

Every family member age 18 years old or over must read and sign the following:
Obligations of Family and Release of Information

OBLIGATIONS OF THE FAMILY

Once a family is accepted into a Rochester Housing Authority (RHA) rental assistance program the family must agree to follow the rules listed below in order to continue to participate and receive rental assistance through the program. Failure to follow these rules may result in termination from the program.

A. The family must:

- 1. Provide information to RHA that is true and accurate.**
- 2. Supply any information that RHA or HUD determines to be necessary in the administration of the program, including evidence of citizenship or eligible immigration status and information for use in a regularly scheduled reexamination or interim reexamination of family income and composition.**
 - a. RHA reserves the right to terminate a family's eligibility for failure to provide the required documentation necessary for recertification by the last day of the month prior to the anniversary date.
 - b. RHA requires the family to report any change of income for any household member within 30 days of occurrence except cost of living increases from Social Security.
 - c. RHA reserves the right to take, at the least, 30 days to process an increase in housing assistance due to a decrease in a family's income. Requests for an increase in assistance received after the 15th of the month, even at the time of an annual recertification, will not go into effect, at the earliest, until the first of the second month following the request.
 - d. RHA requires the family to report any disposal of assets for less than the full value of the asset in the last two (2) years.
- 3. Disclose and verify social security numbers and sign and submit consent forms for obtaining information.**

RHA reserves the right to use Social Security information for all household members including children along with the Enterprise Income Verification System and other outside sources to verify information provided by the family.
- 4. Supply any information or certification requested by RHA to verify that the family is living in the unit or information related to family absence from the unit.**
- 5. Promptly notify RHA, in writing, when the family is away from the unit for an extended period of time in accordance with RHA policies.**
- 6. Allow RHA to inspect the unit at reasonable times and after reasonable notice.**
- 7. Correct all tenant caused housing quality standard violations found during an inspection within the required time frame.**
- 8. Notify RHA and the owner in writing before moving out of the unit or terminating the lease.**
 - a. RHA requires written notice 45 days in advance of an anticipated move. (Notice to terminate a lease becomes effective on the last day of the month following the month notice is delivered to the landlord.)
 - b. RHA requires an initial lease term of one full year. Moves during the first year of a new lease are prohibited.
- 9. The unit must be the family's only residence.**
- 10. Use the assisted unit for residence by the family. Members of the household may engage in legal profit making in the unit only if such activities are incidental to the primary use of the unit being for residence by members of the family.**
- 11. Promptly notify RHA in writing of the birth, adoption, or court-awarded custody of a child.**
- 12. Request RHA written approval to add any other person as an occupant of the unit.**

RHA requires that the family provide the birth certificate, social security card, and source of income for any person added to the household. If the person is 18 years or older, that person must complete the Criminal Records form. No other person may reside in the unit (except for foster child or live-in aide as described in #14 below). RHA must approve the additional occupant prior to the person being allowed to reside in the unit.
- 13. Promptly notify RHA in writing if any family member no longer lives in the unit.**

RHA reserves the right to require that a request to remove an adult from the household be accompanied by verifiable documentation establishing the adult's new address.
- 14. Request RHA written approval to add foster children or a live-in aide.**

RHA has the discretion to adopt reasonable policies concerning residence by a foster child or live-in aide, and defining when RHA consent may be given or denied.
- 15. Promptly provide the RHA a copy of any owner eviction notice.**
- 16. Pay utility bills and the family's share of rent due to the landlord in a timely manner. Provide and maintain any appliances that the owner is not required to provide under the Lease**

B. The family (including each family member) must not:

- 1. Own or have any interest in the unit.**
- 2. Commit any serious or repeated violation of the lease.**

RHA will calculate the family's share of the rent for each reexamination and notify the family. To pay any other amount as rent is in violation of the lease and contract terms and will result in termination from the rental assistance program. This applies to rental amounts only and does not apply to late fees or other approved fees that are stated in the lease and have been submitted to and approved by RHA. Failure to pay the family's share of rent and appropriate late fees being charged by the Landlord is a serious violation of the lease. Failure to resolve any outstanding debts with a landlord (by court decision) for a unit that is/was receiving RHA rental assistance is a serious violation of the lease. Failure to vacate a unit after reasonable notice is provided may result in termination from the program. Incidents of actual or threatened domestic violence, dating violence, or stalking will not be construed as a serious or repeated lease violation by the victim or threatened victim or as a good cause to terminate tenancy, occupancy rights, or assistance of the victim.

3. **Commit fraud, bribery or any other corrupt or criminal act in connection with the program.**
4. **Engage in drug-related criminal activity or violent criminal activity or other criminal activity that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises.**
RHA under the guidance of HUD's "One Strike Policy" has adopted the following administrative policy: Any criminal activity by any member of the family or guest(s) that threatens the health, safety, or right to peaceful enjoyment of the premises by other tenants, and all drug-related criminal activity by any member of the family, whether on or off the premises, is grounds for termination of eligibility from the rental assistance program. If the family member who commits the drug-related or criminal activity is the head-of-the household or spouse, the family's program eligibility may be terminated. If the family member who committed the activity is not the head-of household, or spouse, that family member (at the least) will not be allowed to return to the household. Criminal activity directly related to domestic violence, dating violence, or stalking, engaged in by a member of a tenant's household or any guest or other person under the tenant's control, shall not be cause for termination of tenancy, occupancy rights, or assistance of the victim, if the tenant or immediate family member of the tenant is the victim.
5. **Sublease or let the unit or assign the lease or transfer the unit.**
6. **Receive HCV program housing assistance, while receiving another housing subsidy for the same unit or a different unit under any other Federal, State or local housing assistance program.**
7. **Damage the unit or premises (other than damage from ordinary wear and tear) or permit any guest to damage the unit or premises.**
8. **Receive HCV program housing assistance while residing in a unit owned by a parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the RHA has determined (and notified the owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.**
9. **Engage in abuse of alcohol in a way that threatens the health, safety or right to peaceful enjoyment of the other residents and persons residing in the immediate vicinity of the premises.**



Sign Here

I understand that if I violate the terms of my lease, or the Obligations of the Family, or RHA policy as described above or as in the RHA Administrative Plan, my eligibility may be terminated. I would have the opportunity to request a fair hearing if my eligibility is terminated.

I have read and agree to abide by the preceding terms and conditions.

Signature Head of House _____

Date _____

Signature Spouse _____

Date _____

Signature Household Member age 18 or over _____

Date _____

Signature Household Member age 18 or over _____

Date _____

Signature Household Member age 18 or over _____

Date _____



BOOTH HAVEN & SAFE HAVEN RESIDENT CONTRACT

The Salvation Army is an evangelical part of the universal Christian church and is committed to serving the whole person, body, mind, and spirit, with integrity and respect, using creative solutions to positively transform lives. We have put this contract in place to enhance your shelter experience.

Booth Haven (on the 1st floor) and Safe Haven (on the 2nd floor) are short-term emergency housing programs; in keeping the mission of The Salvation Army, both programs are designed to be havens of safety and hospitality where men who are homeless take steps to improve their physical, mental, emotional, and spiritual quality of life.

You will meet with the case manager within 24 hours (*weekends and holidays notwithstanding*) who will develop an individualized service plan to help you meet your goals and refer you to appropriate community service providers to help you address your short-term goals.

MANDATORY ACTIVITIES

There is a bulletin board or message board located by the main office. Please check the board daily for shelter messages, group meetings, phone messages, notes from case managers, and other important information that is posted for your benefit.

ACTIVITY	TIME
1. Wake Up	6:30 am
2. Make bed and pickup room by...	9:00 am
3. Rooms are locked (Monday - Saturday)	9:00 am to noon
4. Rooms are locked (Sunday)	10:00 am to noon
5. Shelter Curfew	6:00 pm
6. Quiet Hours	10:00 pm
7. Room curfew, Sunday thru Thursday	11:00 pm
8. Friday and Saturday	Midnight
9. Saturday and Holiday Curfew	9:00 pm
10. Meet with Case Manager	Within 24 hours of intake during weekday.
11. Meet with Health Care Providers	Per schedule, and within 1 week of intake
12. Assigned Weekly Chores	As scheduled (<i>medical exemption requires documentation from a medical provider</i>)

MEALTIMES

Food is not allowed in the bedrooms. Meals are served in the adjacent dining area at 60 Liberty Pole Way. Breakfast is served in the shelter kitchenette and lounge areas on each floor.

BREAKFAST: 7:15 am – 8:15 am | **LUNCH:** 12:00 pm – 12:30 pm | **DINNER:** 4:30 pm – 5:00 pm



Medical documentation is required to accommodate any special diet requests.

There is a refrigerator available for your use, but items must be clearly marked with your name and the date you put them in the fridge. Food provided by The Salvation Army should not be marked as your personal item.

SAFETY

To ensure the safety of the staff we ask that you respect all people and property. Residents must maintain a quiet and peaceful attitude while housed at either Booth Haven or Safe Haven. While in our shelter you must respect and follow all of the program safety rules that are reviewed with you at Intake.

Fire drills are conducted monthly, and your participation is mandatory.

Metal Detector Screening

The safety and well-being of shelter residents and staff is important to The Salvation Army. Hand-held metal detectors are used to assure safety in each facility. Metal detectors are used to detect any contraband or potential weapons such as firearms, knives, razors, blades, drug paraphernalia, etc. Resident staff will use metal detectors to complete full body scans on residents to detect any concealed weapons and objects that may be used to harm others. Resident's personal belongings are not excluded from scanning. This includes luggage, backpacks, clothing, linen, etc.

Conduct and Shelter Rules

Residents must maintain a quiet and peaceful attitude. No abusive or foul language, fighting or other disruptive behavior is permitted. Personal TVs are not allowed in bedrooms. Music players and cell phones must be used with headphones or be kept at a low volume

The following actions will not be tolerated and may result in your immediate discharge from the program.

1. Violent behavior (or verbal threats or acts of violence) with the potential for or resulting in injury to another person or damage to property.
2. Use and/or possession of drugs (related paraphernalia) or alcohol on Salvation Army Property.
3. Possession of weapons (must turn in to staff until you leave the building permanently)
4. Sexual activity or sexual advances or harassment whether verbal or physical, or solicitation for sexual activity
5. Discrimination (individual's birthplace, ancestry, culture, or language targeting an ethnic group)
6. Smoking/vaping in any area in or on Salvation Army property
7. Theft and/or any other illegal activity
8. Graffiti and/or damage to the property
9. Breaking curfew

Contraband Materials

Examples of contraband items include but are not limited to: guns, knives, pornographic magazines or explicit photos/videos/DVDs, box cutters, pointed scissors, torches, tattoo guns, tasers/stingers, extension cords, cable splitters, alcoholic beverages, items depicting drug or alcohol use including hats and clothing, drug paraphernalia, cough syrup, hand sanitizer containing alcohol, and mouthwash containing alcohol. Bringing contraband materials into the shelter also means that you give up the right to receive those items upon your discharge. These items will be confiscated and destroyed and will not



be returned to you. If criminal activity is suspected, they will be turned over to the police.

