

Permanent Housing Retention Assistance is a participant-centered service to help participants maintain stable, long-term housing. It includes collaborative care planning, promoting safety and stability, preventing eviction, and fostering wellness and community. With consistent support and a focus on incremental progress, participants are empowered to thrive in housing.

Below are example action steps that may be relevant at varying points during an ICMS participant's housing episode.



Engagement & Care Planning

Collaboratively develop a tailored Care Plan that promotes incremental progress.

- Outreach & Engagement
- Address Participant Concern
- Celebrate Success
- HMIS Assessment
- 5x5
- Housing Acuity Index
- Add Action Step to Care Plan
- Collaborate with PCP or PH Nurse
- Collaborate with Caregiver
- Collaborate with HSSP or FSP
- Collaborate with ECM
- Collaborate with FHSP Housing Coordinator
- Collaborate with CENS
- Access Clinical Supervision
- Participant Satisfaction Survey
- Schedule Next Visit

- Prioritize in-person engagement when feasible.**
 - High billing: 2 in-person visits/month minimum
 - Low billing: 1 in-person visit/month minimum
- Tailor service intensity and frequency as needs change.**

Supporting Safety & Stability

Provide ongoing participant-centered support that prioritizes safety and comfort.



- Health & Safety Visit
- Establish Food Supply
- Refer to PH?
- Accompaniment to a Health Care Appt.
- Connect to Caregiving
- CENS Referral
- Crisis Intervention
- Obtain/Renew Medi-Cal
- Safety Plan
- Provide Harm Reduction Supplies
- Obtain Live-in Aid
- HSSP/FSP Referral
- Decluttering Support
- Coordinate Pest Control
- Reasonable Accommodation Support
- Medication Adherence Support
- Transition of Care Assistance
- FHSP General Assistance Request
- Link to Outpatient SUD Treatment

! Connection to some community supports may be dependent on having adequate information sharing consent recorded in CHAMP.



Helping Prevent Eviction

Proactively identify lease violations and take steps to support ongoing tenancy.

- Timely Rental Payment
- Resolve Arrears
- Develop Budget
- Re-Certify Voucher
- Tenancy Education
- Renew Lease
- Engage Landlord/Property Manager
- Coordinate with PHA
- Reduce Long-Term Guests
- Spay/Neuter Pets
- Adopt Out Pets
- Emotional Support Companion Certification
- Subsidy Exchange
- Troubleshoot Noise Complaints
- Problem Solving
- Notify Property Manager of Maintenance Issues
- Connect to Legal Aid
- Mediate Dispute
- Incident Report
- Jail Visit
- Unit Damage Mitigation
- Relinquish Unit

Promoting Wellness

Foster self-sufficiency, community, and wellness for lasting success.





- Increase Income
- Coach Life Skills
- Improve Diet
- Increase Physical Activity
- Map-Out Local Points of Interest
- Establish Access to Regular Transportation
- Connect to a Community of Faith
- Cultivate Healthy Social Interactions
- Family Reunification
- Connect to Educational Opportunities
- Explore Employment Opportunities
- ICMS Graduation



! True wellness blossoms when all aspects of security are met - physical safety, emotional stability, and a sense of belonging within our home and community.

Routine Health & Safety Visit

This routine check-in is your opportunity to establish consistency and build trust. Through friendly, caring conversations, you'll foster deeper engagement, helping participants feel empowered to actively collaborate in shaping their wellness and future for lasting stability.

 Utilize the ICMS Snapshot to track your outreach, assessments, care planning, care team collaboration, and service provision.

 **Prepare for Home Visit**
Remind participant and review ICMS Snapshot/Care Plan/previous notes.

 **5x5 and HAI scores**  help inform the purpose of your home visits and the direction of the Care Plan.

 **Arrive & Engage**
Arrive at participant's home at the scheduled time and initiate contact. Celebrate recent successes and ask about any new concerns or needs.
For comprehensive strategies on building rapport and maintaining consistent engagement: [Outreach & Engagement Tip Sheet](#)

Any Specific Risk(s) Observed or Identified?


Health Concerns

Lease Violations

Safety Hazards

Discuss possible options for support and take steps to reduce risks.

Discuss a lease violation with the participant and develop a plan to address it.


Take immediate steps to mitigate emergencies. Submit an Incident Report 

Food Insecurity 

Mental Health Challenges


Too Many Pets

Noise Complaints

Domestic Violence 

Clutter Blocking Exits/Pathways

Physical Health Challenges

ADLs/IADLs Challenges 

Rental/Utility Arrears

Incarceration

Unit Damage

Fire Hazards


Not Taking Medication

Contagions

Unsafe Substance Use

Unauthorized Occupants

Neighbor Dispute

Recent Hospitalization 

Provide Meaningful Assistance

Collaborate with the participant and the care team to support immediate needs and carry out action steps prioritized in the updated Care Plan.



Safety & Stability Support

Support basic needs, submit referrals, engage in health care, and build the care team.



Helping Prevent Eviction (Proactive)

Check rent status, support budgeting, and provide tenancy education.



Promoting Wellness

Encourage physical activity, a healthy diet, connect to community, and coach life skills.



Update Care Plan Together


Reference participant insight, assessment scores, available resources, and any other new information obtained to collaboratively update the Care Plan with the participant.



Schedule Next Visit & Document the Encounter

Confirm date and time for the next scheduled visit with the participant.
Log all observations, services, referrals, action steps, outcomes, and new goals in CHAMP.

 **Your Wellbeing Matters Too**
ICMS is challenging work. To prevent burnout and ensure long-term impact, focus on building out the care team to share the load, access clinical supervision, and prioritize self-care. [Process Groups are Available](#) 

 **Empowerment Over Enforcement**
The case manager's role is to support participants with successfully maintaining their own household, rather than dictating terms or acting as an enforcer.

Comments, Questions, or Feedback about this guide? [Let us know](#)