

CSBG Client File Checklist

Intake

- Signed and Dated Application
- Income Verification

Correspondence

- Notice of Denial and Appeal Rights (if applicable)
- Release of Information Form
- Correspondence with referral service providers
- Case Closure Letter

Case Management

Pre-Assessment

- Self-Sufficiency Questionnaire
- Self-Sufficiency Outcomes Matrix

Integrated Assessment

- Case Management Screening Questions
- Case Management Agreement
- Case Management Service Delivery Plan
- Case Notes of services provided, client/provider contacts, client progress, NPIs and outcomes
- Income documentation for above 125% poverty level for 90 days

Closeout

- Reason for case closure
- Client Satisfaction Survey
- Evaluation of case management effectiveness