Visitors

All visitors are required to sign in. Both male and female visitors are allowed in designated visiting area with prior approval from staff. Visitors are allowed in waiting room area only. Please do not stand outside the entrance door to smoke or visit.

CURFEW

You must arrive by 6:00 pm every night. If you are late or don't show up, you may lose your bed. You may not leave the shelter after 6:00 pm or before 5:00 am. Friday and Saturday 9pm and 5am curfew. Leaving after curfew may result in immediate discharge. A pass can be provided by staff in/for special circumstances. If you work a job at night, you will need to provide staff with documentation from your place of employment and schedule as verification.

Room **quiet hours** begin at 10:00 pm. The television is turned off by 11:00pm. All residents are to be in their rooms by midnight. The back door to the patio area is locked at Midnight until 5 am.

RESIDENT PHONE, AND CELL PHONE USE

A resident phone is available in the main office for business purposes only. The phone number can be given out for business purposes only and staff will take messages for you if you are not available. The use of this phone is 10 minutes maximum per call. All messages for business calls will be posted on the bulletin board in the staff office.

Cell phones are allowed as long they do not disturb others in your room or in the shelter. Phones are not to be used after midnight. Phones can be used in case of an emergency.

CASE MANAGEMENT

Case management is available Monday through Friday during business hours. Residents are required to meet with a Case Manager the next business day after entering the Program. It is your responsibility to develop a service plan and set goals with the Case Manager. While staying at The Salvation Army, you will be working with your case manager towards finding permanent housing employment. Continued participation in the program will include you working with a case manager towards your goals.

Medication

All medication including vitamins and over-the-counter medications, must be locked in the med cabinet. All medications must be taken as prescribed unless you get a note from your physician to do otherwise. All controlled substances must be handed in- No Exceptions.

Please note that if you are found with medication in your room or medication in your possession that has not been properly logged by staff; 1) you will be asked to surrender the medication immediately and have it signed in properly. 2) If you are found to be in possession of someone else's medications or an unknown/unidentified medication, local authority will be notified and your discharge from the program will be discussed.

GROUP MEETINGS

There are various educational and informational groups throughout the week. Meeting topic and schedule is posted on the bulletin board.



PARTIAL PAYS

In certain circumstances, residents will be required to pay for housing. Ongoing residency will be contingent upon partial payments being made in a timely manner. Payments are to be submitted during normal business hours.

CHORES

While in the shelter, you will be assigned chores. The completion of these chores is a part of your shelter stay contract. Resident Assistants assign chores weekly and it is your responsibility to complete the assigned chores as assigned. After completing an assigned chore, staff must approve that it was completed appropriately. Failure to complete your chores will result in a contract review, written warnings, and potential discharge from the program.

We understand that some residents have medical issues that preclude them from completing an assigned chore – if this is this case, and you can provide medical verification of your inability to complete an assigned task, please see your case manager. The Resident Assistants will expect that you will complete all tasks unless you have verification on file of your inability to do so.

HEALTH AND PERSONAL HYGIENE

Everyone is expected to maintain good personal hygiene. Personal products (soap, shampoo, toothpaste and toothbrush, deodorant, shaving cream and razor, combs, and shower shoes) are available you as part of the intake process if needed. Residents are expected to dress in appropriate attire within the shelter; no bare feet, you must be dressed outside of one's bedroom or shower area. You must shower daily and wash your clothes-regularly. Staff operate the laundry equipment; you'll need to ask or notify staff when you need to do your laundry.

LAUNDRY AND PERSONAL BELONGINGS

- We encourage you not to bring anything of value to the shelter. **THE SALVATION ARMY IS NOT RESPONSIBLE FOR LOST OR STOLEN PROPERTY**
- The Salvation Army staff is not responsible for resident's money, nor will hold said money at resident's request. Residents will be encouraged and assisted with finding other options to secure their monies.

A locking dresser is available in every room for each resident. Residents are urged to always keep all valuable locked. For everyone's safety, lockers and carrying bags are randomly checked by staff. Any personal belongings left behind after discharge are held for 14 days. After 14 days, resident items left behind will be donated or discarded.

The start time for the last wash of the day is 7pm.

1. You must remain at the shelter while doing laundry.
2. Other residents cannot be responsible for doing your laundry.
3. Authorized staff will operate washers and dryers for you. If resident clothes are found in these machines, they will be discarded.

INCIDENT REPORTS AND CONTRACT REVIEWS:

The shelter is required to keep a written record of all incidents. These reports include injuries, medical emergencies, criminal acts, property damage, and unusual or serious behavioral concerns. If you violate the rules, an incident report will be generated, and you will need to meet with your case manager, after



which you may be given a House Contract Review/Behavioral Contract. A second violation may result in a written warning or discharge from the program.

DEPARTURE/EXIT and FORWARDING ADDRESS

Please leave a forwarding address with your assigned case manager so we can forward any mail to you. We will do this for you for a period of up to 30 days. You will be expected to have filed for a change of address with the post office within that period. If you do not leave an address, we will hold your mail for 3 days; and then return it to the sender.

WORSHIP SERVICES

There are services available on site in the 60 Liberty Pole Way Chapel (next door) each Sunday morning at 11am. You are also welcomed to explore other worship options in the surrounding community. Your case manager can assist you in this process.

SUPPORTIVE SERVICES REQUIREMENT

As a condition of continued occupancy at The Salvation Army Safe Haven, the participant agrees to participate in supportive services identified by Safe Haven staff as appropriate to the participant's individual needs and housing goals, consistent with applicable federal, state, and local requirements, including **24 CFR § 578.75(h)**.

Supportive services may include, but are not limited to, case management, housing assistance, employment or vocational training, life-skills development, benefits assistance, and substance use disorder treatment or recovery services.

The participant will work with assigned staff to develop and maintain an individualized service plan that identifies appropriate goals, services, and referrals. The participant agrees to participate in required services identified in the plan and to meet with their assigned case manager as scheduled.

Safe Haven will consider the participant's individual circumstances, abilities, and reasonable accommodation needs when establishing service requirements. Disability-related services will not be required as a condition of continued occupancy when such participation is prohibited by applicable law.

****Protection from Discrimination Based on Victim Status:**** Assistance may not be denied to an otherwise eligible participant on the basis of, or as a direct result of, the fact that the participant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. A participant who otherwise qualifies for admission, assistance, participation, or occupancy will not be denied those benefits on the basis of their status as a victim of such violence.

If a participant does not participate in required supportive services, Safe Haven staff will first work with the participant to identify and address barriers to participation and, when appropriate, modify the service plan or make additional referrals. Continued failure to participate in required supportive services may result in action regarding continued occupancy, in accordance with the existing occupancy agreement, Safe Haven policies, and applicable law.

By signing the resident contract, the participant acknowledges and agrees to the supportive-service requirements described above.



ACKNOWLEDGEMENT

This is to certify that I _____, have read and understand the above Resident Contract. I have had the opportunity to clarify any questions I may have about these expectations with staff.

I agree to abide by this contract and understand that my stay in the shelter is confidential. I understand that failure to follow these rules may result in my discharge from the shelter and my restriction from future program services for a period of time to be determined.

I also understand that if I am discharged from the program for breaking the program contract, I may not be eligible for DHS Emergency Housing at another shelter.

Resident Signature: _____ Date: _____

Staff Signature: _____ Date: _____

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Recovery House of Rochester (RHR)

Communal Living Guidelines

Cross Referenced: NARR 1 C- 7 a, c; 4 J- 31 a, b

I. Purpose

To provide the residents of RHR guidance regarding their responsibility towards maintaining a safe, welcoming, and clean community conducive to recovery.

II. Policy Statement

Residents at Recovery Houses of Rochester reside in a communal setting. As such, the staff expects all residents to participate in routine house responsibilities. Upon beginning their residency at Recovery Houses of Rochester, each resident will be assigned an individual morning responsibility to be completed for one calendar month.

III. Details

All morning responsibilities must be completed by 9 a.m. each weekday, Monday-Friday. Morning responsibilities will be assigned by staff to each resident who has not been excused. Residents may be excused from morning responsibilities if they have an appointment with a treatment provider, social worker, job interview, or other valid conflict. Residents are

encouraged to notify staff of this conflict at least twenty-four (24) hours in advance or as soon as they are aware of this obligation to be excused.

Failure to comply with and complete assigned responsibilities will lead to a discussion with staff to problem solve and address any identified barriers. Residents who consistently do not adhere to their assigned responsibilities are at risk of being discharged from RHR.

In addition to completing house responsibilities, residents at Recovery Houses of Rochester are expected to observe the following communal living guidelines:

IV. Communal Guidelines

Alcohol, Illicit Drugs, and Cigarettes

1. Residents must abstain from the use of alcohol and other illicit drugs including marijuana while living at RHR (please refer to the alcohol and illicit drug use policies for further details).
2. Should a resident be a cigarette smoker, they are expected to smoke cigarettes, including electronic cigarettes, outside of the home only in designated areas (smoke porches).

Community- Based Support Groups and House Meetings

3. Residents are encouraged to attend a community-based support group during the probationary period of the first 30 days of residing at RHR.
4. Residents are encouraged to find a community-based support group and a sponsor or mentor during the probationary period of the first 30 days.
5. Residents are expected to attend the RHR weekly peer support meeting, unless given permission to be absent by staff.
6. All residents are expected to attend the RHR weekly house meeting, unless given permission to be absent by staff.

Probationary Period

7. Residents must adhere to the curfew of 5:00 p.m. (EST) during the probationary period of the first 30 days of residency. This will increase to 9:00 p.m. (EST) after the first 30 days of residency and 12:00 a.m. (EST) after 90 days of residency.
8. Residents are allowed overnights after the probationary period of the first 30 days of residency if they are preapproved at the weekly house meeting **or** 3 days/72 hours before the actual overnight. A pass must be completed.
9. Residents will not be given a key code the first 14 days of residency at RHR.

Food and Meals

10. Residents are expected to participate on either a cook team to assist with the preparation of meals or a cleaning team to help clean the items used to prepare the meals.
11. Residents are not allowed to store food items in their bedrooms.

Guests and Visitors

12. Residents' guests/visitors are only allowed in the house after 9:00 a.m. (EST) and before 9:00 p.m. (EST).
13. Residents are not allowed to have guests/visitors in their bedrooms at any time. All guests/visitors must stay in the common area of the home.

