

Under 1 Roof

Community in action

What is care coordination?

Case coordination or care coordination is a process utilised in a variety of contexts including aged care and health. Case coordination often emerges because most service systems have multiple parts and because people inevitably have varied and unique needs.

In addressing homelessness, it is usually essential to integrate a number of resources, elements and contributions. Case coordination is an approach that brings together the support, housing and other assistance a person needs in ways that increase the likelihood of a permanent exit from homelessness or the sustainment of a tenancy at risk.

Case coordination is a way of working that strives to make the homelessness system work for people and reduce the risk that they fall through the cracks simply because a support and housing plan is fragmented and loose. The challenge with case coordination is to bring together the best possible mix of resources, support, housing options and other opportunities so that people no longer face a system that is too complex to navigate.

In Under 1 Roof, care coordination is used to help a person exit homelessness and to sustain a tenancy and prevent the re-emergence of homelessness. While U1R uses meetings to work on collaborative support and housing plans, care coordination is more than a meeting—it is an entire approach to more assertively and persistently bringing together key elements and resources in the context of significant vulnerability. As such it is very out-

comes focussed.

Case coordination is usually characterised by the following essential elements:

- a number of participants are involved
- coordination emerges in the context that participants depend on each other to carry out diverse activities that contribute to the care and wellbeing of a person
- each participant needs adequate knowledge about their own role, others' roles, and available resources
- to manage all aspects of care, participants rely on an exchange of information
- the integration of support activities has the goal of facilitating the appropriate delivery of coordinated care to homeless people.

Adapted from National Centre for Biotechnology Information (NCBI) <http://www.ncbi.nlm.nih.gov/books/NBK44012/>

One definition of case coordination from a health context is adapted here for application to homelessness:

Case coordination is the deliberate organisation of supportive activities between two or more participants (including the person) involved in a person's care. Case coordination aims to facilitate the appropriate delivery of specialist and generalist services to a homeless person so they can exit homelessness and sustain a tenancy. Organising care involves the marshalling of personnel and other resources needed to carry out all required support activities, and is often managed by the exchange of information among participants responsible for different aspects of care.

Adapted from National Centre for Biotechnology Information (NCBI) (2010) <http://www.ncbi.nlm.nih.gov/books/NBK44012/>