



HOMELESS CASE MANAGEMENT SERVICES (HCMS) GRANT

2023 ALL GRANTEE TRAINING

PRESENTED: JULY 15, 2024



INTRODUCTIONS



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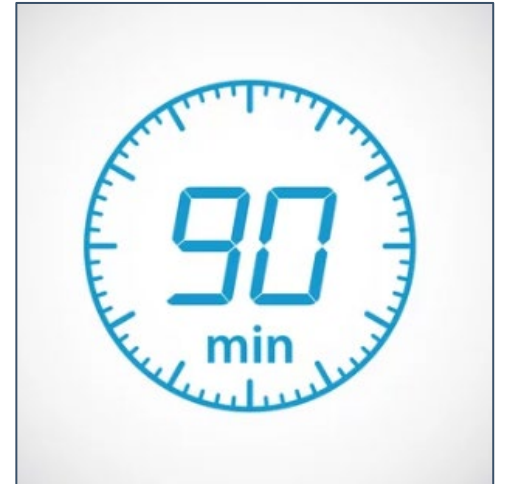
WELCOME

- 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.



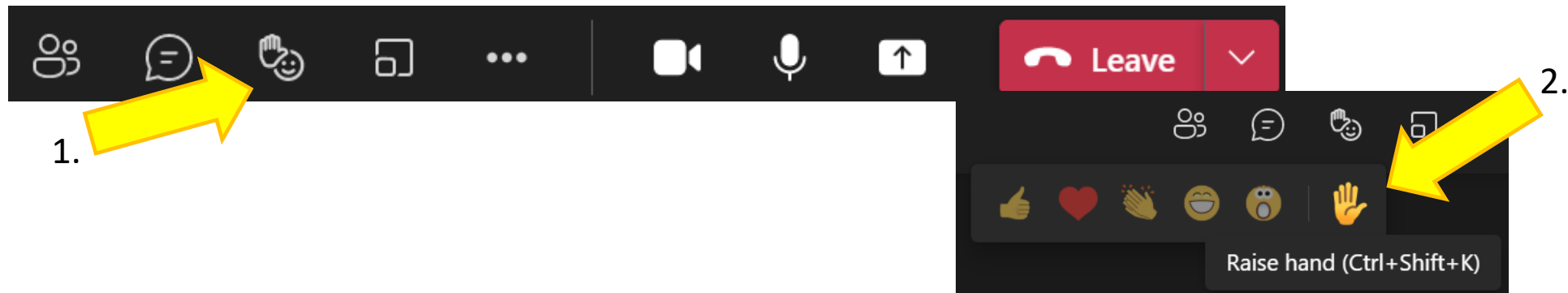
AGENDA OVERVIEW

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



KEEPING THE MEETING FLOWING

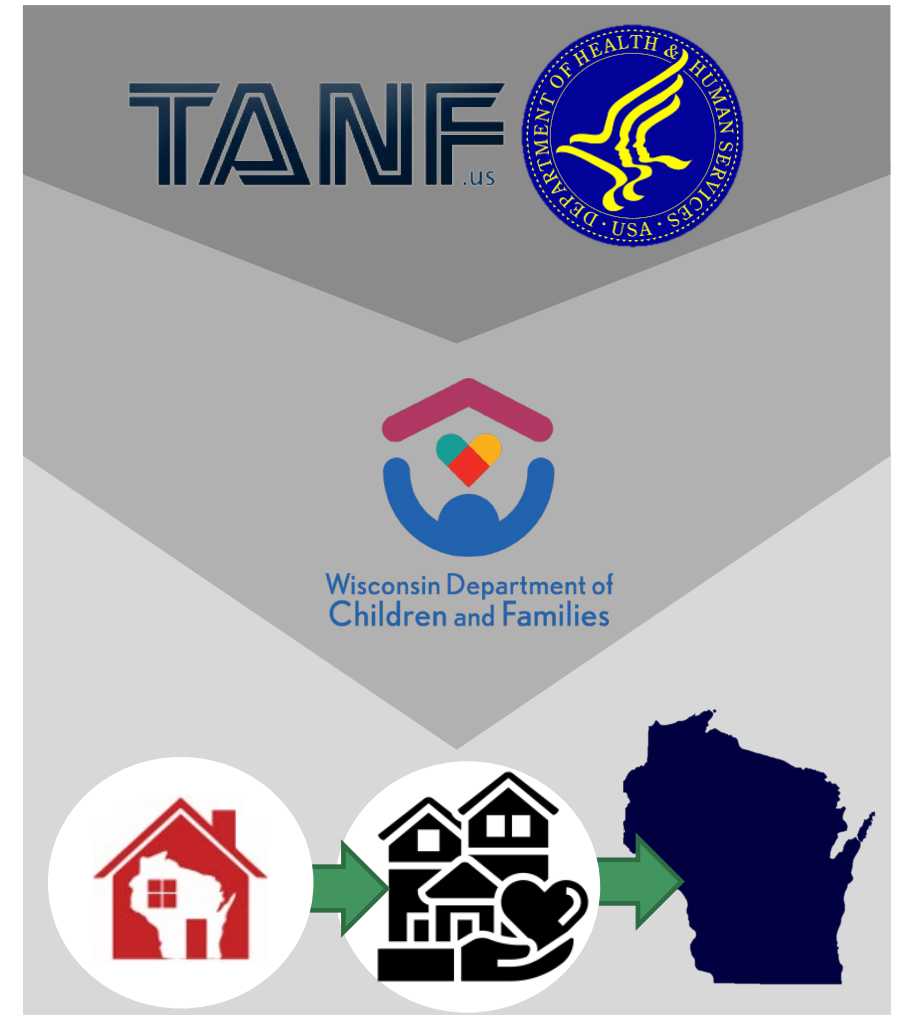
- Everyone will be muted.
- If you want to speak, raise your hand and we'll unmute you.



- 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.



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 grant has become more competitive year-over-year. More applicants are applying, and the quality of the applications is increasing.
- The agencies awarded this year are a mix of previous and new grantees, and two with a focus on serving individuals who have experienced domestic violence.*
- Contact information for program managers and client referral contacts can be found on [DEHCR's website](#).



**A list of awardees can be found on [DEHCR's website](#).*

CLIENT ELIGIBILITY – “2.5” CRITERIA

- For an individual and their family to be eligible for the HCMS program, the following must be true:

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

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

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

(These are different than HUD Homelessness Categories.)

1/2 – Be provided intensive case management around one or more of the 4 HCMS focus areas.

(If a client isn't provided the above, the family's case management costs may not be billed.)

CLIENT ELIGIBILITY – TANF CATEGORIES

- The definitions of each TANF Family Category (1-4) **allows families headed by adults (18+) and individuals younger than 18 to be served.** The 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.

CLIENT PRIORITIZATION

