

MAXIMIZING COLLABORATION IN THE DEVELOPMENT OF HOUSING PROGRAMS

National Association of Case Management

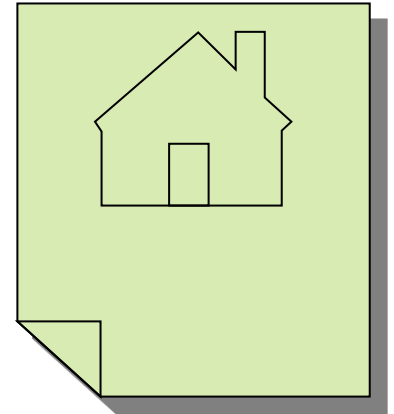
Annual Conference

October 1, 2013



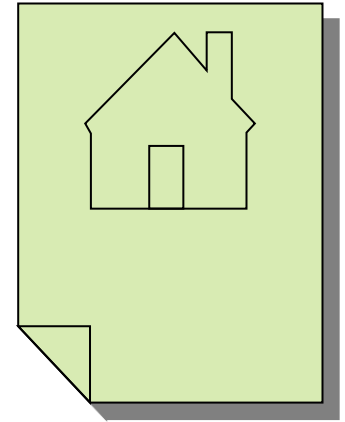
WELCOME!!!

Who we are:



-  **Lorena Keely**, Housing Coordinator , Service Access & Management, Inc. (Berks Co., PA)
-  **Stacey Keppen**, Resident Services Director, Reading Housing Authority
-  **Sharon Parker**, Executive Director, Berks Coalition to End Homelessness, Inc.
-  **Edward Speaks**, Blended Case Manager, Service Access & Management, Inc. (Berks Co., PA)
-  **Shawn Frankenstein**, Housing Specialist, Service Access & Management, Inc. (Schuylkill Co., PA)

Goals of this Workshop



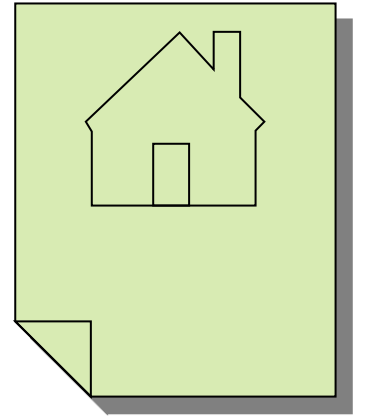
 **FOCUS**

 **EMPHASIZE**

 **LEARN**

Objectives

Your “Take-Aways!”



 **IDENTIFY**

 **RECOGNIZE**

 **LEARN**



THE BIG IDEA!!



- The Objectives of this Workshop are designed to help you understand your role as a case manager in helping persons' served find and maintain safe, decent and affordable housing, to see and apply in your day-to-day responsibilities that:

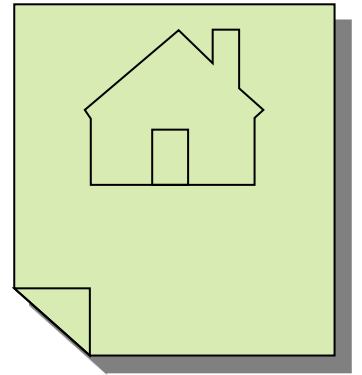
HOUSING

Is a

Central Aspect of Case Management



What Works!!



 **COLLABORATION**

 **LISTEN**

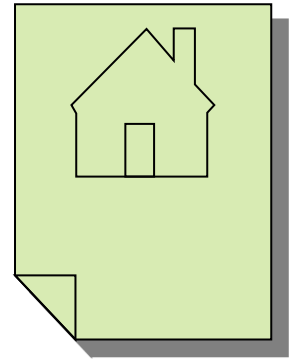
 **LEARN THE LINGO**






 **BE A JOINER**

 **SHAKE THE FOREST**

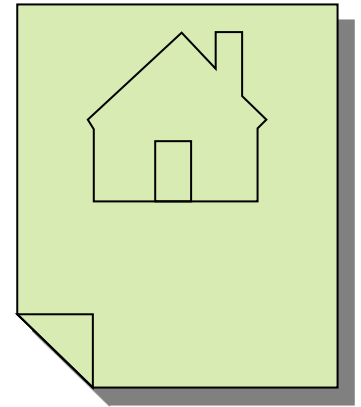
How We Got Here

Some Brief History & Background



-  **Sharon Parker** – Berks Coalition to End Homelessness
-  **Stacey Keppen** – Reading Housing Authority
-  **Lorena Keely** – Service Access & Management, Inc.
-  **Shawn Frankenstein** – Service Access & Management, Inc.
-  **Edward Speaks** – Service Access & Management, Inc.

