

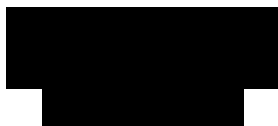
IURA Request 2021: A Place to Stay

Catholic Charities of Tompkins/Tioga

Attachments

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| Resumes of Key Staff | pg 2-6 |
| Board of Directors List | pg 7-8 |
| APTS Site Lease (Evidence of partner commitment) | pg 9 |
| Program Materials: APTS handbook | pg 10-24 |

Shawnae Milton



Education

Job Corps – GED/Administration

Tompkins Cortland Community College – Associates in Chemical Dependency Counseling

Internship – Alcohol and Drug Council of Tompkins County

Work History

1998-2000 – CNA, Caregivers, Ithaca, NY

2003-05 – Member Services Representative, AFCU, Ithaca

2006-2018 – Department of Social Services Tompkins County

- Records Management

- Front End Emergency Unit

- Adult Protective Unit

- Temporary Assistance and Food Stamps

Nov 2019 – Facilitator for Strengthening Families series

2019-2021 –Clinician, CASAC-T, Alcohol and Drug Council

- Individual and group therapy

- Assessments

2020- Current –Residential Counselor, A Place to Stay, Catholic Charities,

Training

Cornell UCHS tutorial on human subjects

Cornell University Family Development Credential

Building Bridges Interview Training

Parenting Skills Workshop series

Strengthening Families Program Training

Natural Leaders initiative

Screening, Brief intervention, referral to treatment (4 hrs)

NARCAN training

Committees

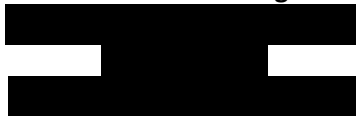
Advisory committee for youth housing scholarship program of the Learning Web Youth Outreach Program of Tompkins County

Family Assessment Response Advisory Board

Projects

Learning Web Youth Outreach Project 2008 - 38th Annual Conference, Association of New York State Bureau, research assistant/presenter (engaging youth as research presenter to understand the scope and nature of youth homelessness)

Michaela F. Cortright



Human Services Experience

Catholic Charities of Tompkins/Tioga Counties

- **Samaritan Center Director**

February 2019 - present

Supervise Residential Assistant, Samaritan Center Coordinator, NOEP in Tompkins County, Community Health Worker in Tompkins/Tioga and Tompkins Receptionist. Seek out volunteers. Coordinate the activities of the volunteers as well as quarterly meetings. Accurate tracking of all program statistics. Maintain records. Voucher and/or cooperate in vouchering. Attend Community meetings. Lead person with initiatives in CoC and Care Compass. Oversee the special events such as Share The Warmth, Soap for Hope, Diaper Drive. Coordinate the clothing closet as well as items in the basement. Arrange for volunteers to help as well as events to eliminate the amount of clothing. Accepting grants for the Samaritan Center as well as participating in Community Presentations. Over sight of A Place To Stay and participating in Initiative to expand. Group and manage job in team environment both internal to the Department, externally and organization-wide, and extending to the greater community of collaborators. Keep track of grants, reports and participate in the grant-writing

- **Samaritan Center Service Navigator**

September 2016 – January 2019

Responsible for case management and referrals for low income individuals and families in crisis. Collaborate with local agencies. Manage volunteer program and supervision of Community Health Outreach program. Assess client needs and assist with referrals addressing health and safety (utilities, clothing, personal care items, health insurance, bus passes, and food stamps). Ensure that program participants who identify issues threatening their housing security are provided with appropriate supports and referrals. Manage new, innovative community health outreach program including supervision of the Community Health Worker. Created and manage reports for Care Compass Network for continued funding. Manage Samaritan's active and essential volunteer program of 30-60 volunteers per month who provide an average of 560 hours per month to supporting Samaritan Center programs, particularly the clothing program. Member of community committees, representing CCTT, addressing housing and other critical issues within the county. Work closely with all Catholic Charities directors to address the needs of clientele in a comprehensive manner.

- During the Samaritan Center Director's maternity leave, I was provided the opportunity to learn the tasks and responsibilities of that job while simultaneously performing tasks of my own job. **(September 2016- Jan 2017)**

- **Receptionist**

August 2015-September 2016

Provided front line services in a quick-paced, high volume office while supporting programs and staff. Answered phones and addressed walk-in inquiries; conducted intake evaluations; managed multiple databases; managed orders for personal care supplies.

Child Development Council Referral Counselor

(2002-2005)

Family and Children's Services Administrative Assistant

(2000-2001)

Health and Wellness Experience

Fitness Trainer, Ultimate Athletics, Ithaca

December 2014 - October 2016

Gymnastics Youth Coach, Head Over Heels Gymnastics, Ithaca

January 2014 - August 2015

Army Military Spouse/Stay at Home Mother, Oahu Hawaii

May 2007-Jan 2014

Full time mother while spouse served in the military on frequent deployments to Iraq and Afghanistan. Due to deployments, maintaining consistent long-term employment outside the home was not feasible. **Volunteered for 7 years in the Army Family Readiness Group and Emergency Crisis Response Team.**

Hospitality Experience

Sales Manager, Holiday Inn, Ithaca

July 2006-July 2007

Event coordination; customer service; budgeting; increasing client base through research; prepared reports; analyzed data for occupancy and rate; developed and maintained strong working relationships with Cornell University, Ithaca College, and large businesses such Borg Warner. Resigned for military relocation.

