

## APPLICANT NAME AND LOCATION

Organization Name: Youth & Shelter Services, Inc.  
Project Name: Lighthouse Transitional Living Program  
Project Name as listed on the Housing Inventory Chart (HIC): YSS – Boone County TLP; YSS – MCLHAdmitted; YSS – Story County TLP  
Type of Project: TH  
Federal DUNS Number: 056505589  
Address: 420 Kellogg Ave., Ames, Iowa, 50010  
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Is your organization registered in the federal System for Award Management (SAM)? Yes

## AGENCY AND PROJECT SUMMARY (3 points)

### 1) Provide a brief introduction to your agency. (1 point)

Youth & Shelter Services Inc. (YSS) is a non-profit, community-based agency. Incorporated in 1976, YSS has provided services to youth (birth to 18 and up to 25 years of age if pregnant or parenting) for 40 years through the development of innovative, creative and comprehensive services and programs to help youth and their families work through difficult situations to develop healthy, sustainable lives. The mission of Youth and Shelter Services is: *to provide prevention, education, treatment, and residential services to children, youth, and families; to advocate on their behalf; and to help them solve problems, grow and be self-sufficient, responsible, contributing members of society.*

Programs and services are provided to all youth in need. YSS does not discriminate on the basis of race, age, color, ethnicity, sex, religion, marital status, physical and/or mental disability, physical challenge, national origin, gender, gender orientation, or ability to pay. Major program services include child welfare emergency services and Rosedale Shelter – a 15-bed residence for youth ages 10-17; individual, group and family counseling, telehealth, and therapy services; Youth Recovery and Seven-12 Houses for substance abuse treatment; Iowa Aftercare and Preparation for Adult Living (PAL) services for youth aging out of foster care; outpatient drug abuse counseling; outreach and transitional living programming for homeless youth. Additional programs and services include mentoring for youth in grades 6-12; Kids Club before and after school programming for youth in grades K-6th in addition to summer programming; Achieving Maximum Potential (AMP) for youth in foster care or kinship care; family foster care and adoption. In 2015, YSS expanded its services to include prevention/education of human trafficking in central Iowa schools through TAHT (Teens Against Human Trafficking). Francis Lauer Youth Services (FLYS), based in Mason City, is

merging under the YSS umbrella on July 1, 2016. FLYS provides services including youth emergency sheltering, a boys' day program for males from 13 to 17 years of age, and a variety of community services including behavioral health intervention (BHIS), a transitional living program, family empowerment program, and work with runaway and homeless youth.

2) Provide a description that addresses the entire scope of the proposed project. **(2 points)**

The Lighthouse Transitional Living Program (TLP) provides a full range of transitional housing programming and services to single women ages 17-25 who are homeless and pregnant or parenting in Boone, Marshall, and Story counties. Transitional living services are often a last resort for runaway, homeless young women and/or pregnant or parenting young mothers who may have exhausted community resources, family and friends.

Scattered site apartments and two shared homes are located in the three-county area in central Iowa. The Lighthouse is the only provider of transitional living services in the three-county area for homeless young people and their families. The Lighthouse program provides a full array of services for program participants including access to a staff nurse for physicals, referrals, and medical consultations. Our agency also provides complete Spanish translation services in order to meet the needs of Hispanic participants who are limited or non-English speakers. Participants can also access in-office services such as mental health assessment and treatment, and in-home counseling services. Child Access and Visitation services for non-custodial parents needing supervised contact with their child(ren) may also be provided. Additionally, youth are provided case management and follow-up services, connections to local resources, and employment and educational assistance necessary to become self-sufficient, independent adults. Outcome data indicates that nearly all of the program participants leave the program with increased knowledge, skills, connections to community resources, and abilities needed to move themselves and their young families to safe and appropriate permanent housing and long-term stability.

**CONTINUUM OF CARE PARTICIPATION (10 points)**

3) Annual Performance Report (APR) Submission – *Following refers to the 2015 APR:*

- a. What is your project's operating year end date? 3/31/2015
- b. APRs are due to HUD 90 days after the end of a project's operating year. On what date did you submit your most recently completed APR to HUD? 6/26/2015
- c. On what date did you forward a copy of your APR to the Iowa Finance Authority?  
6/26/2015
- d. Did your project meet the 90 day requirement? Yes. If an extension was granted or if HUD's E-snaps system was unavailable to complete your APR, describe this. For either an extension or E-snaps being unavailable, submit documentation to verify this.  
**(2 points if within 90 days or an acceptable extension granted or E-snaps unavailable; no points if not)**

4) Local Collaboration: **(3 points)**

- How does your local region plan and collaborate together regarding homelessness?

YSS and Lighthouse TLP staff collaborates with local homeless coordinating boards and emergency shelters including the House of Compassion, ACCESS for victims of domestic abuse, Emergency Residence Project, Crawford Hall and other agencies to ensure shelter and support services are available for the homeless in the communities we serve. The Lighthouse is the only homeless program specific to youth services. Support service agencies include the Iowa Department of Human Services who provide referrals and assessments, Mid Iowa Community Action which provides head start services, access to free legal aid, and low income case management services. Our partnership with the City Housing Departments in Boone, Ames, and Marshalltown assists exiting youth locate affordable housing and needed rent assistance. Workforce Development partners work with Lighthouse participants in employment training, skills development, and funding for job related purchases. The Salvation Army provides emergency needs regarding food, clothing, as well as payee services. Service clubs remain as active partners providing donations and holding events where we can address homelessness throughout the community.

Collaboration with partners includes the dissemination of homeless data and reports to communities through print and social media, co-leading activities relating to homelessness during the Annual Hunger and Homelessness Awareness Week in November, and utilizing personal accounts from previously homeless youth to demonstrate how programming has helped them gain or regain housing.

- If your local region has an organized planning group, what is it called?

YSS Lighthouse is involved with three local planning groups: the Marshall–Hardin Local Homeless Coordinating Board, the Story County Housing Coordinating Board, and the Boone County Homeless Prevention Coalition.

- How does your agency participate?

The YSS Marshall County Director is the Board Chair for the coordinating board in Marshall County. The YSS Program Coordinator of Transitional Living Programs in Boone and Story Counties is the Board Chair for the coordinating boards in both Boone and Story Counties.

The Marshall-Hardin Local Homeless Coordinating Board meets monthly from September through May. The Story and Boone County Homeless Boards meet monthly throughout the year.

- 5) Has any representative of your program been an active participant in the Iowa Council on Homelessness (*Note that anyone can participate in council meetings even if not a voting member.*) Briefly describe. **(3 points)**

YSS staff members Hope Metheny, the Transitional Living Coordinator and David Hicks, the Community Based Director of Marshall/Hardin Counties have been active participants and attend the Iowa Council on Homelessness meetings via phone. Conference calls are held on the 3<sup>rd</sup> Friday of every other month unless otherwise noted. Ms. Metheny, Ms. Milinsky, and Mr. Hicks also participate on the HUD CoC Grantee conference calls and ESG conference calls.

- 6) Has any representative of your program been an active participant in Iowa Council on Homeless committees and working groups? Briefly Explain. **(2 points)**

Hope Metheny and David Hicks are on the Coordinated Entry Committee which is one of the Iowa Council on Homelessness committees and working groups. Locally, Ms. Metheny chairs the Story County Housing Coordinating Board and the Boone County Homeless Prevention Coalition. David Hicks is chair of the Marshall County Local Homeless Coordinating Board. Ms. Metheny and Mr. Hicks also participated in the State Public Policy Group regional meetings for input into the development of standards.

#### **BUDGET AND CAPACITY (14 points)**

- 7) HUD Grant Monitoring: Check the box to describe any HUD CoC Project monitoring results during the current program year and the previous two program years (select only ONE option): **(2 points)**

- No monitoring visits from HUD **(2 points);**

YSS underwent scheduled HUD Grant Monitoring May 23 through May 25, 2016. Ms. Teri Robertson, Housing and Urban Development Omaha Field Office, confirmed with YSS that this monitoring visit is not to be included this year as the final monitoring report will not be out until after the application deadline.

- Monitoring visit(s) from HUD with no findings or concerns **(2 points);**  
 Monitoring visit(s) from HUD with fewer than three findings or concerns, all of which have been resolved in the time requested by HUD **(1 point);**  
 Monitoring visit(s) from HUD with more than three findings or concerns, and/or findings or concerns that were not resolved in the time requested by HUD **(no points).**

- 8) Will the amount requested for Administration Costs in the E-snaps Project Application be less than or equal to 7% (or the amount listed on the GIW)? Yes/No (circle) **(1 point for “yes”; no point for “no”)**  Yes

- 9) Is your agency drawing down CoC funds from HUD at least quarterly? Yes/No (circle) **(1 point for “yes”; no point for “no”)**  Yes

10) Spending history: Provide your project's spending history as follows. All information should reflect the most recently-completed operating year for which an APR has been submitted: **(10 points)**

- a. Project operating year end date: 3/31/2015
- b. Amount of grant: \$194,737
- c. Total funds expended: All
- d. Funds remaining (unexpended funds): None
- e. Unexpended funds percentage (d) / (b): 0 percent **(10 points if funds were fully expended (0% unexpended); 9 points if up to 1% of funds are unexpended; 8 points if up to 2% of funds are unexpended; 7 points if up to 3% of funds are unexpended, and so forth down to zero points if 10% or more of funds are unexpended)**

**PRIORITIZATION: PROJECT TYPE, CHRONICALLY HOMELESS, LITERALLY HOMELESS, & HOUSING FIRST (34 points)**

11) Indicate the project type. Select only **ONE** (this should match your earlier project type indicated). **(9 points)**

- Permanent Supportive Housing **(9 points)**
- Rapid Rehousing **(9 points)**
- Transitional Housing exclusively for DV, youth, or substance abuse **(4 points)**

The Lighthouse Transitional living host home and scattered-site apartments are exclusively for runaway or homeless and pregnant or parenting ages 17 to 25. Youth under the jurisdiction of a state or local probation or parole program eligibility are considered on case by case basis. Participants are required to obtain and maintain full-time employment if they are not in school. If a resident is in school, part-time employment is necessary. Graduating from high school or obtaining a GED, whichever is appropriate, is required. Our objectives include:

- To provide a safe, stable living environment for up to 24 months while the youth are in the program.
- To provide training in daily living skills, parenting skills, knowledge of child development stages and nurturing techniques.
- To provide knowledge of nutrition, budgeting, job attainment, educational advancement and physical and mental health care.

- Transitional Housing for the general homeless population **(no points)**
- Supportive Services Only **(no points)**

*The Iowa Balance of State CoC has adopted HUD CPD 14-012, Notice on Prioritizing Persons Experiencing Chronic Homelessness in PSH:*

<https://www.hudexchange.info/resource/3897/notice-cpd-14-012-prioritizing-persons-experiencing-chronic-homelessness-in-psh-and-recordkeeping-requirements/>. For PSH projects, also note that the Iowa Council on Homelessness voted in 2015 to require all PSH projects to prioritize all beds available through turnover to the chronically homeless.

12) Open the 2016 Housing Inventory Chart (HIC) for the Iowa Balance of State; this will be available online here when the competition has opened: **(2 points)**

<http://www.iowafinanceauthority.gov/Home/DocumentSubCategory/107>, in the section for the 2016 Competition. (If your project is not listed in the HIC, explain why not.)

- a. Which row on the HIC lists your project?  
236006 (YSS – Boone County TLP)  
236007 (YSS – MCLHadmitted)  
236005 (YSS – Story County TLP)
- b. How many total beds are listed for your project (Column U)? 21
- c. How many total beds are for chronically homeless (dedicated or prioritized) (Column L) 0
- d. What is HIC utilization rate (Column V)  
60 percent (236006, YSS – Boone County TLP)  
50 percent (236007, YSS – MCLHadmitted)  
117 percent (YSS – Story County TLP)

13) Answer the following as applicable (answer only (a) OR (b)): **(3 points)**

- a. PSH projects:
  - i. Given the answers to the above question, what is your project's percentage of beds committed to the chronically homeless? **(1 point)**
  - ii. How many beds does your project anticipate being made available through turnover in the upcoming grant year? **(1 point)**
  - iii. How many beds made available through turnover is your project committing to chronically homeless in the upcoming grant year (should be 100%)? **(1 point)**
- b. For non-PSH projects:
  - i. What specific steps is your agency taking to increase the number of PSH beds for the chronically homeless in your community? **(3 points)**

We address housing needs of the chronically homeless in our homeless planning meetings, however, the current TLP and housing entities in our region are not engaging in permanent supportive housing projects. We have a reasonably short waiting list for Section 8 housing – as little as two (2) months in Marshall County and approximately a year in Boone and Story counties. The chronically homeless are housed by the emergency shelter and referred for low income housing. The Lighthouse transitional living program is youth based and youth seldom meet the definition of chronically homeless but we

serve all youth who need our services. The goal of our program is to provide youth with the services, training and education they need now to help prevent chronic homelessness.

*As a second priority population for CoC programs, HUD encourages communities to serve adults, youth, and families who are unsheltered and those accessing emergency shelter, before serving persons experiencing other forms of homelessness.*

- 14) Prioritizing those who are unsheltered or accessing emergency shelter: **(10 points)**
- Based on your most recently submitted program year APR, what is the total number of participants that entered your program? 83 **(1 point)**
  - Based on your most recently submitted program year APR, how many participants entered the program as unsheltered or from an emergency shelter? 7 **(1 point)\***
  - Based on your responses above, what is the percentage of participants that entered your program unsheltered or from emergency shelter (b/a)? 8.4 percent **(8 points for 100%; 7 points for higher than 95%; 6 points for higher than 90%; 5 points for higher than 85%; 4 points for higher than 80%; no points for lower than 80%)\***

\*Referrals to Lighthouse typically do not come directly from the homeless shelters as they are in adult shelters. A few do, but most referrals are sharing housing, facing eviction, or are unable to safely live at home. Referrals are often staying at hotels or other temporary locations prior to entry.

