

Lucie's Place

Transitional Living Program (TLP)

Programming & Guidelines

Last updated Feb 16, 2012

Summary

Lucie's Place envisions a world in which Lesbian, Gay, Bisexual, Transgender and Queer or Questioning (LGBTQ) young adults feel welcomed, loved, and respected at home. In response to the disproportionate and overwhelming population of homeless LGBTQ young adults in Central Arkansas, the mission of Lucie's Place is to establish a long-term shelter for homeless LGBTQ young adults, ages eighteen to twenty-five. Our goal is to provide a safe home in which these young adults can live their lives to the fullest while developing skills necessary for independent living.

Lucie's Place Transitional Living Program (TLP) is a long-term home for homeless (or at risk of becoming homeless) Lesbian, Gay, Bisexual, Transgender or Queer young adults (18-25) in Central Arkansas. Residents of the TLP will learn and develop the skills, savings and resources necessary to move onto a life of independence.

Nearly all of the services offered to the residents of the TLP will be free. Residents will pay a monthly "rent", which will be returned to them in full at the end of their stay. Utilities, except for internet and telephone will be paid by the residents and will not be returned. Lucie's Place TLP has four tiers, the beginning being an introduction period and the end being the platinum tier. Each tier comes with its own benefits and responsibilities. Depending on the tier, each resident will receive overnight passes, which they may use to spend one night at a time outside of the TLP program

Each resident will meet every 2 weeks with their case manager (CM) who will work with the resident to develop and maintain monthly plans and track progress. The resident will also use these meetings to discuss any other goals or obstacles that the resident is facing (family, relationships, career/education goals, queer issues, etc.). In addition, the residents will work closely with the live-in staff member to ensure that they are living their lives to the fullest they can and to ensure the house is running smoothly.

Residents will meet together once a week to discuss the running of the house, any issues that have come up and to create next weeks grocery shopping list. Residents will cook for themselves for most meals, with group meals being encouraged.

The possession and/or use of drugs, alcohol and/or related paraphernalia by residents or visitors is prohibited. Dating between current residents, or current residents and any employee or volunteer of the TLP or Lucie's Place should be avoided.

Residents will be required to finish high school or obtain their GED. Residents wishing to peruse a college degree will be encouraged and should discuss these possibilities with their CM. Residents should be legally employed after two weeks of living at the TLP, although no set time frame will exist as each residents situation will be different. Residents seeking employment will be required to make several verifiable job contacts a day until they find legal employment.

Residents will apply for Medicaid, SNAP and any other public services they are eligible for during the intake process. Residents will be required to update their HIV/STI tests every 6 months, as well as their mental health assessments.

The programming of the TLP is structured, although we recognize that each resident is very different and we hope that all of the programming and guidelines are, and remain, flexible.

Basic Information about Lucie's Place Transitional Living Program

Length of stay

1 year minimum, 2 years maximum. It is preferred that resident's of the TLP program make a commitment to the program for the full 2 year stay.

Age requirements

Resident's must be between the ages of 18 and 24 and age out on their 25th birthday. No resident will be accepted into the program after their 24th birthday.

Goal

In the Transitional Living Program, residents will develop the skills necessary to eventually transition into their lives of independence. Lucie's Place will provide a safe, accepting shelter and services, residents will be expected to excel and live their lives to the fullest and in whatever way is best fit for them.

Services provided

- Mental & physical health therapy
- Independent Living Skills
- Case Management
- Housing & Groceries
- Outside Referrals for a variety of services
- Bus pass for The Central Arkansas Transit (CAT) bus system

Application requirements

- Currently identify as Lesbian, Gay, Bisexual, Transgender, Queer, Same Gender Loving, or somewhere along the LGBTQ spectrum.
- Currently homeless or currently at risk of becoming homeless
- Identification (or proof of application for ID): state id, social security card, birth certificate
- Active health insurance through employment or Medicaid (or proof of application)
- Agree to abide by and follow the guidelines of Lucie's Place Transitional Living Program (TLP)
- Physical exam including TB test results & HIV/STI screening and consultation
- Psychiatric and Psychosocial evaluation
- Completed application

