

# Safe Parking Pilot Program for Families | 2018-19

Household: \_\_\_\_\_

Case Manager: \_\_\_\_\_

Clarity ID#: \_\_\_\_\_



## Safe Parking Pilot Program for Families Community Guidelines

### INTRODUCTION

LifeMoves programs are designed to meet the specific needs of homeless men, women, and families and to assist participants with increasing self-sufficiency and moving to more stable housing. To help participants set and meet these goals, LifeMoves programs include shelter, case management, workshop groups, community activities, and cleanliness. In the following paragraphs, the term "program" encompasses all of these services and "program site" refers to:

**LifeMoves: Safe Parking Pilot Program for Families at Seven Trees Community Center.**

**Non-Discrimination Policy:** It is LifeMoves policy to treat our clients without regard or consideration for the individual's race, color, religion, sex, age, national origin, ancestry, physical or mental disability, veteran or marital status, medical condition, pregnancy, sexual orientation, or any other basis protected by federal, state or local law. To comply with applicable laws ensuring equal opportunities to clients with a disability, LifeMoves will make a reasonable accommodation for the known physical or mental limitations of a client with a disability unless undue hardship would result.

### PARTICIPANT'S BILL OF RIGHTS

- a. Participant's rights will be exercised in ways that also respect the rights of other participants. No one's rights are absolute.
- b. All participants are entitled to enjoy a safe and healthful living environment at the program site.
- c. All participants are entitled to be treated in a manner that respects their dignity and individuality.
- d. All participants with disabilities, personal and cultural differences are entitled to reasonable accommodations under fair housing laws when such accommodations are necessary because of their disability, personal and cultural identity. Safe Parking will accommodate participants' needs (expressed, implicit or implied) as long as such accommodation will not result to an essential change in the program or structure.
- e. All participants are entitled to remain in the program and not be involuntarily removed without good cause and just procedures.
- f. All participants are entitled to just and standardized procedures for determining eligibility, admissions, sanctions and discharges, and resolving grievances.
- g. All participants are entitled to reasonable privacy and confidential treatment of personal, social, financial, medical, mental and behavioral health records, except as necessary to further treatment, information and referral services and in compliance with the resident's written consent to release information.
- h. All participants are entitled to the full exercise of their civil, constitutional, and legal rights.

### ELIGIBILITY

The pilot program is available to homeless families. Households must include at least one minor child under the age of 18 years or younger. Pregnant households (without any other born children) are also eligible. The program participants are encouraged to show proof of a recent (within the past 6 months) negative TB-PPD test within 2 weeks of program entry, which is strongly encouraged for families that wish to graduate on to shelter programs. Participants will be referred to a free TB testing provider for their convenience. Proof of TB test does not limit enrollment. Families must have a functioning vehicle that is able to pull on and off the parking lot each day. For the families' personal safety outside of program hours, it is highly recommended that the vehicle has current registration, insurance, and the driver have valid driver's license. Any families who are enrolled into the program without these safety precautions will be highly encouraged to add these goals to their case plan immediately. In cases that participants are willing to contribute to their savings plan, the program should

be able to cover most costs for these items using flex funds. In cases that participants are hesitant to participate in the program, families can have a 1-2 night "trial-run" on the lot.

### **SOBRIETY AND CLEAN ENVIRONMENT**

The program strictly supports an alcohol/drug-use-free environment on the parking lot. Participants are expected to adhere to a treatment plan (if applicable) as a show of good faith in respecting program safety. The program will not tolerate any inappropriate behaviors related to alcohol and/or drug use.

### **LENGTH OF STAY**

The program length of stay and each families parking permit is good for 90 days from program enrollment. Families may submit an extension request (for a 30 day extension) 2 weeks prior to their 90 days to extend their time in the program for up to 120 days. Additional extension requests may be submitted at any time and will be provided extensions to participants based on need and availability. The monthly extension may (or may not) be granted at the Program Director & Case Manager's discretion under the following conditions:

- a) Program participant is in compliance with his/her case management plan and with program guidelines.
- b) Program participant is able to meet a core program goal (stable housing, employment, mainstream benefits, and increased self-sufficiency) within an agreed upon time period.
- c) Program participant's lot/space area is being maintained in a clean and tidy condition.

