

Emergency Food & Shelter Program (EFSP)

Case Management Standards

As an Emergency Food & Shelter Program recipient Agency for direct assistance funds, the following services will be provided under the terms of this agreement:

1. Clients will receive case management services to include:
 - a. Engagement – Includes outreach to potential clients and receiving referrals, screening clients, and initial intake.
 - b. Assessment – Comprehensive intake process that includes identifying the issues faced by the client and client needs. All applicants will be screened with a face-to-face appointment.
 - c. Planning – Includes identifying and developing goals and a strategic case management plan with interventions designed to provide client support, enhance developmental, problem-solving, and coping capacities of clients and address identified issues (including crisis prevention).
 - d. Implementation/Coordination – Includes client education, service arrangement, and coordination with other service providers with the goal of linking clients with systems that provide them with resources, services, and opportunities.
 - e. Advocacy – Includes promoting client well-being and/or client-functioning and acting as a liaison and behalf of the client.
 - f. Reassessment/Evaluation – Includes monitoring client progress toward established goals and evaluating the effectiveness of interventions for the purposes of improving the scope and capacity of the delivery system.
 - g. Disengagement – Includes development of a transitional plan for clients in the event of program participation termination, transfer, completion of services, and/or discharge planning.
2. If applicable, clients will receive emergency financial assistance to include direct financial assistance for the payment of rent/mortgage or utilities.

NOTE: Case management is classified into one-time assistance, short-term, medium-term, and long-term. Item 1# A-G can be delivered in a one-time emergency services session.

All case management services must include a face-to-face assessment with the Agency's case manager.