

New Foundations

Single Parent Transitional Housing Program

Approved 6/08/2017

Jim Curran/New Foundations/Program Documents/New Foundations Participant(s) Handbook.doc

Table of Contents

Introduction 3

Program Policies 4

 Admission Regulations 4

 Participant(s) Rights 4

Participant(s) Case Plan Sample 5

Drug & Alcohol Policy 6-7

Emergency Telephone Numbers 7

Move-In Inspection..... 8-9

Service Request Procedures 9

Rules & Regulations of Occupancy / Use of Apartment.....9-10

Appliances & Furnishings10

General Care of Apartment.....10-11

Parking.....11

Common Areas11

Apartment Doors.....11

Supportive Program Requirements 11-12

Trash Disposal12

Solicitations.....12

Disturbances12

Children12

Pets12

Fire Precautions.....13

Security & Safety12

General Maintenance 13-14

Energy Conservation.....14

Additional House Rules.....15

INTRODUCTION

Welcome to the New Foundations transitional (temporary) housing program!

Please remember you and your family are participant(s) in this program. We are offering you an opportunity to improve your life which will require some hard work on your part. Your dedication to following through on what is expected of you will guide you down a path of self-sufficiency. We trust you to work hard to reach your goals, the program goals as outlined in this handbook and in your individual case plan

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.

This handbook is designed to provide you with information you need to be successfully and to help you get the most from your experience. It outlines what is expected of management, you and your family.

Ongoing communication and cooperation between the participant(s) and Program Manager will ensure that New Foundations is a safe and attractive place in which to live.

We urge you to read through this handbook and keep it in a handy place for quick reference. Please feel free to contact us if you do not find the answers to your questions in this handbook.

Please note that this document is a work on progress. Changes may occur as the program guidelines or rules change or need to be modified. Participants will be notified of any changes made.

PROGRAM POLICIES

Single Parent: a single parent is a parent, not living with a spouse or partner, who has most of the day-to-day responsibilities of raising the child or children.

Admission Requirements:

1. Applicant must pick up copy of the application, education plan, and handbook prior to scheduling an interview. Copies are available at the United Way office.
2. Applicant must meet with the Program Manager and UWLC Executive Director for the initial interview.
3. Applicant must have completed the Education Plan and Application, and reviewed and signed the handbook agreement. A letter of reference from a referring agency attesting to your appropriateness for the program is also required. If the Program Manager and Executive Director feel you are good fit for the program, they will invite you back for a second interview with the Oversight Committee.
4. Applicant must agree to random drug/alcohol screening throughout the program. Anyone who is currently struggling with alcohol or substance abuse issues will not be considered for placement.
5. Candidates in a stable recovery stage may be considered for the program. Stable recovery is defined by at least 6 months without relapse use of abused substance, clear and documented demonstration of wanting to better their situation, and 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. Use of alcohol or substances while in the program will result in the participant's dismissal from the program.
6. Applicant must adhere to the program rules and be involved in meeting the goals of their case plan.
7. The length of stay at New Foundations will be determined by individual need. Each single parent will work toward specific goals designed to lead them to self-sufficiency. The length of stay at New Foundations will be determined by individual's education/employment goals. The average stay in the program is two years. Each case plan will be evaluated on a weekly basis, by meeting with the Program Manager, in the apartment setting to create both short and long term goals, and a timeline for reaching such goals.

Participant(s) Rights:

You have the right as a participant(s) to be treated in a fair and respectful way, not only by the staff but also by the other participant(s). If you have difficulties during your stay, the staff is here to help.

1. If a conflict arises that you are not able to resolve, contact the Program Manager for help in resolving the issue.
2. If you have gone to the Program Manager and feel the situation has not been resolved, you may appeal to the New Foundations Oversight Committee.