Sales Coordinator, Courtyard by Marriott, Ithaca

May 2005-July 2006

Established accounts and billing information; booked reservations; customer service; event coordination.

Education

Empire State College (2003-07)

Major: Business/Human Resources

Tompkins Cortland Community College (1999-00)

Major: Social Sciences

Fitness Trainer Certification (Jan. 2015)

International Sports Sciences Association

Additional Technical Skills Training

E-Learning, NYS Dept. of Labor Metrix program for

Administrative Support and Human Resources Benefits Management

Community Service (Active)

Member, CAT team (Coordinated Assessment System), Human Service Coalition

Member, Homeless and Housing Task Force, Human Service Coalition

Member, Coalition for Families, Cornell Cooperative Extension

Member, Care Compass Network, North & South Regional Performing Units Operating Groups

Member, Family Self Sufficiency Program Coordinating Committee, Ithaca Housing Authority

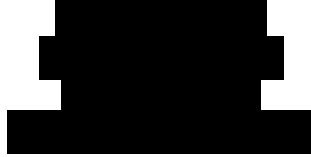
Member, Southern Tier Human Trafficking Task Force

Chair, Catholic Charities Volunteer Task Force Committee

Board of Directors, Treasurer, BJM Elementary Extended Day Enrichment Program (A Plus)

Board of Directors, Parent Representative, Ithaca High School Sports Booster Club

Renee M. Spear



RESUME CAPSULE

Over 30 years of professional experience working in an administrative position. Strong Management background; experience in Fiscal Management; Quality Assurance/Quality Improvement; Public Relations; Regulatory Compliance; Program Development; Human Resource Manager, Training and Community Relations.

EXPERIENCE

- | | |
|---|-----------------------|
| Executive Director Catholic Charities Tompkins/Tioga Over sight of all services in Tompkins and Tioga. | Oct. 2012-Present |
| Residential Manager Catholic Charities, Binghamton, NY Administrator of Residential Program that serve Mentally Ill boys and Homeless kids. Responsible for the Supervision of the managers of the homes as well as ensure that all kids are receiving appropriate and meaningful serves. Oversight of the budgets, policy writing, regulations, training, public relations, etc. | Nov. 2010-Sept. 2012 |
| Day Habilitation Director Achieve/ARC, Binghamton, NY Administrator of a department that serves 120 individuals with disabilities and a staff of 30 plus. Responsible for all aspects of the department which includes services to all individuals, policy writing, training, public relations, etc. | Sept. 2008-Oct. 2010 |
| HR/Project Manager Exceptional Family Resources, Syracuse, NY Temporary position; hired to start up a new program for children with disabilities as well as starting up the Human Resource Department. I also helped develop internal audits, payroll system and training and development curriculum. | Oct. 2006-Sept. 2008 |
| Director | March 2005-Sept. 2006 |

Community Options, Inc., Binghamton, NY

Local Director of the Binghamton region for a Nationwide Organization. Responsible for the oversight of all agency services with over 100 people with disabilities and other barriers to employment served annually. Managed services revenues in excess of 2,000,000 and more than 90 personnel; also responsible for agency development efforts, public relations activities, fund raising activities, Quality Assurance/Quality Improvements, budgeting, running the board meetings and expanding operations.

Director of Day Habilitation

Nov. 1997-March 2005

Assistant Director of Day Habilitation

April 1993-Nov. 1997

Senior Habilitation Specialist

April 1991-April 1993

J.M. Murray Center, Cortland, NY

Primary administrative responsibilities for habilitative and clinical services for more than 100 people with severe developmental disabilities. Responsible for fiscal management of a budget greater than 2 million dollars per year, a staff of more than 50, regulatory compliance, training, policy and procedure writing.

COACHING EXPERIENCE

SUNY Cortland: Junior Varsity basketball coach

McGraw High School: Varsity Softball and Basketball coach

Saint Johns Catholic School: Modified Volleyball Coach

Broome Community College: Basketball and Softball Coach

Seton Catholic Central School-Modified Softball Coach

Many years coaching younger kids in the civic association

CYO-9th and 10th grade boy's basketball coach

Special Olympics-Coached Bowling and Adaptive Games

EDUCATION

Dec. 1991

Master of Science of Education

SUNY College of Cortland, Cortland, NY

May 1986

Bachelor of Science of Education

SUNY College of Cortland, Cortland, NY

*Catholic Charities of Tompkins/Tioga A Place to Stay: IURA 2021 Request
Attachment Documents
February 2021*

CCTT Board of Directors meets on the 2nd Monday of each month from 5:00 to 6:30 pm.