*HUD encourages programs to follow Housing First practices. The U.S. Interagency Council on Homelessness and HUD offer several resources regarding Housing First:*

- *Housing First/Rapid Rehousing Webinar:*  
[http://usich.gov/media\\_center/videos\\_and\\_webinars/hud-and-usich-core-principles-of-housing-first-and-rapid-re-housing-webinar](http://usich.gov/media_center/videos_and_webinars/hud-and-usich-core-principles-of-housing-first-and-rapid-re-housing-webinar).
- *Housing First Checklist:*  
[http://usich.gov/usich\\_resources/fact\\_sheets/the\\_housing\\_first\\_checklist\\_a\\_practical\\_tool\\_for\\_assessing\\_housing\\_first\\_in](http://usich.gov/usich_resources/fact_sheets/the_housing_first_checklist_a_practical_tool_for_assessing_housing_first_in).
- *HUD's SNAPS In Focus, "Why Housing First:"*  
<https://www.hudexchange.info/news/snaps-in-focus-why-housing-first/>.

- 15) (a) Has the project removed the following barriers to accessing housing and services? Check the box next to each item to confirm that your project has removed (or never had) barriers to program access related to each of the following (select all that apply): **(10 points total)**

- Having too little or no income (all projects should check this; the Iowa Council on Homelessness voted in 2015 to prohibit CoC-funded projects from screening applicants out due to too little or no income); **(1 point)**

Lighthouse TLP applicants are not required to have an income when first entering the program. This is similar to the Housing First admission to permanent housing with clients not required to have an income when entering the program. During the course of participant stay at the Lighthouse, client employment needs are addressed through referral to YSS' Employment Specialists, the Iowa Workforce Development and Workforce Investment Act contacts as well as local agencies such as YouthBuild for assistance with job seeking, training, resume building, and interviewing skills. Employment strategies are also regularly covered in group and individual meetings.

Active or history of substance abuse; **(1 point)**

Substance abuse does not preclude entry into the Lighthouse transitional living program. YSS recognizes that many of our youth will be struggling or have a history of substance abuse so having a "dirty" urinalysis or failing initial screening does not exclude admission into our TLP. YSS provides substance abuse screenings and referrals are made in-house or to another agency, depending on the county, to address substance abuse needs. Hope Metheny, one of the Program Coordinators, is an Iowa Board certified drug and alcohol counselor which allows for proper screenings and reviews to be done with our clients. We also provide ongoing urinalysis screenings to measure use/sobriety. We also refer participants to group-based, sobriety maintenance programs where the participant has interest/feels supported.

Having a criminal record with exceptions for state-mandated restrictions; **(1 point)**

We have admitted eligible participants with a criminal record into the program; however, our leases indicate that the tenant or its residents (if subleased) may be subject to additional review/non admittance if the tenant has been convicted of a violent crime/hate crime/felony with a gun or weapon. While it may not exclude them from admission, we do take in account their accountability. As we house mostly youth under 21 years of age, we do not see many felons referred to our project. We cannot admit those who are on the sex offender registry as our properties lie in zones preventing sex offenders from residing in them.

Fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement). **(1 point)**

YSS does not exclude admission for anyone fleeing domestic violence.

None of the above (click this if all of these barriers still exist). **(no points)**

(b) Does the project ensure that participants are not terminated from the program for the following reasons? Select all that apply. **Please also attach a copy of the**

**project's termination/appeals policy; no points may be awarded in this section if the policy is not included, or if the policy includes contradictory information.**

- Failure to participate in supportive services; **(1 point)**

For participants struggling in this area, we begin with a mutually-agreed upon written support plan where specific needs are outlined with a date for completion by the participant (i.e. participant attends a set number of mental health appointments and medication checks by a certain date. Medication will be taken as prescribed and monitored). This could be followed by an eventual termination notice of 30 days if the agreement is violated. For example, we would refer a participant with severe mental health needs to appropriate serving agencies when the participant does not take prescription medication as prescribed by a medical doctor/psychiatrist and is subsequently violent, threatening, or is a danger to others or to themselves.

- Failure to make progress on a service plan; **(1 point)**

YSS Lighthouse does not terminate participants based on a failure to make progress on a service plan.

- Loss of income or failure to improve income; **(1 point)**

YSS Lighthouse does not terminate participants due to a loss of income or a failure to improve income.

- Being a victim of domestic violence; **(1 point)** or

YSS Lighthouse does not terminate victims of domestic violence.

- Any other activity not covered in a lease agreement typically found in the project's geographic area. **(1 point)**

We do not terminate participants based on items not on the lease agreement except noted above. However, specific illegal activity is subject to immediate termination—illegal possession of a gun, narcotic distribution/sales, burglary, or other safety related issues. We house youth and must keep all sites safe.

- (c) Verify that the project's termination policy clearly matches with the responses above. **(1 point for Yes; no point for No)** Yes/No Yes

There are two Handbooks for Lighthouse, *Policies and Procedures for Lighthouse and Transitional Living Programs, Marshall County* and *Policies and Procedures for Lighthouse and Transitional Living Programs, Boone/Story Counties*. There is no mention of immediate termination based on the items listed in 15(b) of the application in

either of the Handbooks (please refer to page 16 of the Handbooks under Termination). The Grievance (appeals) Policy (page 11) applies to participants, parents/guardians, and staff to resolve conflicts, file a grievance and ensure fairness through mediation and resolution. Each participant is provided with this appropriate handbook upon entry into the program and staff reviews the handbook content with the participant to ensure comprehension of content.

## **PERFORMANCE (36 points)**

*In July 2014, HUD released “Systems Performance Measures: An introductory guide to understanding system-level performance measurement.” The guide can be found at this link: <https://www.hudexchange.info/resources/documents/System-Performance-Measures-Introductory-Guide.pdf>.*

*Two measures determined by HUD to be key in permanently exiting homelessness are:*

- *The percentage of adults who obtain or increase employment or non-employment cash income over time.*
- *The percentage of participants who obtain or increase non-cash mainstream benefits.*

16) Identify whether the project includes the following activities: **(10 points)**

- Transportation assistance is provided to clients to attend mainstream benefit appointments, employment training, or jobs? **(2 points)**

YSS provides transportation assistance to clients to attend mainstream benefit appointments, employment training and jobs. Additionally, YSS receives funding from a local community foundation grant that provides gas cards, cab vouchers, and bus tickets. This has been funded the past 4 years. Staff also uses services that are provided in the community to help youth with transportation, like the Heart of Iowa Regional Transit Agency (HIRTA).

- Use of a single application form for four or more mainstream programs? **(2 points; all programs should mark yes as Iowa has this available to all)**

The single application Lighthouse transitional living participants complete at the Department of Human Services includes information and questions at least about the following programs: Food Investment Program (FIP), Medicaid, and Temporary Assistance for Needy Families (TANF), Women, Infants, and Children (WIC), and the Supplemental Nutrition Assistance Program (SNAP).

- At least annual follow-ups with participants to ensure mainstream benefits are received and renewed? **(2 points)**

YSS completes follow-ups at 3, 6, and 9 month intervals and then annually. It can be difficult on occasion to track down youth and get their updates so as an alternative we

do follow-ups using electronic mail or through Facebook which youth are more apt to respond to. Sometimes youth are asked to get in contact with YSS through private messaging on social media. We are able to get their updates on housing, employment, and other services. We often have youth who have exited Lighthouse still being served by other programs at YSS, such as Family Development making follow-ups easier.

- Project participants have access to SSI/SSDI technical assistance provided by the applicant, a subrecipient, or partner agency? **(2 points)**

YSS consults directly with the Department of Human Services and Social Security Administration on the application and includes any necessary follow-up to ensure a participant has and understands their access and application procedures.

- The staff person providing the technical assistance completed SOAR training in the past 24 months? **(2 points)**

SSI/SSDI income is accounted for as income when a youth enters the program. In the rare instances when youth may need SSI/SSDI benefits we work with them through the application process with the local Social Security Administration Office.

- 17) For all supportive services available to participants, indicate who will provide them, how they will be accessed, and how often they will be provided: **(10 points)**

Assessment of Service Needs	Applicant	Bi-weekly
Assistance with Moving Costs <sup>1</sup>	Subrecipient	As needed
Case Management	Applicant	Weekly
Child Care	Partner	Bi-weekly
Education Services <sup>2</sup>	Partner	Daily
Employment Assistance and Job Training <sup>3</sup>	Partner	Bi-weekly
Food <sup>4</sup>	Applicant	As needed
Housing Search and Counseling Services <sup>5</sup>	Applicant	As needed
Legal Services	Partner	As needed
Life Skills Training	Applicant	Weekly
Mental Health Services <sup>6</sup>	Partner	As needed
Outpatient Health Services <sup>7</sup>	Partner	As needed
Outreach Services <sup>8</sup>	Applicant	Weekly
Substance Abuse Treatment Services <sup>9</sup>	Applicant	As needed

Transportation<sup>10</sup>

Applicant	Daily
Partner	Daily

Utility Deposits

- <sup>1</sup> *Assistance with Moving Costs* also provided by non-partner.
- <sup>2</sup> *Educational Services* also provided by non-partner.
- <sup>3</sup> *Employment Assistant and Job Training* also provided by partner and non-partner.
- <sup>4</sup> *Food* also provided by non-partner.
- <sup>5</sup> *Housing Search and Counseling Services* also provided by non-partner.
- <sup>6</sup> *Mental Health Services* also provided by non-partner.
- <sup>7</sup> *Outpatient Health Services* also provided by non-partner.
- <sup>8</sup> *Outreach Services* also provide by partner and non-partner.
- <sup>9</sup> *Substance Abuse Treatment Services* also provided by partner and non-partner.
- <sup>10</sup> *Transportation* also provided by partner and non-partner.

Support services are accessed by participants through YSS by request when needed, such as in the case of transportation to a job site. Lighthouse staff will also assist participants in gaining access to services to ensure all of their needs are met.

18) Outcomes and costs per outcome. Complete **ONE** of the following charts as applicable. (16 points; 2 points for each response)

**For Permanent Supportive Housing projects: Not Applicable**

Services provided by the project, including any unique characteristics of population served.	Total annual cost of providing these services (total project budget).	Amount of annual CoC funds requested for these services.	Describe/define a unit of service. Include whether a unit is an individual or household and indicate a measurable outcome (i.e., one person assessed and provided a supportive housing unit with services).	Number of individuals/ households who exit to or maintain permanent housing through the project (total funding).	Number of individuals/ households who exit to or maintain permanent housing with the CoC funds.	Method used to determine costs described. Include any indirect costs and how those were calculated.	Method used to determine exits to permanent housing.

**For Rapid Rehousing projects: Not Applicable**

Services provided by the project, including any unique characteristics of population served.	Total annual cost of providing these services (total project budget).	Amount of annual CoC funds requested for these services.	Describe/define a unit of service. Include a measurable outcome (i.e., one episode of one month's rent provided)	Number of individuals/ families served using all funds who maintain housing for at least three months after exit.	Number of individuals/ families served using CoC funds who maintain housing for at least three months after exit.	Method used to determine costs described. Include any indirect costs and how those were calculated.	Method used to verify housing status three months after exit.

**For Transitional Housing projects:**

Services provided by the project, including any unique characteristics of population served.	Total annual cost of providing these services (total project budget).	Amount of annual CoC funds requested for these services.	Describe/define a unit of service. Include whether a unit is an individual or household and indicate a measurable outcome (i.e., one person assessed and provided a supportive housing unit with services).	Number of individuals/ households who exit to or maintain permanent housing through the project (total funding).	Number of individuals/ households who exit to or maintain permanent housing with the CoC funds.	Method used to determine costs described. Include any indirect costs and how those were calculated.	Method used to determine exits to permanent housing.
<p>Scattered site apartments and single, multi bedroom homes to single, pregnant or parenting women from 17 to 25 years of age. All apartments and houses are within the communities being served in residential neighborhoods. Assessments, case management, referrals, and direct life skill education in single and group formats are provided. Nurse on staff provides health related assessments and referrals. Agency provides other services – mental health, Spanish translation, substance abuse screenings, etc. Multiple agency partners assist with employment transportation, childcare/programming, legal aid, education and others services as needed.</p>	<p>\$234,195</p>	<p>\$194,737</p>	<p>The unit is an individual. Program Outcomes are: 90% of participants will be living in safe and appropriate settings after program exit, 70% of participants will complete the TLP or leave ahead of schedule based upon a positive opportunity, 90% of participants will improve in at least 5 of 6 life skills areas in the Case Life Skills Assessment during their time in the TLP program, and 80% of participants who exit evaluation will report developing and maintaining positive relationships with caring adults during their time in the TLP Program. Each participant is assigned a case manager. The case manager meets with each individual at least on a weekly basis (more in beginning), participant attends group</p>	<p>40</p>	<p>33</p>	<p>Personnel costs are based on the percent of time staff work in the program. Benefits such as health insurance, payroll taxes, and worker’s compensation are lumped together and figured at 27% of salaries. Leasing costs are up to fair market value of leased properties in each community served. Operating costs are associated with running the programs and include property insurance, phones, utilities, supplies, travel, and furnishings. Indirect costs include overall administration of the project accounting and</p>	<p>Discharge/ Exit summary through work with participant. The client self-reports their new information and forwarding information is obtained.</p>

		<p>sessions to learn living skills, and are referred to other services (i.e. mental health and substance abuse) as necessary.</p> <p>Case Manager coordinates all services the participant is engaged with.</p>			<p>support staff and are capped at 7% by the funding source.</p>	
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**For Supportive Services Only projects: Not Applicable**

Services provided by the project, including any unique characteristics of population served.	Total annual cost of providing these services (total project budget).	Amount of annual CoC funds requested for these services.	Describe/define a unit of service. Include whether a unit is an individual or household and indicate a measurable outcome (i.e., one person assessed and provided a supportive housing unit with services).	Number of individuals/ households who exit to or maintain permanent housing through the project (total funding).	Number of individuals/ households who exit to or maintain permanent housing with the CoC funds.	Method used to determine costs described. Include any indirect costs and how those were calculated.	Method used to determine exits to permanent housing.

**Policies and Procedures for Lighthouse and Transitional Living Programs**  
**Boone/Story Counties**  
Youth and Shelter Services Inc.