PARTICIPANT(S) CASE PLAN - SAMPLE

As part of my individual Case Plan, I will:

1. Employment Goals:

- ___ Seek job training/employment search
- ___ Attend job retention workshop (indicate when)
- ___ Find a part-time job (20 to 25 hours per week) by _____
- ___ Find a full-time job (35 to 40 hours per week) by _____

2. Financial Goals:

- ___ Provide verification of weekly or monthly income
- ___ Start a savings account, depositing ___% of your income
- ___ Provide verification of savings account deposits
- ___ Pay security deposit (amount to be determined by Project Manager and participant)
- ___ Attend Financial Education workshops

3. Housing Goals:

- ___ Maintain appropriate personal hygiene
- ___ Keep apartment clean and agree to monthly inspections.
- ___ Maintain civil relationships with all neighbors. Respect each other.
- ___ Find permanent housing by _____.

4. General Goals:

- ___ Attend Life Skills workshops (indicate when and how often)
- ___ Attend mental health counseling (indicate when and how often)
- ___ Attend family services counseling (indicate when and how often)
- ___ Attend NA or AA meetings (indicate when and how often). Provide verification of attendance.
- ___ Attend Healthy Cooking classes (indicate when and how often).
- ___ Attend Ready to Rent class prior to program competition.
- ___ Other _____

DRUG & ALCOHOL POLICY

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

New Foundations is an education and employment program. If there is reason to believe a potential applicant cannot be gainfully employed, they should not be referred to the program.

New Foundations is a zero tolerance program.

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. Participants must be drug and alcohol free for a minimum of six (6) months. The six (6) month sobriety must be done “on their own” and cannot be the result of incarceration, or time in a rehabilitation facility. Candidates in a stable recovery stage may be considered for the program. Stable recovery is defined by at least 6 months without relapse use of abused substance, clear and documented demonstration of wanting to better their situation, and 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 use 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 on substance without success, client spends most of his or her time obtaining substance, etc.)

EMERGENCY TELEPHONE NUMBERS:

In case of emergency	9-1-1
Police Department	888-4211
State Police	635-7036
Program Manager	730-9824
UWLC Director	888-2426

EMERGENCY CALL CHECKLIST: Please contact the Program Manager immediately if you experience any of these issues.

1. NO HEAT OR SEVERE LACK OF HEAT: If it is 65° inside the apartment and -20° outside and the furnace or heat source is working, this is not an emergency; however, if it is 60°, this is considered an emergency. REMEMBER to check that all windows and doors are closed.
2. NO HOT WATER
3. LEAKS THROUGH CEILINGS/BROKEN PIPES: Substantial water amount constitutes an emergency.
4. LOSS OF ALL POWER IN APARTMENT
5. LOCK OUTS
6. BUILDING INVOLVED WITH A FIRE – CALL THE FIRE DEPARTMENT – 911.
7. Broken windows IN WINTER.
8. Sewer stoppage.
9. DAMAGED OUTLETS OR SWITCHES: Those which present a danger of electrocution need to be fixed. If the breaker is tripped, all is safe until the next working day.
10. IMMEDIATE DANGER OR PERSONAL INJURY creates an emergency.
11. STOVE PROBLEMS: With some ingenuity, these can wait until the next working day.
12. If there is a participant(s) or neighbor disagreement that you cannot resolve on your own, please call the Program Manager or 911 for the police.

NOTE: BELOW ARE A FEW ITEMS WHICH ARE NOT EMERGENCIES:

1. Nonfunctioning stove burners or oven elements
2. Rusty or discolored water
3. Light bulbs burnt out, broken screens and windows in summer
4. Refrigerator working, but not well
5. Clogged sinks

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 when you move in. 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.

SECURITY DEPOSIT: The amount of your security deposit will be determined by you and the Program Manager. The deposit does not need to be paid prior to entering the program; a payment system can be arranged.

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. Examples of emergency situations include no heat in winter, no electricity, a plumbing leak or sewer stoppage, which might damage personal belongings or apartment property, and any condition which might cause a fire. See Page 8 for other possible emergencies.

