A. KEY CASE RECORD FIELD DEFINITIONS

CASE STATUS: Indicates whether or not the client is actively working with a specific program.

- ⇒ **OPEN:** *client has been referred to the program, is in the intake/screening phase, OR is actively enrolled and receiving services.*
- ⇒ **CLOSED:** *client is no longer receiving services from program.*

PROGRAM STATUS: Describes the current status or stage of participation within a specific program. Program Status corresponds with Case Status.

<table>
<tr><th rowspan="5">OPEN CASE</th><th>PROGRAM STATUS</th><th>DEFINITION</th><th>CoDa Requirements</th><th>Completed by</th></tr>
<tr><td>Referred
Default</td><td>The new case record has a default Program Status of REFERRED. This status will remain as REFERRED until the CM has successfully scheduled the intake.</td><td>✓ Case Manager Name
✓ Type of Housing
✓ Relevant fields in the REFERRAL DETAILS section
✓ Service Entries – Engagement Type = CM Initial Outreach
✓ OneSystem ID (client contact record)</td><td>CASE MANAGER</td></tr>
<tr><td>Screening</td><td>The Case Manager will change to SCREENING once they have scheduled an intake with the client.</td><td>✓ Service Entries –Engagement Type = CM Intake</td><td>CASE MANAGER</td></tr>
<tr><td rowspan="2">Intake</td><td rowspan="2">The Case Manager will change to INTAKE once the intake has been completed. This program status will remain as INTAKE until the HoLo has completed the Housing Search intake.</td><td>✓ Relevant fields in ELIGIBILITY SCREENING DETAILS section
✓ Relevant fields in INTAKE DETAILS section
✓ Intake Housing Tracker
✓ Income Tracker
✓ Upload files to CLIENT and CASE record
✓ FAM/EMPath – abbreviated
✓ Service Entry – add note indicating client is ready for housing search with Engagement Method = Internal Note</td><td>CASE MANAGER</td></tr>
<tr><td>✓ Relevant fields in HOUSING SEARCH DETAILS section
✓ Service Entries – Engagement Method = Initial HoLo Outreach, HoLo Intake</td><td>HoLo</td></tr>
</table>

	Housing Search	The HoLo changes the program status to HOUSING SEARCH after the initial housing search intake has been completed.	*During housing search:* ✓ Any additional relevant fields in HOUSING SEARCH details section ✓ Housing Tracker (applications) – for each unit viewed ✓ Landlord Information in LL database (if new landlord) ✓ Service Entries – Engagement Method = Housing Search or Lease Up ✓ Upload files to CASE RECORD ✓ Service Entry – add note indicating client is ready for lease up with Engagement Method = Internal Note *Once housing is secured:* ✓ Relevant fields in SUBSIDY DETAILS & RENTAL INFORMATION section ✓ Enrolled Housing Tracker ✓ Upload "lease up" docs ✓ Financial Transaction for Renters' Insurance, (if applicable) + upload receipt (Reason for Assistance = Renters' Insurance) ✓ Service Entry – add note indicating check request has been sent to APD with Engagement Method = Internal note	HoLo
	Housing Search Hold	Use if the Housing Search process has been put on hold for any reason (e.g. hospitalization, incarceration etc.)	✓ Service Entry – add note indicating reason for hold with Engagement Method = Internal Note	HoLo
	Enrolled	Case Manager changes the program status to ENROLLED once the move-in process is completed.	*At Move-In* ✓ Service Entry – add note indicating client is housed with Engagement Method = Internal Note ✓ Financial Transaction for movers (Reason for Assistance = Move In) ✓ Financial Transaction for furniture (Reason for Assistance = Furniture) ✓ Household Expense tracker (C-Cares only) *Ongoing* ✓ Service Entries – log all outreach and attempts (weekly) within first 90 days as Engagement Method = Case Management or Home Visit ✓ Service Entries – log all outreach and attempts (2x monthly for C-Home and FP, monthly for HL) after 90 days as Engagement Method = Case Management, Home Visit, Recertification ✓ Service Entries – log all outreach and attempts 90 days before exit as Engagement Type = Exit Planning (C-Home only) ✓ FAM (quarterly for C-Home and FP, annually for HL) ✓ Income tracker/Recerts (quarterly for C-Home and FP, annually for HL) ✓ Goal tracker (quarterly for C-Home and FP, annually for HL)	CASE MANAGER