Staff Office  
105 S. Marshall St.  
Boone, IA 50036  
(515) 432-7983 x4570

Staff Office  
125 S. 3<sup>rd</sup> St.  
Ames, IA 50010  
(515) 233-2250 x4570

**Program Description**

The Boone/Story County Transitional Living Programs provide assistance to individuals and families experiencing homelessness in the transition to self-sufficiency. While in the program, you will learn the necessary skills required to live on your own. This program requires you to be in school and/or working and will work on connecting you with local and regional agencies and organizations to provide maximum learning about community resources. You will be encouraged to apply for programs such as food stamps, Title XIX, FIP, and low-income housing resources to help move toward self-sufficiency and obtaining permanent housing. Your Case Manager will assist in the application process if needed. A community resource guide will be provided at each YSS facility.

Within the first thirty days of the program, the Case Manager will work with you on obtaining all important documents that you may need. This may include, but is not limited to, your birth certificate, social security card, photo ID, medical information, school transcripts, etc. These papers may be required to apply for certain community resources and are necessary for you to have.

During your stay, you will participate in individual and group sessions with the Case Manager or designee to learn life skills and/or parenting skills, and work toward self-sufficiency. The program provides innovative approaches to assist you in your transition to supportive housing and independent living. This program is designed to allow you to learn the necessary skills required for self-sufficiency. Staff will supervise you, provide skills training, and counseling as needed. The overall goal is for you to obtain all the skills necessary to be able to get your own place and live on your own.

**Abuse Reporting**

Direct services staff of Youth and Shelter Services, Inc. are mandatory reporters of child abuse and are required by law to report cases to the Iowa Department of Human Services (DHS) if they have reasonable cause or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect. DHS will determine appropriate action and may conduct an investigation. It then becomes the role of DHS to determine if the report of abuse or neglect is sustained and to work with the family to ensure the child's safety and their needs are met. Our concern is always the protection of you and/or your child.

**Appointments**

You are responsible for setting up and attending all necessary appointments as required by the program. Your Case Manager should be notified if you need assistance with this. It is also your responsibility to let your Case Manager know when you have appointments at other businesses so that follow-up may be done. You are required to meet face to face with your Case Manager and Check-In Monitor at least once a week, or as stated in your case plan. Not scheduling or missing multiple appointments may result in receiving consequences within the program.

**Automobiles**

You must have a valid driver's license, vehicle registration, and at least liability insurance to drive a car while in our program. If you do not have a valid license, registration, and insurance, then you are not allowed to have a vehicle on YSS property and you will be unable to drive your vehicle. Your Case Manager MUST have a copy of your driver's license and proof of insurance at all times. Parking is allowed on the street or in the parking lot/driveway. You are required to pay for and maintain your own insurance, registration, and car maintenance. These costs will not replace your other financial responsibilities (participant fee, savings, etc.).

### **Beds**

Beds in the program will be provided for you. You must keep your Bed Bug Protectors on your bed at all times to help prevent any location from getting bed bugs. If you destroy your bed or bed bug protectors you may be charged with a fee. You are not allowed to bring in your own beds.

### **Bed Bugs**

To prevent any location from getting bed bugs when entering the program you must dry all of your clothing/bedding/stuffed animals for a minimum of 30 minutes. Most of the sites have dryers that you can use at no charge. If you go into a site where there are not free dryers please talk to your Case Manager. Washing and drying all of your clothing is encouraged at intake. If you get any new clothing/bedding that does not come packaged from a department store you must dry those items for a minimum of 30 minutes as well. You must keep your bed bug protectors on your beds at all times. You cannot bring in your own beds or furniture; this is to help prevent the spread of bed bugs to any location. Please let staff know if you have knowingly been around bed bugs so we can help you prevent getting them at any other locations.

### **Birth Control and Pregnancy**

We respect your decisions and will help you explore your values when discussing sexuality and recognize that your sexual activity is your personal choice. There are many types of birth control offered and each will be openly discussed if you would like us to help you make the best choice for your needs. We encourage responsible actions from you when making choices regarding sexuality; however, we do not allow sexual activity on YSS property.

If you are or become pregnant, we as staff are here to support you and to help you explore your options. We can direct you to organizations that may be of help to you or help connect you with a physician. You should not hesitate to use staff as a resource for whatever help and support you need.

If you would like to be tested for STI's while in the program, please discuss this with your Case Manager so he/she can assist you in scheduling an appointment.

### **Budgeting/Money Management**

**Lighthouse and Transitional Living Program:** You will be required to develop a detailed budget with your Case Manager every month. You will be required to turn in your pay stubs, save your receipts, or document your spending to review with your Case Manager while developing your budget. You are required to pay 15% of your monthly income toward Rent/Utilities (to YSS). Your monthly income includes any FIP, government assistance, child support, etc. that you receive in addition to earned income. You are also required to place at least 15% of your monthly income into a savings account on a monthly basis that is in Youth & Shelter Services, Inc. name. When you turn in your rent/utilities or savings to your Case Manager/Program Coordinator, you will be given a receipt by YSS staff verifying the amount turned in. You will also be given a copy of your monthly payment log at the end of each month to keep track of the amount of money in your savings account.

**ALL:** You will be required to work toward paying off any fines or past debts while in the program. Your Case Manager will assist you in prioritizing your expenses to assist in teaching you money management. Rent/Utilities, savings, paying off fines, and other required expenses will take priority over cell phones, gifts, tobacco products, eating out, vehicle expenses, etc.

You are welcome to open your own checking/savings account with any additional money you may have or you can choose to save additional money in the YSS account. **Withdrawals from the YSS account can only be made after submitting a "Request for Savings Withdrawal" form 48 hours prior to needing the money. This request then needs to be approved by the Program Coordinator or Designee.** Only money that was saved in addition to the required 15% may be withdrawn from the account.

### **Candles/Incense**

For safety reasons, there is NO candle or incense burning allowed on YSS property. Candles may be displayed for decoration, but not burned for any reason. Any candle seen with a burnt wick will be taken by YSS staff and discarded. You cannot play with fire on YSS property, it is a safety hazard. Electric potpourri pots, plug-ins, air fresheners, and gel jars may be used if preapproved by staff. **UNDER NO CIRCUMSTANCES ARE OPEN FLAMES ALLOWED IN YSS PROPERTY. Any lighters found on YSS property will be confiscated.**

### Car Seats

For legal as well as safety reasons, your children must be secured in a child restraint system that meets federal motor vehicle safety standards while traveling in a vehicle. Type of child restraint system varies by age and weight of the child. If you are not clear about the law in this area, your Case Manager will inform you of the law and assist you in obtaining car seats if needed.

### Case Manager

Your Case Manager will help you access community resources, monitor your progress, and help you reach your goals. He/she will teach you independent living skills to assist in problem solving and everyday living. It is your responsibility to meet with your Case Manager at minimum **two hours a week face to face per week, and may be more required**. You will also have daily contact (Monday-Friday) with your case manager over the phone. It is your responsibility to notify your Case Manager when you have changes in your work or school schedules, or any other appointments, illnesses, etc. that prevents you from fulfilling any obligations you may have.

If you need to contact your Case Manager, call the number he/she provides you with. **If there is no answer, leave a detailed message stating your need or concern and he/she will call you back when available. Your case manager is not available 24/7 and any messages left may not be responded to until the following business day. In case of emergency in the evening or on the weekend, please contact the check-in monitor, or 712/YRH and follow the procedures listed below.**

Your Case Manager is willing to help you and answer questions outside of your scheduled weekly meeting. However, it is expected that you use problem-solving skills to determine when you need to contact your Case Manager immediately and when your question and/or problem can wait until your weekly meeting. Not using problem-solving skills and calling your Case Manager excessively may prevent you from progressing through the level system or in the program.

### Check-In Monitor

The Check-In Monitor will assist you in the general upkeep of the property, teach you how to resolve roommate conflicts, and be an additional support for you. Your Check-In Monitor may hold regularly scheduled house meetings along with monthly safety drills. He/she will monitor your curfew calls and be responsible to verify your whereabouts after curfew. Your Check-In Monitor will assist your Case Manager in helping you follow the rules and guidelines of the program. He/she is also a mandatory child abuse reporter and will report any problems he/she sees. He/she will report any concerns regarding parenting, daily living skills, school, work, or other issues of independent living responsibilities to your Case Manager. He/she is not to transport you on a regular basis or act as a childcare provider for you. The Check-In Monitor does not have the ability to change the rules or make exceptions for the rules. He/she is available for you in the evenings and on the weekends so if you have needs or concerns, call the Check-In Monitor first. If it is an emergency (maintenance, medical, fire, safety, etc.) follow the procedures listed below.

### Child Care Policy

You are fully responsible for providing childcare for your child(ren). You are responsible for finding your own appropriate, safe, outside childcare for appointments, work, school, and any other obligations you have. You are also responsible to obtain transportation to and from child care. For safety reasons, you will not be allowed to have babysitters watch your children or watch someone else's children on YSS property. This will include watching other participants children unless you have Case Manager approval, and then for only an hour a day. You are not allowed to watch/baby-sit anybody else's children or siblings on YSS property. Your Case Manager will provide support and guidance in helping you find services that would benefit both you and your child(ren). He/she can also help you apply for Child Care Assistance with the Department of Human Services. If you are leaving your children at home alone a report will be filed with DHS.

### Chores

You are responsible for upkeep of the facility in which you are residing. You are responsible for purchasing all cleaning supplies, including garbage bags. A chore list will be assigned by the Case Manager or Check-In Monitor. If you are having difficulty completing chores as assigned, it may affect your progress on the level system or bring on consequences, including mandatory cleaning sessions, as determined by staff/volunteers.

If you are unsure how a chore is to be completed, you should ask your Case Manager or Check-in Monitor how to complete the chore so you are aware of how it is to be done correctly. If chores are not done correctly, you may be asked to redo them or complete a mandatory cleaning session. Because this is a community-living arrangement, it is important that you clean up after yourself and your child(ren), if applicable. You are responsible for doing your own dishes and cleaning up the kitchen after meals/snacks. You are also responsible for emptying your own trash, cleaning your belongings out of the bathroom when finished, removing your items from the laundry room, and picking up your belongings/toys when you are finished using them. If everyone does their part, it is much easier to maintain a clean, safe living environment.

### **Code Of Ethics**

The Code of Ethics is based on the guiding values and principles of Youth and Shelter Services. The Code of Ethics, in conjunction with other Administrative Directives, provides direction for employees and volunteers in determining what their conduct should be in relationship to clients/participants, colleagues, collaborative agencies, and the general public. In addition, it is intended that this Code of Ethics aid in the delivery of the highest quality of service to children, youth, and families.

#### **Integrity**

- Employees will maintain high standards of professional competence and integrity, including the standards as outlined in their respective professional Codes of Conduct.
- Employees will use their professional position only to promote the well-being of the client/participant, and do no harm to any client/participant.
- Employees will make decisions about the care of a client/participant based on the needs of the individual.
- Employees will honor client/participant rights and responsibilities.

#### **Respect**

- Employees will treat those persons seeking their assistance with dignity and respect, and act in the best interest of those they serve.
- Employees will value and encourage the diversity of individuals of each race, sex, gender identity, ethnicity, culture, sexual orientation, physical ability, and family background.
- Employees will accept the duty of protecting the privacy of those they serve and will not disclose confidential information without proper consent, as specified in state and federal law.
- Employees will obtain the informed consent of the clients/participants regarding care, treatment, research, and clinical studies.
- Employees will respect the natural talents and abilities of youth, and seek opportunities in the community to give them a voice.
- Employees will respect the right of clients/participants to make choices and help them to understand the consequences of those choices.
- Employees will assist clients/participants in resolving differences in regard to their care and treatment. When these differences cannot be resolved with staff, clients/participants will be informed of and encouraged to follow agency grievance procedures.

#### **Family**

- Employees recognize that families are the foundation of our children, youth, and society.
- Employees build on existing family strengths with the primary objective of strengthening and unifying families. They support and seek to enhance parental responsibility and involvement.

#### **Community**

- Employees have a responsibility for creating a safe and supportive environment for children and youth.
- Employees will seek to collaborate and develop partnerships with others in the community to better serve youth and families.
- Employees will share expertise, innovations, and effective methods of service with other organizations concerned with the future welfare of children, youth, and families.

#### **Quality**

- Employees will monitor the relationship between use of service and financial arrangements made for the cost of service.
- Employees will seek to provide services that reflect best practice standards.
- Employees are committed to the pursuit of improvements in service delivery and the meeting and exceeding of service outcomes.

All staff are expected to conduct themselves in a manner reflecting the highest professional and ethical standards at all times. If you ever have concerns, please contact the director of the program/center using the attached directory.

### **Communication**

Communication with YSS staff is essential in helping you with your goals. This includes sharing information received from community resources, such as DHS, school, low-income housing programs, school, etc. Communication is also important with the other participants. If you take a message for another participant, you should leave this message by the phone or somewhere where they will be sure to receive it. Concerns and issues are unavoidable when living in a community-living situation. All concerns and issues among participants will be discussed openly in house meetings. This is the only way that issues can be resolved effectively and fairly.

### **Community Living**

The facilities have a community living situation. This means that several individuals and their children, if applicable, could live together in the place at the same time. You are encouraged to label all of your belongings and keep all personal belongings in your own bedroom. You will have space assigned to you in the refrigerator, freezer, and pantry to keep your food items. Some household items are provided in the home, such as pots, pans, and dishes. These types of items are for all participants to use and are to be taken care of well. Any community property that is destroyed by you or your child(ren) will need to be replaced by you.

Community living also means that you need to learn how to get along with one another and resolve conflict peacefully and respectfully. If you have a problem with another participant, attempt to work it out directly with that person. If needed, you can request a staff person to mediate. Starting rumors and gossip about other participants or specifically excluding them from a house activity will be cause for consequences. No name calling, derogatory remarks, or threats of physical violence will be tolerated and may be cause for termination from the program. Immediate termination will occur in the event that you become physically assaultive with staff or another participant.

### **Confidentiality/Notice of Information/Privacy Practices**

Confidentiality will be protected for all participants unless: a release of information is signed by you; the courts order information to be shared; YSS staff has knowledge of or are concerned you are in danger of harming yourself or another; or YSS has knowledge of or suspects child abuse. For minors, parental permission will also be obtained. Signed releases of information will be kept on file authorizing the sharing of information. Likewise, any information gained through group meetings or while living with other participants concerning other participants in the program cannot be shared with anyone else. If this is a problem, it will be addressed by the Case Manager immediately. All information shared with YSS staff will be kept confidential among staff and will not be shared with anyone either in the program or outside the program unless permission is given.

