

NEW FOUNDATIONS TRANSITIONAL HOUSING HANDBOOK

Welcome to the New Foundations Transitional Housing Program!! Congratulations on being accepted as a participant!

The New Foundations program provides comprehensive case management and supportive services to single parents and your children struggling to maintain adequate housing. The overall goal is to assist you in moving toward independent living and self-sufficiency.

Please remember you and your family are participants in this facility. **Please note: You are participant(s) in our program, you are NOT a tenant in an apartment setting; therefore, tenant/landlord laws do NOT apply and you can be terminated immediately for noncompliance with program rules.** We are offering you and your family an exciting opportunity to improve and change your life, which will require some hard work on your part. Your dedication to the program and what is expected of you will guide you down a path of self-sufficiency. We trust that you will work hard to reach your goals and the program's goals, as outlined in this handbook and in your individual case plan goals.

This handbook is designed to provide you with useful information to help you get the most satisfaction from your experience and to define what is expected of both management and participants.

We urge you to read through this handbook and keep it in a handy place for questions that might arise, and please feel free to contact us if you do not find the answers to your questions in this handbook.

Program Manager - 730-9824 OFFICE HOURS 8:00 am – 4:00 pm
United Way of Lamoille County 888-3252

OTHER PHONE NUMBERS for assistance

In case of emergency 911

Police Department 888-4211

State Police 635-7036

Please note that this document is a work in progress. Changes may occur as the program guidelines or rules change or need to be modified.

Below is the list of REQUIREMENTS you were given during the application process:

Requirements to Become and to Continue to be a Participant

1. Single parents are program's top priority, meaning she is not living with a partner and has majority of responsibility for raising child(ren). An individual will be considered if there is a vacancy.
2. Applicant must agree to random drug/alcohol screening throughout the program, and at interview process.
3. Applicant must have a signed agreement for educational, housing, career, and life skills goals, and must follow the case plan as agreed upon.
4. Applicant must agree to and attend regularly scheduled meetings with the Program Manager to discuss progress of goals and possibly add goals needed to continue in program, to go over housing

issues, etc. When two meetings in a row are cancelled, the participant must provide a written plan for making up the meetings.

5. Applicant must sign and agree to monthly inspections of the apartment, to keeping the apartment clean and safe from hazards, and to following housing rules and expectations, including guest restrictions, cooperation with fellow tenants, smoking restrictions, vehicle restrictions, etc.

6. Applicant must schedule weekly counseling sessions with therapist of choice within 3 months of moving in.

7. Applicant must provide a \$150. Program fee. This may be paid in increments after participant has moved in, to be agreed upon with Program Manager. At least \$25. to be paid before moving in. This will be returned when participant has moved out and upon inspection of the apartment for damages not related to wear and tear.

8. Participant must complete his/her weekly assigned chores and community volunteering commitments by the dates agreed upon. Please see calendar on bulletin board in Building One, See Calendar in hallway in Building Two. If not enrolled in education or employment, volunteering is expected as decided with Program Manager.

9. Participant is expected to start a savings account within 3 months of moving into the apartment and to regularly deposit money into the account.

ALCOHOL AND SUBSTANCE ABUSE POLICY

This alcohol and substance abuse policy will ensure that agencies referring into the program and participants in the program understand that drug and alcohol use will not be tolerated. If there is a probable cause to believe a potential participant is actively abusing drugs/and or alcohol, they should not be referred to this program. Candidates in a stable recovery stage may be considered for the program. Stable recovery is defined by at least six (6) months without relapse use of abused substance, clear and documented demonstration of wanting to better their situation, and two (2) letters of recommendation from non-related individuals (one being the medical provider providing the prescribed treatment) confirming the candidate's progress out of addiction.

Participants in the program will be randomly screened for drug and alcohol use. Participants who test positive for use of drugs/alcohol will be asked to leave the program.

Definitions:

Substance or Alcohol Abuse: Per the diagnostic and Statistical Manual of Mental Disorders from the American Psychiatric Association.

