Note to LFUCG Grant Reviewers: Failure to meet the expectations listed in this document will **NOT** cause an individual to be removed or barred from our shelter. Only the violations listed in our "Hanger Lodge Rules" document will cause an individual to be removed or barred from our shelter.

Information & Procedures - Navigating Your Stay

1) Guests must be out of bed, showered, dressed and cleaning their areas by 8:00 a.m. Monday-Friday and 9:00 a.m. on Saturday and Sunday.

2) Guests must be able to care for themselves and are required to participate in all emergency drills. Always follow staff instructions to go to the proper locations during drills.

3) All guests must sign themselves in and out every time they leave the property.

4) All prescription and over the counter drugs **MUST** be kept in assigned medical box/bag behind the reception desk in the front lobby. Guests can only access medicine in the lobby.

5) Food and/or drinks cannot be taken out of the cafeteria. No food and/or drinks are allowed in dorms or family area rooms except for plain bottled water.

6) For the safety of children, parents/guardians must supervise their child(ren) on property at all times

7) Guests **CANNOT** switch beds (single dorms) or rooms (family area) without permission from the Director of Guest Services.

8) Smoking (including electronic cigarettes) is **NOT** permitted in the buildings or on Salvation Army grounds except for the far end of the playground or the patio between the Way House and Lodge.

9) Profanity, gambling, sexually related comments or whistling and intimate touching of any kind is **NOT** permitted.

DAILY LIVING

- Guests should check daily for mail, with the front desk staff.

- Guest will be assigned Caseworker, please check the white board for time and date of your schedule intake.

- Pets are not permitted on the property (inside or outside) unless the animal is a service animal.

- Guests are required to attend life skills education classes and other mandatory classes as listed on the monthly calendar; unless employed during class hours. Important: A guest may only be excused from attending a particular class by their caseworker.

- If you need to speak with your Caseworker, Social Service Coordinator or the Director of Guest Services and do not have a scheduled appointment, fill out a **Caseworker Request Form**. These can be found at the front desk.

- A phone for guest business use is located in the front hallway of the Lodge. This phone is for local calls only.

- We reserve the right to search any bags or belongings brought into the Lodge**.** Lockers and closets are also subject to random search. Guests are required to cooperate with searches.

- We reserve the right to randomly drug and alcohol test, with the understanding a staff member must be present at the time the specimen is collected. This is a zero tolerance facility; therefore, testing positive or failure to comply can result in suspension from the lodge.

- Guests are to be fully dressed at all times. Appropriate undergarments and clothing (no pajamas or lounge pants) must be worn in common areas. Shoes, (not house slippers), must be worn at all the times, inside and outside the facility.

- Visitation for the Lodge is Sundays from 2:00 p.m.-4:00 p.m. in the reception/lobby area. All visitors are required to sign in and out.

- Clothing items are restricted to what fits into each guest's assigned clothing unit/locker. Guests being housed in overflow spaces may keep one bag of personal items in the lobby restroom. Linens and up to one additional bag of personal items will be stored in the Lodge shed which will be opened once in the morning and once in the evening by Lodge staff.

DAILY SCHEDULE

o 5:00 a.m. – 7:45 a.m.	Continental Breakfast
o 8:00 a.m.	Room inspections
o 10:00 a.m.	Sunday School (optional, Sunday)
o 11:00 a.m.	Worship (optional, Sunday)
o 11:00 a.m.	Safe Haven group meeting (Wednesdays)
o 12:00 p.m. – 1:00 p.m.	Lunch
o 5:00 p.m. – 6:00 p.m.	Dinner
o 5:30 p.m. – 8:00 p.m.	Clinic (Tuesday and Thursday) - sign-up is 4:30 p.m.
o 8:00 p.m.	Mandatory Guests Meeting (1st Tuesday – Singles & 3rd Tuesday – Families)
o 8:00 p.m. – 8:30 p.m.	Snack (optional) – Milk & Ice @ 8:30 p.m.
o 9:00 p.m.	All children must be in bed on school nights (Note: 10 p.m. on non-school nights)
o 11:00 p.m. – 5:00 a.m.	All guests in rooms/dorms (*TV's off / smoking area locked / Lights Off)*

