**Questions & Answers for Case Managers:** DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What is your name?

2. What is your client’s name? Was he/she chronically homeless prior to being housed?

3. Are they an individual or family? If family, what are the ages and genders of the children?

4. What is the address they are moving into (including apartment number)?

5. What floor are they on?

6. Are there stairs and/or an elevator? If so, which?

7. Describe stairs and elevator (wide, narrow, can fit couch, etc.)

8. What does the client need?

9. What does the client already have?

10. What hours/days are THEY available to be at their apartment?

11. What is a contact number and email for you?

12. What is a contact number for your client?

13. Any additional contact information in case the client has lost their phone or has no minutes, etc?

14. Do you have transportation available to pick up items? (Large or small items?)

15. Where is the parking for the client’s unit?

16. Do they have any triggers? (Colors, types of clothing, words, etc.)

17. Are they allowed to be around children? (Some volunteers want their young kids to help)

**\*\* Please attach pictures of unit if possible (helps to determine the size of the unit and types of furniture that will fit in the apartment) \*\***