

Standard CCP Workflow Training for CMs

Updated 26 Sep 2017

Agenda

1. Overview
2. Part 1: Referrals / Pre-Subsidy Assignment
3. Part 2: Client Receives Subsidy Assignment
4. Part 3: Client is Housed
5. Part 4: Client Loses Housing
6. Next Steps

Overview

Starting October 1, 2017, HUD is making two major HMIS changes that affect Permanent Supportive Housing projects:

- The **Project Start Date** was changed - clients may be enrolled before they move into housing
- The **Housing Move-In Date** will be used to track when the client is placed in housing

As a result, CCP workflow is changing

Workflow Changes: Highlights

- Pre-Housing and Housing Maintenance will be replaced by one project enrollment into a Permanent Supportive Housing (PSH) project
- Enrollment will be under the subsidy provider
- Enroll the client when they are first accepted into the project
- Create a Status Update Assessment and fill out the Housing Move-In Date when the client is housed
- Exit a client when they lose their housing or lose their subsidy

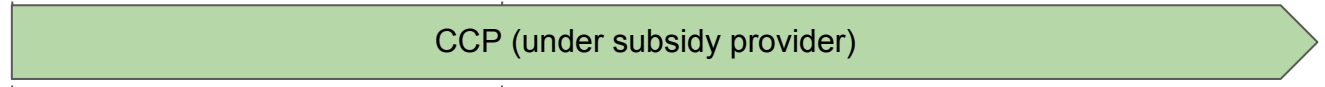
Client accepted into the program

Client housed

Current Workflow



New Workflow



Part 1: Referrals / Pre-Subsidy Assignment

Outreach Team Manages Referral

Outreach Team Responsibilities

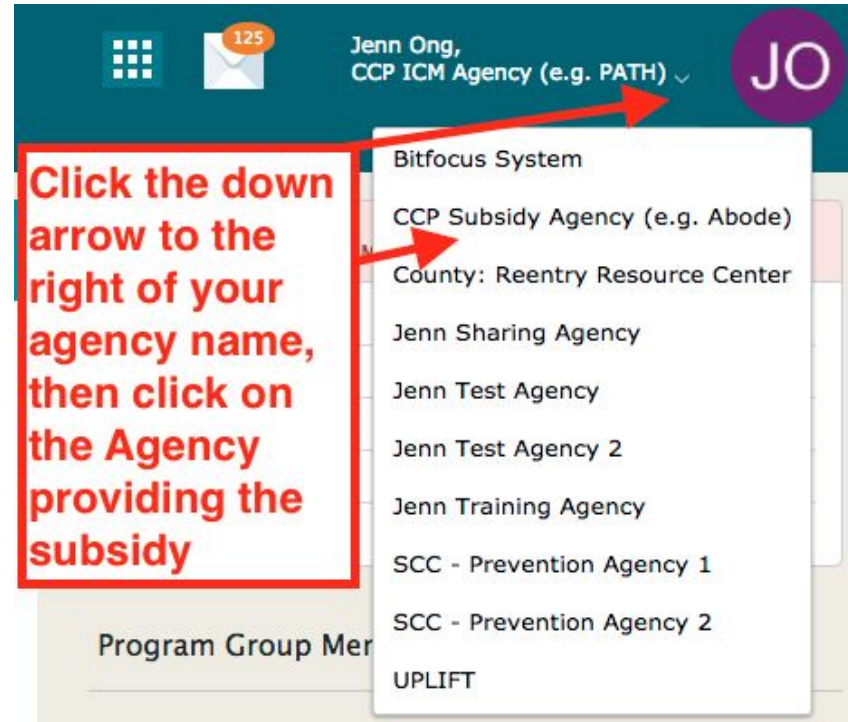
1. Record outreach activities in outreach stand-alone service while searching & engaging
2. Enroll in OUTREACH program & screen for subsidy eligibility
3. End the client's OUTREACH program enrollment when the client is assigned a subsidy
4. When a subsidy is assigned, complete the subsidy application

Part 2: Client Receives Subsidy Assignment

Enroll Client into Subsidy Program

Case Manager Responsibilities

1. Follow the client's ROI in Clarity
2. Switch to the Agency providing the subsidy
3. Enroll the client in the CCP subsidy program with Project Start Date = Date the client was assigned the subsidy
4. On the enrollment screen, fill out the Agency Providing Case Management, ICM Program, and ICM Case Manager



AI Mond

Profile History **Programs** Services Assessments Notes Referrals Location Files

PROGRAMS: AVAILABLE

[CCP] Subsidy Program **2** PH - Permanent Supportive Housing (disability required)

Active Clients: 1 CLIENT

Referrals (90 Days)

0% Families
100% Individuals
0% Referrals Denied

Funding Source: HUD:CoC - Permanent Supportive Housing

Service Categories: Housing Case Management

1 pending referral(s). Older than 0 days.