YSS staff is a clinical staff and reserves the right to consult with other YSS staff regarding participants. We ask participants to respect the other participants' rights to confidentiality with people outside of the program. This means that participants shall not tell friends, family members, or other community members who is in the program or any identifying information regarding other participants.

You are required to maintain confidentiality at all times. If a participant is no longer in the program and someone calls for them, you should let the caller know that "No one by that name lives here." This will prevent a break in confidentiality.

***THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.***

**Protected Information.** While working with Youth & Shelter Services, Inc. (YSS), information regarding your medical history, treatment, social history and other issues including payment for services may be created or received by us. Information which can be used to identify you relating to your medical care or payment for your medical care is protected by state and federal law ("Protected Health Information or Protected Information").

**Your Rights.** Federal law grants you certain rights with respect to your Protected Information. Specifically, you have the right to:

- Receive notice of our policies and procedures regarding your Protected Information;

- Request that certain uses of your Protected Information be limited; but we have the right to refuse your request;
- Access to your Protected Information; but the request must be in writing and may be denied in certain limited situations;
- Request that your Protected Health Information be changed;
- Obtain an accounting of certain disclosures by us of your Protected Health Information for the past six years;
- Revoke in writing any prior authorizations for use or disclosure of Protected Information, except to the extent that action has already been taken; and
- Request communications of your Protected Information are done by reasonable alternative means or at alternative locations such as by e-mail.

**Our Responsibilities.** Federal law also imposes certain obligations and duties upon YSS with respect to your Protected Information. Specifically, we are required to:

- Provide you with notice of our legal duties and YSS policies regarding the use and disclosure of your Protected Information;
- Maintain the confidentiality of your Protected Information in accordance with state and federal law and YSS's policies;
- Review your requested limits regarding the use and disclosure of your Protected Information and inform you if these restrictions will be used;
- Allow you to inspect and copy your Protected Health Information in the presence of YSS staff as designated by YSS during our regular business hours pursuant to any legal restrictions. This access may be limited based on various factors including the type of information requested and if the information involves someone other than you;
- Act on your request to amend Protected Health Information within sixty (60) days and notify you of any delay that would require us to extend the deadline by the permitted thirty (30) day extension. Although this does not guarantee that amendment will occur. YSS will determine in its sole discretion if the amendment is appropriate;
- Accommodate reasonable requests to communicate Protected Information by alternative means or methods; and
- Abide by the terms of this notice.

**How Your Protected Information May be Used and Disclosed.** Generally, your Protected Information may be used and disclosed for provision of services, treatment, payment or for running YSS, or as required by law. Protected information may be shared/forwarded in person, on the phone, by mail, fax, electronically or other available means. This includes a variety of areas listed below.

**Facility Care Operations.** Your Protected Information may be used for YSS operations, to ensure YSS provides the highest quality of services. For example, your Protected Information may be used for learning or quality assurance purposes. We may also remove information that could identify you from your record so as to prevent others from learning who the specific clients are.

**Emergency Use.** If an emergency situation exists, and providing you with this notice is not practicable, we may use or disclose Protected Information to the extent necessary during the emergency.

**Notification.** Unless you have informed us otherwise, your Protected Information may be used or disclosed by us to notify or assist in notifying you, a family member, or other person responsible for your care. This may include appointment reminders such as postcards.

**Communication with Family Members and Caregivers.** With your permission, or by court or agency order, we will release Protected Information to a family member, relative or other person who is involved in your care to the extent necessary for them to participate in your care.

**Research Purposes.** In some instances, your Protected Information may be used or disclosed for research purposes. All research projects, which use Protected Information, are subject to a special approval process, which will, among other things, evaluate the precautions, used to protect medical information. In some cases, information that identifies you as receiving services will be removed.

**Special Circumstances.** The law specifically requires us to use or disclose Protected Information in the following special circumstances:

**Public Health Activities.** We are required to use or disclose your Protected Information for public health activities and purposes. Examples of public health activities, which would warrant the use, or disclosure of your Protected Information include:

- Preventing or controlling disease, injury or disability;
- Reporting births or deaths;
- Reporting the abuse or neglect of a child or dependent adult;
- Reporting reactions to medications or problems with products; or
- Notifying individuals exposed to a disease that may be at risk for contracting or spreading the disease.

**Important Contact Information.** This notice has been provided to you as a summary of how we will use your Protected Information and your rights with respect to your Protected Information. If you have any questions or for more information regarding your Protected Information, please contact YSS Human Resources Manager at 515-232-4332, ext. 4467.

If you believe your privacy rights have been violated, you may file a complaint with our office by contacting YSS Human Resources Manager at 515-232-4332, ext. 4467. You may also file a complaint with the Secretary of Health and Human Services by internet access at [www.hhs.gov](http://www.hhs.gov). There will be no retaliation for the filing of a complaint.

**Effective Date and Revisions.** This notice becomes effective on April 1, 2003. Please note, we reserve the right to revise this notice at any time. Should we revise this notice; the revised notice will be posted at the YSS Headquarters (420 Kellogg, Ames, IA). In addition, a current copy of our notice of privacy practices may be obtained from a YSS employee or any of our Community Based Centers.

YSS has a contract with the Department of Human Services to provide services to families. This contract allows/mandates the YSS staff to exchange information with the DHS staff or other groups who also work with DHS. Part of this exchange includes sending to DHS quarterly/progress reports and summary letters upon termination of our services with you or your family.

### **Counseling**

If you are not already involved in counseling, you will be required to complete an assessment to determine what level of counseling is needed, if any. The assessment will need to be completed within the first 30 days in the program. You will be expected to follow the recommendations of the assessment while you reside in the program, and may be discharged from the program if you refuse to follow recommendations.

### **Criteria for Eligibility**

You must be experiencing homelessness in order to qualify. This means that you have no safe, adequate, regular place to live and cannot utilize other resources, such as family or other community programs. You will be required to submit verification of your current living situation to determine your level of need. This letter could come from DHS, a family member or friend you are residing with, emergency shelter, etc. You must also want to learn how to live independently and have some goals for your future. You must meet one of the following criteria to be eligible:

TLP: Ages 17-21 length of stay up to 21 months

Lighthouse: Ages 17-24 (pregnant or parenting) up to 2 years OR

The Transitional Living Program is for individuals and families experiencing homelessness. Regardless of the level you are on, it will be expected that the majority of your time is spent at the YSS facility in order for you to meet eligibility requirements and fully utilize services the program offers. You are expected to make your space in the YSS facility your home. Numerous absences from the program or staying with friends on a continuous basis will not be tolerated and you will no longer be eligible for the program. The YSS facility needs to be utilized to the maximum benefit, not on an as-needed basis. If this doesn't match your needs, you may be asked to find other housing options.

### **Curfew**

Curfew is determined by the level system and your curfew will increase as you progress through the levels. Parenting participants may be required to have an earlier curfew, as determined by your Case Manager. Exceptions to curfew restrictions may include work schedule, a special occasion, religious events, support groups, and school commitments. If placed on a supportive plan, you may be given a 6:00 PM curfew until completion of the plan.

Missing curfew will be viewed as a violation of the participant agreement and may result in the loss of extended curfew privileges, placement on a supportive plan, discharge, or other consequences as determined by your Case Manager. If you are going to be late for curfew and/or need to stay elsewhere due to an emergency, you must contact the Check-In Monitor DIRECTLY prior to the curfew time and as soon as you know you will be late.

You **must be inside** the facility by curfew time or you will be considered late. You are able to call in an hour before your required curfew, if you so choose. After you check in for curfew, you are to remain in the facility after curfew until 6:00 AM the next morning, unless you need to leave for work or school before this time. **In case of an emergency, please contact staff prior to leaving the property and keep them informed about the situation.**

TLP staff will do random curfew checks to ensure you are remaining on property. Staff may check rooms and have the right to search any room if suspicions warrant the need for this. Staff may check more than one time during the night and may do checks in the morning. Staff may also call the house to see if you are still on property. If there is no answer, staff will leave a message and you have ten minutes to return the call. If the call is not returned within ten minutes, staff will assume you are no longer on site.

### **Damage Deposit**

When you enter the host home, you will need to turn in a \$100 damage deposit within 30 days. If you reside in an YSS apartment, you will need to turn in a \$150 damage deposit. If you are unable to pay the deposit within 30 days, you will be expected to complete 5 hours of chore work that have been approved by your Case Manager and develop a payment plan in order to receive an extension. The 5 hours of chore work will not replace your damage deposit and need to be documented if they are completed without staff present.

**The TLP staff can enter any room at any time to check for cleanliness or damage.** You are financially responsible for any damage done to your room or the community areas of the house. Severe damages may result in charges with the police.

You will receive your deposit back providing you have submitted a two-week notice prior to leaving, cleaned your living area, completed all discharge paperwork, returned all YSS property (including keys), do not have outstanding bills, and have not caused any damage. If you cause damages which cost more than \$100 (or \$150 for apartments); you will be expected to pay for repairs from your savings.

If you do not give a two-week notice before moving out, do not complete discharge paperwork with your Case Manager, do not return all YSS property loaned to you, or if you are terminated for not following the participant agreement, you will forfeit your deposit. Your forfeited deposit may go toward paying for any damages to the property that you would be responsible to fix, any cleaning charges (i.e. carpet cleaning), replacing any YSS items not returned, or to have the area cleaned that you occupied. Again, if you cause damages that cost more than your deposit, the extra cost will be taken from your savings. Also, you must leave any YSS belongings that may have been loaned to you during your time in the program. You will go through a discharge deposit checklist to determine if you have met the requirements to get some or all of your deposit back.

### **Discharge/Leaving the Program**

Because this is a voluntary program, you may choose to leave at any time. If you are under 18 and choose to leave the program, your parent/guardian will have the right to file a missing person's report and consider you a runaway. If at any time you choose to leave the program, you and your Case Manager will go through a discharge exit interview and discuss follow-up assistance.

It is expected that your living area will be clean and belongings removed upon departure. YSS will not hold any belongings after one week of your discharge date. After one week your belongings become the property of YSS and can be freely discarded as staff deems appropriate. All belongings need to be removed from the living area prior to doing a walk through with staff to ensure that the area is clean and there is no damage. After completing discharge paperwork and assessing any damages, you will receive a check for the remaining money in your savings account within two business days and your savings account with YSS will be closed.

Remember...our door is always open if you need us in the future.

### **Education and Employment/Volunteering**

You are required to obtain and maintain full-time employment/volunteer work, enroll in full time schooling, or a combination within the first 30 days of the program. You are also required to participate in at least one volunteer activity each month. It is your responsibility to notify your Case Manager of these activities. If not employed or volunteering, you are expected to look for opportunities on a **DAILY** basis until you obtain employment/volunteer work. You will be required to document your job search efforts by completing a job contact sheet and turning it in to your Case Manager weekly. If you are in school, you are required to maintain part-time employment/volunteer work with a minimum of 15 hours a week. In this case you may be asked to complete approximately 10 job applications each week. If you have completed school for the year or your high school education, you must work/volunteer at least 35-40 hours per week. In this case you may be asked to complete approximately 20 job applications each week.

You will need to sign a release of information so that we may communicate with your employer/school regarding your progress. You will be required to turn in pay stubs to calculate your budget with your Case Manager. If you are ill and call in sick to work, your Case Manager must be notified. You need to remain in your room/living area the entire day, unless you are seeing a doctor or obtaining medication from a local pharmacy. You are not allowed to have any guests.

You are expected to keep your Case Manager informed of any changes regarding your education/employment/volunteer activities. It is encouraged that you only terminate your job once you have found another job and have given appropriate notice to your present employer. If you haven't actively tried to obtain a job or volunteer work, you may be terminated from the program.

Obtaining a high school diploma or Hi-Set is required while in the program if you have not completed your high school education at intake. You are required to attend high school, alternative school, or be enrolled in a Hi-Set program and work toward getting your Hi-Set. If you have already completed your high school education, you will need to provide a copy of your GED/Hi-Set or high school diploma to the Case Manager. Your Case Manager will assist you in developing an educational plan. If you are working toward your Hi-Set, you must attend classes, tutoring, or take tests on a weekly basis.

The school needs to have your correct address, be aware of your involvement with the TLP/Lighthouse program, and have your Case Manager as the contact person. The following is the procedure for missing school:

1. If you are excused from school due to illness, these guidelines must be followed:
  - ◆ You must notify your Case Manager by 7:30 AM in order for the absence to be excused. Your Case Manager will call the school at that time (do not call the school yourself). Staff may ask you to go to the doctor and return immediately afterward.
  - ◆ You must stay home all day and evening. You must stay in your room/living area except to go to the doctor or to obtain medication from a local pharmacy. It may be requested that you remain in your bedroom if there are concerns that you are contagious.
  - ◆ You must not go to work or school activities later in the day. You are not allowed to have any guests.
2. If the above procedure is not followed, or if you skip school for an unapproved reason, you will be considered "UNEXCUSED." If you have three (3) "UNEXCUSED" absences in a semester, you may be terminated from the program.
3. Being late for school or missing up to ½ of your school day will count as ½ of an "UNEXCUSED" absence. Any combination of three days missed will be cause for termination from the program.
4. Oversleeping will not be considered a valid excuse. You are responsible for getting up in the morning and getting yourself to school.

You are responsible for maintaining proper attendance at school and/or at work. If you have been ill for longer than two days, you may be required to see a physician. The Case Manager will check attendance at school and work regularly and follow up on any absences. Continuous absences from school or work can result in you receiving consequences, and even being discharged from the program.

### **Emergency Evacuation and Numbers**

Each floor at every location has a fire and tornado evacuation route posted. The Case Manager/Check in Monitor will discuss where to go in case of an evacuation when entering the program. Every month there will be a safety

drill executed by the Check-In Monitor. It is mandatory that every participant attend these monthly drills. Participants are asked to take these seriously so that they will know what to do in the event of the “real thing”.

In case of emergencies, notify YSS staff by phone as soon as possible. Please follow these steps in case of an emergency or if you are in need of after-hours assistance: -During day time hours please contact your staff members as you normally would.