General Responsibilities

14. Weapons are not permitted on the property under any circumstance. Failure to comply with this will result in immediate discharge.
15. Residents are expected to have an Individualized Recovery Plan (ILP) and are expected to follow this plan. Failure to follow their ILP may jeopardize their stay at RHR.
16. Profanity tears down others, and residents are to make every effort to talk with each other respectfully. Failure to respectfully engage with other residents could result in the termination of their stay.
17. Residents must respect all the house's furnishings. This includes phones, televisions, appliances, furniture, etc.
18. Residents are expected to clean up after themselves daily, which consists of making their bed, keeping their bedrooms clean, and maintaining good personal hygiene.
19. Residents are responsible for safely storing prescription medications out of sight. RHR is not responsible for unsafe storage of prescription medication.
20. RHR staff and volunteers will not be held responsible for the theft or loss of resident's personal belongings or effects.
21. Residents who leave RHR, for any reason(s), have 30 days in which to remove all their personal belongings and effects. If belongings are not removed from the house within 30 days, they will be donated to a charity.

By signing below, you indicate that you have read, understand and agreed to the above statements.

Resident Signature

Date

Witness

Date



Home Safe Program Guidelines and Acknowledgement

Please read this form with your Housing Specialist. Ask questions at any time. We will give you a copy after you sign it.

What Home Safe Does

Home Safe is a Rapid Rehousing program. It gives rent help for a short time. It also offers services to people who have been homeless. Our goal is to help you keep a safe home. We will help you plan to pay for housing when the program ends.

Rent help often lasts up to one year. It may last longer based on your needs and program funds. It cannot last more than 24 months. Staff will review your needs. Staff will also review the amount of help you receive.

Your Supportive Services Agreement

You must take part in supportive services. This is a rule of Home Safe. Your services will be based on your needs and goals. They can help you keep your home. They can also help you become more independent.

- Meet with your Housing Specialist at least once each month. Meetings may be at your home, in the office, by video, or by phone when staff approve it.
- Make a Housing Stability Plan with staff. The plan will list your goals, steps, and due dates.
- Take part in the services listed in your plan. This may include work, job training, school, benefits, budgeting, health care, child care, transportation, or help with your lease.
- Complete the steps you agree to take. Tell staff right away if you cannot complete a step or attend a meeting.
- Work with staff to review and update your plan when your needs change. Staff will also review your service needs at least once each year.
- Give staff the papers needed to confirm your income, household members, rent, and need for help.

Your Housing Responsibilities

- Pay your required share of rent and utilities on time.
- Follow your lease and work with staff to solve landlord concerns.
- Tell staff about any change in income, benefits, household members, or housing.
- Do not let someone move into your home without telling your landlord and Housing Specialist first.
- Stay in contact. If your phone number or address changes, tell staff as soon as you can.
- Allow required home visits and housing checks after proper notice.

Your Share of Housing Costs

You must pay the amount set by Home Safe. The amount is based on program rules and your income. It may include part of the rent and utilities. Tell staff when your income changes. Give staff proof, such as pay stubs, a benefit letter, or a bank record.

If you have no income, staff will help you apply for benefits. Staff can also help you look at ways to earn more when you are able. You must take part in the steps in your plan. Give staff the papers they need. Go to required appointments.

If There Is a Problem

Tell your Housing Specialist if something makes the plan hard to follow. This may be illness, disability, child care, a ride, or a safety concern. Staff will help you work through the problem. Staff may change the plan when needed. You may ask for a reasonable accommodation for a disability.

If you do not follow a program rule, Home Safe may take these steps:

1. Contact you and talk about what happened.
2. Offer help and review your plan for needed changes.
3. Give you a written warning and a chance to fix the problem when it is safe to do so.
4. End program help if the problem continues or is serious.

Home Safe may end help for reasons such as not taking part in required supportive services, not meeting with your Housing Specialist each month, not paying your required share when you are able, not giving required information, breaking program rules, abandoning the home, or losing eligibility.

If Home Safe Plans to End Your Help

You will get a written notice. It will tell you why. You may ask for a review and share your side. You may do this in writing or in person. A person who did not make the first choice will review it. You will get the final answer in writing. Ending help now does not always stop you from getting help again later.

Home Safe will follow all fair housing, disability, and safety laws. Help will not be denied or ended because you are a survivor of domestic violence, dating violence, sexual assault, or stalking. Ask staff about safety protections or an emergency move.

If You Leave the Home or Go to an Institution

Tell staff at once if you move, leave the home, enter jail, or enter a hospital or other facility. A short stay of 90 days or less does not count as leaving the unit under HUD rules. Staff will review the facts, your lease, and program rules before making a decision.

Client Acknowledgement

I received and reviewed these guidelines. I understand that I must take part in the supportive services in my plan and follow Home Safe rules. I had the chance to ask questions. I know I may ask for help or a reasonable accommodation.

Client name: _____

Client signature: _____

Date: _____

Staff signature: _____

Date: _____

**THE CENTER FOR YOUTH SERVICES
TRANSITIONAL LIVING PROGRAM
RESIDENTIAL PARTICIPATION AGREEMENT**

While you are a resident in the Transitional Living Program (TLP) the program staff will work with you to help you develop the skills to successfully live independently. Staff will treat you with respect, honesty, and dignity and ask that in return you treat yourself, other residents, and staff in the same way. Please read the following statements carefully and sign at the end if you agree to follow them.

As a resident in The Center for Youth Services Transitional Living Program I,
_____, understand and agree with the following statements.
I will be residing at:

Address

General Program:

- I understand that the TLP apartments are drug and alcohol free. I will make sure that there are no drugs, alcohol, or related paraphernalia in my apartment (this includes making sure that my guests understand this and do not bring these items into my apartment). This also means that I, or any of my guests, will not be under the influence in my apartment or on the apartment property.
- I understand that my safety and the safety of others is extremely important. This means that I, or any of my guests, will not bring any item that may be dangerous or potentially dangerous into my apartment or on the apartment property. This includes but is not limited to guns, knives, and pellet/ BB guns.
- To ensure a place of safety, neither I nor any of my guests will engage in violent behavior either against another person or on the property. I understand that I will be responsible for paying for the repairs or replacement of any property damaged by me or my guests.
- I am aware that it is my responsibility to make sure that all guests are gone from the apartment when I am not in the apartment with them.

Residential Specific:

- I understand that I am expected to attend the Life Skills Workshop every Tuesday from 4-5pm. If I am unable to attend due to illness I will notify my case manager at least 1 hour before the meeting begins. Because coming into a workshop late interrupts the presenter and distracts the audience, I understand that if I am late I will not be allowed to participate in the workshop and my tardiness will be counted as an unexcused absence.
- To work towards becoming independent, I will develop a set of goals with my case manager and I will meet with them every week to work together on

achieving those goals. If I am unable to make an appointment, I will notify my case manager at least 1 hour in advance and reschedule the meeting.

- I am aware that all furnishings in my apartment are the property of The Center for Youth Services and will be inventoried when I move in. I will not remove these items for any reason without written permission from the program manager.
- I understand that I am responsible for the cleanliness of my apartment and recognize that maintaining a clean apartment contributes to my health and well-being. Because knowing how to clean effectively will aid my success in living independently, I will be given the necessary supplies when I move in, and my case manager will assist me in learning these skills. I am aware that my case manager will check on my progress weekly and that it is my responsibility to follow up with any suggested improvements.
- I understand that I will be responsible for my entire rent within 3-6 months of entry into the program.
- When I achieve the goals of my service plan, my case manager and I will discuss the process of transitioning into my own independent living situation at least 60 days in advance. I understand that my discharge date may be before I complete 18 months in the program.
- I understand that when I identify and secure stable housing, I will need to set a move-out date with my case manager so they can work with me to ensure a smooth transition.
- I acknowledge that I am responsible for moving my personal belongings into and out of my apartment. Because the apartment is fully furnished, I understand that I am not allowed to bring my own furniture or large appliances. On my move-in date, my case manager can assist me with up to 2 loads of items with the agency vehicle.
- I understand that there are no pets allowed in my apartment at any time.
- I understand that no smoking or vaping of any kind is allowed in my apartment or anywhere else in the building. Smoking is only allowed outside of the apartment building.
- I am aware that there is a CFY emergency hotline (271-7670) that I can contact in case of an emergency.
- I understand that apartment checks will occur randomly, conducted by program staff.

Participant Specific:

- I understand that because I am working towards becoming self-sufficient, it is important that I identify a plan that includes employment. My plan may also include vocational/educational training.
- I understand that it is expected of me to be engaged in **30 hours** of productivity a week. This includes, school, work, volunteering, counseling, life skills workshops or other activities agreed upon with my case manager.
- I understand that if I am not in an educational/vocational program or attending high school, I will be expected to find full-time employment. If, after two months, I have not found employment, I will be expected to participate in **at least 20 hours per week of volunteer work or other productive activities**, in addition to actively searching for employment. Parenting teens will be expected to work on an individualized project, in place of volunteer work, while looking for employment.
- It is my responsibility to notify the school or workplace and my case manager immediately if I am unable to attend classes or work due to illness, appointment, etc.
- I understand that a large part of living independently is learning how to budget my income to become financially stable. For this reason, my case manager and I will assess my income and develop an appropriate budget. To do this effectively, I will provide my case manager with my pay stubs and bank statements monthly. I will listen to the information and any suggestions my case manager might provide. I understand how important it is to contribute money to a savings account to ensure I am financially secure when I leave TLP. I will not make any major purchases without first consulting my case manager.
- I understand that I may be asked to be assessed by a licensed clinician for any challenges I may be experiencing regarding substance use or with my mental health and well-being. Further, I understand that if the assessment results in a recommendation for treatment services, I may be required to participate in those services to maintain my housing in the program.

Inability to Meet Program Expectations:

- I understand that if I decide to leave the program, I am responsible for letting my case manager know at least 5 business days prior to moving out of my apartment.
- I understand that if I am unable to meet the expectations that my case manager and I have agreed upon, the following steps will be taken:
 1. My case manager will provide a verbal warning and will assist me in developing a written plan through which I can meet program expectations.
 2. If I am still not able to follow the program expectations my case manager will then provide me with a consequence.

3. If I still am not able to follow the program expectations, my case manager will consult with the program manager, and they will develop a written contract. I understand that I will be expected to agree to and sign the contract after I review it.
 4. If I am still unable to meet program expectations, my case manager will assist me in identifying other housing options. I will be given 5 days to move my belongings from my apartment and to return my keys. If there are any health and/or safety issues identified, I will be asked to move out immediately.
- I understand that if I leave anything behind after I leave the program, it will be stored at the Downtown office for 30 days. If I have not made arrangements to get my things within the 30 days, The Center will dispose of them. The Center will not replace any items that are lost or stolen.