| Name | Address | Officer / Term | Residence Phone | Business Phone | Cell Phone | E-mail | Committee Assignment | Term ends |
|--|---|---------------------------------------|-----------------|----------------|--------------|--|--|--------------|
| Joseph D'Abbracci Senior Career Advisor Binghamton University | 142 Forest Hill Road Apalachin, NY 13732 Tioga County | Chairperson | | 607-777-6849 | 607-351-0254 | Jdabbrac@binghamton.edu | Executive; Finance Human Resources, Nomination | 12/31/21 (3) |
| Rick Ballantyne Retired | 115 Walnut Street Ithaca, NY 14850 Tompkins County | | | | 607-277-0751 | Captrick115@gmail.com | Development/ Community Engagement Nomination. Finance Committee | 12/31/20 (2) |
| Simone St. Anne Artist/Creative Facilitator/Consultant | 311 Roat St. Ithaca, NY 14850 Tompkins County | | | | 607-592-8859 | sasa74@verizon.net | | 12/31/20 (1) |
| Mike Cannon Vice President Commercial Banking | 409 West Buffalo St. Ithaca, NY 14850 Tompkins Cty | Treasurer; Chair Finance Committee | | 607-274-7428 | | mcannon@tompkinsfinancial.com | Finance; Executive | 12/31/20 (2) |
| Jane Doyle Retired | 9 Muriel Street Ithaca, NY 14850 Tompkins | | 607-257-6206 | | | Jld26@cornell.edu | Dev/Comm Engagement Nomination | 12/31/20 (2) |
| Susan Hyatt Retired | 2 Deer Run Road Ithaca, NY 14850 Tompkins | Vice Chair | 607-539-4019 | | 805-796-1474 | Susanm2256@gmail.com | Executive; Finance Committee | 12/31/21 (1) |
| Christopher Miller Individual Giving Officer Cornell Lab of Ornithology | 129 Davis Road Lansing, NY 14882 Tompkins | | 607-533-0095 | 607-254-2442 | 607-229-8602 | Sixmillers94@gmail.com | | 12/31/22 (1) |

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| | | | | | | | | | |
|---|---|----------------------|------------------|----------------------|-------------------------------------|--|--|--|--------------|
| Cheryl Myers Senior Admin. Asst. Insero & Co., CPAs, LLP | 8502 State Rt. 90N King Ferry, NY 13081 Cayuga | | 607-227- 4856 | | | Cheryl.Myers@Inserocpa.com | | 12/31/23 (1) | |
| Azucena (Zucy) Ortega Administrative Assistant Cornell University | 149 Brook Way Ithaca, NY 14850 Tompkins | | | | 607- 280- 8517 | Zucy63@yahoo.com | Dev/Comm Engagement | 12/31/20 (1) | |
| Bob Pochily Cornell Pochily Investment Advisor,Inc | 105 Concord Place Ithaca, NY 14850 Tompkins | | | | 607- 229- 6596 | bpochily@gmail.com | | 12/31/22 (1) | |
| Charlie Ross Volunteer | 10o Conifer Dr. Apt 2022 Ithaca, NY 14850 Tompkins | | | | 443- 801- 4626 | Ross51charlie@gmail.com | | 12/31/22 (1) | |
| Erin Maria Sember- Chase Assistant Director of Student Disability Services at Cornell | 214 Richard Place Ithaca, NY 14850 Tompkins | | 607-319- 0436 | 607- 592- 4910 | | Ems65@cornell.edu | Dev/Comm Engagement | 12/31/21(2) | |
| Jennifer Sparrow Interim Director, Prospect Development Cornell University | 140 Seneca Way, Apt. 205 Ithaca, NY 14850 Tompkins | Secretary | | | 607- 254- 6153 | 540- 315- 8557 | Js2559@cornell.edu | Dev/Comm Engagement Executive Committee | 12/31/22 (2) |
| Laura Opelt Associate Diocesan Director | Catholic Charities 215 East Church Street Elmira, NY 14901 Chemung | Ex Officio Member | 734-9784 X129 | | | | Laura.opelt@dor.org | | |
| Renee Spear Executive Director | 280 Eiklor Road Candor, NY 13743 Tioga County | Ex Officio Member | | 272- 5062 x13 | DOR Cell 607- 351- 8037 | | rspear@dor.org | | |

RESIDENTIAL LEASE AGREEMENT

This lease agreement is entered on December 1, 2020 between 434 North Geneva Street, LLC (hereinafter "Landlord") at 430 North Geneva Street, Ithaca, New York 14850 and Catholic Charities (hereinafter "Tenant") at 324 West Buffalo Street, Ithaca, New York 14850.

PREMISES

The premises that the Landlord hereby rents to the Tenant are described as follows: the unfurnished single family residence located at 434 North Geneva Street, Ithaca, New York, 14850.

TERM OF LEASE

The premises are rented by the Landlord to the Tenant for a term of twelve months, starting on December 1, 2020 and ending on November 30, 2021. The Tenant understands that his/her occupancy herein is totally dependent and contingent upon his/her compliance with the Terms of this Agreement. If the Tenant fails to comply with the Terms of this Agreement, occupancy of the premises at 434 North Geneva Street will not be renewed or will be terminated. First month's rent is due and payable on or before the first day of this lease. A Security Deposit equal to one month's rent is due when the lease is signed in the amount of fourteen hundred dollars (\$1400.00). Addendum: Fifteen hundred dollars (\$1500) security deposit was already paid in December 2019. *SS/AS*

RENT FEE

The total rent that the Tenant agrees to pay the Landlord for the premises for the term is sixteen thousand eight hundred dollars (\$16,800.00) payable in twelve (12) monthly installment of fourteen hundred dollars (\$1400.00). The monthly rent shall be paid by the Tenant to the Landlord in advance on or before the first day of each month. Checks should be made payable to 434 North Geneva Street LLC and mailed or delivered to 430 North Geneva Street, Ithaca, New York 14850.

Any payment or partial payment upon any monthly rent installment after the fifth day of the month shall be deemed late. The Tenant shall pay a late fee of fifty dollars (\$50.00) for each month payment that is late. Landlord MAY but is NOT REQUIRED to give tenant notice that the rent is late.

