



## **Family Services Referral for Family Stabilization Guide For Providers and Trust Staff**

Family stabilization funds may be requested by Parenting (PAR), Family Strengthening (FS) & Benefits Enrollment (HIE) providers to address one-time individual needs such as the threat of eviction, threat of child endangerment, termination of utility services, food and clothing. Expenses must agree with the purpose of the program and be approved by the Family & Neighborhood Support (FNSP) and the referring agency's program managers in advance of expending funds. Individual requests for family stabilization funds should not exceed \$1,000 per family per contract period. If there is a strong need for a family to exceed \$1,000, request for additional funds may be considered on a case by case basis and will require additional documentation and approval from both The Children's Trust Associate Director of Programs and the Finance Director.

To maximize the effectiveness of family stabilization funds usage, providers should work with families to assess their needs. Requesting agencies are responsible for gathering and providing the FNSP provider with all the necessary supporting documentation associated with the family/child's need for stabilization funds. In addition, the following is also required:

- Request must be submitted using the Family Stabilization Request Form to the FNSP provider; requests will not be approved without a signed Family Stabilization Request Form and supporting documents.
- All request must be made for services not yet received; any request for funds already distributed will not be approved.
- Funds can only be paid directly to an entity, organization and/or agency, not directly to an individual (agency staff, client, etc.)
- With every new Family Stabilization request a new form must be submitted.

### **Approval Review Process:**

Trust Staff must review at minimum:

- Client name, contact information and supporting documents are to be submitted via email to the FNSP provider. It is recommended the PAR/FS/HIE providers align with FNSP providers serving a similar population as them.
  - A contact list of all the FNSP providers are listed on the FNSP page of The Children's Trust website. Providers should make an effort to become a referral partner with FNSP provider prior to submitting requests.
  - When sending the email, documents should be titled AgencyName\_Casenumbr
  - The program manager (PM) should be copied on request being sent to FNSP providers.
  - The FNSP provider will follow the already established process of submitting request for approval within 48 hours.
  - Once approved, the FNSP provider will pay for the expense.
  - The FNSP provider will send an email advising the referring agency of the approval or denial. If a denial is given, a reason must be included.
- Documentation (an eviction notice is no longer required; however, documentation should be provided to show that there is a need):



- Confirm that documents submitted are under client name or the name of someone in the case;
- If documents provided are under a different name, the provider should submit documentation supporting a clear relationship between client name and additional person named in documents.
- Referral for Care Coordination:
  - Referring agencies are encouraged to refer families that need greater family supports for care coordination using the request form.
  - Referral sources should be relevant to the family's stabilization need.

### **Pre-Approval Documentation**

The following documentation related to stabilization funds are required for request pre-approval:

- **Threat to Housing**
  - Referral for Family Stabilization Form
  - Lease agreement or letter from landlord, if applicable
  - Additional supporting documentation (If any)
- **Threat of termination of utility services (light, water)**
  - Referral for Family Stabilization Form
  - Notice stating payment is past due, services will be disconnected or notice that services have already been disconnected.
  - Cell phone and internet services are applicable stabilization needs
- **Threat of child endangerment (i.e. child is sleeping in couch, floor, etc.)**
  - Referral for Family Stabilization Form
  - Communication with furniture company, if applicable
- **Food and clothing (uniforms, groceries, etc.)**
  - Referral for Family Stabilization Form
  - Quote, screen shot or print out of the shopping cart, electronic order, take-out and delivery service of what is being purchased for the participant(s) can be submitted as backup document.