1) Contact the Check-In Monitor. If there is no answer, please leave a detailed message of the situation and what your needs are, and the phone number they can call you back on.

2) If immediate assistance is needed, please contact the on call staff and identify yourself as a TLP participant and inform them of the situation. You need to call the office and asked to be transferred to the on call staff or you may call the on call cell phone at 515-290-0846. If there is no answer on the office phone, listen to the menu of options to connect with the cell phone to speak directly with staff. If you do not have long distance, you need to call 1-800-600-2330 and ask to be transferred to the Family Life Center On Call staff. If staff do not immediately answer the on call cell phone leave a detailed message with your full name, what program you are in and a number that you can be reached on.

3) If it is a medical, fire, or other type of emergency, dial 911 first for assistance, then contact YSS staff as stated in #2. If you are not able to contact staff, please have either another participant or friend/family member contact staff to inform staff of the situation.

4) If it is a repair/maintenance emergency, please contact Rosedale for assistance if needed. Further information can be found in the binder at your facility. You can also contact the landlord if it is a rented property.

5) Please call and leave a detailed message on the Case Managers/Coordinators cell phones as well- they may not answer until business hours but it is important for them to know about any situations as soon as possible.

If you are locked out of the house and are without your keys, you need to go to Rosedale (703 Burnett St.) to get a spare key. It is your responsibility to return the key within 24 hours of obtaining the key. A list of all emergency numbers and other community resources are in a binder at each YSS facility.

### **Extended Curfews/Overnights**

The number of extended curfews/overnights you may have per month is determined by your level and your progress in the program. You may **occasionally** be allowed additional overnights to visit family, if determined appropriate by your Case Manager. **All requests must be submitted in writing to the Case Manager for approval 48 hours prior to the requested date.** The Case Manager will let you know whether the request has been approved or not. The **Check-In Monitor will not grant requests** for extended curfews/overnights. If applicable, requests may need to be approved by your DHS worker, JCO or Probation Officer, or parent/guardian.

### **Follow-up Services/Open Door Policy**

When you leave the program, whether you have been terminated or you leave voluntarily, we offer you follow-up services. This means that your Case Manager/Program Coordinator can continue to meet with you once you have left the program, as often as once a week or as little as once a month. Follow-up services are voluntary, and it is up to you to contact YSS staff. These visits can be phone calls or scheduled visits. You will fill out the follow-up agreement of what services you would like to continue after discharge.

YSS is always committed to helping youth in crisis. If you find yourself in need of our services again, you may be able to return to the program at a later time. We encourage you to follow the rules of the program and to submit a 2-week notice prior to leaving to increase the possibility of returning to the program. Being destructive and causing problems upon discharge will greatly jeopardize any chances of your being accepted back in the future.

Staff will be contacting you after you leave the program for a 3, 6, and 12 month follow up on how you are doing. Please keep staff updated on ways to get a hold of you so that these follow ups can be completed. They can be done by phone or my e-mail so providing staff with an e-mail address is advised at the time of discharge.

### **Food**

You are responsible for the purchase and preparation of your own food. Food is available through the local food pantries, food stamps, and local programs/churches that provide meals. **You are responsible for cleaning up after**

**preparing meals when you are finished eating!** Neither food nor drink is allowed in your room. For health and safety reasons for you and your child(ren), if applicable, all food must be stored properly in the refrigerator and/or freezer and must be put away after the completion of the meal.

### **Furnishings**

When you come into the program, you will be given a set of linens and towels, if needed. All property owned by YSS that is loaned to you must be returned in the same condition it was lent after you are discharged. If this is not done, you will be required to replace any items either through your damage deposit or money from your savings account. Any item that is damaged or destroyed you are responsible to replace. A list of all items that are loaned will be made upon intake. All furnishings that have been donated to YSS property for use while you live there will be considered loaned furnishings to you and the same rules apply. If you take supplies from the safety kits and use them you are expected to refurnish the items that you used.

While we want you to feel at home in the facility you reside in, furnishings need to remain in designated areas. You are able to rearrange the furniture within the room, but we ask all furniture remains in the designated room. If you rearrange a room and it the furniture is not in compliance with fire code you will be asked to move the furniture back to its original position. All beds must remain in the frames; have a mattress cover and appropriate bedding in place. You are only allowed to bring in furnishings that can be stored in your personal room and all personal belongings must be stored in your room.

### **Grievance Policy/Procedures for Filing a Grievance**

**ABSOLUTELY NO physical violence; threats; verbal confrontations; name-calling; or racial, sexual orientation, or derogatory remarks toward participants or staff will be tolerated and are grounds for immediate termination.**

Before the client/participant or parent/guardian exercises his/her right to file a grievance, he/she must have first made a genuine effort to resolve the disagreement with the staff member involved. Filing a grievance will not result in retaliation or barriers to services.

Clients/participants or parents/guardians have the right to be heard and to appeal a decision of a staff member. Clients/participants may file a grievance under any of the following circumstances:

- A. If they feel a program rule is unfair, they may ask that it be reconsidered.
- B. If a staff member, in their opinion, is being unreasonable in his/her treatment.
- C. If the clients/participants believe their rights under this document are being violated.
- D. If the clients/participants consider that previously described rules and agreements are not being followed by staff.
- E. If the clients/participants feel that a staff member has treated them unfairly or unjustly.
- F. If the clients/participants believe their constitutional rights have been violated.

### **PROCEDURES:**

Younger clients/participants might consider getting help from their parents/guardians or a trusted friend in writing up their grievance. Also, they have the right to choose an advocate to represent them. This might be a person from either inside or outside YSS. The grievance must be either written or electronically recorded.

The written or electronically recorded grievance must be used following the proper outline. There is a form that you can request from you case manager to fill out (some may be located in your house/apartment binder) or you may e-mail/handwrite the grievance using this outline:

- A. Statement of complaint.
  - B. Efforts to resolve disagreement with participant/staff member.
  - C. Reason the client/participant feels unfairly treated.
  - D. What the client/participant proposes as a solution.
- Step #1: The client/participant must first have made a genuine effort to resolve the disagreement with the person(s) involved.
- Step #2: If the grievance filed with the staff or counselor proves unsatisfactory, the client/participant may choose to state the concerns in writing to the Director or designee. The Director or designee must respond in writing to the client/participant within ten working days of the grievance.

Step #3: If Step #2 also proves to be unsatisfactory, the client/participant may appeal in writing to the Chief Executive Officer (CEO). The Human Resource Manager will investigate the grievance and will present the findings to the CEO. The CEO's response must be made to the client/participant, in writing, within ten working days following the filing of the grievance. The response from the CEO shall be final.

### **Group Expectations**

All participants are required to attend and participate in monthly group meetings. You will be notified in advance to allow enough time to modify work schedules or other appointments. **These meetings are mandatory unless prior notice is given to your Case Manager about why you are unable to attend the group.** The purpose of these meetings is to teach independent living skills, and typically last one to two hours. Childcare may be provided during these groups to prevent distractions from this learning time.

### **Guests**

Visiting hours for guests are from 4 PM to 9 PM Monday through Friday and noon to 9PM Saturday and Sunday. You are not allowed to have guests outside preapproved supports systems while you are on Level I. Once you successfully reach Level II, you may only have two guests over at one time. You are **NOT** allowed to have overnight guests under any circumstances. Your guests must respect the same rules and regulations that you abide by. It is strictly forbidden to permit your guests to shower, move in/store belongings, or do laundry in the YSS facility. The YSS facilities and utilities are for participants **ONLY**. Guests **CANNOT** be left on YSS property without the participant being present. Guests are only allowed in the common living area of the property, **NO** guests are allowed in the bedrooms.

**Any damage to YSS property caused by your guests will be considered your responsibility.** If you are sick, NO guests are allowed without the permission from YSS staff. **Parties, drinking, using illegal or mind-altering substances, and/or loud noise can be cause for immediate termination of the program. All guests need to be sober. Guests are not allowed to bring drugs, alcohol, or weapons on property. Persons with a violent or abusive past/charges and registered sex offenders are prohibited from visiting YSS properties. At the discretion of TLP staff, persons with other types of pending criminal charges or criminal convictions may also be denied as visitors.** Any unauthorized guest will be asked to leave immediately. Any guests that are not being supportive of you or your goals will not be allowed on YSS property. Abuse of the guest policy may result in you being asked to leave the program.

### **Harboring Runaways and Fugitives**

At no time are you allowed to house a runaway or someone who is wanted by the police. We ask that you let staff know if you have any contact with a runaway or fugitive to ensure your and the other participants safety. Harboring a runaway or fugitive may result in immediate termination from the program.

### **Hours of Operation**

The Transitional Living Program facilities are open 24/7. Although there is not staff residing on the premises, there is an YSS staff member available at all times. Your Program Coordinator and Case Manager are available from 9AM-4PM Monday through Friday. For after hour assistance, you need to contact either the Check-In Monitor, or on call staff to a staff member.

### **House Meetings**

Your Check-In Monitor/Case Manager may conduct a regularly scheduled house meeting with all participants of the house/apartment to discuss any issues or conflicts that may have arisen. These meetings are mandatory and you are expected to attend unless you have prior authorization from your Case Manager. These meetings are intended to assist you in learning to resolve conflict among roommates and to improve the living environment in the site if needed. House meetings are typically held in conjunction with safety drills and are also mandatory.

### **Illegal Activity**

We encourage you to follow all laws and not engage in any illegal activity. Any illegal acts committed by you as an YSS participant or your guest on YSS property will be reported to the police. Staff may search you and/or your living space and vehicle if we have reason to believe you have engaged in illegal activities. If proof is found that

you have engaged in illegal activities, consequences will be determined on an individual basis, but may include contacting local police and/or termination from the program.

### **Keys**

You will be issued one house/apartment key upon entering the program, a lock and key for a locker, or a mailbox key if you reside in an apartment. If any key or lock is lost, stolen, or staff has reason to believe that the key has been reproduced; you will be assessed a \$60 fee for each key, this may be more if the landlord of the site charges more for the relock of the keys. You will be provided a copy of the bill from the landlord and are expected to pay YSS for those charges you occurred. If any key or lock is not returned prior to leaving the program, you will be assessed a \$60 fee for each key. This may come out of your damage deposit or your savings if there are other damages that exceed your damage deposit.

### **Laundry**

The houses and some apartments have laundry facilities located in your site. Some of the apartments also have laundry facilities on your floor or in your apartment building that are coin operated, and you are responsible to budget for this additional cost. While some of the facilities are free of charge, you are responsible for doing your own laundry and purchasing your own supplies. You will need to budget for this. Laundry is expected to be done at least weekly, including bedding. If the site is full, you may be assigned laundry days. You should not leave dirty or clean clothes in the laundry room overnight. Participants who leave laundry in the laundry area may be placed on cleaning restriction.

### **Level System**

The level system is designed to assist you in meeting program expectations and earning privileges. When you enter the program you will automatically be placed on the Orientation Level. You must complete all of the requirements, as approved by your Case Manager, before progressing to Level II and so on up to Level V. You must be able to complete the Orientation Level within 30 days or re-evaluation of your placement will occur. Levels II-V will require a consistency in meeting expectations for at least four consecutive weeks to move to the next level. Your Case Manager will review your progress on a weekly basis.

Supportive plans are used as a way to help you get back on track if you are having difficulty meeting expectations, if you have broken your participant agreement, or if you have violated any additional rules. The supportive plan must be successfully completed in two weeks or a staffing will be held to determine appropriate steps to be taken.

When preparing to leave the program, you will be placed on the Transition Level. This level will assist you in making the final preparations for your transition out of the program.

### **Lost/Stolen/Damaged Property**

YSS is not responsible for lost, stolen, or damaged property. It is recommended that you label your belongings and keep valuables in your locker or safe if applicable. If you believe something of yours has been taken by a roommate, inform your Check-In Monitor and Case Manager. If your property is found in your roommate's possession (and you can prove that it is yours), you have the right to press charges if you so choose.

### **Mail**

Upon entering the program, you will need to fill out a change of address form from the local Post Office. When you leave the program, you will have one week (seven days) to fill out a change of address form for your new address. Any mail received up to seven days after you leave the program will be held at the YSS office by the Case Manager for you to pick up or forwarded to your new address. Any mail received after seven days will be returned to the sender. Any unclaimed mail left at the office longer than seven days will be returned to sender.

### **Medical Care and Medications**

You will be required to obtain medical insurance once you enter the program and to keep it active while in the program. If you do not have insurance talk with your Case Manager to determine the best type of insurance you should get.

Staff will help you obtain a primary physician in the county you reside, if possible. You need to notify a staff member if you are in need of medical attention. Your Case Manager should be notified after you receive medical attention in the case of an emergency. \

If you have not had a physical, TB (Tuberculosis) test, or dental check-up that you can document in the last six months prior to entry, you will need to have one. You are also responsible to schedule these appointments within the first 30 days if you do not have documentation verifying you have completed them in the last six months.

You are responsible for administering and maintaining your own medication. You must inform staff of what medications you are on at intake, and of any medication changes you may have during your stay in the program. Staff will be available to assist you in obtaining a pharmacy and filling prescriptions. Medications need to be kept in your locked locker/safe and in a safe place that is not accessible to children. Any unauthorized medications or any medications left after discharge will be confiscated and destroyed according to policy.

### **Parents/Guardians**

If you are under 18 years of age, one of your parents/guardians must sign a consent form for you to participate in the program. Your Case Manager may have regular contact with the parent/guardian and update them on your progress in the program.

### **Participant Agreement**

All participants are required to sign a contract, known as the participant agreement, in order to participate in the program. The participant agreement contains many of the same guidelines that are described in this handbook. Please ask if you are unsure of any rules or regulations. If you violate your participant agreement, it will result in consequences determined by the Level System or by staff, depending on the violation. Repeated violations of the participant agreement may be cause for termination.

### **Participant Rights/Responsibilities**

1. Right to choose to be here.
2. Right to be treated with respect.
3. Right to provide input into treatment/service plan.
4. Right to no verbal, sexual, or physical abuse.
5. Right to privacy. However, your room/apartment, belongings, and vehicle can be searched if staff believes it is necessary.
6. Right to see parents/family.
7. Right to religious freedom.
8. Right to information about you. You can read from your case file in your Case Manager's office if he/she is present to discuss it with you.
9. Right to be heard and express criticism in a constructive manner.
10. Right to file a grievance.
11. Right to terminate from the program.
12. Right to legal counsel.
13. Right to receive critically needed care for a short period of time.
14. Right to quality services.

