**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

**RCV and Social Housing**

RCV and Social Housing officers can pick support items by selecting a record from the ‘RCV and Social Housing’ queue and clicking ‘Pick’ from the ribbon button.

Then open the picked support item and update the Item Status to In-Progress

**RCV Initial Assessment**

Navigate to the Assessment tab in the support item record then click ‘+ New Assessment’ then:

* Select the ‘RCV and Social Assessment Form’
* Update the ‘General’ tab columns then navigate to RCV Assessment Questions and fill out the details before saving the record.

**RCV Cases Management**

First navigate to the ‘Cases’ tab in the Support Item to create a new RCV and Social Housing case. You’ll need to complete the Work Items and Work Item Actions:

1. DCJ Application Forms (RCV)
   1. Medical Assessment Form
   2. Independent Living Skills Form
   3. Consent Form
   4. Exchange Information
   5. Independent Support Plan
   6. Referral Form
2. Supporting Documents
   1. Identification Documents (ID or Birth Certificate)
   2. Bank Statements
   3. Income Statements
3. RCV Approval Letter
   1. Rent Choice Veteran Approval Letter (Needs Client Signature)
   2. Terms and Conditions
   3. DCJ Approval Letter send to the Realestate agent
4. Property Search and Approval:
   1. Support Client with Searching for Properties
   2. Realestate Appointment (Client)
   3. Complete Realestate Applications
   4. Rental Property Approval
5. Financial Support
   1. Bond Loan Application/Approval
   2. Brokerage Applications – Assistance record creation from case form’
6. 3 Monthly Review
   1. There will be 11 work item actions (one every 3 months for the 36-month program

Once the client is housed, update the case columns as follows:

1. ‘Housing Status’ to Housed
2. ‘Housing Program Start Date’ set to current date (or actual start date if different)

**Post Exit RCV Outreach Case Management**

When creating a Post Exit RCV Outreach Case for RCV and Social Housing, set the type to Housing and sub-type to Outreach RCV. You’ll need to complete the following work items and work item actions:

1. Monthly Check-in
   1. Check-in 1
   2. Check-in 2
   3. Check-in 3

**Social Housing Case Management**

When creating a Post Exit Social Housing Case for RCV and Social Housing, set the type to Housing and sub-type to Social Housing. You’ll need to complete the following work items and work item actions:

1. Supported Documents:
   1. Birth Certificate
   2. Consent Form
2. Contact the Client/DCJ for the Application Status

**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.