Health and Safety:

I understand that for health and safety reasons, if I cannot be located within 72 hours of a missed appointment, training, or check-in, TLP staff will reach out to my emergency contact and recommend that a missing person's report be filed with the Police Department. After an additional 72 hours of no contact, my belongings may be removed from the apartment and placed in storage. The locks to the apartment will be changed. The Center for Youth Services will hold my belongings for up to 30 days and then dispose of them accordingly.

By signing this participation agreement, I state that I understand the above rules and expectations and that, if I do not follow them, there will be consequences, which may include discharge from the program.

Client Signature

Date

Case Manager

Date



Jewish Family Services Rochester

Supportive Services Participation Agreement

HUD Continuum of Care – Supportive Services Only Program

Program: JFS Older Adult Housing Stability Supportive Services

Participant Name: _____

Care Manager: _____

Date of Enrollment: _____

Purpose of the Program

Jewish Family Services Rochester ("JFS") provides supportive services to eligible adults age 55 and older who are experiencing homelessness or housing instability. The purpose of the program is to help participants address barriers to stable housing, obtain or maintain permanent housing, increase housing stability and independence, and connect with appropriate community, health, behavioral health and other supportive resources.

Participation in this program is based on the participant's individual needs, circumstances and goals. Services will be individualized and may include housing navigation, housing search and counseling, benefits and resource navigation, case management, care coordination, connection to health and behavioral health services, transportation resources, employment or income-related assistance when appropriate, and other eligible supportive services.

Participant Responsibilities

By participating in the JFS Supportive Services Only Program, I agree to the following:

1. Initial Assessment

I agree to participate in an initial assessment with my JFS Care Manager so that JFS can understand my housing situation, strengths, needs, barriers and goals.

The assessment may include discussion of housing history, income and benefits, health and behavioral health needs, access to transportation, social supports, safety concerns and other factors that may affect my ability to obtain or maintain stable housing.





2. Individualized Service Plan

I agree to work with my Care Manager to develop an Individualized Service Plan (ISP).

My ISP will identify:

- My individual goals;
- The services and supports I will receive;
- The services I will receive directly from JFS and/or through community partners;
- The frequency and anticipated duration of services;
- Responsibilities of the participant and service providers;
- Strategies for addressing identified barriers;
- Target dates or milestones for achieving identified goals; and
- Progress toward housing stability, improved health and wellness, financial stability, independence and self-sufficiency, as applicable to my circumstances.

My primary housing-related goal will generally be to obtain and maintain permanent housing. When housing stability is affected by complex needs, the ISP may also identify goals related to behavioral health, substance use, medical needs, benefits, income, social supports, safety or other barriers.

3. Monthly Care Management Contact

I agree to meet, speak with, or otherwise have meaningful contact with my assigned JFS Care Manager **at least once each month**, unless an alternative arrangement is approved based on my individual circumstances.

Additional contacts may be scheduled when needed based on my housing situation, service needs, safety concerns or progress toward my goals.

4. Housing Stability and Permanent Housing

I agree to work collaboratively with my Care Manager on reasonable activities identified in my ISP that are intended to help me obtain or maintain safe and stable permanent housing.

Depending on my circumstances, these activities may include housing search, applications, obtaining identification or documentation, benefits applications, landlord communication, budgeting, transportation planning, resolving housing barriers, referrals to housing programs, and other housing-stability activities.





5. Addressing Barriers to Housing Stability

I agree to work with my Care Manager to identify and address barriers that may interfere with obtaining or maintaining stable housing.

When appropriate, JFS may assist me with connections to:

- Behavioral health services;
- Substance use disorder services;
- Medical or health care services;
- Benefits and income supports;
- Employment or workforce services;
- Transportation;
- Legal services;
- Food and nutrition resources;
- Social and community supports;
- Senior services; and
- Other appropriate community resources.

When a clinical or behavioral health need is identified, JFS may provide referrals, care coordination and assistance connecting me to appropriate services. Clinical treatment decisions remain with the participant and qualified treatment providers, except where participation is independently required by another program, treatment provider, court or other lawful authority.

6. Mainstream Benefits and Community Resources

I agree to work with my Care Manager to identify and, when appropriate, apply for or maintain benefits and mainstream resources for which I may be eligible, including programs such as Medicare, Medicaid, Supplemental Security Income (SSI), Social Security, SNAP and other public or private resources.

7. HMIS and Program Data

I understand that JFS participates in the community's Homeless Management Information System (HMIS) and that information required under HUD, CoC and HMIS requirements may be collected and entered into HMIS.

JFS will provide information regarding the collection, use, protection and disclosure of participant information through the applicable HMIS Privacy Notice and other applicable privacy policies.





I understand that JFS will obtain consent when consent is required for a particular use or disclosure of information. I understand that information required to be collected and entered into HMIS is subject to applicable HUD and CoC requirements and privacy protections.

8. Information Sharing and Coordination

I authorize JFS, when appropriate and consistent with applicable law, the CoC HMIS Privacy Notice, JFS privacy policies and applicable consent requirements, to coordinate services with organizations and professionals involved in supporting my housing stability.

These may include housing providers, shelters, health care providers, behavioral health providers, government agencies, benefits programs, emergency responders, law enforcement and other community partners when such coordination is appropriate to address housing, health, safety or community needs.

JFS will limit information sharing to what is permitted and appropriate under applicable privacy requirements.

9. Communication and Changes in Circumstances

I agree to make reasonable efforts to communicate with my Care Manager regarding significant changes that may affect my participation or housing stability, including changes in housing, contact information, income, benefits or other circumstances identified in my Individualized Service Plan.

If I am unable to attend a scheduled meeting, I agree to make a reasonable effort to notify my Care Manager and reschedule.

10. Review of the Individualized Service Plan

I understand that my Individualized Service Plan will be reviewed periodically, at least quarterly, and may be updated whenever there is a significant change in my circumstances, housing status, needs or goals.

I understand that the plan is intended to be individualized and may change as my circumstances change.

Participant Rights

I understand that:





- I will be treated with dignity and respect.
- I will receive services without discrimination prohibited by applicable federal, state or local law.
- My services will be individualized to the greatest extent practicable.
- I may ask questions about my services, my Individualized Service Plan, HMIS and privacy.
- I may request reasonable accommodations or communication assistance as appropriate.
- I may identify concerns or disagreements regarding my services and may request review through JFS's applicable grievance or appeal process.
- Participation in clinical treatment is not required solely by this agreement unless such participation is independently required by another program, treatment provider, court or other lawful authority.
- My age and individual circumstances will be considered when determining appropriate service expectations and goals.

Participant Agreement

I have had the opportunity to review this agreement and have had the opportunity to ask questions about the services, expectations and responsibilities described above.

I understand that the purpose of this agreement is to establish a shared commitment between myself and JFS to work toward housing stability, permanent housing and improved independence.

Participant Signature: _____

Date: _____

Care Manager Signature: _____

Date: _____

JFS Supervisor/Program Representative: _____

Date: _____





**PERMANENT SUPPORTIVE HOUSING, RAPID REHOUSING,
TRANSITIONAL HOUSING PROGRAM
ANNUAL PARTICIPANT OCCUPANCY AGREEMENT**

As a participant in the PCHO _____ (Provider) Program, I
_____ (the Tenant) understand that the full monthly rent for
_____ (apartment address) is \$ _____ for the period of
_____ to _____. My contribution towards the rent may be up to 30% of my monthly adjusted
income, 10% of my monthly gross income or 100% of the Public Assistance shelter allowance that I am entitled
to receive, whichever is higher. I understand that my rent contribution may be subject to change if there are
changes in my monthly income, family composition, or to the extent of exceptional medical or other unusual
expenses, in accordance with established criteria.

Resident will abide with the following:

1. _____ I agree to develop an ***Individualized Service Plan*** with my Housing Stability Coordinator and agree to work on achieving the goals that I have set. I will participate in all supportive services indicated in my Plan.
2. _____ I agree to pay my portion of the rent in full and on time monthly. I will provide rent to PCHO by the 1st of each month and no later than the 5th of the month, via check or money order (no cash).
3. _____ Necessary apartment utilities must be fully turned on in household name and functioning before an apartment is occupied. If utilities are not included in the rent, I will pay these necessary bills in full and on time monthly. If I cannot make the payment as scheduled, I will make every effort to seek out assistance or make an arrangement with the utility company.
4. _____ I agree to report any changes in my or my family's income promptly to the provider and agree to participate in an annual income review with PCHO.
5. _____ I agree to hold face-to-face meetings in my apartment at least once per month with my HSC and agree to keep all scheduled appointments with them. In addition, I agree to meet as frequently as outlined on the Service plan I helped develop.
6. _____ I agree to notify my HSC of any damages to the unit as soon as they occur. After being notified the HSC and another PCHO staff will assess and take photos of damages for documentation purposes.
7. _____ I agree to be a responsible tenant and neighbor. I will abide by all terms of the lease for the apartment in which I reside and understand that the normal duration of a lease is one year.
8. _____ I agree that no long-term guests will be allowed to stay in my apartment without the prior written permission of the provider. [NOTE: Long-term guests are defined as anyone except a tenant staying overnight more than two nights.]
9. _____ I understand that a plan must be in place for all family members/ pets living with me in case of emergency. This program is not responsible for the placement of children/ pets if the head of household goes into treatment; nor is this rental assistance transferable to any member of the family.
10. _____ I agree that any child under 18 residing in this unit under my guardianship is required to be enrolled in and regularly attend school. I understand this program is federally mandated to track the education of minors.
11. _____ I understand my apartment will receive a complete Housing Quality Standards (HQS) inspection annually or as needed by PCHO. All necessary repairs in the interim should be reported to the appropriate party and addressed. During the move-in and annual inspections, photos will be taken to properly document condition of the unit.



12. _____ I understand that PCHO must retain a set of keys to my unit to be used in case of emergency. If the provider is unable to access my unit in such cases, I understand I am responsible for the cost of the locksmith.
13. _____ I understand that if I do not have contact with my HSC for 30 consecutive days or there is a concern for your wellbeing, PCHO reserves the right to key-in to my unit and will provide me with 24-hour notice except in cases of emergency.
14. _____ I understand that PCHO may provide furniture (i.e., bed, couch, dresser, etc.) upon move-in, but will not be responsible for replacing if damaged.
15. _____ I understand that if I damage any appliances owned by PCHO or the landlord I will be responsible to replace and may result in discharge from the program.
16. _____ I understand that if I lose my key, PCHO may pay for the replacement key one time only.
17. _____ I understand that if I abandon my unit for 60 consecutive days, I will be issued a preliminary notice of discharge which will take effect 30 days from the preliminary notice of discharge date.
18. _____ I understand that any violent behavior or behavior of a criminal nature and behavior that is exhibited with intent to harm others or animals, will result in immediate program termination.
19. _____ I agree to participate in 20 hours of per week of eligible engagement, which may include case management, treatment, recovery groups, employment, job search, education, vocational training, volunteering, parenting activities, benefits appointments, healthcare appointments, life skills, housing search, or other approved activities tied to the service plan.
20. _____ I agree to engage in behavioral health services if clinically deemed essential to the agreed upon service plan with staff.

