



T.I.P.S

**Transitions in
Progress Services**

*A Shelter Program Serving Families and
Victims of Domestic Violence*

**Transitional Housing Program Guest
Handbook**

T.I.P.S. welcomes you and your family into our program.

Project Overview: Transitions in Progress Services is a non-profit corporation offering many programs to assist people. The Supportive Housing Program (SHP) was created to address the needs of the homeless. The housing program provides transitional housing and supportive services to couples with children, single men and women with children, and single women. The purpose of the SHP is to provide you and your family members a comprehensive program which will allow you to gain skills and stability to transition into permanent housing. All guests should be able to achieve self-sufficiency within the two year time frame for transitional housing services. Services are available to be extended for up to 6 months provided you are in compliance after completing the program.

Mission Statement: The mission of Transitions in Progress Services (T.I.P.S) is to help homeless families and victims of domestic violence develop self sufficiency and improve the quality of their lives.

Eligibility Criteria: Families and single women accepting entry into the Supportive Housing Program should be in agreement that they are realistically capable of achieving self-sufficiency within a two year time frame. Upon assessment and program acceptance, participants actively participate in the development of a Client Centered Case Management Plan. This plan is designed to address your individual and family needs. Supportive Services relating to employment, self-esteem, domestic violence, parenting, financial planning, health, nutrition, education and substance abuse as well as others are available to you and your family. You and your family must also meet the following criteria;

1. Must be homeless. If you are staying with friends or relatives and must vacate their home, you must provide written verification from them or a written self-declaration that you are no longer able to stay with them which includes a date to vacate. This must be documented before you can be accepted into the program.
2. Complete and return an application packet and meet income guidelines.
3. Read and agree by signature to abide by all rules, guidelines and drug/alcohol policies of the program.
4. All guests are required to have some type of verifiable, steady income within 30 days of program acceptance. You can work full time

or part time, (part time only if attending school or training program during the other time). If you attend school or are enrolled in a training program, you must also have at least a part time job. If you lose a source of income, you will have 10 days to secure new income. If after 10 days, you have no source of income, you may not be allowed to stay in the program. Your case manager can require you to provide a list of your work search progress and proof of school/training enrollment.

5. Pay program fees when due.
6. Actively participate in case management.
7. Provide required verifications and up-dated information (usually once each month) regarding employment, income and family size.
8. Not have any convictions or current charges relating to violence against others or sex offenses.
9. Agree to inspections of your apartment, house or room at any time.
10. Attend all required classes and meetings as specified in your case plan.
11. Maintain confidentiality regarding other guests, be willing to submit to a criminal background check, be willing to submit to random drug/alcohol testing.
12. Before entry into the program, guests may be required to obtain a brief medical assessment to determine if there is any communicable illness. If you have Medicaid or other health insurance, you will use this to pay for the service. If you do not have Medicaid or medical insurance, we will pay for the exam at Panhandle Health District. All guests must

also complete a drug test before entry into the program.

FOR YOUR INFORMATION

Laundry: Laundry facilities are shared with others guests. You will be assigned laundry days and times. You will need to remove your laundry promptly and insure you leave the area in a clean condition. Do not use products which do not belong to you. The program will not be responsible for any items lost while using the laundry facilities.

Phone Service: Local calls can be made from the community telephone. Long distance calls relating to employment or medical can be made from the office phone with permission from staff. Messages for guests can be taken by office staff during weekday business hours and it is the responsibility of the guest to check with the office daily or as often as necessary for any messages.

Transportation: Transportation is provided for necessary items such as grocery shopping, employment and medical appointments. Recreational needs will be met to the best of our ability and availability. In order to receive transportation, you must sign up on the driving schedules at least 24 hours in advance of your need. If you do not sign up, you may not receive transportation. Driving is provided from 8:00 a.m. to 4:30 p.m. only. If your work schedule or other appointments require driving before or after those times, you will need to make alternate arrangements. If this is not possible, speak to your case manager regarding your transportation needs.

Repairs: If an item in your unit requires repair, please fill out a maintenance form available from the office and submit to a staff member as soon as possible. If no forms are available, you are responsible to notify the office ASAP of the repair need or concern.

Keys: You will be issued a key to your unit upon your admission into the program. It is your responsibility to turn in your key/s when you exit the program. Lost keys will be charged at a rate of \$5.00 for replacement.

Visitors: Guests are allowed visitors between the hours of 10:00 a.m. and 8:00 p.m. No overnight guests are allowed. All Guests must notify the office, resident manager, or a case manager that they have a visitor on site. No male guests will be permitted in the communal living units at Blue Haven or Trestle Creek.

