



Peer Case Management Institute (PCMI)

July 2025

Agenda

- I. Program Overview
- II. Program Development
- III. Program Design
 - Computer Training
 - Case Management Classroom Training
 - Practicum Placement
 - Completion Ceremony and Beyond
- IV. Program Outcomes
- V. Lessons Learned & Next Steps
- VI. Questions & Discussion

PROGRAM OVERVIEW

Program Vision

Create an institute that provides classroom and field-based training to individuals with lived experience of homelessness to develop successful case managers for our homeless services system.



Program Goals

01

Create long-term career pathways and pathways to the middle class for individuals with lived experience of homelessness.

02

Utilize the expertise of individuals with lived experience of homelessness to assist the consumers currently in the homeless services system

03

Create a new pipeline of case managers who are prepared to serve people with diverse and complex needs while growing the capacity of our housing system

PROGRAM DEVELOPMENT

Program Development



Centering Consumer Voice

Met monthly with DC ICH Consumer Group and Youth Board throughout program development for feedback on program design



Hiring and Practicum Feedback

Met monthly with CoC providers for input on program design and needs of the hiring and practicum providers

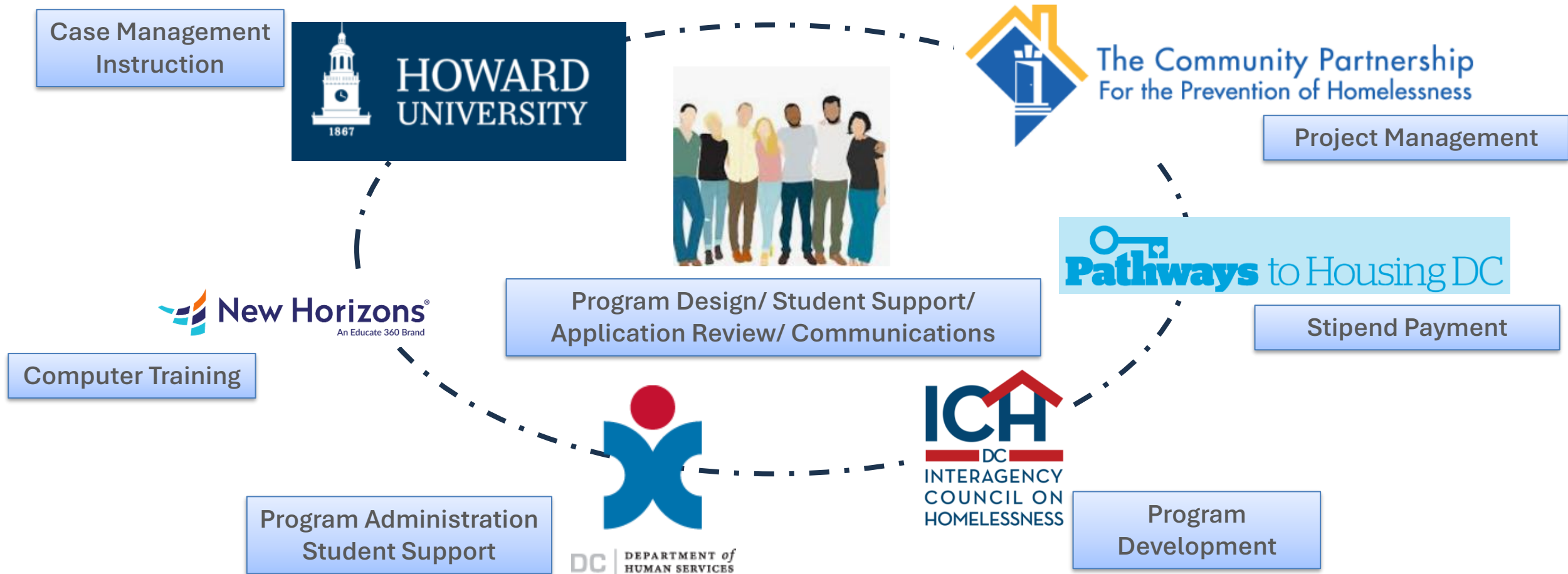


Broad Stakeholder Feedback

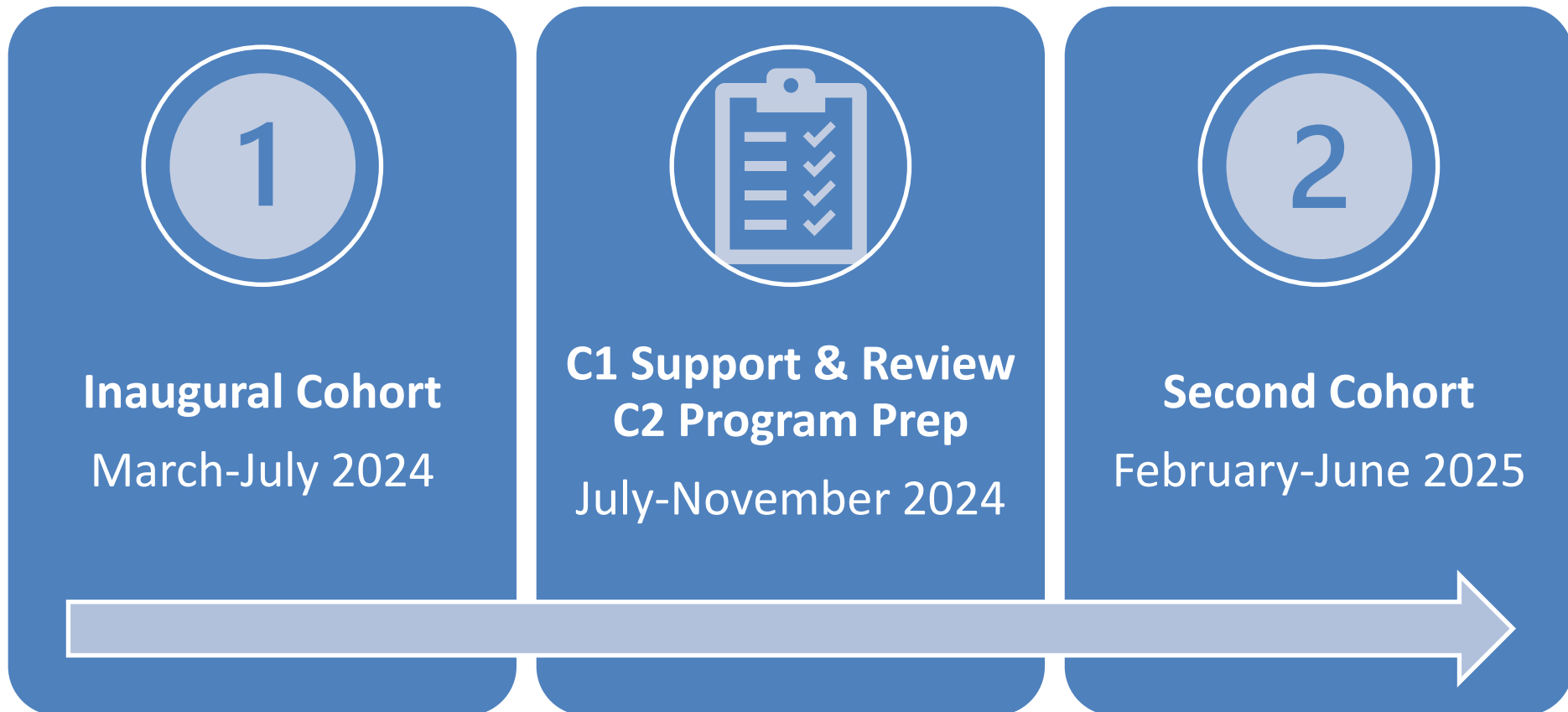
Attended DC ICH WGs to gain feedback from all stakeholders (advocates, providers, PLE, government partners)



