

APPLICANT NAME AND LOCATION

Organization Name: Youth & Shelter Services, Inc.
Project Name: New Hope Transitional Living Program
Project Name as listed on the Housing Inventory Chart (HIC): YSS - MCHHAdmitted
Type of Project: TH
Federal DUNS Number: 056505589
Address: 420 Kellogg Ave., Ames, Iowa, 50010
Contact Person: Roberta Milinsky
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Secondary Contact Person: David Hicks
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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 and 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 New Hope Transitional Living Program (TLP) provides comprehensive transitional housing programming and services to women ages 17-25 who are homeless and pregnant or parenting in Marshall County. 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 a shared home are located in Marshall County in central Iowa. New Hope is the only provider of transitional living services in the Marshall County area for homeless young people and their families. New Hope 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:*
- What is your project's operating year end date? 5/31/2015
 - 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? 8/05/2015
 - On what date did you forward a copy of your APR to the Iowa Finance Authority?
8/05/2015
 - 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 of Marshall County works closely with the emergency shelter The House of Compassion; they are the only emergency shelter in the county but do not provide services for homeless youth. Consequently, the House of Compassion is a source of referrals and a community partner for providing youth supportive services such as free meals and personal care items.

Collaboration with partners includes working together to provide shelter and basic services to homeless youth, 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

Supportive services are provided by several collaborating agencies. The Iowa Department of Human Services (DHS) provides consultation and easy access to mainstream resources and is our main source of referrals. DHS remains our strongest partner, as most of their employees are made up of former YSS/TLP staff. Mid Iowa Community Action provides head start services, access to free legal aid, and low income case management services. Our partnership with the City of Marshalltown Housing department assists exiting youth locate affordable housing and needed rent assistance. The waiting list for our low rent (Section 8) housing is less than 2 months, so the wait to access rent assistance is relatively short, making for easier transition to permanent housing. Workforce Development partners work with New Hope 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.

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

Marshall–Hardin Local Homeless Coordinating Board

- How does your agency participate?

The Director of YSS of Marshall County has been the Board Chair for the Coordinating Board for 11 years. Additional YSS staff participates, including the New Hope Case Manager, where additional homeless referrals can be made to the group as well as identifying collaborative projects with community partners.

- 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, Roberta Milinsky, Associate CEO, 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 3rd 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 that meets monthly. 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: 5/31/2016
- b. Amount of grant: \$132,205
- 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 New Hope Transitional living host home and scattered-site apartments are exclusively for runaway or homeless and pregnant or parenting women 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? 236008
- b. How many total beds are listed for your project (Column U)? 16
- c. How many total beds are for chronically homeless (dedicated or prioritized) (Column L) 0
- d. What is HIC utilization rate (Column V) 50 percent*

* Our utilization has been higher than 50% going back to January 2016 when we made a staffing change that has greatly improved services for participants. We only had one New Hope opening on our roster on Feb 1, 2016.

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)**

YSS is active in the community to ensure housing for all homeless individuals including those who are chronically homeless. A few years ago, YSS of Marshall County wrote letters of support and assisted in community awareness and a need for a new housing project which resulted in the construction of the Tallcorn housing project. Tallcorn is a mixed use property that houses fair market rent apartments, along with those on Section 8/Low rent housing (previously Chronically homeless). There are approximately 12 apartments that are used for permanent housing for the Chronically Homeless, regardless of age. They have case management to assist with personal issues, assist clients to develop daily skills for independent living, and address needs of the chronically homeless.

Additionally, our local homeless board meets at the property each month for our meetings. YSS will serve individuals who are chronically homeless. Youth seldom meet the definition of chronically homeless but we serve all youth who need our services.