Common Living Areas: Single women and single women with children may share common living areas. Each guest is responsible for cleaning up after themselves and their children when using the common areas. Chore sheets are posted and you are responsible for your assigned chore each day. Items of value and your personal items should be kept in your room and you should keep your door locked when not in your room. If you are away from the program, you are responsible to trade chores with another guest while you are gone.

Autos: Guests are allowed 1 parking area in the available space. If parking is full, you will need to park on the street. Guests are required to purchase drip pans if their car has any leaks. Autos which are not in running condition cannot

be stored on program property. They must be repaired or towed within 30 days. All vehicles must maintain current / valid driver's license, insurance, and registration. Visitors must park on the street.

Self Employment: Guest's may not operate any business out of the Transitional Housing Facility, including childcare.

Unit Moving: In order to best serve as many people as we can, we may require guests to change units. We require your cooperation with this process so we can accommodate each family in the best suited unit.

Release / Waiver: T.I.P.S will not be responsible for loss or damage for any reason to any personal articles belonging to any guest. Guests who want insurance on the contents of their units are encouraged to apply for this coverage on their own. Guests are completely responsible for all costs associated with this coverage. By your signature on these documents, guests agree to waive, indemnify and hold harmless the T.I.P.S from any claim or liability in connection with the loss of any property for any reason.

Grievance Process: A grievance process is provided to all guests in the program. If you wish to file a grievance, please ask your case manager to provide you with this form.

HEALTH/SAFETY

Fire Safety: All guests will be provided with a fire agreement and escape plan. Guests will be required to sign off that they have read and

understand the fire agreement, location and operation of fire extinguishers and fire ladders.

Smoke Alarms: All units are equipped with smoke alarms. Guests are not allowed to disable these alarms at anytime or remove batteries or alarm covers. If you are having a problem with the smoke alarms please notify your Case Manager or Maintenance Person.

Heaters: Guests are to keep heater thermostats in the "comfort zone" (68-70 degrees) at all times during cold weather. Please wear extra clothing as needed for warmth. No portable heating units are allowed in any complex at any time. Heaters may not be blocked by any furnishings and nothing is permitted within one foot below, above, or beside heaters.

Candles / Incense: Burning of candles and incense are not allowed at anytime in any unit.

Unit Safety Check: Guests are responsible to check their unit before leaving to be sure stoves, heaters, lights, TV's, etc. are turned off or appropriately set.

Decorating: Guests are not allowed to use nails or screws in the walls. Pictures or other decorations may be hung on the walls using tacks, picture hangers, mounting tape or mounting gum designed for hanging these items.

Drug / Alcohol Policy: All guests are required to read and sign our drug/alcohol policy. The T.I.P.S maintains a drug/alcohol free program. No persons shall possess or consume any alcohol or illegal drugs on the premises. All guests in services are subject to random drug testing and

you can be asked to drug test at any time. Failure to comply with a request for a drug test will be considered grounds for immediate termination of your program placement. If you dispute the results of your drug test after one test, you may re-test at the hospital emergency room within one hour of our test. If the test is positive, you will be responsible to pay all costs for the test. Guests, who demonstrate a problem with substance abuse will be required to complete an evaluation with a treatment program, sign a release of information regarding your evaluation and treatment, and follow all recommendations made by the treatment program.

Personal Hygiene / Contagious Illness: All guests are required to maintain an acceptable level of personal cleanliness. Personal hygiene and clothing must be attended to daily. Any guest displaying symptoms of a contagious illness must do their very best to not spread the illness to other guests. Guests who may have other concerns such as head lice must immediately seek treatment and follow all recommendations. Guests who live in the common areas are especially subject to spread of contagious illnesses and head lice. Guests may be required to get a doctors note to insure contagion is no longer a threat.

First Aid: Treatment items for minor first aid needs are available from the main office.

RULES

Quiet Hours: begins at 10:00 p.m. and ends at 8:00 a.m. During these hours we ask that you are not visiting other units and low levels of noise

are maintained. Loud, boisterous and or obscene language will not be tolerated at anytime. The single women's units and upstairs units at Blue Haven will be locked at 10:00 p.m. There will be no additional guests on site during quiet hours. Courtesy hours (8 a.m. – 10 p.m.) will always remain in effect. Courtesy hours mean: please make sure that your noise levels and activities are not disturbing the peaceful enjoyment of other guests during the day.

Waivers: Guests are required to notify the office and obtain permission of their case manager if they will be off site after 10 PM or overnight. Guests who fail to notify the office and obtain permission from their case manager will be in violation of program requirements.

