



HOMELESS CASE MANAGEMENT SERVICES (HCMS) GRANT

2023 ALL GRANTEE TRAINING

PRESENTED: JUNE 27, 2023



INTRODUCTIONS



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WELCOME

- This meeting has three primary objectives:
 1. Provide an overview of the HCMS program.
 2. Highlight new guidelines, policies and procedures.
 3. Answer questions.
- This meeting will not cover all details of the HCMS program.
 - Review the **Program Manual** on DEHCR's website, and your organization's **HCMS Contract** (especially the **Attachments**) for full details on HCMS program requirements.



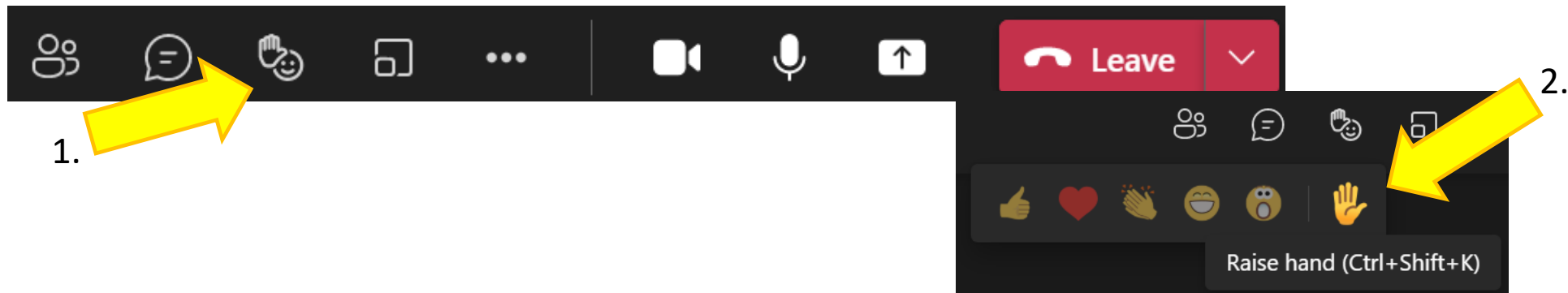
AGENDA OVERVIEW

- Program Background
- Grantees
- Client Eligibility & Prioritization
- Intensive Case Management
- Eligible & Ineligible Costs
- Funding Limitations & Contract Amendments
- Client Files
- Reporting
- *Break*
- Policies
- Monitoring
- Financial Management
- Payment Requests & Financial Updates
- Upcoming Milestones
- Resources



