



Developing an Individual Service Plan

CONSIDERATIONS FOR DEVELOPING AN INITIAL INDIVIDUAL SERVICE PLAN:

- The Service Plan is an ongoing process throughout a tenant's stay in your housing program.
- The choices of the resident are central to the service-planning process, which should be considered a resident-driven activity.
- Use communication skills to enable you to write the plan, including engagement techniques, listening, using tenant's words, and re-defining success.
- Identify the needs, which form the basis of the goals and objectives, along with the methods and services that will be used to attain them.
- Indicate strengths and assets relevant to achieving the stated goals and objectives.
- Identify the extent of the tenant's desire and motivation to change.

CONSIDERATIONS FOR WRITING AN INDIVIDUAL SERVICE PLAN REVIEW:

- If you are writing a review, evaluate the resident's progress toward meeting goals and objectives in Service Plan.
- Describe the outcomes and achievements of the tenant.
- Document need for revisions of current Service Plan.
- Service Plan Review should be a resident-driven document, reviewed and revised together.

Note: This document is included within the *Supportive Services* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at www.csh.org/toolkit2. This document has been adapted from the HUD-funded curriculum *Case Management Services*, which is available at www.csh.org/training.