

Chapter:	Service Delivery		
Title:	Service/Treatment Planning and Monitoring		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Triennial Author: Service/Treatment Leadership	Adopted Date: 10.2023 Review Date: 10.2023	Related Policies: Service Philosophy Admission-Discharge Criteria Assessment Adoption and Use of Best and Evidence-Based Practices Informed Consent for Treatment and Service Limited English Proficiency

Purpose:

Hopeful Horizons (HH) establishes this policy to clarify requirements for the treatment planning and treatment monitoring expectations for clients receiving service beyond initial crisis intervention and referral.

Scope:

This policy applies to

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

Policy:

All clients who are engaged in service/treatment beyond initial crisis intervention will be encouraged to participate in the development of a timely assessment-based plan of voluntary service/treatment. The plan will be client-centered and assist the client to meet self-identified goals.

A. **Plan of Service/Treatment:** The plan shall include:

- Agreed upon goals, desired outcomes, and timeframes for achieving them
- A client-specific safety plan, if indicated
- Services and supports to be provided, and by whom (including any need for language or other accommodation)
- Possibilities and plans for maintaining and strengthening family relationships and other informal social networks
- Procedures for expedited service/safety planning when crisis or urgent needs are identified

The plan shall demonstrate client agreement and informed consent through appropriate signature.

B. **Service Coordination and Advocacy:** Staff involved in the planning process shall consider the client's needs and:

- Assume a service coordination role, as appropriate, when the need has been identified and no other organization has assumed that responsibility
- Ensure the client receives appropriate advocacy support
- Assist with access to the full array of services to which the client is eligible
- Mediate barriers to service/treatment access
- Facilitate appropriate referrals to community providers to meet the client's needs

- C. Treatment Plan Monitoring and Review: The HH staff assigned to implement the specific service/treatment plan shall review the case and service plan progress at least weekly for shelter services and at least quarterly for non-shelter services. The plan review shall assess:
- Service plan implementation (including fidelity to evidence-based practices when required)
 - Progress toward achieving service goals and desired outcomes including the client's level of engagement and satisfaction with the plan and related service/treatment provision
 - The continuing appropriateness of the agreed upon service goals
 - Any identified need to modify the plan or make service/treatment referrals
- Any revisions to that plan shall demonstrate client agreement and informed consent through appropriate signature.
- D. Each treatment/service program shall adopt adequate procedures to demonstrate consistent application of the Treatment Planning and Monitoring policy include:
- Clear evidence the service/treatment plan is client led/focused
 - Identified service/treatment needs and goals based on the intake assessment and necessary to demonstrate the individual meets eligibility for the program/service
 - Consistent use of defined forms and required documentation requirements
 - Requirements for documentation in the Electronic Client Record (ECR)
 - Requirements for case record review

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.

Staff involved in service delivery shall have an initial departmental orientation on this policy, its related procedure(s) and forms.

Definitions:

1. **Electronic Client Record**: An ECR is a digital version of a client's paper record. ECRs are real-time, client-centered records that make information available instantly and securely to authorized users. HHs' uses Collaborate as its ECR.
2. **Informed Consent**: A written agreement signed by the client, the parent of a minor, or legally empowered guardian, to give consent, which assumes and requires competence, knowledge, and voluntariness. It also means the knowing consent in a written agreement or written documentation of a verbal agreement executed by a client or his/her legal representative, so situated as to be able to exercise free power of choice without undue inducement or any element of force, fraud, deceit, duress, or other form of constraint or coercion.

Other Related Materials:

[Current Client Treatment Referral Procedure](#)

Program Intake Procedures

Program Entry/Exit Criteria

References/Legal Authority:

[Service Planning and Monitoring, Council on Accreditation, 2023](#)

Change Log:

Date of Change	Description of Change	Responsible Party
10.2023	This is a New Policy	N. Miller Prog. Eval. Consultant in consultation with Treatment and Service Program Leadership