Resident's first week

Intake, Day 1

- Client makes initial contact with Lucie's Place.
- Staff member informs the client of the programming of Lucie's Place, what general guidelines will be expected of them, the demographics we serve and if we have space for the client.
 - If the client falls into these demographics, agrees to the guidelines and feels that Lucie's Place will be a space that will work for them, client fills out intake form.
 - If the client is not a fit for Lucie's Place, or there are no current vacancies, the staff member will do their best to find some services for the client.
- The client and Staff member will review the intake form together and form a short-term action plan. This plan will include:
 - Apply for SNAP (Supplemental Nutrition Assistance Program)
 - Apply for Medicaid
 - Apply for any other government or state program that the client is eligible for
 - Assign the client a Case Manager (CM)
 - Assess the client's skills and talents. Using the list of job contacts, develop a list of places for the client to apply for employment, beginning on day 2.
 - The Staff member will take the client to the house and facilitate introductions and ensure that the residents orientate the new resident.

Day 2

- The resident will be given a 1 month or 10 day pass to the Central Arkansas Transit System, depending on what day the resident enters the program
- The resident will be expected to begin interviewing, searching for employment and making verifiable job contacts.
- The resident and staff member will purchase enough groceries together to last the resident until the next community meeting
- The resident will be expected to help out with the house chores until the next community meeting and they can be assigned their own.

Day 3 – end of week

- Resident will continue making job contacts until they find employment.
- Use this time to get to know all the other residents in the house and get a feel for how the TLP runs.

Transitional Living Program Guidelines

Case management

Residents will be expected to meet twice a month with their assigned CM. These meeting times will be agreed upon by the CM and resident and will occur at a time that is convenient for both. These meetings will be used to create the monthly treatment plan or to visit the treatment plan and track progress. This will be used to discuss any other goals or obstacles the resident is facing (family relationships, career or education goals, queer issues, etc.). This time will also be used to discuss issues between the resident and other residents of Lucie's Place. Issues with other Lucie's Place residents should also be discussed with the live-in staff member, as they are more likely to already have an established relationship with the other resident.

Employment & education

- Each resident will be expected to have a form of legal employment 2 weeks after their entrance into Lucie's Place. No time frame for employment will be required, however the resident is required to continue searching for a job until they find employment.
- Residents seeking employment will be expected to make **5 verifiable job contacts a week** until employment is secured.
- Each resident will be required to complete and graduate from High School (or) complete their General Education Development tests (GED).
- If residents wish to peruse a college degree, this will be encouraged. This decision should be discussed with the residents CM.

Rent

All resident's of the TLP will be expected and required to make “rent” payments. These payments have been setup to simulate the responsibilities of independent living. At the end of the resident's stay, they will receive all of their “rent” back and will be expected to use these savings to start their new independent lives.

- Rent will be paid by the resident making a check for the proper amount out **to Lucie's Place**.
- The first \$200 paid in “rent” will be considered a deposit. This deposit is returned unless the resident leaves the program early. Please see the exit policy.
- Rent will be paid to the live-in staff member of the TLP. The resident will then receive a receipt, which they should keep as proof of payment.
- Residents will be required to begin paying rent after they receive their first paycheck. **Rent will be 50% of the resident's income (or) \$175/month, whichever is lower.**
 - Rent will be required by the 5th of each month. Each day of late rent, the resident will be charged a non-refundable fee of \$10/day. This fee will be waived if the resident has made prior arrangements with their CM.
- If the resident becomes unemployed for any reason, they will be expected to make up for any missed rent in the future weeks after re-employment.
- At the resident's graduation from Lucie's Place, they will receive back all of the “rent” they paid to Lucie's Place. Utilities and any fees received during the residents stay will not be returned.

