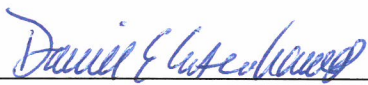


DAUPHIN COUNTY MH/A/DP PROGRAM HOMELESS ASSISTANCE PROGRAM POLICY AND PROCEDURE

Program: <input checked="" type="checkbox"/> Bridge Housing <input type="checkbox"/> Case Management <input type="checkbox"/> Emergency Shelter <input checked="" type="checkbox"/> Rental Assistance	Policy No. <u>20-01</u> Effective Date <u>April 1, 2020</u> Revision Date _____ Approved <u></u>
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Title: HAP Case Management Participation

Policy: Dauphin County requires that HAP clients must actively participate in case management services.

Definitions:

Case Management: collaborative process that assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet the client’s health and human service needs.

Goal Plan: document that a case manager develops with a client that identifies the goals the client will work on while in the program and has established timeframes for completion of each goal.

HAP Client: any individual/household that has been deemed eligible for HAP services and enrolled in a program.

HAP Providers: all providers/agencies that are under contract with Dauphin County to provide HAP services.

Written Agreement: statement of client’s commitment to participate in meeting with their case manager and to make progress on their established goals.

Procedure:

1. Upon intake a HAP Client will sign a Written Agreement outlining their requirements to participate in case management and work toward the goals identified in their Goal Plan.
2. A HAP Client may be considered non-compliant with their Written Agreement if the following occurs:
 - A. The HAP Client misses two consecutive Case Management meetings and fails to remain in active communication with the case manager about their situation.
 - B. The HAP Client is not following through with goals and actions on his/her Goal Plan within the agreed upon timeframes.
3. If any of the above shall occur the HAP Provider will notify the HAP Client that they are in violation of their Written Agreement and failure to respond to the area of deficiency could result in termination from the program.
4. The HAP Provider will schedule a meeting with the HAP Client to discuss the non-compliance and attempt to resolve any barriers to success.
5. If a HAP Provider decides to terminate, the HAP Client will be sent a letter of notice indicating the reason for termination. A HAP Client wishing to appeal a decision to terminate may send a written request for an appeal within five (5) business days of receipt of notice of termination to the HAP Provider's program director.
6. A HAP Client must also be made aware that they may simultaneously appeal to Dauphin County and the State if he/she chooses. Please refer to HAP Policy 20-03.