PSH Case Manager Workflow and Forms Checklist

For more details and guidance on workflows and best practice, see PSH Program Handbook

Program Assignment

Referral to program

- ☐ HSN matches an eligible and prioritized participant to program
- ☐ HSN sends a referral in HMIS
- ☐ HSN follows up with an email, noting HMIS ID, their Navigator, and Case Manager/Program they are being referred to
- ☐ Housing Navigator informs participant of referral and upcoming meeting with new Case Manager

Pre-Intake

Upon receiving referral - HMIS

- ☐ Accept referral in HMIS
- ☐ Add Self as Case Manager (Profile, Case Managers, Add Case Assignment)
- ☐ Review HMIS profile, using a Trauma Informed, Strengths Based, Person Centered lens
    - Program enrollments
    - Case notes
    - VI-SPDAT (SPDAT Assessments)
- ☐ Phone call with referring provider to discuss case and plan for first meeting needs
- ☐ Begin documenting progress via Case notes

Warm Handoff and Initial Meetings

Initial Meeting – Warm Handoff

- ☐ Navigator introduces everyone and explains
- ☐ Case Manager provides overview of program and Participant/Case Management relationship
- ☐ CM may proceed with intake forms during first meeting or schedule second meeting to complete forms

Intake Forms

- ☐ Welcome Packet (participant keeps)
    - Program Overview
    - Roles and Responsibilities for participant and program
    - Exit Policy
- ☐ VAWA Notice (Participant keeps)
- ☐ Agency Grievance Policy (Participant keeps)
- ☐ HMIS ROI - 1 per adult (Participant keeps, CM scans copy)
- ☐ HMIS Enrollment form - 1 per household member (CM keeps for data entry)
- ☐ Acknowledgment Form (Participant keeps, CM scans copy)
- ☐ Housing Needs Form (CM keeps and enters data onto hlthousingneeds.com)

HMIS Enrollment Workflow

- ☐ Locate participant in HMIS
- ☐ Create new Enrollment, ensuring all fields are accurate
  - Client Intake informtion
  - Family and Contact information
  - Demographics
  - HMIS ROI
  - Add family members, if applicable
  - Program Enrollment
- ☐ Update case notes
- ☐ Upload any documents with a signature (Client files)

Follow Up Intake Meeting

- ☐ Initial Self Sufficiency Matrix (SSM) – paper version
- ☐ Initial Housing Stability Plan
- ☐ Add initial SSM data from paper form into HMIS (Other Assessments)

Pre Move-In

Housing Search

- ☐ Offer to look into shelter referral or Bridge Housing (if Bridge Housing funding is available)
- ☐ Offer units from the HOT sheet
- ☐ Search for eligible units found by participant or staff
- ☐ Submit unit leads to HLTleads.com after ensuring the unit is
  - In Orange, Seminole, or Osceola
  - Under FMR
  - Willing to work with a program or third party payment
- ☐ Join participant to view units
- ☐ Pay for application fees, if participant can't afford it
- ☐ If applying at a unit off the HOT sheet, update hlt@hsncfl.org with application status (applied, approved, declined)
- ☐ Upon unit approval
  - Request an HSN Inspection - www.hltinspections.com
    - Utilities must be on for inspection
  - Request Letter of Intent - www.hltletterofintent.com
    - Submit LOI to Landlord once received by HLT

Lease Signing and Move In Workflow

- ☐ Coordinate purchase and delivery of furniture / household items
  - Pick out furniture in close coordination with participant and what they need
- ☐ Connect utilities
- ☐ Join participant for lease signing
- ☐ Complete walk through of unit with participant
  - Make note of any repairs needed or damage present at move in to give to landlord

    - Make note of any household items or furniture still needed
- ☐ Help orient participant to unit, complex, neighborhood (i.e. laundry, dumpsters, grocery, bus stops, etc.)
- ☐ Review with participant who to contact for any immediate concerns with unit
    - How to submit a maintenance request
    - How to handle lost keys
- ☐ Before leaving, schedule next home visit within 2-3 business days
- ☐ Email signed lease to hlt@hsncfl.org

HMIS Move In Workflow

- ☐ Create update within program enrollment
    - New during program enrollment/Update Assessment
    - Assessment date reflects date of move in
- ☐ Add move in date and new address, ensure all old addresses have end dates
- ☐ Upload signed lease to HMIS file attachments

Post Move In

Within first month in housing

During the first month in housing, CM should plan for frequent and flexible visits with participant. CM works with participant to structure goals around housing stability and other participant -driven goals, offering to link to any relevant services they are eligible to receive.

