



Lucie's Place

Resident Handbook

Transitional Living Program

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Introduction

Welcome to Lucie's Place Transitional Living Program

The mission of Lucie's Place is to provide homeless LGBTQ young adults in Central Arkansas with a safe living environment, job training, and counseling services in order to ensure lifelong stability and success. Lucie's Place promotes equality and acceptance for all LGBTQ young adults.

The goal of our Transitional Living Program (TLP) is to assist LGBTQ young adults who are homeless or at risk of becoming homeless and help them get back on their feet. In this program, you will learn and develop the necessary skills to allow you to successfully live independently.

This handbook is a guide for Lucie's Place TLP residents. This handbook will list expectations and requirements for the program.

Basic Information

Length of stay:

Six months unless approved by the Executive Director.

Age Requirements:

18 – 25 (age out at 25)

Can apply up to 24 years and 6 months. The TLP will only accept someone at this age, with the understanding that they will age out at 25.

Goal:

The goal of our Transitional Living Program (TLP) is to assist LGBTQ young adults who are homeless or at risk of becoming homeless, get back on their feet. In this program, you will learn and develop the necessary skills that will allow you to live independently.

Services Provided:

- Case Management
- Housing and groceries
- Independent living skills
- Laundry stipend
- Counseling
- Rock Region Metrocard
- Outside referrals
- Resident Advisory Board

Application Requirements:

- Identify as LGBTQ
- Homeless or at risk of becoming homeless
- AR State ID
- Active health insurance through employment or Medicaid (or proof of application)
- Completed application
- Interview(s) with the Executive Director, RA and/or case manager(s)
- SNAP (Food Stamps) or proof of recent application

Program Tiers

Introductory tier (first 2 months)	10pm weeknights / 12am weekends
Develop service plan	Monthly with CM
Meet with case manager	Weekly
Complete substance assessment form	Initially and follow recommendations
Attend community meetings	Twice a month
Attend LIFE retreats	Monthly
Complete one (1) community-oriented task	Once per tier
Attend self-care	Weekly
Obtain SS card and original birth certificate	Initially
Have High School Diploma or begin working on GED Program	Initially
Financial consultation <ul style="list-style-type: none"> • Request credit report • Monthly budget worksheet 	As needed, follow all recommendations
Vocational / Education consultation <ul style="list-style-type: none"> • Update resume and cover letter • Obtain interview attire 	As needed, follow all recommendations
Employment search (must submit weekly job logs)	Ongoing
Remain employed	Ongoing
Residents in the introductory period are entitled to 2 overnight passes per month.	

Gold tier (first 2 - 4 months)	11pm weeknights / 1am weekends
Open a checking account	Once
Open a savings account	Once
Complete budget worksheet	Monthly
Meet with case manager	Weekly
Attend quarterly case conference	Once per tier
Attend community meetings	Twice per month
Attend LIFE retreats	Monthly
Maintain self-care	Weekly
Complete one community-oriented task	Once per tier
Get updated HIV test	Once per tier
Get annual health check-up	Once
Begin developing program exit plan	Meet with CM
Maintain employment	Ongoing
Submit pay stubs	Ongoing
Make savings deposits	Monthly
Complete GED program (if applicable)	
Residents in the introductory period are entitled to 3 overnight passes per month.	
Not meeting the educational or employment requirements in the Gold tier may result in restricted curfew.	

Platinum tier (first 5-6 months)	11pm weeknights / 2am weekends
Discuss exit plan with CM	Once per tier
Maintain employment	Ongoing
Submit pay stubs	Ongoing
Make savings deposits	Monthly
Complete budge worksheet	Monthly
Meet with CM	Weekly
Attend quarterly case conference	Once per tier
Attend community meetings	Twice per month
Attend LIFE retreats	Monthly
Complete one community-oriented task	Once per tier
Maintain self-care	Weekly
Get updated HIV test	Once per tier
Self-care assessment with mental health specialist	Once every 6 months
Residents in the introductory period are entitled to 4 overnight passes per month.	
Upon completion of the Platinum tier, the resident is eligible for graduation into the Transitional Living Program, provided there is a bed available. If there is not a bed available, resident will continue to follow the Platinum tier's curfew and overnight policy until they are moved into the TLP or exit the program to their own home.	