	Enrolled/ Searching	Use if the client is housed with the subsidy and looking for new housing.	*Same outreach requirements for ENROLLED*	CASE MANAGER
			Same outreach requirements as initial HOUSING SEARCH + ✓ Enter relocation housing search details in the RELOCATIONS section. ✓ Service entries – Engagement Method = Housing Search *only* (do not need to log Initial HoLo Outreach or HoLo Intake again)	HoLo
	Enrolled - Extension	(C-Home only) Change the status to Enrolled – Extension if the family has completed two full years of the subsidy and has received an extension for the third year.	*Same outreach requirements for ENROLLED +* ✓ Update Subsidy End date – not required if the original subsidy end date was listed as three years from start date. ✓ Housing type – must be changed to Prop C	CASE MANAGER
	Enrolled - Graduated	(C-Cares only) Use this status for families who have completed at least one full year in the program, are stably housed, fully in compliance, and have completed most or all stability plan goals, AND have opted out of case management.	*No case management engagement requirements. Annual recertification only.*	CASE MANAGER
	Subsidy Paused	Choose this status if something happens that requires SF Home to stop paying the family's subsidy mid-lease. Reasons to pause the subsidy may include: landlord stopped accepting payments due to pending eviction, hospitalization, incarceration, etc.	✓ Program Status Change Note = Indicate why the subsidy has been paused. When the subsidy resumes, update the note.	CASE MANAGER
CLOSED CASE	Not Enrolled	The client does not proceed to housing search after the initial screening and/or intake stages and their case record is closed. DO NOT select EXITED if the client never started Housing Search.	✓ EXIT DETAILS section – *see full list of exit reasons below*	CASE MANAGER
	Exited	EXITED means that the client is no longer receiving services from SF Home. This status is used for clients who engaged in housing search and/or were enrolled in an SF Home subsidy. Use the Exit Reasons to indicate why the client exited.	✓ EXIT DETAILS section – *see full list of exit reasons below* ✓ Program Exit Housing Tracker ✓ Service Entry – add note summarizing exit details with Engagement Method = Internal Note	CASE MANAGER OR HoLo (if after Housing Search)

EXIT REASON: Explains why the family has "exited" a specific program. To *exit* a program means that the client is no longer receiving services from a specific program. The client may or may not continue to receive services through other Compass programs. Exit Reason corresponds with the specific Program Status.

	EXIT REASON	DEFINITION	Program Exit Housing Tracker Requirements
NOT ENROLLED	Lack of contact	Client does not complete intake due to lack of contact. *Only select this option if the client was exited prior to moving into the Housing Search program status.*	*No housing tracker required*
NOT ENROLLED	No longer interested	Client opts not to proceed with housing search after intake. *Only select this option if the client was exited prior to moving into the Housing Search program status.*	*No housing tracker required*
NOT ENROLLED	Other	Client does not proceed with housing search for any other reason not captured here. Enter more details in the *Client Exit Comments field*.	*No housing tracker required*
EXITED	Timed out of Housing Search	Client engaged in housing search and did not find housing within the required search time. The client did not receive a subsidy through SF Home.	*Any living situation*
EXITED	Lack of contact	Client has been unresponsive to multiple outreach attempts by SF Home staff.	*Any living situation*
EXITED	Did not comply with program rules	Client is exited from the program because they did not comply with the rules and requirements of the SF Home program.	*Any living situation*
EXITED	Evicted/asked to leave unit	Client is exited from the program because they were evicted from or asked to leave the unit they were renting with the subsidy and they are not continuing with a new housing search.	*Any living situation*
EXITED	Reached max time without stable housing	Client has reached the end of the subsidy program and does not have stable housing after the subsidy ends.	*Any non-stable living situation*
EXITED	No longer eligible	Client is no longer eligible for the subsidy (e.g. loses custody of children).	*Any living situation*
EXITED	No longer interested	Client opts not to continue in the subsidy program for any reason.	*Any living situation*

	Transfer	Client transfers from SF Home subsidy into another subsidy program. Do NOT use if the client transfers into a single adult subsidy. Select instead *No Longer Eligible*.	*Must select one of the following living situations:* ✓ Rental or Owned by Client, Subsidized or BMR ✓ PSH
	Transitioned off subsidy w/housing	Client has stable housing at the time of transitioning off the subsidy. The client may have increased their income and remained in a market rate unit, moved into a subsidized or BMR unit, moved in with family/friends, or had family/friends move into their market rate unit.	*Must select one of the following living situations:* ✓ Rental or Owned by Client, Market Rate Housing ✓ Rental or Owned by Client, Subsidized or BMR ✓ PSH ✓ Living w/Friends or Family (STABLE)
	Other	Use for any other reason not captured here. Enter more details in the *Client Exit Comments field*.	*Any living situation*

B. KEY SERVICE ENTRY DEFINITIONS

ENGAGEMENT TYPE: Describes the nature or type of engagement you have with a client or 3rd party related to the client's case.