Weapons: No firearms or weapons of any kind will be permitted onto the premises for use or storage. Guests who own any type of weapons must store them off site; storing weapons in your vehicle will not be permitted.

Smoking: Smoking is not allowed in any unit, room, building, or property owned and or operated by T.I.P.S unless in a designated smoking area outside. Designated smoking areas are to be kept clean; butt cans must be used and emptied at least weekly.

Pets: T.I.P.S maintains a no pet policy.

Property Care: All Guests are responsible at all times to maintain their units, buildings and grounds in a clean and orderly manner. Guests are responsible to ensure their children's items are put away properly; keep porch areas neat and clean, pick up yard trash around their units

and prevent intentional damage to any property. Guests are not allowed to remove any property from any unit without the permission of staff. Guests are to keep plastic covers on mattress at all times except while being washed.

Case Management: Upon acceptance into the program, you will be required to develop a case management plan with a Case Manager. This will be a plan designed to specifically meet your goals and to help you reach self-sufficiency. Your Case Manager will help you develop this plan and assist you in finding resources and supportive services. Choosing not to follow your case management plan will be considered grounds for a violation.

Disputes: All guests are expected to settle disputes with other guests in a peaceful manner. Violence, vandalism, stealing, foul language, and or loud and aggressive behavior will be considered grounds for immediate dismissal from the program. Consider including a case manager to assist in the mediation of disputes / grievances with other guest's.

Privacy: Guests are to respect the privacy of other guests at all times. Guests are not allowed in the private bedrooms/units of other guests unless invited in and the occupying guest is present at the time. Please help your small children respect the privacy of others.

Assistance: All guests who qualify and need assistance with housing, food, medical services, and income are required to apply for available funding with state and local agencies.

Employment: Within 30 days of acceptance into the program, all guests are required to have a verifiable income. If you are not working, you must be seeking gainful employment. If you are enrolled in a work training or school program, you must work at least part time. If you are seeking work, your Case Manager can require you to provide a list of your search and progress. Proof of school enrollment and or training program enrollment can also be required. All guests are required to report all income each month by the 10th day of each month and pay program fees by the 10th day of each month. Parents with children over 3 months of age must seek gainful employment or be enrolled in a work training or school program and working part time. Part-time college students will be required to seek at least part time employment. Full time students will be required to work at least part time or have some other proof of a verifiable income. If you loose income, you will have 10 days to secure new income. If after 10 days, you do not have a verifiable income, you may not be able to stay in the program.

Classes: All guests are required to attend program sponsored classes such as budgeting, parenting, and nutrition. House or guest meetings will also be considered mandatory unless otherwise noted by staff. If you are scheduled to work or have a medical need, you may be excused from classes or meetings. You are required to be on time for all classes; please make every effort to schedule other appointments around class times. Free childcare is provided during class. Case Managers may require guests to participate in outside classes or programs as deemed appropriate for your case

plan. Please feed your children prior to bringing them to the class.

REGARDING CHILDREN

Parents are **solely** responsible for the health, safety and whereabouts of their children.

Leaving children of any age alone or with a sibling is not allowed without the approval of your case manager.

No one is permitted to play around dumpsters, alleys, streets, parking areas, or landscaped areas.

Discipline of your children must be appropriate at all times. Verbal threats, insults, or physical violence will not be tolerated. You may talk with you Case Manager about alternative methods for disciplining your child. All staff members are mandated to report any suspected child abuse or neglect to the appropriate authorities.

All families are required to abide by Idaho laws regarding educating children. Any parent that chooses to home school must still fulfill work requirements of the program.

If it is deemed necessary by staff, parents must agree to intervention by staff qualified to assist parents in developing a plan to meet the needs of their child.

Parents are solely responsible to assist and insure their children keep yards and common areas clean, trash free and put toys away in the appropriate place after use.

Parents are solely responsible to ensure their children are dressed appropriately for the existing weather conditions. In summer, use lots of sun screen and provide plenty of fluids. In winter, warm clothing, jackets, hats, mittens, etc.

Guests may use each other for baby sitting purposes. You need to be aware that The T.I.P.S is in no way responsible for the actions of someone you choose as a sitter. T.I.P.S is released from any and all liability. Please note that staff will not be responsible to care for any child if a guest breaks negotiated agreements with you. Other conditions which will apply are as follows:

- ✦ A guest must have the approval of his/her case manager before he/she may baby sit the children of any other guest.
- ✦ You may not have someone who is not a guest in services come here to sit your child. You must take the child to that person's home.
- ✦ It will be the responsibility of the guest requesting care of their child to ensure the person you have chosen is someone you feel comfortable with.
- ✦ The person requesting the child care will be responsible to leave all needed information regarding the child with the sitter and insure adequate supplies of food, diapers, etc. are provided.
- ✦ Accepting the responsibility of baby sitting other people's children means you are entirely responsible to ensure the safety and well being of that child while in your care.