Resident Services

Case Management:

Residents will attend weekly meetings with their Case Manager at the Drop-in Center at a mutually agreed upon day and time. The meetings with your CM will set goals, track progress and any issues that may need resolution. These meetings are not to discuss house related issues. Residents will be redirected to discuss any house related issues with the on-site Residential Advisor. Participation in case management is mandatory.

Cell Phone:

Residents will be provided a cell phone and minutes during the Introductory Tier. After the introductory tier, residents will be required to obtain their own cell service. Communication is a requirement for all TLP residents.

Groceries:

Residents will be provided with basic groceries, any additional groceries will be purchased by residents using SNAP benefits. Grocery lists are compiled by all residents with the Residential Advisor during **Community Meetings***. Residents are encouraged to prepare their own healthy, balanced meals. If residents request assistance with how to cook nutritiously, this should be worked into residents' service plan.

Drop-in Center:

The Drop-in Center is located at 300 S. Spring St., Suite 803. At the Drop-In Center, you will meet with your Case Manager, use the computer lab, receive supportive services, continue your education and receive mental and physical health assistance.

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 Residential Advisor or **LIFE Coach**.

Laundry Stipend:

Residents are responsible for washing their clothes and linens on a weekly basis. On scheduled days, the Residential Advisor will dispense laundry money to residents if laundry facilities are not present in the home.

Mental Health Therapy/Counseling:

While all residents are required to engage in some form of self-care throughout their stay, they can request this service at any time through their Case Manager.

Rock Region Metrocard:

Residents will be given 31 day bus pass at the beginning of each month enrolled in the program. Bus passes will only be available at the house Community Meetings. Lost or stolen bus passes will not be replaced, however, residents must let their Case Manager or Residential Advisor know if their card is lost or stolen.

Outside Referrals:

This includes referrals to agencies outside of Lucie's Place 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.

Resident Advisory Board:

The Resident Advisory Board (RAB) meeting is a space for Transitional Housing (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.

Roommates:

Residents are assigned a roommate and will live two (2) to a room. Before entering the program, residents will complete a **Roommate Agreement Form**, which will help the Residential Advisor place roommates. It is the responsibility of all residents in the TLP to make the best of their roommate situation and handle any concerns or issues between roommates. The Residential Advisor is available to help with those conversations, if needed.

Program Requirements

Bank accounts:

Residents are required to open both a checking and savings account. Lucie's Place will not have access to these accounts. Residents are expected to bring bank statements, each week, to their Case Manager meetings. If residents are having trouble with budgeting or spending wisely, the Residential Advisor can hold onto bank debit cards and supply them as necessary.

Chores:

Each site has a list of chores that must be completed by residents daily. In addition, residents are also responsible for keeping their bedrooms clean, passing daily room inspections, and participating in weekly deep cleaning. Residential Advisors will check that chores are being completed properly and if a chore is not done on time or does not meet the standards of the Residential Advisor, a **write-up*** will be issued. Please see a Residential Advisor for more information including the timeframe for completion.

Community Meetings:

The community meeting is a bi-weekly (every other week) house meeting where residents can bring up house issues, concerns, needs, and program suggestions. Chore and grocery lists for the next two weeks will be created at community meetings. The Residential Advisor will find a time for bi-weekly meetings to take place that fits in with all residents' schedules. The Residential Advisor will be present but residents are responsible for facilitating the meeting. It is mandatory that all residents attend the community meetings. These meetings are the only time and place you can receive your monthly bus pass.

Community Oriented Task:

All residents are required to complete 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 to serving meals at a soup kitchen or volunteering at the Drop-In Center. Please see your Life Coach or Case Manager for more opportunities

LIFE Retreats:

The Learning Independence for Empowerment (LIFE) retreats are based on various topics to support residents as they transition towards independent living. These monthly events 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 also have the option of co-facilitating a LIFE retreat with a LIFE coach. Co-facilitation is encouraged and residents who choose to do so are entitled to one extra overnight for the month.

Savings:

Residents with jobs **or** those in the Gold Tier will be required to begin saving money. Residents will deposit at least 50% of their monthly income **AND** their share of the monthly utilities. This money is **only** to be used once you leave the TLP. Accessing your savings without talking to your Case Manager first will result in a write-up.