ENGAGEMENT TYPE	DEFINITION
CM Initial Outreach	Case Managers are required to reach out to the client within 5 business days after the referral (Open Date). Use this engagement type to track all outreach and attempts prior to scheduling the case management intake with the client. Case Managers should make 3 outreach attempts, 72-hours apart. **ONLY use during the REFERRED program status.**
CM Intake	Case Managers are required to complete the Case Management Intake within 10 days after the intake has been scheduled (successful completion of Initial CM Outreach). Select this engagement type to log the Case Management Intake (you may log more than one if intake takes place over more than one engagement). **ONLY use during the SCREENING program status.**
HoLo Initial Outreach	HoLos are required to reach out to the client within 3 business days of being assigned to the case. Use this engagement type track all outreach and attempts prior to scheduling the HoLo intake with the client. HoLos should make 3 outreach attempts, 72-hours apart. **ONLY use during the INTAKE program status.**
HoLo Intake	HoLos are required to complete the Housing Search Intake within 10 days after the intake has been scheduled (successful completion of Initial HoLo Outreach). Select this engagement type to log the Housing Search Intake (you may log more than one if intake takes place over more than one engagement). **ONLY use during the INTAKE program status.**
Housing Search	HoLos should use this engagement type to track any engagement or attempted engagement with the client during the Housing Search stage (Program Status = HOUSING SEARCH) except for lease up communication – see *Lease Up* engagement type. *Counts towards frequency requirements.*
Lease Up	HoLos should use this engagement type to track any communications related to lease ups. *Counts towards frequency requirements.*
Case Management	Refers to any Case Manager weekly, bi-monthly or monthly engagement or outreach attempts during enrollment, except for Home Visits and communications related to Recertification - see *Home Visit or Recertification* engagement type. *Counts towards frequency requirements.*
Home Visit	Case Manager should select this engagement type when meeting with the client at home for the monthly, quarterly or annual home visits. *Counts towards frequency requirements.*
Recertification	Case Manager should select this engagement when meeting with the client for the specific purpose of recertifying the subsidy. *Counts towards frequency requirements.*
Exit Planning	**C-HOME ONLY:** Case Manager should select this engagement when meeting with the client prior to the beginning of their 3rd year (90 days before) for the specific purpose of exit planning. *Counts towards frequency requirements.*

Collateral Contact	Refers to a conversation or exchange of information with another service provider, case manager etc. in support of the client's case.
Other (Non-CM)	This refers to actions or communications with your client outside of the categories above.
Post-Exit Engagement	Refers to any communication with the client AFTER they have exited the program.
Thriving Families Eval	*For Impact + Learning use only.* Refers to engagement with the client related to the Thriving Families Evaluation.

ENGAGEMENT METHOD: Describes the specific method or "how" the Case Manager engaged with the client or 3rd party.

ENGAGEMENT METHOD	DEFINITION
In-Person at residence	Use when you meet with the client in their home. *Participated? = YES*
In-Person at office	Use when you meet with the client in the office. *Participated? = YES*
In-Person at other agency office	Use when you engage with a client at another agency/organization office. *Participated? = YES*
In-person in classroom	For CCC/CBHS use only.
In-Person in community	Select this option when you engage with the client at a site other than one of the Compass sites or the client's residence. *Participated? = YES*
Phone	Use when you engage with the client by phone. *Participated? = YES*
Phone call, no message	Staff attempted to contact the client by phone and did not leave a message.
Left Message	Staff left a voicemail/phone message for the client.

