

House of Hope Resident's Handbook

MISSION STATEMENT

Our mission is to provide a safe, supportive and nurturing environment for mothers and their young children that will help create a pathway to family well-being and self-sufficiency.

ACCOUNTABILITY STATEMENT

Please keep this handbook available and use it as a reminder and reference during your stay at House of Hope. All of the following were presented and agreed to in the application process. This handbook includes: General Policies, Visitation Rules, Expectations and Responsibilities.

GENERAL POLICIES

Residents are expected to maintain qualifications met during the application process:

1. Remain drug and alcohol free; not be in possession of these substances or allow any such substance on the House of Hope property at any time
2. Not in possession of weapons of any type
3. Smoking is not permitted on the property
4. Be employed, active in seeking employment or in school for educational or job training certification
5. Actively participate in Sunday worship services of their choice and mid-week Bible study, or personal in-home Bible study with an approved volunteer
6. Actively participate in counseling and/or education sessions as determined with the Program Case Manager
7. Refrain from any illegal/criminal activity
8. Maintain health insurance (Medicaid or other)
9. Actively participate in working daily on individual/family goals determined in consultation with the Case Manager and/or other designated staff

VISITATION RULES

1. No visitors are allowed during the first 30 days of residency at House of Hope. Future visitation will require staff approval.
2. Residents will adhere to a curfew of 10:00pm weekdays and 11:00pm weekends.
3. Babysitting or any Babysitter on site at the House of Hope must be pre-approved by the Director, Case Manager or other designated staff.

EXPECTATIONS AND RESPONSIBILITIES

Finances/Care of Facility:

1. Residents will maintain a daily, weekly and monthly cleaning routine as detailed in the case plan and daily cleaning of kitchen and bathroom.
2. Special attention will be given to keeping utility cost low (i.e. turning off lights not in use; using the washer/dryer responsibly, etc.).
3. Residents will contribute at least 40% of their income to assist with general operating costs.
4. Ten percent (10%) of the resident's income will be placed into a non-interest bearing savings account. These funds will be returned to the resident at departure. This will exclude any damages or any other fees which may have occurred due to negligence or abuse by the resident.
5. The program delivers an excellent physical environment and residents are expected to maintain all House of Hope property in excellent condition. Any needs or problems are to be reported to the Case Manager immediately.
6. If repairs or other maintenance cost are determined to be the results of abuse or neglect, the resident will be charged with repair and/ or replacement cost.
7. Residents are responsible for their own transportation, child care and payment of any personal expenses incurred by them during their stay in the program. The program Case Manager will assist in finding resources to meet needs wherever possible. The Case Manager will review with each resident which personal items will be allowed on the premises.

Expected Behavior - As a Resident I will...

1. Follow the policies and procedures set by the House of Hope ministry.
2. Speak to and treat others in a kind manner.
3. Refrain from using profanity.
4. Supervise and discipline children appropriately (child abuse/neglect will be reported to the proper authorities)
5. Keep medical and dental appointments for themselves and their children
6. Be on time and participate in weekly meetings as scheduled with the Case Manager and/or other staff
7. Be on time and participate in worship services and weekly Bible study
8. Consult with the Case Manager and/or other designated staff before concerns become problems.
9. Show respect for others by keeping all noise at a moderate level- especially at early morning and late evening.

House of Hope Resident Agreement

Read each statement below and initial to verify that you understand and agree to the following terms and conditions of the House of Hope Transitional Housing Program. Place a checkmark in each box to confirm your agreement.

I understand that I am a guest and will not use the House of Hope address on any documents requiring permanent residency.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I understand that any violation(s) of any terms or condition and/or any false information provided in the application process may terminate this agreement.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I understand I am required to allow Staff and Maintenance Personnel inside the house to conduct inspection, maintenance and repairs with reasonable advance notice.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I understand that if I am terminated from this Program, I have will (3) days to vacate the premises with all my personal belongings.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I understand that 40% of my income will be paid to the Program, and 10% of my income will be placed in a non-interest bearing savings account.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I understand that any key given to me by the Program is not to be duplicated.	<input type="checkbox"/> Yes <input type="checkbox"/> No

I have read the Handbook: <input type="checkbox"/> Yes <input type="checkbox"/> No	I have received the keys: <input type="checkbox"/> Yes <input type="checkbox"/> No
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Name: (Please Print)	
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Signature:		Date: / /
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