### **CASE MANAGEMENT**

Program participants are highly encouraged to meet with their Case Manager on a weekly basis for at least one hour to ensure that measurable goals are being met and to discuss any barriers to self-sufficiency. Families are encouraged to create their case plans with their case manager as soon as possible. The Case Manager is flexible to work around the client's schedule and is available to meet with the client off-site if more convenient for the client. In Case Management, the Case Manager and client TOGETHER will review the family's goals and accomplishments, and the Case Manager will assist with referrals to outside agencies and provide information about community resources as appropriate. Case management will cover the following:

- a) **Housing search** – to include regular housing search logs, viewing and applying for housing, creating a tenant portfolio and acquiring a credit report.
- b) **Financial planning** - to include referral to financial benefits (as appropriate), referral to financial counseling, assistance in budgeting.
- c) **Savings-** to create a mindset and habit of saving money for emergencies or future housing needs. If family would like to participate in savings program with LifeMoves, the family's savings are returned to participants upon program completion.
- d) **Improving self-sufficiency and skills** – to include working on/learning self-care, hygiene maintenance, coping skills, vocational skills, general life skills, etc.
- e) **Physical and Mental Health-** working on/learning, medication management, physical and dental exams, etc.
  - Special attention will be made to any participant who expresses intent to harm themselves or others.

Program participants are encouraged to promptly contact their Case Manager when any of the following occur:

- a) They require reasonable accommodation to program rules.
- b) They are going to be late for curfew or not utilize the program parking lot.
- c) Their sources of income changes.
- d) Loss of job, or change of employment, training or educational programs/schedules.
- e) They are having problems achieving personal and program goals.
- f) They are having problems with other program participants or staff.
- g) They are unable to attend case management meetings.

### **HOUSING FUND**

In order to support participants in their search for permanent living arrangements, LifeMoves has designed a Housing Fund program. This allows participants to save money in a secure account where they will not have access to spend the funds. Participants are encouraged to save at minimum of 30% of their income in a Housing Fund. If participants choose to invest in their future, they can make a savings deposit. To make a deposit, the participant must obtain a money order and make it out to "LifeMoves", submit it to their Case Manager and make sure they are given a receipt. It is important for the participant to save all the receipts. As the participants exit or graduate from the program, they must allow 48-hours for

check request processing. If the participant chooses to participate in the savings program, LifeMoves does provide a move-out "bonus" (up to \$250) to families that graduate from the program into permanent and stable housing in less than 75 days. An application for this bonus fund may be requested.

## SCHEDULE

- a) Parking is open for permitted parkers only in the overflow parking lot from 7:00pm – 7:00am every day. Program participants are responsible for respecting lot hours every day of the week. Staff do not monitor exits of participants from the lot on the weekends.
- b) Families must be actively preparing to exit the parking lot before 7:00am every morning (there are exceptions on the weekends). There is a grace period (of about 1 hour) for families to exit the lot. If families would like to utilize services inside the community center at 8:00am, we ask that they move their vehicles from the overflow lot to the main parking lot of the community center. Families are asked to sign out with staff by 7:00am if they would also like morning snacks.
- c) If families are on the program lot outside of program hours, program participants are responsible for their own properties, expenses, hygiene, and safety. Families are highly discouraged from staying on the lot all day during the weekdays.
- d) If families arrive to the site before 7:00pm, they must park in the main parking lot of the community center and actively utilize services within the community center/library upon arrival.
- e) Starting at 7:00pm, program participants can begin to move their vehicles to the program's parking lot. LifeMoves staff will arrive at 7:00pm to welcome and check-in the families to the parking lot. Please sign in with a LifeMoves staff member when you arrive to the lot and check out shower passes as needed.
- f) Quiet hours start daily at 10:00pm. LifeMoves staff and/or security will be available and present in the parking lot during quiet hours. All families should be inside or near their vehicles by 10:00pm. Families should not be loitering in other areas of the community center grounds after 10:00pm. If families are running late, we ask that they please contact the on-site staff person. If families are not going to be on the lot for the evening, we also ask that they please contact the on-site staff person to communicate this.
- g) Families can shower at the community center showers upon arrival at 7:00pm. The access to the showers is guaranteed for the participants of the program of 8:00pm-9:00pm. Families are encouraged to sign up for their shower time the night before to ensure a time for showering. After 9:00pm, families will have to use outside restroom facilities. There is no showers available in the outside restroom facilities. Please check out the restroom key with the appropriate on-shift personnel in the evenings.
- h) The community center is open from 8:00am-9:00pm Monday to Thursday and from 8:00am-7:00pm on Friday and from 9:00am-6:00pm on Saturdays. It's closed on Sundays.
- i) Security arrives at 12:00am-6:00am, Monday-Friday and 7:00pm-7:00am Saturday and Sunday. Security removes the cones from the parking lot driveways and leaves the lot at 7:00am on both Sunday and Monday morning at the end of their extended weekend shifts. Security dispatch may be contacted at 408-982-3622.
- j) LifeMoves staff will arrive in the morning before 7:00am Tuesday through Saturday to ensure that all families are signing out of the lot, getting snacks, and attending to any emergencies preventing families from leaving the lot.
- k) The Case Manager is available Monday through Friday from 11:30am-8:00pm. Please contact him/her for the time and place of the weekly appointments. The Case Manager can be reached at 650-218-0617.