- ✦ No one under the age of 18 may baby sit for more than one hour if you are gone from the premises.
- ✦ Exceptions to these agreements are only allowed if approved by your case manager.
- ✦ If you continually fail to follow through with agreements of babysitting for other guests, you will no longer be allowed to provide childcare for other guests in this program or use the services of other guests to watch your children.

Maintenance and Upkeep

✦ Transitions in Progress Services agrees to:

- ✦ Maintain the premises to comply with all state and local statutes and codes that affect the guest's health and safety.
- ✦ Maintain in good working order and condition all electrical, plumbing, sanitary, heating, ventilating, and other facilities and appliances.
- ✦ Arrange for collection and removal of garbage from designated containers.
- ✦ Complete necessary repairs with reasonable promptness.
- ✦ Mow and maintain any yard areas assigned to the housing program.
- ✦ Offer standard alternative accommodations, if available, in circumstances where necessary

repairs cannot be made within a reasonable amount of time.

The guest agrees to:

- ✚ Use all appliances, fixtures, and equipment in a safe manner and only for the purpose they are intended.
- ✚ Give the T.I.P.S prompt notice of any defects in plumbing, fixtures, appliances, heating, or any other part of the premises.
- ✚ Not leave or store immobile or unsightly objects on the premises or in the facility without permission from T.I.P.S.
- ✚ Not keep any waterbed type furniture in the unit.
- ✚ Not to litter the grounds and to properly dispose of garbage in appropriate containers.
- ✚ Not to destroy, damage or remove any part of the premises.
- ✚ Not to make alterations or repairs without permission from staff.
- ✚ To park only in designated areas.
- ✚ To pay reasonable damages to the premises, building or common areas caused by the guest, members of their family, household or visitors; excluding normal wear and tear.
- ✚ Not to engage in any criminal activity while in services, or any activity that

threatens the health, safety, or right to peaceful enjoyment for other guests.

- ✚ Not to consume any alcohol or drugs while in services. Guest's will not have alcohol / drugs in their units or on the property of the program or engage in the use, sale, distribution, dispersal, or possession of alcohol or drugs while in the program.
- ✚ To provide 14 days notice prior to the time they intend to move out whenever possible.
- ✚ Not to store any type of combustible items in or around their units or on the property of the program.

Inspections: Upon move-in, The T.I.P.S and the guest will jointly inspect the dwelling unit and sign a written statement of the condition of the dwelling unit, its appliances and any inventory. The guest will receive a copy of this signed statement. The original will be retained in the guest's file. The guest has the right to amend the inspection statement within 7 days after move-in if defects are discovered which were not found in the original inspection and were a pre-existing condition.

During a guest's stay, staff will inspect each unit on a monthly basis. The guest will be given at least 24 hours notice prior to inspection. These inspections are to ensure that the unit is being maintained in a decent,

sanitary and damage free condition. Results of the inspection will be made available to the guest. In the event of a negative inspection, T.I.P.S may conduct scheduled and or drop-in inspections.

Upon termination of the guest's occupancy of the unit, the guest will be provided with a Move-Out check list to assist the guest in meeting Transitional Housing Program move-out expectations. When completed, staff will inspect the unit. The guest is encouraged to participate in this final inspection in order to understand any claims against them. If the guest has vacated the unit without providing notice to The T.I.P.S, they forfeit their right to participate in the final inspection.

Entry of dwelling unit

The guest agrees that an employee or authorized agent of The T.I.P.S will be permitted to enter the guest's unit for the purpose of performing routine inspections, making improvements or repairs, or to show the premises to prospective guests. Such entry shall be made only during reasonable hours and after at least 24 hours notice. The T.I.P.S reserves the right to enter the unit without notice if they have reasonable belief that an emergency, safety, or maintenance situation exists which requires such entrance. In the event that the guest is absent during The T.I.P.S entry, staff will leave a notice to inform the guest(s) of the entry.

Insurance

Damage to the guest's personal belongings due to fire, theft, water or any other type of damage shall not be the responsibility of The T.I.P.S. It is understood that it is the guest's responsibility to carry insurance for personal belongings during the term of their stay in our program.

