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# Definition of Required Case Management Services for a Hennepin County issued Emergency Housing Voucher:

A “Housing Case Manager” is defined as:

* Having a caseload of no more than 30, with capacity to serve EHV households following the definition outlined below.
* Primary focus is securing permanent housing for clients and assisting households to obtain the services needed to maintain stabilize housing.
* Having HMIS access (completed ICA training)
* Participating in the HC Coordinated Entry System including acknowledging referrals, updating move in dates, etc.
* Creating a housing goal plan with each of their clients.
* Supporting Public Housing Authorities (PHAs) to ensure eligible households get PHA appointment notifications and assist eligible households in getting to meetings with the PHA.
* Providing bi-weekly updates on each client with a pending voucher referral to the CES team, utilizing the designated format.
* Participating in weekly EHV specific case conference (including providing updates regarding progress with households, following through with recommendations, etc.).
* Supporting clients to apply for all benefits they are eligible to receive.
* Working with households to complete the required PHA paperwork, including obtaining income verification, social security cards, birth certificates, and completion of voucher application
* Providing counseling and information on compliance with rental lease requirements.
* Addressing housing barriers and ensuring that clients obtain vital documents such as birth certificate, ID, and social security card.
* Assisting the client with housing search, transportation, rental application, lease signing, and moving into the unit.
* Liaising with landlords and/or property owners to quickly identify and secure vacant units where vouchers can be used,
* Assessing and assisting households that may require referrals for assistance on security deposits, utility hook-up fees, and utility deposits and helping the person apply.
* Having a demonstrated ability to connect clients to stabilizing community-based resources such as case management through a Managed Care Provider, an ARHMS worker, a CADI case manager, LTSS, DART, ACT, Housing Stabilization Services, etc. prior to ending case management services, so the person has ongoing supports once in housing to avoid recidivism.

Services may only be discontinued once the client has:

been in housing for a minimum of six months OR

once an alternative support service (i.e. Managed Care Provider, an ARHMS worker, a CADI case manager, LTSS, DART, ACT, Housing Stabilization Services) is allocated and the case manager has begun client contact.