

Participant Policies and Procedures

1. No Place like H.O.M.E! Mission Statement

“To provide transitional housing and life empowerment support to those fleeing domestic violence in the Five County area of southwestern Utah”

2. Purpose and Goals of the Transitional Housing Program

1. To provide the time, housing, and resources necessary for families to heal from the repeated trauma of family violence.
2. To strengthen the resiliency of each family member.
3. To increase the ability of each parent to protect, nurture, and care for themselves and their children.
4. To fortify the ability of each family to live independently by increasing life skills, education and job training, and value in the work place, neighborhood and community.
5. To increase participants ability to self-direct their lives.
6. To end abuse and poverty.
7. To celebrate life.

3. Standards of Conduct/ Ethics

All Erin Kimball Memorial Foundation staff, including work study, intern, practicum students and volunteers are expected to adhere to the following standards of conduct and ethics:

1. The Erin Kimball Memorial Foundation Standard of Conduct (see attached)
2. State of Utah, Department of Social Services Provider Code of Conduct (see attached)
3. State of Utah, Department of Community Development Standard of Ethics for Homeless Providers. (see attached)

4. Confidentiality

All EKMF clients are entitled to complete confidentiality as outlined in the EKMF and State of Utah Codes of Conduct and Ethics. The Transitional Housing Program utilizes a general release of information form at the time of intake.

- The release must be signed at the time of intake or the intake cannot proceed
- The release must be dated to be in effect for a full six months following the date of proposed program intake. This period will allow sufficient time for normal program follow-up.
- The client must be informed that he/she cannot revoke the release while in the program, but may do so upon release.

No file information may be released without the express permission of the client or by court order except by request of a law enforcement agency or child protective services.

A client's participation in the program, even the fact that he/she is living in the apartments may not be disclosed without the client's express written permission except to those he/she has indicated to the case manager may know of his/her participation.

Clients will be instructed on how to protect their own confidentiality and the importance of protecting the confidentiality of their fellow program participants.

Clients' files will remain in locked file drawers when not in use by advocates.

Clients' files will not be left out where others may gain access.

Computer screens containing case notes or case information will be darkened, turned off or covered when not in immediate use. Computer files will be protected by passwords to prevent unauthorized access.

5. Criteria for Eligibility

1. Applicant must be a victim of domestic violence and homeless. Priority is given to families currently residing in domestic violence or homeless shelters. Applicant may also be referred from other community agencies or service providers.
2. Applicant must be 16 years or older. If applicant is a minor, they must have a co-signer.
3. Applicant must be either pregnant, the head of household and/or the primary caretaker of dependent children.
4. Applicant must have the ability and desire to become self-sufficient and end the cycle of domestic violence.
5. Applicant must be willing to take the necessary steps to provide for the safety of self, their children and the H.O.M.E.! housing community. Those steps may include the acquisition and follow through with a protective order.
6. Applicant must demonstrate ability to pay rent and an initial deposit.
7. Applicant must be currently involved or demonstrate capability of employment, employment training, school, volunteer work or in-agency work incentives programs. Funding by general assistance, emergency work program or disability is acceptable as long as the resident is actively involved in a training program, school and/or seeking employment.
8. Applicant must be willing and capable of actively participating in the H.O.M.E.! housing services. Specifically, applicant must work on an individualized self-sufficiency plan and children's issues with the family advocate, and attend parenting, community and educational meetings. Residents may be required to participate in treatment or therapy outside of the UFM Housing Program as a part of their individualized self-sufficiency plans. Residents and/or their children will be referred to treatment or therapy by their family advocate and will be responsible for the cost of services.
9. Applicant must be able to function within a community setting, caring for self and children without requiring assistance with activities of daily living or mental health services other than those provided through referral by the Erin Kimball Memorial Foundation Housing's Program family advocate. Applicant must also be able to monitor their own and/or their children's medication(s).