ADDED RENT

The Tenant agrees to pay rent pursuant to the above payment plan. Any other monies which may be payable to the Landlord by the Tenant shall be deemed added rent. Added rent shall be an amount in addition to the rental payments stated above which shall be due and payable with the next monthly rental payment, or if less than five (5) days notice of such added rent is given to the Tenant, then such added rents shall be payable as added rent with the next month's tenant payment.

A PLACE TO STAY



RESIDENT HANDBOOK

This handbook belongs to: _____

"A Place to Stay" Transitional Supportive Housing Program
434 N. Geneva Street
Ithaca, NY 14850

Catholic Charities Tompkins/Tioga
324 W. Buffalo St
Ithaca, NY 14850
607-272-5062

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Introduction

Catholic Charities' A Place To Stay is a voluntary private, not-for-profit agency that was established in 2016. A Place To Stay was developed to help women who are homeless or about to be homeless and was created due to limited resources in Tompkins County for homeless women.

Mission Statement

The mission of Catholic Charities Tompkins/Tioga A Place To Stay is to provide living space and life skills training to homeless women, to shelter them, and prepare them for a future of self-sufficiency. To that end, we have (3) goals: teach rental stewardship, teach financial responsibility, and break each woman's cycle of homelessness. We offer courses in Tenant Rights and Responsibility, Money Management, Creative Writing, and Cooking, to name a few. Program participants are expected to attend each class or course unless they have been excused for verified work or medical/mental health appointments.

Confidentiality

Federal Law and Regulations including HIPPA privacy laws protect the confidentiality of information from being released without the permission of the individual. Residents and staff are expected to respect the confidentiality of their housemates at all times whether in or out of the house.

Orientation

New residents will receive an orientation to cover the specifics of the program, including but not limited to: receiving a list of referral services in the area, house policies related to residents' rights and responsibilities, and signing necessary consent forms and financial and community living contracts.

Admission

Upon admission new residents' belongings will be searched for any drugs, alcohol or weapons. Each resident will be provided a room, a house key, and linens. The rights and responsibilities of residents and A Place To Stay staff and the consequences for failing to meet service plan goals or other provider's rules and requirements are also reviewed.

Anticipated Length of Stay

The length of stay will be no longer than 3 months. During this time personal goals towards self-sufficiency will be established and worked on by the resident.

A Place To Stay Supportive Living Program

The Supportive Living Program (SLP) is mandatory for all who stay. A Place To Stay will provide support to help each resident toward self-sufficiency and rental stewardship.

Community Meeting

The purpose of this meeting is for the residents and staff to share joys and concerns, review decisions, make announcements and talk about events. Residents are REQUIRED to attend unless excused by staff and must be on time for the meetings.

Living Skills

A Place To Stay provides groups addressing a variety of living skills and employment goals. Classes will be facilitated by A Place To Stay staff and/or outside agency professionals. You are required to attend unless you have a previously scheduled appointment or have permission from staff to be absent.

Volunteering

You will be required to volunteer at the Samaritan Center of Catholic Charities or another agency under the “Pay it Forward” program unless you have a full time job. Opportunities to “give back” are very important. Volunteering will also help you to be on or stay on SNAP benefits. We will provide a form for you to take to your volunteer site to be signed by your supervisor.

Alcohol/Substance Use

While living at A Place To Stay, residents will refrain from the use of alcohol or any other mood altering substance, including marijuana. Use of restricted substances can affect you from becoming self-sufficient and meeting your goals. This is your home and you have the right and responsibility to keep it free of use/abuse of any drugs. By signing the Resident and Staff Responsibility contract you have agreed to refrain from alcohol/substance use.

Tobacco Use Policy

Smoking is NOT permitted within the home. There is a designated smoking area for residents to use.

Fire Safety and Maintenance

A Place To Stay staff may conduct fire drills. Residents are expected to learn the fire evacuation routes and participate in the fire drills. Coffee makers or any electric heaters are not permitted in resident’s rooms. This is your home and your safety; please ensure you don’t violate this policy by smoking in the house or using open flames, etc. You have a right to a safe, clean environment at all times. Please report all maintenance requests to staff.

Conflict Resolution With Residents

When living in a home with three others, conflict may occur. Residents are encouraged to attempt to resolve conflict using appropriate communication skills. If you feel you need assistance, ask for help from the staff. If you feel threatened or harassed by another resident please inform staff immediately. Physical violence, by residents, will not be tolerated and disciplinary action will occur which could include discharge. Police may be called if needed.

Grievance Procedure

We have a procedure for residents to file complaints of suspected theft or when things are missing. Residents are required to fill out the form if they believe they have had something stolen from them. Residents also are required to fill out this form for arguments and disagreements that cannot be resolved amongst themselves.

Conflict Resolution with Staff

If a conflict occurs between residents and staff, residents are encouraged to attempt to resolve it using appropriate communication skills. If it can’t be resolved, residents can ask Catholic Charities’ Executive Director for assistance at 607-272-5062 Ext. 13

Emergency Contact

A phone number is provided for you to reach staff in an emergency. Thinking your housemates may have taken something that belongs to you is not an emergency. A disagreement is not an emergency. If a physical altercation occurs or you legitimately feel your safety is at risk, these are emergencies; call the police before you call housing staff.

