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| Chapter: | Service Delivery | | |
| Title: | Waiting Lists | | |
| Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/> | Review Cycle: Triennial Author: Srvc/Tx Leads | Adopted Date: 12.2023 Review Date: 12.2023 | Related Policies: Service Philosophy Assessment Admission and Discharge Criteria |

Purpose:

Hopeful Horizons' (HHs') services are free to victims/survivors of child abuse, domestic violence and/or sexual assault with a focus on people living or working in the catchment area. Service access is based on the individual's eligibility for the desired service/program and HHs' available service capacity. When capacity does not permit immediate admission to a desired program/service an individual seeking service may be referred to other HHs' services, put on a waiting list or referred to other appropriate community service/treatment providers. HH has established a waiting list policy to clarify expectations for how waiting list assignments are made and managed.

Scope:

This policy applies to:

- All HH Staff Selected HH Staff, as specified: Service/Treatment Program Staff
 HH Board Members HH Volunteers
 Other:

Policy:

HH service/treatment programs shall establish and manage a waiting list for when available staffing or funding capacity is insufficient to accommodate all admission or service requests.

- A. Order of Assignment: Prospective clients shall be placed on the program waiting list in the order they sought a service that is unavailable.

A service/treatment referral for an individual with no history of domestic violence, sexual assault or child abuse should not be put on a waiting list. The responsible program shall contact the individual to clarify they do not meet program eligibility requirements. If appropriate, staff may make referrals to other community services.

An individual identified as having a conflict of interest due to perpetrator status shall be referred to the Director of Adult Service and should not be placed on the waiting list. The conflict of interest shall be addressed consistent with HHs' Victim Centered Services/Treatment - Conflict of Interest policy and its related procedure.

- B. Notice: The person waitlisted shall be:
1. Notified the desired service is not currently available
 2. Given a choice to be placed on the waiting list
 3. Provided alternative HHs' service/treatment if any are available and appropriate; or referred to other community services in accordance with HHs' Current Client Service/Treatment Referral procedure
 4. Given an approximate length of wait for the requested service(s) or a date by which the individual can expect additional contact and update on their waitlist status.

- C. Waiting List Management: Each program using a waiting list shall have clear procedures that address:
1. Waiting list assignment
 2. Waiting list monitoring
 3. Communication with clients/prospective clients waiting
 4. Removing clients from the waiting list
 5. Client record documentation including required information
- D. Internal Communication: The program initiating a waiting list shall notify the Support Line Advocate to assure clients are given appropriate information at the initial point of entry.

Communication and Training:

The Board shall receive a copy of the policy at the time of periodic review and will have an opportunity to ask clarifying questions during the approval process. Employees and volunteers shall receive notice of the Board’s policy review and approval including notice of any substantive changes. The notice will provide a link to the policy located on the HH website.

Definitions:

1. **Waiting List**: A waitlist is a tool that treatment programs use when provider schedules are full, and the organization doesn’t have sufficient capacity to add more clients. The program is responsible for establishing criteria for when a person is placed on a waiting list in lieu of being referred to another provider. The program is also responsible for defining the criteria and method for removing persons from the waiting list to assure the process is consistent and equitable.

Other Related Materials:

Support Line Hotline Intake and Internal Referral Procedure
[Current Client Service – Treatment Referral Procedure](#)

References/Legal Authority:

NA

Change Log:

| Date of Change | Description of Change | Responsible Party |
|----------------|-----------------------|---|
| 12.2023 | This is a new policy. | N. Miller, Prog. Eval. Consultant in consultation with Srvc. /Tx Leadership |
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