



Case Conferencing

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What is Case Conferencing?

- It is a structured, collaborative practice.
- It brings together diverse stakeholders within a homelessness system in a coordinated process to support individuals experiencing homelessness. These stakeholders connect individuals to the services and resources they need — such as stable housing, health, employment, and other support needs.
- It relies on an up-to-date By Name List Data tool. This helps us understand who needs support, tracks individuals' progress, and prioritizes resources for those with the most urgent needs.
- The goal of case conferencing:
 - ◆ to make **homelessness rare, brief, and non-recurring** by ensuring that individuals do not fall through the cracks and receive the right support, at the right time, to secure and maintain stable housing.

Where can I access the case conferencing resources from today?



What do we need to do to have effective case conferencing?

What communities need to do		Resources/Tools
Enhance Collaboration	Case conferencing fosters stronger relationships between key service providers while creating opportunities to connect with new partners who are also involved in the homelessness system. In this collaborative space, it encourages cross-sector engagement, breaking down silos and ensuring all relevant partners work together.	<ul style="list-style-type: none"> → Team Alignment → Improvement Mindsets → Facilitation Guide → Agenda Building → Mitigating Bias
Adopt a Person-Centered Approach	Case Conferencing involves navigating complex cases- therefore you need to develop tailored, client-centered plans. This approach ensures that services address the specific housing and support needs of individuals and families, focusing on their unique circumstances rather than applying a one-size-fits-all solution.	<ul style="list-style-type: none"> → Trauma Informed Care principles → Individualized Housing Needs → Learning Loop
Coordinate Scarce Resources	Case conferencing helps communities identify gaps in services or resources and avoid duplication to ensure efficient allocation of resources and allows teams to maximize impact when resources are limited.	<ul style="list-style-type: none"> → Housing Problem Solving → Active Listening → Strength Exploration
Leverage Local Expertise	Case conferencing allows for knowledge sharing among local service providers and community leaders. By tapping into the collective expertise, communities create innovative solutions to achieve the best possible outcomes for individuals on the By-Name List. This includes lived experience experts.	<ul style="list-style-type: none"> → Stakeholder mapping to build your dream team → Feedback loop with improvement & leadership
Be Data-Driven	Case conferencing is a space to effectively use data to track individual progress and overall aim to end homelessness in their community. Every action being taken should be informed with up-to-date, accurate information.	<ul style="list-style-type: none"> → Housing with Urgency → Target Move-In Dates → Tally Sheet → Buckets → Fundamentals for Change
Create Accountability and Ownership	Case conferencing creates clear lines of accountability by assigning roles, responsibilities, and actions to specific partners, while fostering ownership over the processes	<ul style="list-style-type: none"> → Agenda Building with role assignments → Setting meeting objectives → Celebrating wins