Video Session	Use when you engage with the client over video (e.g. Zoom). *Participated? = YES*
Received Message	Staff received a voicemail/phone message from the client. *Participated? = YES*
Email Conversation	Use to track back-and-forth email communication between the client and staff member within the same day (or several days if appropriate). *Participated? = YES*
Sent Email	Staff sent an email to the client.
Received Email	Staff received an email from the client. *Participated? = YES*
Text conversation	Use to track back-and-forth text messages between the staff member and the Client. *Participated? = YES*
Text sent	Refers to an individual text sent to a client that does not receive a response.
Sent Letter	Staff sent a letter via post to the client.
No show	This is used to record when a client does not show up for their scheduled appointment and they do not inform the staff member before their appointment that they will not be attending. *Used primarily for CBHS, optional for other programs.*
Cancelled	This is used when a scheduled appointment is cancelled. Please use the Progress Note box to indicate if the client cancelled or if the staff member cancelled and the reason, if known. For example: "Client cancelled meeting because she is not feeling well." If the client re-schedules for another time within the same week, you do NOT need to include a separate Service Entry with *Cancelled* as the **Engagement Type**. Instead, log the re-scheduled session the same as you would if the client had attended during their regularly scheduled time. *Used primarily for CBHS, optional for other programs.*
Internal Note	Select if you wish to add a note related to the client's case that is intended for internal reference only.

C. SF HOME PERFORMANCE MANAGEMENT REQUIREMENTS (CODA)

PROGRAM	CONTACT FREQUENCY & DOSAGE	HOUSING TRACKER	INCOME TRACKER	ASSESSMENT *FAM/EMPath*	GOALS *Housing Stability Plan*	OTHER OUTCOMES
C-Cares **FLEX POOL**	**At referral/intake:** • 1st outreach within 5 days • Intake w/i 10 days of 1st client engagement **First 90 days housed:** • 1x/week outreach • 1x/month home visit **After 90 days housed:** • 2x/month outreach • Quarterly home visit **Engagement Type =** • Initial Outreach – *only at referral/intake* • Intake – *only at referral/intake* • Case Management • Home Visit • Recertification	**Intake** • Living situation when entering program **During Housing Search** [HoLo] • Housing Application for each application submitted **Enrolled** [HoLo] • Living situation when client secures housing (or relocates while in program) • Living Situation = Rental by Client, subsidized or below market rate **Program Exit** • Living situation when exiting program (if client exits)	**At intake -** Certification **Update annually –** Recertification or if income changes	**At intake –** *modified* **When housed** **Update quarterly**	**When housed** **Update quarterly** or when goals are completed	**12 month follow up calls** *(for any exited clients)*
C-Cares **HOUSING LADDER**	**At referral/intake:** • 1st outreach within 5 days • Intake w/i 10 days of 1st client engagement **First 90 days housed:** • 1x/week outreach • 1x/month home visit **After 90 days housed:** • 1x/month outreach • 1x/year home visit **Engagement Type =** • Initial Outreach – *only at referral/intake* • Intake – *only at referral/intake* • Case Management • Home Visit • Recertification	**Intake** • Living situation when entering program **During Housing Search** [HoLo] • Housing Application for each application submitted **Enrolled** [HoLo] • Living situation when client secures housing (or relocates while in program) • Living Situation = Rental by Client, subsidized or below market rate **Program Exit** • Living situation when exiting program (if client exits)	**At intake -** Certification **Update annually –** Recertification or if income changes	**At intake –** *modified* **When housed** **Update annually**	**When housed** **Update annually** *or when goals are completed*	**12 month follow up calls** *(for any exited clients)*

PROGRAM	CONTACT FREQUENCY & DOSAGE	HOUSING TRACKER	INCOME TRACKER	ASSESSMENT *FAM/EMPath*	GOALS *Housing Stability Plan*	OTHER OUTCOMES
C-Home	**At referral/intake:** • 1st outreach within 5 days • Intake w/i 10 days of 1st client engagement **First 90 days housed:** • 1x/week outreach • 1x/month home visit **After 90 days housed:** • 2x/month outreach • 1x/month home visit **Engagement Type =** • Initial CM Outreach – *only at referral/intake* • CM Intake – *only at referral/intake* • Case Management • Home Visit • Recertification • Exit Planning	**Intake** • Living situation when entering program **During Housing Search** [HoLo] • Housing Application for each application submitted **Enrolled** [HoLo] • Living situation when client secures housing (or relocates while in program) • Living Situation = Rental by Client, subsidized or below market rate **Program Exit** • Living situation at exit	**At intake -** Certification **Update quarterly –** Recertification or if income changes	**At intake –** *modified* **When housed** **Update quarterly**	**When housed** **Update quarterly** *or when goals are completed*	**12 month follow up calls**