DORM/ WAYHOUSE/ FAMILY LIVING

- Single guests must be in their rooms and lights out by **11:00 p.m.**

- Guests with children must be in their rooms with children in bed by **9:00 p.m. on school nights and 10:00 p.m. on non-school nights.**

- Do not rearrange furniture, or put tape, stickers or markings on furniture. Windows are not to be opened or unlocked unless approval is given by the Director of Guest Services.

- Small radios may be used in family rooms as long as it does not disturb your neighbors. Small radios without electric cords or camera devices may be used in dorms with headphones so you do not disturb other guests.

- Guests are not permitted to watch soap operas, BET, VH1, MTV, on the TVs in the singles area, the Way House or in the Family area. Talk shows are under Director of Guest Services' discretion. TV operation hours are 6:00 am to 9:00 am and 6:00pm to 11:00pm.

- Television in the Family Area is only to be geared towards children. NO, MTV, BET, soap operas. TV operation hours are 6:00 am to 9:00 am and 6:00pm to 11:00pm.

- Parents/guardians must ensure that their children are using the appropriate playground equipment and toys suitable for their child's age. Big wheels, toy weapons, roller blades, skates or other playground items cannot to be brought inside the facility.

- Under **NO** circumstances may one guest handle or baby-sit another guest's child(ren) while on Salvation Army property.

MEALS/SACK LUNCHES/SNACKS

- Guests must get a ticket at the front desk for all meals. Staff will announce when tickets are available.

- No bare feet or flip-flops without socks in the dining area. Guests are to be appropriately dressed.

- Sack lunches are available for employed guests or guests with scheduled appointments who will not be here at mealtime. A copy of your work schedule will be required. If sack lunches are not picked up two days in a row it is an automatic forfeit from the sack lunch program.

- Applications for sack lunch are available outside the Director of Guest Services' office and must be applied for by 4 p.m. Saturday for the following week. You must reapply with your schedule each week by Saturday. Guests requiring a special diet due to medical or religious reasons need to notify the Director of Guest Services.

- Refrigeration is available for babies' food and milk. Parents/guardians should see the Director of Guest Services for bottle washing and sanitation times. Be sure to date and initial your items.

- Snacks (not meals) may be brought in the front door and taken directly through the lobby and eaten at the picnic tables **during designated time periods.**
  Families may have snack from 7 p.m.-8 p.m.
  Singles may have snack from 8:30 p.m.-9:30 p.m.

NO SHOWS/WEEKEND PASSES

- Weekend passes must be approved by the Director of Guest Services. After 30 days, one pass per month and two extended curfews may be requested. Guests must apply for the pass by Thursday 4:00 p.m. for that weekend. Do not leave before your pass has been approved.

- Guests will forfeit their bed/room after **two no shows**.

- Guests who check out of the lodge must take their belongings and medication with them. Belongings, including medication, will be held for 48 hours unless previous arrangements have been made with the Director of Guest Services. Mail will be held for 30 days.

- **IMPORTANT**: The Salvation Army operates a program, not a hotel where people check in and out repeatedly, and <u>bed space is extremely limited</u>. Therefore, once a guest leaves, there is a **60-day** waiting period after the first stay before a guest may return to the Lodge; a **90-day** waiting period after the second stay; and a year thereafter. We recognize there may be

special circumstances when it is appropriate for a guest to return to the Lodge prior to the end of the waiting period; therefore, "Admission Exemption" application forms are available at the front desk and once completed will be evaluated by both the Director of Guest Services and Social Service Coordinator.