Utilities

Residents are responsible for paying for the utilities of Lucie's Place. This includes electricity, gas and water. Resident's of the TLP are expected to pay their own utilities for three reasons:

1. Lucie's Place feels that one of the most effective way to learn how to manage your own utility usage, is to be financially responsible for these utilities.
2. Resident's must get used to paying odd, often unpredictable amounts in utilities each month.
3. Paying utilities simulates independent living. Unlike "rent" payments, the money that residents' use for utilities is not returned but is actually used to cover the cost of the utilities for the house.

At the end of each month, all utilities will be totaled and divided by the maximum capacity of Lucie's Place, plus one for the live-in staff member. This ensures that any time Lucie's Place is not at capacity, current residents are not affected. Each resident will be required to pay this amount. If a resident comes in half way through the month, they will be required to pay half of their share of utilities. This fee is **non-refundable** and will be capped at \$100 total per resident.

- Payment for utilities will be expected after the residents first month at Lucie's Place.
- Payment for utilities will be expected at the same time as rent. This payment will be made via check to Lucie's Place and given to the live-in staff member of the TLP. The resident will receive a receipt.
 - Utilities will be required by the 5th of each month. Each day of late utilities, the resident will be charged a non-refundable fee of \$5/day. This fee will be waived if the resident has made prior arrangements with their CM.
- If the resident becomes unemployed for any reason, they will be expected to make up for any missed utilities in the future weeks after re-employment.
- Utilities and any fees received during the residents stay will not be returned.

Finances

Residents of Lucie's Place are required to have a saving and checking account with physical checks. Monthly "rent" payments will be made into the resident's savings account and should not be accessed without prior approval of the CM. If residents make additional deposits into their savings account, they may access those deposits whenever necessary. Resident's will be expected to keep track of their own finances and should be ready to discuss with their CM as part of their financial plan.

Community Meetings

All residents of Lucie's Place are required to have a house meeting once a week. These meetings should be planned as a group and occur at a time in which all residents can attend. **These meetings are mandatory and residents will be expected to clear their schedules for these meetings.** Residents should use this time to discuss any concerns with the house and its operation. This is also the time to discuss with the staff member any changes in programming, guidelines or rules that residents wish to see. This will not be a time to discuss personal conflicts, unless they directly the flow of everyday life at Lucie's Place. At these meetings, residents will complete a grocery list and assign chores for the following week. These community meetings will be facilitated by a senior resident & live-in staff member.

Food

Residents will be expected to plan and prepare their own healthy, balanced meals each day. Lucie's Place will supply the groceries for 3 meals a day, residents can purchase other groceries/food/snacks with their own money. If residents need assistance planning and preparing their own meals, this should be worked into their service plan. The residents should plan at least 2 group meals a week.

Chores

All residents are responsible for keeping their bedroom and personal space clean and tidy. All personal items (clothes, electronics, books, etc.) should be kept neat and tidy in the residents own personal spaces, not throughout the house. Chores will be assigned at the previous weeks community meeting.

Bathroom duty: Dispose of garbage, clean the tub, toilet, sink and mirror.

Floor duty: Sweep & mop all floors in all common spaces (bathroom, hallways, kitchen and common areas).

Kitchen duty: Wipe down all counter tops, table, microwave, refrigerator and stove top. In the morning, unload the dishwasher and dish strainer. **Residents are responsible for loading their personal dishes into the dishwasher throughout the day.** Run the dishwasher at the end of the day. Clean all communal dishes not dishwasher safe and dry in dish strainer.

Trash/Recycling duty: Collect all trash in the house and take out to the dumpster. Place all recyclables in proper containers and ensure that recyclables are being sorted properly.

Transportation

Each month, each resident will be issued a bus pass for the Central Arkansas Transit (CAT) bus system. Residents are expected to understand the bus system and how to use it to efficiently get to their school, job or other activities outside of the house. If the resident needs additional transportation, this should be discussed with their CM **and** live-in staff member. Emergencies aside, residents should not expect to receive rides from staff members at the last minute.