### **RESPONSIBILITIES**

All persons requesting services from YSS are expected to assist in the provision of these services by:

1. Providing information that is necessary to ensure proper assessment and treatment.
2. Participating in treatment/service planning and following agreed-upon plans.
3. Signing releases and other paperwork necessary for services.
4. Treating other clients/participants and staff members in a respectful manner.
5. Refraining from bringing alcohol, drugs, tobacco products, or weapons onto agency property.

### **Personal Hygiene**

You are responsible for your personal hygiene. You are expected to wear clean clothes, shower, brush your teeth, and wash your hair on a regular basis. Personal hygiene products are your responsibility; however, supplies may be

available from your Case Manager if needed. Also, participants are expected to keep their child(ren) bathed, diapers changed, and clothes clean. Dirty diapers must be taken care and cannot be laying around.

### **Personal Items**

Due to the limited amount of space at the facility, we are unable to provide storage. Only keep belongings that fit in your designated room (or space if in an apartment). Staff may require you to find alternative storage for excessive personal items. You are discouraged from bringing valuables into the property. If you choose to bring items in (camera, CDs, DVDs/videos, clock radio, etc.) you should mark each item with your initials and turn a written description into the Case Manager. It is your responsibility to make sure your items are secure (either in your locker or bedroom) before leaving the site for the day. YSS is not responsible for lost, stolen or damaged items.

### **Pets**

No pets are allowed on YSS property. Fish are acceptable with prior approval from your Case Manager and the landlord, if applicable. Fish tanks will only be tolerated if they are cleaned regularly.

### **Phone/Internet/Cable**

We ask that you respect your roommates (if applicable) and keep the TV at a reasonable volume and turn off the TV when it is not in use. Basic TV channels and local phone service will be provided to you. You are responsible for purchasing long distance phone cards if you do not have a cell phone to make long-distance calls. You are not allowed to hook up long distance or any other additional services. If you misuse the phone and cause unauthorized charges (ex: setting up a long-distance account), you may be discharged from the program and face legal charges. Remember to be courteous with your phone usage as you share this phone with others. You are not allowed to hook up cable or internet services. If you have a cell phone you will have to pay for it and put that cost in your monthly budget.

### **Physical Restraint**

TLP staff will call 911 in the event of incidents involving aggressive or harmful behavior directed toward self and/or others. Under no circumstances will chemical or physical restraints be administered by staff to you or any participant. If you are worried about another client physically assaulting you please contact the police and staff so that your safety can be ensured.

### **Police Contact**

You are required to notify your Case Manager **IMMEDIATELY** if you have any contact with the police, whether charges result or not. This includes traffic tickets, noise violations, possession or intoxication, assaults, shoplifting, etc.

### **Probationary Contract**

If you have continuous problems obeying the rules of the program, your Case Manager may put you on probationary contract. This states that this is your last chance to follow the rules and that any rule violation from that point on could be reason for immediate dismissal from the program.

### **Repair/Maintenance Emergencies**

In the event of any emergency maintenance situation, such as a burst pipe, etc., contact your Case Manager during business hours or the Check-In Monitor after business hours immediately. If neither is available, locate the binder near the house phone marked "Emergency Phone Numbers and Other Resources" and follow the directions under the page marked maintenance procedures.

### **Renter's Insurance**

YSS is not responsible for lost, stolen, or damaged property. It is your responsibility to insure your own things. If you have valuable property you are encouraged to get your own renter's insurance, or keep it in your own secure location. You are required to pay for and maintain your own insurance. These costs will not replace your other financial responsibilities (participant fee, savings, etc.).

### **Rule Exceptions**

If, for some reason, you need an exception from any rule listed in this handbook, you must get approval from your Case Manager in order to not face consequences. Rule exceptions are rare, but may be made in extenuating circumstances.

### **Self Injury/Mutilating Behaviors**

This includes self-piercing, carving, cutting, scratching, burning skin, or any other self-inflicted injury. If you take prescription medication that has not been prescribed to you by a doctor or abuse prescription or over the counter medicines, you are also considered to be engaging in self injury/mutilating behaviors. If you engage in these behaviors, it is our hope that through meeting with your case manager and/or counselors, you will learn healthier coping skills. We realize that self injury/self mutilating behaviors are not necessarily a suicide attempt. However, we need to make sure we provide a safe living environment. If you do engage in self injury/mutilating behaviors, we hope you will be open and honest with us so we can ensure your safety. Keeping you safe and any self injury from getting infected is our main priority. Depending on the circumstances, your case manager may refer you to a counselor or to the hospital for an evaluation. If you already have a counselor, we will encourage you to be open and honest with him/her. We will also communicate with counselors of our participants. If you observe another participant doing any self injury/mutilating behavior, you are to notify a staff member immediately. This will be kept confidential and will not affect your participation in the program.

### **Suicide**

If you ever feel that you want to hurt or kill yourself or hear that another participant wants to hurt or kill him/herself, talk to a staff person about it immediately. If you are unable to contact the Check-In Monitor, then call YRH at 233-4930 or 712 at 233-5048 to talk to someone about the situation. There is also a suicide hotline that you could call 1-800-273-8255. There is always a live person answering this hotline.

### **Supervision and in Home unannounced visits**

The apartments and homes within Story and Boone County TLP program are licensed by DHS as scattered site Supervised Apartment Living. There are **no** live in staff in these locations. This requires you to be highly responsible and self-disciplined. Unannounced visits will be conducted at least weekly (often much more) at random times to ensure rules of the program are being followed.

### **Termination**

Any of the following violations may be cause for early termination from the program:

- Violation of the tobacco, drug and alcohol policy.
- Allowing known drug, sex, and/or violent offender on YSS property.
- Any willful or malicious destruction of property by client or anyone under the direction of client (i.e. visitors).
- Physical harm/assault to staff and/or another participant.
- Sheltering a known runaway/fugitive.
- Letting non-participants stay overnight.
- Consistent failure to comply with any of the written handbook rules, the participant agreement, or any rules that are applied by staff.
- Lack of cooperation with staff, including habitual missing of appointments, or threatening staff.

If you are asked to leave the program, your Case Manager may assist you in exploring alternative housing options.

### **Nicotine, Alcohol, and Drug Policy**

#### **NICOTINE USE, ALCOHOL USE, AND/OR DRUG USAGE IS NOT ALLOWED ON YSS PROPERTY!**

This includes the patio, steps, driveways, balconies, or other additions to YSS property. If you are under 18 and seen using Nicotine by staff, the police may be contacted and a citation may be issued to you. We ask that if you are of legal age, do not give Nicotine products to a minor or the police may be contacted and you may be issued a citation for contributing to a minor. We also ask that you are considerate of the neighbors and not discard your tobacco products on YSS property, the streets, sidewalks, or the neighbors' yards. It is mandatory for all participants to agree to a smoking/nicotine cessation class conducted by the American Lung Association, Youth & Shelter Services, Inc., or other qualified professionals in the various communities and then follows up once they enter the program to ensure compliance. Current participants who use nicotine would also be required to complete the class or risk losing their spot in the program. YSS will connect you with QuitLine Iowa for further assistance in quitting nicotine products. If you are caught smoking/using Nicotine on YSS property there will be consequences that could

include supportive plans, or being discharged from the program. If any nicotine products are found on property they will be confiscated regardless of age. If you are under 18 the police will be notified.

**You are not allowed to bring any drugs, alcohol, or nicotine onto YSS property.** If staff discovers any illegal drugs or alcohol, the police will be contacted to confiscate the drugs. Staff will confiscate any nicotine on YSS property as stated above. Staff and police may search the rest of the property to ensure no further drugs or alcohol is present. If staff or police have reason to believe the drugs belong to you, you will be formally charged with possession. Any drug paraphernalia, including shot glasses, will be confiscated by staff as well. You cannot have any alcohol on property regardless of your age. Any possession of these products will result in a referral to a substance abuse assessment, or could be reason for immediate discharge from the program.

You cannot use drugs or alcohol (even if you are of legal age to drink) while living in the program. Using alcohol or illegal substances (on or off property) is a violation of the participant agreement that you have signed and is subject to termination. You may be asked to provide a urinalysis (UA) test during the assessment process. If the result of that UA test shows that you are using substances, you may not be admitted into the program and may be referred to a treatment program to further assist you. If you are using substances and are admitted into the program, you will be required to complete a substance abuse evaluation. In addition, future UAs must show that the levels of the drug in your body are dropping.

All participants will be required to submit random UAs. If you fail or choose not to submit a UA within one hour of the request, it will be considered positive. If you drop a positive UA, you may be terminated from the program or you will be required to complete a substance abuse evaluation and follow through with those recommendations. If you choose not to, that may be cause for immediate termination from the program. If you drop 3 positive UA's, that is cause for immediate termination from the program. A report will also be made to DHS if you are parenting. If you are a recovering addict, substance abuse aftercare will be set up and regular attendance will be required as part of the program.

### **Transition Plan**

About 30 days in the program, your Case Manager will assist you in developing a transition plan listing goals and objectives to help you stay focused on your needs. Transition plans consist of information that both you and the Case Manager feel are relevant and your input is strongly encouraged. Weekly meetings with the Case Manager will consist of discussing progress toward your transition plan goals. It is expected that you take steps outside of weekly meetings toward achieving the goals listed in your transition plan. You will work with your Case Manager every three months to update your transition plan as needed.

### **Transportation**

You are responsible for your own transportation to work, school, appointments, and running errands. Your Case Manager and Check-In Monitor may be able to assist you with transportation on an OCCASIONAL basis or help you acquire transportation. **If you need a ride somewhere, you need to let the Case Manager/Check-In Monitor know 48 hours in advance so that he/she can help make appropriate arrangements.** Any children riding in a car MUST be in a car seat. Staff will not transport children if they do not have the proper child seat. If you do not have access to a car seat, you need to let your Case Manager know. Staff can help you set up medical appointments through a variety of resources but most of these need to be done in advance so it is important to let your case manager know about the appointment as soon as it is made.

### **Universal Precautions**

Universal Precautions is an approach to infection control in which all human blood and certain body fluids are treated as if known to be infectious for Human Immunodeficiency Virus (HIV), Hepatitis B virus (HBV), and other blood borne pathogens. If your roommate or guest injures him/herself, make sure you use universal precautions. All blood and bodily fluids can be infectious, so make sure you take protective measures. Latex gloves, bleach, etc., should be used. There is a first aid kit and gloves available for you to use if/when needed. Please contact the Case Manager/Check-In Monitor for further questions.

### **Wall Hangings**

Wall hangings are allowed if they are appropriate and in good taste. No hangings are allowed that are offensive, display graphic nudity, illegal paraphernalia of any kind, or profanity. No pornography of any kind is allowed. **You**

**must get approval by the Case Manager/Program Coordinator prior to putting nails/holes in the walls and do not put holes in the woodwork.**

**Weapons**

No weapons are allowed in or around YSS property by participants or guests. All kitchen knives must be kept in your silverware drawer in the kitchen. Pocket knives or switchblades are considered to be weapons. Any weapons found will be confiscated and turned over to the police if they are considered illegal. If you use any object in a threatening manner toward yourself, a staff member, or another person, you will be reported to the police and may be terminated from the program. If any weapons are found on YSS property you will have to either dispose of them, remove them from property or leave the program, as weapons cannot be on property for any reason.

**Policies and Procedures for Lighthouse and Transitional Living Programs  
Marshall County**

Youth and Shelter Services of Marshall County  
7-9-2015

Staff Office: 11 East State Street  
Marshalltown, Iowa 50158  
(641) 752-2300  
Fax: (641) 752-4768  
Office Hours: 8:00 am to 4:30 pm

**Program Description**

The Lighthouse Apartments are for homeless women ages 17 to 25 who are pregnant and/or parenting. Participants can stay in the program for up to two years.

During their stay, occupants participate in individual and group sessions with the Case Manager to learn life skills and/or parenting skills, and work toward self-sufficiency. The program provides innovative approaches to assist homeless women and their children in their transition to supportive housing and independent living. This program is designed to allow a young adult to learn the necessary skills required to live on her own. Staff will supervise the program participants and provide skills training and counseling as determined by the needs assessed. The goal is to establish the young adult in her own apartment where she will assume all of the responsibilities associated with independent living.

**Abuse Reporting**

Direct Services Staff of Youth and Shelter Services, Inc. are mandatory reporters of child abuse and are required by law to report cases to the Iowa Department of Human Services (DHS) if they have reasonable cause or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect. DHS will determine appropriate action and may conduct an investigation. It then becomes the role of DHS to determine if the report of abuse or neglect is accepted and to work with the family to ensure the child's safety and their needs are met. Our concern is always the protection of the child.

**Appointments**

Participants are responsible for setting up and attending all necessary appointments as required by the program. The Case Manager should be notified if they need assistance with this. It is also participants' responsibility to let their Case Manager know when they have appointments at other businesses so that follow-up may be done. Participants are required to meet with their Case Manager at least once a week, or as stated in their treatment plan.

**Attendance Policy**

School/Job: Participants are responsible for maintaining proper attendance at school and/or at work. If participants are counted absent from school or are going to miss work, they need to notify their Case Manager to explain why. If a participant has been ill for longer than two days, she will be required to see a physician. The Case Manager checks attendance at school regularly and follows up on any

absences. Continuous absences from school or work can result in participants being asked to leave the program.

Participants are expected to make their space in the Lighthouse Apartments their home. Continual absences from the program or staying with friends on a continuous basis will not be tolerated. The apartments need to be utilized to the maximum benefit, not on an as-needed basis. If this is a continuous problem with a participant, she will be asked to find other housing options and will be given a date to move out. There are often waiting lists of youth wanting to be in our program and apartments used on a part-time basis are considered wasted space.

### **Birth Control and Pregnancy**

While we do not condone sexual activity, we do recognize that it is a personal choice. We respect participants and will help them explore their values when discussing sexuality. There are many types of birth control offered and each will be openly discussed to help participants make the best choice for their needs. We encourage responsible actions from participants that are making choices regarding sexuality; however, we do not allow sexual activity in the apartments.

