

Greg Fischer  
Mayor



Department of Community Services and Revitalization  
Louisville, Kentucky

## ***Rental Assistance Program***

### **CASE MANAGEMENT REQUIREMENTS**

1. Weekly contact with participant.
2. Monthly home visit.
3. Advocacy for services: utilities, food, furniture, transportation, child care, income-applying for SSI or employment referral/training/resources, assistance in search and leasing process of rental unit. Any other services the client may require from within the community.
4. Assessment for health/mental health care.
5. Assessment for drug/alcohol abuse.
6. Routinely serve as an advocate for the participant within the community.
7. If applicable, arrange for payee services for the participant.
8. Follow up on applicants placed on the wait list.
9. Avoid lapses in contact with participant to insure compliance with both the case management contract and the rules and regulations that govern participants in the rental assistance program.
10. **All appointments** are to be scheduled by the case manager. **All applicants and participants are to be accompanied by the case manager to the initial and re-certification appointments. Case managers are asked to stress to participants the importance of keeping the first re-certification appointment or scheduling another appointment in a timely manner. Failure to complete the re-certification process within the 90-day window jeopardizes the participant's ability to continue in the program.**
11. **Clients must notify the Program Specialist** before dropping off lease papers or other documentation. When possible, case managers are asked to review paperwork for **mandatory signatures** prior to drop-off.
12. **Case managers are required to notify the participant's Program Specialist** whenever any serious problems arise, especially those that may **jeopardize the participant's housing**.
13. In the event there is a change in case managers, **a new case management contract must be executed and a copy submitted** to the **Program Specialist** in this office.
14. Completion and submission of the **Performance Measure Review**.

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