CHORES

All Guests will be assigned chores/duties in the facility (chores, one or more are rotated weekly). Chores are NOT optional. If an emergency situation arises, it is your responsibility to receive an approved excuse from Director of Guest Services and find another guest who can complete that chore for you. In the case of physical limitation, a physician's note listing suitable chore options will be required.

LAUNDRY

- There is a laundry facility for guests to use downstairs in the lodge. Guests may request to schedule a laundry time once per week by asking at the front desk.

- **Families –** When scheduling laundry, keep in mind adolescent boys are not permitted in the downstairs area **before 10:00 a.m.** or **after 5:00 p.m**.

- When bringing clothing in, guests must comply with the drying and bagging of clothing and cloth items for health and safety reasons.

VEHICLES

Guests with vehicles must park behind the facility during the hours of 8:00 a.m.-8:30 p.m., Sunday-Saturday. Guests' vehicles may be parked in the front parking lot 8:30 p.m.-8:00 a.m. only.

WORSHIP

The Salvation Army is privileged to serve you in the name of our Lord and Savior, Jesus Christ. Our hope is that you will feel loved and supported through this special ministry at The Salvation Army. We want you to feel whole physically and spiritually. Please know we provide spiritual counseling, Bible studies and worship services designed to bring hope and meet spiritual needs. You are welcome, but not required, to attend Sunday school at 10:00 a.m.; Sunday Worship at 11:00 a.m.; and Bible Study on Thursdays at 1:00 p.m. Also, you may request to speak to a Chaplain/Pastor. You may request a room to meet with a clergy member of your choice. Such requests for spiritual counseling should be made with the Director of Guest Services.

FILING A GRIEVANCE

Grievance forms are available from the Lodge Front Desk, the Director of Guest Services, the Social Services Coordinator, Caseworkers and the Administration Front Desk.

Grievance Forms should be completed if:

1. A guest has a concern regarding a Guest Service Assistant or another guest that is not resolved after speaking to the Director of Guest Services -OR-
2. A guest has a concern regarding a caseworker that is not resolved after speaking to the Social Services Coordinator -OR-
3. A guest has a concern regarding the Director of Guest Services and/or the Social Services Coordinator that is not resolved after speaking with them.

- Grievance Forms must be filled out COMPLETELY.
- Grievance Forms must be turned into the Administrative Coordinator between 8 a.m. and 5 p.m., Monday-Friday.
    - If the Administrative Coordinator is not available:
        - The Administration Receptionist will provide an envelope to the guest for their form.
        - The guest should place the form in the envelope and seal it. They should give it to the receptionist to put in the Administrative Coordinator's mailbox.
- The Administrative Coordinator will acknowledge the grievance upon receipt with a letter placed in guest mail.

Expectations during your stay

Enter the Lodge with a **POSITIVE ATTITUDE**.

RESPECT yourself, other guests, volunteers and staff members.

Please be courteous and clean up any spills or messes you make.

Please respect the privacy of others.

Outdoor seating areas have been designated on campus for your enjoyment. Loitering around the property or inside parked vehicles on property is not permitted.

All residents must use the sidewalk. For safety reasons, kindly refrain from walking through the parking lot.

NO roughhousing indoors or outside. No playing on the stairs.

THE SALVATION ARMY HANGER LODGE RULES

In order to ensure the safety of our staff and other guests, including children, the following behaviors will not be tolerated from guests of the Hanger Lodge. The Director of Guest Services or your Caseworker may ask you to leave immediately if you engage in one of these behaviors. In addition, your readmission to the Lodge will be subject to an evaluation and approval by both the Director of Guest Services and the Social Service Coordinator.