RULES AND REGULATIONS OF OCCUPANCY / USE OF THE APARTMENT:

1. Only those persons in the New Foundations program may reside at the apartment.
2. You are not permitted to have overnight guests, however, grandparents, babysitters, etc. may be permitted with prior approval from the Program Manager.
3. You cannot use or permit unlawful activities in the unit, in the common areas or on the ~~project~~ grounds.
4. You cannot make or permit noises or acts that will unreasonably disturb the rights and/or comfort of neighbors.
5. No person under the influence of drugs or alcohol is permitted on the premises at any time. If you or one of your participant(s) is found to be under the influence of drugs or alcohol at any time during the program, you will be immediately asked to leave.
6. In order to remain a participant(s) in the New Foundations program, you are required to sleep at the house every night. If you need to be away from the apartment overnight, you must notify the Program Manager in advance.
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 throw your cigarette butts on the ground. You may not stand on the street in front of the building to smoke. Please dispose of your

cigarette butts properly. Make sure that the flame is completely extinguished before leaving the designated smoking area.

8. Participant(s) must complete their weekly assigned chores and community volunteering commitments by the dates agreed upon.
9. Children outside of your immediate family are not permitted in the residence at any time without prior authorization from the Program Manager. For safety reasons, Program Manager must know who is in the apartments at all times. Please check with Kylie if your child is having a sleepover or a day visitor.
10. Garbage cans must have a liner and must be covered at all times. Place garbage in trash containers for collection. Please recycle and dispose of trash in dumpsters in the back of the building. The dumpsters are usually locked, but a key to the dumpster is hanging on the bulletin board at the top of the stairs. Please return key when finished.
11. Do not store or place anything on the stairs or in the stairwells. If you need hooks for strollers, etc, please contact Kylie.
12. Living areas must be clean and odor-free at all times.
13. Do not hang items on the apartment walls without the permission of the Program Manager. We have materials to use to hang pictures; etc that will not damage the walls, Program Manager can provide these.
14. No furnishings or household items may be removed from the house. All furnishings and household items are the property of the New Foundations program.
15. When leaving the apartment, please make sure all doors and windows are locked.
16. Participant(s) experiencing trouble with other participant(s) should bring the issues to the attention of the Program Manager for resolution.
17. No flammable liquids are to be stored on the premises.
18. Each participant(s) is expected to uphold the dignity and respect the privacy and rights of the other participant(s).
19. Participant(s) agrees to scheduled monthly and 'as needed' inspections of individual living spaces at the discretion of the Program Manager.
20. Participant(s) agrees to submit to random drug and alcohol testing.
21. Participant(s) are required to follow through with everything outlined in their individual Case Plan.
22. This list of rules is subject to change at any time. Participant(s) will be properly notified if changes are made.
23. Any failure to comply with the rules and policies of the New Foundation program will result in dismissal from the program.

APPLIANCES AND FURNISHINGS:

1. The apartment is equipped with a new heating system. Because of the potential fire hazards, kerosene heaters, gas heaters or electrical space heaters are not permitted under any circumstances. If you have a heating problem, contact the Program Manager.
2. The apartment is furnished with a stove and a refrigerator.
3. The apartment is equipped with a fire extinguisher.
4. The apartment is furnished with a T.V.

GENERAL CARE OF THE APARTMENT: To keep the apartment in good condition for all future participant(s).

1. Do not paint the walls or apply wallpaper or contact paper.
2. Do not attach latches, locks, tacks, nails or screw fixtures to the door, woodwork or walls.
3. Do not apply decals, bumper stickers, etc., to doors, walls, bathtub, refrigerator or other surfaces. Refrigerator magnets are acceptable.
4. "Contact" paper should not be used on shelves or in cupboards. Please use shelving paper without an adhesive backing.
5. Make sure furniture is not directly up against any baseboard heat.
6. Smoking is not permitted in the apartment. Please use outside designated area. Smoking in the apartment is cause for **immediate** dismissal from the program.
7. Do not attempt to flush disposable diapers, sanitary napkins, Q-Tips or similar items down the toilet.
8. Do not pour grease down the kitchen or bathroom drains.
9. Do not change or remove any part of the appliances, permanent fixtures or equipment in the apartment.
10. Do not, under any circumstances, attach anything to the floor, or put any holes in the flooring or ceiling.