Visitors

Residents of Lucie's Place past the introductory tier are allowed to have one visitor at the TLP at a time. The resident must arrange a meeting between the resident, visitor and live-in staff member off site of the TLP at a time that is convenient for everyone. Each visitor visiting the TLP is only required to meet once with the live-in staff member, but will not be allowed into the house without first having a meeting. These meetings will be documented in the resident's personal file. Visitors can be banned from the house for any reason by the live-in staff member and are the responsibility of the resident. **Visitors are only allowed at the TLP from 5-10PM, unless prior arrangements have been made with the live-in staff member.**

Volunteering

All residents are required to volunteer in the community at least once a week. This volunteering should be discussed and approved with the CM. This volunteering can be in the neighborhood around the house or anywhere in Central Arkansas. Residents should volunteer with a program/organization that they are passionate about. Residents can not volunteer at the TLP house, however can spend time volunteering for Lucie's Place.

Roommates

During the application process, residents should fill out the roommate agreement form to help facilitate finding the most appropriate and agreeable roommate. If roommates are having disagreements, the residents should first discuss the issues and attempt to find a solution themselves.

Overnight Passes

Depending on the tier, each resident will earn a number of overnight passes each month. Each pass allows the resident to sleep outside of the TLP house for one night. Residents may use a pass up to 1 hour before their curfew. To request to use an overnight pass, the resident must let the live-in staff member know where they will be staying and supply an emergency contact number. Overnight passes may not be used back to back unless approved by the live-in staff member. Overnight passes carry over from month to month.

Tier System

Introductory period (0-6 weeks)	10PM weeknights (Su-Th) / 12AM weekends (F & Sat)
Develop service plan with Case Manager	1x
Graduate High School or Enroll in GED program	
Make job contacts & secure employment (or) maintain employment	
Meet with Case Manager	2x per month
Attend community meetings	1x per week
Community volunteering	1x per week
Complete at least 3 sessions with a Mental Health Specialist. Complete a Psychosocial assessment	3 x
Attend house retreats	1x per quarter
Create and update resume	1x
Open a Checking & Savings account	1x
Start paying rent with first check received	1x per month
Complete budget worksheet	1x
Overnight Passes	2 x per month

Gold tier (2-8 months)	10PM weeknights (Su-Th) / 1AM weekends (F & Sat)
Self-care assessment with Mental Health Specialist	1x per 6 months
Maintain Employment	
Meet with Case Manager	2x per month
Attend community meetings	1x per week
Community volunteering	1x per week
Update HIV & STI/STD test	1x per 6 months
Attend house retreats	1x per quarter
Continue paying rent	1x per month
Overnight Passes	3 x per month

Platinum tier (9-15 months)	11PM weeknights (Su-Th) / 1AM weekends (F & Sat)
Update Psychiatric evaluation	1x at one year anniversary
Maintain Employment	
Self-care assessment with Mental Health Specialist	1x per 6 months
Attend case conference	1x at one year anniversary
Meet with Case Manager	1x per week
Attend community meetings	1x per week
Community volunteering	1x per week
Update HIV & STI/STD test	1x per 6 months
Attend house retreats	1x per quarter
Continue paying rent	1x per month
Overnight Passes	3 x per month

Diamond tier (16-24 months)	12AM weeknights (Su-Th) / 2AM weekends (F & Sat)
Finalize long-term housing goal (part of CM)	
Finalize graduation date (part of CM)	
Self-care assessment with Mental Health Specialist	1x per 6 months
Attend case conference	1x at 18 months
Meet with Case Manager	1x per week
Attend community meetings	1x per week
Community volunteering	1x per week
Update HIV & STI/STD test	1x per 6 months
Attend house retreats	1x per quarter
Continue paying rent	1x per month
Overnight Passes	4 x per month

Discipline

The goal of the TLP is create a space that is accepting and safe for all residents and creates an environment that prepares each resident for the responsibilities of independent living. Lucie's Place does not believe that any rule or guideline of the TLP is unnecessary, unrealistic or unfair, each resident will be expected to follow the rules & guidelines.