KEEPING THE MEETING FLOWING

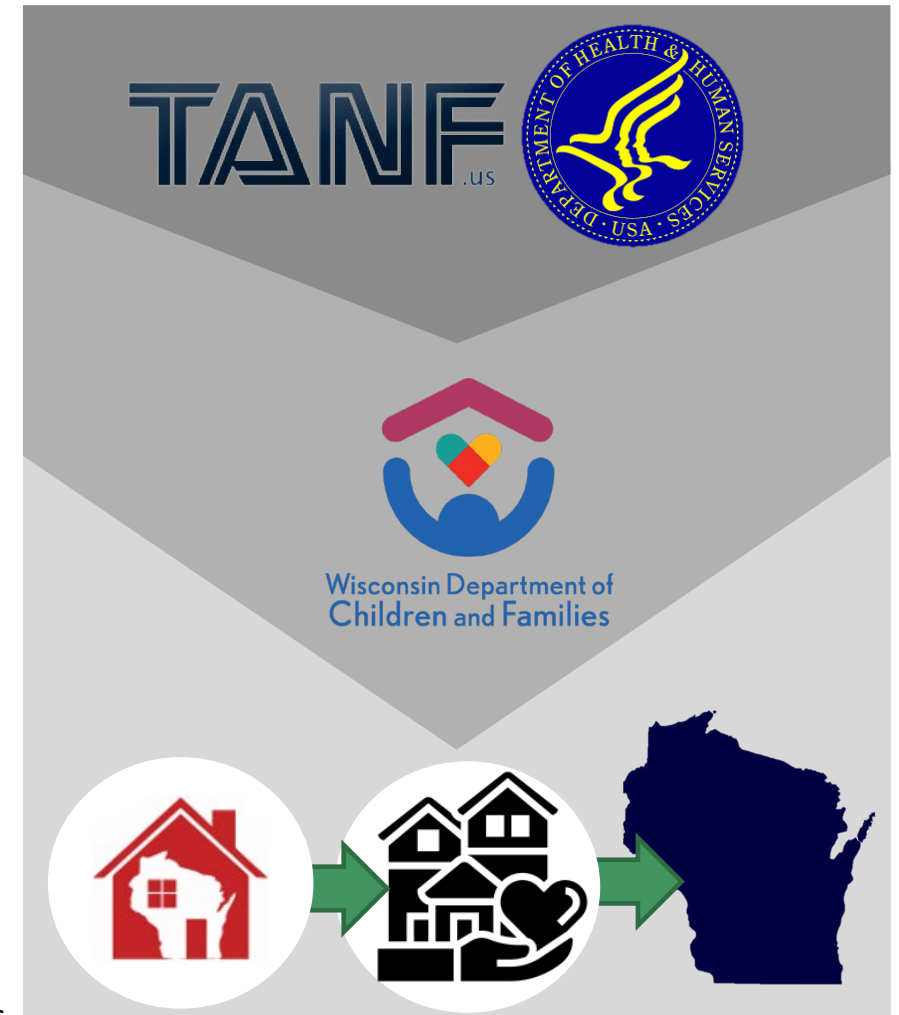
- Everyone will be muted.
- If you want to speak, raise your hand and we'll unmute you.



- Please put questions in the chat or raise your hand.

BACKGROUND

- The HCMS grant's purpose is to provide intensive case management services to families experiencing homelessness.
- It is funded via the Temporary Assistance for Needy Families (TANF) block grant program.
 - These funds are awarded to the Department of Children and Families (DCF), who provides a portion of these funds to the Department of Administration (DOA) to award and administer the HCMS program.
- WI Statue §16.3085 created the HCMS program. This was part of Wisconsin Act 59 approved in 2017.



**The HCMS program is a separate program from the SSSG-HCMS program and has different guidelines.*

GRANTEES

- Each year DEHCR awards ten grants of \$50,000 each to agencies across Wisconsin based on the strength of each agency's application.
- The agencies selected this year are a mix of previous and new grantees, and two focus on serving those who have experienced domestic violence.
- A contact list for program managers and client referral contacts can be found on [DEHCR's website](#).

*Community Advocates MKE
CWCAC*

*Family Promise of Greater
Beloit*

*Family Promise of Ozaukee
County*

HALO

House of Hope GB

Newcap

Renewal Unlimited

Turningpoint

YWCA MSN

CLIENT ELIGIBILITY – 2 CRITERIA

- For a client to be eligible for the HCMS program, they must meet both criteria:

1. Be staying in an emergency shelter or motel through a motel voucher program.

(Street outreach case management cannot be charged to this grant.)

AND

2. Meet an eligible **TANF** definition of family (categories 1-4).

(These are different than HUD Homelessness Categories.)



CLIENT ELIGIBILITY – TANF CATEGORIES (NEW GUIDELINES)

- The definitions of each TANF Family Category (1-4) have changed to **allow households headed by individuals younger than 18 to be served**. The new category definitions are:

Category 1

Homeless **individuals** accompanied by minor children (under age 18 for whom the homeless individuals are responsible, or under 19 but a full-time student in high school, working on an equivalency degree, or enrolled in basic vocational or technical education).

Category 2

Homeless pregnant **individuals**.

Category 3

Homeless **individuals**, unaccompanied by children, who are non-custodial parents of children under the age of 18.

Category 4

Homeless **individuals** who are younger than age 25 and accompanied by another person related by blood or marriage.

**Definitions have been updated from citing “adults” to “individuals.” Given this, policies and forms that reference the old definitions will need to be updated. Example forms are available on [DEHCR’s website](#): HCMS Client Eligibility Documentation, and HCMS Client Prioritization Policy.*

CLIENT PRIORITIZATION

- The HCMS program gives preference to serving TANF category 1 and TANF category 2 families, however all eligible family categories can be served if there is capacity. Grantees may decide which families to serve within these guidelines.
- **Grantees must document their client prioritization policy detailing how it will be decided which families will enter the HCMS program.**
- Sample documentation can be found on [DEHCR's website](#).

