

**DIRECT ACCESS TO HOUSING PROGRAM
Case Manager Responsibilities and Checklist**

Case Manager Responsibilities: DAH Access / Referral

- Identify eligible client willing to:
 - Sign up with 3rd party rent payment provider
 - Pay 50% of income toward rent
 - Live in the Tenderloin (if applicable)
 - Abide by DAH Program Rules
- Fill out clinical intake form and submit to Susan Poff (susan.poff@sfdph.org)
- Ensure client has valid ID and/or social security card
- Fully complete DAH application when solicited by Susan Poff
- Accompany client to all housing interviews with on-site support services and property management
- Accompany client on move-in day
- Arrange all services needed to ensure client transitions smoothly to DAH housing

Case Manager Checklist: Possible Case Management Tasks and Services Needed at Move-in

- Check clients personal items for signs of infestation and arrange treatment as necessary
- Help client pack and move belongings
- Arrange transportation for client and belongings on move-in day
- Arrange for one week of food and plan for client to obtain food independently or with meal service in the future
- Secure IHHS if required starting on day of client move-in
- If not supplied, plan for basic supplies such as bedding, towels dishes, toilet paper, soap, hygiene products, clothing, etc.
- Make sure client has enough money for one week
- Arrange for two weeks of medication and schedule primary care appointment
-OR- arrange one month of medication and schedule appointment with new primary care provider (at HUH Clinic or elsewhere) within one month of move-in
- Schedule psych appointment if applicable
- Arrange for follow-up meeting with client within one to two weeks of move-in
- Follow-up with on-site Support Service staff within first week of move-in
- Help client arrange phone / other services as needed
- Make sure durable medical equipment and other health care supplies ordered and ready on day of move-in if needed
- Arrange for transportation to Day Health, medical appointments, etc. if necessary
- Set up shield account for incontinence supplies if necessary
- Set up in-home nursing services (e.g. Health at Home) if applicable
- Help client arrange for companion animal needs (e.g., food, litter box, etc.), if applicable
- Help client notify primary care and other providers of new contact information
- Help client complete any reasonable accommodation paperwork needed to modify the unit (e.g., to install grab bars), if needed