

# APLAHealth

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APLA Health provides quality healthcare, life-saving services, camaraderie, compassion, and comfort to all who come through our doors. Our dedicated team of healthcare professionals is committed to providing personalized and compassionate free and low-cost medical services, tailored specifically to meet the unique needs of each individual we serve. APLA Health serves as a medical home providing an array of integrated healthcare services through 71,000+ billable patient visits and nearly 10,000 enabling services visits each year. Services provided include: medical, dental, behavioral health and HIV care; pharmacy; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, APLA Health offers housing support; benefits counseling; home healthcare; and the Vance North Necessities of Life Program food pantries; among several other critical support services.

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***We offer great benefits, competitive pay, and great working environment!***

*We offer:*

- *Medical Insurance*
- *Dental Insurance*
- *Vision Insurance*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *11 Paid Holidays*
- *4 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched (6%) 403b Retirement Plan*

***This is a great opportunity to make a difference!***

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**Requisition #:** 48345

**Status:** Full-time, Non-Exempt

**Schedule:** Monday – Friday, 8AM – 5PM

**Onsite or Hybrid:** Hybrid

**Bilingual (English/Spanish):** Yes: Spanish Assessment required to pass prior to offer.

This position will pay \$26.20 - \$30.35 hourly. Salary is commensurate with experience.

## **POSITION SUMMARY:**

An Intensive Case Manager (ICM) is responsible for assisting clients who are homeless and who have a chronic illness or physical disability in every stage of the housing stabilization process. Services are provided most often in the client's home, and include

intensive coordination and evaluation of the client's needs, abilities, and progress in gaining access and maintaining health, mental health, benefits, and housing stability.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Confirm eligibility upon receipt of client referrals, assist clients with gathering other program eligibility documentation, and complete project intake forms.
- Conduct an initial face-to-face DHS-approved comprehensive psychosocial assessment within two (2) business days of the client's enrollment.
- Develop and implement an individualized case management service plan with the client to address the needs identified in the initial DHS-approved psychosocial assessment.
- Conduct DHS-approved comprehensive reassessments and update case management services plan on an ongoing basis, but not less than once every three (3) months.
- Assist client with access to temporary crisis housing and placement (e.g., emergency shelters, transitional livings, motel vouchers, crisis beds, etc.) until permanent housing placement is secured.
- Assist client in completing applications for Section-8, other low-income housing programs and accompany clients to all related appointments.
- Provide housing location services, such as rental lists, cold call rental ads on behalf of the client, internet search, CHIRPLA website, and field housing search.
- Assist clients with the timely completion, submission, and coordination of lease agreements.
- Coordinate move-in and provide tenant orientation, including but not limited to educating clients about neighborhood amenities, services, and transportation.
- Maintain regular ongoing face-to-face client contact, including home visits and accompaniment to medical appointments with clients, at a minimum of three (3) or more face-to-face visits per week at initial engagement.
- Ensure clients are linked to and accessing health, mental health, and substance use services, and other supportive services, as needed and provide ongoing monitoring and follow-up.
- Assists clients in learning to use fiscal resources through budget planning and instructions in spending, and obtaining income and/or establishing benefits and assisting with applications to entitlements including SSI, SSDI, GR, Unemployment, health insurance benefits, etc.
- Assist clients with locating and securing employment and volunteer and/or educational opportunities.
- Provide transportation, as needed, by means of bus fare/pass or private vendor. Assist clients with increasing their capacity to meet their own transportation needs.
- Assist clients with accessing services to address their immediate needs (e.g., access to temporary housing, food, clothing, and other basic necessities).
- Assist clients with life skills and community participation
- Assist clients with gaining, restoring, improving and/or maintaining daily independent living, social/leisure, and personal hygiene skills.

- Assist clients with maintaining medication and treatment regimens, including accompanying clients to appointments with health, mental health and/or other care providers.
- Assist clients with monitoring any legal issues and making appropriate referrals to overcome any barriers to accessing and maintaining permanent housing and supportive services (e.g., credit history, criminal records, and pending warrants).
- Educate clients about tenant rights and responsibilities, including but not limited to effective communication between property owners, ICM, neighbors, and compliancy to lease agreements, house rules, paying rent, eviction prevention, etc.
- Document within the clients' records all eviction prevention interventions provided.
- Work with property management staff and Housing for Health partners to help clients resolve issues that threaten their housing stability. Meet jointly with clients and property management staff to address issues and develop plans for improvement.
- For clients who are transitioning out of intensive case management services, staff shall coordinate activities with other service providers to ensure that the client receives assistance with relocating to other affordable housing and linking to ongoing primary health care, behavioral health services, and other supportive services. These activities shall be conducted with the cooperation and/or authorization of the client to be noted within the case closure documentation.
- Maintain a caseload ratio of one (1) full-time equivalent intensive case manager to 20-40 clients (based on acuity), unless other approved by The Los Angeles County Department of Health Services.
- Maintain organized and accurate client records and statistical data, including appropriate case notes and input client information into database.
- Participate in regular staff meetings, staff training programs, supervisory sessions, quarterly program meetings, and accept the responsibility for aiding the development of positive team relationships.
- Adhere to agency policy, procedures, and the professional code of ethics.
- Effectively communicate with clients/patients in English and Spanish as required per aforementioned job duties.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

## **REQUIREMENTS:**

### Training and Experience:

Bachelor's degree required and a minimum of 1 year experience working with the homeless population. Bilingual in Spanish required. Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and Internet. Must have strong verbal and written communication skills. Must be sensitive to cultural and socioeconomic characteristics of population served. Bilingual in Spanish required.

### Knowledge of:

Strong knowledge of the complexity of HIV/AIDS-related issues, chronic homelessness, and co-morbidities, including mental illness, trauma, substance abuse, aging, and chronic health issues, as well as the internal and external factors that negatively impact low-income and multi-ethnic communities.

Ability to:

Ability to work both independently and as part of a team. Well-organized and detail-oriented with the ability to handle multiple tasks while meeting deadlines.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

**SPECIAL REQUIREMENTS:**

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes.

COVID-19 Vaccination or Medical/Religious Exemption required.

Equal Opportunity Employer: APLA Health is an Equal Opportunity Employer.

**To Apply:**

Visit our website at [www.aplahealth.org](http://www.aplahealth.org) to apply or click the link below:  
<https://www.paycomonline.net/v4/ats/web.php/portal/A5559163F67395E0A2585D2135F98806/jobs/354817>