

SERVICE NAME	Transitional Living with Case Management
Category	Non-treatment
Setting	Residential
Facility License	As required by local municipal codes and state regulations
Service Description	Supportive, temporary housing, which includes case management services to promote self-sufficiency and transition to independent living.
Service Expectations	Program Entry: • The provider will accept the Universal Transitional Living Referral Form and will not accept any referrals until the form is submitted. • Orientation for new residents upon admission. Orientation shall include explanation of policies and procedures, house rules, grievance process, etc. Orientation shall also address any immediate needs and begin to prepare the individual to transition into long-term safe, stable housing within 45 days. Provider will also include the individual's voucher end date as part of the orientation process. All orientation materials will be signed by both the provider and the individual upon review and stored. • A copy of policies, procedures, house rules, grievance processes, etc. will be stored in a binder in a commons area of the facility as a reference tool for the individual and their probation officer. • Provider will immediately notify the assigned officer via phone and/or e-mail when the individual arrives at transitional living. If provider has multiple locations, address the individual is at will be confirmed. Documentation: • An individualized, comprehensive transition plan must be developed within seven (7) days of admission and will include the individual, probation officer and other stakeholders. All transition plans and subsequent updates will be entered into the approved data management system. Provider will include all information from approved documentation guide. Items to be addressed in the transition plan include: 1. Any urgent or immediate needs the individual has including access to food, clothing, and hygiene products 2. The individual's financial situation to include any savings and/or significant debts, or if they need assistance applying for Medicaid or other benefits 3. Education/Employment needs such as employment status, work schedule, job skills they possess, educational goals, and whether or not they have all required documents to begin working 4. Information on family supports 5. How the individual spends their free time 6. Identification of their support system including sponsors, substance use concerns and plans for treatment

