

CATHOLIC CHARITIES INDIANAPOLIS INC.
AGENCY POLICIES AND PROCEDURES

Policy Name:	Prompt and Responsive Offering of Services
Domain:	Client Rights 8.13
Policy Location:	www.archindy.org/intranet/shared/cci/index.html
Effective Date:	01/01
Dates of Revision:	01/08; 01/11; 2/14; 4/17; 4/20, 8/23
References:	

POLICY: Catholic Charities Indianapolis shall offer services promptly and responsively. Every effort will be made to provide service at the time of the request. Persons who call seeking services are to be immediately informed if the agency cannot provide screening, assessment, or specific needed services in a prompt manner. In accordance with the mission and values of CCI, all persons are to be treated equitably and without favoritism; however, persons indicating urgent needs or in emergency situations are given priority.

PROCEDURES:

1. When a client/participant/representative contacts CCI for service, the staff member will schedule the person for the service which they are requesting at that point.
2. An effort should be made to assist the person in articulating their service need.
3. If, in clarifying the service need, it is determined that the client/participant/representative needs another resource, a proper referral will be made.
4. The client/participant/representative will be given the first available opening for service. If the client/participant/representative indicates that this opening is not timely enough, every effort will be made to assist the client/participant/representative in obtaining other appropriate referrals as indicated above.



David J. Bethuram
Executive Director

9/14/2023
Date