

**HOPE VI Community & Supportive Services
Best Practices - Case Management Strategies Triage
Tampa Housing Authority**

Color-Coded System Implemented to Better Serve Residents

In order to help minimize the impact of relocating while pursuing self-sufficiency goals, Tampa Housing Authority's Community and Supportive Services Case Managers (CSS) implemented a color coded case management system for the Riverview Terrace/Tom Dyer residents. Through implementation of the system, CSS staff was able to develop a working relationship with residents to better identify their needs. Cases were assessed based on the severity of becoming self sufficient, and needs and services. Each family was assessed and triaged according to the following:

RED cases - Heads of households who are seen on a weekly basis because they have been identified to have severe issues outside of employment, job training, employability skills and education. These cases included services for substance abuse, domestic violence, current probation, anger management, severe mental health, being active with the Department of Children and Family Services, and not having the capacity to remain independent. High risk families are red coded and therefore seen on a weekly basis.

YELLOW cases - Heads of households identified to have issues pertaining to lack of employment, employment skills, vocational rehabilitation, daycare and/or education (GED or High School Diploma). Families with YELLOW coded cases shall be seen on a bi-weekly basis as they are considered moderate risk.

GREEN cases - Heads of households that are employed or on a fixed income, unable to work and have all the wrap-around and supportive services in place to maintain self-sufficiency. Families with GREEN coded cases shall be seen on a monthly basis and are considered low risk.

For more information on this Best Practice contact:

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