Partnerships

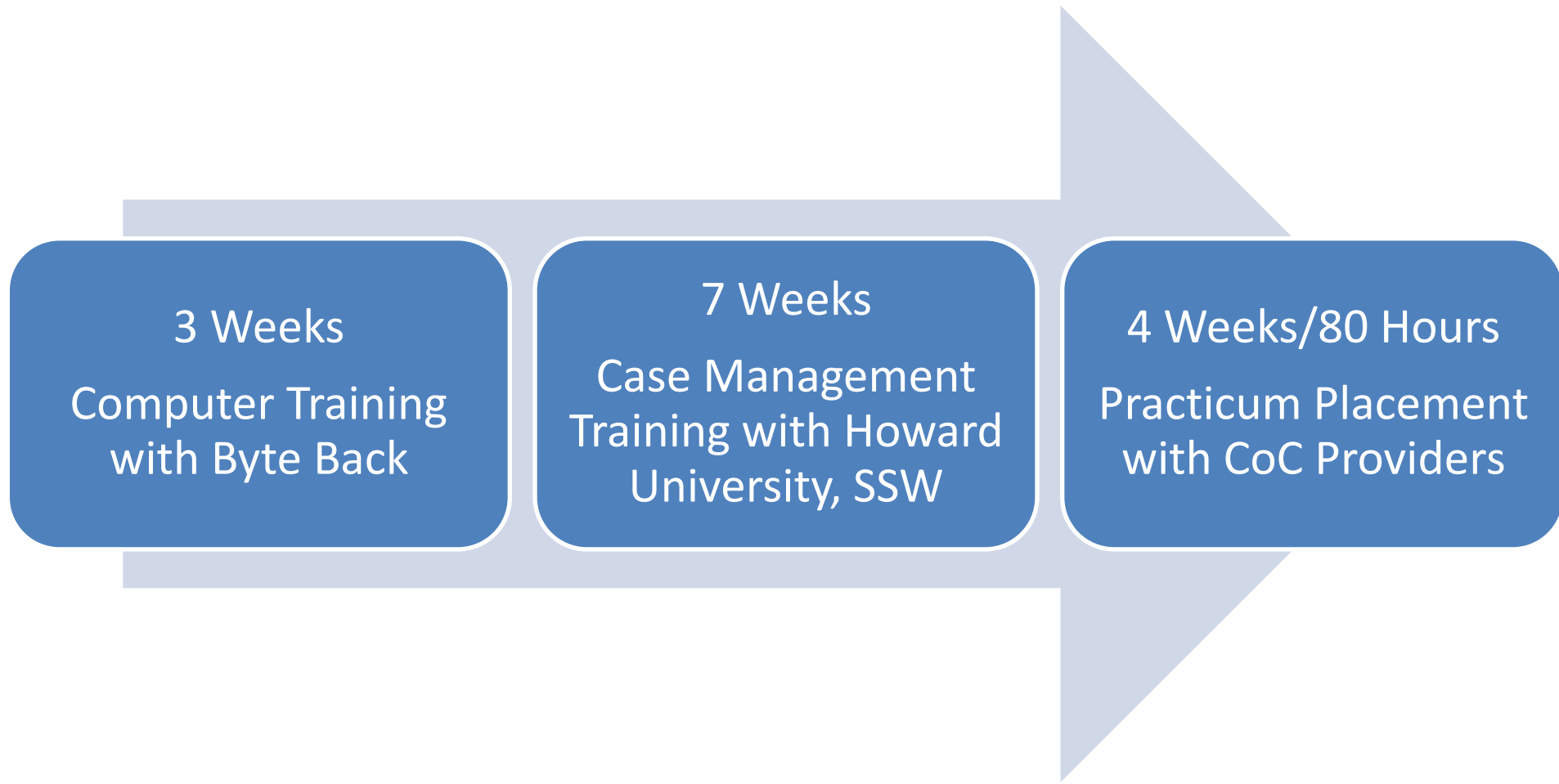


Cohort Timeline

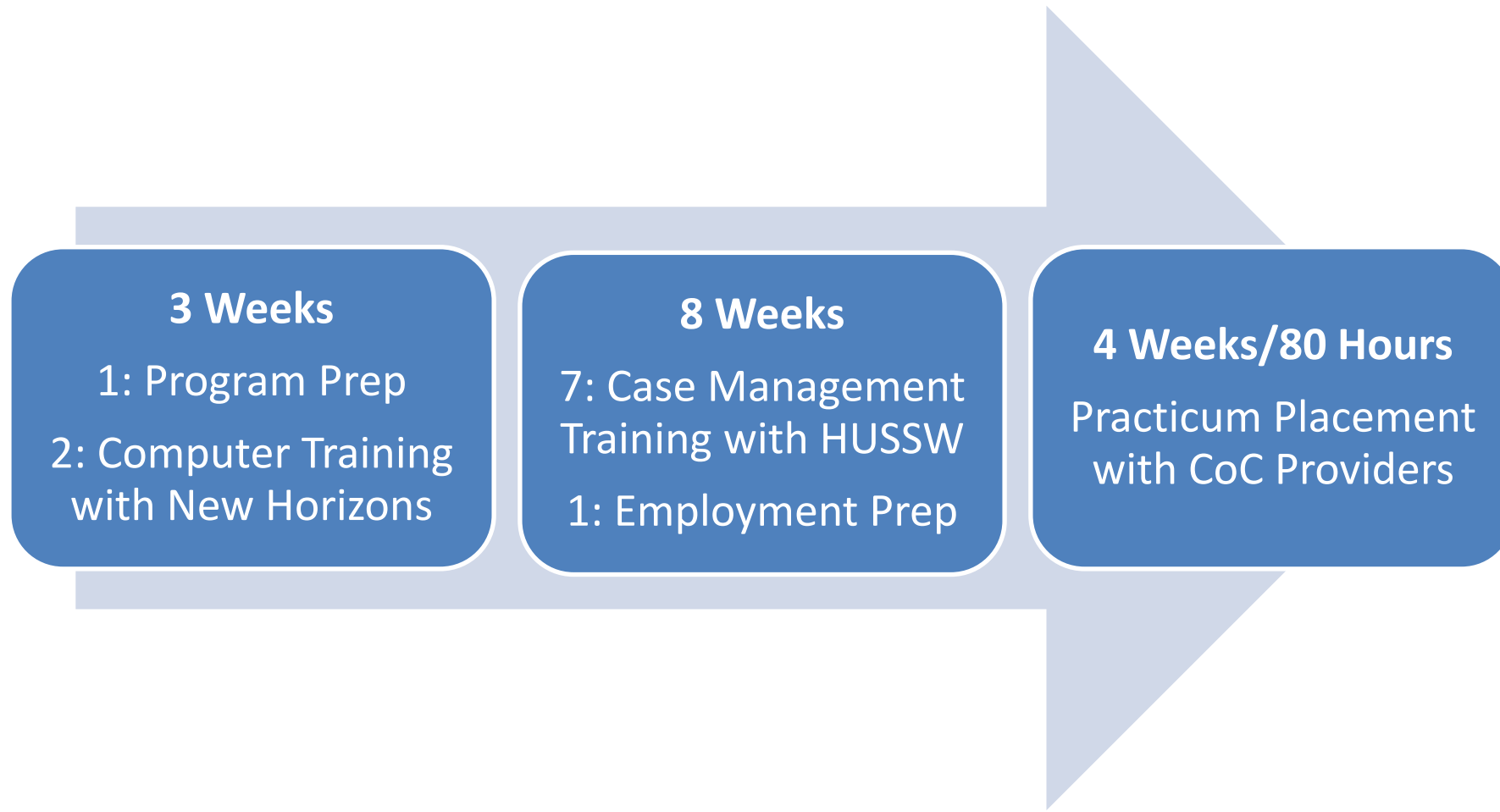


PROGRAM DESIGN

Cohort 1: Design Overview



Cohort 2: Design Overview



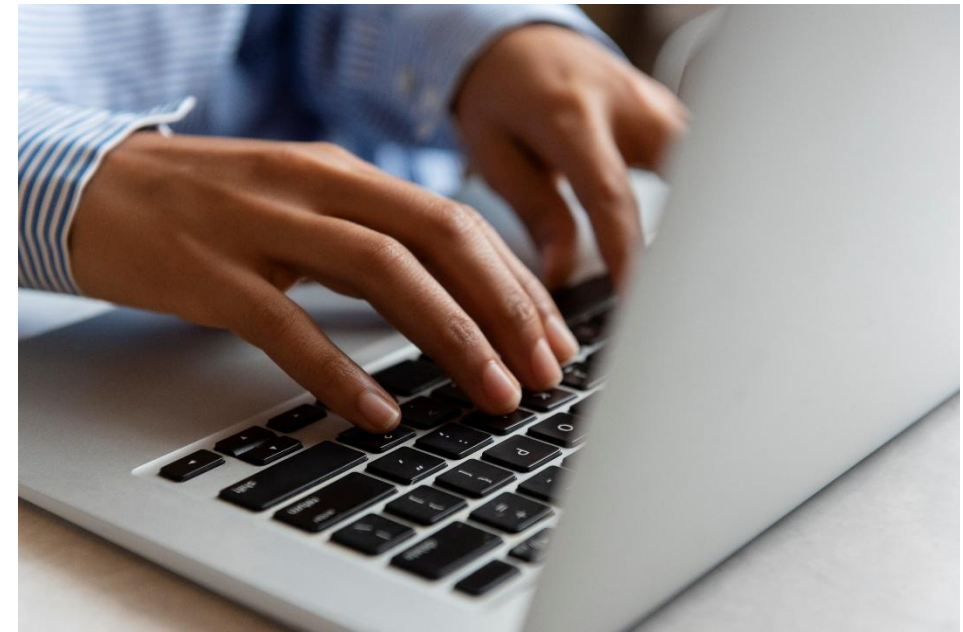
Operations Overview

- 40 students per cohort, split into a morning and afternoon class.
- Students receive a laptop, monthly transportation funds, and a \$17 an hour stipend for their time in training/practicum.
- Project manager is onsite daily during computer and case management classroom training.
- If needed, students were referred to case management for their own situations during the program.



PCMI Computer Training

- Students complete a computer proficiency test, which allows them to test out.
- Computer classes are provided by computer training specialists.
- Classes are three hours a day.