HCMS PURPOSE - INTENSIVE CASE MANAGEMENT



Application for Employment
Accommodations for persons with disabilities in the hiring process. Let us know, and we will provide assistance.

Date of Application

First Name

City

18 years of age or over?

No If No, Date of Birth

Education



FoodShare
WISCONSIN

- The HCMS program's purpose is to provide intensive case management services to families experiencing homelessness across four key areas:
 1. Financial management.
 2. Employment.
 3. Ensuring school continuation for children.
 4. Enrolling unemployed or underemployed parents in W-2 or FSET.



INTENSIVE CASE MANAGEMENT – BEYOND REFERRALS

- This type of case management is meant to be hands-on and in-depth, going beyond making referrals. Examples include:

Financial Management

- Assisting clients to create a budget.
- Helping clients identify topics on the Consumer Financial Protection Bureau's website to learn about (examples: managing credit, payday loans, etc).

Employment

- Assisting clients in taking skills tests, and identifying their strengths, and interests.
- Discussing the job search process and supporting clients as they search (examples: resume prep, mock interviews).

Ensuring School Continuation 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 etc).
- *Organizing* tutoring or homework help.*

*Note: providing tutoring or homework help is not an eligible expense.

REIMBURSABLE COSTS - TWO TYPES OF FUNDS

- There are 2 types of reimbursable costs:

Case Management



85%-100% of Award

Administrative



0%-15% of Award



CASE MANAGEMENT – ELIGIBLE EXPENSES

- These funds can be used for costs related to case managers, and social workers needed to directly provide intensive case management.

GUIDELINES FOR CHARGING **SALARY & BENEFITS**

Timesheets must differentiate between time spent providing intensive case management to HCMS clients vs. other activities.

NOT ELIGIBLE: *Supervisory costs* and costs for staff to be on call to provide services.*

**Supervisory costs can be charged to Administrative funds. If someone supervises and provides direct case management these activities need to be differentiated on their timesheets.*



CASE MANAGEMENT – ELIGIBLE EXPENSES

- These funds can be used for costs related to case managers, and social workers needed to directly provide intensive case management.

GUIDELINES FOR CHARGING OTHER ELIGIBLE EXPENSES

Mileage, if directly associated with providing services to a HCMS client.

Office space, and computer costs may be eligible.* An allocation plan is required if the associated case manager's/social worker's time is split between HCMS and other activities. The allocation plan must demonstrate that only the part of the resource dedicated to HCMS, was charged to the grant.

NEW: Costs for training (if specific to case management) can be charged.

**Capital expenditures are not allowable costs. Please work with your accounting department to determine what can be charged following standard accounting practices.*



ADMINISTRATIVE – ELIGIBLE EXPENSES

- These funds can be used to pay for administrative costs such as, but not limited to:

GUIDELINES

Salary & Benefits for staff providing agency wide functions such as accounting. The amount billed must be based on an allocation plan.

Office space, and computer costs may be eligible.* In order to be eligible an allocation plan is required if the resource is split between HCMS and other activities.

Office supplies used by staff performing agency wide functions. Requires an allocation plan if the supplies are used by a person whose time is split between HCMS and other activities.

**Capital expenditures are not allowable costs. Please work with your accounting department to determine what can be charged following standard accounting practices.*

INELIGIBLE EXPENSES

- HCMS funds may not be spent on:
 - Anything not explicitly stated as allowable under the grant terms.
 - Capital expenditures.
 - Alcoholic beverages.
 - Items that could be construed as entertainment, including social activities, tickets to movies, shows, sports events, or concerts, and any costs related to attending such events, whether or not admission is charged.
- If any of the above costs are charged to the grant, the grantee will be required to refund these costs.