PARKING:

1. You may park your vehicle in one of the municipal parking lots located in the village.
2. 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 area. The owner of any vehicle which leaks oil, transmission fluid or gasoline will be responsible for clean-up and repair expenses.
3. It is your responsibility to move your vehicle for snow plowing.
4. You may not park in front of the downstairs building during business hours.

COMMON AREAS:

It is your responsibility to make sure that your belongings are not left in common areas or walkways in such a manner as to obstruct passage to and from any apartment. There is a rotating schedule for cleaning the common areas in the hallway bulletin board.

APARTMENT DOORS:

Each participant(s) is supplied with the code to enter their assigned apartment. You may not change the code on the apartment. The Program Manager will have the code to all apartments in order to enter in the event of any emergency or other causes for concern.

SUPPORTIVE PROGRAM REQUIREMENTS:

It is a condition of stay at New Foundations that participants engage in Individualized Case Management. Participants are expected to work with the Program Manager and appropriate service providers to complete a Case Plan. Participants must complete the specific activities identified in the participant's individual Case Plan by the dates established (i.e. attend community meetings, attend support/educational groups, attend meetings with supportive services coordinators, conduct job searches, volunteer in the community, etc.

TRASH DISPOSAL:

Place trash in plastic bags, tie securely and put it in the outside dumpster. The key to the dumpsters is hanging on the bulletin board in the hallway. Please return the key when you are finished. Trash removal is provided for household rubbish. It is not, however, provided for car parts, tires, oil, antifreeze, batteries, mufflers, furniture, appliances, etc. You will have to make your own arrangements for this type of trash.

Do not store flammable liquids in the apartment and do not dispose of these liquids in the trash containers. Contact the Lamoille Regional Solid Waste Management District at 888-7317 for proper disposal methods.

SOLICITATIONS:

Door-to-door soliciting is not permitted within the apartment building. Please notify the Program Manager if solicitors come to the apartment.

DISTURBANCES:

Nothing will be done in or about the premises which might interfere with rights, comforts or conveniences of other participant(s), neighbors, or community members.

CHILDREN:

Participant(s) are responsible for the conduct of their children in the apartment and on the grounds of the building. Only children in participant(s)'s immediate family are permitted in the apartments. This means no nieces, nephews, grandchildren, cousins, friends, etc. without prior authorization of the Program Manager. Children and Parents must be mindful of the business hours of the business downstairs; screaming children will not be tolerated. Children are not to be left alone in the apartment, if you are a smoker children must be with you outside while you smoke.

PETS:

Pets are not allowed on the premises. If you need help finding a temporary home for your pet, please let the Program Manager know and we will try to find a foster placement.

SECURITY AND SAFETY:

The apartment has hard-wired electric smoke detectors in every major living area, which will go off when 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 outside door and apartment door locked at all times to insure that “uninvited” persons cannot gain access. Report any suspicious activity to the police by calling 9-1-1.

For your protection, security cameras have been placed in the hallways.

FIRE PRECAUTIONS:

We hope the following suggestions will be helpful.

1. Empty waste and trash containers regularly.
2. Dispose of newspapers and magazines regularly.
3. Make sure the fire extinguisher is adequately charged.
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 cooking range top.
7. Never wear flimsy, loose clothing or plastic aprons 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 phone 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.

GENERAL MAINTENANCE:

Important Rules and Suggestions:

1. Participant(s) are not allowed to put nails, screws, or holes of any kind in any part of the apartment. Please see the Program Manager if you have any questions.
2. Leaving windows open in the winter can result in frozen heating and water pipes, which could cause severe damage. DO NOT leave window open in the winter when temperatures are below freezing.
3. Please do not leave cigarettes burning unattended. Please be sure to use the receptacle in the outdoor designated smoking area when disposing of your cigarettes.