10. Applicant must be free from drug or alcohol dependence. If applicant has a history of alcohol and/or drug dependence or there is suspicion of current use, random urine tests may be administered. Residents will be responsible for the cost of any tests administered. If analysis comes back positive, applicant may be asked to leave.
11. Applicant must agree to comply with Erin Kimball Memorial Foundation's Housing Program rules and regulations.
12. Applicant must demonstrate the ability to live with a diverse population and respect others.
13. Applicant must complete a program application, supplying all information requested and complete an interview with the Erin Kimball Memorial Foundation's Housing Program staff.
14. Applicant will be required to reside in the five-county area of Washington, Iron, Garfield, Kane or Beaver counties.
15. The first 90 days of program participation is a probationary period. Appropriateness for the program will be evaluated during that period. If it is determined that a family is not appropriate for the program, or that the program cannot meet the family's needs, the family will be asked to leave. If appropriate, staff will assist such families with locating other housing.
Initial Probationary Period: (First 90 Days)
The first 90 days of program participation is a probationary period. Appropriateness for the program will be evaluated during that period. If it is determined that a family is not appropriate for the program, or that the program cannot meet the family's needs, the family will be asked to leave. If appropriate, staff will assist such families with locating other housing.
 1. Within First 30 Days:
 - a) Complete and implement a Safety Plan
 - b) Children enrolled in local school.
 - c) Individual Self Sufficiency plan in place (meet with Family Advocate monthly).
 - d) Must pay rent on time monthly.
 - e) Must start LearnKey and maintain monthly requirement.
 - f) Must establish a documented case with Workforce Services, and provide EKMF with the documents.
 - g) Must attend 50% participation in support/educational groups.
 - h) Must not have any apartment violations within the first 30 days of entry to the program.
 2. 90 Day Probation Items:
 - a) Review Self Sufficiency plan.

6. **Application and Screening Process:**

Applications for the program will be available at the EKMF's office, at local shelter offices, at DWS and on-line at www.erkinball.org. Interviews will be held at the EKMF office.

Application Completion

- Applications may be completed on-site, mailed or faxed to the EKMF office
- Applications must be completed fully and in ink. Every effort will be made to review the application for completeness when the applicant is in the office or to contact him/her to complete the application in full.
- Additional documentation required must accompany application. Every effort must be made to obtain required documentation. (See "Documentation Required" below.)
- Applicant MUST register with the Department of Workforce Services prior to submitting application.
- Applicants who are non-English speaking or who are unable to read will be permitted to dictate the application to a translator or staff member who will complete all but the signature section.
- The application will include a release of information/background check.
- The applicant must read and sign a copy of the Erin Kimball Memorial Foundation Policy and Procedures.

Documentation Required

- 1) letter from referring agency (if applicable)
- 2) bank statement (if applicable)
- 3) Social Security cards for you and your children
- 4) picture IDs for everyone in the household over 18
- 5) proof of legal custody (if determination made)
- 6) divorce decree (if applicable)
- 7) income tax returns (copy)
- 8) list of assets (home, land, etc.)
- 9) documentation of domestic violence
 - a) police report
 - b) protective order
- 11) proof of registration with Workforce Services
- 12) current income verification:
 - a) proof of income verification from Workforce Services
 - b) letter from employer indicating start date, hours worked per week, rate of pay, and supervisor's name and phone number
 - c) printout of other income (e.g., TANF, SSI, etc.)
- 13) signed Policy and Procedures

Prequalification Process

- Determination whether or not an applicant is prequalified will be made after the completed application and accompanying documentation have been submitted.
- An applicant will not be prequalified for acceptance into the program prior to registering with the Department of Workforce Services.
- If an applicant has been determined to be prequalified, she will be contacted for an interview.

Qualification Process

- The prequalified candidate will be scheduled for an interview with the Executive Director and the Family Advocate.
- The interview will last approximately one-half hour to one hour.
- If an applicant is determined to be qualified, she will be placed on the waiting list.

