

ATTACHMENT XX

DWS-OHS CASE MANAGEMENT STANDARDS

ALL PROJECT REQUIREMENTS

The Housing First Model must be followed with all projects funded by the Department of Workforce Services, Office of Homeless Services (DWS-OHS). Project participants may not be required to participate in case management services as a condition of project participation. However, case management must continually engage with project participants and offer case management services. 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 Utah Homeless Management Information System (UH MIS) 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 UH MIS according to the below standards by project type. Case management plans should be a collaboration between agencies for individuals that are enrolled in multiple projects at the same time. Case management plans are encouraged for all, but required for individuals who have stayed 7 days or longer.

Project Type	CM Plan Should be Created Within
Rapid Re-Housing and Homeless Prevention	7 days from the day the client entered the project
Transitional Housing	7 days from the day the client entered the project
Permanent Supportive Housing	7 days from the day the client entered the project
Emergency Shelter (Entry/Exit)	7 days from the day the client entered the project
Emergency Shelter (Night by Night)	By the 7th bed night service the client receives during the enrollment
Street Outreach	By the 7th day of service the client receives during the enrollment

BASELINE DEFINITION

A case manager supports the client in addressing the client's physical, psychological and social needs and helps the client 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.

RAPID REHOUSING (RRH)/HOMELESS PREVENTION (HP) CASE MANAGEMENT

All individuals enrolled in an RRH 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, projects must provide adequate support throughout the client's enrollment. Case management meetings may take place in the project participant's home or may 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 (TH) 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, projects must provide adequate support

throughout the client's enrollment. Case management meetings may take place in the project participant's home or may take place elsewhere, such as an office location or over the phone. Projects should maintain flexible case management schedules as required by project needs.

PERMANENT SUPPORTIVE HOUSING (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 the client's building relationships with the 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, projects must 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 client's 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 may 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 to 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 enter an appropriate residential project, such as an emergency shelter or a healthcare facility.

Case management plans may 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^[RA1] 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 these case management standards.

Signature

Date