1. A maladaptive pattern of substance use leading to clinically significant impairment or distress, as manifested by one or more of the following, occurring within a 12-month period:
 - a. Recurrent substance use resulting in a failure to fulfill major role obligations at work, school, or home (e.g. repeated absences or poor work performance related to substance use; substance-related absences, suspensions, or expulsions from school; neglect of children in household).
 - b. Recurrent substance uses in situations in which it is physically hazardous (e.g., driving an automobile or operating a machine when impaired by substance use).
 - c. Recurrent substance-related legal problems (e.g., arrests for substance-related disorderly conduct).
 - d. Continued substance use despite having persistent or recurrent social or interpersonal problems caused or exacerbated by the effects of the substance (e.g., arguments with spouse about consequences of intoxication, physical fights)

2. The symptoms have never met the criteria for Substance Dependence (this is a more severe diagnosis indicating that the person has symptoms that may include tolerance, withdrawal, unintentional over consumption, desire to cut down substances without success, client spends most of his/her time obtaining substances, etc.)

PARTICIPANT RIGHTS

You have the right as a guest to be treated in a fair and respectful way, not only by the staff but also by the other guests. If you find you have difficulties during your stay, the staff is here to meet your needs. The first step to resolution of an issue is to contact the Program Manager.

The second step is to contact the Executive Director 888-3252 to ask to meet with the Oversight Committee.

MOVE IN INSPECTION

When you move into the apartment, the Program Manager will inspect the apartment with you to establish the condition of the apartment. At this time, a Move-In Inspection Report will be completed by the Program Manager and signed by you. This will aid in avoiding misunderstandings when you vacate the apartment and ensures that you will not be held responsible for pre-existing conditions.

SERVICE REQUEST PROCEDURES

Please notify the Program Manager of needed repairs by calling or visiting the office and giving your name, apartment number and request. In case of emergency situations, please call the Program Manager immediately. Below is a chart to determine the urgency of a situation.

	Call Program Manager during business hours	Call Program Manager immediately	Call 911 immediately
No electricity		X	
No heat in fall/spring	X		
No heat in winter		X	
Plumbing leak causing damage		X	
Slow Plumbing leak	X		
Fire		After calling 911	X
Disturbance outside		After calling 911	X
Toilets not flushing		X	
Light bulbs burned out	X		
Non-functioning stove element	X		
Lock Outs		X	
Program Concerns	X		

Concerns about other services	X		

RULES OF OCCUPANCY

1. Only those people who are registered with the program may reside in the apartment.
2. Overnight guests are restricted to immediate family and MUST have prior approval from Program Manager
3. You must inform Program Manager prior to inviting daytime guests, including playmates for children.
4. Noise levels must be respectful at all times. Hours between 10:00 pm and 7:00 am must be exceptionally quiet.
5. All people in apartment must be free of the influence of drugs or alcohol at all times.
6. Residents are expected to sleep at apartment every night. When you will not be staying in the apartment, you must inform the Program Manager 12 hours in advance. Prior Approval from Program Manager is required.
7. **There is NO SMOKING in the apartments or building under any circumstances. You are permitted to smoke outside in the designated smoking area only. You may not stand in front of the building to smoke. You are to take your cigarette butts back and place them in a can outside. Do not throw them in the trash unless the can is full and fully extinguished. Use outside trash container. Smoking is allowed 25 feet from building (back parking lot, near loading dock on backside of building #1).**
8. No illegal activities only are permitted inside or outside on New Foundations property.
9. Trash cans must have a liner and must be covered at all times. Place household trash in plastic bags, tie securely and put in the outside trash container. Contact the Lamoille Regional Solid Waste Management Districts at 888-7317 for proper disposal methods for any hazardous/flammable waste. Recycling and Trash containers are provided. Containers for pick are located to the side of each building.
10. Hallways and stairways must be kept clear.
11. Living areas are expected to be kept relatively clean and odor-free.
12. Get prior approval before hanging or placing items of any sort on walls or any surfaces. Command strips are suggested, and can be provided within limits.
13. When absent from apartment, keep all doors and windows locked.
14. Keep windows closed during heating months.
15. All furnishings belonging to New Foundations must be kept in the apartment. Unless prior approval by Program Manager.
16. Keep furniture away from baseboard heat.
17. Toilet paper is the only paper product to be placed in toilet. All others (diapers, sanitary napkins, etc.) go in trash.
18. Grease is to be disposed of in trash.

19. Clean the common area during your designated time. Common areas include, but are not limited to, entrances, sidewalks, stairways and yard. Keep these areas clear at all times. Please see calendar in each building's hallway.