## ATTENDANCE

Participants should be present most nights a week but this is not a requirement for participation as long as it is communicated to staff. Attendance is recorded on a nightly basis, and permit extensions may be determined on need and attendance. For participants that only want to participate in the program for case management, shower, food and other "drop-in" services, the scope of service will be determined by the Program Director.

- **Late Night Pass:** Participants may request a late night pass for work or housing related purposes. Appropriate reasons for a late night include work or medical emergency. Participants may return to the lot after 10:00pm on any night when communicated with the Case Manager or evening staff person.

- **Overnight Pass:** Participants are asked to check in with the evening Residential Services Coordinator if a participant does not plan to use the lot on a particular evening. Participants are also allowed overnight passes for inclement weather. If participants chose to stay off-site, they are responsible for their own properties, expenses, hygiene, and safety. Showers and other on-site resources (such as snacks and food and laundry soap) that are provided on a daily basis will be prioritized to families who are utilizing the program lot that evening.

### **SIGNING IN AND OUT**

For the safety of the site, the program asks that all program participants sign in and out of the lot each evening and morning of participation. LifeMoves will use the sign-in sheet for roll call in case of an emergency.

### **CHILDREN**

Adults are responsible for their children. Program participants are responsible for the supervision of their children and for their children's behaviors. No child may be in the lot or in the family's car alone unless the parent is also present on the program site. Children 6 years old and younger, must be within the line of sight of their parent. All children 14 years old and younger, may not be left alone on the lot property nor left alone on the community center property (unless enrolled in a children's program on-site). LifeMoves staff are mandated reporters of child abuse. Program participants are expected to discipline their children within the boundaries of state and federal laws. Any suspicion or reported child neglect, endangerment, or abuse will be reported to Santa Clara County Child Protective Services. Spanking, slapping, shaking, hitting, and name-calling (referring to a child as "dumb" or "stupid") can all constitute as abuse.

### **CHORES**

Program participants are expected to maintain a clean and safe environment by picking up/cleaning up after themselves. Participants may be asked to help maintain some areas of the program lot clean in exchange for a gift card incentive.

### **MEDICATION MANAGEMENT**

The participant must agree to adhere strictly to the medication and treatment as ordered by the physician. LifeMoves staff is not responsible for administering or dispensing medication. Participants should never sell or share prescription or over-the-counter medications. All participants are responsible for their own health and that of their families.

### **PERSONAL SPACE**

- a) Families (including children) may not be in another family's vehicle.
- b) Families may never enter another vehicle.
- c) All personal items should be properly stored inside or on top of the vehicle.
- d) To maintain a clean and healthy living space, please **DO NOT THROW FOOD/BEVERAGES/WASTE** on the street or in the parking lot. All trash must be properly disposed of in the provided trash cans.
- e) Proper hygiene must be maintained at all times. Urinating and certain grooming must be done in the bathroom.
- f) Program participants may **NOT** wash their vehicles or conduct any vehicle maintenance on the property.