Program Placement a result of Referral provided by CCP ICM Agency (e.g. PATH) **3**

Include group members:
 Dia Mond Wife

Print Directions Doc Requirements **Enroll**

1. Go to the Programs tab
2. Under Programs: Available, choose appropriate Subsidy Program
3. Make sure Program Referral button is checked, and any entering household members are checked
4. Click "Enroll"

AI Mond

Profile History **Programs** Services Assessments Notes Referrals Location Files

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Assessments Notes Files Forms **Exit**

Enroll Program for client AI Mond

Project Start Date: [Calendar icon]

Client Location: SC-500

ICM Information

Agency Providing Case Management: ICM Agency

ICM Program: ICM Program 1

ICM Case Manager: Jenn

On the enrollment screen, fill out the ICM Agency, Program, and Case Manager based on who is providing case management

Subsidy Application is approved or denied by Subsidy Provider

Housing Subsidy Provider Responsibilities

1. Review Subsidy Application and approve/deny subsidy

Case Manager Responsibilities

1. If subsidy is denied, exit the client from the CCP subsidy program and mark that the client was ineligible. Enroll client into new subsidy program identified by OSH.
2. If the subsidy is approved, move on to next steps.

If Subsidy Denied, Exit the Client

AI Mond

Profile History **Programs** Services Assessments Notes Referrals Location Files

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Assessments Notes Files Forms

End Program for client AI Mond

Project Exit Date

Client Location

Destination

Is this client exiting because they are ineligible for the CCP subsidy program?
 Select
 No
 Yes, client is ineligible

Is the Program Type a Permanent Housing Program Type?

Exit

If subsidy is denied, click Exit button and answer "Yes, client is ineligible"

If Subsidy Approved, Complete a SPDAT with the Client

Case Manager Responsibilities

1. Complete a SPDAT with the client. For programs that serve both single adults, families, and youth, choose the version of the SPDAT version based on the household being served.
2. After saving the SPDAT, do NOT refer to any program or to the Community Queue.

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Assessments Notes Files Forms Exit

Assessments

Status Update Assessment Start

Annual Assessment Start

SPDAT Start

Under the subsidy enrollment, go to the Assessments tab and click "Start" next to the appropriate SPDAT

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Assessments Notes Files Forms Exit

After saving the SPDAT, do NOT make any referrals from the Eligibility Determination screen

PROGRAM ELIGIBILITY DETERMINATION

SPDAT Score Summary

SPDAT PRE-SCREEN TOTAL 10

Client Searches for Housing

Case Manager Responsibilities

1. Record activities using the [CCP] Intensive Case Management: **Housing Search** service. Record the time spent providing each service.

The screenshot shows a software interface for 'AI Mond'. At the top, there is a navigation bar with tabs for Profile, History, Programs, Services, Assessments, Notes, Referrals, Location, and Files. Below this, a header indicates the current program is '[CCP] SUBSIDY PROGRAM'. A secondary navigation bar includes Enrollment, History, Provide Services, Assessments, Notes, Files, and Forms, with an 'Exit' button on the right. The main content area is titled 'Services' and lists several service options, each with a dropdown menu for selection:

- [CCP] Intensive Case Management (Case Management)
- [CCP] Intensive Case Management: Connect to Behavioral Health (Case Management)
- [CCP] Intensive Case Management: Connect to Medical Home (Case Management)
- [CCP] Intensive Case Management: Housing Search (Case Management)
- [CCP] Intensive Case Management: Met Income Target (Case Management)
- [CCP] Subsidy Program Housing (Housing)

A red callout box with a white border contains the text: "When helping a client look for housing, record activities using the Housing Search Service". A red arrow points from this box to the 'Housing Search' service entry in the list.