Personal Articles

Residents are encouraged to keep all personal items in their rooms (coats, hats, gloves, electronics, etc.) Residents are responsible for their personal valuables. You will be given a lockbox; you are encouraged to keep valuables and personal documents in it. **A Place To Stay will not be responsible for lost or stolen property.** Staff may inspect rooms for routine maintenance needs and cleanliness, with or without notice. Personal items are subject to inspections if staff identifies health and safety concerns. Residents are expected to take all their personal belongings with them when they leave A Place To Stay. Items left behind will be considered abandoned and treated as such, including donation or sale.

Personal Hygiene

Residents are expected to shower, wear clean clothes, brush teeth and hair, and use deodorant on a daily basis. Residents are to be fully dressed and ready to work on their personal goals by **8:30 AM**

Good Neighbor Policy

We are proud of our building and grounds. Residents should take advantage of our back yard to socialize with family and other residents. During the summer months residents may be in the back yard until 10:00 PM. Please be considerate of our neighbors and keep the music and noise down. Do not approach the neighbors. All windows are to be closed during the winter months with no exceptions. **Do not trespass on neighboring property.**

Chores

All residents are expected to clean up after themselves, and are expected to participate in keeping the residence clean. There will be assignments of chores by housing staff on a weekly basis. Chores are to be completed by the end of each day. If your chore isn't completed each day, you will be verbally reminded by staff once; the second time the chore isn't completed you will receive a written reminder; after that you may be discharged.

Bedrooms

Residents are expected to be out of bed by 8AM and ready for the day no later than 8:30AM on weekdays. Residents are responsible for making their beds and picking up their bedroom on a daily basis. There *will* be room checks to ensure cleanliness as well as other items above. Pest control prevention is also included during inspections. Windows are not to be kept opened in the winter. Belongings are not to be pushed up against windows and doors or otherwise stored in a manner to become a fire or evacuation hazard. Residents are not to be napping in their bedroom during the day unless they are working nights or sick.

Bedroom decorations/upkeep and privacy

There is to be nothing on the walls: no cork boards, nails, tape etc. Pornography of ANY kind is not allowed. Your bedroom should be cleaned every day. Staff will assign you a room upon admission.

A Place To Stay Property

Linens and bath towels are provided by A Place To Stay for resident use. Residents are responsible for the care and upkeep of such linens. Residents will be responsible for replacement cost of any damaged or lost items. Residents are encouraged to change and wash their linens each week. All linens are to be washed, dried and returned folded to A Place To Stay upon leaving the program. A house key is provided during your stay with us. Return the key in person prior to leaving. You will be charged for a missing key.

Bathrooms

Do not leave personal supplies in the bathrooms. Hanging shower caddies are not permitted; you are provided with a caddy upon your admission. Wipe out sinks and showers after each use. Replenish paper supplies as necessary. Flush toilets upon using. Do not leave things of value in the bathroom; A Place To Stay is not responsible for lost or stolen items.

Living Room

Food and drink are not allowed in the living room. Please do not put your shoes on the furniture.

Absent from the Facility

Residents should sign out, physically or verbally, to indicate where they are going and upon returning, sign back in. If a resident is going to stay over at a family or friend's house they are to let staff know in advance. If residents don't inform staff that they are not returning to the house, staff will inform the police and file a missing person's report.

Curfew 10pm – 6am

It is expected that residents will be back to the house by 10:00 PM unless whereabouts have been communicated to staff. If you are scheduled to work outside of our curfew, you must notify staff and are allowed 30 minutes to return to the house after the end of your shift.

Mail

Residents are responsible for their own outgoing mail. No one is allowed to open another person's mail. Please be aware that due to Federal Confidentiality Laws, when you leave, A Place To Stay and the Post Office are not able to forward any mail from A Place To Stay to your new address. It is up to you to notify your correspondents that your address has changed. Many people choose to place a Temporary Forwarding Order at their home post office for 3-6 months. You will want to notify people and businesses of your new address 2-3 weeks prior to leaving the house.

Television/Radios/Stereos

There is one television available for resident use in the living room; we do not provide television service. Residents need to compromise on what to watch. Monday through Friday during the day it is expected that the TV won't be on and all residents will be engaged in finding employment, finding housing, volunteer work and working on their goals. X-rated movies are expressly forbidden. Radios/Stereos are allowed in bedrooms, but courtesy of others must be respected. Volume must be kept down at all times.

Visitors

No Visitors are allowed inside the house or on the porches, unless prior approval by the Director.

Pets/animals

Pets/animals of any kind are not allowed at the house under any circumstances for any reason.

Inappropriate Behaviors

Residents of A Place To Stay are expected to abide by the Resident Contract, House Rules, and Guidelines. Inappropriate or threatening behaviors and violence will not be tolerated and could result in an immediate discharge from the house.

Successful Discharge

Planning for discharge will begin at the time of admission. The process of discharge will be to identify goals and action steps to meet those goals within a 3 month period of time. Our goal is to do everything possible to ensure you have a successful stay at A Place To Stay.

Financial Responsibility

Each resident agrees to apply through DSS for temporary assistance for shelter allowance to help afford her stay, as well as apply to each of the local section 8 programs. If a resident is working, you will be required to \$400/month of earnings to Catholic Charities-A Place To Stay to help with rental cost. You will be expected to purchase your own food (this could be with SNAP; Catholic Charities can help you apply should you not already have SNAP). Catholic Charities can help you apply for health insurance if you currently have none.

