



RAINCITY HOUSING-HOUSING FIRST ICM TEAM IN SURREY AND TRI-CITIES OUTREACH PROGRAM

WHAT IS ICM

The Intensive Case Management (ICM) team is a housing first program based in Surrey and Tri-Cities and all of the work is done on an outreach basis, this means that all the work occurs in the community and crisis support is available seven days a week, 24 hours a day. Program staff are closely involved in linking Participants to health, mental health and substance use as well as other various leisure and employment services in community based on client centered goals. Using the Housing First approach, self-determination and choice are at the center of all decisions and interactions. Our partner, MPA, locates market units and builds and maintains relationships with landlords.

Housing First

The Housing First ICM Team incorporates 'housing first' approaches into the Intensive Case Management model. Housing First is a recovery-oriented supportive housing approach that operates on the principle that homeless people living with mental illness/or substance use should be offered immediate access to rent supplements so they can live in the same kinds of permanent independent apartments that are typically available to people without mental illness. Self-determination, choice and harm reduction are at the centre of all considerations with respect to the provision of housing and support services.

Who we are

The intensive case management team is composed of four Staff and a Program Manager. What makes this team unique is that all Staff on the team and the Manager are identifying as PWLE. Each staff is also a Case Manager with individual job titles. Our team consists of Aboriginal Service Coordinator, a Peer Support Specialist, a Housing First Specialist, and a Housing First Outreach Worker – who meet once a week with people in their homes.

What we do

The team assists Participants who have a history of being homeless many times, some for long periods of time, or both. The team provides supports and access housing for folks in the community of their choice while assisting them in achieving their personal recovery goals. The team's participants are offered supports via a brokerage model where the team connects the Participants to medical, counselling, substance use, mental health and community supports.

RainCity Housing-Housing First Surrey ICM Team

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