

# Aftercare: Transitional Support Participant Handbook



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## Welcome

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Welcome to Rebound. We are glad you are here with us!

After Care Transitional Support Program “*ATS*” is a two-year, drug and alcohol-free, transitional support program operated by Rebound, Inc. a Minnesota nonprofit corporation. We have high expectations for you, and you should have high expectations for us. This Program Agreement (“*Agreement*”), which covers Program terms and residential requirements for working with *ATS*, is a legal contract that sets out the terms of your participation in the Program. Please read through each statement. Your signature at the end will indicate that you agree with the entire agreement.

## Aftercare Transitional Support

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*ATS* is committed to supporting participants in being successful in the community. To this end, the following services are provided:

- 2-year housing/rent subsidy. Subsidy is based on your income.
  - Participants pay no more than 30% of their gross income, up to 50% of total rent, towards housing costs, including utilities each month.
- Social and interpersonal skill development groups
- Mental Health Assessment
- Psycho-social groups
- Transition and life skills development
- Family Support
- Substance Abuse support

# Program Expectations

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## Overview

You will spend 25-30 hours each week working towards program goals. These hours may include work, school, weekly groups, therapy, treatment, meetings with rebound Staff, and other activities as approved by your Case Manager. You and your Case Manager will discuss program expectations, set goals and plan for services that are helpful to meet those goals. We will make the final decision regarding those services, you will attend Meetings with your Case Manager at least once a week, as well as attend other scheduled meetings and workshops.

## Goal Plan

Your Goal Plan, to be completed before you move-in, defines goals and strategies that are tailored to your needs. It will cover the following topics:

- **Permanent Housing-** You will start working on your permanent housing goal by the fourth month of your participation in ATS.
- **Education/Employment-** You will complete an assessment with the Education/Employment Coordinator within one month of entering ATS.
- **Drug & Alcohol program (if applicable)-** If you have a history of substance abuse, you will be expected to have support around drugs and alcohol. That may consist of weekly support groups, education, or therapy.
- **Remaining Law Abiding-** Rebound's expectation is that you will follow all laws and, if applicable, rules of your probation. FAILURE TO DO SO WILL RESULT IN REPORTING TO PROBATION.
- **Therapy-** Rebound's expectation is that you will meet individually with a Therapist for a well-being assessment upon entering the program. You and your therapist will decide if ongoing therapy will continue.

## Education and Job Training Programs

You may be enrolled in an educational or job training program to help you with your educational and employment goals. Time spent on homework and classes will also count towards your education and employment goals. Once you have obtained permanent employment, you will be required to bring in the following information on your employer letterhead: date of hire, days and hours of work, and rate of pay. Afterwards, you will be required to submit monthly check stubs to verify employment.

## **Case Management, Education and Employment Meetings**

- **Weekly:** Your Case Manager will schedule weekly appointments for you to discuss your goals, including those related to education, training and employment; permanent housing and independent living skills; your children's school progress; medical care; and money management. These meetings will be held at the same time each week.
- **Four times per Year:** At review sessions four times per year, you and your Case Manager will discuss your progress, strengths, and areas in need of improvement. You will agree on adjustments to the goals in your Goal Plan, if necessary. Upon reaching an agreement on such a change, you and staff will sign a new plan.

## **Group Meetings**

In addition to individual meetings described above, you will attend weekly participant meetings, and also emergency meetings as required by staff. The weekly meetings will be held on CASE MANAGER WILL DETERMINE

## **Substance Abuse Recovery**

If you have a history of substance abuse, you will be expected to complete a Rule 25 assessment and follow the recommendations for your recovery. This may include weekly recovery group meetings or other treatment programs. Staff may test you if they suspect that you may be using drugs or alcohol.

## **Attendance and Punctuality at Meetings**

You must be on time for all meetings and stay until they are over. You are considered absent if you are more than 15 minutes late, unless you notify staff in advance that you will be late. If you know that you will miss a meeting, you must notify staff 24 hours prior and explain your reason to the Case Manager. In an emergency, you must notify staff as soon as possible. If you miss more than two meetings in a 90-day period without an approved excuse, such as a confirmed medical appointment or an employment obligation, you will be subject to disciplinary procedures. The Case Manager may grant exceptions to these requirements.

# Occupancy Requirements

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## Length of Program

Your participation in the ATS will not exceed twenty-four (24) months. Rebound may dismiss you from the Program and stop providing your housing subsidy for violating the rules in this Handbook. You can leave the program at any time by giving staff at least 30-days written notice. If you choose to leave the program, you will be responsible for the full payment of your monthly rent, due to UHW.

## Not Your Landlord

**Rebound, Inc. partners with Urban Homeworks (UHW) to place ATS Program participants in apartments. Participants then hold a lease directly with UHW and are subject to all rights and responsibilities as a tenant. Because of this, your participation in the ATS program can be terminated without the requirement that you vacate your apartment. However, if you are terminated from the ATS program, your rent subsidy will stop.**

## Probationary Period

Your participation in the program is probationary for the first 28 days. Rebound may extend this period at its discretion. During the probationary period, if Rebound staff determines that you are not able to participate fully in the program you will be dismissed. At the end of the probationary period, if you have complied with all Program rules set out in this Handbook and all goals set out in your Goal Plan, you will be accepted as a Program participant of ATS.

## Abandonment of premises

Refer to UHW lease.