Selection of Applicants for Program Entry

- The applicant must meet the criteria for eligibility.
- The applicant must convey a desire to become self-sufficient and to fully participate in program activities.
- The applicant's current situation and personal history should convey a need for the services available in the program rather than someone needing only housing.

Waiting List

- An applicant will be notified as soon as possible when an apartment becomes available for occupancy. Actual move-in will depend upon the status of repairs and renovations necessary to make the apartment habitable.
- **It is the responsibility of the applicant to notify the Erin Kimball Memorial Foundation as to their current address and phone number. If an applicant cannot be contacted in a reasonable amount of time, they will risk acceptance into the program.**
- It is the applicant's responsibility to notify the Erin Kimball Memorial Foundation as to any change in their status, e.g. other housing opportunities.
- If a client is in shelter, the shelter Social Worker will be notified of the acceptance and given a date when the move-in will take place. A letter will be written and delivered to the shelter if temporary residency for the client is threatened.

Timeframe for Stay in Transitional Housing Program/ Apartments:

Time limit on transitional apartments will be a minimum of six months and a maximum of two years. Any deviation from this time period is at the Director's discretion.

Notification:

The client will be notified as soon as possible and an appointment set for intake. If home furnishings are required, the Coordinator will attempt to make these arrangements so furnishings can be in place at the time of intake.

7. **Intake Process**

Efforts have been made to streamline the intake process to provide for a combination of guided and self-study education of the new resident into the intricacies of the program.

The first order of business is to show the apartment to the new resident. The new resident should be shown all storage, appliances, and other features of the apartment as well as security, use of keys and laundry facilities.

Intake packet:

Each client will be given an intake binder which will include but not be limited to:

Duplicates to be executed – one for client/ one for file

- Empowerment agreement
- Housing tied to empowerment agreement
- Probationary policies
- Clients' rights and responsibilities

Additional information:

- EKMF Non-Discrimination Policy Statement
- EKMF Grievance Policies and Procedures
- Post Office Change of Address Form
- Fire and earthquake safety information
- Other brochures for community programs and services

Intake File:

A standard Intake File will be used for all new residents. All documents will be completed in the following order.

1. Probationary Policies Receipt: The participant must read (or have read to them) the full text of the Probationary Policies in their intake packet before they sign this document. If the participant does not agree to abide by the probationary policies, the intake can not go forward.
2. Release of Information: This document should be fully explained as one that allows the program staff to be an advocate on the participant's behalf. The release is good for 12 months and its duration should be dated 12 months from the date of intake. It must be explained to the client that the release cannot be revoked while they are in the program, but can be revoked upon departure. Refusal to sign the release will prohibit entry to the program.
3. Non-discrimination Policy Statement: The signing of this document should be tied to pointing out the presence of the EKMF Non-Discrimination Policy and Grievance Policy Procedure in the intake packet.

4. Empowerment Agreement: This document should be explained and signed by both the program participant and the EKMF staff member completing the intake.
5. Transitional Housing Contract: It is preferable that this document be read to the participant as they read along to avoid any misunderstandings. It should be explained to the participant that any violation of the terms of this contract could be the basis for dismissal from the program. It must be signed by the program participant and the EKMF staff member completing the intake.
6. Household goods form: This form is used to request furniture and household items from the warehouse to be placed in the apartment.

Emergency Food Assistance: A new resident should be asked, at the end of the intake process, if they have financial resources or food stamps adequate to stock their kitchen with needed groceries. If not, the intake worker should make arrangements for them to access food from the local food bank.

Clothing Assistance: A new resident should be asked if they or a family member need clothing, coats, shoes. If needed, a Deseret Industries requisition can be provided to the client at the time of intake (or in the future) with instructions on its use.