Housing Support Staff will:

1. Assist you in identifying strengths, supports, needs, or goals in the development and review of your Housing Stability Plan. To review and update this plan as needed.
2. Provide you with housing related case management services as specified in your Housing Stability Plan. This could include advocacy, landlord/ tenant mediation, linkages to wanted/necessary services, and contact with your other care providers.
3. Work towards a graduation of the program, when possible. Staff will help with positive future living environments by providing linkages to necessary supports (such as clinical, medical, and funding sources like Section 8).

Termination Procedures:

Before terminating my occupancy of the apartment, I will give the provider 30 days written notice. I understand that the provider will give me 30 days written notice -- containing a clear statement of reasons for termination -- before they terminate the agreement. The provider's decision to terminate this agreement can be appealed. During the review process, I will have an opportunity to present written or verbal objections before a person other than the person (or subordinate thereof) that made or approved the termination decision. Prompt written notice following the final decision will be provided to me.

I have received a copy of this agreement and understand that failure to comply with any of its terms may result in my termination from the program. I have initialed each item to signify my understanding of and consent to each condition. This agreement will take effect on the date of the signatures indicated below and expires after one month, although it is automatically renewable on a month-by-month basis, unless prior written notice is provided by either the participant or the provider.

SCPO will provide individualized services at Jennifer House and Nielsen House designed to promote housing stability, increased income, recovery, independence, and successful transition to permanent housing. Services will be based on each participant's assessment, strengths, needs, goals, and Individualized Service Plan (ISP), rather than a one-size-fits-all program schedule.

Consistent with participants' Occupancy Agreements and applicable CoC Program requirements, SCPO will structure individualized services, activities, and employment to result in at least 20 hours per week of engagement for participants subject to this requirement. Engagement may include case management, behavioral health or substance use disorder treatment, recovery activities, healthcare, education, employment preparation, job training, employment, volunteering, life-skills development, financial literacy and budgeting, housing search and readiness, and community-building activities.

Participants will initially receive individual case management at least weekly to establish goals, address immediate barriers, connect to benefits and community resources, and develop an individualized path toward permanent housing. As participants demonstrate increased stability and progress toward their goals, case management will phase to bi-weekly and ultimately monthly as they prepare for greater independence and permanent housing. Case management will be provided more frequently at any stage when needed based on changing circumstances, emerging needs, housing barriers, setbacks, or participant request. This graduated approach provides intensive support during initial stabilization while encouraging increasing independence as participants progress.

SCPO Housing Stability Case Managers will work with each participant to develop an individualized weekly schedule consistent with their ISP and the 20-hour requirement. For example, one participant may combine employment, case management, and recovery services, while another may participate in job training, behavioral health treatment, life-skills activities, volunteering, education, and housing-search activities. Employment may contribute toward the participant's weekly engagement requirement.

Services will be provided directly by SCPO and supplemented through community partnerships, including Trillium Health, Huther Doyle, Willow Domestic Violence Center, Judicial Process Commission, Monroe Community College's Economic and Workforce Development Center, University of Rochester Medical Center/Center for Community Health, Children's Institute, and other appropriate community providers. SCPO staff will coordinate referrals and services based on each participant's individual circumstances and goals.

Case managers will regularly review each participant's progress, engagement, and changing needs and adjust the ISP and activities accordingly. As participants progress, services will increasingly focus on employment and income, permanent housing, budgeting, independent-living skills, and connections to community-based resources that can continue after program exit.

Participants who meet the age or disability exceptions identified in the CoC Program requirements will not be subject to the 20-hour weekly requirement but will continue to be offered individualized supportive services based on their

The proposed Spiritus Christi Prison Outreach (SCPO) Transitional Housing (TH) project provides safe, temporary housing and supportive services for justice-involved adults experiencing homelessness. The project consists of Jennifer House (JH), a 7-bed residence for women, and Nielsen House (NH), a 13-bed residence for men, for a total of 20 transitional housing beds. Participants are referred through the Monroe County Coordinated Entry System and meet HUD eligibility requirements for homelessness.

The project serves individuals exiting emergency shelter who face barriers including incarceration histories, substance use disorders, mental illness, unemployment, low income, poor credit, and limited natural supports. SCPO has operated HUD Transitional Housing since 2007 and has consistently assisted participants in exiting to permanent housing, with most achieving permanent housing within 6-9 months, well below HUD's 24-month maximum.

Upon admission, participants complete the community Housing Assessment Tool (HAT). Results are used to develop an individualized Individual Living Plan (ILP) identifying service needs, goals, strategies, responsible providers, service frequency, and target completion dates. ILPs are reviewed regularly and focus on improving health and wellness, housing stability, employment, income, financial stability, and self-sufficiency.

SCPO provides intensive case management and directly provides or partners with community organizations through formal MOUs to deliver services necessary to obtain and maintain permanent housing. Services include housing search, landlord mediation, behavioral healthcare, substance use disorder treatment, primary healthcare, employment and vocational training, education, budgeting, life skills, transportation, legal assistance, peer support, and benefits assistance.

Participants are connected to mainstream resources including Medicaid, Medicare, SSI, SSDI, SNAP, Temporary Assistance, and workforce development programs. Private foundation support, unrestricted organizational funds, charitable donations, and community partnerships supplement HUD funding to provide services not fully covered by the grant. Consistent with 24 CFR 578.75(h), participants engage in services identified in their ILP. The project is designed so each participant averages at least 20 hours per week of services, activities, employment, or a combination thereof, unless the participant is age 62 or older or is an individual with handicaps as defined in 24 CFR 8.3 or a developmental disability as defined in 24 CFR 578.3. Engagement may include case management, counseling, treatment, education, job training, employment, volunteer activities, work therapy, life skills instruction, and community-building activities.

Case Managers monitor progress, coordinate services, address barriers, increase employment income, and prepare participants for successful transitions to permanent housing. SCPO owns both Jennifer House and Nielsen House, reducing facility costs while leveraging extensive public and private resources. This ensures the average cost per household served is reasonable in accordance with 2 CFR 200.404 and maximizes HUD resources to achieve long-term housing stability.

SPIRITUS CHRISTI PRISON OUTREACH, INC.
Transitional Housing OCCUPANCY AGREEMENT
Jennifer House & Nielsen House

This Occupancy Agreement ("Agreement") is entered into between Spiritus Christi Prison Outreach, Inc. (SCPO) ("Program") and:

Participant Name: _____

Effective Date: _____

Program Location:

☐

Jennifer House

☐

Nielsen House

1. PURPOSE

The purpose of this Agreement is to provide temporary transitional housing and supportive services designed to assist participants in obtaining and maintaining permanent housing while increasing self-sufficiency, recovery, health, and community integration.

This Agreement is not a lease and does not create a landlord-tenant relationship.

3. SUPPORTIVE SERVICES

Consistent with 24 CFR §578.75(h) and the FY 2026 HUD CoC NOFO, participation in supportive services is a condition of continued participation in the program.

Participant agrees to:

- Work collaboratively with their assigned Case Manager.
- Develop and actively participate in an Individualized Service Plan (ISP).
- Participate in supportive services identified within the ISP.
- Participate in a minimum of 20 hours per week of individualized supportive services and activities designed to promote housing stability, recovery, employment, education, health, and self-sufficiency, except for a program participant over age 62, an individual with handicaps as defined in 24 CFR 8.3, or an individual with a developmental disability as defined under 24 CFR 578.3. Participation requirements will be individualized based on the ISP and documented needs.

Supportive services may include:

- Case management
- Housing stabilization
- Employment readiness
- Job search
- Education
- Vocational training
- Budgeting
- Financial literacy
- Independent living skills
- Recovery supports
- Behavioral healthcare
- Primary healthcare
- Substance use disorder treatment (when identified in the ISP)

- Transportation to approved activities
- Benefits assistance
- Life skills
- Community engagement

The participant understands that required services are individualized and based upon the participant's needs identified in the ISP.

4. INDIVIDUALIZED SERVICE PLAN (ISP)

Within thirty (30) days of admission, Participant agrees to:

- Complete a comprehensive assessment.
- Develop an ISP with measurable goals.

The ISP shall include goals related to:

- Permanent housing
- Income
- Employment (when appropriate)
- Benefits
- Recovery
- Healthcare
- Independent living skills
- Community supports

The ISP will be reviewed and updated regularly.

5. HOUSING STABILIZATION

Participant agrees to actively work toward obtaining permanent housing by:

- participating in housing search activities;
- completing housing applications;
- maintaining communication with landlords;
- attending housing appointments;
- complying with lease obligations when housed.

6. EMPLOYMENT & INCOME

When employment is appropriate, Participant agrees to actively pursue employment goals identified in the ISP.

Participants unable to work due to disability or age will actively pursue SSI, SSDI, Veterans Benefits, Medicaid, SNAP, or other appropriate income resources.

7. HOUSE RULES

Participant agrees to comply with the SCPO Resident Handbook and House Rules, including but not limited to:

- Respect for residents and staff
- Maintaining a safe living environment
- No violence or threats
- No illegal activity
- No possession of illegal drugs or weapons
- Compliance with medication storage policies

- Room inspections as required
- Curfew (if applicable)
- Visitor policy
- Fire safety procedures

8. DRUG AND ALCOHOL RECOVERY

Participants are expected to actively engage in recovery goals identified within their ISP.

When clinically appropriate, supportive services may include substance use disorder treatment, behavioral health services, recovery meetings, medication-assisted treatment, or other recovery supports.

9. CASE MANAGEMENT

Participant agrees to:

- Attend scheduled case management meetings.
- Notify staff if appointments cannot be kept.
- Maintain communication with assigned staff.

10. HMIS

Participant understands information necessary for program administration will be entered into HMIS consistent with HUD requirements and applicable privacy notices.

11. TERMINATION

SCPO may terminate participation for serious or repeated violations of this Agreement, including failure to participate in required supportive services identified in the ISP, after following the due process requirements contained in 24 CFR §578.91 and SCPO's Termination and Appeal Policy.

