**Golden Beacon USA**

**Resource Assistance 4-Step Process**

**1. ASSESS**

In your first meeting with the Assistant, you will describe your situation, any obstacles you face in obtaining the resources you need, and any resources you have used or contacted thus far as well as their results.

**2. RESEARCH**

The Assistant researches resources that fit the needs of the Client by focusing on the Client's specific community and neighboring communities. Research includes phone calls, emails, and visits to the provider if necessary. Assistant compiles a document of her findings and her recommendations on which resources to pursue and sends it to the Client before their second meeting.

**3. COORDINATE**

In the second meeting, Client and the Assistant discuss Assistant's findings and recommendations. Together, they decide which resource best serves the Client's main issue and needs. Assistant then completes an Individual Resource Plan (IRP) which details how the Client will move forward once the resource is chosen and approved.

Assistant coordinates Client's access to the resource. This includes setting up an appointment with the resource provider, providing the resource with Client's contact information for follow-up, or providing the Client with the relevant information to access the provider on their own.

Assistant is available to accompany Client on appointments with the resource provider upon Client's request.

**4. FOLLOW-UP**

Assistant checks in periodically with Client to assess his or her satisfaction with the progress he or she has made with the chosen resource provider. If Client is not satisfied with the chosen resource, Client should notify the Assistant. As needed, Assistant will act as an advocate on behalf of the Client to clear up any problems that hinder the working relationship between Client and the resource provider.

If Client wishes to find a different resource, Assistant will meet with Client to choose another resource from their IRP at no additional cost. Assistant will coordinate the meeting between Client and the resource provider.

If Client is not satisfied with any of the other options on their IRP or the other options are not available to Client, then Client is required to purchase a new Resource Assistance package in order to find another resource provider.