- Students learn the basic functions of the computer, internet, email, and the Microsoft suite.
- Students are paid their stipend during this time.



Case Management Classroom Training

- Students receive seven weeks of case management training in person at the Howard University School of Social Work (HUSSW) by HUSSW faculty.
- Students were split into morning and afternoon classes.
- Class was M-F: 3 1/2 hours a day for cohort 1, and 3 hours a day for cohort 2 (curriculum on next slide).
- Each Friday focused on self care.



Classroom Training Curriculum

1. Overview of Case Management
2. Unique Value of Lived Experiences
3. Use of Self and Professional Boundaries
4. Self-Care Toolkit
5. Trauma Informed Care
6. Trauma of Homelessness
7. Identifying Triggering Behavior
8. Building Rapport
9. Active Listening
10. Strengths-Based Communication
11. Managing Dual Relationships
12. Motivational Interviewing and Stages of Change
13. De-escalation Techniques
14. Cultural Competence
15. Professional Communication Tips
16. Writing Case Notes
17. Problem-Solving and Troubleshooting
18. Building Professional Relationships
19. Case Management Scenarios

Practicum Overview

Shadowing Case Managers

Understanding the
day-to-day life of a
case manager

Training and Supervision

Receiving weekly
supervision and
daily training

Supervised Service Provision

Providing supervised
services to clients

Documentation

Writing and entering
case notes into
system of record

Practicum Matching

14 → 20 different providers offered to host students across an array of case management roles.

Students were placed with day centers, outreach, shelters, PSH, RRH, and transitional housing teams.

