



Transitional Housing Resident Handbook

For Broadway 1, Broadway
2, and Broadway 3

Ali Forney Center
Transitional Housing Program

Welcome to the Ali Forney Center Transitional Housing (TH) Program. The goal of TH is to assist young people who are currently or at risk of experiencing homelessness/being a runaway in living independently, with a specialization in LGBTQ youth. We hope that this experience is full of opportunities that foster individual growth, and we look forward to working together to help create a positive, enriching TH community.

This handbook will serve as a guide for TH residents of the expectations and requirements within the program. Below you will find a snapshot of TH, Basic Information section, and a comprehensive overview of the following sections: Resident Services, Program Requirements, Tier System, Discipline, and Policies.

BASIC INFORMATION

Length of stay:

up to 540 days (18 months)

Age Requirements:

16 – 20 years old (age out by 21 years)

Can apply up to 20 years and 6 months. TH will accept someone up to this age, with the understanding that they will age out by 21.

Goal:

The goal of AFC TH is to assist LGBTQ who are currently or at risk of experiencing homelessness in creating and maintaining a healthy living style which ultimately prepares residents for independent living.

Services Provided:

- Case Management
- Housing and Groceries
- Independent Living Skills
- Laundry Stipend (or on-site laundry facility)
- Mental Health Therapy
- Metrocard
- Outside Referrals
- Resident Advisory Board

Application Requests:

- Identify as LGBTQ
- Currently or at risk of experiencing homelessness
- NY State ID
- SS Card
- Birth Certificate
- Psychiatric evaluation
- Psychosocial assessment every six months
- Active health insurance through employment or Medicaid (or proof of application)
- Physical exam including PPD test results
- HIV consultation
- Completed application and essay questions
- Interview

RESIDENT SERVICES

Case Management:

Residents will attend a once per week meeting with their Case Manager at the site or the Harlem Drop-in Center during a time that best suits both of their schedules. The purpose of these meetings is either to create a monthly plan of needed services or to track progress in the program. In addition, this is a time and space for residents to discuss other goals they may have with their Case Manager (family relationships, queer issues, career goals, substance abuse issues, etc.) that go above and beyond the program requirements. Case Managers may also add goals above and beyond those stated in the tiers on a case by case basis. House issues should not be discussed during case management and residents will be redirected to discuss any issues with the Youth Counselor on site. Weekly participation of case management is mandatory and will result in a 2 hour curfew extension. Missing case management can lead to placement on an **agreement***.

*see page 10 for more information

Housing and Groceries:

Residents are assigned to a shared apartment, which includes common space as well as private bedrooms (up to 3 per room). Grocery lists are compiled by all residents with the Youth Counselor during **Community Meetings*** and ordered monthly. Residents are encouraged to prepare their own healthy, well-balanced meals. If a resident requests assistance with cooking nutritiously, this will be worked into residents' service plan.

*see page 5 for more information

Independent Living Skills:

These skills include budgeting, housekeeping, hygiene, cooking, banking, time management, etc. Residents may either request assistance with these skills or they may be presented by the Youth Counselor or **LIFE Coach***.

*see page 6 for more information

Laundry:

Residents are responsible for washing their clothes and linens on a weekly basis. On scheduled days, the Youth Counselor will dispense laundry money to residents if laundry facilities are not present in the apartment to those who qualify. Residents in the Platinum tier will receive the laundry stipend for the first 6 weeks only. It is their responsibility to ask for this privilege; any missed weeks will not be retroactively awarded. Residents who do not consistently wash their belongings may be placed on a hygiene agreement. See house rules or a Supervisor for additional information.

Mental Health Services:

While all residents are required to engage in some form of **self-care*** throughout their stay with AFC, they can request mental health services at any time through their Case Manager, who can set up an appointment with an AFC therapist. See your Case Manager for a list of those services.