FUNDING LIMITATIONS & CONTRACT AMENDMENTS

- HCMS funds are “use-it-or-lose-it” and the performance period cannot be extended.
- Budget shifts between fund types (case management and administrative) require a contract amendment.
- Amendment process: grantee will make a request, DEHCR will review, and then approve or deny. Interested grantees should reach out to the Grant Specialist to get more information.
- *All amendment requests must be made no later than 30 days prior to the end of the contract.*



CLIENT FILES

- All client files must contain the following elements:

1. Intake form, initial assessment and/ or application.

2. Client signed documentation the client and their household is eligible for the HCMS program.* Plus, notation of which TANF family category they fall into.

3. Documentation of services provided, and referrals made. Easiest way to show services provided is to check the boxes on the client file checklist DEHCR will provide when monitoring. Referrals made can be shown via a screenshot from HMIS.**

4. Client signed receipt of receiving a termination policy, plus any correspondence related to a termination proceeding (if applicable). *This policy can be for the shelter/ motel voucher program or the HCMS program.*

5. Screenshot of entry and exit (if applicable) dates from *the shelter/ motel voucher program* as recorded in HMIS or a comparable database.

*Example form available on [DEHCR's website](#). **Looking for referrals made as described in the Program Manual 7.1 Quarterly Reporting datapoints 9-11.

Highlighted numbers denote guidelines for these elements have changed.

REPORTING



- The HCMS grant requires reporting each quarter, and annually.*
 - *Quarterly reporting is due the 15th after the close of the quarter; annual reporting is due 60-days after the end of the grant year.*
 - If reporting is not submitted on time, DEHCR reserves the right to withhold payment until it is submitted.
- Datapoints required are outlined in the Program Manual.
- If HMIS is used, reporting can be pulled entirely from the system apart from one narrative that is required as part of annual reporting.
- If using a HMIS comparable database, DEHCR will send a template for submitting reporting.

**Reporting is required for the entire performance period, regardless of whether the grantee has spent the full award.*



REPORTING – HMIS HCMS DATA ENTRY



Jennifer Allen, HMIS Manager from ICA, will train us on how to input data into HMIS for the HCMS program, and pull quarterly and annual reports.





10-MINUTE BREAK



POLICIES

- A list of all required policies can be found in the HCMS Contract. These policies will be reviewed during monitoring and must have all elements described in the HCMS Contract to pass. Example:

From the HCMS Contract:

NON-DISCRIMINATION POLICY FOR CLIENTS & EMPLOYEES:

Each Grantee must have a policy expressing discrimination against clients/potential clients and employees/potential employees based on based on race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, physical condition, disability, age (40 or older) or genetic information (including family medical history) is illegal and will not be tolerated. The policy should outline a way for clients/potential clients and employees/potential employees to report discrimination, and potential repercussions.

To pass monitoring:

- Must include all protected classes.
- Must outline a way to report discrimination.
- Must list potential repercussions.



POLICIES WITH NEW ELEMENTS

- **Equal Access:** Grantees must have policies and practices to ensure clients have equal access to services regardless of sexual orientation, gender identity, family composition or marital status. **New!** *Grantees will be required to complete HUD's Equal Access Agency Assessment Tool and it will be reviewed during monitoring.*
- **Equity Advancement & Culturally Responsive Practices:** Grantees are expected to identify the percentage of their service territory's homeless population that is BIPOC (Black, Indigenous, People of Color) compared to White, and then identify the percentage of their client population that is BIPOC compared to White. **New!** *If there is an imbalance between the BIPOC/White split between the client population compared to the service territory's homeless population, outreach strategies to the underrepresented client population must be developed and implemented.*



POLICIES WHICH CAUSED CHALLENGES & POLICIES WITH CHANGES

- A policy that caused confusion during monitoring was Organizational Conflict of Interest:
 - *Organization Conflict of Interest Definition: Grantees must not condition HCMS assistance on a client's acceptance of housing or another good or service owned by the grantee, a parent or subsidiary of the grantee. (Source: HCMS Contract)*
 - There are also two other types of Conflict of Interest: Individual and Procurement.
- Last, as mentioned the following policies have changed:
 - Client Termination Policy (can now be same as the shelter/ motel voucher program, or HCMS program specific).
 - Client Prioritization Documentation and Process to Ensure Client Eligibility (both need to be changed based on new TANF category definitions; sample documentation can be found on the [DEHCR website](#)).



