



Services  
Workbook  
FY 2024-2025



OFFICE FOR THE  
**Homelessness  
Coalition**

Empower Lancaster services workbook for FY24-25  
Revised 7/1/2024

## Introduction

This Excel workbook contains a list of services in Empower Lancaster by program type, along with each service's measurement (each, 1/4 hour, dollars) and a brief description. This is not an exhaustive list of every program type in EL, nor is it a list of every service. This document is intended to serve as a guide and training document for organizations operating Joint Funding projects in Lancaster County.

Specific instructions regarding the use of these services will be described in each organization's annual funding contract. Some program types will be expected to use services to perform monthly reporting. Most program types will use services for billing purposes, either to record the number of case management hours performed, or the number of shelter services provided.

At a minimum, O4C will review, revise, and re-publish the service list once per year. However, if organizations have specific requests for services that need to be added to their programs, those changes can be made at any time. Email these requests to Christopher Thomas ([cthomas@lchra.com](mailto:cthomas@lchra.com)) and Sheldon Kepiro ([skepiro@caplanc.org](mailto:skepiro@caplanc.org)).

## CHANGES FOR FY24-25

1. Attempt has been made to minimize the number of services for each project type and to remove any duplicates
2. Project type-specific services (CHART funds, Pathways RRH funds) have been removed. All project types will use the same set of services. Empower Lancaster allows users to report which project entered services, so these are unnecessary. The Service Summary report will by default separate services into separate pages for different projects.
3. All client financial assistance services have been duplicated and now include O4C and AGENCY types. This is designed to differentiate between funds that will be reimbursed by O4C using its available CFA and funds that will be paid by the agency and NOT reimbursed from O4C. Previously, there was no easy way to tell which CFA was meant to be reimbursed or not.

SERVICE	Prevention/Diversion	Define
Basic Necessities	EA	Items provided to individuals and families that help with their everyday needs (i.e., personal hygiene, sleeping bags, clothing, shoes). Actual time spent should be recorded under case management and a description of activity included in case notes.
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
O4C CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Food	\$	Client assistance funds used to pay for client/client household food needs. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Rent	\$	Client financial assistance funds used to pay for client rent payments. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Utilities	\$	Client financial assistance funds used to pay for client utility bill. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
AGENCY CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Food	\$	Client assistance funds used to pay for client/client household food needs. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Rent	\$	Client financial assistance funds used to pay for client rent payments. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Utilities	\$	Client financial assistance funds used to pay for client utility bill. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
CFA Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Furniture/Household Items Provided	EA	Client was provided material household goods or furniture.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Landlord/Tenant Assistance/Education	EA	Time spent educating landlords and tenants on their rights, responsibilities, and obligations under a lease agreement, including general education to prepare either party to finalize a unit lease, or consider taking part in a voucher-based program.
Life Skills	EA	Time spent with client on life skills education or training.
Moving Assistance	EA	Time spent helping client to move or relocate items to another location.

Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Emergency shelter	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.

**SERVICE**

Refresh Lancaster

Define

**Case Management**

1/4hr

Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.

SERVICE	211	Define
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.

SERVICE	Outreach	Define
Basic Necessities	EA	Items provided to individuals and families that help with their everyday needs (i.e., personal hygiene, sleeping bags, clothing, shoes). Actual time spent should be recorded under case management and a description of activity included in case notes.
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
O4C CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Clothing	\$	Client assistance funds used to pay for client/client household clothing needs. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Food	\$	Client assistance funds used to pay for client/client household food needs. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
AGENCY CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Clothing	\$	Client assistance funds used to pay for client/client household clothing needs. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Food	\$	Client assistance funds used to pay for client/client household food needs. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
CFA Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.

Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Furniture/Household Items Provided	EA	Client was provided material household goods or furniture.
Gift Card	EA	Donated gift card provided to client
Housing Advocacy	EA	Each occurrence of advocating on behalf of client to obtain housing. Specific steps taken (i.e., spoke with landlord about giving a second chance) should be included in case notes.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Information/Education/Referral	EA	Information shared with the client on how to access needed services. General communication with client. Problem solving with client. Tracks number of unique contacts per client. NOTE: this service is entered as "each." This is one of the ways that PA-510 tracks the output of its Outreach workers.
Landlord/Tenant Assistance/Education	EA	Time spent educating landlords and tenants on their rights, responsibilities, and obligations under a lease agreement, including general education to prepare either party to finalize a unit lease, or consider taking part in a voucher-based program.
Life Skills	EA	Time spent with client on life skills education or training.
Moving Assistance	EA	Time spent helping client to move or relocate items to another location.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Emergency shelter	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service



SERVICE	CHART	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
CHART Client Education - Mainstream Resource	EA	Referrals made by a CHART worker to any resources needed by the client: food, clothing, showers, laundry, etc.
CHART Diversion Plan Created	EA	Completed a diversion plan with a CHART client
CHART Follow-up Appointment	EA	Denotes that a client was called to schedule a follow-up appointment.
CHART Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
O4C CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
AGENCY CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
CFA Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.

