**Homes for Heroes, Post-Intake Processes**

**Approving Cases**

First the case manager will complete a H4H Comprehensive Assessment.

At this stage, for Homes for Heroes cases the CASE MANAGER must then:

1. open the Case Approval tab
2. Set the ‘Approval From Team’ to Homes for Heroes
3. Set the ‘Send for Initial Case Approval’ to yes

The case manager then updates the support item type to either Homes for Heroes or RCV, then moves it into either the Housing Approvals queue (H4H case) or RCV and Social Housing queue (RCV)

Once a housing case has been created for approval, the housing manager will be able to view the parent support item in the Housing Approvals queue. They then have to go into the Homes for Heroes case, open the Case Approvals tab, and approve/deny the case by setting ‘Initial Case Approved’ to Yes and setting the ‘Approved By’ field to themselves.

The Housing Manager will then allocate property in the case.

At this point the Housing Manager can either assign the case to a case manager or submit the parent support item to the relevant queue (Homes for Heroes) to be picked from the queue

**Homes for Heroes Case Management**

When a Homes for Heroes case needs to be created for a client, set the type to ‘Housing’ and the Sub-Type to ‘Homes for Heroes’

The following work items are involved in the Homes for Heroes process:

1. H4H Form Completion
   1. Participant Agreement
   2. Review Village Rules
   3. Direct Debit Setup
2. Room Inspections
3. Daily Check-in
4. Personal Wellbeing Index Assessments
5. Support and Linkage
6. Weekly support Plan Meeting
7. Drug Screening

**Post Exit H4H Outreach Case Management**

Create a case with a type of ‘Housing’ and Sub-Type of ‘Outreach H4H’

The following work items are involved in the H4H Outreach process:

1. Weekly Check-in

**Housing Case Resolution/Termination Outcomes**

Navigate to Case Reolution/Termination tab, update the ‘Resolve’ column to yes and fill out the rest of the columns in the tab. Once filled out, click the ‘Resolve Case’ button to the right of the Save button.