



Another Chance
HOUSE OF REFUGE INC.

CASE MANAGEMENT SERVICE AGREEMENT

This Agreement is entered into on this _____ day of _____, 2026, by and between Another Chance House of Refuge, located at 3325 Washburn Ave, Charlotte, NC 28205, and:

Client Name: _____

Case Number: _____

1. Purpose of Services

The goal of case management at Another Chance House of Refuge is to provide advocacy, coordination, and support to assist the Client in achieving self-sufficiency and stability. Services include, but are not limited to, goal setting, resource referrals, and progress monitoring.

2. Client Rights and Responsibilities

To ensure the success of this partnership, the Client agrees to the following:

- **Active Participation:** Engaging in the development and execution of an individualized Goal Plan.
- **Attendance:** Arriving on time for all scheduled appointments. Notifications of cancellations must be made at least **24 hours** in advance.
- **Honesty:** Providing accurate information regarding income, housing status, and legal history to ensure appropriate resource allocation.
- **Respect:** Maintaining a respectful demeanor toward staff, volunteers, and other clients.

3. Case Manager Responsibilities

Another Chance House of Refuge agrees to:

- Maintain a professional and supportive environment.
- Coordinate access to community resources (e.g., housing, employment, legal aid).
- Monitor progress and adjust Goal Plans as needed.
- Advocate for the Client's best interests within the scope of program capabilities.



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4. Confidentiality and Privacy

All information shared by the Client will be kept confidential and stored in a secure manner. Information will **not** be released to outside parties without a signed "Release of Information" (ROI) form, except in the following circumstances:

1. Suspected child or elder abuse/neglect.
2. Clear threat of harm to self or others.
3. As required by law or a valid court order.

5. Program Fees and Costs

- **Service Fees:** \$45 one time fee.
- **Third-Party Costs:** The Client is responsible for any fees associated with external referrals (e.g., application fees, transportation costs).

6. Termination of Services

Either party may terminate this agreement at any time. Another Chance House of Refuge reserves the right to terminate services if the Client:

- Fails to attend three (3) consecutive appointments without notice.
- Violates the Code of Conduct or engages in illegal activity on the premises.
- Achieves all primary goals outlined in the Goal Plan (Successful Graduation).

Acknowledgment & Signatures

By signing below, I acknowledge that I have read, understood, and agreed to the terms and conditions of this Case Management Contract.

Client Signature: _____ **Date:** _____

Case Manager Signature: _____ **Date:** _____