

**Disaster Housing Assistance Program  
Frequently Asked Questions, Set 2  
December 26, 2007**

	<b>Topic</b>	<b>Question</b>	<b>Answer</b>
<b>2-1</b>	Case Management	Will HUD issue guidance regarding the DHAP case management requirement?	HUD issued draft case management guidelines in September. These guidelines have undergone minor revisions and are now in final concurrence at HUD. The final notice will be released in soon. In the meantime, HUD posted the revised draft guidelines to the HUD web page and distributed this document to DHAP grantees.
<b>2-2</b>	Case Management	HUD is asking DHAP grantees to provide case management services to all DHAP families. How should DHAP grantees determine which family members are served?	<p>Each head of household receiving DHAP rental assistance is required to participate in case management services. DHAP grantees must provide case management services to each head of household that chooses to receive DHAP rental assistance.</p> <p>In addition, all family members listed under an active DHAP lease, or lease addendum, are eligible for case management services. However, in cases where this is not well defined, e.g., family members are not listed on the lease or in the Disaster Information System (DIS), the DHAP grantee has the authority to determine which additional family members are eligible for and should receive case management services.</p> <p>The total number of family members that receive case management services does not have any bearing on the type and size of unit or subsidy provided to the family. It also has no bearing on eligibility determinations for subsidized housing programs that the DHAP grantee or its partners might operate.</p>

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<b>2-3</b>	Case Management	If the head of household is elderly, disabled or already employed are they exempt from participating in case management services?	No. All heads of household receiving DHAP assistance are required to participate in case management services. Case managers should work with each head of household to establish an Individual Development Plan (IDP) tailored to their individual needs. The final goal for all families is to secure permanent housing that is appropriate for their household circumstances.
<b>2-4</b>	Case Management	What action should the PHA take if households do not cooperate with case management services? For example, several households have not returned multiple phone calls from our PHA. What does HUD/FEMA consider reasonable attempts at outreach before we start the termination process?	<p>Compliance with the case management requirement applies only to the DHAP head of household. The PHA must have each DHAP head of household sign a certification of their family obligations that includes participation in case management services. The head of household must also sign the IDP and be given a copy of this document. Non-compliance with the case management requirement by the head of household is determined by the PHA and defined by HUD as:</p> <p style="text-align: center;"><i>Failure to establish and actively comply with the IDP based on documentation from an authorized case manager.</i></p> <p>Under this definition, failure to establish an IDP would include all items used to develop an IDP and make service referrals, including but not limited to, needs assessments and a release of information (ROI). After the IDP is established, active compliance should be determined by the case manager on the basis of a head of household's effort to make progress across goals in the IDP. For example, a head of household might fail at meeting all goals in their IDP, but could be defined as actively complying with the IDP so long as a case manager</p>

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			<p>determines that they made sufficient effort, given their household circumstances, to achieve these goals.</p> <p>Case managers must explain the consequences of non-compliance to each head of household, and make every effort to bring the head of household into compliance. As part of this, case managers have the authority to renegotiate the IDP with a head of household to bring them into active compliance with the case management requirement if they feel that this is warranted given household circumstances. For non-responsive clients, case managers should make every effort possible to reconnect with the family across multiple home visits, phone contacts, and mailed correspondences, including receipt requested mail or certified mail. If the head of household continues to be non-compliant, case managers should inform the PHA that the head of household is non-compliant and provide supporting documentation.</p> <p>The PHA will make all final decisions on family non-compliance with the case management requirement and notify the head of household of their status and/or termination from the program. The PHA must provide the family with advance written notice of the termination action and give them an opportunity to request an informal hearing to determine whether the PHA decision is in accordance with DHAP requirements. The hearing process should be consistent with the procedures and regulations provided in Notice PIH-2007-26 on the DHAP program.</p>