Disciplinary Procedures

Residents of at A Place To Stay are expected to abide by the resident rights and responsibilities contract that was reviewed and signed upon admission. These contracts clearly detail house rules and resident guidelines and the expectation that every resident will participate in the implementation of the goals and objectives of their mutually developed service plan and follow through with it.

Consequences for Non-Compliance

Staff has the responsibility to document facts leading to possible disciplinary actions and to verbally communicate their concerns and possible consequences to residents. Disciplinary procedures are designed to support a positive response to self-sufficiency. Consequences are as follows:

Verbal Warnings-In case of minor infractions verbal warnings are often used to encourage residents to look at the behavior that needs to change. If after a couple of verbal warnings behavior has not changed, a written warning may be issued.

Written Warning-Will be issued when a resident has not responded to a verbal warning. A “last chance” warning, called a Red Flag Write-up, will be issued as a final opportunity to correct behavior and warn the resident she is at risk of losing her housing.

Disciplinary Discharge-Discharge will be used when a behavior has not changed after a written warning has been provided. The resident will be asked to leave the home.

Resident Rights

Our program posts copies of “Resident Rights and Responsibilities” in resident handbooks which are received on admission to the Supportive Living House. Resident rights and responsibilities are reviewed upon admission and orientation to the program. Residents receive personal copies of both for their records.

Each resident has the following rights:

1. to receive services that are responsive to individual needs in accordance with your personal goals.
2. to receive services from provider staff who are competent, respectful of residents dignity and personal integrity, and are free from drug and alcohol abuse.

3. to receive services in an environment safe, sanitary, and free from the presence of marijuana, alcohol, and/or other drugs of abuse, and a living environment of the same.
4. to know the name, position, and function of any person providing assistance to you, and to communicate with the provider director and Executive Director.
5. to confidentiality. Your files, the information in the, and information gained through conversations with you, are available only to Catholic Charities' staff, unless you give written consent for this information to be shared with another person or agency.
6. to respect as an individual from staff and other residents.
7. to safety from physical, verbal, emotional, or mental abuse, as well as to safety to have your own values, lifestyle and beliefs. To freedom from any staff or residents coercion, undue influence, intimate relationships, and personal financial transactions
8. not be photographed, video recorded or audio recorded for any reason without your written consent
9. to your own boundaries. You have the right to say no to any touch you are uncomfortable with. You have the right to say no to any favors or requests of other residents
10. to staff who support you and maintain professional boundaries.
11. to receive information concerning residents goals and objectives
12. to receive information about provider services available on site or through referral, and how to access such services.
13. to receive a prompt and reasonable response to reasonable requests for provider services , or a stated future time to receive such services in accordance with an individual service plan.
14. to know the standards that apply to his or her conduct, to receive timely warnings for conduct that could lead to discharge and to receive incremental interventions for non-compliance with service plans.
15. to receive in writing the reasons of a recommendation of discharge.
16. to examine and receive an explanation of provider bills, charges, and payments, regardless of payment source
17. to be free from performing labor or personal services solely for provider or staff benefit, that are not consistent with service goals, and to receive compensation for any labor or employment service in accord with applicable state and federal law.
18. to practice religion
19. to communicate with outside persons in accord with the individualized service plan

20. to freely communicate with the office, public officials, clergy, and attorneys.
21. To receive visitors at reasonable times in relative privacy in accord with the procedures
22. to have a reasonable degree of privacy in living quarters.
23. to retain ownership of personal belongings.

Each Resident also has the Right to the following from staff:

(without regard to your gender, race, religion, origin, sexual preference, and mental, emotional, or physical condition - unless such donation is a restriction of admission or continued stay)

Services

1. Training in activities of daily living and self-sufficiency
2. Admission and discharge planning
3. Case management
4. Assistance with community resources
5. Crisis management (dealing with difficult situations through counseling or other appropriate interventions)
6. Follow-up services upon discharge
7. Development of effective, appropriate behaviors

Assistance

1. Identifying and defining your needs
2. Developing an individualized service plan
3. Identifying appropriate agencies and services to meet your needs
4. Recommending and/or referring and coordinating services
5. Identifying and clarifying your satisfaction/dissatisfaction with services and helping you express your views appropriately.

Resident Responsibilities Contract

A Place To Stay” Residential Services is a private, non-profit program of Catholic Charities, with the mission to improve the quality of life and health of women who are homeless or about to become homeless. Providing you with residential, rehabilitation and support services pursues this goal. The purpose of this contract is to outline what is expected of you and the role of staff, to insure that you have a safe, secure and supportive setting in which to live and to work on your goals. Participation in any outside treatment must continue as well as participant in individual and group settings presumes a resident’s continuing desire to change lifestyle habits and requires each person to act responsibly and cooperatively with provider staff, in accord with an individual plan and reasonable provider procedures. Therefore, each resident is expected to:

1. Work toward the goals they set.
2. Refrain from use of any alcohol, marijuana, or drugs that are not prescription.
3. Treat staff and other residents with courtesy, dignity, and respect
4. Participate in the Supportive Living Program, including life enrichment activities