Participant will receive:

- Written notice
- Opportunity to respond
- Appeal rights

Termination decisions will not be based solely upon a participant's status as a victim of domestic violence, dating violence, sexual assault, stalking, or human trafficking consistent with VAWA protections.

12. REASONABLE ACCOMMODATION

SCPO will provide reasonable accommodations for qualified individuals with disabilities consistent with federal law.

13. ACKNOWLEDGMENTS

By signing below, Participant acknowledges:

- I have received a copy of this Occupancy Agreement.
- I have received the Resident Handbook.
- I understand the requirement to participate in supportive services identified in my ISP.
- I understand that my program participation includes 20 hours per week of individualized supportive services and activities, except if I am over age 62, an individual with handicaps as defined in 24 CFR 8.3, or an individual with a developmental disability as defined under 24 CFR 578.3. Participation requirements will be individualized based on my ISP and documented needs.
- I understand my rights, grievance procedures, termination procedures, and appeal rights.
- I understand VAWA protections.
- I understand HMIS privacy requirements.

Participant

Signature: _____ Date: _____

Printed Name: _____

SCPO Representative

Signature: _____ Date: _____

Printed Name: _____

Title: _____

The SCPO Joint Transitional Housing/Rapid Re-Housing (TH-RRH) Program provides a comprehensive, housing-focused continuum of services for homeless, justice-involved adults, many of whom have substance use disorders, mental illness, and other barriers to housing stability. The program is designed to help participants obtain permanent housing, increase self-sufficiency, and prevent future homelessness.

Participants initially enter SCPO's Emergency Housing Program for approximately 30 days. During this period, immediate needs for safe shelter, food, clothing, hygiene supplies, transportation, and stabilization are met while staff complete comprehensive assessments to identify strengths, housing barriers, and service needs. Staff assist participants with obtaining identification, enrolling in mainstream benefits, accessing healthcare, mental health and substance use treatment, and connecting with community resources that support long-term housing stability.

Following the emergency housing period, eligible participants transition through Coordinated Entry into Transitional Housing at Jennifer House (women) or Nielsen House (men). These residences provide a structured, supportive environment with 24-hour staffing where participants receive individualized case management and develop an Individual Service Plan based on their goals and needs. Services include employment and vocational assistance, education, budgeting, financial literacy, life skills development, recovery support, healthcare coordination, and referrals to community resources. Case Managers regularly monitor progress and revise service plans as participants' needs change.

The program promotes personal responsibility, independent living skills, and meaningful engagement in activities that prepare participants for successful community living. Consistent with applicable HUD requirements, participants who are not exempt are expected to actively participate in their Individual Service Plan through employment, education, volunteer activities, treatment, or other qualifying activities that promote housing stability and long-term self-sufficiency.

When participants are ready for permanent housing, the Rapid Re-Housing component provides housing search and placement, landlord engagement, lease-up support, housing stability planning, and financial assistance, including security deposits, first month's rent, and time-limited rental assistance. SCPO also operates 78 Permanent Supportive Housing units through one HUD-funded project and four ESSHI programs, providing additional permanent housing opportunities when appropriate.

After placement, SCPO continues individualized supportive services for up to two years based on participant need. Case management focuses on maintaining housing stability, increasing income, strengthening independent living skills, resolving tenancy issues before housing is lost, and connecting participants with mainstream and community resources. Through collaboration with healthcare providers, behavioral health agencies, employment programs, educational institutions, landlords, and other community partners, SCPO provides the coordinated services necessary to help participants achieve lasting housing stability and self-sufficiency.

VOTER'S BLOCK COMMUNITY (VBC)

PERMANENT SUPPORTIVE HOUSING OCCUPANCY AND PROGRAM PARTICIPATION AGREEMENT

This Occupancy and Program Participation Agreement ("Agreement") is entered into between **Spiritus Christi Prison Outreach (SCPO)** and the undersigned participant enrolled in the **Voter's Block Community (VBC) Permanent Supportive Housing Program**, a HUD Continuum of Care (CoC) Permanent Supportive Housing project.

The purpose of this Agreement is to outline the rights, responsibilities, and expectations of program participation while promoting long-term housing stability, health, recovery, and self-sufficiency.

Voter's Block Community (VBC) provides permanent supportive housing to eligible individuals experiencing homelessness with disabilities. The program combines affordable housing with individualized supportive services designed to assist participants in maintaining permanent housing, improving health and wellness, increasing self-sufficiency, and integrating successfully into the community.

Participants have the right to:

- Be treated with dignity, respect, and fairness.
- Live in housing free from discrimination and harassment.
- Receive services without regard to race, color, religion, sex, age, disability, national origin, sexual orientation, gender identity, gender expression, marital status, military status, or any other protected status.
- Participate in developing their Individualized Service Plan (ISP).
- Receive services that are person-centered, trauma-informed, and culturally responsive.
- File grievances without retaliation.
- Receive reasonable accommodations in accordance with the Americans with Disabilities Act (ADA), Section 504, the Fair Housing Act, VAWA, and other applicable laws.

Within thirty (30) days of admission, each participant shall work collaboratively with their assigned Case Manager to develop an Individualized Service Plan (ISP).

The ISP will identify:

- Housing stabilization goals
- Health and behavioral health needs
- Recovery goals
- Employment or educational goals
- Income and benefit goals
- Community integration goals
- Other supportive services necessary to maintain permanent housing

The ISP is a living document and will be reviewed with the participant at least monthly and formally updated at least quarterly, or whenever significant changes occur.

As a condition of participation in the VBC Permanent Supportive Housing Program, participants agree to:

- Meet with their assigned Case Manager as scheduled.
 - Participate in developing, reviewing, and updating their ISP.
 - Make reasonable progress toward the goals identified in the ISP.
 - Cooperate with referrals and care coordination activities identified in the ISP.
 - Notify SCPO of significant changes affecting housing stability, income, health, household composition, or contact information.
 - Comply with the terms of the residential lease.
 - Maintain the housing unit in a safe and sanitary condition.
 - Respect neighbors, visitors, staff, and property.
-

SCPO recognizes substance use disorder as a treatable medical condition and utilizes a recovery-oriented, trauma-informed approach.

If a participant's ISP identifies **Substance Use Disorder (SUD) treatment** as a necessary supportive service to maintain housing stability, improve health, reduce the risk of homelessness, or support recovery, the participant agrees to actively engage in the treatment services identified in the ISP.

Treatment may include:

Empowering individuals that are justice-involved and homeless.

- Substance use assessments
- Outpatient counseling
- Intensive outpatient treatment
- Medication-Assisted Treatment (MAT)
- Recovery support services
- Peer support
- Individual counseling
- Group counseling
- Residential treatment when clinically appropriate
- Other clinically recommended services

SCPO will:

- Assist with referrals.
 - Coordinate care with treatment providers.
 - Help remove barriers to treatment participation.
 - Provide transportation assistance when available and appropriate.
 - Review progress collaboratively with the participant.
-

Participants agree to actively participate in activities that support long-term housing stability, including:

- Maintaining income and benefits.
 - Paying rent as required under the lease.
 - Maintaining communication with program staff.
 - Participating in healthcare and behavioral healthcare identified in the ISP.
 - Working toward individualized housing stability goals.
-

Supportive services may include:

- Case Management
- Healthcare Coordination
- Mental Health Services
- Substance Use Disorder Treatment
- Medication Management
- Recovery Support
- Peer Services
- Employment Services
- Educational Services
- Financial Literacy
- Benefits Assistance
- Transportation Assistance

- Life Skills Training
 - Community Integration Activities
 - Crisis Intervention
-

Participants agree to:

- Follow the lease.
 - Follow program policies.
 - Maintain respectful behavior.
 - Refrain from threatening or violent behavior.
 - Report maintenance concerns promptly.
 - Maintain current contact information.
 - Cooperate during annual recertification and income verification.
-

SCPO will provide reasonable accommodations for qualified individuals with disabilities in accordance with federal, state, and local laws.

SCPO maintains participant confidentiality in accordance with:

- HIPAA (where applicable)
- HUD requirements
- HMIS Privacy Standards
- 42 CFR Part 2
- New York State confidentiality requirements

Information will only be shared with participant consent or as otherwise permitted by law.

Participants have the right to file a grievance regarding any program decision.

SCPO will provide:

- Written notice
- Opportunity to be heard
- Fair review
- Written decision
- Appeal rights

Participants may not be retaliated against for filing a grievance.

SCPO provides services in accordance with all applicable federal, state, and local civil rights laws, including:

- Fair Housing Act
 - Americans with Disabilities Act
 - Section 504
 - Violence Against Women Act (VAWA)
 - HUD Equal Access Rule
 - OTDA 20-ADM-03 regarding transgender, gender nonconforming, and non-binary individuals
-

SCPO's first response to concerns regarding participation will always be engagement, problem-solving, reassessment of barriers, and modification of the ISP when appropriate.

When a participant fails to engage in supportive services identified in the ISP, staff will:

1. Meet with the participant to identify barriers.
2. Modify the ISP when appropriate.
3. Offer additional supports and referrals.
4. Develop a corrective action plan if necessary.
5. Conduct case conferencing with supervisory staff.

If a participant **continues to refuse, without good cause, to participate in supportive services identified in the ISP that are required as a condition of program participation**, SCPO may review the participant's continued eligibility for participation in the VBC Permanent Supportive Housing Program. Any such review shall be conducted in accordance with HUD requirements, due process protections, SCPO grievance procedures, and applicable federal, state, and local laws.

I acknowledge that I have received, read, and understand this Occupancy and Program Participation Agreement.

I understand my rights and responsibilities and agree to comply with the terms of this Agreement.

Participant Name: _____

Participant Signature: _____ Date: _____

SCPO Representative: _____ Date: _____

Voters Block Community Permanent Supportive Housing (VBC) provides 15 permanent affordable housing units with supportive services and case management for individuals who qualify as homeless under paragraphs (1), (2), or (4) of 24 CFR 578.3 or Section 103(b) of the McKinney-Vento Homeless Assistance Act, where the head of household has a qualifying disability in accordance with 24 CFR 578.37(a)(1)(i) and has justice involvement.

Spiritus Christi Prison Outreach (SCPO) assesses prospective participants using the community Housing Assessment Tool (HAT) to identify vulnerability and housing needs. Eligible individuals are referred through the Monroe County Coordinated Entry (CE) System, which determines prioritization and referral for permanent supportive housing.

VBC, a partnership between Spiritus Christi Prison Outreach and Home Leasing, LLC, opened in 2012. The program provides permanent housing with individualized supportive services designed to help participants obtain and maintain stable housing while reducing homelessness and recidivism. Services are tailored to each participant's needs and may include transportation assistance, safety planning, enhanced case management, and referrals to behavioral health, mental health, and substance use disorder treatment.

