

## **APPENDIX E**

### **CASE MANAGEMENT STANDARDS**

#### **ALL PROJECT REQUIREMENTS**

The Housing First Model must be followed with all projects funded by DWS-OHS. It is not acceptable to require participation in case management services, however case management must continually engage with project participants and offer case management services. It is important to note that the purpose of any case management should be to engage the project participant. Additionally, a project participant must not be evicted from, or terminated from, the project for failure to meet with the case manager.

Case managers are expected to utilize UHMIS or a comparable database to record and track services and progress on plans. The case management plan (ongoing assessment of participant service needs) should be created and entered into UHMIS within 7 calendar days of enrollment, or date of engagement, in the project. A date of engagement is defined as the date a client becomes engaged by a street outreach or night-ny-night emergency shelter in the development of a plan to address their situation (FY 2022 HUD HMIS Data Standards Manual). Case management plans should be a collaboration between agencies for individuals that are enrolled in multiple projects at the same time.

#### **BASELINE DEFINITION**

A case manager supports the client in addressing their physical, psychological and social needs and helps them obtain or maintain housing. Case management is the process of collaborating with the person or household experiencing homelessness to identify their current needs and implement a plan to address those needs. Case managers are responsible for helping create plans that must include how the client will obtain or maintain stable housing. Plans could also include employment needs, mental and physical health needs, transportation, crisis needs, and so forth.

## **RRH/PREVENTION CASE MANAGEMENT**

All individuals enrolled in a rapid rehousing or prevention project must have access to case management. Required case management plans must assess the client's ability to assume rent after the end of assistance, working to increase all available sources of income, and long-term connections to mental and physical health supports, transportation, and other needs for housing stability.

Case managers are expected to engage with clients at least monthly to review, monitor, and modify case management plans. While monthly meetings are the foundation of effective case management, it is required that projects provide adequate support throughout the client's enrollment. Case management meetings could take place in the project participant's home or could take place elsewhere, such as an office location or over the phone. Projects should maintain flexible case management schedules as required by project needs.

## **TRANSITIONAL HOUSING CASE MANAGEMENT**

All individuals enrolled in a transitional housing project must have access to case management. Required case management plans must support the client's goals of securing housing after the end of the transitional housing project. Case management plans will also support the project participant to increase all available sources of income, long-term connections to mental and physical health supports, transportation, and other needs for housing stability.

Case managers are expected to engage with clients at least monthly to review, monitor, and modify case management plans. While monthly meetings are the foundation of effective case management, it is required that projects provide adequate support throughout the client's enrollment. Case management meetings could take place in the project participant's home or could take place elsewhere, such as an office location or over the phone. Projects should maintain flexible case management schedules as required by project needs.

## **PSH CASE MANAGEMENT**

All individuals enrolled in a permanent supportive housing project must have a case management plan to help clients achieve long term goals and retain permanent

housing. Case management plans should explore move on strategies that address the individual needs of the client. Case managers must help facilitate relationships building between their landlord and fellow tenants.

Case managers are expected to engage with clients at least monthly to review, monitor, and modify case management plans. While monthly meetings are the foundation of effective case management, it is required that projects provide adequate support throughout the client's enrollment. Case managers must assist residents in obtaining long term stable sources of income including but not limited to mainstream benefits and earned income. Projects should maintain flexible case management schedules as required by project needs. Case management meetings should take place in a clients apartment when possible.

## **EMERGENCY SHELTER**

All individuals enrolled in an emergency shelter project must have access to case management. Required case management plans primarily support the client's goals of securing housing as quickly as possible. Case management plans could also include goals related to increasing all available sources of income, long-term connections to mental and physical health supports, transportation, and other needs for housing stability when appropriate and desired by the client. Effective case management is required to provide adequate support throughout the client's enrollment and should be provided weekly. Additionally, case managers are expected to at least monthly review, monitor, and modify case management plans. Projects should maintain flexible case management schedules as required by project needs.

## **STREET OUTREACH**

All individuals enrolled in an emergency shelter project must have access to case management. Required case management plans primarily support the client's goals of securing more stable housing as quickly as possible. This may include plans to temporarily stay with friends or family or entering an appropriate residential project, such as emergency shelter or a healthcare facility.

Case management plans could also include goals related to increasing all available sources of income, long-term connections to mental and physical health supports,

transportation, and other needs for housing stability when appropriate and desired by the client. Effective case management is required to provide adequate support throughout the client's enrollment and should be attempted weekly. Additionally, case managers are expected to engage with clients at least monthly to review, monitor, and modify case management plans. Projects should maintain flexible case management schedules as required by project needs.

The applicant has read and understands the case management standards mentioned in this document.

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Signature

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Date