*see page 6 for more information

Metrocard:

Residents will be given weekly metrocards until they secure employment. Lost or stolen metrocards will not be replaced, however, the Supervisor may approve for the Youth Counselor to issue petty cash or a single ride metrocard if the resident has an appointment, provided they bring back some form of receipt. Residents in the TLP level will receive a metrocard for the first 6 weeks only. It is their responsibility to ask for this privilege; any missed weeks will not be retroactively awarded.

Outside Referrals:

This includes referrals to agencies outside of AFC for educational and/or vocational opportunities, medical/dental care, legal services, mental health services, permanent housing placements, etc. Please see your Case Manager for more information.

The Drop-in Center:

The Drop-in Center provides services for all housing residents, from vocational and educational services, supportive groups, independent living skills development, recreational activities, and a **Client Advisory Board**. Please see your Case Manager for more information.

Resident Advisory Board:

The Resident Advisory Board (RAB) meeting is a space for all TH residents to discuss community living with TH staff. The meeting provides a forum for residents to take part in discussing a variety of programmatic issues, and to take an active role in learning about and improving the program. All RAB meetings have a Resident Facilitator and Note Taker. Participation in the RAB will result in a 2 hour curfew extension.

PROGRAM REQUIREMENTS

Chores:

Each site has a rotating list of chores that must be completed by residents daily by Lights Out. Chores must also be completed properly, meeting the standards of AFC as listed on the chore list. Residents must notify their Youth Counselor when their chore is completed, so it can be checked to ensure it was done properly. If a chore is not done on time or does not meet the standards of AFC, a **write-up*** will be issued. Please see a Youth Counselor for more information including the timeframe for completion.

*See Page 10 for more information

- **Bedroom Expectations:** Each resident is responsible for cleaning their sections/ rooms daily; and leaving their space clean when leaving the site for any prolonged period of time (ie work or school). Please see **Clean Room Checklist** or a Youth Counselor for more information.
- **Deep Clean:** Residents are responsible for completing a rotating Deep Clean chore and a Deep Clean of their bedroom each weekend within the designated times. They can be completed anytime between 8:00 am on Saturday through 2:00 pm on Sunday. Residents must notify their Youth Counselor when their Deep Clean chores are completed, so it can be checked to ensure it meets the

standards of AFC. Please see **Deep Clean Chore List** or a Youth Counselor for more information.

Community Meetings:

The community meeting is a weekly house meeting where residents can bring up apartment issues, concerns, needs, and program suggestions. The Youth Counselor will be present but residents are responsible for facilitating the meeting. It is mandatory that all residents participate in the community meeting if they are on-site or they will receive a write-up. Participation in the Community Meeting will result in a 2 hour curfew extension. Additionally, residents who were not present for approved reasons can go over the content of the meeting with a Youth Counselor and receive their 2 hour curfew extension.

Community Oriented Tasks:

All residents are required to complete at least one community oriented task per tier. This provides a way for residents to volunteer in their chosen community, increasing their social responsibility and adding a boost to their resume. Examples can range from volunteering at a clothing drive or AIDS Walk. Please see your Life Coach or Case Manager for more opportunities.

Graduation Workshop:

Six months prior to graduation, residents are required to create a plan with their Case Manager for termination from the program. This includes a housing plan, the creation of a rental packet, Life Coach assignment, move-out preparations, and an exit interview. Residents will also be required to increase their monthly savings contributions by \$100 at this point. Additionally, this time will be used to process termination from the program, staff, and housemates.

Intake Packet:

All residents are required to complete an **Intake Packet** upon arrival. Intake packets contain additional rules and guidelines not outlined here. Please keep a copy of your intake packet for your records.

LIFE Retreats:

The Learning Independence for Empowerment (LIFE) retreats are based on various topics to support residents as they transition towards independent living. These events take place every 2nd Saturday of the month and are hosted by the **LIFE Coaches**, volunteers who are committed to supporting and guiding the residents on site for a period of at least one year. Residents are required to attend LIFE retreats and will receive a 2 hour curfew extension per retreat. Residents may also co-facilitate a LIFE retreat with a LIFE coach. Co-facilitation is encouraged and residents that do so are entitled to one extra overnight for the month.