- Violent behavior or extreme verbal abuse (to anyone)
- Stealing from anywhere or anyone in the Lodge or TSA property
- Smoking (including electronic cigarettes) inside the building or in an undesignated area
- Possession of alcohol, unauthorized drugs, loose tobacco (in any container), weapons, ammunition or dangerous chemical agents in the Lodge or on TSA property
- Being under the influence of alcohol or illegal drugs in the Lodge or on TSA property
- A positive drug or alcohol test or failure to submit to testing
- Intimate touching of any kind
- Prostitution
- Selling of controlled substances
- Indecent exposure
- Damage to the Lodge or Salvation Army premises
- Behavior that threatens the well-being of yourself or another guest or staff
- Failure to place medications (over-the-counter or prescription) in assigned medicine box
- Providing false identification

I have read and understand the rules for guests in the Lodge. I agree to abide by all the rules. Furthermore, I understand the consequences of not abiding by the rules.

_____ _____

Signature of Guest Date

_____ _____

Witness Date

NOTE: These rules are posted in various locations throughout the facility for reference by guests. Any guest may request a personal copy of his/her signed rules from the Director of Guest Services.

JOB DESCRIPTION

Revised: March 2018

EMPLOYEE: Mary Okpebholo

TITLE: Director of Guest Services

DEPARTMENT: Human Services

REPORTS TO: **Area & Associate Coordinators**

SUPERVISES: Resident Monitors
Food Service Staff
Food Pantry Worker
Warehouse Staff
Human Services Program Assistant

STATUS: Exempt

SCHEDULE: Full-Time; 40 hrs/wk
Monday - Friday
8:00am to 5:00pm
(On-Call 24 hours a day / 7 days a week)

Note to LFUCG Reviewers: Portions of this job description relating to treating guests with dignity and respect are highlighted for easy reviewing.

FUNCTION:

This position is responsible for the operation and management needs of the Hanger Emergency Lodge and Way House and all program components therein; including, but not limited to, UK Clinic, Women's Substance Abuse, Female Parolee, and food services. The operation of this facility 24 hours per day and 7 days a week requires this position to be in a constant state of On-Call status.

JOB LOCATIONS:

Fayette County	Corps: 736 W. Main Street Lexington, KY 40508

HANGER LODGE DUTIES

1	On call 24 hours a day / 7 days a week
2	Follow and Enforce rules, regulations, and policies as outlined in the Hanger Lodge Handbook. Hold regular staff and resident meetings
3	Responsible for the scheduling and supervision of Hanger Lodge Resident Monitors and Cooks
4	Monitor and submit time sheets
5	Responsible for the financial and daily management of the Hanger Lodge housing areas of operations. Assist the Fiscal Manager with the budget preparation
6	Maintain daily service statistics
7	Oversee volunteers and court ordered clients
8	Properly maintain the cleanliness of the building
9	Circulate chore assignments for all residents
10	Submit work orders to Property Manager for property repairs and janitorial supplies
11	Provide timely input to Casework Supervisor on activities and/or concerns related to Lodge residents
12	Attend community and coordinating agency meetings as requested
13	Provide activities for residents such as birthday parties, movie night, safe haven support group, etc
14	Serve as liaison with the Department of Corrections. Ensure lodge operations are in compliance with DOC contract
15	Serve as Associate PREA Coordinator to ensure that compliance is met and upheld to all PREA standards.

FOOD SERVICE DUTIES	
1	Plan menus and snacks for the lodge residents, Early Learning Center, Boys and Girls Club, Asbury Students and Special Events
2	Purchase and order food supplies
3	Attend Food Shows
4	Purchase and/or order supplies related to food service
5	Set up for Corps Dinners, Special Events, Advisory Board Meetings, and Advisory Council Meetings
6	Keep the staff lounge and conference room properly stocked
AUXILIARY BUILDING DUTIES	
1	Supervise staff and volunteers
2	Monitor supply inventory, in kind donations and statistics
3	Work with caseworkers to obtain needed items for clients
4	Distribute supplies from various vendors to proper departments
CHRISTMAS DUTIES	
1	Participate in Christmas Planning Meetings
2	Purchase/order toys
3	Set up the Distribution Center
4	Oversee the Angel Tree and Adopt a Family sorting and distribution process
5	Train and monitor Volunteers
WAYHOUSE DUTIES	
1	Responsible for the cleanliness of the building and security
BOOTH UNIT DUTIES	
1	Responsible for the cleanliness of the building and security
OTHER DUTIES	
1	Give tours
2	Responsible to set the security alarm. First responder if the alarm goes off
3	Perform all duties in a manner that reflects the core value of The Salvation Army in treating all people with dignity and respect.
4	Provide other services as required for the efficient functioning of The Salvation Army