SERVICE	Day Shelter	Define
Basic Necessities	EA	Items provided to individuals and families that help with their everyday needs (i.e., personal hygiene, sleeping bags, clothing, shoes). Actual time spent should be recorded under case management and a description of activity included in case notes.
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
O4C CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
AGENCY CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
CFA Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Day Shelter	EA	Client accessed day center shelter services.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Food Pantry	EA	Client accessed a food pantry resource operated by the provider.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Landlord/Tenant Assistance/Education	EA	Time spent educating landlords and tenants on their rights, responsibilities, and obligations under a lease agreement, including general education to prepare either party to finalize a unit lease, or consider taking part in a voucher-based program.
Laundry Facilities	EA	Client accessed on-site laundry facilities
Life Skills	EA	Time spent with client on life skills education or training.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type

Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Emergency shelter	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

SERVICE	Night Shelter	Define
Basic Necessities	EA	Items provided to individuals and families that help with their everyday needs (i.e., personal hygiene, sleeping bags, clothing, shoes). Actual time spent should be recorded under case management and a description of activity included in case notes.
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
O4C CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
AGENCY CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Medical needs	\$	Client financial assistance funds used to pay for client medical needs, prescriptions, etc. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
CFA Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Emergency Shelter Bed Night	EA	The basic unit of emergency shelter service. Each night that a shelter bed was occupied counts as one bed-night. A bed-night should be entered for each night that a client was in shelter.

Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Food Pantry	EA	Client accessed a food pantry resource operated by the provider.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Laundry Facilities	EA	Client accessed on-site laundry facilities
Life Skills	EA	Time spent with client on life skills education or training.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

SERVICE	Crisis Housing	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
O4C CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - First/Last Month's Rent	\$	Client assistance funds used to pay for client's first and last month's rent. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Rental Assistance	\$	Client assistance funds used to pay for client's monthly rent. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Security Deposit	\$	Client assistance funds used to pay for client's security deposit. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
AGENCY CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - First/Last Month's Rent	\$	Client assistance funds used to pay for client's first and last month's rent. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT

AGENCY CFA - Rental Assistance	\$	Client assistance funds used to pay for client's monthly rent. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Security Deposit	\$	Client assistance funds used to pay for client's security deposit. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
CFA Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Life Skills	EA	Time spent with client on life skills education or training.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

SERVICE	Transitional Housing	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
O4C CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
AGENCY CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
CFA Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Life Skills	EA	Time spent with client on life skills education or training.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type



Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

SERVICE	Pathways	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
O4C CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - First/Last Month's Rent	\$	Client assistance funds used to pay for client's first and last month's rent. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Moving Costs	\$	Client assistance funds used to pay for client's moving costs. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Rental Assistance	\$	Client assistance funds used to pay for client's monthly rent. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Security Deposit	\$	Client assistance funds used to pay for client's security deposit. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Utility Deposits	\$	Client assistance funds used to pay for the deposit on client's utility account. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
AGENCY CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - First/Last Month's Rent	\$	Client assistance funds used to pay for client's first and last month's rent. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Moving Costs	\$	Client assistance funds used to pay for client's moving costs. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
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AGENCY CFA - Security Deposit	\$	Client assistance funds used to pay for client's security deposit. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Utility Deposits	\$	Client assistance funds used to pay for the deposit on client's utility account. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT

CFA Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Furniture/Household Items Provided	EA	Client was provided material household goods or furniture.
HQS Inspection	EA	Housing Quality Standards assessment completed
Housing Advocacy	EA	Each occurrence of advocating on behalf of client to obtain housing. Specific steps taken (i.e., spoke with landlord about giving a second chance) should be included in case notes.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Landlord/Tenant Assistance/Education	EA	Time spent educating landlords and tenants on their rights, responsibilities, and obligations under a lease agreement, including general education to prepare either party to finalize a unit lease, or consider taking part in a voucher-based program.
Lease Signing	EA	
Moving Assistance	EA	Time spent helping client to move or relocate items to another location.
Negotiated Debt Repayment Plan	EA	Plan between client and landlord, utility provider, or other entities to reduce, or pay off debt that is creating a barrier in obtaining or maintain stable housing. Actual time spent should be recorded under case management and a description of the activity included in case notes.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Phase Summary	EA	Summary of what the client accomplished during each of the three Pathway phases. Actual time spent should be recorded under case management and a description of the activity included in case notes.
Pre-Enrollment Activity	EA	Time spent on client-related work before enrollment, including phone calls, scheduling, obtaining homeless verification, etc.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