Reassessments:

All residents of AFC are required to complete a reassessment every six months. Reassessments offer the agency an opportunity to check in on data collected in the initial intake. Please see your Case Manager for more information and scheduling.

Roommate Agreements:

Residents are required to complete an attached **Roommate Agreement Form** upon first arrival to a site, and any time there is a bedroom/roommate change or request for one thereafter. This will be a record of what all roommates have agreed to do in order to share space as equally as possible. The Youth Counselor may help facilitate the process if a resident requests assistance. All forms will be kept in the resident's chart and should be referenced anytime a conflict arises.

Savings Plan:

See attached **Savings Agreement Form** for details of this policy. Additionally, residents are required to open an online or separate savings account, which have higher APR's, thus increasing your savings. Making an unauthorized withdrawal from your savings account while in a TLP tier will result in serious consequences, including program discharge. See your Case Manager for more details.

Schedules:

Residents are expected to submit two forms of schedules. One is the **Weekly Schedule** that is submitted to the site on Sundays and used predominantly by Youth Counselors. The other expectation is the submission of an actual copy of their work, school, and/or internship schedule that is for case management purposes. Please see your Case Manager for more specific information.

Self-Care:

In recognition of the everyday stresses our residents face, we have developed the self-care policy in order to help alleviate those stresses and maintain physical, emotional, mental, and/or spiritual well-being. Residents can personalize a self-care plan that suits their busy lifestyle that includes weekly participation with a professional facilitator in their chosen area of self-care. Everyone is expected to engage in weekly self-care activities throughout their entire stay in the THP and requirements are included in each tier. See your Case Manager for self-care ideas.

PROGRAM TIERS

Broadway Intro Tier

Introductory tier (first 3 months) 10pm weeknights/ 12am weekends

- Attend community meetings 1x per week
 - Attend LIFE retreats 1x per month
 - Complete one community oriented task 1x per tier
 - Financial consultation As needed; follow reccs.
 - Complete financial workshop
 - Monthly budget worksheet (if applicable)
 - Request credit report
 - Voc/Ed consultation As needed; follow reccs.
 - Update resume and cover letter
 - Obtain interview clothes
 - Attend 2 sessions of stress management with Mental Health Specialist
 - Maintain weekly self-care 1x per week
 - Complete program evaluation 1x as part of CM or YC
- If not employed*:
Ongoing; follow reccs.
- LEAP or other job/internship program
AND/OR
 - Start TASC or enroll in school
AND/OR
 - Employment search (must submit weekly job logs)

***Residents who are not employed must be out of the site from 10 am until 6 pm Monday through Friday. (See Extension Policy on page 13 for information on how to adjust these times)**

Residents in the introductory period are entitled to 1 overnight pass per month. Resident may request to take their overnight pass/curfew extensions with the Youth Counselor up to the time of their scheduled curfew. Requests made after curfew will be denied. This applies to all tiers.

Residents who are working or in school at least 20 hours a week and wish to earn House Access while in Intro Tier must be working on the first 3 components and can choose to complete 1 of the following tier requirements (4-6)

- 1) Develop long term housing plan**
- 2) Develop service plan**
- 3) Meet weekly with Case Manager**
- 4) Financial consultation with CM**
- 5) Voc/Ed Consultation with CM or LEAP**

6) Complete one community oriented task

Gold tier (months 4 – 6)	10pm weeknights/ 12am weekends
<input type="checkbox"/> Open a checking account	1x
<input type="checkbox"/> Open a savings account (Ally or Capital 360)	1x
<input type="checkbox"/> Complete budget worksheet	1x per month
<input type="checkbox"/> Meet weekly with Case Manager	1x per week
<input type="checkbox"/> Attend Case Conference	1x per 90 days
<input type="checkbox"/> Attend community meetings	1x per week
<input type="checkbox"/> Attend LIFE retreats	1x per month
<input type="checkbox"/> Maintain weekly self-care	1x per week
<input type="checkbox"/> Complete one community oriented task	1x per tier
<input type="checkbox"/> Get updated HIV test	1x per tier
<input type="checkbox"/> Get annual health check-up	1x per year
<input type="checkbox"/> Complete program evaluation	1x as part of CM

If employed: Ongoing

- Maintain employment
- Submit pay stubs

If not employed*: Ongoing; follow reccs.