- ☐ Update Housing Stability Plan.
    - Participant keeps original. CM Uploads copy in HMIS
- ☐ Personal Guest Policy (optional tool)
    - Participant keeps original. CM Uploads copy in HMIS
- ☐ Rent Calculation Form (Initial form emailed to HLTfinance@hsncfl.org)
- ☐ Add tenant info to Tenant Contribution Log
- ☐ Budget
    - Participant keeps original. CM Uploads copy in HMIS

Ongoing Forms/Tools - Monthly

- ☐ Tenant Contribution Log (review monthly and update as needed)
- ☐ Budget (review monthly and update as needed).
    - Participant keeps original. CM Uploads copy in HMIS

Ongoing Updates in HMIS

- ☐ CM always documents progress and updates via Case notes
- ☐ Any time there is an update to income, non-cash benefits, health insurance, disability or changes to address, CM creates an update to reflect the change
- ☐ CM uploads any copies of documents that are relevant to the housing stability plan

Ongoing Forms/Tools – at least quarterly

- ☐ Personal Guest Policy (optional tool. *Update as needed*)

    - Participant keeps original. CM Uploads copy in HMIS
- ☐ Updated Self Sufficiency Matrix (*update every 3 months*)
    - Complete paper version
    - Enter data from paper version in HMIS as new Measurement (Other assessments)
- ☐ Update Housing Stability Plan (*Update as frequently as needed, or at least every 3 months*)
    - Participant keeps original. CM Uploads copy in HMIS

Updated Rent Calculation Form

New Rent calculation forms only need to be completed and submitted to HLTfinance

- When there is a loss of income;
- When there is an increase in regular and steady income, such as a new job or SSI /SSA award;
- When there is a change to the household composition, such as a new child;
- When the rent amount changes; or
- At the annual recertification

CM completes new rent calculation form as needed, and the updates tenant contribution log with new data.

Annual Assessment and Recertification

The annual recertification includes a certification of income and household composition to verify household remains under 50% AMI. 60 days prior to the annual anniversary, CM should begin gathering current documentation needed to verify adjusted gross income for all eligible adults in the household. See Annual Recertification Guide and Checklist for details on this process.

Recertification of Annual Income and Household Composition

- ☐ CM send annual recertification notice to participant
- ☐ CM obtains proof of income for all eligible 18+ household members
- ☐ CM obtains proof of identification for any new household members
- ☐ CM obtains proof of child care expenses or medical expenses for deductions, if applicable
- ☐ CM completes a new Rent Calculation Form to ensure all current income remains under 50% AMI
- ☐ CM updates Tenant Contribution with updated data

Annual Assessment

- ☐ Complete an Annual Assessment Form for all current household members to update HMIS data
- ☐ Review Participant Rights and Responsibilities
- ☐ Participant signs program acknowledgment form

HMIS Workflow Annual Assessment

- ☐ On the anniversary of the project start date, an annual update is completed via Enrollments > Update/Annual Assessment.
    - Annual Assessment
- ☐ Review all fields and update data as needed for each household member's profile:
- ☐ Upload any new supporting documents
    - updated income documents
    - Identification for new household members
    - Newly signed program acknowledgment form

Exit

In PSH, there will be occasions when an exit is appropriate, either due to voluntary removal, serious and repeated violations of program/lease rules or transfer to another program. Refer to the PSH Program Handbook on detailed guidance for Exiting a participant depending on the reason for exit. In general, the following steps should be taken with an exit. For program transfers, participant must give informed consent to transfer prior to transfer taking place.

- ☐ Provide written notice of exit at least 30 days from date of exit, if able and applicable
    - Exit Notice
    - Agency Grievance Policy (participant can request a review of the exit, which may lead to an exit being overturned.)
    - VAWA Notice

Once it is determined that the exit is final (no grievance is filed or exit is not being overturned)

- ☐ CM completes Termination of Rental Assistance form and emails to HLTfinance, who submits to Landlord
- ☐ CM works with participant to prepare for exit
    - Completes final Self Sufficiency Matrix
    - Complete Exit Assessment Form
    - Exit Planning Tool *Optional (Participant keeps original. CM uploads copy in HMIS)*
- ☐ Upon final date of service provided, CM completes Exit workflow in HMIS
    - Uploads any final documents
    - Complete Exit Assessment (Via Enrollment > Exit the Enrollment)
        - Select End Case Assignment
    - Add final Self Sufficiency Measurement, if not already entered
    - Add final case notes