Record Case Management Services

Case Manager Responsibilities

1. Record **general activities** *not related to CCP outcomes* using the [CCP] Intensive Case Management service. Record the time spent providing each service.
2. Under your home (ICM) agency, record notes in the *Client Notes* section. Do NOT use program or service notes.

The screenshot displays the AI Mond user interface. At the top, there is a navigation bar with tabs for Profile, History, Programs, Services, Assessments, Notes, Referrals, Location, and Files. Below this, the current program is identified as 'PROGRAM: [CCP] SUBSIDY PROGRAM'. A secondary navigation bar includes tabs for Enrollment, History, Provide Services, Assessments, Notes, Files, and Forms, with an 'Exit' button on the right. The 'Provide Services' tab is active, showing a list of services under the heading 'Services'. The list includes:

- [CCP] Intensive Case Management (Case Management)
- [CCP] Intensive Case Management: Connect to Behavioral Health (Case Management)
- [CCP] Intensive Case Management: Connect to Medical Home (Case Management)
- [CCP] Intensive Case Management: Housing Search (Case Management)
- [CCP] Intensive Case Management: Met Income Target (Case Management)
- [CCP] Subsidy Program Housing (Housing)

A red callout box with a white background and red border contains the text: "If activities are NOT related to CCP Outcomes, use the Intensive Case Management service". A red arrow points from this box to the 'Provide Services' tab, and another red arrow points from the box to the dropdown menu of the first service item.

**For CCP Programs, always use Client Notes.
Enter Notes under your home (ICM) Agency.**

PROGRAM: [CCP] SUBSIDY PROGRAM

Services

**Do NOT use Program Notes
Do NOT use Service Notes**

[CCP] Intensive Case Management

Record time spent providing case management

Start Date: 09/25/2017 End Date: 09/25/2017
Time Tracking: None None

Add Note

Submit

24 DAYS ACTIVE PROGRAM

Program Type:	Individual
Program Start Date:	09/01/2017
Assigned Staff:	Jenn Ong
Head of Household:	Al Mond

Program Group Members (+)

No active members

Status Assessments (+)

09/07/2017

STATUS

Assessment due every year

Part 2 Recap: Client Receives Subsidy Assignment

1. **OSH Outreach Team:** Submit subsidy application to subsidy provider

CM: *Switch to the Agency providing the subsidy for all data entry except Client Notes*

2. **CM:** Enroll in PSH subsidy program (HUD Program Start Date)
 - a. Select **ICM agency, program & Case Manager** from drop-down menus on enrollment screen
3. **Subsidy Provider:** Approval by subsidy admin
4. **CM:** If subsidy is denied, end the client's PSH subsidy enrollment
 - a. Note that the client was not eligible on the exit screen
 - b. Restart at #2 with new subsidy program as identified by OSH

Part 2 Recap: Client Receives Subsidy Assignment

5. **CM:** Administer SPDAT
6. **CM:** Record housing search activities under [CCP] Housing Search service. Record time spent providing each service.
7. **CM:** Record other case management services under [CCP] Intensive Case Management. Record time spent providing each service.

CM: *Use your home agency to enter Client Notes:*

8. **CM:** Record case notes under the **Agency providing ICM services**

Part 3: Client is Housed

Fill out Housing Move-In Date and Create Housing Service

Case Manager Responsibilities

1. Create a Status Update Assessment. Fill out the Housing Move-In Date with the date the client was housed.
2. Create a Housing Service with Service Start Date = Housing Move-In Date. Choose the Housing Service based on the client's location (e.g. Curtner, scattered site, etc).

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Provide Services Assessments Notes Files Forms Exit

Assessments

Status Update Assessment Start

Annual Assessment Start

SPDAT Start

Complete Housing Move-In Date When Client Moves Into a Permanent Housing Unit

Housing Move-In Date

Enrollment

History

Provide Services

Assessments

Notes

Files

Forms

Exit

Services

[CCP] Intensive Case Management

Case Management



[CCP] Intensive Case Management: Connect to Behavioral Health

Case Management



[CCP] Intensive Case Management: Connect to Medical Home

Case Management



[CCP] Intensive Case Management: Housing Search

Case Management



[CCP] Intensive Case Management: Met Income Target

Case Management



[CCP] Subsidy Program Housing

Housing

Curtner



Donner



Onizuka



Scattered Site



Create a Housing Service by choosing the location where the client is housed.