- LEAP or other job/internship program
AND/OR
- Start TASC or enroll in school
AND/OR
- Employment search (must submit weekly job logs)

***Not meeting the educational or employment requirements in the Gold tier may result in an agreement, limited drop-in center access and/or restricted curfew. Residents must be out of the site from 10 am until 6 pm (See Extension Policy on page 13 for information on how to adjust these times). Additionally, residents who are not employed cannot advance to the Platinum tier.**

Residents in the Gold tier are entitled to 2 overnights pass per month.

Platinum tier (months 6 - 12)	10pm weeknights/ 12am weekends
<input type="checkbox"/> Update Psychiatric Evaluation	1x at Month 6 (if applicable)
<input type="checkbox"/> Update Psychosocial Assessment	1x Month 6 (if applicable)
<input type="checkbox"/> Maintain employment and submit pay stubs	Ongoing
<input type="checkbox"/> Start making weekly savings payments (for a total of \$_____ every month)	1x per week
<input type="checkbox"/> Submit bank statements	1x per month or as needed

<input type="checkbox"/>	Complete budget worksheet	1x per month
<input type="checkbox"/>	Maintain educational goals and submit Paperwork as needed	Ongoing
<input type="checkbox"/>	Meet weekly with Case Manager	1x per week
<input type="checkbox"/>	Attend Case Conference	1x per 90 days
<input type="checkbox"/>	Attend community meetings	1x per week
<input type="checkbox"/>	Attend LIFE retreats	1x per month
<input type="checkbox"/>	Complete two community oriented tasks	2x per Platinum tier
<input type="checkbox"/>	Maintain weekly self-care	1x per week
<input type="checkbox"/>	Get updated HIV test	1x per tier
<input type="checkbox"/>	Self-care assessment with Mental Health Specialist	(every 6 months)
<input type="checkbox"/>	Complete Program Evaluation	1x as part of CM

Residents in the Platinum tier are entitled to 3 overnight passes per month and access to the site between the hours 10am-6pm Monday through Friday.

Residents may be automatically moved into the Diamond tier at month 12 in order to align them with the program requirements. Curfew restrictions may apply if a resident is struggling to follow program requirements.

<u>Diamond tier (months 12 - 18)</u>	<u>10pm weeknights/12am weekends</u>	
<input type="checkbox"/>	Finalize long term housing plan	As part of CM
<input type="checkbox"/>	Finalize graduation date	As part of CM
<input type="checkbox"/>	Create rental packet	As part of CM
<input type="checkbox"/>	Increase monthly savings payments by \$100	Ongoing
<input type="checkbox"/>	Maintain employment and submit pay stubs	Ongoing
<input type="checkbox"/>	Submit bank statements	1x per month or as needed
<input type="checkbox"/>	Meet weekly with Case Manager	1x per week
<input type="checkbox"/>	Attend Case Conference	1x per 60 days
<input type="checkbox"/>	Attend community meetings	1x per week
<input type="checkbox"/>	Attend LIFE retreats	1x per month
<input type="checkbox"/>	Complete two community oriented tasks	2x per Diamond tier
<input type="checkbox"/>	Maintain weekly self-care	1x per week
<input type="checkbox"/>	Get updated HIV test	1x per 90 days
<input type="checkbox"/>	Get annual health check-up	1x per year
<input type="checkbox"/>	Self-care assessment with Mental Health Specialist	(every 6 months)
<input type="checkbox"/>	Complete Exit Interview	1x upon program exit

Residents in the Diamond tier are entitled to 4 overnight passes per month

Upon graduation of the Transitional Housing Program, residents who move into independent housing have the option to be paired up with a LIFE Coach on a one-on-one basis for ongoing, individual mentoring.

