**Staff Attends Capacity-Building Workshops**

Case managers learn about vouchers, public assistance, and coaching clients. Housing specialists learn about building networks, housing rights, and empowering clients.

**Navigating DSS Services**
Invitation, Materials & Webinar

Case managers receive digital flyer, sign up, and download training materials. Case managers participate in webinar if they cannot attend in-person workshop.

**Paths to Housing**
Invitation, Materials & Webinar

Housing specialists receive digital flyer, sign up, and download training materials. Housing specialists participate in webinar if they cannot attend in-person workshop.

**DHS identifies facilitator and markets training through various channels.**
Case manager assesses client for eligibility. At families-with-children shelter, case manager assesses client for eligibility at intake; at all other shelters, ILP and full assessment take place within 48 hours.

**Strategic Questionnaire**

- Case manager determines client’s case complexity by reviewing key client assessment responses, asking brief additional questions, and inviting a self-assessment.
Case manager and client complete a comprehensive ILP and define a move-out strategy.

**CLIENT ACTIONS**

Client Meets Regularly with Case Manager

**FRONTLINE PROVIDER ACTIONS**

Client Meets Regularly with Case Manager

Case manager and client complete a comprehensive ILP and define a move-out strategy.

**Service Journey Poster**

Case manager explains move-out strategy using the service poster.

**Service Journey Worksheet**

Case manager and client discuss both move out and general life goals. Next-step activities are set using the journey worksheet.

**INTERVENTION AREA: THE JOURNEY**

**FRONTLINE PROVIDER TO STAFF ACTIONS**
Client is prepared for housing search

INTERVENTION AREA: TRIAGE

Staff Meet for Progress Planning

Staff shares shelter-level data with DHS to highlight performance concerns, then DHS proposes options for support.

WORKS AND SAVES
APPLIES FOR AND MAINTAINS PA
GATHERS DOCUMENTS

Case Manager Tracks Progress

Shelter staff convene to make strategic and tactical decisions based on triage data.

CARES Integration

Case manager logs client's journey goals in CARES.

Triage Data Report

To better understand and manage caseload, case manager generates reports about case complexity and client progress. Shelter director reviews triage data to understand shelter-level progress and, as challenges arise, make requests to DHS.

Evidence-Based Service Strategies

Shelter staff meet regularly to make evidence-based decisions about improving move-out rates.

INTERVENTION AREA: TRIAGE

Staff Meet for Progress Planning

Staff shares shelter-level data with DHS to highlight performance concerns, then DHS proposes options for support.
Housing specialists prepares client for housing search.

As a warm hand-off, case manager and client meet with housing specialist to share the client’s journey worksheet and discuss progress.

Housing specialist meets with client to address challenges, stoke motivation, and provide clarification. At times, the housing specialist may accompany the client at viewings.

INTERVENTION AREA: THE JOURNEY
Frontline Staff Finalize Paperwork

DHS approves rental package.

Client Gets Organized to Move

Completes Move-Out Checklist (if applicable)

TURNS ON UTILITIES

Client Finds a New Home

Case manager and housing specialist prepare documents which enable client to move out.

MOVE OUT

Frontline Staff Finalize Paperwork

DHS approves rental package.

Client Finds a New Home

Housing specialist views client’s apartment.

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Client Finds a New Home

Housing specialist views client’s apartment.
Client moves into new home!

INTERVENTION AREA: EXITING

Client and Case Manager Meet for Exit Interview

Client and case manager meet to identify wraparound services the client may need after move out.

FRONTLINE PROVIDER ACTIONS

Client and Case Manager Meet for Exit Interview

Case manager shares a list of items which can help with getting settled into a new neighborhood.

Settling-In Guide

FRONTLINE PROVIDER TO STAFF ACTIONS

INTERVENTION AREA: EXITING
Client Settles Into New Home

Settles into independent life.

- CONTINUES TO WORK AND SAVE MONEY
- EXPLORES NEIGHBORHOOD
- PAYS RENT AND BILLS ON TIME
- MAINTAINS PA

Staff Provide Post-Move Support

Welcome Home SMS & Letter
HomeBase Magnet

Two days after move out, DHS sends client a welcome home robo-text SMS message. One week after move out, client receives a welcome home letter and HomeBase magnet from their shelter.