Start Date = Housing Move-In Date

Subsidy Provider Verifies Housing Information

AI Mond

Profile History **Programs** Services Assessments Notes Referrals Location Files

PROGRAM HISTORY Go to Programs tab and find the program enrollment

	Start Date	End Date	Type
Edit [CCP] Subsidy Program CCP Subsidy Agency (e.g. Abode)	09/01/2017	Active	Individual

24 DAYS ACTIVE PROGRAM

Program Type: Individual

Program Start Date: 09/01/2017

Assigned S

Head of Ho

Program C

No active members

Status Assessments (+)

09/07/2017	STATUS	
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Assessment due every year

Notification: OFF

Housing Subsidy Provider Responsibilities

1. Verify the Housing Move-In Date is accurate
2. Verify housing service was created and is accurate.

Complete Housing Move-In Date When Client Moves Into a Permanent Housing Unit

Housing Move-In Date

09/01/2017



Check the Housing Move-In Date

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment

History

Provide Services

Assessments

Notes

Files

Forms

Exit

Program Service History

Under the program's History tab, look for the housing service. Check that the start date matches the date the client was housed

[Link from History](#)

Service Name	Start Date	End Date
Referral: [CCP] Subsidy Program CCP ICM Agency (e.g. PATH) referral to CCP Subsidy Agency (e.g. Abode)	09/25/2017	09/25/2017
[CCP] Intensive Case Management:Record time spent providing case management CCP Subsidy Agency (e.g. Abode)	09/21/2017	09/21/2017
[CCP] Subsidy Program Housing:Scattered Site CCP Subsidy Agency (e.g. Abode)	09/01/2017	09/01/2027

Record Case Management Services

Case Manager Responsibilities

1. Record **general activities** *not related to CCP outcomes* using the [CCP] Intensive Case Management service. Record the time spent providing each service.

The screenshot displays the AI Mond user interface. At the top, there is a navigation bar with tabs for Profile, History, Programs, Services, Assessments, Notes, Referrals, Location, and Files. Below this, a teal header indicates the current program is '[CCP] SUBSIDY PROGRAM'. A secondary navigation bar includes tabs for Enrollment, History, Provide Services, Assessments, Notes, Files, and Forms, along with an Exit button. The main content area is titled 'Services' and lists several service options, each with a dropdown menu for selection. A red callout box with a white background and a red border points to the 'Provide Services' tab and the first service option, '[CCP] Intensive Case Management'. The text inside the callout box reads: 'If activities are NOT related to CCP Outcomes, use the Intensive Case Management service'. The service options listed are:

- [CCP] Intensive Case Management (Case Management)
- [CCP] Intensive Case Management: Connect to Behavioral Health (Case Management)
- [CCP] Intensive Case Management: Connect to Medical Home (Case Management)
- [CCP] Intensive Case Management: Housing Search (Case Management)
- [CCP] Intensive Case Management: Met Income Target (Case Management)
- [CCP] Subsidy Program Housing (Housing)

Connect Client to Medical Home

Case Manager Responsibilities

1. Record the date the client was connected to a medical home using the [CCP] Intensive Case Management: **Connect to Medical Home** service

Note: If the client was already connected to a medical home when they entered the program, use the program start date.

The screenshot displays the AI Mond user interface. At the top, there is a navigation bar with tabs for Profile, History, Programs, Services, Assessments, Notes, Referrals, Location, and Files. Below this, the current program is identified as "[CCP] SUBSIDY PROGRAM". A secondary navigation bar includes tabs for Enrollment, History, Provide Services, Assessments, Notes, Files, and Forms, along with an Exit button. The main content area is titled "Services" and lists several service options, each with a dropdown menu for selection. A red box highlights the "Provide Services" tab, and a red arrow points from a text box to the "[CCP] Intensive Case Management: Connect to Medical Home" service option.