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? 33 **(1 point)**
 - Based on your most recently submitted program year APR, how many participants entered the program as unsheltered or from an emergency shelter? 0 **(1 point)***
 - Based on your responses above, what is the percentage of participants that entered your program unsheltered or from emergency shelter (b/a)? 0 **(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 New Hope typically do not come directly from the homeless shelters or are unsheltered. A few do, but most referrals are sharing housing and facing eviction. Referrals are often staying at hotels or other temporary locations. Our homeless shelter only has two “family” bed rooms so those young moms with children have to show up early in the day to claim one of those rooms, or they don’t stay there. Most choose not to.

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.
- *Housing First Checklist:*
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)**

New Hope 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 New Hope, 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 New Hope 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. As part of the intake process, YSS provides substance abuse screenings and make referrals in-house or to another agency (Substance Abuse Treatment Unity of Central Iowa - SATUCI) to address substance abuse needs. 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 lease indicates 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. Since 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 a zone identified preventing sex offenders from residing in there.

- 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; however, an agency partner (ACCESS) works directly with this population and has transitional living apartments for youth fleeing from domestic violence. YSS

often refers and consults with ACCESS with openings for victims. ACCESS is a strong advocate for youth and adults fleeing from 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 New Hope 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 New Hope 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 New Hope 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)**

The *Policies and Procedures for New Hope Program, Marshall County* handbook does not contain language that would terminate a youth from the program immediately for any of the forgoing reasons. The Termination Policy is on page 16 of the document. The Grievance (appeals) Policy (page 10) applies to participants,

parents/guardians, and staff to resolve conflicts, file a grievance and ensure fairness in mediation and resolution. Each participant is provided with this handbook upon entry into the program and staff reviews the handbook content with the participant to ensure comprehension of content.

(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

The *Policies and Procedures for New Hope Program, Marshall County* handbook does not contain language that would terminate a youth from the program for any of the forgoing reasons. The Termination Policy is on page 18 of the document. Additionally YSS does 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 felony level arrests and/or convictions.

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.

- 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 New Hope 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 which youth are more apt to respond to quickly. 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 New Hope 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 or the local Department of Human Services Case Manager.

- 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	Subrecipient	As needed
Case Management	Applicant	Weekly
Child Care	Applicant	Bi-weekly
Education Services	Partner	Daily
Employment Assistance and Job Training	Partner	Bi-weekly
Food	Applicant	As needed
Housing Search and Counseling Services	Applicant	As needed

Legal Services	Partner	As needed
Life Skills Training	Applicant	Weekly
Mental Health Services ¹	Partner	As needed
Outpatient Health Services	Partner	As needed
Outreach Services	Applicant	Weekly
Substance Abuse Treatment Services ²	Applicant	As needed
Transportation	Applicant	Daily
Utility Deposits	Partner	Daily

¹ *Mental Health Services* are provided “As needed” and “Bi-weekly” basis.

² Substance Abuse Treatment Services are provided by the Applicant and partner; treatment services are provided on an “As needed” and “Bi-weekly” basis.

Support services are accessed by participants through YSS by request when needed, such as in the case of transportation to a job site. New Hope 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>Participants are ages 17 up to 25, single women and those with children. Scattered site apartments and single, multi-bedrooms are within two adjacent apartment complexes 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>\$157,205</p>	<p>\$132,205</p>	<p>The unit is an individual.</p> <p>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.</p> <p>Each participant is assigned a case manager. The case manager meets with each individual at least on a weekly basis</p>	<p>13</p>	<p>11</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>(more in beginning), participant attends group 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>			support staff and are capped at 7% by the funding source.	
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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 New Hope Program
Marshall County
Youth and Shelter Services

Staff Office: 11 East State Street
Marshalltown, Iowa 50158
(641) 752-2300
Fax: (641) 752-4769
Office Hours: 8:00 am to 4:30 pm

Program Description

The New Hope Transitional Living Program provides assistance to homeless individuals ages 17 to 25 who are pregnant and/or parenting. Participants can stay in the program for up to two years. While in the program, you will learn the necessary skills required to live on your own. 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. YSS staff will assist in the application process if needed.

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 to live on your own. Staff will supervise you, provide skills training, and counseling as needed. The overall goal is for you to obtain all the skills necessary to live on your own.

