**Stabilization and Ongoing Supports SOP**

*B2H Program – Draft Standard Operating Procedure*

**1. Purpose**

This SOP provides structured guidance for post-move-in stabilization and ongoing support of B2H participants. It outlines required case manager contact cadence, case conferencing protocols, and Individualized Service Plan (ISP) update processes. The goal is to promote housing stability, reduce risk of eviction or disengagement, and ensure participants are connected to appropriate supportive services.

**2. Scope**

This SOP applies to all case managers, supportive service providers, and program supervisors working with participants placed in Independent Supportive Housing (ISH) or Enhanced Supportive Housing (ESH).

**3. Contact Cadence**

**Independent Supportive Housing (ISH)**

* **Week 1–4 (Initial Stabilization):**
  + Contact within **48 hours of move-in** (in-person or virtual).
  + **Weekly check-ins** for the first 30 days.
  + Complete stabilization notes (Week 1, 2, 4).
* **Ongoing (Month 2+):**
  + **Bi-weekly contacts** (minimum of 2 per month).
  + At least **1 in-person visit** every 30 days.
  + Hotline logs reviewed monthly for additional follow-up.

**Enhanced Supportive Housing (ESH)**

* **Week 1–4 (Initial Stabilization):**
  + Contact within **24 hours of move-in**.
  + **Twice-weekly check-ins** during the first 30 days (at least 1 in-person).
  + Stabilization notes at Week 1, 2, and 4.
* **Ongoing (Month 2+):**
  + **Weekly contacts** (at least 2 in-person per month).
  + Hotline usage tracked daily; any urgent calls require same-day follow-up.
  + More frequent visits can be scheduled based on risk level or clinical judgment.

**4. Case Conferencing**

* **Frequency:**
  + ISH: At least **quarterly** (every 90 days).
  + ESH: At least **monthly** (every 30 days).
* **Participants:**
  + Case Manager, Program Supervisor, Mental Health/Substance Use Provider (if applicable), and Landlord (as needed).
* **Content:**
  + Review housing stability, lease compliance, and ISP progress.
  + Identify emerging risks (substance use, behavioral health instability, landlord concerns).
  + Develop intervention plan when issues arise.
  + Document outcomes in client record.

**5. ISP Updates**

* **Initial ISP:** Completed during intake and finalized within 14 days of move-in.
* **Review Frequency:**
  + ISH: Every **90 days** or sooner if major changes occur.
  + ESH: Every **60 days** or sooner as needed.
* **Updates Include:**
  + Review progress on goals.
  + Adjust service frequency (e.g., employment, treatment, family reunification).
  + Document new barriers or risks.
  + Obtain participant input and signature.

**6. Escalation Protocols**

* **Hotline Calls:** Case manager must respond within **24 hours** of a non-emergency incident and immediately if risk to safety is indicated.
* **Lease Violations/Mental Health Incidents:** Landlords submit incident report form → case manager responds within **48 hours** (ISH) or **24 hours** (ESH).
* **High-Risk Cases:** Trigger immediate case conference and potential adjustment of housing type (ESH vs. ISH).

**7. Documentation**

* All contacts logged in ECR system within **48 hours**.
* Case notes must specify date, mode (phone, virtual, in-person), summary, and next steps.
* ISP updates uploaded to ECR within **5 business days** of review.