

CHARLOTTE-MECKLENBURG CONTINUUM OF CARE REQUEST FOR INFORMATION

Case Management White Paper

Background:

The Charlotte-Mecklenburg Continuum of Care (CoC) Board's strategic plan includes evaluating and improving case management services offered via CoC- and ESG- funded agencies to improve housing outcomes for clients served. The CoC Board seeks an experienced consultant to produce a white paper to study our community's current housing case management, and based on that research, inform us of the current state of case management.

Charlotte-Mecklenburg housing programs have seen an increase in needs from clients they serve. Agencies experience a high turnover rate in frontline staff, which causes disruptions for agencies and clients.

As of March 31, 2024, there were 2,853 people experiencing homelessness in our community. 708 of those are chronically homeless, a population which usually requires more intensive case management. Case management improvements will directly impact the following system performance measures: Length of time homeless, Exits to permanent housing, Increased income and Returns to homelessness.

The consultant will study the following areas:

- 1) Approach
 - a. Is there a community wide case management model we should be using? This should include an analysis of how peer communities approach case management for Rapid Rehousing (RRH) and Permanent Supportive Housing (PSH)
 - b. Is a team approach appropriate? If so, for both RRH & PSH and how does peer support/lived experience play a role?
- 2) Documentation Standards
 - a. Is there a best practice we should implement?
- 3) Turnover
 - a. What is leading to case manager turnover? (Is it compensation, lack of resources, etc?)
 - b. What are the recommendations for resolving the turnover causes?
- 4) Case Load
 - a. Is there a best practice for number of clients on a case load?
 - b. Should the number of people per capita experiencing homelessness inform our community on the number of case managers needed?
- 5) Time
 - a. Is there a standard amount of time a client should remain on case management, even if it goes beyond the subsidy?
- 6) Technology

- a. Is there a case management tool we should add to HMIS?
- b. Need to evaluate the current tool - Acuity Index - to determine if Org.Code or Acuity Index is the right tool for our community
- c. The City purchased Org.Code, which includes training. We would need to fund the integration with HMIS
- d. What technology do case managers need to do their job efficiently and effectively?

Project Management

The CoC Board & CoC Staff will serve as the primary contact for the consultants and will be the leadership team throughout the engagement.

If the consultant is not local to Charlotte, all meetings will take place via an online platform.

Project Timeline

The consultant should provide their anticipated timeline with the proposal. The anticipated beginning date is August 1, 2024.

Project Deliverables

The following is a complete list of project deliverables that the TA provider will provide to the Charlotte-Mecklenburg CoC.

	Deliverable Description
1.	Report on a suggested approach to case management
2.	Report on documentation standards and best practices
3.	Report on what is contributing to case management turnover
4.	Report on best practice for case load size
5.	Report on best practice for how long clients should remain on case management
6.	Report on suggested case management-related technology
7.	Submit final report by end of engagement
8.	Present findings to CoC Board

EXPECTED RESULTS

We expect a final report that will include an analysis of the current state of case management in our CoC and suggested actions to take to improve client housing outcomes.

PROPOSAL BUDGET

Please provide a detailed budget for the proposed scope of work.

RFI TIMELINE

RFI timeline:

Friday, May 31, 2024: RFI issued via CoC Weekly Digest, newsletters and networks

Friday, June 21, 2024: proposals due to: charmeckcoc@mecknc.gov by 5pm ET.

Week of June 24, 2024: Workgroup meets to review proposals

July 1-3, 2024: CoC Board approves selected consultant via voting survey

July 8, 2024: All applicants notified of outcome

July 8-31: selected consultant completes County procurement process

August 1, 2024: Engagement begins

If you have questions, please email: charmeckcoc@mecknc.gov.