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BELFAST PLAN OF CORRECTION
MAY 2016

Plan of correction to address issues of noncompliance determined with the General Assistance review conducted in the City of Belfast on March 25, 2016.

Applications will be complete, including: Social Security numbers, dates of birth for all household members; information for relatives when applicable; employment information will be complete including past employers; budgets completed with deficits and unmet needs. Using the updated application now on the desktop of my computer is the best way to insure completeness.

Caution will be taken to not issue assistance when an applicant was disqualified for a job: we will confirm with the employer the reason applicant was let go.

Vouchers will not be given for phone cards. Applicants can be directed to other service providers for that assistance: Knox county Homeless Coalition, Career Center, or the Greater Bay Area Ministerium.

Going forward assistance will not be given that would exceed the deficit or unmet need unless an emergency is determined. One example would be where the refrigerator "died" and contents were spoiled. Confirmation with the landlord regarding their having to replace the appliance will be obtained before issuing a voucher to replace the spoiled food.

In the event that an electrical security deposit is deemed necessary to be paid, that would be paid through another source or account and would not be included in the general assistance record.

We will insure the conditions of eligibility are assigned and thoroughly documented. Follow up interview and applications will first determine that the conditions have been met or no further assistance will be granted.

A client that is evicted for behavior issues will not be given a voucher for temporary housing.

Vouchers for personal & household supplies will not be issued as an emergency.

Children will only be counted as household members when they are with the parent full time.

Extra food vouchers will not be issued regardless of immediate family visiting; i.e. children on weekends or school vacations.

Assistance for motel will be issues for same day only, not a later date when a room becomes available.

Always, a written decision will always be issued within 24 hours of receiving a completed application.

New applications will be filled out and kept on file if the last application is over 30 days old.

Repeat applicants will be required to provide receipts from income spent over the prior thirty days. Monies spent on non-basic needs or any not accounted for will be added into income for the prospective thirty days.

Narratives will be written for all cases that exceed the deficit or category maximums.

Suggestions given on March 25, 2016 are being implemented i.e. giving eligibility for 2 weeks pending applicant returning a weekly job search and confirming a visit to the Career Center for an interview to update resume and apply for jobs that are advertised.

Please contact me if more is needed.

Pamela Chase