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<b>2-5</b>	Case Management	HUD requires that the maximum average caseload ratio of case managers to households not exceed 1:50. What recommendations can HUD provide to DHAP grantees in managing large caseloads where the 1:50 ratio will be exceeded?	<p>HUD recognizes that a 1:50 ratio of case managers to households will result in a ratio of case managers to individuals that could exceed 1: 50. In situations where large households create large caseloads of individuals for case managers to assist, HUD recommends that DHAP grantees do the following: 1) implement a service connector model, and 2) strategically assign cases through caseload triage.</p> <p>Under a service connector model, DHAP case managers would work closely with service partners to provide case management and other services to clients. The role of the DHAP case manager in the service connector model is to connect and coordinate services for clients across case management partners, with most of the actual case management and services provided by outside parties. This is especially important across the hardest to serve cases that require more attention, and would also likely involve specialized case management for substance abuse, mental illness, domestic violence or other issues, which the DHAP case manager may not be qualified to provide. The goal of the service connector model is to reduce the workload for a case manager for any one client, in order to increase the amount of time available across all clients.</p> <p>While the service connector model spreads case management and service provision across a network of partners, managed by the case manager, caseload triage strategically assigns cases to a case manager based on level of need. Under this framework, individuals with the greatest level of need and highest frequency of contact are evenly spread across case managers. In this way, no one case manager gets</p>

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			too high a percentage of hard to serve individuals, allowing them to better manage larger caseloads.
<b>2-6</b>	Case Management	As a small agency, we have no one in house that can do the case management work and the funds are not sufficient to hire a case manager. How does HUD suggest we manage this program?	Most PHAs will have very small DHAP caseloads, and given this scale, the amount of funding provided for case management may not be sufficient to support a contractor or PHA staff dedicated to the provision of these services. In these situations, the PHA can meet the case management requirement by partnering with organizations already serving the families. The case management funding attached to the family under DHAP, even if the amount is small, should cover the extra costs associated with data entry in the DHAP Case Management Reporting System for services that are provided through existing case management programs.
<b>2-7</b>	Case Management	Can PHA staff funded under the Resident Opportunities and Self Sufficiency Program (ROSS) provide case management services to DHAP families?	ROSS services can only be provided to residents of Public Housing. However, staff funded to provide case management or other services under these programs can be used to provide case management services to DHAP families so long as the time allocations for a staff person matches the amount of salary provided under each funding stream.  For example, a ROSS staff person funded at 100% under these funding streams could have their time and salary allocation switched to 75% ROSS and 25% DHAP. The ratio of one program to the other would depend on the workload for each program, with time allocation matching the funding allocation. The total amount of time and salary should not exceed 100% FTE for any one staff person.

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<b>2-8</b>	Case Management	Can Housing Choice Voucher Family Self-Sufficiency (HCV/FSS) program coordinators funded under the annual HCV/FSS Notification of Funding Availability (NOFA) provide case management services to DHAP families?	Funding awarded to PHAs under the annual HCV/FSS NOFA is appropriated specifically to pay the salaries of HCV/FSS program coordinators and cannot be used for any other purpose. Consequently, if 100% of the HCV/FSS program coordinator's salary is paid from funds awarded under the HCV/FSS NOFA, the FSS program coordinator cannot work with DHAP families. However, if a PHA only receives funding for a part time HCV/FSS program coordinator position, the coordinator could work with DHAP families during hours that are not paid with FSS funding.
<b>2-9</b>	Case Management	Do DHAP grantees have to submit a quarterly report to HUD on case management services?	No. Tracking-at-a-Glance (TAAG), HUD's Case Management Reporting System, automatically generates a Quarterly Report for each DHAP grantee that is electronically transmitted to HUD by the system. The data input by case managers is aggregated in real time, and summary reports on all metrics in the system can be produced at any time by the PHA and HUD.
<b>2-10</b>	Case Management	HUD requires needs assessments and individual development plans (IDP) for all household members age 19 or older that are eligible for DHAP case management services. What if a head of household is only 18 years old, do they still get a separate needs assessment and IDP?	Yes. The TAAG system allows for the creation of needs assessments and IDPs for heads of household that are at least 18 years old. However, other family members only receive a separate needs assessment and IDP if they are 19 years or older.

