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| --- | --- | --- | --- | --- |
|  | **OPERATING POLICY** | | | |
| **[insert MU Name] Community and Family Services** | | |  |
| **Payments Between Partner Agencies** | | Effective |  |
| Reviewed |  | | |
| Revised |  | | |

##### Policy:

Recognizing that we have limited resources available to us, The Salvation Army [Insert MU name] CFS attempts to meet client needs according to our program guidelines and policies. We normally do not make payments to partner agencies for services unless in very extenuating circumstances.

##### Procedure:

##### The Case Worker will interview the client(s) to assess their needs and eligibility for assistance.

##### As much as possible, we will attempt to meet the client’s reasonable needs. If the client has needs that we are unable to meet, a referral to another agency should be considered. If possible, the client should be referred to another agency where they will not be charged for services rendered.

##### However, there may be extenuating circumstances where the required services are not available to the client without a fee.

##### In these circumstances The Salvation Army [insert MU name] CFS will consider paying the fee for the client on a one time basis. (eg. eye exam for verified employment, or course tuition required for job search)

##### If the case worker determines that a payment to another agency on behalf of the client is warranted, the worker should consult with Director of the CFS program for their approval of the payment. The case worker should be prepared to show the DCFS the applicable documentation. This documentation may include:

##### Assessment Documents

##### Financial Statements

##### Documentation Showing Request For Assistance

##### Any Other Relevant Documentation

##### In all cases of these decisions, the availability of program budget will be a primary consideration.