The Salvation Army reserves the right to add to, delete or modify this job description.

MINIMUM QUALIFICATIONS	
1	Education: High School Diploma or GED
2	Minimum of 3 years' experience working in a shelter
3	3 years' experience in a supervisory position
4	Certification in First Aid & CPR
5	Sterling interpersonal skills; applies tact and diplomacy in dealing with internal and external constituents
6	Exceptional written and verbal communication skills
7	Understanding of Health Food Service Codes
8	Experience in Microsoft Office Applications (Microsoft Word, Excel, PowerPoint & Mail Merge)
9	Creative, enthusiastic, highly organized and able to meet deadlines in a timely manner
10	Must possess a thorough understanding and appreciation for The Salvation Army's mission and work
11	Ability to maintain strict confidentiality
12	Flexibility & Strong Work Ethic
13	A positive, contagious 'can-do' attitude
14	Must be sensitive to the issues of families, children, cultural diversity, and homelessness – must be able to assist people and provide assistance in a calm, courteous and polite manner.

15	Must maintain a valid driver's license
16	Must pass extensive background check
17	A passion for The Salvation Army's mission

COMMUNICATES WITH		
	INTERNAL	**EXTERNAL**
1	Area Coordinator	Department of Corrections (DOC)
2	Assistant Area Coordinator	UK College of Medicine *(Clinic)*
3	CKAS Employees	Assigned Volunteers
4	Management Team	Angel Tree In-Kind Donors
5	Fiscal Manager	US Marine Corps Toys for Tots
6	Executive Assistant for Administration	Feed the Hungry
7	Executive Assistant for Program & Human Resources	Vendors
8	Early Learning Center Director *(Menu & Food Request)*	First Response
9	SABGC Director *(Menu & Food Request)*	
10	Development Coordinator *(Menu & Food Request)*	
11	Grant Writer *(Statistics)*	
12	Associate Development Coordinator *(Volunteers)*	
13	Resident Monitors	
14	Warehouse Workers	
15	Residents	
16	Social Service Coordinator	
17	Caseworkers *(Group Staff Meetings & when casework advice is requested)*	

WORKING CONDITIONS			
During an average workday, the jobholder will sit 20% and stand/walk 80%			
LEGEND:			
N	Not at All (Zero Hours)	**F**	Frequently (Three (3) to Four (4) hours)
V	Very Little (Zero to One (1) hours)	**R**	Repetitively (Five (5) to Six (6) hours)
O	Occasionally (One (1) to Two (2) hours)	**C**	Continuously (Seven (7) or more hours)

Body Movement		**Weight Lifted**		**Weight Carried**	
F	Bend/Stoop	**R**	Up to 10 lbs	**F**	Up to 10 lbs
O	Squat	**O**	11 to 35 lbs	**O**	11 to 35 lbs
V	Climb	**V**	36 to 75 lbs	**V**	35 to 75 lbs
O	Reach	**V**	76 or more lbs	**V**	76 or more lbs
O	Crouch				
O	Kneel				
V	Balance				
F	Push/Pull				

Hand Movement		Environmental		Exposure	
R	Light grasping	V	Working on Heights	R	Physical (noise, temperature, dust, etc)
O	Firm grasping	V	Work on Uneven Ground	F	Chemical (cleaning solvents, fresh paint, etc)
V	Pinching	V	Work Near Moving Equipment	V	Radiation (microwave in lunchroom, etc)
V	Vibration			O	Extreme Heat & Cold
V	Torque			R	Biological (body fluids)
V	Extended Weight				

AREA OF SPECIAL CONCERNS

This position may require long work hours in an extremely active environment.

