Temporary Family Stabilization Guide
For Provider and Trust Staff

Temporary family stabilization funds may be used to address 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 program manager in advance of expending funds and submitting the reimbursement request. Individual requests for temporary 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 Associate Director of Programs and Chief Financial Officer.

To maximize the effectiveness of temporary family stabilization funds usage, providers should work with families to assess their needs. Agencies are responsible for creating and providing the Trust with a care plan and goal(s) that are associated with the family/child's need for stabilization funds. In addition, the following is also required:

- Request must be pre-approved through the Temporary Family Stabilization form by the program manager; reimbursement will not be approved without an approved Temporary Family Stabilization form and supporting documents.
- All request must be made for services not yet received; any request for funds already distribute will not be approved.
- Funds must be paid directly to an entity, organization and/or agency, not directly to an individual (agency staff, client, etc.)
- With every new Temporary Family Stabilization request a new form must be submitted.

Pre-Approval Review:
Trust Staff must review at minimum:

- Client name and supporting documents are to be submitted via the SAMIS document repository and must be consistent with demographics information in Trust Central.
  - Forms titles should be saved in the following format: FamilyStabilization_Request_Case#
  - An email to the PM should follow stating a submission has been made in the document repository.
  - The PM will reply to the email, copy the accountant and include their approval or denial, if a denial is given, a reason will be included.
- Documentation (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 have submitted a document supporting a clear relationship between client name and additional person named in documents.
- Care coordination goals:

- Goals identified should show the action steps taken up to the time of stabilization funds requested and/or what action steps *will* be taken.
    - Referral sources should be relevant to the family's stabilization need.
    - If target dates are overdue, the care coordination plan should be updated with the current status the goal(s).
- When stabilization requested is less than the amount owed, documentation is needed to show how the rest of the amount owed will be paid.

Pre-Approval Documentation

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

- **Threat to Housing**
    - Care plan entry in Trust Central reflecting goals and solution plan for family's long-term stabilization
    - Temporary Family Stabilization Form
    - Lease agreement, if applicable
    - Additional supporting documentation (If any)

- **Threat of termination of utility services (light, water)**
    - Care plan entry in Trust Central reflecting goals and solution plan for family's long-term stabilization
    - Temporary 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.)**
    - Care plan entry in Trust Central reflecting goals and solution plan for family's long-term stabilization
    - The Temporary Family Stabilization Form
    - Communication with furniture company, if applicable

- **Food and clothing (uniforms, groceries, etc.)**
    - Care plan entry in Trust Central reflecting goals and solution plan for family's long-term stabilization
    - Temporary 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.

Post Approval Process

- A copy of the receipt of payment must be included in the SAMIS document repository of the corresponding monthly invoice.
    - The receipts must be titled as such: FamilyStabilization_Approved_Case#