

Easy Referrals for Service

Any resident of the building may be referred to the building case manager. Residents may self-refer rather than go through SHA management. Referrals may come from resident's families, SHA staff, or outside professional staff such as GRAT, Full Life, Adult Protective Services, hospitals, or discharge planners.

High-Risk Residents

Typical identifiers of residents in need of ongoing case management include:

- Isolation due to dementia, physical or mental illness.
- Deteriorating living situation, failure to thrive, or hoarding behavior.
- Loud, intimidating behavior towards neighbors.

SHA staff are instructed to make referrals to Case Managers when a resident is behaving differently than normal for that individual or the behavior is not acceptable and may be a lease violation. Examples include:

- Resident behind in paying rent.
- Poor hygiene.
- Excessive use of 911 or emergency room services.
- Needs help with activities of daily living to remain in apartment.
- Forgetting keys to the apartment.

Savings for SHA and the Resident

By providing social work services, Aging and Disability Services' SHA team prevents unnecessary evictions. Annual SHA savings of approximately \$200,000 includes:

- Legal fees.
- Staff time.
- Apartment turnover costs (preparing for a new resident).



Building-based Case Management Program

*A partnership with
Seattle Housing Authority*



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For more than 20 years, Aging and Disability Services (ADS) has helped adults with disabilities to live independently in SHA buildings.

The ADS Case Management program provides social work services in 52 senior and/or low-income Seattle Housing Authority (SHA) public housing facilities.

An ADS team provides building-based services in 48 apartment buildings. In addition, ADS partners with the Chinese Information and Service Center to serve at International Terrace and Leschi House, and with Asian Counseling and Referral Service at Gideon Mathews and Beacon Tower.

The program provides SHA residents with a broad range of support and access to community services, enabling them to live as independently as possible and avoid unnecessary relocation to long-term care facilities or being evicted.

What Services Do We Provide?

ADS serves nearly 4,000 SHA residents, providing more than 8,200 hours of scheduled building office hours. Services include:

- Coordination with SHA staff and other service providers.
- Resident advocacy and referral.
- Assessment and authorization of service hours for residents on State in-home care programs such as COPES and Medicaid Personal Care.
- Case management services.

Levels of Service

Residents in need of service fall in one of the following case management levels:

- **Information & Referral** — Provide referral resources that the resident will follow-up on themselves.
- **Assistance** — Needs the same information but also requires assistance in accessing services, like filling out forms.
- **Case Management** — Requires monthly contact for ongoing areas that effect the residents ability to remain in their housing.
- **Mental Health** — Referrals made to a HUD-funded agency provider with mental health workers who work in Low Income Public Housing/SHA buildings.
- **In-Home Services** — State-funded in-home service programs include COPES, MPC, Medically Needy Waiver, and Roads to Community Living.



Crisis Incident Response

ADS building case managers help organize and assist in providing a forum for residents to receive updated information regarding crises, which may include fire, police activity, suicide, death, assault, or various crimes. There were 16 crisis incidents in 2010. Case managers provide residents with support, resources, and referrals.

Service Coordination

Case managers make referrals and assists with a variety of services, including:

- Visiting nurses.
- Monthly clinics that promote health through blood pressure checks, flu shots, blood sugar checks, and medication review and information.
- Emergency food distribution, coffee hours, wellness classes, and other social events and activities.
- Mobile library services, accessible computer labs, and training.
- Building activities such as meetings, classes, health screening, presentations, and community activities.
- PEARLS (Program to Encourage Active, Rewarding Lives) counseling for older adults with depression.
- Mental health and substance abuse services.

In 2010, case managers organized or assisted in 120 activities in SHA buildings.

