

Central Louisiana Homeless Coalition

Intake/Discharge Policy

Developed July 2016

1. Intake

Upon receiving a referral from CAP, program case manager should attempt to contact the client within one week. If the case manager has not been able to reach the client within one month of the referral, they may decline the referral based on "no contact". Every attempt of contacting the client should be documented. If the case manager is having trouble contacting the client, they should work with outreach workers to try and locate the client (H2O, outreach days, etc.). Upon initial contact with the client, additional paperwork and client interview should be completed within one week, with accepting/denying the referral being made at least at that point. Once a referral is accepted, the guideline for finding housing accommodations is one month. If accommodations are not found within that time period, documentation should be made showing attempts and landlord contacts.

If housing accommodations are found, but the client refuses the accommodation, the case manager should find at least three housing options, dependent upon availability of housing stock. If the client refuses all of the presented housing options, they are refusing the program, at that time. The case manager should inform the Housing Coordinator, who will send another referral to fill the current vacancy, and the refusing client is put back on the participant priority listing for the next vacancy that they qualify for.

2. Discharge

When an agency wants to involuntarily discharge a client, CoC agency directors, the client's case manager, case managers of similar programs (for brainstorming purposes, not decision making), and the client's previous case managers (outreach, etc.) will meet to discuss the situations and determine if other plans of actions can be taken before an involuntary discharge takes place. The client's case manager should take notes during the meeting, keep the notes in the client's file, as documentation of "staffing" the client's needs. This is to ensure that an involuntary discharge is a last option, so that persons are not discharged into homelessness. If other plans of action are suggested, every attempt should be made to ensure its success. If other plans of action are attempted, but are not successful, thorough documentation should be made showing every attempt. If the majority of the CoC agency directors agree that an involuntary discharge is the only option, the case manager should make attempts to find alternate housing placement, unless the client is being involuntarily discharged for aggressive behaviors towards the case manager and they feel at risk.

Client's should be discharged in HMIS as soon as possible, but within 3 business days.
Client records should follow the HUD retention policy.