

#### REVITALIZE MILWAUKEE'S CLIENT SERVICE PROCESS FLOW CHART

### **Submit Application**

Homeowner submits application to RM directly or through one of dozens of referral sources.

### **Process Application**

RM Homeowner and Application Specialist processes application and contacts homowner for any additional information.

## **Notify Status**

RM Homeowner and Application Specialist contacts homeowner via letter to notify of status- eligible, incomplete application, ineligible.

#### Schedule Home Visit

If eligible, home visit is scheduled within 10 days of clients call.

#### **Identify Repairs**

RM Construction Manager and Healthy Homes Program Manager complete home visit to assess homeowners repair needs.

# Occupational Therapy Referral

Additional referrals are made as needed. Occupational Therapy Assissment scheduled as needed.

# **Develop Scope**

RM Construction Manager develops scope of work for contractor to complete.

# **Notify**

Homeowner is called and notified of scope of work and contractor is assigned to perform the work.

# **Complete Scope**

Repairs and/or accesibility modifications are completed withing 60 days of home visit by volunteers, skilled labor or combination of both.

### **Additional Referrals**

Program Manager follows up with any referral source to confirm additional services were provded by partners.

# Follow Up

RM follows up with homeowner to ensure quality of service and satisfaction.

# **Quality Check**

Homeowners are contacted within 1 year after services to check in and assess the repairs and effects on quality of life.