5. Respect other residents' right to confidentiality
6. Participate in developing and following a service plan by meeting with staff on a regularly scheduled basis (at least once a week) to discuss my plan, services, progress, and any changes in my plan and any other concerns that need to be shared.
7. Became involved in productive activities to the best of my ability
8. Pay for services on a timely basis according to financial means
9. Participate in individual/group sessions
10. Inform staff if receiving outside medical services.
11. Agree to take medication only as prescribed by their physician
12. Understand staff may discuss medications with prescribing physicians.
13. Agree to give staff written permission to communicate with their doctors any concerns specific to their medications.
14. Agree to report any diagnosed infectious conditions to staff in order to take precautions to ensure a healthy community environment.
15. Address all personal issues adversely affecting their ability to meet their goals.
16. Act responsibly and observe all provider rules, regulations and policies including participating in meetings, groups and service plan. Keep themselves in good health and maintaining good personal hygiene.
17. Share in the maintenance and cleaning of the apartment common areas as well as maintaining their personal property and personal living space.
18. Storing valuables in locked or secure areas and keeping track of personal property.
19. Supporting fire prevention activities by not smoking or using flammable materials (candles, incense, etc.) anywhere in the apartment or anywhere on the grounds but designated smoking area.
20. Learning the fire evacuation plan
21. Agreeing to not bring, store, or use weapons in or around the house or property.
22. Not engage in any criminal activity inside of or outside of the house or property.
23. Informing staff of all prescribed medications and over the counter medications they are taking including immediately reporting changes in dose and frequency and then taking these medications only as approved by their physician.
24. Prepare food in a responsible way that insures their safety and that of others, and to consume food and non-alcohol beverages only in designated areas to insure a clean environment.
25. Make arrangements with staff when they will be away overnight or when they expect to return later than curfew and to establish with staff a time to return.
26. Understand that failure to return at the time mutually agreed upon will result in a missing person's report being filed with the police, contacting nearest relative or legal authority.
27. There are no visitors allowed in the house, unless approved by the Director or if the visitor is a presenter providing a workshop for the program.
28. Agreeing that staff may enter their bedroom without prior permission or their presence if there is any reason to believe that there are drugs, alcohol, weapons or guests in the room.
29. Safekeeping and prompt return of all linens (washed, dried, folded) and keys issued to them.
30. Assume financial responsibility for lost or damaged "A Place To Stay" property at a replacement value (to be established by the Executive Director of Catholic Charities in conjunction with the Service Navigator).
31. Agreeing to give (2) weeks written notice of their intent to leave the apartment.

Consequences for not following expectations: Our residential program's policies and procedures address resident non-compliance and are designed to support a positive response to set goals. Our policies and procedures specify standards and expectations for resident behavior, and any consequences of non-compliance, including behavior which may result in termination of your stay in our apartment. We will address non-compliance with timely and appropriate incremental interventions designed to assist residents in responding positively toward their goals. Such incremental interventions shall be incorporated in the resident's service plan, be time-limited, and be documented in the resident record.

Program Rules

By accepting a room at A Place To Stay and a place in our program, you agree to follow these rules during your residency at A Place To Stay with the understanding that failure to follow the program rules may result in immediate termination of residency.

1. All residents must meet with staff before moving in to set personal goals, sign all financial and behavioral contracts, and review required program rules. Residents must be actively working on their goals during their stay, including individual meetings with staff as specified in their residency agreement. Failure to participate actively in a goal plan and program rules will constitute a violation of your residency agreement and may lead to a termination of your residency agreement.
2. Residents are required to attend all house meetings throughout their stay at A Place to Stay. Residents must attend at least one thirty minute case management appointment per week with our service navigator during their stay unless special arrangements are made with staff. Residents are expected to choose a time for their individual meeting that they are able to stick with from week to week. Residents or staff may request additional case management appointments when necessary.
3. Physical threats, abusive behavior, or excessive use of profanity will not be tolerated. This includes any negative language toward a person or group of people. Adults involved in verbally, emotionally, or physically abusive behavior will be subject to an immediate termination of their occupancy agreement. Staff reserves the right to suggest a mental health evaluation and/or psychiatric hold. Police *will* be called to any situation that is potentially dangerous to anyone at A Place to Stay
4. A Place to Stay is for the adults named on the occupancy agreement only. Absolutely no guests or visitors are allowed at any time.
5. Weekly schedules are to be completed by 9:00 am each Monday and either dropped off at Catholic Charities or placed in the appropriate folder on the desk at the house. End of week check-in sheets are to be completed for the week *before* by 9:00 am each Monday and either dropped off at Catholic Charities or placed in the appropriate folder on the desk at the house. Failure to complete schedules will result in disciplinary measures that may include termination of placement in A Place To Stay. Please refer to the Disciplinary Procedures contract in the handbook.
6. Housing Search and Work Search Logs. Residents who have reached the 60-day mark are required to start using Housing Search Logs that are to be completed and turned in weekly. We ask residents to undertake a *minimum* of three housing search activities per week; for example, applying for housing for which they are qualified or viewing rental units with the intent to sign a lease. All activities are to be

recorded on the log. Failure to complete these logs will result in disciplinary measures. Exceptions may be made on a case-by-case basis.

Residents who have reached the 60-day mark are required to start using Work Search Logs. Work Search Logs are to be completed and turned in weekly. We ask residents to undertake a *minimum* of five work search activities per week; for example, applying for jobs for which they are qualified or interviewing for a position. All activities are to be recorded on the log. Failure to complete these logs will result in disciplinary measures that may include termination of placement in A Place To Stay. Please refer to the Disciplinary Procedures contract in the handbook. Exceptions may be made on a case-by-case basis.

