

# New Foundations Transitional Living Program Resident Handbook



## Program Overview

New Foundations is a transitional living program for single parents and their children. The program is operated out of two buildings in the village of Morrisville. We are able to serve five single parent families who are homeless, at risk of becoming homeless, or struggle to remain adequately housed. Our goal is to support participants in moving toward independent living and self-sufficiency.

With hard work on the part of the program participants and 1:1 guidance from our Program Manager, the end goal of this program is permanent housing, employment to one's maximum potential, and complete self-sufficiency.

The time to complete the program is two years. During this time, participants do not pay rent but they do pay into a savings account. Participants work on furthering their education whether a technical program, certificate, or diploma.

This program has been successful in helping people get out of poverty and live a life free from public assistance. It's amazing what someone can accomplish once you take the worry of housing off the table!

## Eligibility

- Single parent with primary custody of child(ren)
- Homeless, at risk of becoming homeless, or struggle to remain adequately housed
- Committed to furthering their education or professional development
- Committed to becoming financially self-sufficient
- Desire to stay until educational goals are complete (up to two years)
- Meets requirements of alcohol & substance policy

## Application Process

- Complete the application and education plan – see our website for forms <http://uwlamoille.org/programs/new-foundations.html>
- 1<sup>st</sup> interview with Program Manager and Executive Director
- 2<sup>nd</sup> interview with Oversight Committee
- If accepted, meet with Program Manager to review handbook and create a move-in plan

# Welcome

Congratulations on being accepted into the New Foundations program! You have taken a step towards bettering your life and the life of your child(ren)! We are looking forward to seeing the great things you will accomplish during your stay with us.

Participants come from different backgrounds and experiences; everyone’s journey will be different. We will work directly with you one-on-one to develop specific goals for you and your family. The following areas will be our main focus. If there are other things going on for you in your life outside of these areas, we can also address those on an as-needed basis.

- Housing
- Savings
- Employment
- Education
- Life Skills – nutrition and cooking, budgeting, household management, self-care, parenting

Please note: You are a participant in our program, you are NOT a tenant and we are not the landlord. Therefore, tenant/landlord laws do NOT apply and you can be terminated immediately for program noncompliance.

## Your Rights

- You have a right to privacy. No information can be released without your prior written consent.
- You have the right to be treated in a fair and respectful way, not only by staff but also by the other participants. If you find you have difficulties during your stay, please contact the Program Manager. If you need additional support, please contact the Executive Director at 888.3252 and ask to meet with the Oversight Committee.

## Your Responsibilities

1. Be respectful to program staff and other participants.
2. Meet with Program Manager weekly.
3. Make progress on goals.
4. Participate in financial coaching.
5. Continue engaging with other service providers.
6. Complete cleaning of common areas during designated time.
7. Enroll and actively engage in education program.
8. Work towards employment or maintain employment.
9. Follow the savings policy.
10. Follow the alcohol and substance abuse policy.
11. Follow the rules of occupancy.
12. \_\_\_\_\_ Initials\_\_\_\_\_
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14. \_\_\_\_\_ Initials\_\_\_\_\_
15. \_\_\_\_\_ Initials\_\_\_\_\_

## Savings Policy

Participants set up their own savings account and deposit a percentage of their income from all sources as detailed below:

- 10% of income – months 1-3
- 20% of income – months 4-6
- 30% of income – months 7-24

Savings account statements will be reviewed with Program Manager. Money deposited into the account should stay in the account and not be withdrawn. If an emergency has come up, the participant should first discuss with the Program Manager for an approved withdrawal. If a withdrawal is made, a plan will be created for the participant to replenish what was withdrawn by depositing additional income.

## Alcohol & Substance Abuse Policy

Participants shall not possess, consume, or be under the influence of alcohol on New Foundations property. The use of other drugs is not allowed while a participant of this program. This includes participants at all times, children, and guests while they are visiting.

If we believe a participant may be using substances, we will refer the participant to a licensed drug and alcohol counselor for an assessment and to complete the resulting recommendations from that assessment.

- If treatment is medically recommended, we hope that the participant will take this opportunity to engage with treatment. If the participant chooses not to complete the recommendations from the assessment, the participant will be dismissed from the program.
- If treatment is not medically recommended, we will follow our consequences outline in the “Not Fulfilling Your Responsibilities” section.