History Lessons

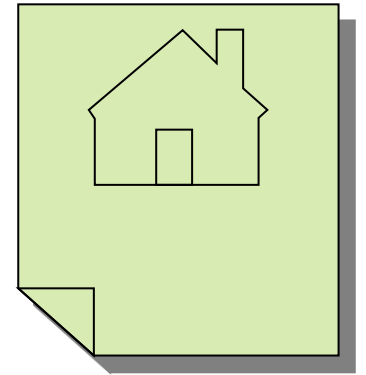






 **RECOGNITION**

 **LEARN FROM
OTHERS/GENERAL CONCEPTS**

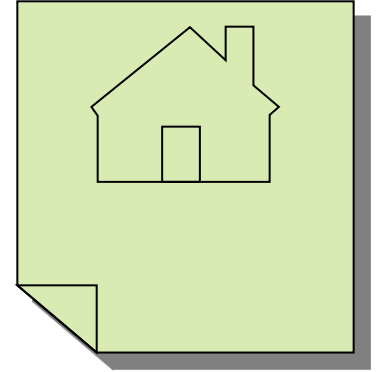
 **BEFRIEND**






Accomplishments



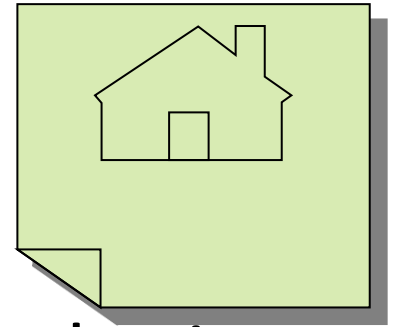
-  **Stacey Keppen** – Reading Housing Authority
-  **Shawn Frankenstein**– Service Access & Management, Inc. (Schuylkill Co., PA)
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-  **Sharon Parker** – Berks Coalition to End Homelessness

Share the Wealth





-  Be willing and open to consider new opportunities
-  Use a strength-based approach
-  Be creative!! Think “outside the box!”
-  Make yourself available
-  Acquire a working knowledge of HUD & local subsidized programs

Obstacles

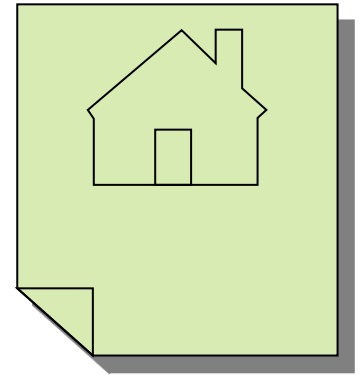


 **Stacey Keppen** – Reading Housing Authority

 **Shawn Frankenstein**– Service Access & Management, Inc. (Schuylkill Co., PA)

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Opportunities!!



- 🏠 **“Rationale Behind the Rules”**
- 🏠 **Missions may overlap BUT procedures & underlying values across systems may differ**
- 🏠 **“Think on your Feet” – Do the “Legwork”**
- 🏠 **Respect individual roles and responsibilities**
- 🏠 **“Greater Good”**



LEARN THE TERMS!!



HOUSING is a Central Aspect of Case Management

So.....

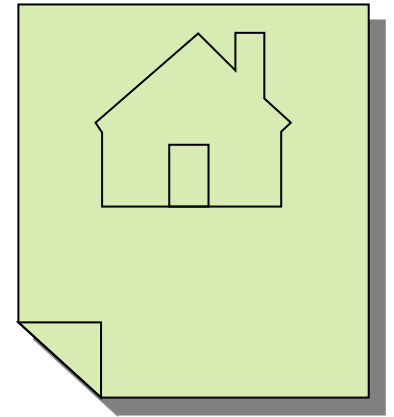
**LEARN AND SPEAK YOUR HOUSING SYSTEM
LINGO**


RETAIN & APPLY!!




**Learning, Understanding and
Speaking Housing
Terminology will enable you
to effectively work within and
through your local housing
system(s).**

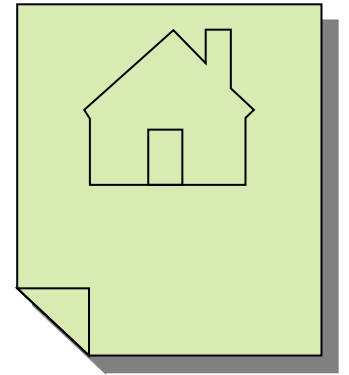
Big or Small



 **Shawn Frankenstein**— Service Access & Management, Inc. (Schuylkill Co., PA)

 **Edward Speaks** – Service Access & Management, Inc. (Berks Co., PA)

What Works for All



 **Mutual Understanding & Trust**

 **Maximize Resources**

 **Make the best use of funds**

 **Affirm and acknowledge roles**

BEFRIEND



Make a concerted effort to introduce yourself, get to know and build cooperative, beneficial and outcome-oriented relationships with housing professionals, landlords, housing agencies and housing services within your local community

SPEAK



Learn housing terminology so that you will understand how to effectively work within and through your local housing system(s)

BRIDGE



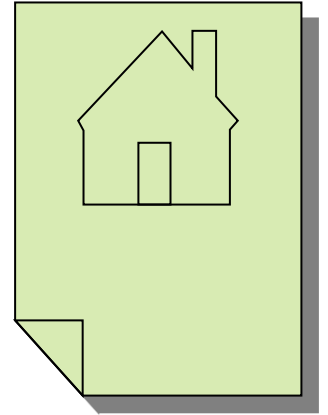
Foster mutual trust, understanding
and commitment with your local
housing system(s) so that you can be
the best and most effective advocate
for persons' served

SHAKE THE TREE



Be ready and willing to do the work that will enable you to discover not only what is currently available in your community, but also will begin the on-going process of building quality relationships which are goal and outcome-oriented, and will result in creating, developing, implementing, maintaining and improving successful housing programs

Contact Information



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THANK YOU FOR YOUR TIME!!

ENJOY THE CONFERENCE!!