7. Bedrooms must be maintained to meet housing code. Room checks by the staff will be made periodically and may be done with or without tenant consent or presence. Residents are expected to keep their bedrooms clean and well cared for. Food is not to be kept or consumed in bedrooms.
8. At no time are tenants to enter each other's bedrooms without permission. If the woman whose room you want or need to be in is not home to give her permission, stay out. This is to prevent theft and accusations of theft. Theft will not be tolerated and will result in immediate discharge from the program. Don't risk accusations; don't go in someone's room without permission.
9. Grievances are to be filed to report missing items, food, etc. If you feel something belonging to you has been taken, file a grievance. The form, including procedure, is available at the house. We cannot investigate an incident without the proper report.
10. Upon leaving A Place To Stay, residents are required to return their house key, lock box key, bedding, and linens clean. This means each resident must wash and dry her sheets, pillowcases, blankets, quilts, towels, lock box, and any other items provided before being cleared to move out.
11. Pets are not allowed at the house. Service animals and emotional support animals are not allowed at the house unless a prescription for the animal from your mental health provider can be provided prior to the animal coming to the house. Service or emotional support animals need to have been listed on your application and spoken of in your interview.
12. Participation in the Supportive Living Program is mandatory. It is why we are here – to support you as you journey towards self-sufficiency. Attendance at workshops such as Money Management and Rental Stewardship is mandatory, as is participation in at least one community-building, "fun" activity a month. There are no excused absences unless you are scheduled to work. Please suggest classes or activities you would like to see or participate in. Remember, if you don't tell us, we won't know.
13. There is no company car, house car, or car available for staff use in transporting women of A Place To Stay to and from appointments, shopping, food pantry visits, etc. You must arrange your own transportation through bus services and other public transportation options available to you. Catholic Charities provides bus passes for emergency situations; passes for education, jobs, and medical appointments are verified, and only available for medical appointments until you have Medicaid set up and can use Medicaid transportation. Speak to a staff member.

14. Residents and staff will maintain a safe and sober environment for all residents of A Place to Stay. Use of alcohol and/or illegal drugs, including marijuana, on the premises is strictly prohibited. Residents who are chemically dependent must maintain their sobriety by continued participation in their individual treatment program. If a resident or guest comes onto the property intoxicated, staff must be notified. Residents who exhibit a problem with using alcohol or drugs, even off-site, may be asked to participate in a chemical dependency evaluation and a mental health evaluation. It is expected that residents follow through on the evaluation recommendations. Failure to do so may result in termination of residency at A Place to Stay.
15. All residents are expected to treat all housemates, presenters, and all program staff with dignity, courtesy, and respect. Remember the Golden Rule: Treat others as you wish to be treated.
16. Residents of A Place To Stay are *required* to spend 4 hours a month volunteering. You may volunteer in the Clothing Closet at Catholic Charities, or at an organization of your choosing. We will provide you with a form to be signed by your volunteer site supervisor.
17. A Place To Stay is a short term (90 day) transitional housing program. Residents are expected to make plans for future living arrangements within 90 days. Staff priority is to help with this process.

Missing Person Report Procedures

A resident is considered missing if:

- She has not had contact with staff for 24 hours.
- No one including resident's family, friends, housemates, or other providers knows the whereabouts of the missing person.

A resident is not considered missing if she:

- leaves against advice of staff
- is administratively discharged
- chooses to leave and makes her choice known by taking all her belongings.
- tells another resident of her intention to not return

Under these circumstances, residential staff will always consider taking responsible action of informing the resident's emergency contact to verify their safety.

Missing Resident Reports

A missing resident is considered a significant event if, for example, a resident has not informed anyone of her whereabouts and has been gone for 24 hours.

Action: A significant event should be reported internally.

When to notify the authorities:

A resident has been missing less than 24 hours but staff is concerned that the resident is potentially dangerous to self or others, i.e., presents as a suicide risk or is homicidal. Contact should be made immediately. Under these circumstances consider an emergency contact with police.

How to file a missing person's report:

When it is determined that a person is missing, the staff shall carry out the following procedures:

1. Notify and consult with the Service Navigator and Executive Director
2. Complete a diligent search of the residence, grounds and surroundings.
3. Contact the person(s) whom the resident has listed as the person(s) to notify in an emergency situation and any others for whom there is a consent form filed

4. Generate a missing person report with the police department.

If the missing resident returns, staff should notify the police and cancel the report as well as notify the persons who have been contacted. The resident should be evaluated for appropriateness at this level of care. If the missing resident is not located within 3 days, "A Place To Stay" will generate a discharge with the last date of contact being the actual discharge date.

Covid-19 and Quarantining

Covid cleaning protocols, screenings, and sign in sheets are in place. Residents are responsible for cleaning, CCTT will provide cleaning materials, supplies, masks, sanitizer, and thermometer.

All new intakes must provide a negative COVID test result within 3 days prior to move in.

No overnight passes will be issued until the CDC gives the all clear for quarantining and lockdowns. Emergency overnights may be allowed.

Further guidance for operating under Covid Requirements can be found in the staff manual, "Monroe County Shelter Bed Task Group Guidance to Shelter Providers and Other Community Partners in Operating Under COVID-19 Requirements".