If participants are pregnant, we as staff are here to support them and to help them explore their options. We can direct participants to organizations that may be of help to them or help connect them with a physician. Participants should not hesitate to use staff as a resource for whatever help and support they need.

### **Budgeting/Money Management**

You will be required to develop a detailed budget with your Case Manager every month. You will be required to turn in your pay stubs, save your receipts, or document your spending to review with your Case Manager while developing your budget. You are required to pay 15% of your monthly income toward Rent/Utilities (to YSS). Your monthly income includes any FIP, government assistance, child support, etc. that you receive in addition to earned income. You are also required to place at least 15% of your monthly income into a savings account on a monthly basis that is in Youth & Shelter Services, Inc. name. When you turn in your rent/utilities or savings to your Case Manager/Program Coordinator, you will be given a receipt by YSS staff verifying the amount turned in. You will also be given a copy of your monthly payment log at the end of each month to keep track of the amount of money in your savings account. The rent and savings is due to the Case Manager by the 5<sup>th</sup> of every month, unless prior arrangements are made.

You will be required to work toward paying off any fines or past debts while in the program. Your Case Manager will assist you in prioritizing your expenses to assist in teaching you money management. Rent/Utilities, savings, paying off fines, and other required expenses will take priority over cell phones, gifts, tobacco products, eating out, vehicle expenses, etc.

You are welcome to open your own checking/savings account with any additional money you may have or you can choose to save additional money in the YSS account. **Withdrawals cannot be made from the YSS account without approval from the Case Manager and participants will only be allowed to withdraw money they saved beyond the 15% of their monthly income.** At discharge, the remaining balance in the participant's savings account will be returned to them as long as they do not cause more damage to the apartment than the deposit will cover.

## Candles

There is NO candle burning allowed on YSS property or in YSS apartments. Candles may be displayed for decoration, but not burnt for any reason. Any candle seen with a burnt wick will be taken by YSS staff and kept or discarded. Candle potpourri pots and incense CANNOT be burnt either. In addition, electric potpourri pots, plug-ins, air fresheners, and gel jars CANNOT be used in the apartments. **UNDER NO CIRCUMSTANCES ARE OPEN FLAMES ALLOWED IN THE LIGHTHOUSE APARTMENTS.**

## Car Seats

For legal as well as safety reasons, all children must be secure in a car seat while traveling in a vehicle. If participants are not clear about the law in this area, the Case Manager will inform them of the law and help them to get car seats if needed.

## Case Manager

The Case Manager helps participants access community resources, monitors their progress, and helps them reach their goals. She teaches participants independent living skills to assist in problem solving and everyday living. **It is each participant's responsibility to meet at least twice a week with her Case Manager.** Often times the Case Manager will have daily contact with participants in person or over the phone. It is the participant's responsibility to notify the Case Manager when they have changes in their work or school schedules, or any other appointments, illnesses, etc. that prevent them from fulfilling any obligations they may have. The Case Manager will assist a new participant in developing a treatment plan. This treatment plan will list goals and objectives to help the participant and the Case Manager stay focused on their goals and needs. Treatment plans consist of information that both the participant and the Case Manager feel are relevant and participant input is strongly encouraged. Participants work with their Case Manager every three months to update their treatment plans.

## Child Care Policy

Participants are responsible for finding their own childcare for appointments, work, school, and any other obligations they have outside of the YSS program. All participants are fully responsible for providing for their child(ren). Participants must find appropriate, safe childcare when they are unable to take their child with them to an appointment. The Case Manager will provide support and guidance in helping participants find services that would benefit both the child and parent. The Case Manager can also help participants apply for Child Care Assistance with the Department of Human Services. Any YSS functions that participants are required to attend will have childcare provided so that participants are able to be present.

## Cleanliness and Damage

Living quarters are to be kept clean and organized. Routine cleaning checks will be conducted. **The Case Manager can enter any apartment at any time to check for cleanliness or damage.** Participants are financially responsible for any damage done to their apartment. Severe damages may result in charges with the police. If the damage done costs more than the deposit paid, money will be taken from the participant's YSS savings account to cover the cost of the damage. YSS is not responsible for lost, stolen, or damaged personal items. We encourage all participants to purchase renter's insurance. Your case manager can explain the benefits of this insurance and help you through this process upon request.

In the apartments, all garbage must be taken out to the dumpster in the parking lot. The apartment and balcony should be free of excessive garbage at all times.

### **Community Resources**

Staff will refer participants to a wide variety of community resources depending on their needs and specific situations. Staff encourages all participants to apply to Department of Human Services for food stamps, Title XIX and FIP if eligible. The Case Manager will assist participants with this process if needed.

These programs will not duplicate existing services which participants are already receiving, but will contract with local and regional agencies and organizations to provide maximum support to program participants.

### **Confidentiality**

Confidentiality will be protected for all participants unless: a release of information is signed by the participant; the courts order information to be shared; YSS staff has knowledge of or are concerned the participant is in danger of harming herself or another; or YSS has knowledge of or suspects child abuse. In the event that there is police involvement, emergency medical care for the participant, or program audits, YSS requires TLP participants to sign a release of information for these people. For minors, parental permission will also be obtained. Signed releases of information will be kept on file authorizing the sharing of information. Likewise, any information gained through group meetings or while living with other participants concerning other participants in the program cannot be shared with anyone else. If this is a problem, it will be addressed by the Case Manager immediately. All information shared with YSS staff will be kept confidential and will not be shared with anyone either in the program or outside the program unless permission is given. YSS staff is a clinical staff and reserves the right to consult with other YSS staff regarding participants. We ask participants to respect the other participants' rights to confidentiality with people outside of the program. This means that participants shall not tell friends, family members, or other community members who is in the program or any identifying information regarding other participants.

### **Contract**

All participants are required to sign a contract in order to participate in the Lighthouse Program. The contract contains many of the same guidelines that are described in this handbook.

In addition, all participants are prohibited from entering into contracts such as rental agreements, cell phone or internet contracts without case manager approval.

### **Criteria for Eligibility**

To qualify for the Lighthouse Apartments, participants must be between the ages of 17 to 25 years old. They must also be considered homeless by our definition. A potential participant's family or worker will be asked to sign a letter stating that she is homeless. This means that the participant does not have a safe, adequate, or regular place to live and cannot utilize other resources for permanent residency, such as family or other community programs. Participants must have the desire to want to learn to live independently and have goals they would like to achieve for their future.

A person's criminal history will be taken into consideration on a case by case situation when determining eligibility. Most felonies, major violence, and sexual offenses will not be accepted.

### Curfew

All participants have a curfew of 10:30 p.m. on Sunday through Thursday and 11:30 p.m. on Friday and Saturday. Exceptions for jobs will be made with prior approval from staff at least one day in advance. Other exceptions will be made on a case by case basis. No visitors are allowed after curfew until after 8:00 a.m. the next morning. Participants **must be inside** the apartment before curfew time or they will be considered late. They are to remain in their own apartment after curfew until 8:00 a.m. the next morning unless they need to leave for work or school before this time. Violation of curfew or having guests over past curfew time will result in violations. **Continuous violation of curfew rules/visitors will result in termination from the program.** The Check-In Monitor will check apartments regularly and has the right to search any room if suspicions warrant the need for this. The Monitor may check more than one time during the night and may do regular checks in the morning.

Emergencies and exceptions for curfew will arise from time to time. The Case Manager will decide on an individual case basis whether or not the situation is a curfew violation. If a participant is going to be late for curfew and/or needs to stay elsewhere due to an emergency, she must contact the Case Manager DIRECTLY a half-hour prior to the curfew time. Non-emergency curfew extensions must be obtained from the Case Manager 24 hours in advance. The Check-In Monitor will not grant requests for an extension/overnight as he/she does not have the ability to authorize it. Consequences for curfew violations can be restricted curfew (required to be in earlier), probationary contract, or discharge from the program. Participants need to be aware of where they stand and what time they need to be in at night. THIS IS NOT THE RESPONSIBILITY OF THE MONITOR OR CASE MANAGER. Once a participant has been informed of the violation, it is up to them to keep track of their curfew time.

### Damage Deposit

When participants enter the Lighthouse Apartments, they need to turn in a \$150.00 damage deposit within the first 30 days. If a participant is unable to pay the deposit within the 30 days, she will be expected to complete 5 hours of chore work in order to receive an extension. Participants will receive their deposit back providing they have cleaned their rooms, not taken any YSS property, do not have outstanding bills, and have not caused any damage. If a participant causes damage that costs more than \$150.00, they will be expected to pay for it from their YSS savings. If they do not give two weeks notice before moving out, do not complete discharge paperwork with their Case Manager, or if they are terminated for not following their contracts, they will not get their deposits back.

### Discharge/Leaving the Program

If at anytime a participant chooses to leave the program, the participant and their Case Manager will go through a discharge exit interview and discuss follow-up assistance. Participants must leave any YSS belongings that may have been loaned to them during their time as a participant. Participants will go through a discharge checklist so that they can receive their deposit back if their room/apartment is clean and there is no damage. Any other damage or cleaning charges will be taken from the deposit. **Please give the Case Manager at least two weeks notice of departure; if participants do not give two weeks notice, they will not receive their deposit back.** It is expected that the participant's apartment will be

clean upon departure. YSS will not hold any belongings after one week of any discharge date. After one week those belongings become the property of YSS and can be freely discarded or given to other participants. After completing discharge paperwork and assessing any damages, the participant will receive a check for the remaining in their savings account and their account with YSS will be closed.

Remember....Our door is always open if you need us in the future.

### **Education and Employment**

Each participant is required to obtain and maintain full-time employment or enroll in full time schooling within the first two weeks of the program. If a participant is attending school full-time, part time work is encouraged so that they can pay rent and provide their necessities. Obtaining a high school diploma or GED is required while in the program if a participant does not have a high school education at intake. Any changes in work or school schedule must be approved by the Case Manager. If a participant becomes unemployed, they are expected to look for a new job on a daily basis. If they do not acquire a job within two weeks, they will be put on a contract, which will give them a specific time frame to find a job. If they do not find a job by this time and have not been actively looking, they will be asked to leave the program.

### **Emergency Evacuation**

Each bedroom in the apartments has a fire and tornado evacuation route posted. The Case Manager will discuss where to go in case of an evacuation when entering the program. Participants in the apartments are encouraged to do fire and tornado drills with their children frequently.

### **Emergency Numbers**

A list of all emergency numbers and other community resources are posted in the front of the participant handbook. In the event of an emergency, participants should dial 911 to contact police, fire, or medical services. After doing so, participants are to immediately call the on-call worker for YSS (641) 752-2300 and report the emergency to the staff member so we are aware and can help out where appropriate. Please ask the Case Manager if more copies of the emergency contact sheet are needed.

### **Family/Friends Misuse of the Lighthouse Apartments**

As noted in the visitation policy, there are to be no guests in the apartments in the first 30 days, unless approved by the Case Manager. After the first 30 days when family and friends are allowed to visit without special approval, it is strictly forbidden to permit these visitors to shower, move in belongings, or do laundry in the apartments. The apartments and utilities are for participants **ONLY**. Visitors **CANNOT** be left in the apartments without the participant being present. Any unauthorized visitor will be asked to leave immediately. Participants will need to complete a list of supportive people that may visit them at the apartment, and this list is to be given to the Case Manager at intake. Your guest must also sign a visitor confidentiality agreement before being allowed to visit YSS property. Any visitors that are not being supportive of the participant or their goals will not be allowed on YSS property. Participants are discouraged from feeding visitors meals so that it does not cause a future problem with running out of food. Also, those participants on Food Stamps are NOT permitted to share food in this manner; it is for their own personal use only. Any unauthorized visitor taking advantage of

the program for any reason may result in the YSS authorized participant to leave the program. Continual abuse of the visitor policy will result in the participant being terminated from the program.

### **Follow-up Services**

When a participant leaves the program, whether they have been terminated or they leave voluntarily, we offer them follow-up services. This means that the Case Manager can continue to meet with them once they have left the program, as often as once a week or as little as once a month. These visits can be phone calls or scheduled home visits. The participant and the Case Manager will fill out the follow-up agreement of what services they would like to continue after discharge.

Those participants that qualify can look into getting signed up for Aftercare services through DHS. Ask the Case Manager what the qualifications are to sign up.

### **Furnishings**

All property owned by YSS that is loaned to a participant must be returned in the same condition it was lent after the participant is discharged. Any item that is damaged or destroyed will be replaced at the participant's expense. A list of all items that are loaned will be made upon intake. All furnishings that have been donated to the Lighthouse program for use while participants live there will be considered loaned furnishings to participants and the same rules apply.

### **Grievance Policy**

If a participant has a problem with either a staff member or another participant, they should attempt to work it out directly with that person first. If a solution cannot be found, they can request that the Case Manager mediate between them or they may contact the Case Manager's immediate supervisor to mediate. **ABSOLUTELY NO physical violence; threats; verbal confrontations; name-calling; or racial, sexual orientation, or derogatory remarks towards participants or staff will be tolerated and are grounds for immediate termination.**

### **Group Expectations**

All participants are required to attend and participate in MONTHLY group meetings or service learning activities. Participants are notified in advance to allow enough time to modify work schedules or other appointments. **These meetings are mandatory unless prior notice is given to the Case Manager about why they are unable to attend the group.** The purpose of these meetings is to teach independent living skills. These groups typically last one to two hours. Childcare will be provided during these groups to prevent distractions from this learning time.

### **Harboring Runaways**

At no time are participants allowed to house a runaway or someone who is wanted by the police. Any contact with a runaway or fugitive must be reported to staff, who will in turn take appropriate action. Harboring a runaway will result in immediate termination from the program.

### **Illegal Activities**

Any illegal acts committed by a YSS participant will be reported to the police. Staff may search participants and/or their rooms if we have reason to believe they have engaged in illegal activities. If at any time participants have contact with law enforcement, they are to report this to the Case Manager immediately. This includes traffic tickets, noise violations, possession or intoxication, assaults, shoplifting, etc.