Program Fees

Transitions in Progress Services requires each guest to have a verifiable income and pay program fees. Each guest must have income within 30 days of admittance to the program. If income is through employment and you lose that employment, you will have 10 days to secure new employment. If after 10 days, you are unable to secure income, you may be removed from the program.

T.I.P.S is committed to continuing to provide excellent services to as many people as possible. We also are required under the Housing and Urban Development Act to "match" funds. This means we have to pay out dollars to match what we receive in HUD dollars. In order for us to continue our program, we collect Program Fees from all guests.

How it Works

Your Program Fee is the higher of: 30% of monthly adjusted income or 10% of monthly gross income. Your Case Manager will work this Fee out for you and let you know what you will be required to pay in Program Fees according to Section K of the Supportive Housing Program (SHP) Guidelines.

Your Program Fee is due by the 10th day of each month, or a date set by your case manager

- ✚ Program Fees are due by the 10th day of each month. If it is not paid by the 10th day of each month, it will be considered late and a notice will be issued along with a written warning reflecting a violation of your program agreement. If your move-in date was later in the month, your fee for the first month in services will be pro-rated, or your date will be changed.
- ✚ Late Charges: The guest agrees to pay a late charge established at 10% of the guest's current monthly Fee for each month's delinquent Fee. This late charge may be waived if there are extenuating circumstances at the discretion of the guest's Case Manager.

- ✚ Bank Charges: Guests will be charged \$20.00 for any check returned for Non-Sufficient Funds or Stop Payment Order.
- ✚ Guest's are required to submit each months pay stubs or other proof of income to their case manager in order to calculate fees. Deductions such as child care will require that the guest submits an appropriate receipt to the Case Manager.

Guest Reporting and Representation

The Guest's eligibility for occupancy, the size of the dwelling unit and the Fee have been determined by an analysis of the guest's household composition, units available, and family income in accordance with Transitions in Progress Services (T.I.P.S) Housing Policy and Procedures and regulations of the U.S. Department of Housing and Urban Development (HUD). To ensure continuing compliance with these policies and regulations, the guest agrees to notify staff of any change in household composition, employment, income, deductions and other relevant factors within 7 calendar days following the change.

If misrepresentation by the guest has caused him / her to pay less than the required Fee,

the guest will be required to pay the difference between the Fee paid and the Fee that should have been paid, retroactive to the date of the misrepresentation. Any misrepresentation by the guest shall be considered grounds for immediate termination at the sole discretion of Transitions in Progress Services.

Changes in Fee Agreement Terms

Program Fees will be adjusted each month reflecting changes in monthly gross income and exclusions.

Termination Policy and Procedures:

Violations of the rules, health and safety guidelines, agreements or informational guidelines will be brought to the attention of the guest in writing and a meeting will be held with the case manager to discuss the violation. While we always want to work towards remediation continued violations, physical aggression towards others, onsite drug or illegal behavior will result in termination from our program. Termination from the program is at the sole discretion of Transitions in Progress Services. Termination will be in writing, with the violation/s stated.

Guests have the right to file a grievance upon termination of services. The necessary form to file a grievance will be given to guests along with their termination letter.

Assistance in filling out the form will be provided if necessary.

Upon termination from the Transitional Housing Program, Fair Market Rent as established by HUD / IHFA for Bonner County will become due and payable. Failure to pay rent when due will result in a 3 Day Notice to Vacate. You may request a copy of the HUD / IHFA Fair Market Rent guidelines from the Transitional Housing Office.

Non-Discrimination Policy

Transitions in Progress Services will maintain compliance with the Federal Fair Housing Act. We will not discriminate based on race, color, physical or mental health, disability, age, sex, children, religious preference or religious affiliation. T.I.P.S will make reasonable accommodation to any person defined as having a mental or physical impairment which substantially limits one or more major life activities. If you feel you need a reasonable accommodation please ask your case manager or other staff to provide you with appropriate paperwork and or assist you in understanding the guidelines.

Important Numbers / Contact Information

Transitions in Progress Services

PO Box 1696
Sandpoint, Idaho 83864

Blue Haven/Main Office

Phone 208-265-2952
Fax 208-265-6485
330 S. Florence, Sandpoint, ID 83864

Client Phone Blue Haven 208-265-8221

Trestle Creek 208-264-0202
71 Freeman Lane Hope, ID 83852

Client Phone 208-264-0302

Bonner County Assistance 208-255-5291

Community Action Partnership 208-255-2910

Bonner Community Food Center 208-263-3663

Bonner Partner's in Care 208-255-9099

Kaniksu Health Clinic 208-263-7101

