Case Manager System Service Blueprint

APPLYING FOR PERMANENT HOUSING

GUEST ACTIONS	Guest exams whether the housing option is appropriate for him/her	Guest prepares material for permanent housing application	Guest receives result of the application, and are required to take exit survey	Guest fills in graduate survey	Guest is recommended with new programs and resources around them	Guest selects programs and resources they want to connect with	Guest selects agrees on conducting monthly questionnaire	Guest confirms his/her move-in date
TOUCHPOINTS	Conversation between guest and case manager	Application forms	Phone call from the properties representative Conversation between guest and case manager	Graduate survey and card reader	Conversation between guest and case manager	Conversation between guest and case manager	Conversation between guest and case manager	Phone call from the properties representative
FRONT/STAGE STAFF	Case manager recommends the housing option and tells guest how to prepare for application	Case manager receives necessary materials and documents	Property staff calls the guest once they finish verifying all information Case manager requires guest to take graduate survey		Case manager presents new options to the guest and explains why those programs may benefit them	Case manager answers questions and provides extra information	Case manager tells the benefit of doing monthly questionnaire	Property representative contacts the guest to schedule a move-in date
BACKSTAGE STAFF	Case manager exams whether the housing option is appropriate for the guest	Case manager helps to apply for housing	Property staff review the result and verify all information Property staff calls case manager to prepare graduate survey		Case manager exams the options of programs and resources and selects appropriate ones	Case manager confirms the programs and resources the guest want to connect with		Property representative learns available move-in date
SYSTEM ACTIONS	Call case manager's attention when this is a matching housing option	Receive information necessary for application and modify profile	Qualify the applicant and send message to property staff	Receive information to modify profile	Recommend programs and resources the guest may benefit from	Receive information and update schedule page		Show available move-in date
RESOURCES	Case Manager System HMIS system Properties information system	Case Manager System HMIS system Properties information system	Case Manager System HMIS system Properties information system	Case Manager System HMIS system	Case Manager System HMIS system Service partners system	Case Manager System HMIS system Service partners system		Case Manager System HMIS system Properties information system

BEING POST-HOMELESS IN PERMANENT HOUSING

GUEST ACTIONS	Guest moves into the new house	Guest participates in programs and accesses to resources	Guest receives monthly questionnaire	Guest conducts monthly questionnaire and send back to case manager	Guest talks answers the questions from case manager	Guest talks with case manager about his/her situation and progress	Guest changes the plan according to new situations
TOUCHPOINTS	Transportation	Both online and physical channels	Receive monthly questionnaire by mail or email	Online form or card read machine in the building	Conversation between guest and case manager	Conversation between guest and case manager	Conversation between guest and case manager
FRONT/STAGE STAFF	Case manager give transportation information	Service provider provides service and records guest's information	Case manager send out monthly questionnaire both by mail and email		Case manager schedules a phone call or visit with the guest	Case schedule a phone call or visit with the guest	Case manager presents service options and change the plan together with the guest
BACKSTAGE STAFF	Case manager schedules transportation	Service provider enters guest's information into their dataset			Case manager notice the situation Case manager inputs the data into the system	Case manager exam the notification to decide whether it's a threat	Case manager exams the new service options and selects appropriate ones
SYSTEM ACTIONS	Show available move-in date	Receive information, track progress, update profile and plan pages		Receive information, track progress, update profile and plan pages	Notify case manager when guest doesn't fill in the monthly questionnaire in time Receive the information from case manager	Call case manager's attention when scores are high	Recommend new programs and services guest may benefit from
RESOURCES	Case Manager System HMIS system Properties information system	Case Manager System HMIS system Service partners system		Case Manager System HMIS system	Case Manager System HMIS system	Case Manager System HMIS system	Case Manager System HMIS system Service partners system