

## Service Point Procedure for Adult and DDRC Halfway House Clients

This agency receives funding from the U.S. Department of Housing and Urban Development. As a requirement of this funding ASAC must participate in the Iowa Homeless Management Information Network which collects data on our clients receiving services in our Halfway House programs. This information is collected at both time of Entry and Exit from the halfway house program.

### Service Point Entry:

1. Client is identified as becoming a halfway house client.
2. The client's counselor or their designee will call or email the data office to set up an appointment to do a Service Point entry. **This appointment must be set up for no more than 24 hours after the client's admission to the halfway house program.**
3. Data will meet with the client at the appointed time in the office of the client's primary counselor; data will use the computer in that office to enter the Service Point information.

### Service Point Exit:

1. Once the client has been discharged from halfway house the counselor will need to fill out the Service Point Exit form and turn it in to Data.
2. Data will mark off that the Exit form has been received.
3. Data will enter the Exit form into the Service Point system.
4. Data will file the Exit form in the designated place in the data office.

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## Service Point Procedure for Heart of Iowa Halfway House Clients

This agency receives funding from the U.S. Department of Housing and Urban Development. As a requirement of this funding ASAC must participate in the Iowa Homeless Management Information Network which collects data on our clients receiving services in our Halfway House programs. This information is collected at both time of Entry and Exit from the halfway house program.

### Service Point Entry:

- 1) Client is identified as becoming a halfway house client.
- 2) The Office Manager will contact client to set up an appointment to enter the Service Point information.
- 3) On the day of the appointment the client will come to the Office Manager's office. The client will first need to sign the Service Point release that the Office Manager will give to them before any information is entered into the Service Point system.
- 5) Once the necessary information is entered into the Service Point system, the appointment ends.
- 6) The Office Manager will complete the Service Point Data Form and send it and the release to Data at the main office.

**NOTE:** if a child comes to treatment *after* the entry forms have been done (I.e. - a child is born or is just now joining the mother in treatment), then an Entry form will need to be done on the child. The Office Manager will enter the information into the Service Point system.

### Service Point Exit:

- 1) Once the client has been discharged from halfway house the halfway house counselor will need to fill out the Service Point Exit form and turn it into Data.
- 2) Data will enter the Exit form along with the Service Point Service Transaction. Data will file the Exit form in the designated place in the data office