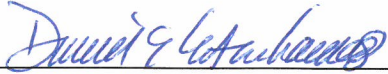


DAUPHIN COUNTY MH/A/DP PROGRAM HOMELESS ASSISTANCE PROGRAM POLICY AND PROCEDURE

Program: <input type="checkbox"/> Bridge Housing <input type="checkbox"/> Case Management <input type="checkbox"/> Emergency Shelter <input checked="" type="checkbox"/> Rental Assistance	Policy No. <u>20-05</u> Effective Date <u>April 1, 2020</u> Revision Date _____ Approved <u></u>
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Title: HAP Case Management for Returning Clients

Policy: Dauphin County requires that clients who return for rental assistance must participate in case management and make progress on their goal plan prior to receiving assistance.

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.

Returning HAP Client: an individual/household that has received rental assistance no less than 24 months and no more than 48 months ago and is requesting assistance again.

Procedure:

1. A Returning HAP Client will be assigned to a HAP Provider case manager who will work with the client to develop a goal plan that addresses barriers to maintaining housing.
2. The HAP Client will be given a reasonable timeframe, considering factors such as potential eviction, to achieve the goal(s) in their plan.
3. Once the HAP Client has achieved an acceptable number of goals, then the financial assistance can be issued.
4. If the HAP Client does not achieve any goals, then financial assistance cannot be provided.
5. Case Management will continue to be provided to the client for a minimum of 30 days following the assistance.