

Tennessee Department of Human Services
INSTRUCTIONS FOR USE OF FORM HS-3488,
SSBG Client Waiting List

1. Purpose of the form

It tracks incoming referrals from APS and documents service start dates to identify the length of time each client waits for service.

2. When it is used

It is updated each time a referral is received from APS

3. Who completes the form

SSBG Provider Agencies

4. An explanation of what goes into any field that is not clearly self-explanatory or any additional information needed to process this form (e.g. routing, processing etc.)

Columns C and D refer to clients holding until funding is available and columns E and G refer to clients waiting for a PSA to be available. Clients holding for funds are individuals who have been referred in excess of the number of clients projected in the agency's Service Proposal. The number of days a client has been waitlisted starts not with the Holding Date, but with the Waiting Date.

To add rows to the form, select a number of blank rows from the middle of the form (not the first or last rows), copy to clipboard then insert copied cells.

Clients that have been waiting (not holding) from 75 to 89 days will turn yellow. Clients that have been waiting 90 days or more will turn pink.

5. Who needs the original and where should it be filed

SSBG State Office and Provider Agency

6. Who needs a copy and where should it be filed

Shared Drive

7. Length of time the form must be maintained after the service is rendered/case closed

6 years