**CHF Program Review**

**Client File Checklist**

2013

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| Agency: | Program: | | | |
| Date: | Reviewer: | | | |
| **Documentation** | **Yes** | **No** | **N/A** | **Comments** |
| **Privacy and Information Management** | | | | |
| **Consent for Information Collection**  Consent to include the purpose of the information being collected, the reason for collection, use of information, access to information, secure storage of information and length of time to be stored. Consent to be signed prior to commencement of services |  |  |  |  |
| **Intake** | | | | |
| **Information and Sharing Agreements (ROIs)**  Information and Sharing Agreements should be signed by client, witnessed and maintained in primary client file. These must include an expiry date not to exceed 12 months. |  |  |  |  |
| **Discharge Processes**  Discharge processes and procedures should be discussed during intake, including criteria for planned and unplanned discharges. These should be signed by the client, witnessed and a copy kept on file. |  |  |  |  |
| **Client Rights**  Client rights are explained. These should be signed by the client, witnessed and a copy kept on file. These should be reviewed every 90 days. Rights to include (1) grievance procedures, (2) client involvement in service planning, (3) access to services and, (4) confidentiality. |  |  |  |  |
| **Serious Incident Reports**  Review of all incident reports to ensure completeness and reporting requirements are being met. |  |  |  |  |
| **Documentation** | **Yes** | **No** | **N/A** | **Comments** |
| **Assessment** | | | | |
| **Evidence Base Tool**  An evidence based tool is used for client assessment (SPDAT, Acuity Scale, Outcome Star, etc.) |  |  |  |  |
| **Initial Assessment**  Initial assessment is completed within 30 days of intake and a copy is on file |  |  |  |  |
| **Ongoing Needs Assessment**  An evidence based tool is utilized in conjunction with service planning to assess client needs at intake and once every three or six months following up to and including 30 days prior to discharge |  |  |  |  |
| **HUA Assessments**   * HUA Release of Information Form * HUA assessment Forms (3,6,9,12, …60 months * HUA Exit Interview Form * HUA Follow Up 6 and 12 month Form |  |  |  |  |
| **Service Planning** | | | | |
| **Initial Service Plan – Timelines**  The initial service plan should be completed within 45 days of intake. The service plan should be reflective of the assessment/client acuity. |  |  |  |  |
| **Person-Centred Planning**  The service plan should be person-centred and reflect the needs and goals of the client. |  |  |  |  |
| **Plan Review**  The plan should be reviewed with the client at least every 90 days thereafter, up to and including discharge. |  |  |  |  |
| **Documentation** | **Yes** | **No** | **N/A** | **Comments** |
| **Discharge Planning** | | | | |
| **Final Service Plan Review**  A final review of the service plan should occur 30 days before the end of the formal relationship for planned discharge. |  |  |  |  |
| **Further Supports**  If further supports are needed a continuation of the service can be negotiated or referrals made to other services. Consents and agreements should be re-signed; this should be documented in the client file. |  |  |  |  |
| **Unplanned Discharge**  Before unplanned discharge all efforts have been made to address behavioural issues and rental arrears. Mediation, conflict resolution, landlord/building operator negotiations, and options for housing transfer. All efforts should be documented and kept in the client file. |  |  |  |  |
| **Other - Service Delivery** | | | | |
| **Crisis Support**  24/7 crisis support available by telephone or in-person should be provided by the main service agency if possible, or alternately a list of crisis resources (including 24/7 response) should be provided to the family/individual. This should be included in the intake process |  |  |  |  |
| **Case Notes**  Case notes should be complete and be reflective of the service plan and acuity level of the client (including frequency of contact). Evidence of community referrals. |  |  |  |  |
| **Housing – Market Housing** |  |  |  |  |
| Landlord contracts, lease agreements, third party agreements |  |  |  |  |
| Rental subsidy forms, income testing |  |  |  |  |
| Third party agreements, cheque requisitions |  |  |  |  |

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| **Documentation** | **Yes** | **No** | **N/A** | **Comments** |
| **CHF Housing Information** |  |  |  |  |
| Record of rents and security deposits collected by agency |  |  |  |  |
| Record of rental arrears |  |  |  |  |
| Record of income testing and subsidy calculation |  |  |  |  |
| Record of residential handbook/house rules reviewed by client |  |  |  |  |
| Record of unit inspections |  |  |  |  |
| Record of life and fire protocols, guest management and security procedures (Move in Package) |  |  |  |  |
| Records of reported pest control issues and action taken |  |  |  |  |

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| **Summary Comments** |
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