The on-site Case Manager develops, implements, and monitors each participant's Individual Living Plan (ILP), coordinates supportive services, promotes housing stability and self-sufficiency, increases employability, and improves overall quality of life. For families with children, the Case Manager also serves as the educational liaison to promote school stability.

Consistent with 24 CFR 578.75(h) and the project's Supportive Services Agreement, participants agree to actively engage in the supportive services identified in their ILP. Participants maintain regular contact with their Case Manager and participate in services reasonably necessary to achieve and maintain housing stability. Services may include case management, employment and vocational training, education, life skills development, healthcare coordination, and referrals to mental health and substance use disorder treatment. SCPO coordinates treatment through formal Memoranda of Understanding (MOUs) with qualified community providers. Participation in treatment is encouraged and supported based on each participant's individual needs, consistent with HUD requirements.

Through permanent supportive housing, individualized case management, and coordinated supportive services, VBC helps participants maintain permanent housing, improve health and well-being, increase self-sufficiency, and successfully reintegrate into the community.

VBC is not a drug injection or "safe consumption" site and does not knowingly permit the use or distribution of illicit drugs on property under its control. Consistent with HUD requirements, participants are not required to be sober or participate in treatment to receive housing assistance and will not be automatically evicted or exited for a first-time drug-related program or lease violation. Participation requirements are individualized, based on a signed occupancy agreement, and reasonable accommodations are provided when appropriate.



Cooper Union Permanent Supportive Housing Participant Agreement

Welcome to VOA's Cooper Union Permanent Supportive Housing Program. Cooper Union is a site-based housing program that provides supportive services to help participants maintain housing, strengthen independence, connect with treatment and community supports, and build the skills, confidence, and support systems needed to move toward greater independence over time. While participating in the program, you will work with a VOA Case Manager, on-site staff, and partner service providers to address your housing, wellness, recovery, employment, financial, and independent living needs.

Program Services

As part of VOA's Cooper Union Permanent Supportive Housing Program, participants will receive individualized supportive services that promote housing stability, wellness, recovery, income stability, and long-term self-sufficiency. Services may be provided on site by VOA staff and partner providers, as well as through community-based providers when specialized services or additional supports are needed.

Participants are required to take part in supportive services, which include case management, employment services, lifeskills training, and behavioral health services. Our program offers a variety of services, including:

- Individualized housing stability planning and support with maintaining your apartment
- Individualized assessment and service planning
- Case management
- Access to on-site clinical services, treatment connections, recovery supports, benefits, employment resources, and other mainstream services
- Service Plan goals that support wellness, recovery, income stability, self-sufficiency, and readiness for more independent housing when appropriate
- Skill-building and coaching to strengthen independent living, system navigation, and problem-solving
- Coordination with property management, treatment providers, and community partners to support continued housing stability
- Assistance preparing for and conducting job searches and connection to workforce development programs

You and your Case Manager will develop and actively engage in your individualized Service Plan. Your Service Plan will identify strengths, needs, barriers, and goals related to maintaining permanent housing, connecting to services, treatment engagement when applicable, and progress toward greater independence. Monthly case management sessions are required, with ongoing follow-up provided as needed.

When applicable, participants will also develop a Career Pathways Plan to support employment, education, training, and income goals. The Career Pathways Plan is used alongside the individualized Service Plan and does not replace it.

If you are placed in one of the seven units designated for participants with substance use disorder needs, you are required to engage in treatment. You may choose the treatment provider that best meets your needs. VOA offers on-site clinical services and can also provide referrals and connections to community treatment providers based on your needs and preferences.

Participant Responsibilities

While participating in VOA's Cooper Union Permanent Supportive Housing Program, we would like to establish the following expectations:

- Sign and follow the terms of your lease agreement

- Participate in program supportive services, including monthly case management sessions and ongoing follow-up as needed to engage in your Service Plan
- Actively work toward goals identified in your Service Plan
- When applicable, participate in developing a Career Pathways Plan to support employment, education, training, and income goals
- Participate in weekly apartment check-ins and additional visits as needed to support housing stability, safety, and lease compliance
- Notify staff within 30 days of any change in contact information, income, or other information needed for program eligibility and housing stability
- If assigned to a SUD-designated unit, engage in treatment with the provider of your choosing and communicate with your Case Manager about support needed to maintain participation
- Complete annual recertification paperwork and required eligibility updates

Mutual Expectations

- VOA will provide person-centered, trauma-informed support, and participants are expected to take an active role in service planning and goal progress.
- VOA will communicate program expectations, appointments, and service requirements clearly, and participants are expected to stay in contact with staff and communicate when support is needed.
- VOA will help connect participants to services related to housing stability, health, wellness, recovery, employment, income, and daily living skills, and participants are expected to follow through with agreed-upon next steps.
- VOA and participants will work together to maintain a safe, respectful, and supportive living environment.

Unit and Site Guidelines

Cooper Union is a shared site-based housing community. To maintain a safe, supportive, and respectful environment for all residents, participants are expected to follow program rules, lease requirements, and site guidelines. The following are not permitted on site:

- Use, possession, sale, or distribution of illicit substances
- Substance use in common areas or any activity that creates a safety concern or disrupts the community
- Violence, threats, harassment, intimidation, or behavior that puts residents, staff, visitors, or the property at risk
- Illegal activity, weapons, or conduct that violates the lease, program expectations, or site safety requirements
- Unauthorized guests, disruptive visitors, or guests who do not follow site expectations
- Damage to the apartment, common areas, building, or property

Participants are also expected to maintain their apartment in a safe and sanitary condition, respect shared spaces, follow visitor expectations, and participate in weekly apartment check-ins and additional visits as needed. Staff will work with participants to address concerns early whenever possible; however, serious or repeated violations may result in further action under the lease, program guidelines, or applicable law.

By signing below, I acknowledge that I have read and understand the Cooper Union Permanent Supportive Housing Participant Agreement. I agree to participate in case management, engage in my individualized Service Plan, follow applicable treatment requirements, and comply with unit, site, lease, and program expectations. I understand that VOA staff will work with me to support my housing stability, safety, and progress toward my goals.

Participant Signature

Date

Housing Case Manager Signature

Date



Permanent Supportive Housing Program Participant Agreement

Welcome to VOA's Permanent Supportive Housing Program. This program helps individuals and families obtain and maintain stable housing, strengthen independence, connect with treatment and community supports, and build skills needed for long-term stability. Participants work with a VOA Case Manager, landlords and/or property managers, and community providers to address housing, wellness, recovery, employment, financial, and independent living needs.

Program Services

Participants receive individualized services that promote housing stability, wellness, recovery, income stability, and self-sufficiency. Services may occur in the home, community, VOA office, or through community providers. Participants are required to take part in supportive services, which include case management, employment services, lifeskills training, and behavioral health services. Our program offers a variety of services for participants including:

- Individual assessment, service coordination and case management
- Housing stability planning and support obtaining and maintaining scattered site housing
- Support communicating with landlords/property managers, understanding lease expectations, and resolving housing concerns
- Connections to treatment, recovery supports, benefits, employment resources, and mainstream services
- Service Plan goals supporting wellness, recovery, income stability, self-sufficiency, and independence
- Skill-building and coaching for independent living, system navigation, lease compliance, and problem-solving
- Assistance preparing for and conducting job searches and connection to workforce development programs
- Coordination with landlords, property managers, providers, and community partners

You and your Case Manager will develop an individualized Service Plan identifying strengths, needs, barriers, and goals related to housing stability, landlord/property manager communication, service connections, treatment engagement when applicable, and progress toward independence. Monthly case management sessions are required, with follow-up as needed. Participants will also develop a Career Pathways Plan to support employment, education, training, and income goals.

If placed in a unit designated for participants with Substance Use Disorder needs, you are required to engage in treatment with the provider of your choosing. VOA can provide referrals and connections based on your needs and preferences.

Participant Responsibilities

While participating in the program, participants are expected to:

- Sign and follow the lease agreement
- Participate in monthly case management and follow-up as needed
- Actively work toward Service Plan goals
- When applicable, develop a Career Pathways Plan for employment, education, training, and income goals
- Maintain landlord/property manager communication and notify your Case Manager about notices, lease concerns, maintenance issues, or housing-related needs
- Allow scheduled home visits and additional visits as needed for housing stability, safety, and lease compliance
- Notify staff within 30 days of changes in contact information, income, household composition, lease status, or eligibility information
- If assigned to a SUD-designated unit, engage in treatment and communicate support needs to your Case Manager
- Complete annual recertification paperwork and eligibility updates

Mutual Expectations

- VOA will provide person-centered, trauma-informed support; participants are expected to take an active role in service planning and goal progress.
- VOA will communicate expectations, appointments, and requirements clearly; participants are expected to stay in contact and communicate support needs.
- VOA will help connect participants to housing, health, wellness, recovery, employment, income, and daily living supports; participants are expected to follow through with next steps.
- VOA and participants will work with landlords, property managers, and community partners when appropriate to support housing stability and address concerns early.

Scattered Site Housing Guidelines

Participants live in community-based apartments and are expected to follow program rules, lease requirements, landlord/property manager expectations, and housing guidelines. The following are not permitted:

- Use, possession, sale, or distribution of illicit substances
- Substance use or activity that creates safety concerns, disrupts neighbors, or risks housing stability
- Violence, threats, harassment, intimidation, or behavior that puts people or property at risk
- Illegal activity, weapons, or conduct that violates the lease, program expectations, or housing safety requirements
- Unauthorized guests, disruptive visitors, or guests who do not follow lease or program expectations
- Damage to the apartment, building, grounds, or property

Participants are expected to maintain a safe and sanitary apartment, respect neighbors and shared areas, follow visitor expectations, communicate with landlords/property managers as needed, and participate in home visits. Staff will address concerns early whenever possible; serious or repeated violations may result in action under the lease, program guidelines, or applicable law.

By signing below, I acknowledge that I have read and understand this Agreement. I agree to participate in case management, engage in my Service Plan, follow applicable treatment requirements, communicate with my landlord/property manager as needed, and comply with lease, housing, and program expectations. I understand VOA staff will work with me to support housing stability, safety, and progress toward my goals.

Participant Signature

Date

Housing Case Manager Signature

Date



VOA's Transitional Housing Participation Overview

Welcome to VOA's Transitional Housing Program. Our mission is to provide temporary safe housing and structured supportive services designed to help you achieve sobriety, improved health, stronger life skills, employment and long-term self-sufficiency with the goal of graduating to unsubsidized permanent housing within 24 months. While in VOA's program, you are required to participate in programming, substance use treatment, and services and work with a VOA Case Manager on-site as well as partner service providers to address your housing, employment, and behavioral health needs.