### **PERSONAL BELONGINGS**

- a) LifeMoves is not responsible for lost, misplaced, or stolen belongings during the participant's stay. Participants are encouraged to safeguard their valuables. Please keep your vehicle locked at all times.
- b) Participants are required to take **ALL** belongings with them upon discharge.
- c) There is no storage available for program participants.

### **WORKSHOPS**

On occasion, there are educational or informative workshops offered throughout various times during the program stay to help support the participants' goals toward self-sufficiency and permanent housing. Staff will notify program participants when these workshops are scheduled and will provide incentives to the participants who would like to participate.

### **DRESS CODE**

Participants are expected to be dressed appropriately when walking from their vehicles to the community center and/or restroom facilities. Wearing shoes when walking outside is encouraged.



### **INSPECTIONS**

LifeMoves will respect the privacy of the participants' vehicles. However, in the event that a health or safety concern is brought to the attention of LifeMoves it will be discussed with the participants involved to correct the activities that may be causing or leading to these concerns. LifeMoves will work closely with the families to conduct interventions to mitigate any health or safety issues.

### **VISITORS**

Due to the number of individuals living on the property, personal visitors are prohibited on the lot. Confidentiality rules require that staff never confirm nor deny if an individual is a participant in the program. It is your responsibility to make arrangements to meet off-site with individuals you wish to visit. We understand that some individuals have periodic visits from probation officers, social workers, and other service providers; so please notify your Case Manager if you need a private space to meet.

### **PETS**

Pets are permitted in the participants' vehicles. For safety reasons, pets are required to be on a leash when outside of the vehicles. Animals may not be tied to the outside of the vehicle. Program participants are required to pick up after their animals. Only service animals are allowed inside the community center.

### **LAUNDRY**

Program participants are prohibited from washing and/or hanging their laundry anywhere on the site, inside of the community center restrooms, or outside of vehicles. Upon request, participants may receive a small backpack, towels and toiletry kits. It is the participant's responsibility to keep these linens clean. LifeMoves will assist in providing laundry detergent and coins to a limited extent for program participants for laundry purposes.

### **FOOD**

LifeMoves will provide non-perishable food to families depending on availability. Families will periodically receive hot meals at organized program "house meetings". Families will be notified in advance when meals are provided.

### **SMOKING**

All cigarettes must be properly disposed. Please do not smoke within 25 feet of the parking lot or neighbor fence line. Designated smoking areas are identified.

### **CONFIDENTIALITY**

LifeMoves staff is required by law to protect participant confidentiality. For this reason, staff cannot confirm nor deny participant involvement in this program without a signed consent.

### **EMERGENCY PROCEDURES**

In the event of an emergency, please follow the direction of the staff or emergency personnel. Program staff will call 9-1-1 if necessary. EVACUATION PLAN: If it is necessary to evacuate the facility/lot, follow the evacuation route directions. Staff and program participants should meet at Solari Park near the baseball diamond. If this location is also unsafe, staff and program participants should proceed to the front parking lot located off of Capital Expressway.

### **ILLNESS / CONTAGIOUS INFECTIONS**

To protect the safety of all program participants anyone with a contagious illness such as active TB, chicken pox, pink eye, lice, scabies etc., must communicate with their Case Manager in order to get the proper treatment. Participants with latent Tuberculosis must be under INH regimen to stay in the program.

### **WRITTEN WARNINGS**

Program participants must be able to conduct themselves and act appropriately in a group setting. Behaviors or actions that are disruptive, maladaptive and abusive will warrant a warning write up from LifeMoves staff. Falsifying information to your Case Manager could result in a written warning or possible discharge from the program. Program participants who have received many written warnings may be discharged from the program.