Warning

If a resident behaves in a way that violates the TLP policy, they will meet with the live-in staff member as soon as possible to discuss the details of the event. If this is the first violation, the resident will receive a warning and will be documented in their personal file.

Write-up

The next violation of a similar policy will result in a write-up. As soon as possible after the violation, the resident and live-in staff member will discuss the issue and evaluate the situation. The resident will be given a write-up and will be placed in their personal file.

Probation

If a resident receives three write-ups of any kind in a 30 day period, they will be put on a 30 day probation. The terms of the probation will be discussed between the live-in staff member, Case Manager & resident, written out and placed in their personal file.

Typical terms of probation will be loss of visitor privileges and their curfew reset to the “Introductory period” tier. The resident will not earn overnight stays and can not use any overnight passes during probation. Residents will loose four overnight passes for each time placed on probation.

Suspension

If a resident violates the terms of their probation, they will be placed on suspension.

The terms of suspension will be discussed between the live-in staff member, Case Manager & resident, written out and placed in their personal folder.

All suspensions will result in loss of all visitor privileges and **curfew will be 10pm for weekends and 9PM for weeknights**. Residents will loose all overnight passes earned up to this point and will not earn any during suspension.

Discharge

If a resident is placed on suspension more than 3 times in a year, they will be considered for discharge. In cases of consideration of discharge, the resident will meet with the live-in staff member and their Case Manager to assess the situation. In this meeting, all parties will discuss the residents future at the TLP and what other possibilities currently exist for them outside of TLP. The decision will be made after the meeting and will be decided by the live-in staff member and Case Manager.

If the resident is discharged, they will have one week to secure new housing and services. The live-in staff member and Case Manager will be available to assist in securing these new services.

Policies

Respect

The goal of Lucie's Place TLP is to provide a home where all residents feel safe, welcome and secure. Each resident and visitor will be expected to show all residents, staff and visitors the same respect that they expect to see toward themselves. The TLP will be a judgment-free and shade-free home and residents should feel empowered to live their lives in whatever way best works for themselves. **All other residents, visitors and staff are expected to respect this.**

Confidentiality & Security

Lucie's Place respects the confidentiality and safety of every resident of all programming, including the TLP. Staff will never disclose a residents housing situation and will never confirm or deny that a resident is staying at the TLP. If there is a phone call for a resident, the individual answering the phone will tell the caller, "I cannot confirm or deny that any person lives here, if you would like to leave a message and they do live here, they will get the message."

Residents should never make the physical address or phone number of the TLP publicly available, which includes Facebook and allowing others to store the address of the TLP in their phones or computer. All possible visitors of the TLP will be made aware of this policy. The TLP home will have a locking mailbox, however any packages delivered should not display the residents full name. Residents should use their initials instead. Any threats to any resident or the TLP home should be reported immediately to the live-in staff member and will be taken seriously.

Curfew times

Residents are expected to follow the curfew policy outlines in the guidelines of the TLP. Residents of the TLP are responsible for securing their own transportation or making prior arrangements with the live-in staff member. Missing a bus or not having a ride is not a valid excuse for being late for curfew.

Dating/Relationships

Dating between current residents, or current residents and any employee or volunteer of the TLP **or** Lucie's Place is not allowed. This is to protect the residents and to help assist the programming of the house. Relationships can lead to rough break-ups, which can easily disrupt the operations of the house and the TLP. Current residents can date past residents, however those decisions should be strongly thought out before perusing.

Good Neighbor Policy

Disturbing the peace in or around the TLP home is a serious manner that will result in disciplinary action. To ensure the sustainability of the programming, the cooperation of the neighbors of the TLP is absolutely mandatory. Loss of this relationship could very quickly lead to problems with TLP programming.