20. **Participant needs to be supervising children in the apartment and on the grounds of the building at all times.**

21. Care and maintenance of the floors and carpets is your responsibility. Any carpeting should be vacuumed regularly to help preserve the quality. Vinyl flooring should be swept and washed frequently to help preserve the quality.

22. Light Bulbs – if you are not comfortable with standing on a chair or ladder, we will replace any burned out ceiling or wall light bulbs for you.

23. New Foundations apartments are to be pet-free at all times.

Savings Requirements:

1. Participants are required to save at least 30% of their income at any time in the program while they are employed.
2. Saving deposit slips must be shared with the Program Manager monthly to track savings.
3. Participants are required to work with a financial educator to develop a plan to establish/repair or rebuild credit while in the program.
4. Participants are required to attend case manager meetings with both Program Manager and Reach Up Case Manager as needed.

PARKING

You may park your vehicle in one of the municipal parking lots located in the village.

All vehicles must be operable. They may not be “stored” in parking areas if they are not being used.

Any unregistered or illegally parked car will be towed away at the owner's expense. We cannot give permission for cars to be washed or repaired in the municipal parking lot. The owner of any vehicle which leaks oil, transmission fluid or gasoline will be responsible for clean-up and repair expenses.

Parking is available in back of building 1. Be courteous to your neighbors when parking in building 2's lot.

SECURITY AND SAFETY

The apartment has hard-wired electric smoke detectors in every major living area, which will go off when the smoke is intense. This detector WILL NOT call the fire department. If you have burned toast or something in the stove, air out the apartment by opening one or more windows or the door.

Please be sure to keep the apartment door locked at all times to insure that “uninvited” persons cannot gain access.

For your protection, security cameras have been placed on the outside of the building and the hallways. **The Program Manager has access to the video at any time.**

FIRE PRECAUTIONS

1. Empty waste and trash containers regularly.

2. Dispose of newspapers and magazines regularly.
3. Make sure you know where your fire extinguisher is and how to use it.
4. Clean grease and spilled food from cooking range and oven.
5. Store cooking grease containers away from range.
6. Keep curtains, towels, potholders, *etc.*, away from the cooking range top.
7. Never wear flimsy, loose clothing when cooking.
8. Never use combustible cleaning products or solvents indoors.
9. Avoid overloading *electrical* outlets.
10. Storage of kerosene, gasoline, and other flammables is prohibited.
11. Fire Department and Police Department numbers should be easily accessible.
12. Extension cords outside the building are not allowed.
13. Electrical space heaters are not permitted.
14. Never store combustibles (paper or plastic) in the oven.

LAUNDRY

There is a laundromat close by, just down the street and another located in the North Gate Plaza.

PARKING

Any off road vehicles are not allowed on the property. This includes ATV's, snowmobiles, dirt bikes, and all other vehicles not permitted to operate on the public roads or highways

MOVING

Whether moving in or out, the Program Manager must be notified 24 hours in advance. Guests may move out at any time between the hours of 8:00 am and 4:00 pm, Monday through Friday.

DISMISSAL FROM THE PROGRAM

Participants are guests in our apartments. You are NOT a tenant in an apartment setting; therefore, tenant/landlord laws do NOT apply and you can be terminated immediately. Any failure to comply with the rules and policies of the New Foundations program will result in dismissal from the program.

Dismissal from the program can occur for several reasons:

1. Participants who test positive for use of drugs and/ or alcohol will immediately be asked to leave the program and will be escorted off the premises.
2. Participant is not progressing on their goals in a timely manner and not following agreed upon plan
3. Participant is practicing unsafe behaviors; such as not following safety procedures to prevent fire, keeping items in common areas which could result in a falling accident, etc.
4. Participant is being irresponsible or disrespectful towards other apartment residents.

We understand these are strict living requirements, but they are necessary in order for you to meet your program goals and to have a safe and healthy place to live. We look forward to helping you reach your highest potential. If you can't find the answers to your questions in this handbook, please contact us at any time.

I have read and understand the rules outlined in this handbook. By signing this agreement, I understand that violation of these rules or my Individual Case Plan will result in my immediate dismissal from the program.

Witnessed on this _____ day of 20_____, By _____

Participant Signature

Print Name

Program Manager Signature

UWLC Executive Director Signature