**Intensive Case Management Services Scope of Services**

1. Contractor will provide the services for IEHP members who are homeless, at risk of homelessness, formerly homeless and who have complex health and/or behavioral health conditions; are high utilizers of public services and other vulnerable populations including individuals with criminal justice histories and individuals who are exiting institutions such as hospitals, residential treatment programs, and custody facilities.

2. Contractor shall provide:

a. Ongoing outreach to and engagement of the client population including field and community based locations, health and behavioral health facilities, interim and bridge housing settings, criminal justice and custody facilities, and other locations as needed to engage the target population.

b. Assisting clients with rental application including paperwork required by Housing Authorities and the Section 8 program.

c. Assistance with mental health and life skills services and referrals.

d. Establishment of a case management plan based on their authorization including but not limited to establishing future goals, improvement of behaviors associated with substance use, reduction in frequency and quantity the use of alcohol and other substances, coping with mental and behavioral health disorders, coping with chronic medical conditions, accessing medical care, improvement of interpersonal relationships.

e. Help accessing public benefits and educational opportunities as appropriate.

f. Assistance with budgeting and money management.

g. Assistance with substance use disorder services and referrals with a focus on harm reduction.

h. Referrals to primary medical care, mental and behavioral health services, and other community services as needed.

1. Assistance in obtaining clothing and food.

J. Group programming ranging from life-skills groups to community activities.

k. Eviction prevention counseling and advocacy.

l. Assist with educational, vocational, and employment services as appropriate for each client.

m. Assistance with inter-partner violence and safety planning services and referrals.

n. Transportation assistance.

o. Assisting clients with medication regimen.

p. Housing location services including assisting clients with locating affordable permanent housing, establishing and maintaining relationships with landlords/agencies willing to provide affordable permanent housing to IEHP clients, and providing assistance with negotiating rental agreements. (Note: The need for housing location services will vary by project. Housing location experience is not a minimum qualification.)

q. Identification of federal and regional public funding sources that might be available to a Member to cover housing costs, if applicable.

r. Administer move-in assistance funds to assist clients with timely security deposits, household goods and furnishings, utility deposits, etc.

s. Assistance with temporary or interim housing until client moves into an available permanent supportive housing unit.

t. Assistance with monitoring any client legal issues and making appropriate referrals while addressing any barriers to accessing and maintaining housing and services (e.g., credit history, criminal records, pending warrants, etc.).

u. Collaboration with providers of property related tenant services (PRTS) and property owners to ensure clients provide authorization to receive the support they need to remain housed and stable, including attending and/or convening periodic meetings with partners to problem-solve around client, building, and community issues.

v. Provision of on-going training to ICMS staff to ensure services are appropriate and to promote continuous quality improvement.

w. Maintenance of program and client records and legally permissible data systems as may be required.

x. Submit reports and invoices as requested and in a timely manner and provide all required supporting documentation.

y. Notify appropriate IEHP staff when a significant change in condition occurs that would negatively impact Member's ability to find or maintain housing.

z. Comply and deliver services in accordance with contract deliverables and objectives.

aa. Participate in IEHP and partner interdisciplinary care team meetings and other administrative meetings as needed and requested to ensure the success of the client and housing program.

bb. Identify when linkages to medical and behavioral health services are necessary and work collaboratively with IEHP and other community partners to ensure clients obtain needed services.

cc. Contractors shall provide services only to the members who have been identified by IEHP on work order.

dd. Enter data on each IEHP Member assigned into the local Housing Information Management System/Coordinated Entry System to ensure services are not duplicated by others and to ensure eligible HUD resources are made available.

ee. Provide regular reports on metrics to IEHP meeting the following specifications:

i. Weekly reports describing the current total Member census being served by the CONRACTOR; census reports should be provided at the Member­ level and will include Member's phase of housing placement transition (e.g., assessment, enrollment pre-transition, transition into community­ based housing, case closure planning, etc.).

n. Quarterly reports will be provided summarizing (in aggregate) the efficiency of CONTRACTOR services. The efficiency of service measures

will describe- in aggregate- average participant wait times for:

1. Referral to assessment by CONTRACTOR,

2. Assessment to enrollment,

3. Enrollment to pre-transition,

4. Pre-transition into transition into community-based housing, and

5. From transition into community-based housing to CONTRACTOR

case closure.

m. For those Members who have been transitioned into community-based housing, quarterly reports will be provided summarizing (in aggregate) the average duration of participant retention in community-based housing.