MONITORING OVERVIEW

- Grantees will be required to submit a questionnaire and supporting documentation covering:
 - Agency and program policies and procedures.
 - Program financials and agency financial management.
- Further, grantees must send 3 client files with client file checklists, and associated documentation.
 - DEHCR will select the 3 client files. Grantees will be asked to provide a list of all clients in the HCMS program and from this list, DEHCR will choose which client files to review.
- **Review the HCMS Contract (especially the Attachments) and the HCMS Program Manual for a description of each element.**



MONITORING OVERVIEW – KEY TIMING

1. DEHCR will send a Monitoring Notification Letter (4-6 weeks before the monitoring), as well as the questionnaire, client file checklists, and a list of required documentation to be submitted.
2. The grantee will have 7 days, from when the Monitoring Notification Letter was sent, to provide a list of all clients in the HCMS Program.
3. DEHCR will select 3 clients from the list and will inform the grantee via email.
4. The grantee will submit all monitoring materials the day prior to the official monitoring date.
5. DEHCR will review the submitted materials within 30-days and will either send a Closeout Letter (no further steps required) or will send an Interim Monitoring Report (outlining findings and concerns, and corrective actions required).
6. The grantee will have 30-days from when the Interim Monitoring Report was sent to implement the required corrective actions and respond to DEHCR.
7. DEHCR will respond to Grantee's response within 30-days with either a Closeout Letter (no further steps required) or a Response Letter (outlining further corrective actions required).
8. Steps 6 and 7 will repeat, until all findings and concerns are addressed and DEHCR sends a Closeout Letter.



FINANCIAL MANAGEMENT

- All funding sources from DEHCR must be tracked separately in the agency's accounting system (chart of accounts).
- Payroll expenses must be able to be substantiated from timesheet to paycheck. They need to show allocation of hours by funding source and demonstrate HCMS funds are only being used for eligible costs.
- Shared resources require an allocation plan detailing how only the portion of the resource used by the HCMS program, is being billed to the HCMS program.



PAYMENT PROCESS & FINANCIAL UPDATES

- Grantees are allowed to submit payment requests (template provided by DEHCR) either quarterly or monthly.
 - Payment requests are due on the 15th of the month following the close of the quarter or the month.
 - Grantees are required to submit at least one payment request every quarter.
- Fifteen days after the close of the quarter, grantees must also submit a quarterly financial update covering two topics:
 1. When the grantee expects to draw on HCMS funds next.
 2. If the grantee foresees any issues with spending the full amount awarded.
- DEHCR reserves the right not to process payment requests until quarterly reporting and the quarterly financial update have been submitted.



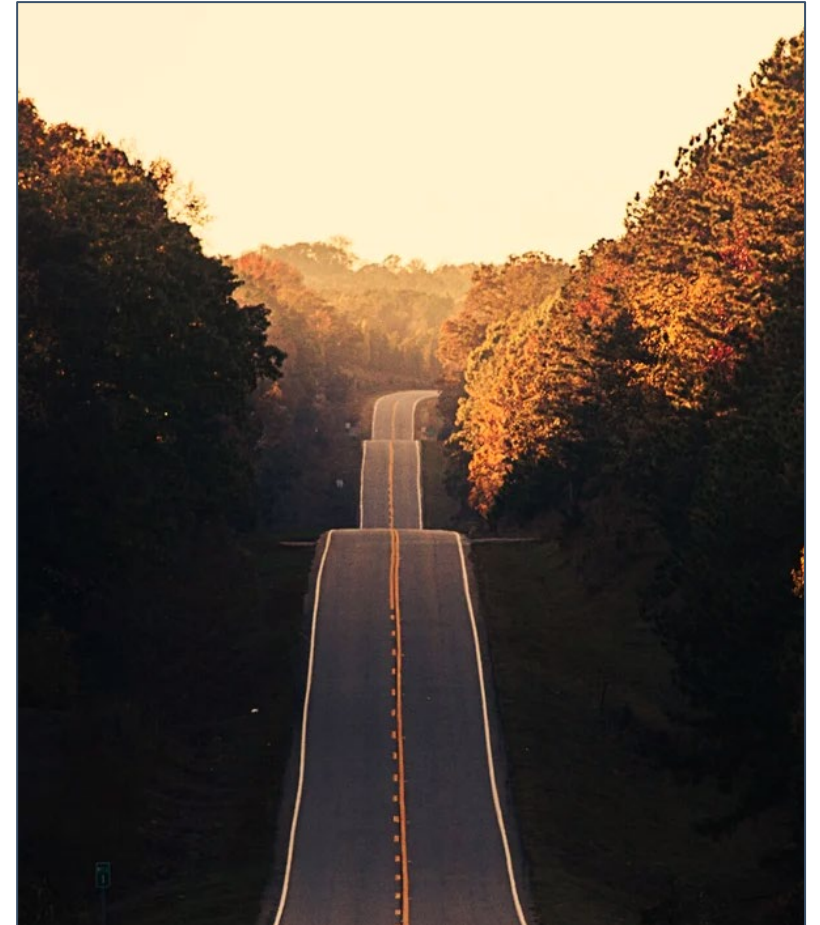
PAYMENT TEMPLATES (INVOICES TO DEHCR)