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<b>2-11</b>	Case Management	Is the DHAP Case Management Reporting System available? How does a DHAP grantees access this system?	<p>The DHAP Case Management Reporting System, Tracking-at-a-Glance (TAAG), is completed and fully customized for DHAP.</p> <p>The web address for accessing the TAAG system is:</p> <p style="text-align: center;"><a href="https://trackdhap.com">https://trackdhap.com</a></p> <p>Access to the system is granted through an online registration process at the TAAG website. This is the same web page that case managers will access to report data in the system. Access to the system was originally granted through four separate web pages based on the location of the DHAP grantee. HUD consolidated these web portals into one access point for all DHAP grantees to make the process more user friendly.</p> <p>Before beginning the online registration process, all DHAP grantees must identify a DHAP Case Management point of contact for HUD and the TAAG system. This must be a housing agency staff person or a contracted DHAP project manager, not a staff person from a case management provider. Once this staff person is identified the following steps should be followed:</p> <p>Step 1:           The DHAP Case Management Point of Contact (POC) goes to the TAAG web site and registers.</p> <p>Step 2:           The system automatically generates an email that is sent to the system TA Provider assigned to the DHAP</p>

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			<p>grantee and provided by HUD’s contractor PRS Associates, LLC. The TA Provider approves the Case Management POC and the system sends the Case Management POC an email confirming this approval.</p> <p>Step 3: After the DHAP Case Management POC is approved, individual case management staff can register with the system at the TAAG web page. The case management staff person completes the online registration form, choosing their own user name and password. An email is automatically sent by the system to the DHAP Case Management POC for approval. The DHAP Case Management POC approves each case management staff person by clicking on a link in the email sent to them by the system. They will be prompted to select a level of access for each case management staff person from a predefined list. A final email will be automatically sent to the system and the case management staff person indicating that their system access was approved by the DHAP Case Management POC.</p> <p>Step 4: DHAP Case Management POCs and case management staff can begin using the system.</p>



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<b>2-12</b>	Case Management	Will HUD provide technical assistance on this system over the life of the DHAP?	<p>Yes. A technical assistance (TA) provider from PRS Associates, LLC, a HUD contractor, is assigned to each DHAP grantee. TA providers will assist DHAP grantees with software questions and reporting issues. TA providers will also review data quality and may follow-up with DHAP grantees regarding their case management program, irregularities in DHAP reports, or implementation challenges.</p> <p>DHAP grantees are assigned to one of four TA providers by state. TA provider assignments for DHAP grantees in the following states are:</p> <ol style="list-style-type: none"> <li>(1) Texas and Arkansas: Teri Pannia (713-729-6213 / DHAPpannia@aol.com)</li> <li>(2) Louisiana and Mississippi: Lillie Bender (228-365-0126/ DHAPbender@aol.com)</li> <li>(3) Georgia and Tennessee: Vanessa Patterson (239-242-0665 / DHAPvpatterson@aol.com)</li> <li>(4) All other states: Jesse Jones (301-384-7958 / DHAPjjones@aol.com)</li> </ol>

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			Teri Pannia (based in Houston, TX) and Lillie Bender (based in Biloxi, MS) are locally based and will be available for on-site TA on the TAAG system to sites in TX, AR, LA and MS. Jesse Jones and Vanessa Patterson will provide most of their support to DHAP grantees remotely, but are available for on-site assistance if the need arises. In addition, DHAP grantees may receive contact from Robin Johnson (President of PRS Associates, LLC) and staff from Designing Success, the software sub-contractor providing TAAG.
<b>2-13</b>	Case Management	Who does a DHAP grantee contact if they have questions about case management guidelines or the case management reporting system?	DHAP grantees should contact their assigned TA provider with questions related to TAAG, the DHAP Case Management Reporting System. They can also contact Tony Hebert, HUD's point of contact for DHAP Case Management Services, regarding case management policies and processes. Mr. Hebert can be reached at (202) 402-7387 / <a href="mailto:tony.x.hebert@hud.gov">tony.x.hebert@hud.gov</a> .