Abuse Reporting

Direct service 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 with your Case Manager 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.

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, they 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 house or apartment 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, they 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.

Banking/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. Your monthly income includes any stipends, 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 or designee, you will be given a receipt verifying the amount turned in.

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. Participant fee, 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 cannot be made without Case Managers approval.** Only money that was saved in addition to the required 15% may be withdrawn from the account.

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.

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. In addition, electric potpourri pots and plug-ins CANNOT be used in the apartments. The only form of air fresheners that can be used are aerosol air fresheners and gel jars.

UNDER NO CIRCUMSTANCES ARE OPEN FLAMES ALLOWED IN ANY YSS FACILITIES.

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. 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. They 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 least **one hour a week face to face**. Often times they will have more frequent contact with you either in person or 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. Weekly meetings with the Case Manager will consist of discussing progress toward your case plan goals. It is expected that you take steps outside of weekly meetings toward achieving the goals listed in your case plan.

If you need to contact your Case Manager, call the number provided you with. **If there is no answer, leave a detailed message stating your need or concern and they will call you back when available. Your case manager is not available on weekends and any messages left may not be responded to until the following week. In case of emergency in the evening or on the weekend, please contact the on-call 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 affect your progress through the program.

Case Plan/Progress Reports

Upon entering the program, participants are put on an initial case plan. After a participant has been in the program for 30 days, the Case Manager and participant will complete another case plan. This case 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 case plan has been completed, the participant will help to update it every three 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.

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 participant's children. Your Case Manager will provide support and guidance in helping you find services that would benefit both you and your child(ren). They can also help you apply for Child Care Assistance with the Department of Human Services.

Chores

You are responsible for upkeep of the facility in which you are residing. At the Transitional Living Program Home (TLPH) a chore list will be assigned by the Live-In Monitor. If you are having difficulty

completing chores as assigned, it may affect your progress in the program or bring on consequences, including mandatory cleaning sessions, as determined by staff.

TLPH (only)

If you are unsure how a chore is to be completed, you should ask your Live-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.

If you would like a copy of the Code of Ethics Policy, please let your Case Manager know. 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 (TLPH ONLY)

The TLPH is a community living situation. This means that several individuals and their children, if applicable, will live together in the house 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 TLPH, 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: police involvement, 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. 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 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 maybe 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. 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.

Criteria for Eligibility

You must be homeless or potentially homeless 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.

Curfew

Curfew is determined by whether or not you are in the orientation period. Orientation curfew is 9:00 pm every night. After you have completed orientation your curfew will increase to 10:30 pm Sunday – Thursday and 11:30 pm Friday and Saturday. 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 privileges, placement on a supportive plan, or other consequences as determined by your Case Manager.

You **must be inside** the facility by curfew time or you will be considered late. After curfew, you are to remain in the facility after curfew until 8:00 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.

Damage Deposit

When you enter the TLPH, you will need to turn in a \$100 damage deposit within 30 days. If you reside in a 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 make arrangements with the Case Manager.

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, this includes damage to the TVs.

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.

As stated above, please give your Case Manager at least two-week notice of departure; if you do not give two-week notice, you will not get your deposit back. If you are asked to leave the program for any reason, you will not get your deposit back. 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. Place of employment must be approved by case Manager prior to acceptance of the position.

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 HSED 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 HSED program and work toward getting your HSED. If you have already completed your high school education, you will need to provide a copy of your HSED 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 HSED, you must attend classes, tutoring, or take tests on a weekly basis.

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.

Emergency Evacuation and Numbers

All apartments and each bedroom in the TLPH have a fire and tornado evacuation route posted. The Case Manager 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 Live-In Monitor or Youth Specialist. 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:

- 1) Contact the Live-In Monitor, at TLPH only. If there is no answer, please leave a detailed message of the situation and what your needs are.
- 2) If immediate assistance is needed, please contact the office number which is 641-752-2300.
- 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. .

