**ORGANIZATION’S NAME**

**2024 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.

**If intensive case management provided to a family does not cover one of the above four areas, the case management provided to that family cannot be billed to the HCMS grant.** Assessment alone or a client declining a service doesn’t qualify as having provided intensive case management.

Further, once one or more of the above areas have been provided, additional case management areas beyond the ones above can be billed to the HCMS grant.

Intensive case management goes beyond making referrals for all, but the last area listed above. Below lists a couple of examples of intensive case management by area of focus:

* Financial management.
  + 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.
  + 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).
  + 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).

For more information see the [2024 HCMS Program Manual](https://energyandhousing.wi.gov/Pages/AgencyResources/homeless-case-management.aspx) available on DEHCR’s website.