- **The HCMS program gives preference to serving TANF category 1 families (individuals accompanied by children) and TANF category 2 families (pregnant individuals),** however all eligible family categories can be served if there is capacity.
- Grantees may decide which families to serve within these guidelines and 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. Please 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 ASSESSMENTS

POLICY
CLARIFICATION



- HCMS intensive case management is meant to be hands-on, in-depth and must focus on at least 1 of the 4 focus areas.
- Assessing a client's need for various services without providing the services or referral does not count as providing HCMS intensive case management. Similarly, if the client declines a recommended service or referral, the recommendation does not count either.
- **However, once HCMS intensive case management is provided, other types of case management can be billed to the HCMS grant.**

INTENSIVE CASE MANAGEMENT – BEYOND REFERRALS

- Examples include of HCMS intensive case management 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.*

An easy to print list of case management costs guidelines including the above examples can be found on [DEHCR's website](#).

**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 HCMS 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 to HCMS clients, 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.

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 hours worked on HCMS or 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:
 - Case management if HCMS intensive case management has not been provided.
 - 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, nor can the award amount be decreased.**
- Budget shifts between fund types (case management and administrative) require a contract amendment.
 - All amendment requests must be submitted no later than 30 days prior to the end of the performance period (deadline: 5/30/25*).
 - 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.