DISCIPLINE

Write Ups:

If a resident behaves in a way that violates TH policy (including but not limited to breaking curfew, not completing chore, having a “no show”, disrespecting another resident or staff, or a verbal argument) they will be given a **write up**. The staff on duty will inform the resident that they are written up and document it. The **Write Up Form** will be signed by both resident and staff, and go in their files. If the resident refuses to sign the write up, staff will document this on the write up. Signing the form is not an acknowledgement of breaking policy by the resident, but simply acknowledgment that they have received a write up from staff.

Probation:

If a resident receives three write-ups for any reason within a 30 day period they will be put on 14 day probation. The terms of the probation will be written on the **Notice of Probation Form**, which residents must sign. If a resident refuses to sign the probation form, staff will document this on the probation form. Signing the form is not an acknowledgement of breaking policy by the resident, but simply acknowledgment that they have received a probation form from staff.

Early Curfew:

If a resident violates the terms of their 1st probation, they will have an Early Curfew of 8pm for 7 days. Additionally, they may not take overnights or use curfew extensions.

Suspension:

When a Suspension is issued, residents cannot sleep on-site for a designated number of days as written on the **Suspension Slip**. All Suspensions must be approved by a TH Supervisor before a resident can start one. Once it's approved, residents must exit the site by curfew and can return after 6am on the last night. If a resident violates the terms of their 2nd probation, they will be suspended for 1 night. If a resident violates the terms of their 3rd probation, they will be suspended for 2 nights. If a resident violates the terms of their 4th or 5th probation, they will be suspended for 3 nights. Violations of a 6th probation may result in a **Discharge plan**. See **THP Disciplinary Policies form** for more details.

Give Back Activity:

When a Give Back Activity is issued, residents are to attend a 4 hour seminar held at Bea Arthur every 2nd and 4th Thursday of the month from Noon to 4 pm. Once approaching a suspension, Residents will be presented with the opportunity to opt for a 4 hour GBA vs. a suspension. If a resident receives another 4 write-ups before serving the GBA, it is an automatic suspension and the opportunity to serve the GBA is

revoked. If, after serving a suspension, a Resident is facing another GBA/Suspension within a month's time of their last GBA/Suspension, it is an automatic suspension.

If the supervisory team feels a Resident would benefit from attending a GBA, a GBA may be assigned. Residents may also complete a GBA as an alternate to discharge from TH. Speak to a TH Supervisor or see **THP Disciplinary Policies form** for more details.

Agreements:

A resident can be placed on a contract if they choose not to engage in one or more program requirements, such as community meeting, case management, and LIFE retreats. A resident can also be placed on an agreement if the Case Manager has determined that additional structure is needed around a specific area, such as employment, savings, or self-care. The details of the agreement would be determined by either the Case Manager and resident, or the treatment team if necessary, and may include limited drop-in center access and/or restricted curfew. Please see your Case Manager for more information.

Discharge:

Repeated rule violations and probations may result in an individual contract that may differ from the stated policy, including discharge from the program. The Program Supervisor or Director must approve an involuntary discharge if for a reason other than a physical fight. Any physical altercation will result in immediate discharge on the spot

Bedroom Expectations: Each resident is responsible for cleaning their sections/ rooms daily; and leaving their space clean when leaving the site for any prolonged period of time (ie work or school). Please see Clean Room Checklist or a Youth Counselor for more information..

- **Alternate to Discharge for Rule Violations:** If a resident is at risk of discharge due to repeated rule violations and probations, they have to option to complete a Give Back Activity to overturn that discharge. Please see a TH Supervisor for more information.
- **Alternate to Discharge for Verbal Threats:** Residents can complete the following steps to overturn a discharge resulting from a **verbal threat***. Those steps include serving a 1 night suspension the same night the discharge is issued, completing a **Conflict Resolution Protocol** or **Hate Speech Resolution Protocol** with resident's Case Manager, attending 4 sessions of Stress Management and making a public apology. Please see a TH Supervisor for more information. *See Page 16 for more information

