



NH Department of Health & Human Services
Division for Children, Youth & Families

DCYF Standard Operating Procedure

1977.2 HOPE PROGRAM CASE MANAGEMENT

Policy Directive: **20-05**

Effective Date: **April 2020**

Implements Policy: **1977**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP defines the case management procedures for monitoring participants in the HOPE Program.

Procedure

The following information is to support the implementation of the above referenced policy. This document should not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. A Social Service case is opened for young adults entering the HOPE Program after the closure of a court case (see Option 2 or Option 3 in SOP 1977.1).
 - A. Within 3 business days of approval for the HOPE Program, the assigned CPSW/JPPPO should:
 1. Place the young adult's HOPE Program Application (Form 1977), if applicable, in their case file;
 2. End date the young adult's current involvement in any open cases in Bridges;
 3. Open the young adult in Bridges under the case type Social Services; and
 4. Begin the search and referral for an appropriate foster care placement and appropriate supports and services.
 - B. The CPSW/JPPPO should motion the Court *within 120 days* of when the young adult signed the HOPE Program Voluntary Placement Agreement (Form 1987) if the case is expected to remain open beyond another 30 days.
 1. The signed Form 1987 should be included with the motion.
 - C. The CPSW/JPPPO should inform the young adult they may invite their PCA, CASA, parents, or other members of their support team to attend any Court hearings or case planning meetings.
 - D. There should be a minimum of an annual permanency hearing pursuant to RSA 169-B:31-a, RSA 169-C:24-b and RSA 169-C:24-c, or RSA 169-D:21-a.

- II. The CPSW/JPPO should ensure all case management responsibilities will continue for a young adult participating in the HOPE Program, including, but not limited to:
 - A. Ongoing assessments for safety, permanency, and well-being;
 - B. Administrative case reviews;
 - C. National Youth in Transition Database activities according to policies 1969 and 1973;
 - D. Monthly face-to-face meetings to monitor ongoing participation in the HOPE Program (half of which are to occur at the young adult's residence), during which the CPSW/JPPO will:
 - 1. Ensure eligibility requirements continue to be met;
 - 2. Check on participation in the young adult's case plan and progress with their objectives and goals;
 - (a) Youth not making progress on established goals and objectives should be provided opportunities to explore supports and strategies needed to overcome barriers; and
 - 3. Assess the need for current or alternative services based on current circumstances; and
 - E. Complete all required entries on Bridges.
- III. CPSW/JPPOs should encourage young adults to take responsibilities based on their ability to do so with consideration given to the level of support needed when working towards case plan goals. Examples include but are not limited to:
 - A. Working with Community-based programs such as:
 - 1. The local, contracted Family Resource Center;
 - 2. Support service providers including services through DCYF; and
 - 3. Other community resources i.e. food, clothing;
 - B. Enrollment and participation in vocational or educational programs;
 - C. Pursuing employment opportunities;
 - D. Accessing Healthcare providers; and
 - E. Establishing permanent connections.

IV. The CPSW/JPPO should monitor and confirm participating young adults adhere to the requirements of the HOPE Program, any court orders as applicable, and continue to meet eligibility/participation for a qualified activity.

A. Approved Educational/Vocational Program - continued eligibility may be based upon the following:

1. Documented proof has been submitted which may include but is not limited to:
 - (a) College transcript that includes the number of hours completed;
 - (b) Proof of enrollment for the current semester that includes the number of hours enrolled;
 - (c) High School report cards for the current semester;
 - (d) HiSET/GED classes, including tests or final exam results;
 - (e) Letters of acceptance to a college, vocational or technical school including a start date or other qualified program such as HiSET or GED programs;
 - (f) Certificate of completion in vocational or technical classes;
 - (g) Completion of enrollment;
 - (h) Proof of online distance learning classes including attendance, transcripts, and completion criteria; or
 - (i) Other applicable educational-related documentation;
2. Young adults enrolled in post-secondary programs must provide proof of at least 6 credit hours per semester; and
3. Young adults must provide documentation no later than 30 days after the completion of a school semester, certification completion date, or other educational completion date.