**5/31/25 is a Saturday.*



CLIENT FILES

POLICY CLARIFICATION

- All client files must contain the following elements:

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

Clients must be assessed for all services within 1-month of entry.

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

3. Documentation of services provided, and referrals made. Easiest way to show services provided is recording them in HMIS or a comparable database.**

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.

REPORTING – TIMING

- **Reporting is due monthly on the 20th of the month for the previous month (first reporting deadline: 8/20/24).**
 - Once reporting quality is high, the Grant Specialist will ask the grantee to submit on a quarterly cadence.
- At the end of the performance period a report for the entire period will be due 8/29/25, or 60 days after the end of the contract whichever comes earlier.
- Reporting is required for the entire performance period and is not dependent on when the grantee requests funds or if the grantee has expended all funds.
- If reporting is not submitted on time, DEHCR reserves the right to withhold payment until it is submitted.



REPORTING – DATA COLLECTED



- Datapoints required are outlined in the Program Manual and include basic client information (examples: counts, TANF categories, and income), and services provided.
 - Some services datapoints will only apply to adults (18+) and some will apply to all head of households.
- If HMIS is used, reporting can be pulled entirely from the system apart from two narratives that are required as part of annual reporting.
 - Work with ICA to customize a list of non-HCMS services provided.
- If using a HMIS comparable database, use the DEHCR Reporting Template.

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 reporting.



HMIS HCMS DATA ENTRY AND REPORTING TRAINING LINKS



- General Clarity Resources
 - Client Search, Creating a New Client, Creating a Program Enrollment
- HCMS Specific Questions
 - Additional questions on the Program Enrollment specific to HCMS funded programs
- HCMS Reporting
 - DEHCR HCMS Quarterly and Annual Reporting



HMIS HCMS SPECIFIC QUESTIONS

■ HCMS Household Type



DEHCR HCMS REQUIRED

HCMS Household type
*must be answered the same for each household member
AND align with HCMS full household description

Select ONE of the four eligible household types

**You just select the SAME response for EACH household member

Select

Select

Homeless individuals accompanied by minor children (including children 18 still in school)

Homeless pregnant individuals

Homeless individuals, unaccompanied by children (under 18), who are non-custodial parents

Homeless individuals, unaccompanied by children, related, and where one household member is 18-24

Not an HCMS participating household

No longer in use - SSSG HCMS program participant



HMIS HCMS SPECIFIC QUESTIONS

- HCMS School Continuation Services



Are there children in the household receiving school continuation services?

Select

Yes, if assistance is recieved to keep children attending school

▼



HMIS HCMS SPECIFIC QUESTIONS

- HCMS Tracked Referrals



DEHCR HCMS TRACKED REFERRALS

Division of Vocational Rehabilitation	Select	▼
Food Share Employment and Training	Select	
In-house Job Training	Select	
Job Center of Wisconsin	Select	▼
Other organizations/apprenticeship programs	Select	
Veterans Resource Officers	Select	
Wisconsin Shares Child Care Subsidy	Select	▼
Wisconsin Works	Select	▼

Dropdown options are: Had at Entry, Assisted to Enroll, Not Eligible, Client Declined Service, Not Determined at Entry

Each Tracked Referral requires a response at Date of Enrollment and Date of Exit. If any referrals are obtained during the enrollment period, a Status Update should be created and the field should be updated to reflect the new information.

HMIS HCMS SPECIFIC QUESTIONS

- Agency Tracked Services



PROGRAM: ICA TRAINING AGENCY - NIGHT BY NIGHT SHELTER

Enrollment History **Provide Services** Assessments Notes Files × Exit

Services

Emergency Shelter - ICA Night by Night Housing ▾

Healthcare Health Care ▾



REPORTING – REVIEWING FOR ERRORS



DEHCR will share a sample report and how to quickly review reporting for common errors.

See Sample DEHCR Report with Quick Tips for Reviewing on [DEHCR's website](#).



POLICIES & PROCEDURES

- A list of all required policies and procedures 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.

To pass monitoring: Must include all protected classes/characteristics.

Must outline a way to report discrimination. Must list potential repercussions.

23. 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 for those who engage in discrimination.

