

TITLE: Guidelines/Expectations for C2C

🞏 Policy Date Instituted: 6/18/2018

🞏 Procedure Approved by: Tom Myers

Applicability: C2C

Exhibits:

**OPERATING GUIDELINE**

1. A client will establish relevant goals and action steps for ending their homelessness. Their case manager will challenge, encourage, and provide accountability to the client for making progress.
2. A client is allotted a 30 day stay at URM as long as they are making progress on their goals. Exceptions to this will be decided by the Shelter Manager and Shelter Advocate/Case Managers on a case by case basis.
3. A client will be assigned a bed in the 300 hall and will be expected to be at the mission every night. Curfew is at 6pm unless otherwise excused. The client will be allowed 3 excused absences during the 30 days. He must inform the case manager beforehand and it must be verifiable.
4. A client in the C2C program must leave the mission on weekdays except on the day they meet with their case manager unless other approval is given. The weekdays they are not in the mission should be used for outside appointments with community resources and accomplishing their action steps.
5. A client in the C2C program is encouraged to attend evening chapel service and Sunday morning church service at the mission.
6. A client who fails to make weekly progress will be removed from C2C and transferred to overnight status. Their days in the program will be deducted from their remaining days as an overnighter (if any) and if their days have been exhausted then they will be asked to leave for 30 days.
7. Clients in the C2C program that are making weekly progress and reach their 30 days, will have their stay extended a week at a time as progress continues to be made. Additional weekly reviews determine ongoing eligibility.
8. Any client who wants to participate in Steps/Kitchen Prep while the classes are in session prior to the 2 week orientation period may have his stay extended. The client must have been interviewed and accepted into the programs.
9. Clients can use the computer lab during approved times, for job and housing searching only. Clients must sign in and out at the guest services desk for the computer lab. Clients may not visit prohibited websites at any time. The misuse of the computer lab could result in termination from URM programs.
10. Clients that are assigned a bed in the dorm room will be required to strip their bed every day. Clients will also be assigned a towel that they will check out from laundry daily.
11. Clients in C2C will follow the same guidelines for laundry as the overnight clients.
12. The clients in C2C will be subject to random UA’s and BA’s. They will lose their privilege if any test comes back positive and return to an overnight status.
13. If the client leaves any program voluntarily he may not apply to any URM program for 30 days. Any client who is asked to leave any URM program for disciplinary reasons cannot reapply for any URM program for 90 days.
14. Exceptions to established guidelines will be determined by management and may include inclement weather or other extenuating circumstances.

**I have read these guidelines. I understand them and will abide by them.**

Client Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

URM Staff Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_