GENERAL STATEMENT

The above is general in nature and is not intended to be exhaustive. I acknowledge that many positions for The Salvation Army are grant funded. I understand that my continued employment with The Salvation Army is/may be based on the renewal and approval of funding.

MISSION STATEMENT

The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

ACKNOWLEDGEMENT OF RELIGIOUS PURPOSE OF THE SALVATION ARMY

The employee acknowledges that he/she has been informed and understands The Salvation Army's religious purpose and status as a church. The employee agrees that he/she shall do nothing in his/her relationship with The Salvation Army as an employee to undermine its religious mission. The employee agrees and understands that his/her work-related conduct must not conflict with, interfere with, or undermine such religious programs of The Salvation Army's religious purposes.

This job description is subject to change as programs evolve.

ACKNOWLEDGEMENT: I have read, understand and have received a copy of this job description.

EMPLOYEE SIGNATURE:_____ **DATE**:_____

SUPERVISOR SIGNATURE:_____ **DATE**:_____

Note to LFUCG Grant Reviewers: Failure to meet the expectations listed in this document will **NOT** cause an individual to be removed or barred from our shelter. Only the violations listed in our "Hanger Lodge Rules" document will cause an individual to be removed or barred from our shelter.

Program Agreement

My entry into The Salvation Army Shelter/Program indicates my understanding and willingness to adhere to the following:

Case Management Support to Help Me Reach My Goal of Self Sufficiency:

The Casework Staff will assist me:

- In setting realistic and applicable short goals to obtain housing.
- In obtaining aid from other agencies and professionals in addition to making referrals when necessary.
- In representing my concerns to the Social Service Coordinator, Director of Residential Services

Weekly meetings will be scheduled with a caseworker to discuss my progress and set goals. Information that I share during these meetings may be discussed confidentially with other professionals as necessary to secure assistance for me to meet my goals. This is not an appropriate place to wait for the housing subsidy you may want, or to wait for disability hearing. Shelter is short term; working on housing options is an expectation of being granted shelter. Shelter access does not imply or guarantee access to income based housing.

When I need assistance and it is outside of my weekly meeting:

- I understand that I must fill out a **Casework Request Form** located at the front desk stating my specific need. It may take up to 24 hours for my request to be answered.
- I understand that I may not interrupt a caseworker in the hall or knock on her door when it is not my meeting time.
- I understand that if I have an emergency and I feel that I may hurt myself or someone else, I will tell the first staff person I see so that I may receive the help I need.
- I understand that if I have an *emergency* casework request, I may ask to speak to the Casework Supervisor if my caseworker is not available.

My Responsibilities:

- It is my responsibility to meet each week for a weekly meeting with my caseworker to discuss my progress and to schedule appointments with other social service agencies and professionals that are assisting me as necessary.
- Staff is present to assist you but, staff is <u>not</u> responsible for finding you housing. Staff provides tips and access to a phone or computer or apartment listings and other resources.
- Shelter is short term; working on housing options is an expectation of being granted shelter. Shelter access does not imply or guarantee access to income based housing.
- It is <u>expected</u> that you will spend all or most of the day time hours pursing housing options.
- I agree to provide information to my caseworker regarding any assistance/case management/services I am receiving from other agencies within the community.
- It is my responsibility to <u>complete</u> any written verification related to my Case Treatment Plan that may be suggested by my caseworker and submit it to my caseworker <u>on time</u>.
- If applicable it is my responsibility to attend all life skills classes and meetings that are required during my stay at The Salvation Army.
- I agree to submit my work schedule and paystub (or proof of income) to my caseworker upon employment and when/if I change employment or add employment.
- If applicable I agree that after I have resided here for 30 days and have obtained income I will pay $10 per week to continue my stay here. I will pay this money to the Casework Supervisor on Fridays or Mondays (per hours and method posted on her door), the week after I have stayed.
- I agree that I must show proof of my ***savings*** after employment to my caseworker each week by a mutually agreed upon method of savings.
- I agree to abide by the policies of The Salvation Army.