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 or more client files with client file checklists, and associated documentation.
 - DEHCR will select the 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 policy, procedure, and forms.**



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 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. Timesheets need to show hours worked against HCMS Case Management and HCMS Administrative activities, vs. all other activities the staff person performs. Documentation showing the hours paid by funding source, and paystubs are also required.
- 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

POLICY CHANGE

- **Grantees must submit monthly payment requests of more than \$0.**
 - DEHCR will provide the payment request template.
 - Payment requests are due on the 20th of the month following the close of the previous month.
- **Grantees may only request up to the proportional amount of administrative funds compared to case management funds.**
 - Example: If the grantee requested 15% of the award in administrative funds and is requesting a combined (both case management and administrative funds) total of \$10,000, the grantee can only request up to \$1,500 in admin funds (15% of the combined total)).



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 24-XX, Grantee Name, Month/Year
- 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.					

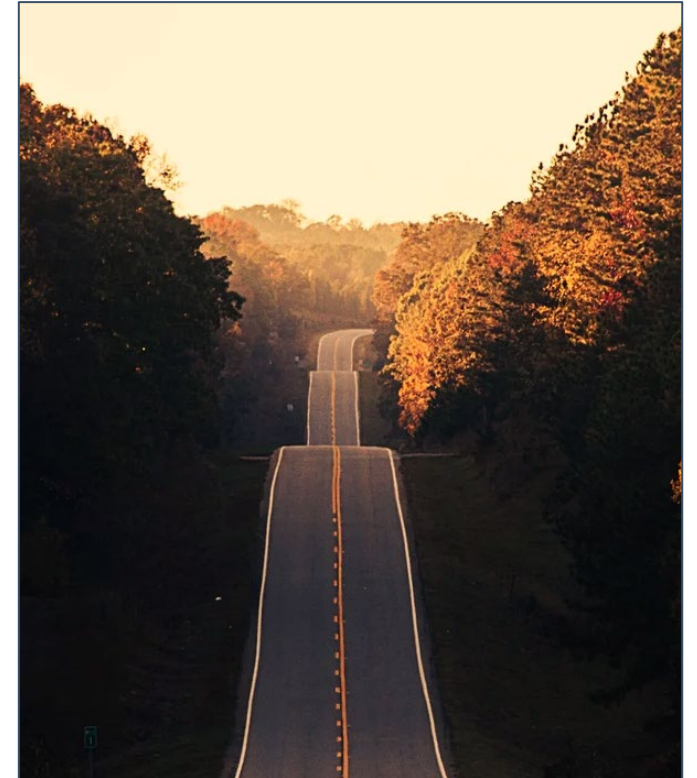
FINANCIAL UPDATES

- Twenty days after the close of the quarter, grantees must submit a **quarterly financial update** covering two topics:
 1. Projected final spend.
 2. Statement whether the grantee foresees any issues with spending the full amount awarded within the performance period, and a description of the issues.
- Grantees must provide quarterly financial updates until they have exhausted all funds.
- DEHCR reserves the right not to process payment requests until reporting and quarterly financial updates have been submitted.



MILESTONES

- 7/1/24: Performance period starts.
- 8/20/24: First payment request, and monthly reporting due.
 - Payment requests are due monthly.
 - Reporting will be due monthly until the Grant Specialist confirms the grantee can submit quarterly.
- 10/20/24: First quarterly financial update due.
- 6/30/25: Performance period ends.
- 8/29/25 (Hard Deadline): Final payment request, last quarter reporting and annual reporting due.
 - *Any payment requests received after this date cannot be processed.*



RESOURCES

- DEHCR's HCMS webpage:
 - Program Manual, Templates, and Forms
- ICA's HCMS training pages:
 - General Clarity Resources: Client Search, Creating a New Client, Creating a Program Enrollment
 - HCMS Specific Questions: Additional questions on the Program Enrollment specific to HCMS funded programs
 - HCMS Reporting: DEHCR HCMS Quarterly and Annual Reporting
- HCMS Contract (esp. Attachments)
- Please reach out to us!



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QUESTIONS?



THANK YOU