### **Illegal Substances**

Participants are not allowed to bring any drugs or alcohol into the Lighthouse apartments. If staff discovers any illegal drugs or alcohol, the police will be contacted to confiscate the drug. Staff and police may search the apartments to ensure no further drugs or alcohol are there. If a staff or police have reason to believe the drugs belong to a particular participant, that participant will be formally charged with possession.

### **Keys**

All participants living in apartments are given a key to the front door and to their mailbox. Participants are responsible for these keys and are not to have them duplicated. If they lose a key it will cost them \$60.00 to replace it. **These keys must be returned when you leave the program or your deposit will be kept to change the locks.** We require participants to lock their apartment doors when they are not home. If a case manager discovers a door unlocked with no participant in the apartment, the case manager will lock the door before leaving. It is strongly encouraged for participants to lock their apartment doors even when they are home- this is simply to promote good safety.

### **Laundry**

The apartments have laundry facilities on-site. They are used by everyone in the apartment building, so participants are to be courteous and not monopolize the washer and dryer or leave clothes in them for a long period of time. YSS is not responsible if participants get their laundry stolen from the washers and dryers.

### **Check-In Monitor**

The Check-In Monitor checks to see that participants are in for curfew and their apartments are presentable. He/She may check multiple times during the night or in the morning. If visitors are in apartments after curfew, he/she will ask them to leave and will report this or any other rule violations to the Case Manager. The Check-In Monitor does not have the ability to change the rules or make exceptions for the rules. If participants have problems or questions with the rules, they must direct them to their Case Manager. The Monitor will maintain confidentiality regarding any information participants share with her.

### **Mail**

Upon entering the program, new participants will need to fill out a change of address form at the Post Office. When participants leave the program, they will have two weeks (14 days) to fill out a change of address form for their new address. Any mail received up to 14 days after they leave the program will be held at the YSS office by the Case Manager for them to pick up. Any mail received after 14 days will be

returned to the sender. Any unclaimed mail left at the office longer than 60 days will be destroyed by the Case Manager.

### **Medical Care and Medications**

Case Managers help all participants obtain a primary physician as needed. Participants should notify staff in the event that they should require medical attention. Participants in the Lighthouse Apartments will undergo a health assessment by the visiting nurse within the first 30 days of participation of the program. They will also be required to do TB test if they have no documentation of a TB test within the past three years. The nurse will be available for other health-related questions and for referrals to physicians. All children will be required to receive the same medical attention as their parent as well as keep up to date on immunizations and other medical conditions. All medications, prescriptions or over the counter, must be stored in a childproof container and kept out of the reach of children such as in a bathroom medicine cabinet or on a high shelf in a closet.

### **Mental Health**

The Case Manager may require participants to take a mental health evaluation. The Case Manager can request at any time that a participant resume mental health counseling during their stay in the program.

### **Noise**

While living in the Lighthouse Apartments, all participants are to be respectful toward other participants, the landlord, and neighbors. There will be quiet time after curfew every evening. This means TV and radios will be turned down, voices will be lowered, children quieted (if not already asleep), phone conversations will be kept quiet and to a minimum, and no one will be permitted to leave or enter the apartments after this time. If the landlord approaches a participant with noise concerns on a constant basis, this is grounds for possible termination.

### **On Call Procedures**

**A YSS employee is on call 24 hours a day. If a participant has an emergency, they need to call the office number: 752-2300. Please note that the Case Manager is not on call every week, so participants may need to speak with a different YSS staff member who will then decide if the Case Manager needs to be called. Participants should think before using this emergency number. If the situation can be handled the next day by the Case Manager, simply leave a message with the answering service to be addressed at a later time. The office is open from 8:00am to 4:30pm, Monday through Friday. Please use office hours as often as needed. Participants are NOT to contact the on-call worker for curfew extensions; they will not be given. Examples of reasons to use the on-call procedure would be if you or your child are going to the emergency room, or need help getting a ride to the emergency room. You might call if you feel you need to call the police for assistance or have already called the police. You might also call if you are locked out or a pipe has burst. Because the on-call worker is often not your assigned case manager, you should again not call to ask for a curfew extension or to report you will be late. You should not call to get permission to stay overnight somewhere and you should not call to get transportation for something other than an emergency.**

### **Open-Door Policy**

Upon discharge from the Lighthouse Apartments, even if a participant is terminated, the Case Manager may talk to them about returning in the future. If they are responsible and follow all the rules by leaving, they may have a chance to return at a later date, provided they make the changes necessary to be successful. YSS is always committed to helping youth in crisis. Being destructive and causing problems upon discharge will greatly jeopardize any chances of the Case Manager accepting participants back in the future. The time frame at which a participant can re-enroll into a program is reviewed on a case by case situation.

### **Parents/Guardians**

If a participant is under 18 years of age, one of her parents/guardians must sign a consent form allowing her to participate in the program. The Case Manager may have regular contact with the parent/guardian and update them on the participant's progress in the program.

### **Participant Rights**

- You have the right to be who you are
- You have the right to lifelong family connections
- You have the right to be fully informed about what is happening to you
- You have the right to be told why you are in the child welfare system
- You have the right to know when your court hearings are and to attend hearings regarding your case
- You have the right to a qualified advocate
- You have the right to adequate health care including mental health care
- You have the right to a good, stable education
- You have the right to receive skills, knowledge and resources needed to be an independent adult
- You have the right to permanency
- You have the right to seek assistance if these rights are not being met

### **Participant Responsibilities:**

- I am responsible for my choices, decisions, actions and decisions  
I understand that I make the biggest difference in my life.
- I know I will make mistakes about I hope to learn from them and make positive choices for my life to create a bright future.
- I will treat myself and others with respect; I will follow the golden rule and treat others as I wish to be treated.
- I promise to take every effort to take necessary actions not to cause harm to myself or others.
- I will do my best to communicate openly with people when I have a problem and try to ask for help when I need it....but please remember I have trouble asking for help.
- I will try to work to the best of my ability in school and achieve the educational goals that I need to be a productive and successful person.

- I have the responsibility to ask for help in learning life skills. I need to become an independent young adult.
- I will make an effort to become involved and cooperate with suggested mental health treatments.
- Respectfully, I ask that you do not judge me by my past. Instead get to know me for the person I am today.
- Family connections may be very important to me. I know I am responsible for setting and keeping safe boundaries with my family members.
- I am also responsible for making amends for any of my former actions that may have caused someone harm.
- I will try to be courageous and speak up when I feel my rights have been violated.

### **Pets**

No pets are allowed in the apartments at any time. Fish are acceptable if they are cleaned regularly.

### **Personal Hygiene**

Participants are responsible for personal hygiene. They are expected to wear clean clothes daily and should shower and wash their hair at least every other day. Personal hygiene products are each participant's responsibility; however, if supplies are needed, please check with the Case Manager. Also, participants are expected to keep their child(ren) bathed, diaper changed, and clothes clean.

### **Personal Items**

Upon leaving the program, voluntarily or otherwise, participants are asked to take all of their belongings with them. If they are unable to take them at the time they leave, they will be given 7 days to make arrangements with the Case Manager to retrieve their items. Any items left in the Lighthouse Apartments after 7 days will become the property of YSS and will be disposed of as seen fit.

### **Phone**

The Lighthouse apartments have local phone service provided.

### **Police Contact**

Participants are required to notify their Case Manager **IMMEDIATELY** if they have any contact with the police, whether charges result or not.

### **Probationary Contract**

If a participant has continuous problems obeying the rules of the program, the Case Manager will put them on probationary contract. This states that this is the participant's last chance to follow the rules and that any rule violation from that point on will be reason for dismissal from the program. Probationary contracts generally last for the duration of the participant's stay in the program. If a participant breaks the contract, she will have one week to move out of the apartment and find another living situation.

### **Visiting Nurse**

The Lighthouse program has a Visiting Nurse who provides a health assessment for all participants as they enter the program. The nurse is available to answer participants' medical or mental health questions and help refer them to professionals who can help them further.

### **Rule Exceptions**

If, for some reason, a participant needs an exception from any rule listed in this handbook, they must get approval from the Case Manager in order to not face consequences. Rule exceptions are rare, but may be made in extreme circumstances.

### **Self-Destructive/ Self-Mutilating Behaviors**

Any behavior that causes injury to the body will not be tolerated. This includes self-piercing, carving, cutting, scratching, burning skin, or any other self-inflicted injury. Participants who take prescription medication that has not been prescribed to them by a doctor or abuse prescription or over the counter medicines are also considered to be engaging in self-destructive behaviors. Case Managers will refer any participant whom is being self-destructive to a counselor for an evaluation. If a participant observes another participant doing anything self-destructive, they are to notify a staff member. This will be kept confidential and will not affect the reporter's participation in the program. If a participant refuses an evaluation, she will be referred immediately to a program more suitable to the participant's needs.

If a participant ever feels that she wants to hurt or kill herself or someone else, she needs to talk to a staff member immediately. If a participant hears of another participant who wants to harm themselves or someone else, they need to also notify staff or the police immediately.

### **Nicotine, Alcohol, and Drug Policy**

Participants cannot use any illegal drugs or alcohol while they are participants in the Lighthouse program. If staff discovers any illegal drugs or alcohol, the police will be contacted to confiscate the drugs. You cannot use drugs or alcohol (even if you are of legal age to drink) while living in the program. Using alcohol or illegal substances (on or off property) is a violation of the participant agreement that you have signed and is subject to termination. Participants will be asked to provide a urinalysis test (UA) upon intake. This test is considered a baseline. If the results of an intake UA test show that a participant is using substances, she may not be allowed into the Lighthouse Apartments. Instead, she could be referred to a treatment program to assist her with her drug use. All participants will be required to submit random UAs. Failure to submit a UA will result in immediate termination from the program. Using illegal substances is a violation of the program contract that each participant signed to be in the program. If the results of the random UA show drug usage, participants will be referred to treatment and/or terminated from the program. A report will also be made to DHS if the participant is parenting. If a participant is a recovering addict, substance abuse aftercare will be set up and regular attendance will be required as part of the program. Participants or people being assessed to enter the program may be asked to have a substance abuse evaluation. They would then be expected to follow the recommendations of the person who completed the assessment.

Nicotine use and/or smoking are allowed only in the designated areas outside the Lighthouse Apartments. There is **ABSOLUTELY NO NICOTINE USE** in the apartments. This includes the patio, steps, driveways, balconies, or other additions to YSS property. We are striving to keep our facilities clean and respectable. If participants are 18 or older and smoke, they need to be courteous of the surrounding neighbors. Participants are not to throw their cigarette butts or other products in the yard, the streets, the neighbors' yards, or the parking lot. If a participant is underage and is caught smoking, the police will be contacted and the participant will be issued a citation for smoking. If a participant is of legal age and gives a cigarette to a minor, the police will be contacted and they will be issued a citation for contributing to a minor. It is mandatory for all participants to agree to a smoking/nicotine cessation class conducted by the American Lung Association, Youth & Shelter Services, Inc., or other qualified professionals in the various communities and then follows up once they enter the program to ensure compliance. Current participants who use nicotine would also be required to complete the class or risk losing their spot in the program. YSS will connect you with QuitLine Iowa for further assistance in quitting nicotine products. If you are caught smoking/using Nicotine on YSS property there will be consequences that could include supportive plans, or being discharged from the program. If any nicotine products are found on property they will be confiscated regardless of age. If you are under 18 the police will be notified.

### **Termination**

Any of the following violations may be cause for early termination from the program:

- Violation of the drug and alcohol policy
- Termination of employment without cause and employment not resumed within two weeks
- Any willful or malicious destruction of property by client or anyone under the direction of client (i.e. visitors)
- Lack of cooperation with staff, including habitual missing of appointments, or threatening staff
- Sheltering a known runaway in the Apartments
- Consistent failure to comply with any of the written handbook rules or any rules that are applied by staff

If at any time a participant chooses to leave the program, the participant and the Case Manager will go through a discharge exit interview and discuss follow-up assistance. Participants must leave any YSS belongings that may have been loaned to them during their time as a participant. They must clean out their room before leaving the program. Remember, the Case Manager can continue to meet with participants on a regular basis through our follow up program and our door is always open if they wish to return in the future.

If a participant feels they are being unjustly or inappropriately terminated, they can appeal the decision in writing to the office Director within 72 hours.

### **Transportation**

Participants are responsible for their own transportation to work, school, and appointments. The Case Manager may be able to assist participants with transportation on occasion or help them acquire transportation. If a participant needs a ride somewhere, they need to let their Case Manager know 24 hours in advance so that he/she can help make appropriate arrangements. Any children riding in a car must be in a car seat. The Case Manager will not transport children if they do not have the proper child seat. If a participant does not have access to a car seat, they need to let their Case Manager know.

**If participants have cars or plan on driving a car while they are in the program, they must have a copy of a valid driver's license and proof of insurance at all times.** The Case Manager will make a copy of them and keep them on file. Participants will be asked to turn in their keys to the Case Manager if they are unable to provide this information. Participants must obtain a parking pass from the apartment manager in order to be able to park in the apartment parking lot.

### **Treatment Plan/Progress Reports**

After a participant has been in the program for 30 days, the Case Manager and participant will complete a treatment plan. This treatment plan will consist of goals the participant would like to work on while they are in the program and the steps that will be accomplished to reach these goals. After the treatment plan has been completed, the participant will help to update the treatment plan every 3 months. At this time, the progress of the goals will be discussed and any additions or changes to these goals or action steps will be discussed.

### **Universal Precautions**

If a participant or a guest injures him/herself, participants are to make sure to take universal precautions. All blood and bodily fluids can be infectious, so participants are to make sure they take protective measures when helping others who are injured. Latex gloves, bleach, etc. should be used.

### **Wall Hangings**

Wall hangings are allowed if they are in good taste. No hangings are allowed that are offensive, display graphic nudity, or illegal paraphernalia of any kind. No pornography of any kind is allowed in the apartments, on wall hangings, or on video tape/DVD.

### **Weapons**

No weapons are allowed in or around YSS property by participants or guests. Pocket knives or switchblades are considered to be weapons. Participants are responsible for their guests at all times. Any weapons found will be confiscated and turned over to the police if they are considered illegal. If a participant uses any object in a threatening manner towards themselves, a staff member, or another person, they will be reported to the police and may be terminated from the program.