

HOUSTON REGIONAL HIV/AIDS RESOURCE GROUP, INC.
SUBGRANTEE GUIDELINES
Policy and Procedure

CLIENT WAIT LISTS (SG-19)

EFFECTIVE DATE: January 5, 2009

PURPOSE:

To establish the guidelines for the creation, maintenance and reporting of Subgrantee client wait list.

DEFINITIONS:

Subgrantee is an agency that has entered into a grant agreement with the Resource Group to provide services.

Client Wait List is a formal list of client awaiting access to a funded service(s) at a Subgrantee.

Acuity of Need is a method of evaluating the severity of the client need through the examination of all factors associated with the need.

POLICY:

Each funded Subgrantee is responsible for creating a written process for which client information is obtained and maintained when services are not immediately available. The process should include a client wait list, a method of assessing acuity of need and a process of prioritizing clients by acuity of need. When a Subgrantee is required to start placing clients on a wait list, the Subgrantee should inform The Resource Group in writing including an explanation for the cessation of service and a plan for the resumption of service.

PROCEDURE:

1. Each Subgrantee funded by The Resource Group to provide service will develop policy that addresses how they will handle situations where service(s) cannot be immediately provided. The policy should outline the process by which client information will be obtained and maintained to ensure that all clients that requested service(s) are contacted after service provision resumes and include, at a minimum:
 - a. The creation of a client wait list by service category
 - b. A method for assessing acuity of need
 - c. A process for prioritizing client by acuity of need; and
 - d. The method with which clients on the list are contacted.

2. When a Subgrantee is required to institute a client wait list, written notification will be provided to The Resource Group. The written notification will include, at a minimum:
 - a. An explanation for the cessation of service; and
 - b. A plan for resumption of service. The Subgrantee's plan must address:
 - i. Action steps to be taken by Subgrantee to resolve the service shortfall; and
 - ii. Projected date that services will resume.
3. The Subgrantee's client wait list (see suggested format) should meet, at a minimum, the following:
 - a. Be specific to a single service category;
 - b. Include client identifier that allows the client to be contacted when service provision resumes;
 - c. Include date client first presented for service;
 - d. Assess the acuity of need for each client;
 - e. Assign a priority in relation to acuity; and
 - f. Include final client outcome:
 - i. Date client removed from wait list
 - ii. Reason client removed from wait list (i.e. client no longer in need, service provided, etc.).
4. The Subgrantee will report to The Resource Group in writing on a monthly basis (see suggested format) while a client wait list is required with the following information:
 - a. Number of clients on the wait list;
 - b. Progress toward completing the plan for resumption of service;
 - c. A revised plan for resumption of service, if necessary.
5. All wait list reports should be forwarded to the Quality Compliance Coordinator of The Resource Group (via email or fax) no later than the 15th of each month.
6. The Subgrantee will notify the Quality Compliance Coordinator of The Resource Group when the client wait list is no longer required.
7. All client wait lists that were in effect during the previous twelve months should be available for review at the time of The Resource Group's annual quality compliance review.