

## **The three phases of case management**

- 1. FAMILY BASIC NEEDS.** Apply for birth certificates, social security cards and photo ID, applying for Medicaid/HIP/Health insurance, SNAP or TANF benefits, housing with the Housing Authority, CCDF (child care vouchers), government phone, enroll children in school and complete a danger assessment and educational assessment. Address any past due bills or outstanding legal issues.
- 2. EMPLOYMENT.** Resume and interview assistance, gathering/purchasing necessary items (uniform, shoes, etc.) to start employment, and arranging transportation.
- 3. PERMANENT HOUSING.** Apply for all available income-based housing and public housing through Section 8. Gather household and other needed items. Create financial plan for move and successful future outside of shelter.