



COVID-19

Homeless System Response: What to Expect from Remote Case Management

***Please Note:** The first page of this document was intentionally left blank so that providers can omit and share this with their clients.*

What to Expect from Remote Case Management



Using Technology

- Your case manager may ask you to use a “virtual meeting” app. Find which “virtual meeting” app works best for you. Common apps are WhatsApp, Zoom, and Face Time.
- When possible, use your own phone, computer, or tablet when meeting with your case manager. If you are using someone else’s phone, let your case manager know so they do not share private information.
- It is helpful to be in an area where you can connect to Wi-Fi. If you do not have access to Wi-Fi or are having Wi-Fi issues, let your case manager know.
- Because your case management meetings may now be virtual or through a phone call, you may run out of data or minutes faster than usual. Before meeting with your case manager, let them know if you are running low on data.
- Technology does not always work, so it is important to have multiple ways to get in touch with your case manager (like a phone number and an email address) and to always feel comfortable asking for help.
- Your case manager may ask you to sign a document electronically. You can do this with email or using a phone with a camera.
- If you are learning to use some of this technology for the first time, you are not alone! Do not hesitate to let your case manager know if you need help learning.



Finding Privacy

- If you are living with roommates, friends, or family, it may be hard to find privacy when talking to your case manager. Try to find space to have private conversations and stay away from distractions. When needed, use headphones.
- If you are worried about others hearing your conversation, you can create a “safe word” with your case manager which can be used to signal when others have entered the room.



Communicating

- Because some services may not be available or have slowed operations during this time, your case manager may not be able to connect you to all the services you need as quickly as usual.
- Communicating regularly can be difficult if you are juggling responsibilities like work and childcare. Let your case manager know how frequently and what time of day they can contact you.
- Let your case manager know of any immediate needs you have, including help with staying safe or help with obtaining food or hygiene products.