Grievances

It is not the goal of Lucie's Place or the TLP to create or enforce any rule/guideline that residents view as unnecessary or excessive. If this becomes the case, it should be brought up at a community meeting and conversation should be had between all the residents and the live-in staff member. In this meeting, the residents and staff member will come up a few different solutions to the problem

and then discuss further at the next community meeting and a solution will be found.

If a resident feels they are being treated unfairly by a staff person or by a fellow resident, they should request a grievance form. This form should be filled out and given to the live-in staff member, or the residents Case Manager.

Immigration Policy

Lucie's Place TLP will not discriminate based on one's citizenship status. In the TLP, residents who are undocumented should agree to peruse such matters with the appropriate legal assistance.

Non-Discrimination Policy

Lucie's Place takes discrimination very seriously and violations, even those made in jest, may result in serious consequences. residents of the Transitional Living Program cannot discriminate based on one's citizenship status, sexual orientation, gender identity, race, culture, sex, religion, language, (dis)ability or HIV status.

Lights Out

Residents of the TLP do not have a set 'lights out' time or policy. Residents are expected to go to bed at a reasonable hour and should keep noise to a minimum after midnight.

No-Shows

A 'no-show' is when a resident enter the residence 3 hours after their set curfew, or when the resident does not return at all. residents should be present at the TLP every night by curfew, with the exception of planned and approved absences. Failure to show up will result in a write-up

Personal Belongings

Residents will be expected to respect other resident's personal belongings. Theft of other resident's personal belongings will not be tolerated and will result in disciplinary action. If a resident ever feels they need something that they do not have, they should talk to their CM.

Physical fighting

Physical fighting will not be tolerated in or around the TLP house. Engaging in physical fighting will lead to an automatic discharge from the TLP program.

Harassment

Harassment of any kind, including sexual, physical, and verbal, will not be tolerated by residents of the TLP. Any sort of action seen as harassment will lead to disciplinary action.

Sex Work

Lucie's Place recognizes that different people engage in sex work for a variety of reasons, some healthy, some not. Lucie's Place wishes to promote legal employment and supports a safe and healthy worth environment. With this in mind, Lucie's Place will not consider sex work a valid form of employment for residents in the Transitional Living Program. Lucie's Place does not judge those who are currently engaged in sex work, or who have been in the past.

Sexual Contact

To ensure that all residents feel safe in the TLP, sexual contact is prohibited in and around the TLP facilities.

Smoking

Smoking inside any TLP facility is prohibited. This includes standing inside and smoking through doors, windows or balconies. Please step outside and away from any open door or window to smoke.

Substance policy

Lucie's Place strives to create and maintain a safe space for all of our residents in the TLP. Therefore, the possession and/or use of drugs, alcohol and/or related paraphernalia is prohibited. Residents entering the TLP struggling with issues around substances should let their CM know. We ask that residents do not enter the TLP house under the influence.

Travel policy

Residents of the TLP program requesting to travel may do so if they follow the guidelines stated by their CM. These guidelines include but are not limited to: proof of travel (copy of ticket); contact information at destination; set arrival and departure dates; resident must use all overnight passes before traveling.

Wake up policy

Residents are responsible for waking up on time to take care of their morning duties and travel to school/work. Staff will not make wake-up calls, however the resident should make it known to their CM if they need assistance waking up on time.

Weapons

Firearms are not permitted in or around Lucie's Place TLP. When leaving the house, residents are allowed to carry pepper spray and/or a reasonable sized knife (under 3") for self protection. These items should not be out while in the TLP home.

Exit

Residents staying in the program for the full two years should complete the exit form with their CM at the end of their stay. This form will help Lucie's Place stay in contact with you and will help improve the programming offered by Lucie's Place and the TLP.

Residents exiting the program early should first speak with their CM. **Residents leaving the program early on good terms will not be available to re-enter the TLP for one year. Residents leaving the program for disciplinary reasons or on bad terms will not be allowed back into the program.** This decision should be taken seriously and all other options should be considered. Residents leaving the program early will receive their \$200 deposit, except in situations approved by their CM.