Financial Assistance: Although goal setting and primary referrals will take place after the family has been given a few days to settle into their apartment, obtaining financial assistance should begin as soon as possible. Ideally, a referral to the appropriate agencies should have been made during the initial stages of the screening process. However, if the family has no source of income, a referral and requirement that they apply for financial benefits must be made at this stage.

Intake Overview: Following the intake, an Intake Overview should be done as soon as possible. This will be the first entry into the client's formal case notes.

Current Residents List: The current Residents List should be updated to add the new family. Distribution is limited to the following staff members: Participants' Advocate, Children's Advocate, and Office Manager.

8. Assessing and Developing Client Goals

Personalized Goal Agreement: When the participant has been well established and organized in their new residence, an appointment will be set with the family advocate. The purpose of this meeting is to further assess the client's needs and develop a personalized goals agreement. This agreement will essentially "drive" the future progress of the participant throughout their time in the program.

The goals interview will consist of examining the client's presenting issues, prioritizing those issues and formulating a list of goals achievable within a specified timeframe. Achievable is a very key term as the participant must be able to see tangible progress within the first few weeks or they may become discouraged and leave the program prematurely.

Standard Goals for All Participants: There are certain program requirements that address the common needs of all clients, no matter their presenting issues. These requirements often cover many issues clients view as individual, but are common among all or nearly all homeless families in Utah. These standard requirements/goals include:

- Youth guidance/parenting intervention program
- Life Skills training
- Individual persona counseling
- Parent/child counseling
- Employment/training counseling and referral
- Financial counseling
- Medical screenings for all family members
- Nutritional classes
- Domestic violence support groups

These goals are included in virtually all personalized goals agreement unless some circumstances in the participant's past make it unnecessary.

Individualized Goals: The in-depth interview will review, with prompting from the case manager, certain other issues that may need to be addressed within this first six-month period. These goals may involve legal issues, health problems, counseling or treatment services, critical financial issues or any number of varied presenting issues.

Employment and Training Plan: Within the body of the Individualized Goals Agreement each adult will be required to work with the Department of Workforce Services to establish and work on a plan for employment or training. Each client is required to work at least 20 hours per week as part of their agreement with the Erin Kimball Memorial Foundation's HOME program or attend school or educational training for an equivalent of 20 hours per week. Exceptions to this rule will be only given for serious health concerns (Doctor's note required), and for a two month period during and following the birth of a baby.(This requirement will start September 1, 2007.)

9. Transitional Housing Probationary Policies

Program Violations/Probation/Dismissal: These probationary policies have been furnished to each participant in the transitional housing program and are attached to each transitional housing contract.

It should be noted that participants in the transitional housing program are responsible for the behavior of their guests. Actions by guests that violate any of the rules and regulations of the program, and of the following policies may result in dismissal of the participant. Probation may be imposed if one or more of the following program violations are evident. It is up to the discretion of the program staff as to the length and type of probation imposed. Once probation status has been placed on a participant, it will be continued for no less than one month. At the end of that month, participant responsibilities and actions will be evaluated individually and a determination will be made whether to end probation, continue probation, or dismiss participant from the program.

EKMF assumes the right to accept documentation of rule violations from our apartment/housing leasers. Once rule violation documents have been made available, EKMF will proceed with appropriate actions related to the policy below. These leasers include but are not limited to Fountain Heights Apartments, Fountain Heights II Apartments, and Desert Rose Apartments.

No Tolerance Policy: If it is evident that a participant, a resident member of the participant's family, or guest of the participant has committed any of the following actions, the participant will be subject to immediate dismissal from the program and eviction proceedings will be commenced immediately. No appeal is permitted until the participant has either vacated or been appropriately removed from the premises.