- Fill out the parts in blue.
- Request split out by type of funds.
- Send to DOADEHCRFiscal@Wisconsin.gov and Grants Specialist.
 - Email subject line: HCMS 23-XX, Grantee Name, Quarter or Month/Year of Payment
- Start a new report by hitting the “Start Next Report” button, which will automatically update the totals and allow you to input new amounts.

HOMELESS PROGRAM EXPENDITURE REPORT					
State Department of Administration					
Division of Energy, Housing and Community Resources (DEHCR)					
Agency Name:	NAME	Grant Name:	Homeless Case Management Services		
Agency Address:	ADDRESS	Contract Number:	HCMS 23-XX		
	ADDRESS	Contract Period:	7/1/2023	6/30/2024	
		PO Number:	TBD		
Person Completing this Form:					
Phone Number:			<input type="checkbox"/> ORIGINAL REPORT <input type="checkbox"/> AMENDED REPORT		
Month:			Start Next Report		Contract Amount: \$50,000.00
Category of Activity	Grant Program Authorized Budget	Previously Invoiced	Current Invoice	Total Invoiced to Date	Grant Program Balance
Case Management	42,500.00	\$0.00	\$0.00	\$0.00	\$42,500.00
Admin	7,500.00	\$0.00	\$0.00	\$0.00	\$7,500.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTALS:	\$50,000.00	\$0.00	\$0.00	\$0.00	\$50,000.00
Certification:			Agency Representative:		
By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the purposes and objectives set forth in the terms and conditions of the award. I am aware that any false, fictitious, or fraudulent information, or the omission of any material fact, may subject me to criminal, civil or administrative penalties for fraud, false statements, false claims or otherwise.			Name: _____		
			Title: _____		
			Date: _____		
			DEHCR Payment Authorization		Date Signed
EMAIL COMPLETED FORM TO: DOADEHCRFISCAL@WISCONSIN.GOV; WITH A CC TO YOUR PROGRAM MANAGER.					

UPCOMING MILESTONES

- 7/1/23: Performance period starts.
- 10/16/23: First payment request, quarterly financial update, and quarterly reporting due.
 - 10/15/23 is a Sunday. Typically, due dates are the 15th of the month following the close of the quarter or month.
 - The 2nd round is due 1/15/24, and the 3rd round is due 4/15/24
- 6/30/24: Performance period ends.
- 8/29/24 (Hard Deadline): Final payment request, last quarter reporting and annual reporting due.
 - *Any payment requests received after this date will **not** be processed.*



RESOURCES

- DEHCR's HCMS webpage:
 - Program Manual (on webpage)
 - Templates (on webpage)
- ICA's HCMS training pages:
 - HCMS Data Entry
 - HCMS Quarterly and Annual Reporting
- HCMS Contract (especially the Attachments)
- Please reach out to us!



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QUESTIONS?



THANK YOU