B. Activities to Promote or Remove Barriers to Employment - continued eligibility may be based upon the following:

1. Types of programs and services may include but are not limited to:

- (a) Activities and classroom instruction on career awareness, exploration, and preparation such as those offered by the Division of Economic and Housing Stability or the New Hampshire Employment Security;
 - (b) Internships, job shadowing, on-the-job training positions, and volunteer projects;
 - (c) Supported employment in which the young adult is provided intensive support accessing and learning job duties, as well as ongoing supports available to the young adult and employer to maintain the young adult in the job;
 - (d) Apprenticeship programs;
 - (e) Adult basic education classes;
 - (f) Programs such as American YouthWorks, AmeriCorps, or other young adult initiatives that improve workplace knowledge and skills; or
 - (g) Other similar job-training programs; and
2. Young adults must provide proof of participation in the programs above for 15 hours per week which may include:
- (a) Written acknowledgment from the instructor or other staff of participation or successful completion of a program with dates included;
 - (b) Course schedule;
 - (c) Activities or project schedules provided by volunteer organizations or internship programs;
 - (d) Pre- and post-testing schedules; and
 - (e) Other acceptable verification of efforts to remove barriers to employment from the Division of Economic and Housing Stability or New Hampshire Employment Security.
- C. Employment for at Least 80 Hours Per Month - continued eligibility may be based upon the following:
- 1. Copies of weekly, biweekly or monthly check stubs or pay statements;
 - 2. Verification over the phone from the employer, with prior approval from the young adult;

3. Letters from the employer; and
 4. Other documentation showing proof of employment.
- D. Unless otherwise specified, the CPSW/JPPPO must verify the proof of continued participation in any of the qualified activities detailed above at a minimum of every 90 days.
- V. For young adults unable to perform a qualifying activity due to a medical condition - continued eligibility may be based upon the following:
- A. A completed Young Adult Health Verification for Extended Services (Form 2663) from one or more medical doctors and/or licensed mental health providers stating the young adult's health precludes them from participating in any of the qualifying activities;
 - B. A determination of a disability from the Social Security Administration; or
 - C. A determination of an intellectual disability as determined by one or more medical doctors or other licensed and qualified professional.
 - D. The CPSW/JPPPO must ensure that this documentation is updated annually; and
 - E. The CPSW/JPPPO and young adult should develop and enact a case plan with goals and objectives to ameliorate the effects of the condition or diagnosis preventing full participation in the HOPE Program based on the assessed abilities of the young adult.
- VI. The CPSW/JPPPO should inform the young adult of their obligation to immediately notify their CPSW/JPPPO of any changes that could affect their eligibility for the HOPE Program, including but not limited to:
- A. Losing a job;
 - B. Withdrawing from school, vocational, or employment program;
 - C. Early completion of a program; and
 - D. Any arrests, arraignment, or involvement in criminal activity;
 1. Young adults participating in the HOPE Program are required to sign authorization for release of information about these incidents to DCYF; and
 2. Incidents should be evaluated on a case-by-case basis for continuation in the HOPE Program by the CPSW/JPPPO and their Supervisor;

- VII. Temporary breaks in the participation in qualified activities are allowable in the following circumstances:
- A. Scheduled school or program breaks as long as the young adult enrolls for the following semester;
 - B. The young adult is making efforts to meet at least one qualifying activity and has participated in a qualified activity within the past 60 days; or
 - C. A young adult is transitioning between qualified activities. Examples include but are not limited to:
 - 1. Losing a job;
 - 2. Dropping an education program due to acute medical reasons;
 - 3. Transitioning between educational and vocational programs; and
 - 4. Planned qualified activities which do not occur.

Applicable Forms	
Form	Title
1977	HOPE Program Application
1987	HOPE Program Voluntary Placement Agreement
2663	Young Adult Health Verification for Extended Services

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

For the Purpose of this Document:

"HOPE Program" means extended foster care to young adults who voluntarily consent and meet criteria established by RSA 170-E:53. Extended foster care includes any other traditional services or programs for which a youth may be eligible, including but not limited to the John H. Chafee Foster Care Program for Successful Transition to Adulthood (42 USC section 677).

"Young Adult" means an individual who is age 18 to 21.

Document Change Log			
PD	Modification Made	Approved	Date