	7. Circumstances that led to them being in transitional living 8. Additional strengths and barriers 9. Initial discharge goal • The provider, individual and officer shall review and update the transition plan at a minimum of every 14 days updating the items covered in the initial comprehensive transition plan and including all case management efforts provided. • Provider will complete a comprehensive discharge summary within the approved data management system containing following information within 3 days of the individual's discharge: • Successful vs. Unsuccessful discharge status • Destination type (drop down list of options provided) • The address the individual is discharging to • An outline of the progress made while the individual was in transitional living • Any community based supports the individual is connected to • Any areas of concern that need the officer's attention Case Management: • On-site Case Management to provide services which promote self-sufficiency through employment support, promoting abstinence, establishing community supports to address basic needs (food, clothing, hygiene, healthcare) through referrals and warm handoffs and maintaining ongoing accountability; case management will be documented in the regularly updated transition plans. Case management is meant to be hands on and interactive and should not be limited to providing a list of locally available resources. • Providers will be actively engaged with individuals as they seek employment and document the individual's employment status along with all attempts by the individual to gain employment in the approved data management system. This includes assistance in getting items such as birth certificates, social security cards, and IDs. • Providers will ensure all individuals have access to food and proper equipment to prepare food while in transitional living. • Providers will have a working knowledge of how to apply for benefits, be able to partner with community-based organizations as referral sources to ensure individuals' needs are met/they have ongoing support within the community and be able to teach valuable life skills that lead to self-sufficiency.
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	• Providers will actively aid the individual in securing stable, permanent housing within 45 days. This should happen at an individual pace with the goal being to reach self-sufficiency prior to the 45-day mark. If all options for permanent housing are exhausted, ¾ houses can then be considered. The individual remaining with the provider on self-pay status should be only used if all other avenues do not work out. • Individuals receiving financial support are subject to random searches and seizure of the Probationer's person, premise or vehicle upon request of a Probation Officer or a law enforcement officer. • Providers will verify and document daily residency and whereabouts to be provided upon request by the State of Nebraska Probation Staff. This can be monitored via sign-in/sign-out sheets or an electronic system. Sheets should contain detailed information about the individual's whereabouts (i.e. working 1-8 pm). • The provider will require individuals to be accountable to probation requirements and engage in ongoing communication with supervising officers in regard to case plans; specifically, the provider will report instances when an individual on probation is suspected to be under the influence of alcohol or any other mood-altering substances, when an individual on probation does not stay at facility overnight, and/or suspected unlawful behavior. Health & Safety: • Services must be trauma informed, culturally sensitive, age and developmentally appropriate and incorporate evidence-based practices. • Providers must ensure a safe & secure building free from danger or the risk of harm with continuing effort made to eliminate potential hazards. Providers must allow probation representatives to inspect location upon request. The provider will conduct and document monthly self-inspections of the location to ensure safety, security, sanitation, and that the area is free of hazards. In the case that one of the items is not met, the provider will immediately contact probation with a plan to remedy the concern. • The housing unit shall have one bedroom for every two people and/or at least a minimum of forty square feet of floor space per occupant in sleeping areas, of which no more than four square feet shall be a closet or storage space.
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	• Basements will not be utilized to house individuals unless proper egress windows have been installed. • Each housing unit should have one restroom for every six occupants. • Any significant incidents will be reported via the required report form and in accordance with the Standards of Practice. Policies/Protocol/Processes: • Providers will have a written policy outlining their process for removing individuals from their transitional living facility in order to promote fairness and consistency. • Providers will adhere to the Standards of Practice and Standardized model and have policies, protocols, and process in accordance with these documents. • Any overnight visits away from the facility will be approved by probation and will only occur due to emergency circumstances. Providers cannot bill for nights an individual did not stay at the location. • Policies, house rules, program requirements, etc. cannot conflict with a written court order or other Probation requirements. • If transportation is provided, provider will have a written process and ensure that there are staff on site at all times. • Medication policies shall align with any/all State and Federal licensing requirements. Providers will create medication process that limits individuals from accessing other participants' medications. • Deposit and/or fee requirements are prohibited while an individual receives financial assistance through any Transitional Living voucher. • There shall be no policies requiring an individual to commit to living at the house/facility beyond the 45-day financial assistance period. • Providers will provide proof of appropriate zoning from their municipalities.
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	- Providers will be accountable in tracking the number of days of funding the individual has remaining in order to aid in planning a seamless transition. - Adhere to all applicable state laws, rules, regulations, and local ordinances that govern Transitional Living facilities. Active Provider Status: - Providers will have at least 1 representative from their agency attend all provider Town Halls unless otherwise excused. If excused, a recording will be provided for review. Program plan required ☒ Yes ☐ No
Service Frequency	24 hours/day, 7 days/week
Length of Stay	Individualized based on needs of individual; Probation will provide financial assistance for up to 45 days

Staffing	• Paid Director to direct staff as needed to meet all responsibilities. • One (1) awake staff during waking hours (days) and sleeping hours (overnight) with on-call availability for emergencies to meet the needs of the individuals served 24 hours per day, seven (7) days per week. (24/7 awake staff). • Paid staff, volunteers, and House Managers cannot be under community supervision or convicted of a criminal infraction within the last six months. A 6 month wait period is required upon completion of community supervision before an individual is eligible to work in transitional living. • Providers will provide copies of background checks on all employees to Probation upon hire and as requested. • Staffing schedules will be provided to Probation upon request or when substantial changes are made. • Provide full organizational structures along with individual roles and job description. • Providers will have a land line phone as a method for Probation to contact the staff member on site and will also provide staff cellphone numbers in case of emergency. • If staff members reside on site, they will be awake and in a common area of the facility during their shift. • Each staff member who sends e-mail on behalf of the agency completes documentation in the approved electronic reporting system, and/or completes vouchers will have their own unique agency e-mail address making it easy to identify who is providing information. • Staff shall be able to communicate fluently with probation staff or stakeholders to discuss and report daily events and status of clients' behaviors.
Hours of Operation	24 hours per day, seven (7) days per week.
Service Desired Outcomes	• The individual has demonstrated participation and engagement in case management services. • The individual has developed support systems to help maintain stability in the community. • Individual has substantially met transition plan goals and objectives. • Individual has improved daily functioning and has reduced criminogenic risk. • Individual has identified long-term, safe and stable housing. • Provider has coordinated with other professionals as needed.
Unit and Rate	Per day; see rate sheet