We understand the importance of safe and stable housing during the recovery process. If there is reason to believe a potential participant is actively using drugs and/or alcohol, they should not be referred to this program. Potential participants who are in recovery are welcome to apply for New Foundations with the following:

- **In recovery at least 6 months without relapse use of substance.** This program defines recovery as the abstinence from all drugs and alcohol and any medications or medicinal substances not taken as prescribed by a physician or psychiatrist.
- **Clear documentation of wanting to better their life.** Examples of documentation include but are not limited to: letter of confirmation from program supervisor of consistent and current participation in a recovery coaching program, signed and dated recovery meeting attendance forms, letter from counselor, letter of confirmation from program supervisor of consistent and current participation in IOP groups.
- **Letter of recommendation** from the medical provider providing treatment indicating treatment progress. If there is no longer ongoing treatment, a letter of recommendation can come from a Primary Care Physician.

## Not Fulfilling Your Responsibilities

If you choose not to fulfill one or more of your responsibilities, we will follow these steps:

- Written warning #1 and restorative agreement
- Written warning #2 and restorative agreement
- Written warning #3 and restorative agreement
- 4<sup>th</sup> incident results in dismissal from the program

## Dismissal from New Foundations Program

You are a participant in our program, you are NOT a tenant and we are not the landlord. Therefore, tenant/landlord laws do NOT apply and you can be terminated immediately for program noncompliance.

Safety is an important part of living in a community. If you participate in illegal activities, use violence or the threat of violence, you could be immediately dismissed at the discretion of the program.

## Monthly Apartment Inspection

Each month we will complete an apartment inspection. Typically, this inspection will happen during a regular weekly meeting with the Program Manager. If this cannot happen for whatever reason, we will coordinate a different time for the inspection to be completed. Unless there is an emergency, we will notify you before we enter the apartment.

## Moving In or Out

When you are accepted, you will make a plan for moving with the Program Manager which includes timing and inspection. The move-in inspection will help avoid any misunderstandings about the condition of the apartment. The Program Manager must be notified at least 24 hours in advance when moving out. A United Way representative must be present to complete the move-out inspection.

## Rules of Occupancy

1. Only New Foundations participants and their children may live in the apartment.
  - a. Daytime Guests – inform Program Manager before guests arrive.
  - b. Overnight Guests – allowed one night per week, inform Program Manager.
2. Overnights away from residence – inform Program Manager.
3. Code – the code to access the building and apartment are **NOT** to be given out.
4. Noise – respectful level at all times. Exceptionally quiet between 10pm and 7am.
5. All people in the apartment, including guests, must be free from the influence of alcohol and drugs at all times.
6. No smoking or vaping in the apartments, inside the building, or near the building. You may only smoke/vape in the designated smoking/vaping area which is: 25 feet from the building or the back parking lot.
7. No illegal activities are permitted inside or outside of New Foundations property.
8. No pets allowed at any time.
9. Trash and recycling
  - a. 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. Containers for pick up are located to the side of each building.
10. Hallways and stairways must be kept clear.
11. Living areas should be relatively clean.
12. Prior approval needed before hanging items on walls or attaching to surfaces.
13. Lock doors and windows when away from apartment.
14. Keep windows closed during heating months.
15. All furnishings belonging to New Foundations must be kept in the apartment. Unless you obtain prior approval from Program Manager.
16. Keep furniture away from baseboard heat.
17. Toilet paper is the only paper product to be placed in toilet.
18. Grease is to be disposed of in trash not down the drain.
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.

## Service Request Procedures

Please notify the Program Manager of needed repairs. In case of emergency situations, please call the Program Manager immediately. Below is a chart to help 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		
Internet	X		

## Safety and Security

The apartment has hard-wired electric smoke detectors in every major living area, which will go off when the smoke is heavy. 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.

## Parking

- Portland St Building: In the back behind the building.
- Hutchins St. Building: 2 spots available in the driveway.
- Additional parking: municipal parking lots located within the village.
- Note: 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. Any off road vehicles are not allowed on property. This includes ATV’s, snowmobiles, dirt bikes, and all other vehicles not permitted to operate on the public roads or highways.

## Snow Removal

- Parking Lot: Snow removal from the back parking lot is provided by the United Way of Lamoille County. Please be considerate when parking, so snow removal can happen. When large snowfall accumulations are expected, please park in the municipal parking lot, so snow removal can be as efficient as possible.
- Walks and alley access: It is expected that guests of the program will work together to keep all walkways clear of snow. Shovels and salt are provided for use.

I have read and understand the responsibilities, rules of occupancy, and consequences outlined in this handbook. By signing this document, I understand that if I do not fulfill my responsibilities or comply with New Foundations program policies this can result in dismissal from the program.

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Program Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date