

TABLE OF CONTENTS

Preamble	i
Background	iii
Introduction	1
Part 1 - Policies and Procedures	4
Issue #1 - Household Furniture	4
Issue #2 - Transportation to Support/Empowerment Groups	7
Issue #3 - Transportation Outside of the Province	8
Issue #4 - Transportation to Move Household Furniture	9
Issue #5 - Transportation to and from Employment	9
Issue #6 - Determining Eligibility for Income Support/Administrative Practices .	10
Issue #7 - Assistance with Obtaining Child Support	11
Issue #8 - Rent for Single Clients	12
Issue #9 - Exit Planning	14
Issue #10 - Personal Allowance	15
Issue #11 - Transportation to a Safe Location	17
Issue #12 - Emergency Accommodations	19
Part II - Training/Cultural Shift	20
Issue #13 - Training for HRE Employees	20
Part III - Client Empowerment	23
Issue #14 - Information on Programs and Services	23
Part IV - Seamless Service	24
Issue #15 - Service Coordination	24
Part V - Accountability	28
Issue #16 - Implementing Accountability	28