

PROGRAM SERVICE PROCESS FLOW CHART	
<p>Family enters YWCA-FC. YWCA Resource Specialist completes the Family System Intake Assessment. Eligibility for short term DH, J2H and/or Rolling Stock is determined. If the family is deemed eligible for the DH Program, the YWCA Resource Specialist will inform the family about the short term DH/J2H and/or Rolling Stock Programs and obtain Client Release forms for those interested. YWCA-FC RS then refers the family to the Salvation Army (SA) Franklin County Housing Coordinator, HFF Family Services Director, or VOA Director of Family Services depending on the family's level of need, within 4 business days of entry to family center or 2 days of an opening to Rolling Stock.¹ The Resource Specialist will also determine if the family is eligible for & in need of subsidized housing & if so, assist the family in making application.</p> <p style="text-align: center;">↓</p>	<p>If the family is not eligible or willing to participate in the DH program, the family must be referred to other appropriate housing options.</p>
<p>If family is accepted by the SA Franklin County Housing Coordinator for the short term DH or J2H program, the family is provided a Letter of Acceptance (Attachment 3 or 4) signed by the SA Franklin County Housing Coordinator, with information on how to contact their short term DH or J2H Case Manager, along with the DH Admission/Exit Guidelines. Families will be accepted or denied admission to the program within 2 business days of referral by YWCA.</p> <p>If a family is referred to the Rolling Stock program, a Case Manager will be assigned and schedule to meet with the family within 3 business days.</p> <p style="text-align: center;">↓</p>	<p>If not enrolled, YWCA-FC refers the family to another program or housing option.</p>
<p style="text-align: center;">↓</p> <p>DH Case Manager contacts the family and completes intake within 3 business days, establishing a housing & services plan with the family to obtain housing and needed services.</p> <p style="text-align: center;">↓</p>	
<p style="text-align: center;">↓</p> <p>DH/Rolling Stock/J2H Case Manager moves the family out of the YWCA-FC within an average of 14 days.²</p> <p style="text-align: center;">↓</p>	<p>Agreement to maintain family in FC more than 21 days is made by the YWCA-FC HRS & PAM participants.</p>
<p style="text-align: center;">↓</p> <p>Family moves into housing, whether subsidized or market rate. PAM members will review the status of all un-housed families at one meeting each month.</p>	<p>If family not able to attain housing within 30 days of enrollment, they may be terminated from the program as an unsuccessful outcome by the PAM members.</p>

¹ An appeal or grievance at this stage is addressed through the YWCA-FC appeal process.

² A grievance against services received through the FHC Case Manager should be addressed through the Salvation Army grievance process.

<p>The DH Case Manager provides services and community linkages to solidify housing, income and to address any other family issues as desired by the participant. For most families this process will require at least monthly contact and will last an average of three (3) months. All families will receive a minimum of monthly contact, with additional contact determined on an individualized basis dependent upon family need.</p>	<p>PAM members will review the status of all active families at one meeting each month.</p>
<p>↓</p>	
<p>In some instances, Case Managers may provide follow-up/after care for an additional three months to ensure the family is able to maintain housing.</p>	