**ORGANIZATION’S NAME**

**2025 HOMELESS CASE MANAGEMENT SERVICES (HCMS) PROGRAM**

**CASE MANAGEMENT COSTS - GUIDELINES**

To bill against HCMS program case management funds, the costs must be directly tied to providing intensive case management to a family, and the following must be true:

1. The family must be eligible for the HCMS program; **AND**

2. The family must receive intensive case management including at least one of the following areas:

1. Financial management.
2. Employment.
3. Ensuring school continuation for children.
4. Enrolling unemployed or underemployed parents in W-2 or the Food Share employment and training program.

**Once one (1) or more of the above areas have been provided, additional case management services beyond those listed above can be billed to the HCMS grant. Assessment alone doesn’t qualify as having provided intensive case management.**

For all service areas listed above, except for the last, intensive case management goes beyond making referrals. Below lists some examples of intensive case management by area of focus:

* **Financial management.** This focuses on helping clients develop stability and independence through managing money, accessing resources, and making informed financial decisions.
  + Assisting clients to create a budget.
  + Teaching the rent smart curriculum.
  + Helping them identify topics on the Consumer Financial Protection Bureau’s website to learn more about (managing credit, payday loans, bank accounts and services).
* **Employment.** This focuses on helping a client gain and maintain employment to increase self-sufficiency.
  + Supporting clients to put together a resume.
  + Holding mock interviews.
  + Talking about work appropriate attire and helping clients source it.
  + Assisting clients in taking skills tests.
* **Ensuring school continuation for children (note: children must live in the shelter to be served).** This focuses on removing barriers to education and promoting academic stability for children.
  + Working with the homeless liaison at the child’s school to ensure the child can continue attending their original school.
  + Setting up transportation.
  + Organizing tutoring or homework help.
  + Working with other staff to ensure the child has school essentials (uniform, backpack, school supplies).
* **Enrolling unemployed or underemployed parents in W-2 or the Food Share employment and training program.** This focuses on helping increase family stability by connecting clients to income through these structured programs.

For more information see the [2025 HCMS Program Manual](https://energyandhousing.wi.gov/Pages/AgencyResources/homeless-case-management.aspx) available on DEHCR’s website.