

The EPP social worker will:

Review internal information from individuals seeking case management services

- Information regarding individuals interested in case management will come from one of two sources upon agreement of the individual to receive services, the participating attorney, or EPP staff
- Be responsible for client confidentiality documents and additional case documentation
- Serve clients individually with their specific needs. This process will begin with an intake form that is to be completed by the social worker, followed by ongoing, evidence-based assessments and interventions with each individual client.
- Select and use evidence-based methods for evaluation of outcomes and apply evaluation findings to improve practice effectiveness, as well as inform and improve EPP processes and outcomes.
- Meet with clients, either in person or through a digital platform (if the client has access)
- Meet with and establish relationships with local landlords, property managers, and agency personnel on behalf of clients.
- Assist clients with housing relocation, if needed. This will include meeting with local landlords and property managers, ensuring clients meet the eligibility requirements for potential rental units, and ensuring rental properties meet the minimum standards for habitation per the Hamilton County city code.
- Participate in check-in meetings with the EPP to identify themes and trends from work with community members, in addition to updates on clients currently being served.
- Update the EPP spreadsheet weekly with case updates in the designated section.
- Maintain the privacy of all clients served; all discussion pertaining to cases and distribution of funds must be kept within the team and not repeated outside meetings and coordination.
- Participate in the long-term goals of identifying policy levers and interventions that could serve the Chattanooga community

The social worker position is crucial to the EPP in that many EPP clients need additional assistance and support. Through the establishment of a strong, trusting rapport with each client served, the social worker is able to integrate evidence-based practices to develop mutually agreed-on intervention goals based on the critical assessment of strengths, needs, and challenges faced by clients; to refer and secure needed community resources; to utilize inter-professional collaboration to improve client outcomes; to identify policy levers at the local level that could better serve the community of Chattanooga; and to negotiate, mediate, and advocate on behalf of clients.

Notes:

-It is preferred that the social worker conducts initial intake with the client at the client's current place of residence. Person-in-Environment is a guiding principle in social work practice as it allows the social worker to understand the client and the client's behavior/needs/values in light of the environmental contexts in which the client lives and acts.

-Agency partnerships are crucial to this position. Partnerships are established through an MOU with the corresponding agency or entity that normally require 6-12 months of case management; the extent to which the social worker checks in with the client over the agreed upon time period is at the discretion of

the social worker but, at the very least, should be monthly. CHA Housing First Program, Mainstream 5 Housing Voucher Program, and Chattanooga Room in the Inn (CRITI) only accept referrals from authorized referral sources. Therefore, it is essential that the social worker establish partnerships with these agencies and any other community agencies that could potentially assist clients.

-Weekly check-ins, either by phone or in person, are recommended with each client as this allows the social worker to establish a trusting rapport with the client as well as continually monitor client progress.

-It is important that the social worker maintain a secure method of recording case notes; a suggested platform is onenote; the onenote files can be encrypted and stored on onedrive.

-It is important that the social worker understands the Housing Voucher program; how to assist clients in calculating their MAR, which properties accept housing vouchers, and so forth. It is also important to establish and continually maintain relationships with landlords/property managers. As the social worker, **you are your client's advocate and primary reference for rental applications.**

-It is important that the social worker recognize their case capacity and **maintain ongoing communication with EPP staff** regarding their current caseload and whether or not they can currently take on additional cases. Learning caseload capacity will take time and is subject to change regarding client needs, current state of cases, and so forth, but it's essential this is something that is continually monitored and communicated as it impacts practice effectiveness.

-It is important that the social worker retain extensive knowledge of community resources, demonstrate competence through providing appropriate resource linkage to each client, and establish and maintain a strong, trusting rapport with agency personnel.

-It is recommended a release of information (ROI) be drafted and that consent is given by each client, with clear communication of what the ROI entails. Many agencies will not give out information regarding the client's referral without a signed ROI by the client. This can create unnecessary setbacks and confusion.

-It is recommended that the social worker participate in the Coalition of Emergency Service Providers (CEAP) meetings, which occur on the second Wednesday of each month from 9:30 AM to 10:30 AM. These meetings are held via Zoom and attended by a group of local social service providers who meet to network, discuss community needs, and learn about resources and referrals to support and better serve clients. Local social service providers can be added to the listserv through contacting Meghan Creecy of Northside Neighborhood House (ceapchattanooga@gmail.com; 423-267-2217).