As part of VOA's Transitional Housing Program, you will be required to participate in at a minimum of 20 hours per week, provided through a combination of individual sessions, group programming, partner-led services, treatment, recovery support groups, and other structured activities that support your ability to achieve your goals, transition to your own permanent housing, overcome health challenges, and optimize your self-sufficiency. These programs will be provided on-site at VOA's housing program by VOA staff and partner agencies and at community resources

Participants will engage in a variety of services, including:

- Individualized case management with strength-based approach to goal setting
- Housing stability planning
- Referrals to and assistance accessing community resources and mainstream benefits
- Substance use treatment and recovery services
- Mental health services
- Employment readiness, job coaching, job search, and workforce development support
- Financial literacy, credit counseling, budgeting, and money management assistance
- Life skills sessions (cooking, budgeting, and community chores)
- Wellness activities (life-skill groups, coping skills, positive hobbies and additional mental wellness activities)
- Psychoeducation groups (stress management, coping skills, mental health wellness, etc.)
- Supportive housing search, landlord communication, and move-in planning
- Participation in community and on-site volunteer work
- Structured learning and application of daily living skills (hygiene skills, cleaning organization, etc.)
- Job training and employment skill building
- Coordination with community resources for participation in educational and/or vocational training
- Employment with local businesses

In order to be eligible for VOA's Transitional Housing Program, you must participate in a minimum of 20 hours of service planning per week. Gainful employment may count towards a portion of these hours.

Participant Responsibilities:

- Maintain regular contact with your Case Manager
- Attend and actively participate in 20 hours of services and programming, including scheduled individualized and group sessions as well as treatment and recovery services
- Work toward goals outlined in your individualized service plan
- Follow program rules and treat staff and other participants with respect
- Work with VOA staff to document your service participation each week.

Mutual Expectations

- Respect: We will treat each other with dignity, professionalism, and courtesy.
- Engagement: Participants engage in services; staff provide supportive, trauma-informed guidance.



Volunteers of America®

SUPPORT SERVICES AGREEMENT FOR VOA'S TRANSITIONAL HOUSING

I agree to accept the following services from the agencies listed below at least as often and for as long as is stated:

1. TBD for each client – substance abuse and/or mental health treatment services

2. TBD for each client – employment services

3. TBD for each client – self-sufficiency and lifeskills programming services

I understand that Volunteers of America's Transitional Housing Program has agreed to provide me with housing assistance, and I agree to participate in the above noted individualized planning that includes a necessary 20 hour per week supportive service plan and/or employment as needed as a condition of my receipt of housing assistance. Program participants are required to engage in up to 20 hours per week of individualized services based on their service plan. Participation is a core component of the program model and is necessary to support housing stability and self-sufficiency outcomes. If a participant is not engaging in services, staff will implement progressive engagement strategies, including outreach, re-engagement planning, and barrier reduction. Continued lack of engagement may result in reassessment of program fit and transition planning to more appropriate housing or service settings. I understand that continued non-compliance can result with corrective action steps.

- The First corrective actions steps would be: Verbal warning documented in a case note.
- The Second corrective actions steps would be: Intent to discharge notice issued.
- The Final corrective actions steps would be: Discharge from Program.

I further understand that the purpose of this program is to link housing assistance to supportive services for homeless persons and their families to achieve long-term housing stability. In recognizing the importance of receiving supportive services to achieve housing stability, I certify that the above individualized services plan was developed in a coordinated effort between myself and Volunteers of America's Transitional Housing Program. I understand that this agreement will be reviewed, and if necessary, revised no later than six months from the date it is signed, or sooner if there are serious changes in my health or support service's needs.

In consideration of the housing assistance and other services I will be receiving from Volunteers of America's Transitional Housing Program and other service providers, I agree to cooperate with such services providers and follow their recommendations. This includes receiving supportive services deemed appropriate for me by such services during the duration of my housing assistance. I understand that in the event I do not comply with the agreed upon service plan and corrective action steps, my participation in Volunteers of America Transitional Housing Program and continued housing assistance will be terminated.



Volunteers of America®

Participant Signature: _____

Participant Name (Print): _____

Date: _____

Volunteers of America's Transitional Housing Program

Signature: _____

Representative Name & Title (Print): _____

Date: _____



Rapid Re-housing, TAPESTRY and Permanent Supportive Housing Program Participant Agreement:

Our Mission:

The YWCA is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.

The YWCA provides person-centered and trauma-informed housing and supportive services designed to promote housing stability, participant engagement, self-sufficiency, and long-term housing success. YWCA employees are guided by the agency's core values of trust, commitment to team, support, courage, and accountability.

Collaboration between program participants and staff is essential to identifying barriers, developing individualized goals, coordinating supportive services, and maintaining stable housing. Program participants are expected to actively participate in applicable program requirements and case management activities as outlined in this agreement.

Case management staff will work in partnership with program participants to support successful placement into permanent housing, address barriers to housing stability, and connect participants with appropriate supportive services and community resources.

Program participants and staff agree to work collaboratively toward achieving and maintaining permanent housing through the following expectations:

Participant Agreement

1. Communication

The program participant and assigned staff will initiate communication within two business days of the referral date. The program participant is responsible for providing staff with the most appropriate and reliable method of communication and notifying staff of any changes in contact information.

2. Housing Search and Placement

Adult program participants will work collaboratively with their case manager to identify and secure safe and appropriate housing in a timely manner. This may include

reviewing housing options, contacting property owners, completing applications, attending housing appointments, and providing documentation necessary to secure housing.

3. Required Documentation

Program participants are responsible for providing available documentation necessary to establish program eligibility and support housing placement, including identification and other required household documentation. When required documents are not readily available, the participant and case management staff will work together to identify appropriate methods for obtaining the documentation.

4. PSH Projects Only – Disability Documentation

For Permanent Supportive Housing projects, participants must provide documentation necessary to establish program eligibility, including qualifying disability documentation, in accordance with applicable HUD requirements.

5. Household Income

Program participants are responsible for reporting household income and providing required documentation of income and changes in income in accordance with applicable program requirements.

6. Releases and Coordination of Services

Program participants will complete required releases and authorizations necessary for program administration and coordination of services. This may include releases related to HUD, HMIS, DHS, SSI, housing providers, and other community-based providers, as applicable. Information will be shared only as authorized and necessary to coordinate services and support housing stability.

7. Utilities and Housing Barriers

Program participants are responsible for informing case management staff of known barriers that may affect establishing or maintaining utilities or housing, such as past-due utility balances or shut-off notices. Staff will work with participants to identify available resources and possible solutions.

8. Case Management and Supportive Service Participation

As a condition of participation in the program, program participants are required to participate in supportive services designed to promote housing stability and progress toward individualized goals. Required participation includes regular case management meetings and the development and review of an individualized service plan. Based on the participant's identified needs and goals, supportive services may also include employment and education assistance, income and benefits support, financial

management, life-skills development, and referrals or connections to behavioral health, substance use disorder treatment, health care, and other community-based services.

Participants will maintain weekly contact with case management staff while searching for permanent housing and at least monthly contact after permanent housing is secured, or more frequently when necessary to address identified goals and housing stability needs.

Supportive services will be provided in a person-centered and trauma-informed manner. Program requirements will be implemented consistent with applicable HUD requirements, including 24 CFR 578.75(h). Participation requirements will not be implemented in a manner that denies assistance on the basis that a participant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking when the participant otherwise qualifies for admission, assistance, participation, or occupancy.

9. Individualized Service Planning and Meetings

Program participants are required to participate in regular case management meetings to review housing stability, individualized service plan goals, identified barriers, and progress toward greater stability and self-sufficiency. Meetings may include home visits when appropriate. The frequency and intensity of services may be adjusted based on participant needs, progress, and housing stability.

10. Housing and Program Expectations

Program participants are responsible for complying with applicable lease requirements and program expectations. Participants and case management staff will maintain consistent communication to identify and address concerns that may affect housing stability.

11. Changes or Concerns Affecting Housing Stability

Program participants are responsible for promptly informing case management staff of significant concerns or changes that may affect housing stability, including changes in income, household composition, housing conditions, utilities, or concerns involving the property owner or tenancy.

12. Respectful Communication

Program participants and staff are expected to communicate with one another respectfully and professionally.

13. Safety

Abusive, threatening, or violent behavior toward YWCA staff, property owners, other participants, or community partners will not be permitted and will be addressed in accordance with YWCA policy and applicable program requirements.

14. Meetings with Staff

Program participants are expected to participate in scheduled meetings in a manner that allows staff and participants to safely and effectively address housing and service needs. If a participant is unable to meaningfully or safely participate in a scheduled meeting, staff may work with the participant to reschedule the meeting and identify appropriate supports.

15. Appointments and Ongoing Communication

Participants who are unable to attend a scheduled appointment are expected to notify staff as soon as possible, preferably at least 24 hours in advance. Staff will work with participants experiencing barriers to engagement to identify solutions and support continued participation.

16. Grievance Process

Participants have the right to raise concerns regarding program services or decisions. Disagreements and grievances will be addressed in accordance with the YWCA of Rochester & Monroe County grievance policy and applicable program requirements.

Program Compliance and Termination

The YWCA recognizes that participants may experience barriers that affect their ability to consistently engage in program activities. When concerns regarding program participation arise, staff will make reasonable efforts to communicate with and re-engage the participant, identify barriers, and develop appropriate solutions when possible.

Failure to comply with applicable program requirements may result in corrective action and, when appropriate and permitted by HUD requirements, YWCA policy, and applicable law, termination from the program.

Circumstances that may require additional review or action include:

- Extended loss of contact or repeated failure to participate in required case management activities;
- Housing abandonment;
- Serious or repeated violations of applicable program requirements;



- Threats or acts of violence toward YWCA staff, property owners, participants, or affiliated partners; or
- Other circumstances that significantly affect program participation or housing stability.

Prior to termination, when required and appropriate, YWCA staff will make reasonable efforts to re-engage the participant and address identified barriers. Participants will receive applicable notice and information regarding their rights under the YWCA grievance process and applicable program requirements.

Program termination and termination of a participant's tenancy are separate matters and will be handled in accordance with applicable program requirements, lease provisions, HUD requirements, and law.

Participant Acknowledgment

I acknowledge that I have reviewed this Program Participant Agreement and understand the expectations of participation. I understand that active participation in applicable case management and supportive services is an expectation of the program and is intended to support my individualized goals, housing stability, and long-term success.

I understand that I may ask questions about this agreement, request clarification regarding program expectations, and access the YWCA grievance process if I have concerns regarding program services or decisions.

Program Participant

Date

Program staff

Date