- Providers completed a Smartsheet with basic information on the practicum roles available at their provider.
- Students completed a Smartsheet on their preferences including case management role, location, provider preferences, etc.
- Students were then matched using this information and connected with their practicum provider.

Practicum Design

- Students work with their Practicum Supervisor to create a schedule to complete their 80 hours across the designated four-week period.
- Practicum Supervisors attend a training on case management supervision and expectations of the PCMI Supervisors.
- Quality supervision takes time and attentiveness; therefore, providers are provided payment for hosting a student.



Practicum Support & Evaluation

The Field Practicum Supervisor provides both support and evaluation:

1. Provides a minimum of one hour of face-to-face supervision per week
2. Maintains a log of all supervisory meetings and student activities
3. Completes a mid-way and final evaluation of the student's performance.



Employment Preparation

Contract/Grant Preparation

- Worked with our operations teams to ensure DHS contracts/grants allow certificate holders to be hired as case managers with DHS providers.

First Cohort Support

- During the PCMI Spring break, we partnered with our TANF and SNAP E&T teams to provide employment support, resume assistance, etc.
- After practicum completion, we offered students interview prep and mock interviews.

Second Cohort Support

- We built resume assistance/interview prep into our final week of class.
- This provided a greater opportunity that all students could attend and allowed students to be provided a stipend for their time.

Cohort 1: Completion Ceremony



Cohort 1: Post Completion Ceremony

- Had onsite office hours to actively support students with updating resumes, job searches, connection to CoC job openings, application submission, and interviewing.
- Partnered with TANF and SNAP E&T to utilize their employment expertise.
- Hosted a bi-weekly group - available for all students - to support those moving into case management roles, as well as those in the job search process.
- Completed a post-program review by gaining feedback from students, practicum providers, and program partners.

PROGRAM OUTCOMES

Cohort 1: Program Outcomes

Applications Received	630
Program Enrollment	40
Completed Classroom Case Management Training	35
Completed Practicum Placement	35
Received Peer Case Management Institute Certificate	35
Employed	22

Cohort 1: Student Quotes about PCMI

"I found my calling."

"I am very quiet and very private. I found my voice."

"I have the language to be able to engage with people."

"The class boosted my confidence and gave me my hope back."

"This is the start of something beautiful."

"I grew up in DC and never thought I would be going to Howard."

"I was able to reconnect with myself and become the best version of me."

"I am a different person now, especially in terms of navigating professional spaces."

LESSONS LEARNED & NEXT STEPS

Lessons Learned: Cohort 1

- There is incredible interest for a program like this.
- Community engagement and client centered design is key.
- Onsite support – in addition to faculty - is crucial.
- Dedicated staff is needed for this program.
- Computer classes made for a smooth transition to Case Management Training.
- Classes can be triggering for students – consider this in curriculum development/timing.
- Many participants may be parents – think about what class times are best to accommodate school/camp drop off/pick up? What time of year is easiest?
- Consistency was key to students – whenever possible, be consistent!
- Be flexible! Not all your assumptions will be right.

Recommendations

1. Work to ensure your hiring practices and those of your contractors/grantees allow the hiring of the students in your program.
2. Work to gather community support for hiring program graduates.
3. Partner with an experienced education provider.
4. Provide consistent and early engagement with practicum providers.
5. Provide students information on benefit cliffs and how employment could affect their benefits.

Next Steps

Cohort 2 students graduated on June 23rd at Howard University School of Social Work.

Next Steps:

1. Provide post graduation employment support
2. Complete a Cohort 2 program review and make improvements for Cohort 3.
3. Launch Cohort 3 next year.



QUESTIONS AND DISCUSSION

Q&A



Discussion

Turn to the person next to you and discuss:

1. Could your community benefit from a program like this one?
2. What would it take to create a program like PCMI in your community?
 - Who would you need to get onboard?
 - What personnel and financial support would you need?
3. What are the first three steps you would take to explore creating a program like PCMI in your community?