### **PROGRAM TERMINATIONS**

Please remember that all Federal, State, and Local laws will be strictly enforced. Should participants, friends or associates be suspected of illegal activity or disturbing the staff or other participants, the resident may be terminated from

the program. If for some reason participants are terminated from the program (e.g. violent conduct, not following the program guidelines, etc.), the participant agrees to leave by the time designated by staff. The participant will be given notice in writing whenever possible which will outline the reason and time of his departure.

## **GROUND S FOR IMMEDIATE DISCHARGE**

Program participants may exit the program at any time prior to their last scheduled program date. Program participants may be discharged from the program after receipt of three written warnings. Participants will be subject to immediate discharge as the consequence of violating any of the program rules below:

- a. **ABSOLUTELY NO ILLEGAL DRUG ACTIVITY ALLOWED ON THE PROGRAM SITE.** LifeMoves programs support clean and sober living environments. Any program participant suspected of using, selling, or storing drugs on the program lot may be asked to leave the program immediately. Violent behavior suspected by drug or alcohol use will not be tolerated on the program site.
- b. **ABSOLUTELY NO WEAPONS ARE ALLOWED ON THE PROGRAM SITE.** LifeMoves operates a safe living environment. Any participants suspected of concealing or using weapons will be asked to leave the program immediately and the appropriate authorities will be notified. Weapons shall include guns, knives, Tasers, mace and pepper spray, and all other devices whose primary purpose is to injure or kill. In addition, any object or substance used to attack or threaten another person will be considered a weapon.
- c. **ABSOLUTELY NO SEXUAL CONTACT OR OTHER SEXUAL ACTIVITIES** This shall include sexual harassment, sexual intercourse, oral sex, and the possession/viewing of sexually explicit or pornographic materials.
- d. **ABSOLUTELY NO PHYSICAL ASSAULT, GESTURES, OR THREATS OF VIOLENCE, AND ABSOLUTELY NO VERBAL ABUSE INCLUDING OFFENSIVE LANGUAGE, HARRASSMENT, AND RACIAL SLURS** directed toward LifeMoves staff, volunteers, or other participants will be tolerated. Participant behavior deemed by staff to warrant intervention by police or other emergency personnel is cause for immediate discharge.
- e. **ENGAGING IN ANY ILLEGAL ACTIVITIES ON OR OFF PREMISES.** Staff will notify the police if deemed necessary. Participants are prohibited from stealing, gambling, trading, selling or buying personal belongings.
- f. **DESTRUCTION, VANDALISM OR THEFT OF THE PROGRAM SITE OR ANOTHER CLIENT'S PROPERTY.**

## **APPEALS**

Participants who do not agree with a decision made by staff regarding denial into the program, termination, or consequences related to program violations may appeal. In order to do so, you must submit your appeal in writing before your termination deadline or within one day of the incident in question. Your Case Manager is available to assist you in writing your appeal. Your appeal will be decided by the Program Director and Case Manager. Whenever possible the Program Director will meet with you and your case manager as a part of the appeal decision. You should receive a written response from the Program Director to your appeal as soon as possible. If you wish to continue with the appeal process you may request that the Program Director Committee review your situation. This request must be made in writing immediately after receiving the decision from the Program Director. The Program Director Committee will review your written appeal, consult with staff and when possible review your case file and/or meet with you. The Program Director Committee will provide a final decision in writing as soon as possible. During the appeal process you may remain on the premises even if it goes beyond your termination date unless your remaining represents a threat to anyone's safety (i.e., violent conduct, disorderly conduct). If the appeal decision is that the termination is upheld you are expected to comply with that decision and the termination date given on the written response.



We have read, received a copy and understand the Community Guidelines for the Safe Parking Pilot Program for Families. We agree to abide by them. We understand that occupancy of a lot space at Seven Trees Community Center overflow lot is a necessary incident of program participation and that our participation is in no way establishes a landlord-tenant relationship under the civil code.

We agree if our temporary and limited use of the facility and program is terminated, that we will leave voluntarily when asked by staff. If we do not, we understand that the police can forcibly remove us as we will be considered as trespassers on the property.

Signature of Adult \_\_\_\_\_

Signature of Adult \_\_\_\_\_

Date \_\_\_\_\_

Signature and Title of Staff Member

\_\_\_\_\_