

Collaborative Agency Support Exchange (CASE) Conferencing Data Report

January 1st, 2026 - June 30th, 2026

What is CASE?

The Collaborative Agency Support Exchange (CASE) is a quarterly gathering of homeless service providers and community partners who participate in case conferencing.

What is Case Conferencing?

Community providers collaborate to identify housing options and service connections for households experiencing homelessness and housing instability.

What is Involved in a Case Review?

Cross system providers collaborate to identify a household's strengths, barriers, and opportunities, connecting them to available community resources to resolve their housing crisis and achieve stability.

Who participates in Case Conferencing?

- Homeward (regional system service coordination)
- Homeless assistance providers with a current service coordination agreement
- Cross system public and nonprofit human service providers
- Healthcare, behavioral healthcare, and hospital systems
- Medicaid Managed Care Organizations
- Faith-based partners
- Local government providers including first responders



Singles in Shelter

11 Sessions
Over 350 cases reviewed



Families

19 Sessions
Over 500 cases reviewed

60+

Older Adults

4 Sessions
Over 30 cases reviewed



Managed Care Organizations

12 Sessions
36 cases reviewed



Problem Solving Support (as needed)

26 Sessions
approximately



Community Outreach

6 Sessions
Over 50 cases reviewed

18-24
year olds

Youth Formerly in Foster Care

3 Sessions
Over 60 cases reviewed



Targeted Prevention

5 Sessions
Over 100 cases reviewed

Building the CASE to Solve Homelessness



- **30+ cross system partners participating in case conferencing**
- **80+ dedicated staff members work across system and organizational boundaries to reduce barriers & to develop pathways to housing stability & service connections**
- **80 sessions held**
- **1000+ case reviews**



Contact Jen Johnson, jjohnson@homewardva.org to discuss participation and to receive the necessary forms.