Please initial_____ Date _____

Case Treatment Plan

RE: _____ SSN _____XXX-XX-_____
Applicant's Name (print) (last four digits)

Current housing situation: **The Salvation Army**
_____

Number in household:
_____

Identify needs & barriers; establish goals, document referrals/supportive services

Housing Objective: establish or better maintain a stable living environment; help keep the focus on immediate needs, while assisting in the development of long term housing plan; reduce risk of homelessness

Housing Barriers

Barriers to Housing (Review the list of barriers with the client and use this information to guide the rest of the discussion.)

- ☐ No rental history
- ☐ Poor rental history
- ☐ Eviction(s) _____
- ☐ No or poor rental references
- ☐ Large family (3+ children)
- ☐ Single parent household
- ☐ Head of household under 18
- ☐ Sporadic employment history
- ☐ No high school diploma/GED
- ☐ Insufficient/no income
- ☐ Insufficient savings
- ☐ Money management
- ☐ No or poor credit history
- ☐ Debts
- ☐ Repeated or chronic homelessness

- ☐ Recent history of substance abuse or actively using drugs or alcohol
- ☐ Recent criminal history
- ☐ Felony charge(s)
- ☐ Adult or child with mild to severe behavioral problems
- ☐ History of domestic violence, but abuser not in the unit
- ☐ Recent or current domestic violence (fleeing abuser)
- ☐ EPO/DVO Violations
- ☐ Other, specify _____

Housing History

What types of housing has client previously lived in? Check all that apply, and include dates of residence and reason for leaving:

Type of Residence	Dates of Residence	Reason for Leaving
☐ Emergency Shelter		
☐ Place not meant for habitation		
☐ Transitional housing for homeless persons		
☐ Permanent housing for formerly homeless persons		
☐ Psychiatric hospital or facility		
☐ Substance abuse treatment facility or detox center		
☐ Hospital (non-psychiatric)		
☐ Jail, prison or juvenile detention facility		

☐ Room, apartment, or house that you rent		
☐ Apartment or house that you own		
☐ Staying or living in a family member's room, apartment, or house		
☐ Staying or living in a friend's room, apartment, or house		
☐ Hotel or motel paid for without emergency shelter voucher		
☐ Foster care home or foster care group home		

Financial Stability

Have you and/or the children who are coming into this program with you received money from any of the following sources in the last month? And if so, what amount did you receive from each source? (Read each income source and check all that apply.)

Source of Income	Amount from Source
☐ Earned income	$_____.00
☐ Unemployment Insurance	$_____.00
☐ Supplemental Security Income or SSI	$_____.00
☐ Social Security Disability Income (SSDI)	$_____.00
☐ Retirement Income from Social Security	$_____.00
☐ VA Service- Connected Disability Compensation	$_____.00

☐ VA Non-Service-Connected Disability Compensation	$_____.00
☐ Worker's Compensation	$_____.00
☐ Temporary Assistance for Needy Families (TANF)	$_____.00
☐ General Assistance (GA)	$_____.00
☐ Private disability insurance	$_____.00
☐ Pension or retirement income from a former job	$_____.00
☐ Child Support	$_____.00
☐ Alimony or other spousal support	$_____.00
☐ Other source:_____	$_____.00
Total monthly income	**$_____.00**