Contesting Discharge: In the event of a discharge, the resident in question can contest their discharge by filing a formal "Grievance." (Digital or paper. See page 12.) Whether or not the resident can remain on property is contingent upon whether or not the said offense was violent in nature. If the offense was not violent, the resident can stay on property until a meeting with The Deputy Executive Director can be scheduled. Should the offense be a violent one, the resident will be asked to leave the property until

the meeting can be had. This meeting will address the discharge in question. Should it be decided by the team that the discharge will remain in effect, the resident can file a final grievance and meet with the Executive Director to contest their discharge. The resident may, once again, remain on property while in the final phases of contesting their discharge, so long as the offense is not violent in nature. Should the discharge be as a result of a violent act, the resident will remain off the property. In the event their discharge be dismissed, the next open bed will be made available to them.

Conflict Resolution Protocol:

The CRP is to be completed after a resident is engaged in a verbal altercation or heated conflict in an AFC site or towards another AFC resident or staff member. This provides the space for residents to meet with AFC staff to reflect on the altercation, the events that led up to it, and identify problematic behaviors to make future changes. The CRP also allows staff to decide if a resident may need additional support such as an agreement, or Stress Management. Additional disciplinary action may also accompany a CRP.

Hate Speech Resolution Protocol:

This form is to be completed by an AFC Youth Counselor and any resident that has used hate speech in an AFC site or towards another AFC resident or staff member. This includes any derogatory language around sexual orientation, gender identity, religion, race, body type, language, etc. This provides the space for residents to reflect on the altercation, the events that led up to it and identify problematic behaviors to make future changes. The HRP also allows staff to decide if a resident may need additional support such as an agreement, or Stress Management. Additional disciplinary action may also accompany an HRP.

POLICIES

ARETHA (Always Respect Everyone's Talent, Humanity, and Achievement)

AFC strives to maintain a safe space and an inclusive community for all of our residents. It is our philosophy that we **all** deserve a safe and respectful living environment. The community at AFC will remain shade-free and judgment-free in the hopes that our residents will accept each other's differences and support one another in achieving their goals during their stay with us. Inability to adhere to AFC's respect policy may result in a discharge from the program.

Confidentiality:

AFC respects the confidentiality and safety of every resident. When a resident poses a threat to themselves or others and jeopardizes the safety of the program, confidentiality will be broken. Please see the **Declaration of Confidentiality Form** in the intake packet for more information.

Additionally, Youth Counselors will never disclose that a resident lives in our housing. If there is a phone call for a resident, the Youth Counselor will tell the caller "I cannot confirm or deny that that person lives here, if you would like to leave a message and they do live here they will get the message". Residents should not tell others the confidential address/phone numbers of any AFC housing site. This also includes other AFC residents.

Commingling of funds:

AFC policy states that we will never keep or use a resident's money or entitlements in any form for any reason, including payment for food and services provided. Residents will be responsible for using their own funds for savings and for any purchases not covered by AFC funding.

Computer/Phone Policy:

Residents are allowed to use program phones **ONLY** for employment/educational purposes. Residents are allowed to use program computers for employment or educational purposes, meeting program requirements, or checking email for a maximum of 30 minutes, unless approved by the Youth Counselor.

Curfew times:

Residents need to be in the house by 10pm Sunday-Thursday and 12am Friday-Saturday. Residents are responsible for taking all possible train delays and service changes into consideration when returning to the site. Consequences for not adhering to policies are stated in the discipline section of this document.

Curfew Extension Policy:

Residents may use their curfew extensions to adjust the times they can be on or off site. Residents are granted one extension each time they complete an Open Chore, attend Community Meeting, Case Management, Life Retreats, the RAB or other Special Event. Each curfew extension is 2 hours long and can be combined, or split into 1 hour. Failure to follow program rules while using curfew extensions to stay on-site may result in the loss of this privilege. See a TH Supervisor for more information.

- **Daytime Extensions:** Residents in the Intro and Gold tiers can use extensions to be on site between 10am-6pm on weekdays. Residents must tell staff the number of extensions they're using that day by 9am on the day they are planning to use them. Residents cannot use extensions during times they other scheduled obligations. This includes work, school, LEAP, therapy, case management and any other program related requirements.
- **Nighttime Extensions:** Residents can use extensions to be off site after curfew. Residents must inform staff on site and tell them the number of extensions they're using before curfew.