Service Name	Category	Action
[CCP] Intensive Case Management	Case Management	▼
[CCP] Intensive Case Management: Connect to Behavioral Health	Case Management	▼
[CCP] Intensive Case Management: Connect to Medical Home	Case Management	▼
[CCP] Intensive Case Management: Housing Search	Case Management	▼
[CCP] Intensive Case Management: Met Income Target	Case Management	▼
[CCP] Subsidy Program Housing	Housing	▼

Connect Client to Behavioral Health

Case Manager Responsibilities

1. Record the date the client was connected to behavioral health services using the [CCP] Intensive Case Management: **Connect to Behavioral Health** service

Note: If the client was already connected to behavioral health services when they entered the program, use the program start date.

The screenshot displays the AI Mond user interface. At the top, there is a navigation bar with tabs for Profile, History, Programs, Services, Assessments, Notes, Referrals, Location, and Files. Below this, the program name is identified as '[CCP] SUBSIDY PROGRAM'. A secondary navigation bar includes Enrollment, History, Provide Services, Assessments, Notes, Files, and Forms, with an Exit button on the right. The 'Services' section is active, showing a list of services. A red box highlights the 'Provide Services' tab, and a red arrow points to the service '[CCP] Intensive Case Management: Connect to Behavioral Health'. A text box next to the arrow contains the instruction: 'Record when a client is connected to Behavioral Health services'. The list of services includes:

- [CCP] Intensive Case Management (Case Management)
- [CCP] Intensive Case Management: Connect to Behavioral Health (Case Management)
- [CCP] Intensive Case Management: Connect to Medical Home (Case Management)
- [CCP] Intensive Case Management: Housing Search (Case Management)
- [CCP] Intensive Case Management: Met Income Target (Case Management)
- [CCP] Subsidy Program Housing (Housing)

Record Increase in Income

Case Manager Responsibilities

1. 180 days after client is housed, use the **Status Update Assessment** to record changes in income
2. If the client has met the Income Target, create a **[CCP] Intensive Case Management: Met Income Target** service

Ccp Client-2

Profile History Services Programs Assessments Notes Files Location Referrals

PROGRAM: [CCP HOUSING MAINTENANCE] HOUSING SUBSIDY PROGRAM 2

Enrollment History Provide Services Assessments Notes Files Forms End

Assessments

Status Update Assessment Start

Annual Assessment Start

Assessment History

Use Program Status Update Assessment to record change in income

PROGRAM: [CCP] SUBSIDY PROGRAM

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

Services

[CCP] Intensive Case Management	Case Management	▼
[CCP] Intensive Case Management: Connect to Behavioral Health	Case Management	▼
[CCP] Intensive Case Management: Connect to Medical Home	Case Management	▼
[CCP] Intensive Case Management: Housing Search	Case Management	▼
[CCP] Intensive Case Management: Met Income Target	Case Management	▼
[CCP] Subsidy Program Housing	Housing	▼

Record when a client meets the Income Target

Update SPDAT

Case Manager Responsibilities

1. Every 90 days after the client enters CCP, perform another **SPDAT assessment** for the client.

The image shows two screenshots of a web application interface for the CCP Subsidy Program. The top screenshot shows the 'Assessments' tab selected, with a red box highlighting the 'Start' button next to the 'SPDAT' assessment. A red arrow points from the 'Start' button to the 'Assessments' tab. The bottom screenshot shows the 'PROGRAM ELIGIBILITY DETERMINATION' screen, with a red box highlighting the instruction: 'After saving the SPDAT, do NOT make any referrals from the Eligibility Determination screen'. The 'SPDAT Score Summary' section shows a 'SPDAT PRE-SCREEN TOTAL' of 10.

Profile History **Programs** Services Assessments Notes Referrals Location Files

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History **Assessments** Notes Files Forms Exit

Assessments

Status Update Assessment Start

Annual Assessment Start

SPDAT Start

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History **Programs** Services Assessments Notes Referrals Location Files Exit

PROGRAM ELIGIBILITY DETERMINATION

SPDAT Score Summary

SPDAT PRE-SCREEN TOTAL 10

Regularly update client info

Case Manager Responsibilities

1. When there are changes to client info (income, non-cash benefits, etc.) or ICM agency/program/Case Manager, record the info using a status update assessment.
2. When there is a change in the location where the client is housed, update the Housing Service.
3. Every year, complete an Annual Assessment within 30 days of the client's program anniversary.

