

## Addendum 2.11 Core Services Objectives

CUSTOMER SERVICES			
<b>CORE SERVICES:</b> Program activities and components	<b>PROCESS MEASURES:</b> Observable events or behaviors measuring program implementation	<b>OUTCOMES:</b> Desired (measurable) results of the program	<b>INDICATORS:</b> Specific measure of program outcomes
<b>K. Intake Assessment</b>			
Intake Assessment must be conducted within 24 hours of admission to the shelter.	Assessments must include: individual/family health status; recent housing status, history of homelessness; the potential for domestic violence, either by the person served or toward him/her; and demographic information.	Comprehensive information will be available on each household.	All households will have a completed assessment form in the file.
Case managers must have evening hours (6 p.m. to 9 p.m.) twice a week to accommodate residents that enter the shelter after normal business hours and those residents that work during the day.	Case managers will document intakes completed that evening.	All residents receive responsive customer service at point of entry and throughout their stay at the shelter.	*Case managers will document their evening hours on their timesheets. *Number of applications completed in an evening.
A case manager will be assigned to a resident with 48 hours of intake, after which a more comprehensive and individual service plan will be developed.	HMIS/Service Point and case file indicates day resident assigned to case manager.	All residents receive responsive customer service at point of entry and throughout their stay at the shelter.	*Percentage (and number) of residents per case manager. *Days transpired between date of intake and date resident assigned to case manager.
At the point of entry, each resident receives a Resident Handbook within 24 hours.	Each case file has a signed form indicating that the resident received, read and understands the resident handbook.	All residents have a copy of the Resident Handbook and understand it.	*Days transpired between date of intake and date handbook form is signed. *All case files have a signed form indicating that the resident received, read and understands the resident handbook.
All adults receive breathalyzer and urinalysis tests upon entry to the shelter and random testing thereafter.	Each case file has a completed drug screening form. Positive results are entered into HMIS/Service Point.	All case files have a completed drug screening form.	*All residents have a drug screening form in case file. *Percentage (and number) of residents referred to and/or receiving drug counseling.

**Addendum 2.11 Core Services Objectives ~ *continued***

CUSTOMER SERVICES (cont'd.)			
<b>CORE SERVICES:</b> Program activities and components	<b>PROCESS MEASURES:</b> Observable events or behaviors measuring program implementation	<b>OUTCOMES:</b> Desired (measurable) results of the program	<b>INDICATORS:</b> Specific measure of program outcomes
All clients are informed about fair hearings or grievance procedures within 24hours.	Signed form indicating clients were informed about fair hearings or grievance procedures.	All clients are informed about fair hearings or grievance procedures.	*All grievance/hearing forms signed. *Percentage (and number) of residents that filed grievances. *Percentage (and number) of grievances sent to OTS.
<b>L. <u>Individual Service Plan</u></b>			
Each resident has a detailed, ongoing individual service plan.	HMIS/Service Point and case file has detailed narrative identifying the residents' strengths, needs, goals and objectives.	Residents receive continuous services from case managers to achieve their goals.	*Is there a list of goals and objectives for resident in file? (Y or N) *Does case file document date of task completion? *Percentage (and number) of residents that indicate achievement of goals.
Residents must meet with case managers at least twice a month.	Bi-monthly meetings with residents are documented on HMIS/Service Point and in case file.	Residents receive continuous services from case managers to achieve their goals.	*Is there a progression of dates and tasks to document follow through of client? (Y or N).
Children receive age-appropriate recreational and educational activities (if applicable to the shelter).	*List of current and upcoming activities scheduled for the children. *Attendance sheet that lists all children who participated in the activities.	All children receive age-appropriate recreational and educational activities.	*Percentage (and number) of children (under 18) at shelter. *Percentage (and number) of children receiving tutoring. *Types of activities offered by shelter. *Number of field trips per month.
All residents who meet the eligibility criteria for the Transitional Housing Program will be referred to the Transitional Housing Review Board (THRB) within 30 days.	HMIS/Service Point and case file has referral forms and date of review by THRB.	All eligible residents are referred to THRB.	*Percentage (and number) of residents referred to THRB. *Days transpired between date of assessment and date of referral to THRB.