

Pathways to Housing

Progressive Interventions

The Pathways to Housing Program provides intermediate length (up to two years) transitional housing for individuals and families determined to be “hard to house.” The program provides intensive case management and requires participants to participate in treatment, education, and other programs and services as recommended by their respective case managers and treatment teams. A monthly meeting of all case managers will be held to review each program participant’s needs and progress. When concerns arise that an individual is not making adequate progress, meeting program expectations, or not participating in prescribed treatment and/or educational programs the following guidelines will be followed by the Participating Agency case manager. These guidelines are provided to assist the individual with getting back on track up to and including discharge from the program. It must be stated that expectations and requirements for success must be clearly defined in each Individualized Service Plan (ISP) for the participant.

Each Participating Agency will have its own philosophy and procedures for monitoring and assisting a participant’s progress in the program. Pathways uses a standard format ISP for this and other purposes. **Early identification of elements or factors impeding someone’s progress in the program and intervention is the key to success.** These issues will be brought before the monthly case managers meeting and discussed; factors or variables impeding a participant’s progress identified; and solutions explored and defined. Serious or gross violations may and can result in immediate discharge from the program.

1. During the case managers’ meeting concerns about a participant’s progress will be discussed. These will include, but are not limited to: failure to meet program expectations, failed attendance or unexplained or frequent absence from specific required activities, non-compliance with program requirements, unmet treatment or educational needs, lack of commitment to the program structure or demands to be successful, relapse or behavioral challenges.
2. Possible solutions will be identified and explored. The expectations for the participant will be defined and clarified. Specific and suggested remedies will be developed.
3. The case manager will meet with the participant and present the concerns and suggested remedies developed by the case managers. This is an “informal” meeting to provide the participant with the opportunity to take self corrective actions based on the case managers recommendations in order to get back on track within the expected time frame. The participant will also be notified of the case managers’ group intent to provide closer monitoring and if corrective actions are not taken or there are continued impeded progress further interventions will be taken. This will be documented as per each respective agency’s policies and procedures governing documentation requirements and those of the Pathways Program. This information will be sent to the Pathways Oversight Committee.
4. If adequate progress has not been made or there has been a failure to meet expectations within the identified time frame or other concerns are identified, a written notice will be sent to the participant by the Participating Agency. The notice will include a detailed description of the concerns or issues with expected corrective measures and time frames. The participant will also be notified that failure to meet the expected corrective measures will result in further interventions (corrective action plan) up to and including expulsion from the program. A copy must be sent to the Brattleboro Housing Authority who will follow up as appropriate with the landlord. This should be documented as per each respective agency’s policies and procedures governing documentation requirements and those of the Pathways Program. This information shall be sent to the Pathways Oversight committee. The participant may

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5. or may not be asked to meet with the case managers' group to discuss the issues and corrective measures.
6. Corrective Action Plan – A formal written notification on behalf of the Pathways to Housing Program Oversight Committee to be sent to or presented in person to the participant in the event there continues to be problems with taking corrective measures, meeting program expectations, non-compliance with the program requirements, etc.
 - a. The Corrective Action Plan should clearly state the issue(s) or problems.
 - b. Clearly state the corrective action steps to be taken.
 - c. Expected time frames in which corrective action is to be completed in.
 - d. Clearly define the expected outcome(s) of the corrective actions.
 - e. Clearly state consequences for failure to meet expectations up to and including discharge from the program.

The corrective action plan will be documented as per each respective agency's policies and procedures governing documentation requirements and those of the Pathways Program. The individual may or may not be required to meet with the Pathways to Housing Program Oversight Committee for presentation of the corrective action plan.

These guidelines are not to be considered punitive in nature, but designed to hold individuals accountable for their behavior and help them overcome obstacles to their success in the program.