- **Violent behavior** including threats against family members, visitors, other residents, staff or volunteers.
- **Willful destruction of property** belonging to the EKMF or property belonging to other residents.
- **Possession, use or sale of controlled substances** as defined by law. There is a zero tolerance for drug violations.
- **Possession of weapons of any kind.**
- **Discharge of firearms, or use of weapons** of any kind.
- **Theft.**
- **Arrest and imprisonment** for any of the above.
- **Any male guests at any time for any reason.**
- **Anyone living with or staying with the participant in the participant's apartment for any length of time.**
 - **This includes: overnight guests, repeat daytime/night time guests, weekend guests, or holiday guests.**

- **Any need to deviate from this policy must be done so in writing to the EKMF Executive Director specifying; length of stay, relationship of guest, and the reason for deviation. Requests must be accepted and signed by the Executive Director before the guest is allowed to stay.**

7 Day Notice Policy: If it is evident that a participant, a resident member of the participant's family or a guest of the participant has committed any of the following actions, the participant may be subject to dismissal from the program with eviction proceedings to be commenced if deemed necessary. Participants will be given notice of intent to begin eviction proceedings if the problem is not corrected within seven (7) days from the date of the notice. Appeal is permitted, but must be made within 72 hours of receipt of the notice.

- **Failure to pay rent.**
- **Failure to participate in self-sufficiency activities.**
- **Non-violent criminal activity.**
- **Failure to provide adequate care for children.**

10 Day Notice Policy: If it is evident that a participant, a resident member of the participant's family, or a guest of the participant's family has committed any of the following actions, the participant may be subject to dismissal from the program with eviction proceedings to be commenced if deemed necessary. Participants will be given notice of intent to begin eviction proceedings if the problem is not corrected within ten days from the date of the notice. Appeal is permitted, but must be made within 72 hours of receipt of the notice.

- **Consistent failure to attend **monthly** home visits with the family advocate.**
- **Failure to regularly attend parenting classes, or any other required class as reflected in the participant's goal agreement.**
- **Failure to make inspection requirements.**
 - **See Apartment Inspection Report**

30 Day Notice Policy: If it is evident that a participant, a resident member of the participant's family, or a guest of the participant's family has committed any of the following actions, the participant may be subject to dismissal from the program with eviction proceedings to be commenced if deemed necessary. Participants will be given notice of intent to begin eviction proceedings if the problem is not corrected within thirty days from the date of the notice. Appeal is permitted, but must be made within 72 hours of receipt of the notice.

- **Failure to progress in self-sufficiency goals.**
- **Resignation from school or employment without first consulting the family advocate or executive director.**
- **Consistent violation of program rules and regulations.**

10. Grievance Policies and Procedures

All adults in the transitional housing program will receive, and sign receipt of, the Erin Kimball Memorial Foundation's Grievance Policies and Procedures along with the Non-Discrimination Policy as part of their intake packet.

Client grievances are handled on four levels:

1. **Family Advocate:** If a client has a grievance with the coordinator or a program staff member, she should present it to the Family Advocate in writing, or verbally in person.
2. **Executive Director:** If a client feels the coordinator has not resolved the issues to her satisfaction, she may request an "Agency Conference" with the Family Advocate and the Executive Director. Requests must be made in writing within 72 hours after the meeting with the Family Advocate. Frivolous complaints or those not seriously affecting the future of the client's participation in the program will be decided on this level with no further appeal.
3. **EKMF Board of Trustees, Executive Committee:** Should the client remain unsatisfied after meeting with the Executive Director, they may request, also in writing, a meeting with the Executive Committee. They can appeal their decision, in writing, within 72 hours, to
4. **The Full Board of Trustees.**

All decisions will be given verbally to the client and in writing within 24 hours. All grievances and their outcomes will be carefully and completely documented in client files.

Grievances which appear to be progressing past the family advocate level should be immediately reported to the executive director.

Under no circumstances should prejudicial action be taken against a client if she chooses to file or pursue a grievance.

I have read and understand the Erin Kimball Memorial Foundation Policies and Procedures, which includes pages 1 thru 13 of this document. I understand that I will follow and abide by the Erin Kimball Memorial Foundation rules and be subject to all items listed within.

Client

Date

EKMF Witness

Date