

REGIONAL SHELTER COMMAND OPERATIONS

SHELTER CLIENT PARTICIPATION AGREEMENT

CASE MANAGER RESPONSIBILITIES:

- Is culturally responsive and builds on Client's strengths
- Develops a resource list composed of inter-agency contacts and available programs
- Verifies information and assist the Client in avoiding duplication of benefits
- Assists the Client to develop a comprehensive, long-range Recovery Plan (Action Plan), explore available options, identify Client's own resources and provide accesses to government and community resources that will help address disaster-caused needs.
- Assesses unmet needs, with the clients, through interviewing, making appropriate referrals, and providing advocacy for direct assistance to the Client.
- Keeps a written narrative of the work done on the case. If it's not documented it didn't happen. Documentation is extremely important.
- Communicates back to the Client
- Verifies the results of the assistance provided in order to close the case.
- Adheres to all laws and ethical practices

CLIENT RESPONSIBILITIES:

- Client needs to be willing to accept responsibility for his/her own recovery and allow a release of information to other agencies in order to leverage all available resources that may assist in the recovery process.
- Must be prepared to cooperate with the Case Manager in providing information about their resources and situation to assist in completing forms and be available for discussions with the case manager.
- Willingness to participate in whatever way they can in their own recovery, exploring all available options, identifying their own resources, accessing public and private resources, making decisions, carrying out the recovery plan and following through with referrals.
- Willingness to provide documentation and verification that is required for the completion of the casework process.
- Willingness to explore all options and available resources that will help in their recovery.
- Client accepts the possible limitations of available assistance.
- Client grants permission for the Case Worker and the Regional Shelter to release information to other agencies needed to assist with obtaining requested/needed services

Client Signature: _____

Caseworker Signature: _____

Date: _____/_____/____