SERVICE	Pathways	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
O4C CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - First/Last Month's Rent	\$	Client assistance funds used to pay for client's first and last month's rent. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Moving Costs	\$	Client assistance funds used to pay for client's moving costs. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Rental Assistance	\$	Client assistance funds used to pay for client's monthly rent. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Security Deposit	\$	Client assistance funds used to pay for client's security deposit. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Utility Deposits	\$	Client assistance funds used to pay for the deposit on client's utility account. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
AGENCY CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
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AGENCY CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - First/Last Month's Rent	\$	Client assistance funds used to pay for client's first and last month's rent. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Moving Costs	\$	Client assistance funds used to pay for client's moving costs. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT

AGENCY CFA - Rental Application Fee	\$	Client assistance funds used to pay for client's rental application. Measured in dollars. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Rental Assistance	\$	Client assistance funds used to pay for client's monthly rent. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Security Deposit	\$	Client assistance funds used to pay for client's security deposit. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Utility Deposits	\$	Client assistance funds used to pay for the deposit on client's utility account. This service is specific to Pathways RRH clients. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
CFA Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Furniture/Household Items Provided	EA	Client was provided material household goods or furniture.
HQS Inspection	EA	Housing Quality Standards assessment completed
Housing Advocacy	EA	Each occurrence of advocating on behalf of client to obtain housing. Specific steps taken (i.e., spoke with landlord about giving a second chance) should be included in case notes.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Intake assessment	EA	Initial client assessment for program enrollment. Actual time spent should be recorded under case management and a description of activity included in case notes.
Landlord/Tenant Assistance/Education	EA	Time spent educating landlords and tenants on their rights, responsibilities, and obligations under a lease agreement, including general education to prepare either party to finalize a unit lease, or consider taking part in a voucher-based program.
Lease Signing	EA	
Moving Assistance	EA	Time spent helping client to move or relocate items to another location.
Negotiated Debt Repayment Plan	EA	Plan between client and landlord, utility provider, or other entities to reduce, or pay off debt that is creating a barrier in obtaining or maintain stable housing. Actual time spent should be recorded under case management and a description of the activity included in case notes.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Phase Summary	EA	Summary of what the client accomplished during each of the three Pathway phases. Actual time spent should be recorded under case management and a description of the activity included in case notes.
Pre-Enrollment Activity	EA	Time spent on client-related work before enrollment, including phone calls, scheduling, obtaining homeless verification, etc.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type

Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral - Permanent supportive housing	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service

SERVICE	PSH	Define
Budget Counseling	EA	Time spent with clients establishing or updating their budget, discussing the importance of a budget in achieving long-term goals and stability, or helping clients to establish debt repayment plans.
Case Management	1/4hr	Time spent alongside or on behalf of a client problem solving, planning, seeking, advocating for, or monitoring services (i.e., discussing goals or housing plans, connecting clients with mainstream benefits, negotiating debt repayment, finding employment, or obtaining documents.) This is used to invoice O4C monthly for services, as that billing is based on the amount of time spent.
O4C CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
O4C CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN SEEKING REIMBURSEMENT FROM O4C FUNDS
AGENCY CFA - Birth Cert./SSN/ID	\$	Client financial assistance funds used to pay for a client to obtain identification. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Other	\$	Client financial assistance funds used to pay for other client need with the goal of prevention or diversion. Please describe in case note. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
AGENCY CFA - Transportation	\$	Client financial assistance funds used to pay for client transportation bus pass. Measured in dollars. USE THIS SERVICE WHEN USING AGENCY FUNDS, I.E., NOT SEEKING O4C REIMBURSEMENT
CFA Request Submitted	EA	Client assistance funds form completed and submitted
Client no show for scheduled appointment	EA	Marked each time clients do not keep scheduled appointment without notice.
Employment counseling	EA	Time spent providing support to clients with obtaining or increasing their employment opportunities. Specific steps taken (i.e., practiced interview skills) should be included in case notes.
Furniture/Household Items Provided	EA	Client was provided material household goods or furniture.
Housing Search	EA	Time spent alongside or on behalf of client looking for and obtaining permanent housing (e.g., online searches, FMR and rent reasonableness calculations, and visiting units).
Life Skills	EA	Time spent with client on life skills education or training.
Obtained documentation/identification	EA	Any form of document that identifies a person or provides evidence related to an aspect of their life that is needed to support their daily living and/or housing (i.e., photo identification, benefits verification letter, pay stubs, work experience, housing history). Actual time spent should be recorded under case management and a description of the activity included in case notes.
Referral - Mental health	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Clothing bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Drug & Alcohol	EA	Referrals made on a client's behalf. Enter one per referral made of each type

Referral - Food bank	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Legal	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Medical	EA	Referrals made on a client's behalf. Enter one per referral made of each type
Referral - Other	EA	Referrals made on a client's behalf. Enter one per referral made of types not otherwise described.
Referral Follow-up	EA	Follow up conversations with client about referrals made or information shared.
Transportation	EA	Transporting a client. Driving for the purposes of canvassing. Time spent going to a client meeting or returning from a client meeting does NOT count toward this service