Schedules:

Residents are expected to submit two forms of schedules. One is the **Weekly Schedule** that is submitted to the site and used predominately by Residential Advisors. 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 information.

Self-Care:

In recognition of the everyday stresses 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. Everyone is expected to engage in weekly self-care activities throughout their entire stay in the TLP and requirements are included in each tier. See your Case Manager for self-care ideas.

Discipline

Write Ups:

If a resident behaves in a way that violates TLP policy (including but not limited to breaking curfew, not completing chores, having a “no show”, disrespecting another resident or Residential Advisor, or a verbal argument) they will be given a **write up**. The Residential Advisor on duty will inform the resident that they are written up and document it. The **Write-Up Form** will be signed by the resident and go in their files. If the resident refuses to sign the write up, the Residential Advisor 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 the Residential Advisor.

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**. Residents must sign the probation. If a resident refuses to sign the probation form, the Residential Advisor 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 the Residential Advisor.

Early Curfew and Suspensions:

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 and be placed on a "program contract"- that means the resident will accrue write ups for not attending case management, community meeting, and/or the Life Retreat. If a resident violates the terms of their 2nd probation, they will be suspended for 3 days. If a resident violates the terms of their 3rd probation, they will be suspended for 5 days. If a resident violates the terms of their 4th probation and any probations following, they will be suspended for 7 days. The Residential Advisor will assist them in locating other shelter locations whenever possible.

Contracts:

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 a contract if the case manager has determined that additional structure is needed around a specific area, such as employment, rent, or self-care. The details of the contract 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 Residential Advisor or Executive 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.

Guidelines

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

LP 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 LP 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 LP's respect guidelines may result in a discharge from the program.

Bathroom/Shower:

Residents should always be respectful of each other while using the bathroom or shower. This includes not spending unnecessary time in the bathroom/shower, making your showers short and keeping your bathroom/shower supplies in your room. Specific rules and time limits will not be put in place for bathroom/shower use, unless the Residential Advisor finds it necessary.

Confidentiality & Safety:

LP 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.

Residential Advisors will never disclose that a resident lives in our housing. If there is a phone call for a resident, the Residential Advisor 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 never tell anyone that they are living in a Lucie's Place program. If you are being dropped off by someone, they will drop you off at a bus stop and you walk the rest of the way. Residents will not tell others the confidential address/phone numbers of any LP housing sites. This also includes other LP clients or volunteers. Your safety is important to us and keeping the location of housing programs confidential is important to your safety.

Computer/Phone Guidelines:

Each LP housing program will have at least one computer, to be shared between residents. Residents will sign up to use the computer in 15 minute slots and those wishing to use computers for educational or employment purposes will take priority.

Curfew times:

Residents need to be **in the house** by the time specified within their individual Tier and are responsible for taking all possible bus 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. Missing a bus or a ride not showing up are not valid reasons to miss curfew.

Dating/Relationships:

Dating among residents living in the same home is prohibited, in order to maintain a safe space and inclusive community for everyone present. If a relationship starts to develop, residents are required to notify the RA, supervisor or Executive 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 LP and may be held responsible for the repair of such destroyed property.

Good Neighbor Guidelines:

Disturbing the peace in or around any LP site is a serious matter that will result in disciplinary action. Your relationship with the neighbor(s) is incredibly important for this program to continue.

Grievances:

In the event that a resident believes they are being treated unfairly by a fellow resident or by a Residential Advisor, they may request a **Grievance Form** on which to state the grievance. The grievance form should then be submitted to the Residential Advisor within 24 hours and will be addressed in a timely manner. Additionally, grievance forms will be reviewed by the Executive Director, and will be addressed on a case-by-case basis.

Guests:

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

Immigration Guidelines:

Lucie's Place will not discriminate based on one's citizenship status. In the Transitional Living Program, residents who are undocumented must agree to pursue such matters with the appropriate legal assistance.

Lights Out:

TLP residents are expected to be in bed by 12:00am during the week (Sunday through Thursday) and 2:00am during the weekend (Friday and Saturday). Cell phone, laptop, or other electronic device usage is not permitted after lights out. Consequences for not adhering to policies are stated in the discipline section of this document.