Ccp Client-2

Profile History Services Programs Assessments Notes Files Location Referrals

PROGRAM: [CCP HOUSING MAINTENANCE] HOUSING SUBSIDY PROGRAM 2

Enrollment History Provide Services Assessments Notes Files Forms End

Assessments

Status Update Assessment [Link from Assessments](#) Start

Annual Assessment Start

Record any changes to income, noncash benefits, etc. using status update assessment

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Provide Services Assessments Notes Files Forms

Exit

Program Service History

On the program History tab, Edit the Housing Service. Change End Date to be day before the client moved to the new location

[Link from History](#)

Service Name

Start Date End Date

Referral: [CCP] Subsidy Program
CCP ICM Agency (e.g. PATH) referral to CCP Subsidy Agency (e.g. Abode)

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Provide Services Assessments Notes Files Forms

Exit

[CCP] Intensive Case Management: Record time spent providing case management
CCP Subsidy Agency (e.g. Abode)

Services

- [CCP] Intensive Case Management Case Management
- [CCP] Intensive Case Management: Connect to Behavioral Health Case Management
- [CCP] Intensive Case Management: Connect to Medical Home Case Management
- [CCP] Intensive Case Management: Housing Search Case Management
- [CCP] Intensive Case Management: Met Income Target Case Management

Create a new Housing Service and choose the new location.
Start Date = Date client moved to the new location

Edit

- [CCP] Subsidy Program Housing Housing
 - Curtner
 - Donner
 - Onizuka
 - Scattered Site

24 DAYS ACTIVE PROGRAM

Program Type:	Individual
Program Start Date:	09/01/2017
Assigned Staff:	Jenn Ong
Head of Household:	Al Mond

Program Group Members +

No active members

Status Assessments + Add

09/07/2017 STATUS

Assessment due every year
Notification: OFF ☑

ADD PROGRAM ASSESSMENT

Al Mond Husband

Add Status Assessment Add Annual Assessment

Check the box next to all household members who need the Annual Assessment. Click "Add Annual Assessment"

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Provide Services Assessments Notes Files Forms Exit

Add Annual Assessment for client Al Mond

Project Status Date

Client Location

Status Date should be within 30 days before / after the client's program anniversary date

Part 3 Recap: Client is Housed

CM: *Switch to the Agency providing the subsidy for all data entry except Client Notes*

1. **CM:** When client is housed
 - a. Create a Status Update Assessment and enter the Housing Move-In Date
 - b. Create a Housing Service & choose the location of the apartment unit

2. **Subsidy Provider:** Verify Housing Service is correct
 - a. Status Update Assessment is created with the Housing Move-In Date
 - b. Housing Service is created and Housing Service Start Date = Housing Move-In Date

Part 3 Recap: Client is Housed

3. **CM:** Record case management activities using the [CCP] Intensive Case Management service. Record time spent providing each service.
4. **CM:** If the client meets CCP objectives, record the date the client met the objective:
 - a. [CCP] Intensive Case Management: Connect to Medical Home service
 - b. [CCP] Intensive Case Management: Connect to Behavioral Health service
 - c. [CCP] Intensive Case Management: Met Income Target service

Part 3 Recap: Client is Housed

5. **CM:** Complete and enter new SPDAT assessments for the client every 90 days
6. **CM:** 180 days after the client is housed CCP, use the Status Update Assessment to record changes to income
7. **CM:** Regularly update client info, including changes to client income, ICM provider agency, ICM program, assigned case manager using Status Update Assessments
8. **CM:** When there is a change in the location where the client is housed, update the Housing Service.
9. **CM:** Every year, complete an Annual Assessment within 30 days of the client's program anniversary.

Part 4: Client Loses Housing

If Client Loses Subsidy, Exit Client from Program

Case Manager Responsibilities

1. Exit the client from the program. Project Exit Date should be the day the client moves out of housing.
2. Confirm the Housing Service End Date is correct (the day before the Project Exit Date).

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Assessments Notes Files Forms Exit

End Program for client AI Mond

Project Exit Date

Client Location

Destination

Is this client exiting because they are ineligible for the CCP subsidy program?
 No
 Yes, client is ineligible

Click "Exit". Answer "No" to "Is this client exiting because they are ineligible for the CCP subsidy program?"

