

Northwest Regional Rapid Rehousing Workflow

CM Activities with Client

CM Activities with Program/MCRHA

STEP 1: Identifying and Enrolling Clients

1) Coordinate with the CE Specialist or conduct a List Pull using the Coordinated Entry System; Ensure eligibility

1) Complete Section 1 and send Application Documents to Michelle Hatch for Approval

STEP 2: Debriefing and Engaging Clients

1) Update Enrollment information in HMIS and Exit Client from Coordinated Entry
2) Complete Debriefing Section

1) Send Section 2 Documents to Michelle Hatch
2) Continue (no additional approval needed)

STEP 3: Housing Navigation and Move-in

1) Assist Client in Identifying a Housing Unit
2) Complete Move-in Section

1) Send Section 3 Documents to Michelle Hatch
2) Michelle will send Rent Determination Totals

STEP 4: Case Management

1) Engage with client to stabilize housing
2) Complete Monthly Folder Section

1) Send Monthly Documents to Michelle Hatch
2) Send Monthly Invoices/Match to Michelle Hatch

STEP 5: Close-Out/Exit

1) Follow appropriate Exit Strategies as outlined
2) Update HMIS as appropriate

1) Send Close-out Paperwork as appropriate
2) Michelle will notify provider if appeal is filed and outcome of any appeals

Any questions?

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