Chief Social Worker SOP – Housing Court

**General Duties:**

* Conduct intake and assessments for Housing Court participants to evaluate eligibility for social service assistance.
* Provide crisis intervention and de-escalation support to litigants during Court hours and in the field.
* Collaborate with local service providers to establish and streamline referral processes.
* Connect eligible litigants to the appropriate community service providers.
* Support Court staff with inquiries related to social services in cases.
* Research and connect with service providers for litigants who are not eligible for assistance from current agency partners.
* Regularly update and maintain a list of community resources and service providers.
* Collect and manage qualitative and quantitative data, including demographic information, referral outcomes, and unmet needs.
* Assess service outcomes to improve the delivery of services.
* Review and evaluate program outcomes to enhance service provision and Court operations.
* Attend and engage in community or agency meetings to inform the public about Housing Court services.

**Daily Tasks:**

1. Check Email & Voicemail for messages from tenants or social services. Follow up on communications from tenants and service providers.
2. Attend 1st Cause Hearing 9am – 12pm.
3. If the Judge or a Magistrate makes a tenant referral, the social worker must contact the tenant within 24 hours. (If the tenant does not answer, the social worker must send a follow-up letter including all contact information and request a callback.)
4. Once the social worker reaches out to the tenant, they must assess the tenant's housing situation and identify the specific issues they are facing. The social worker should then determine which services or resources may be most beneficial for the tenant. For example, tenants might be referred to organizations like the Department of Aging, Veteran's Affairs, or Catholic Charities.
5. The social worker must then share the contact information for the relevant services or resources with the tenant. Additionally, the social worker should address any concerns or questions the tenant may have. In some cases, the social worker might need to reach out to the organizations or services directly to coordinate on behalf of the tenant or to gather more information about a specific service.
6. The social worker must fill out the referral form on behalf of the tenant and send it to the appropriate service or organization.
7. Record and make notes in Odyssey to document the tenant's referral to a specific service.
8. Update the referral spreadsheet to include the tenant’s information and referral to a particular service, along with progress history.
9. Follow up with previous referrals and tenants to update the status of their current situation and progress in Odyssey and the referral spreadsheet.

**Monthly Tasks:**

1. Provide the court administrator with Monthly Referral Numbers. This information should include the number of referrals, callbacks, and follow-ups.
2. Ensure the resource and services list is up-to-date with current information.
3. Provide Housing Court staff with an updated resource and services list.

**Social Worker Forms Can be Found in the H-Drive with the following address:**

* H:\Social Services\Social Worker Forms

**Resources List:**

1. **Department of Aging (60 & up)**  
   **Contact:** Taijia Elder  
   **Email:** [TElder@clevelandohio.gov](mailto:TElder@clevelandohio.gov)  
   **Referral:** Send referral via email.
2. **Famicos Foundation**  
   **Location:** 1325 Ansel Rd, Cleveland, OH 44106  
   **Phone:** (216) 791-6476  
   **Service:** Housing Assistance & Affordable Housing.
3. **Reach Behavioral Health**  
   **Location:** 5445 Smith Road, Cleveland, OH 44142  
   **Phone:** (216) 453-1112  
   **Services:** Diagnostic assessment, community support program, psychiatric, and nursing services for homeless adults with severe mental disabilities.
4. **SSVF (VA Services for Homeless and At-Risk Veterans)**  
   **Phone:** 1-877-424-3838  
   **Service:** Prevents homelessness and increases housing options for homeless Veterans and their families by providing supportive services, community-based mental health and substance abuse services, and linkage to benefits.  
   **Partnerships:** EDEN and Cleveland Mediation Center.
5. **Frontline - Coordinated Intake**  
   **Location:** 1744 Payne Ave, Cleveland, OH  
   **Phone:** 216-674-6700 (Press #1 when prompted for shelter assistance)  
   **Hours of Operation:**  
   Monday - Friday: 8 a.m. - 8 p.m.  
   \*\*\*For shelter after hours (8 p.m. or weekends): **Call 211**.  
   **Shelter Availability:** 365 days a year, 7 days a week.  
   **Important Info:** Intake is over the phone only; do not physically visit Coordinated Intake.

***Services Coordinated Intake Provides:***

* + *Exploration of alternatives to shelter or shelter diversion*
  + *Referral for emergency shelter*
  + *Referral for emergency services (medical issues, mental health, substance abuse)*

***Services Coordinated Intake Does Not Provide:***

* + *Locating housing/rental assistance*
  + *Rapid Rehousing*
  + *Eden Vouchers*
  + *Permanent Supportive Housing Vouchers*
  + *Shelter or homeless letters (contact the shelter where you stayed to request this)*

1. **Permanent Housing with On-Site Supportive Services:**
   * **North Point Transitional Housing**  
     **Location:** 1550 Superior Ave, Cleveland, OH 44114  
     **Phone:** 216-455-0095  
     **Service:** Transitional housing for non-disabled men with supportive services for competitive employment and permanent housing.
   * **Permanent Housing for Young Adults (ages 18-24)**  
     **Location:** 1383 W 114th St, Cleveland, OH 44102  
     **Partnership:** YWCA Independence Place  
     **Service:** Permanent housing with supportive services for young adults experiencing homelessness.
   * **Safe Haven I**  
     **Location:** 7408 Broadway Ave, Cleveland, OH  
     **Service:** Specialized psychiatric and supportive services for chronically homeless persons with severe mental disabilities and a need for daily living skills.
   * **Safe Haven III**  
     **Location:** 1707 Brainard Ave, Cleveland, OH 44109  
     **Phone:** 800-661-1690  
     **Service:** Specialized psychiatric and supportive services for chronically homeless persons with severe mental disabilities and a need for daily living skills.
2. **Affordable Housing Hub (Low-Income Housing Search)**  
   **Website:** [**https://search.affordablehousinghub.org/oh/cuyahoga/cleveland/44108**](https://search.affordablehousinghub.org/oh/cuyahoga/cleveland/44108)

**Mental Health Services**

**1. Mobile Crisis Team (MCT)**

**Contact:** (216) 623-6888  
**When to Contact:**

* For someone experiencing acute psychosis.
* For individuals needing psychiatric support in Cuyahoga County.
* Available for both adults and children.

**Summary of Services:**

* Provides **24/7 outreach** and **suicide prevention hotline**.
* Offers **evaluation, intervention, referral, and disposition services** for individuals facing a mental health crisis (adults, adolescents, and children).
* Services are available at any location within **Cuyahoga County** where the crisis is occurring.
* MCT works to link individuals in crisis with other community service providers (e.g., hospitals, mental health agencies, schools) to address immediate needs and offer support for future life stressors.
* Aimed at **preventing future crises** by developing treatment plans, coordinating support, and arranging **follow-up services**.

**2. Frontline Outreach Team**

**Outreach Manager:** Anola Smith  
**Contact:** (216) 327-0305

**Services Provided:**

* Establishes **housing plans** for individuals facing eviction or needing housing assistance.
* Can be contacted **in advance** or within **24 hours** of need.
* **Resource** for individuals who may need support related to hoarding, although may not be the best fit for direct treatment needs.