Dating/Relationships:

Dating among residents living in the same AFC facility is prohibited, in order to maintain a safe space and inclusive community for everyone present. If any type of sexual relationship starts to develop, residents are required to notify a Supervisor or Director so that they can make any appropriate changes. Withholding this information may result in disciplinary action, including discharge from our program.

Destruction of Property:

We ask that our residents respect the space in which they are living. Anyone caught in the act of destroying program property, including but not limited to slamming doors, throwing or ripping objects from the wall, or vandalizing the building, will jeopardize their stay at AFC and may be held responsible for the repair of such destroyed property.

Good Neighbor Policy:

Disturbing the peace in or around any AFC site is a serious matter that will result in disciplinary action, up to and including discharge.

Grievances:

In the event that a resident believes they are being treated unfairly by a fellow resident or by a Youth Counselor, they may request a **Grievance Form** or **fill out a Digital Grievance Form** (<https://www.aliforneycenter.org/get-help/client-forms/>). Grievance forms will be reviewed by the THP Director, and will be addressed on a case-by-case basis. **Digital Grievance Forms** are submitted to the Supervisory Team automatically and usually result in a correspondence via e-mail to more efficiently address the issue at hand. If handwritten, the grievance form should then be submitted to a Youth Counselor or Supervisor and will be addressed in a timely manner. Grievances can submitted at any time about any concern. However, residents that wish to contest a write up to be voided must submit a grievance within 24 hours of being issued that write up.

Guests:

TH residents are not permitted to have guests in or around the building at any time, including other AFC residents. Violation of this policy is a serious matter that will result in disciplinary action.

Immigration Policy:

The Ali Forney Center will not discriminate based on one's citizenship status. Residents who are undocumented must agree to pursue such matters with the appropriate legal assistance.

Lights Out:

Residents in the Intro and Gold tier are expected to be in bed by 12 am during the week (Sunday through Thursday) and at a reasonable hour during the weekend (Friday and Saturday). Residents in the Diamond and Platinum tier are expected to go to bed at a reasonable hour and keep noise to a minimum after 12 am every day. Cell phone, laptop, or other electronic device usage is not permitted in bedrooms after 12 am. **Common spaces such as the living room and kitchen are closed at 2 am every day.** Consequences for not adhering to policies are stated in the discipline section of this document.

Loitering Policy:

Residents are not permitted to loiter in, in front of, or near any AFC site. Failure to follow this policy may jeopardize one's housing.

Non-Discrimination Policy:

The Ali Forney Center takes discrimination very seriously and therefore violations, even those made in jest, may result in serious consequences. Residents cannot discriminate based on one's citizenship status, sexual orientation, race, culture, sex, gender identity, religion, language, disability, or HIV status. Violation of this policy will result in disciplinary action, up to and including discharge from the program.

No-Shows:

A "no-show" is when the resident enter the residence 2 hours after their set curfew, OR when residents do not return to the residence at all. Residents are expected to be present at the residence every night with the exception of planned and approved absences and failure to comply will result in a write-up. Additional write-ups may be issued if a resident doesn't complete other program/house requirements when they no show.

Personal Belongings:

The Ali Forney Center is not responsible for lost or stolen property. Any personal belongings must be able to fit in designated storage areas only- additional storage will not be provided. Residents will be expected to remove any belongings that do not fit in the designated storage areas.

Physical fighting:

Physical fighting, including horseplay, is not permitted in or around AFC facilities. Engaging in any type of physical fight in an AFC facility will result in immediate discharge from our program.

Recording Policy:

Due to the confidential nature of our program, video or tape recording in any AFC site is forbidden without the prior consent of each person who is being recorded. Violation of this will result in a write-up and repeated disregard may result in a discharge. Publicly releasing any video or audio recording of an AFC site without prior consent will lead to an immediate discharge. Threats of video or tape recording may result in disciplinary action. Private video chatting may be permitted with prior staff approval.

