



COMMUNITY INTERVENTION HOUSING Case Manager Expectations

1. Case managers interested in making referrals to Community Intervention Housing will need to complete a CIH referral form and email the form to Emily.Franklin@milwaukeecountywi.gov; **Subject line: CIH Referral.** Referrals will receive a response in 24-business hours.
2. Case managers making referrals to Community Intervention Housing are expected to accompany the consumer to the initial assessment and provide transportation as needed for consumers to get to the location. Community Intervention Specialist are not responsible for providing transportation.
3. Case managers are required to conduct regular weekly visits at minimum or more often as needed while consumers are in Community Intervention Housing.
4. Case managers are to give their contact information and the agency's emergency contact information to providers upon making placement.
5. Case managers are responsible for notifying Community Intervention Specialist and the provider when they are going to be out of the office and provide a point of contact in their absence.
6. Case managers are to return telephone calls and/or emails within 24 hours or next business day.
7. Case managers requesting extensions must request a CIH Extension Form. The extension form is to be submitted two business days prior to the exit date. Case managers are responsible for completing extension form and supporting documents to show need for additional time emailed to Emily.Franklin@milwaukeecountywi.gov; **Subject Line: CIH Extension.** The extension form must provide justification for a new exit date based on consumer's progress made toward exit plan. All extensions will be staffed and approved by Community Intervention Specialist and Milwaukee County Program Manager.
8. To case managers; consumers who are reported acting in an unsafe manner to themselves, other consumers, provider, County employees, neighbors, or anyone working on behalf of the provider, will be asked to leave and the case manager must remove the consumer upon notice.