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Reach up Case Manager – NEKCA PCC North  
February 25, 2019

**REACH UP CASE MANAGER: NEKCA PARENT CHILD CENTER NORTH**

In partnership with the Newport Office of its DCF Economic Services Division, the Reach Up Case Manager at NEKCA's Parent Child Center North holds a vital role in supporting the community's holistic approach to providing young families with appropriate guidance and support services through progressive case management tailored to their individual goals of achieving self-sufficiency. While tasked with supporting Participants' monthly compliance with their community service placements, the PCC Reach Up Case Manager in Newport provides specialized assistance to young families, often single parents, to overcome their barriers to gaining and retaining employment, most importantly those barriers related to any lack of education, transportation, and/or childcare services. Services also include almost anything that families need: home visits, teen parent education, parent support, information and referral to early childhood services, VocRehab employment services, mental health & wellness services, and emergency housing services.

A recent example of a very young parent provides evidence of the utility of NEKCA's PCC Reach Up Case Manager position. On 11/19/18 the PCC CM in Newport finally received communication back from a new Reach Up Participant he had been reaching out to since early-October to begin her case management services. The PCC case manager, following the State's RU Rules, was soon going to have to request that she be sanctioned for non-compliance, however on that day she called to report that she had just received an enormous amount of back-mail at a friend's PO Box, including his mailings, that she hadn't been able to access to that point because she had been living homeless with her 2 yr old child, without reliable transportation or phone. Upon their first 1:1 meeting later that week, it was clear to the PCC CM that typical talk of work requirements & FDPs had to be temporarily postponed until her more-urgent need to secure housing for her and her child was addressed immediately; in two days she would no longer be able to stay at her current shelter and said she had no idea where she was going to be able to go next. Within 20 minutes the PCC CM had Housing Specialists from both

the Outreach and Youth Services Departments at NEKCA in the office speaking with the young mother, problem-solving her crisis. Based on her extreme need, NEKCA's Youth Services Department was immediately able to house her and her child in one of their Transitional Living Program apartments for up to one year. From that point forward the PCC Reach Up CM has been successful in working with the Participant to create an effective Family Development Plan using a new childcare subsidy and ride request schedule through Ready to Go, in order for her to be in full compliance with her community service requirement. This young mother has since enrolled herself in new coursework at CCV in Newport that she attends as part of her RU work requirement and says she is feeling more hopeful every day about her future than just a short while ago.