24 yrs. old)	10-15	10-15	15-30

¹ https://www.socialworkers.org/LinkClick.aspx?fileticket=y_q0WefZ_Ho%3d&portalid=0

² <https://files.hudexchange.info/resources/documents/FSS-Guidebook-for-Multifamily-Owners.pdf>

³ <https://www.csh.org/toolkit/supportive-housing-quality-toolkit/supportive-services/services-and-staff-roles/>

Specific Housing-based Case Management Ratios

Critical Time Intervention Caseloads: In Critical Time Intervention (an evidence-based practice), case managers provide wrap-around services more intensely at the beginning of a tenant moving into housing and reduce intensity after tenants stabilize. Intensity of supports may increase as the tenant's circumstances require. ⁴

Target Population	Scattered Site Caseload	Single Site Caseload	Caseload of Majority Stably Housed Tenants
Individuals	20	20	20
Families ⁵	12	12	12
Transition-age Youth (18–24 yrs. old) ⁶	15	15	15

Intensive Case Management Caseloads: Intensive Case Management is a team-based case management approach to working with high-acuity tenants who require ongoing wrap-around services to maintain tenancy and well-being.⁷

Target population	Scattered Site Caseload	Single Site Caseload	Existing Program Stably Housed Tenants
Individuals	10	15	20
Families	10	15	15
Individuals with Dual dx SUD/SMI	10	10	15
Individuals with ID/DD	10	10	10
Older Adults	10	15	15
Transition-age Youth (18–24 yrs. old)	10	15	20

Tenancy Support Caseloads: This case management approach is for tenants eligible for Medicaid Waiver Tenancy Support and agencies are able to bill Medicaid to provide the supportive services. This intensive service approach involves case management, mental health services, substance abuse services, independent living skills, employment services, and peer support, among other services.⁸

Target Population	Scattered Site Caseload	Single Site Caseload	Existing Program Stably Housed Tenants
Individuals	10	15	20
Families	10	15	15
Individuals with Dual dx SUD/SMI	10	10	15
Individuals with ID/DD	10	10	10
Older Adults	10	15	15
Transition-age Youth (18–24 yrs. old)	10	20	25

⁴ <http://cceh.org/wp-content/uploads/2017/02/Critical-Time-Intervention-for-Rapid-Rehousing-Manual.pdf>

⁵ <https://www.criticaltime.org/wp-content/uploads/2011/10/Samuels-Young-Families.pdf>

⁶ <https://trialsjournal.biomedcentral.com/articles/10.1186/s13063-016-1654-0>

⁷ <https://www.ncbi.nlm.nih.gov/pubmed/28067944>

⁸ https://www.csh.org/wp-content/uploads/2017/01/Health_SummaryStateAction_TenancySH_Services_-2017_01.pdf

Disaster Recovery/Workforce Housing Caseloads: These caseloads are much higher and the intensity of supports are lower because the tenants are often less vulnerable than tenants served by other approaches. Tenants served after a disaster may be currently employed or recently employed, but lost housing due to a disaster event or economic hardship.

Target population	Scattered Site Caseload	Housing Navigation	Single Site Caseload
Individuals ⁹	20–30	35	25–50
Families ¹⁰	20–30	35	20–40
Transition-age Youth (18–24 yrs. old)	20–30	35	20–30

⁹ <https://harrisrecovery.org/wp-content/uploads/2019/09/DR-Rental-Housing-Case-Management-Program-Guidelines-v1.1-Aug-2019-1.pdf>

¹⁰

https://www.acf.hhs.gov/sites/default/files/ohsepr/immediate_dcm_concept_of_operations_conops_october_2012_508_compliant.pdf