Extended Curfews/Overnights

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. 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 if you are interested or in need of these services. These services can be in the form of 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. The time frame at which a participant can re-enroll into a program is reviewed on a case by case situation.

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

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.

While we want you to feel at home in the facility you reside in, some 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. All beds must remain in the frames; have a mattress cover in place, 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 in the following outline:

- A. Statement of complaint.
 - B. Efforts to resolve disagreement with counselor.
 - 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 staff member or counselor 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

You are not allowed to have guests outside of immediate family and service providers while you are in the orientation period. You are **NOT** allowed to have overnight guests under any circumstances. Your guests must respect the same rules and regulations that you abide by. Your guest must also sign a visitor confidentiality agreement before being allowed to visit YSS property. It is strictly forbidden to permit your visitors to shower, move in/store belongings, or do laundry in the YSS facility. The YSS facilities

and utilities are for participants **ONLY**. Visitors **CANNOT** be left on YSS property without the participant being present. Visitors 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. Guests are to stay in the common living areas of your residence. **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 visitor will be asked to leave immediately. Any visitors that are not being supportive of you or your goals will not be allowed on YSS property. Continual abuse of the visitor 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

Your Case Manager is generally available from 8:30AM-4PM Monday through Friday. For after hour EMERGENCY assistance, you need to contact the office at 641-752-2300 and speak with an on call staff member.

House Meetings (TLPH ONLY)

Your Live-In Monitor may conduct a regularly scheduled house meeting with all participants of the house 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 house if needed. House meetings are typically held in conjunction with safety drills and are also mandatory.

Illegal Activities

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

TLPH ONLY- You will be given three keys. You will receive a key to the main entrance of the house. The key to the main entrance will only unlock the lock on the doorknob, **it will not unlock the dead-bolt lock on the door.** The dead bolt will be locked by the Live-in Monitor at curfew. If you are not home at curfew, you will need to make arrangements with the Monitor to get into the house. You will also be given keys to your bedroom and a lock box for medications. Participants are responsible for these keys. The keys are numbered and stamped "Do Not Duplicate." If you lose a key, you will be required to pay \$60 to replace the locks and get new keys for all residents.

APARTMENTS- Participants that live in a YSS apartment will be given an apartment key, mailbox key and a lockbox key. If you lose a key, you will be required to pay the replacement cost for new keys.

You must return all keys when you leave the program, or YSS will keep some or all of your deposit to change the locks on the house or apartment.

Laundry

The TLPH has laundry facilities. While 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 TLPH 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.

If you reside in an YSS apartment, each apartment complex has coin operated laundry facilities. You are responsible to budget for this additional cost.

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 locked in your room, if applicable. If you believe something of yours has been taken by a roommate, inform the live-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. **DO NOT FLUSH TAMPONS, DIAPERS, WIPES (EVEN IF THEY SAY THEY ARE FLUSHABLE) OR ANY OTHER ITEMS DOWN TOILETS OR DRAINS. If these items are found to be the cause of a sewage back-up or clogged drain, you will be responsible for any cost of repairs and clean-up. Anyone living at the house at the time of a sewage back-up or clogged drain that is found to be caused by tampons, diapers or other items that have been flushed down the toilets or drains, will be responsible for paying a portion of the bill for maintenance and repairs.**

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. 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

Staff will help you obtain a primary physician, 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. We will assist you in finding insurance coverage if needed. We encourage you to be covered under some type of insurance policy, if possible.

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 lock box in your own room, 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.

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. This also includes any e- cigarettes, hookahs, or any other e-devices. If you are under the age of 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, and participate in any follow-up sessions once they enter the program to ensure compliance. Current participants who use nicotine products are 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 the age of 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 tobacco 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 alcohol or drug paraphernalia, including shot glasses, will be confiscated by staff as well. You cannot have any alcohol on property regardless of your age.

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 UA's. If you fail or choose not to submit a UA within the allotted time 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 complete the evaluation, that may be cause for immediate termination from the program. Three positive UA's, 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.

