

**United States Department of Housing and Urban Development  
HOPE VI Community & Supportive Services  
Best Practices – Resident Engagement/Case Management Services  
Easton Housing Authority**

Case managers at the Easton Housing Authority (EHA) struggled to obtain responses from residents when they sent them written documents. When case managers needed to get a signature or another from a client, they mailed the information and asked the client to return the completed document. However, in most instances, clients failed to return any documents.

To increase response levels, the EHA began providing residents with self-addressed stamped envelopes to return all documents. The increase in responses was overwhelming. Most clients now return all information in a timely manner. This was a simple solution that exceeded staff expectations, and it was also cost-effective. The only expense was one additional first-class postage stamp per client per mailing. This was a very simple practice yielded desirable results.

**For more information on this Best Practice contact:**

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