Overnights:

In each Tier, residents are given a number of overnight passes. Resident may request to take their overnight pass/curfew extensions with the Residential Advisor up to the time of their scheduled curfew. Requests made after curfew will be denied. This applies to all tiers. These passes need to be used in the same month you receive them and expire at the end of

that same month. They can only be used by you (i.e. residents cannot sell or trade). Before you leave for an overnight, the Residential Advisor needs to know where you will physically be and how they can get in contact with you. The Residential Advisor or Case Manager can either give or take away overnight passes, depending on behavior, large achievements, etc.

Non-Discrimination Guideline:

Lucie's Place 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 guideline will result in disciplinary action, up to and including discharge from the program.

No-Shows:

A "no-show" is when residents enter the residence two (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.

Personal Belongings:

Lucie's Place 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. Residents will not be encouraged to keep expensive items in the home, such as electronics.

Pets/Animals:

No pets or animals are allowed in Lucie's Place housing.

Physical fighting:

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

Recording Guideline:

Due to the confidential nature of our program, video or tape recording in any LP site is forbidden without the prior written 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 LP site without prior consent will lead to an immediate discharge. Threats of video or tape recording may result in disciplinary action. This includes the use of apps such as Snapchat.

Religion/Church:

Lucie's Place is not a spiritual or religious organization and residents of the TLP will never be forced to practice any specific faith, or hold any specific spiritual beliefs. If you are spiritual or religious, you will be encouraged to practice your faith in whatever way feels

right for you. We ask that you respect other residents and never force your spiritual or religious beliefs onto another resident or Lucie's Place client.

Many residents of the TLP have had religion used against them. Any resident looking to mend these relationships, or explore new religions/faiths, should let their Case Manager or Residential Advisor know and they can help you find the support you need.

Schedules/Time Management:

Residents are responsible for keeping track of their daily/weekly schedules. If you need help keeping to your schedule or managing time, talk to the Residential Advisor and they can assist you.

Sex Work:

Lucie's Place promotes stable, legal employment. With this in mind, we will not consider sex work as an acceptable form of employment to meet the employment requirements of the TLP. We ask that those who are capable of obtaining legal employment do so, and require those who are in our TLP to maintain legal employment.

Sexual Contact:

Sexual contact is prohibited in and around all of LP's facilities. Residents found engaging in sexual conduct may be discharged from the program.

Smoking:

Smoking is prohibited inside all of LP's facilities. This includes smoking out of windows and from balconies and/or verandas that may be found in our residences. Residents should use designated smoking areas to smoke and properly dispose of ALL cigarette butts. Residents wishing to quit smoking should talk to their Case Manager and Residential Advisor.

Substance Policy:

LP requires that residents also strive to maintain a safe space for all residents. Therefore, the possession of and/or use of drugs, alcohol and/or related paraphernalia is prohibited. We ask that 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 LP's substance policy, the Lucie's Place team will work to support them in addressing this issue. Repeated disregard for LP's substance policy may jeopardize their stay in the program.

Theft:

Theft will not be tolerated in LP facilities. Please respect your fellow residents' belongings and the belongings of the program. Anyone caught in the act of stealing from a program member or from the program will be discharged from the program immediately.

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.

Utilities:

Residents of the TLP are not required to pay for the utilities they use in the home. These utilities are paid by Lucie's Place and residents should do their best to be respectful of this. This includes taking shorter showers, turning electronics and lights off when leaving a room, etc.

Verbal threats:

Verbal threats, including those made in jest, are not permitted in or around LP facilities. A verified threat to the safety of another resident or staff member will result in discharge from our program. Other consequences may apply on a case by case basis.

Violence:

Violence is not permitted in or around LP 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 LP facilities will result in a discharge from the program.

Weapons:

We consider a weapon any firearm, gun, explosive, bomb, or knife over 3.5 inches. Weapons are not permitted in or around LP facilities. Possession of a weapon or brandishing an object that can be used as a weapon in an LP facility will result in a discharge from the program.

I have received a copy of the Lucie's Place Resident Handbook. I acknowledge that I have read and understand all the requirements of being a resident. By signing below, I acknowledge that I will abide by all rules, regulations and guidelines.

Resident Signature

Date

Lucie's Place Staff Signature

Date