

# **CASE MANAGEMENT**

Case management is an essential part of the FSS programs. Focus areas include:

## **Needs Assessment**

An initial needs assessment form indicating what a family's needs are must be completed at the first interview. The FSS Case Manager will review discuss the information on the assessment form with the participant. The needs assessment information will aid the case manager and the participants in the development of the Individual Training and Services Plan. The needs assessment form will become a permanent part of the FSS file. Subsequent needs assessments may be required to determine the level of service delivery to participants and any new needs.

## **Developing an Individual Training and Service Plan**

The Individual Training and Service Plan (ITSP) is a crucial part of the FSS programs. The FSS Case Manager is responsible for completing the ITSP with the participant. The ITSP must be completed for each head of household participating in the programs. The participation of other adult family members is voluntary (failure of family members other than the head of household to meet the goals set forth in their ITSP will not affect the disposition of the family's escrow account). The FSS Case Manager should encourage completion of an ITSP by each adult family member.

Each ITSP must be individualized to reflect the needs, responsibilities, and capabilities of the family. The family must be involved in the planning process. As the head of the FSS family is required to "seek and maintain suitable employment during the term of the contract" each FSS family head of household must seek a job sometime during the contract. This must be reflected in the ITSP.

## **Extension of Contract**

The Contract of Participation may be extended up to an additional two years due to "good cause". All requests for extensions of the contract should be put in writing and must be approved by the FSS Coordinators and the Executive Director.

Contract extensions for good cause may be given for:

- Illness that interfered with the timely completion of the ITSP
- Involuntary loss of employment
- The additional time necessary for the family to meet the goal of remaining off public assistance for at least 12 months prior to the expiration of contract.

Extension of the Contract of Participation will entitle the FSS family to continue to have amounts credited to the FSS family's account.

## **Modification of the Contract**

Written modification of the contract may be made by mutual agreement by FSS Staff and the family due to:

- Change in designation of head of household
- Changes in the ITSP
- Extension of Contract

All modifications to the contract must be fully documented and signed by the family and FSS Coordinator or Counselor.

### **Termination of the Contract**

Should it become necessary to terminate the contract, written notification must be sent to the participant family indicating the date of termination and reason for termination.

### **Disbursement of Escrow Account Funds**

- A. Payment from Account Before Contract of Participation Expiration Date

An FSS Family may withdraw a portion of its escrow account during its participation of the FSS programs **ONLY IF:**

1. **The family has complied with completed interim goals set forth in the Contract of Participation; and**
2. **The need for early withdrawal of a portion of the FSS account is for purposes consistent with terms of its Contract of Participation, one higher education costs, job training, or business development.**
3. **The programs supervisors and executive must approve the request.**

All requests for early withdrawal must be in writing and include the following information:

- FSS participant name address, and Social Security number
- Amount Requested
- Specific reason for request

The supervisor or executive director may require additional information prior to approval or denial of the request and may approve withdrawal of a lesser amount than requested by the participants, based on individual circumstances.

### **Employment Obligations**

The head of the FSS family shall be required under the Contract of Participation to seek and maintain suitable employment during the term of the contract. Only head of the household of the FSS family will be required to seek and maintain suitable employment.

If the FSS participants are receiving TANF assistance, the HACFM shall establish a goal that the family will become independent from TANF assistance at least one (1) year expiration of the term of the Contract of Participation. The Contract of Participation shall provide that one of the obligations of the FSS family will comply with the terms of the Public Housing lease agreements.

The Resident Services staff will play a significant role in helping FSS participants resolve problems and build self-esteem. Constant interaction on a one-on-one basis will allow staff to provide the encouragement and continued reinforcement necessary for participating families to proceed in overcoming obstacles that otherwise would stand in their way of reaching self-sufficiency. If your interested in enrolling into the Public Housing FSS Program please contact Vivian Watkins at (239) 344-3245 and for the Housing Choice Voucher FSS Program contact: Carolyn Duberry at (239) 344-3233 or Maritza Rodriquez at (239) 344-3237.