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, participants should leave a message on his or her cell phone. The Case Manager will call the participant back on the first business morning following the phone call. 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.

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 if needed. Also, participants are expected to keep their child(ren) bathed, diapers changed, and clothes clean.

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 TLPH for the day. **YSS IS NOT RESPONSIBLE FOR LOST, STOLEN OR DAMAGED 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 Case Manager to retrieve their items. Any items left at the TLPH or apartments after 7 days will become the property of YSS and will be disposed of as seen fit.

Pets

No pets are allowed in 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

All participants will have local phone service provided for them. At the TLPH the phone line will have a limit of 20 minutes for each phone call due to the number of calls coming in and going out. After completing a phone call, you must allow at least 20 minutes between calls to allow other participants to use the phone as well as incoming calls to be received. You are to be considerate of others and take messages when they are not available. You must answer the phone in a polite manner and be courteous to the caller, as it may be a prospective employer or landlord.

Physical Restraint

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.

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/Supportive plans

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.

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., make immediate contact with your Case Manager during business hours or the on-call staff after business hours.

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 for an evaluation. If you already have a counselor, we will encourage you to be open and honest with him/her. We will also community 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.

Staff of the New Hope Program

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 to 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 him/her.

Live-In Monitor (Transitional Living Program House ONLY)

The Live-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 Live-In Monitor may hold regularly scheduled house meetings along with monthly safety drills. She will monitor your whereabouts after curfew. Your Live-In Monitor will assist your Case Manager in helping you follow the rules and guidelines of the program. She is also a mandatory child abuse reporter and will report any problems she sees. She will report any concerns regarding parenting, daily living skills, school, work, or other issues of independent living responsibilities to your Case Manager. She is not to transport you on a regular basis or act as a childcare provider for you without permission from the New Hope Case Manager. The Live-In Monitor does not have the ability to change the rules or make exceptions for the rules. She is available for you in the evenings and on the weekends so if you have needs or concerns, call the Live-In Monitor first. If it is an emergency (maintenance, medical, fire, safety, etc.) follow the procedures listed above.

Visiting Nurse

The New Hope 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. The Visiting Nurse may also be available to help with transportation to and from appointments

Youth Specialist

The Youth Specialist will assist you in the general upkeep of the property and be an additional support for you. The Youth Specialist will hold monthly safety drills and facility inspections. The Youth Specialist will assist your Case Manager in helping you follow the rules and guidelines of the program. They are also a mandatory child abuse reporter and will report any problems they see. They will report any concerns regarding parenting, daily living skills, school, work, or other issues of independent living responsibilities to your Case Manager. They are not to transport you on a regular basis or act as a childcare provider for you without permission from the New Hope Case Manager. The Youth Specialist does not have the ability to change the rules or make exceptions for the rules.

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 Case Manager, then call the on-call staff at 641-752-2300. There is also a suicide hotline that you could call 1-800-273-8255. There is always a live person answering this hotline.

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/apartment 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 valid driver's license, valid vehicle registration 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.

Parking

At the TLPH You may use the driveway, if it does not cause a problem for other drivers. If there is no room to park in the driveway, you may use the church parking lot. You will need to be courteous of the parking and traffic during scheduled church activities and on the weekends during church services. You are not to drive through either of the church parking lots to pull into the driveway of the TLPH. Instead, you should use the road to the west of the house. You should also remind your guests to do the same in order to be respectful of the neighbors and the church.

Participants must obtain a parking pass from the apartment manager in order to be able to park in the apartment parking lot.

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 for further questions.

Wall Hangings

In the TLPH no wall hangings are allowed. If you live in an apartment 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.

I, the undersigned, have read and understand all the rules of this handbook, and understand any violations will include consequences up to and including termination from the TLP Apartment Program.

Client Signature _____ **Date** _____

Parent/Guardian _____ **Date** _____

Case Manager _____ **Date** _____

*The New Hope Transitional Living Program staff reserve the right to revise this handbook as needed.