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

Range/Oven –Before cleaning the stove top, turn off all the controls. Please do not use abrasive cleansers or sharp instruments to clean any outside stove surface. Please clean the catch pans under the burners regularly, using a plastic-type scrubber and liquid or spray cleaner. Try to keep the stove clean, as baked-on food and grease are fire hazards, which could set off the smoke alarm and start a fire. Clean the range hood with a glass or tile cleaner to keep the outside free of grease. Hood vent filters should be removed and cleaned in hot soapy water.

ENERGY CONSERVATION:

Energy conservation results in lower utility bills, which benefits everyone.

Water

1. Notify the Program Manager when you notice a leaky faucet or running toilet.
2. Use the shower rather than the tub when possible. Showers use less water.

Heating

1. Maintain the heat no more than 68°F during the heating season (but not less than 55°F). To prevent freeze-ups, thermostats are never to be turned off during winter months.
2. Keep the doors and windows to outside shut tight when heating is on.
3. Adjust drapes, blinds or shades to act as insulation. For example, during the winter, keep drapes open during the day to let the sunlight warm the air and then close them at night. On summer days, close the drapes on the sunny side to cut down on incoming heat.
4. Keep door closed and turn on the bathroom exhaust fan when bathing to remove the moisture and prevent it from circulating throughout the apartment.

Kitchen

1. Do not set refrigerator or freezer to run colder than necessary.
2. A refrigerator operates more economically when filled to capacity but not overloaded. Keep the cooling unit free of dust and lint build-up.
3. When cooking on the range, use the vent fan to exhaust smoke and moisture directly to the outside. This will also prevent the smoke detector from going off.
4. Match diameter of pots and pans to those of the heating elements on the range. Cooking will be more efficient and heat from the element will not escape into the air.
5. Do not use the oven to heat the kitchen under any circumstances, as the heat will not circulate efficiently and it may cause damage to the appliance. Contact the Program Manager if the apartment does not heat properly.

6. Use glass or ceramic baking dishes if possible. They transfer heat better than metal and can generally be used in an oven set 25° lower than called for in recipe directions.
7. Cover pots and pans when cooking. Less heat escapes so you can use lower heat settings and food retains more vitamins.
8. Thaw frozen foods in the refrigerator before cooking.
9. Use small appliances (such as electric skillets, toaster, crock pots, etc.) as much as possible.

Laundry

1. There is a neighborhood laundromat nearby for your laundry needs.

Miscellaneous

1. When no one is watching television or listening to the radio or stereo for a period of time, turn them off to conserve electricity.
2. Turn off lights when not needed for a period of time or when you leave the room.

ADDITIONAL HOUSE RULES:

Moving Hours – Participant(s) may move out at any time between the hours of 8:00am and 8:00pm, Monday through Friday. When you leave the program, you will get any portion of the security deposit that was paid, less any charges for damages or cleaning.

Common Areas Definition – Common areas include but are not limited to entrance, sidewalks, stairways and yard. Participant(s) are expected to maintain these areas to be clear of bicycles, strollers, toys, wagons, shopping carts, furniture, clothing, brooms, mops garbage cans, wood, newspapers, or any other items in the site's common areas.

Retaining Walls & Fences – No climbing on fences or walls, no hanging and no painting.

Off Road Vehicles – Any off road vehicles are not allowed on the property. This includes 3 and 4 wheelers, snowmobiles, dirt bikes, and all other vehicles not permitted to operate on the public roads or highways.

Noise – Excessive noise that disturbs the neighbors is a violation and may be subject to the participant(s)'s immediate dismissal from the program.

Damages – Any damages to the apartment will be the responsibility of the participant(s).

We understand these are strict living requirements, but feel they are necessary in order for you to meet your program goals. 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 received 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(s) Signature

Print Name

Program Manager Signature

UWLC Executive Director Signature