Non-Cash Benefits
☐ Supplemental Nutrition Assistance Program (SNAP)
☐ Special supplemental, Nutrition Program for Women, Infants, and children (WIC)
☐ TANF Child Care Service
☐ TANF transportation services
☐ Other TANF-funded services
☐ Section 8, public housing, or other ongoing rental assistance
☐ Temporary rental assistance
☐ None at all
☐ Other: _____

Debt				
Origin of Debt	YES	NO	Amount	Contact Info
Landlord			$	
Gas Company			$	
Electric			$	
Telephone			$	
Child Support			$	
IRS			$	
Car (Loan/Tickets)			$	
Student Loans			$	
Credit Cards			$	
Storage			$	
Other			$	
Total			$	

What type of credit history do you have?

☐ Good ☐ Bad ☐ No Credit History ☐ Don't Know

Assets:

☐ Checking $ _____ ☐ Savings $ _____ ☐ Other $_____

Do you have any assets (car, property, CD, IRA)? ☐ No ☐ Yes

Details: _____

Employment

Are you currently employed? ☐No ☐Yes
(if yes, ask the following questions):

How many hours did you work last week? _____hours

Was this permanent, part-time, temporary, or seasonal work?
☐ Permanent ☐ Part-time ☐ Temporary ☐ Seasonal

Current Employer Name: _____ Position: _____

Address: _____
_____

Previous employment (type and duration):
1._____
2._____
3._____

(if client reports that he/she is not working, as the following)

Are you currently looking for work? ☐No ☐Yes
Are you currently unable to work? ☐No ☐Yes
Have you applied for Social Security Benefits? ☐No ☐Yes, _____Date of application

Identification/Documentation

Currently possesses:

HH Member Name	Social Security Card	Birth Certificate	Driver's License/ID	Green Card/Work Permit	Copy of EPO/DVO	One Month's Paystubs	One Month's Paystubs	Award Letter	Proof of Veteran Status	Proof of Child Custody
	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes
	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes
	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes
	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes
HH Member Name	Social Security Card	Birth Certificate	Driver's License/ID	Green Card/Work Permit	Copy of EPO/DVO	One Month's Paystubs	One Month's Paystubs	Award Letter	Proof of Veteran Status	Proof of Child Custody
	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes
	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes	☐No ☐Yes

Housing Stability Goals

Housing Goal(s): 1-3 Permanent Housing Options Identified by the Family (Should describe type of housing, location, unit size, etc.; and should include thoughts about existing support systems, transportation, affordability, etc.)
Long-Term Goals *These are the steps that lead to attainment of the Housing Goal(s) listed above.* **Employment:** **Financial:**

Life Skill & Parenting:

Mental Health & Physical Health:
Substance Abuse:

Any Other

The above goals were developed in partnership with my case manager. I understand that each goal listed above will support my efforts in securing permanent housing. I agree to work on these goals in partnership with my case manager. I will update my case manager as I complete the above goals. I will communicate any challenges I experience and understand my case manager can offer me support as needed. I further understand the continuance of services is contingent upon my compliance.

Signature of Client: _____

Signature of CM: _____ Date: _____

Housing Stability Plan

Action Items:	Who	Timeline	Complete (Y/N)
Housing: _____			
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
Employment: _____			
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
Financial: _____			
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____

Other: _____

1. _____ _____ _____ _____
2. _____ _____ _____ _____
3. _____ _____ _____ _____
4. _____ _____ _____ _____

Any Updates/Changes/Comments

The above Case Treatment Plan was developed in Partnership with my case manager. I understand that each action item listed above will support my efforts in securing permanent housing. I agree to work on this plan in partnership with my case manager. I will update my case manager as I complete the above goals. I will also communicate any challenges I experience and understand my case manager can offer me support as needed. I further understand the continuance of services is contingent upon my compliance.

Signature of Client: _____

Signature of CM: _____ Date: _____

WARNING: It is unlawful to provide false information to the government when applying for federal public benefit programs per Section 1001 of Title 18 of the United States Code.