OPEN SERVICES

Service Name	Start Date	End Date	Change End Date
[CCP] Subsidy Program Housing:Scattered Site CCP Subsidy Agency (e.g. Abode)	09/01/2017	09/01/2027	<input type="text" value="9/24/2017"/>

Save Changes or [Cancel](#)

On Exit screen, verify Housing Service End Date

Subsidy Provider Verifies Exit Information

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Assessments Notes Files Forms Exit

Program Service History

Service Name	Start Date	End Date
[CCP] Intensive Case Management:Record time spent providing case management CCP Subsidy Agency (e.g. Abode)	09/21/2017	09/21/2017
[CCP] Subsidy Program Housing:Scattered Site CCP Subsidy Agency (e.g. Abode)	09/01/2017	09/24/2017

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Assessments Notes Files Forms Exit

End Program for client Al Mond

Project Exit Date 09/25/2017

Housing Subsidy Provider Responsibilities

1. Review the exit information, including Housing Service End Date

If Client loses unit but keeps subsidy, Exit Client and Re-enroll into Subsidy Program

Case Manager Responsibilities

1. End client's program enrollment
2. Confirm the Housing Service End Date is correct
3. Re-enroll client into the same subsidy program. Project Start Date should be the same as the exit date from the previous enrollment.
4. Record housing search and case management activities.

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Assessments Notes Files Forms Exit

End Program for client AI Mond

Project Exit Date

Client Location

Destination

Is this client exiting because they are ineligible for the CCP subsidy program?

Select
 No
 Yes, client is ineligible

Click "Exit". Answer "No" to "Is this client exiting because they are ineligible for the CCP subsidy program?"

OPEN SERVICES

Service Name	Start Date	End Date	Change End Date
[CCP] Subsidy Program Housing:Scattered Site CCP Subsidy Agency (e.g. Abode)	09/01/2017	09/01/2027	<input type="text" value="9/24/2017"/>

Save Changes or [Cancel](#)

On Exit screen, verify Housing Service End Date

PROGRAMS: AVAILABLE

[CCP] Subsidy Program PH - Permanent Supportive Housing (disability required)

Active Clients



0% Families
100% Individuals

1. Go to the Programs tab
2. Under Programs: Available, choose appropriate Subsidy Program
3. Make sure any entering household members are checked
4. Click "Enroll"



Funding Source
HUD:CoC - Permanent Supportive Housing

Service Categories:

✓ Housing ✓ Case Management

Include group members:
 Dia Mond Wife

Print Directions Doc Requirements **Enroll**

Subsidy Provider Verifies Information

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Assessments Notes Files Forms Exit

Program Service History

Service Name	Start Date	End Date
[CCP] Intensive Case Management:Record time spent providing case management CCP Subsidy Agency (e.g. Abode)	09/21/2017	09/21/2017
[CCP] Subsidy Program Housing:Scattered Site CCP Subsidy Agency (e.g. Abode)	09/01/2017	09/24/2017

PROGRAM: [CCP] SUBSIDY PROGRAM

Enrollment History Assessments Notes Files Forms Exit

End Program for client Al Mond

Project Exit Date 09/25/2017

Housing Subsidy Provider Responsibilities

1. Review the exit information, including Housing Service End Date

Part 4 Recap: Client Loses Subsidy

1. **CM:** Exit client from the program
 - a. Confirm the Housing Service End Date is correct

2. **Subsidy Provider:** Review exit information
 - a. Review Exit screen
 - b. Review Housing Service End Date

Part 4 Recap: Client Loses Unit but not Subsidy

1. **CM:** Exit client from the program
 - a. Confirm the Housing Service End Date is correct
2. **CM:** Re-enroll client into the same subsidy program
 - a. Project Start Date should be the same as the exit date from the previous enrollment
 - b. Record housing search and case management activities

3. **Subsidy Provider:** Review exit information
 - a. Review Exit screen
 - b. Review Housing Service End Date

Next Steps

- **10/2:** historic CCP data will be changed to match new workflow
- **10/5 onwards:**
 - Review to make sure the information looks correct
 - Create a Status Update Assessment and fill out the Agency Providing Case Management, ICM Program, and ICM Case Manager fields
 - Create a new Annual Assessment in 2017 based on the anniversary of the “new” Program Start Date
- **Later in October:**
 - Update Housing services to reflect client’s location (more information to come)
- **When staffing changes occur:** Notify Bitfocus in advance of ICM staffing changes for CCP