#### Procedure: Documentation Replacement Assistance

**Rationale:** Homeless clients often present without the requisite documentation to enroll them in critical services which is a significant barrier to care. In addition they do not have the financial resources to pay the fees to obtain documents such as state IDs , driver’s license, or birth certificates have costs. To overcome this barrier, Care Coordinators work with the clients to obtain the documents.

**Purpose:** To provide guidance regarding providing Documentation Replacement Assistance.

* Documentation replacement assistance will be provided for up to two documents per year.
* Documentation replacement assistance will be provided for clients who do not qualify for assistance from The Stewpot.
* Clients will be required to sign a Documentation Assistance Request form.
* Care Coordinators will provide a receipt to the Program Director which will be filed with the Documentation Assistance Request form.
* Expedited requests require a justification from the Care Coordinator which will be staffed with the Program Director. Expedited requests will be considered on a case by case basis and are not guaranteed.
* Provision of Documentation Replacement Assistance to each client will be tracked by the Program Director of Health, Hope and Recovery.

*This publication is part of a series of manuals that describe models of care that are included in the HRSA SPNS Initiative* Building a Medical Home for HIV Homeless Populations*. Learn more at* <http://cahpp.org/project/medheart/models-of-care>