Reporting Abuse:

The Ali Forney Center takes reports of abuse very seriously. Should a resident be a victim of abuse, or suspect that abuse in any form is taking place within the agency, they should report it a Program Director. Should staff suspect that abuse in any form is taking place, they are required to report it ASAP to a Program Director.

Resident Charts/AFC Paperwork:

All documentation and paperwork regarding resident information is property of AFC and its funders. Resident Charts and AFC Paperwork are kept on site in a locked cabinet at all times. Residents must submit requests to receive copies of their files in writing and discussed with a TH Supervisor. Approved documents will be photocopied and given to the resident.

Sex Work:

The Ali Forney Center promotes stable employment. With this in mind, we will not consider illegal sex work as an acceptable form of employment to meet the employment requirements of the program. We ask that those who are capable of obtaining legal employment do so, and require those who are in TH to maintain legal employment.

Sexual Contact:

Sexual contact is prohibited in and around all of AFC's facilities. Residents found engaging in sexual conduct in an AFC site will be discharged from the program.

Smoking:

Smoking, including the usage of all vaping devices and e-cigarettes, is prohibited inside all of AFC's facilities. This includes smoking out of windows and from balconies and/or verandas that may be found in our residences. Additionally, residents cannot smoke right in front of any AFC site.

Substance Policy:

AFC strives to maintain a safe space for all of our residents. Therefore, the possession of and/or use of drugs, alcohol and/or related paraphernalia is prohibited. We ask that our residents also strive to maintain a safe space for one another by not entering the facility under the influence of drugs and/or alcohol. If, during their stay with us, a

resident is struggling with following AFC's substance policy, the treatment team will work to support them in addressing this issue. Repeated disregard for AFC's substance policy may jeopardize their stay in the program.

Theft:

Theft will not be tolerated in AFC facilities. Please respect your fellow residents' belongings and the belongings of the program. Anyone who steals from a program member or from the program may be discharged from the program.

Travel Policy:

Residents requesting to travel during their stay may do so if they follow the guidelines stated by the Case Manager. These guidelines include but are not limited to: proof of travel (copy of bus/plane ticket); contact information at destination; set arrival and departure dates; and resident must exhaust all overnights before a pass will be granted.

Verbal threats:

Verbal threats, including those made in jest, are not permitted in or around AFC facilities. A verified threat to the safety of a staff member will result in discharge from our program. A verified threat to the safety of an AFC client may result in other consequences and will be applied on a case by case basis.

Violence:

Violence is not permitted in or around AFC facilities. The term violence refers to any form of physical violence, verbal harassment, sexual harassment, threats of violence, and/or any form of bullying. Taking part in any violent activity while in or around an AFC facility will result in a discharge from the program.

Wake Up Policy:

Residents are expected and encouraged to wake up on their own. Residents in the Intro and Gold tier need to allow enough time to be out of the house by 10am on weekdays or they will receive a write-up. Alarm clocks can be provided to assist with this policy. Wake up calls can be provided at the resident's request; however, repeated failure to wake may result in the loss of this privilege.

Weapons:

Weapons are not permitted in or around AFC facilities. Possession of a weapon or brandishing an object that can be used as a weapon in an AFC facility will result in a discharge from the program. Tools for work and other sharp objects can be kept if submitted to the staff on duty, however, variations to this policy may be made as needed.



Transitional Housing Resident Handbook

(Staff Copy)

Attention Staff, please have the Resident sign ***both*** sections of this page. Then cut along the dotted line, provide the resident with their copy and place the staff copy in their binder. ***This is now being considered a required part of a resident's binder.***

I have read and understood all of the policies outlined in the Transitional Housing Program Resident Handbook.

Resident Name: _____ Date: _____

Resident Signature: _____

Staff Name: _____ Date: _____

Staff Signature: _____



(Resident Copy)

I have read and understood all of the policies outlined in the Transitional Housing Program Resident Handbook.

Resident Name: _____ Date: _____

Resident Signature: _____

Staff Name: _____ Date: _____

Staff Signature: _____