## Rent Subsidy

Rent subsidies are based on unit size and your income. You will not pay more than 30% of your monthly income, up to 50% of total unit rent. A rent subsidy will pay the remaining balance of your rent, provided that you remain in the program. Your portion of the rent is due by the 1<sup>st</sup> of each month TO REBOUND.

Rebound will pay your total rent by the 1st of each month. Your rent is late if it is not paid by the 5th of the month. If rent is paid after the 1st of the month, a \$25 late fee is due to REBOUND AT THE TIME OF PAYMENT. If rent is not paid by the 15th of the month you may be subject to program termination.

## **Truthfulness**

You will always provide Rebound with true and complete information. You understand that Rebound relies upon the information you give them, and you promise that it will always be accurate.

# Financial Requirements

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## **Security deposit**

Deposit amount is \$400. Financial Assistance is available through AC, if needed. Financial Assistance will be determined by the AC Program Coordinator. FAILURE to comply with your DEPOSIT AGREEMENT will result in disciplinary action, as specified in this handbook.

## **Savings**

You will save a percentage of each month's income in order to prepare for the costs of maintaining permanent housing and living independently. This percentage will be determined in your Goal Plan. These savings will be held in a bank account in your own name. You will verify your monthly balance with your Case Manager.

# ATS Rules

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In addition to the terms outlined in your lease with UHW, Rebound maintains the following rules to support participants in remaining in housing:

## **Cleanliness**

You must keep your apartment clean. You must also dispose of your garbage and recycle materials properly.

## **Damages and Repairs**

You are responsible for any damages to your apartment and for any damage you may cause elsewhere on the premises. Rebound will deduct any repair expenses from your security deposit. Deductible expenses include, but are not limited to, physical repairs, furniture repair, key replacement, lock changes and stolen property.

## **Entry**

Rebound has the right to inspect your apartment/room at any time. Staff may perform a health and safety check of each apartment as needed. On occasion potential or current funders may tour ATS. This may include a tour of your living quarters. Rebound employees and agents may also enter and inspect your apartment and common areas at any time to check that you are following the signed Agreement. 24 hour notice is required.

## **Keys and Locks**

You may not duplicate keys, or lend them to children or visitors. For safety purposes, please inform staff of lost **card keys (fobs)**, apartment keys and mailbox keys immediately. Refer to UHW lease.

## **Fire Safety**

For safety reasons, you must maintain a clear exit path to the front door or window of each room at all times, and your front door should be able to open completely. You must also comply with fire safety protocols of the apartment building and inspectors.

You should know which doors and exit to the outside and where fire extinguishers are located throughout your building.

## **Pets**

**Pets of ANY kind, are DISCOURAGED and may be prohibited depending on the building in which your unit is located. This includes, but not limited to Reptiles, Cats, Dogs, Bugs, Rodents (Guinea Pigs, Rats, Mice, Ferrets, Etc.), Etc.**

## **Regular guests and visiting hours**

You may have a maximum of two adult guests at one time. You are responsible for the behavior of your guests. Rebound may ban any guest causing problems or disruptions. You may NOT leave guests alone in your apartment at ANY time for ANY amount of time. You will escort your guests to and from your apartment.

## **Overnight Guests**

Refer to UHW lease. Guests are only allowed to stay overnight 14 days per year TOTAL.

## **Quiet Hours**

Quiet hours are enforced every day of the week 10 pm- 7 am. Noise complaints with the city and eviction because of noise complaints are out of Rebound's control. During quiet hours keep voices televisions, radios, and other noise-making devices at a low volume.

## **Smoking**

You may NOT smoke inside your **apartment**. When smoking outside you must be 20 feet away from the entrance to your building.

## **Inspection on Move-Out**



If you leave the Program and move out of your apartment during the course of your participation with ATS, ATS staff will conduct the final inspection/inventory of your room and apartment. You agree to leave the premises neat and in clean condition when you vacate and to return all keys/key cards to the staff. Staff will discard any personal property that you leave.

## Violence

Participants whose life circumstances pose a risk to safety of themselves or others may be asked to leave the program. This includes Domestic Violence situations.

**Safety** is our number one priority. To insure your safety, and those around you **MUST** adhere to the following, at **ALL** times:

1. **Weapons are forbidden.** This includes things that look like weapons or could be used to hurt others. Anyone with weapons will be arrested. THIS INCLUDES ALL GUESTS.
2. **Drugs & Alcohol are forbidden.** This includes prescription medication that has not been prescribed to you. Anyone with drugs will be arrested and terminated. This includes Marijuana, Pills, Lean, Etc.
3. **Violence is not tolerated.** No resident or staff person will assault – either physically or verbally – another person or themselves. Anyone who commits physical violence will be arrested.
4. **Any children on the property will need to be supervised at all times.** Children are not to be left alone at ANY time.
5. **Touch only your belongings.**
6. **Property destruction is unacceptable** and you will be expected to fix, repair, or replace any property that you ruin or destroy. This includes the walls. Repeated behavior may result in termination.

# Conflicts, Discipline, and Dispute Resolution

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## Introduction

The Program has clearly defined goals and expectations. The rules described in this Agreement are designed to help you achieve these goals. ATS is also a community that is built upon respect

for the rights of others. Program rules, including the disciplinary process, are designed to both help you succeed and ensure that other's rights are maintained.

## **Reminders**

A violation of any of the rules described in this Agreement may result in a Reminder. Staff will document Reminders in your file.

## **Write-ups**

Once you have received a Reminder, for the next 90 days any violation of any rule described in this Agreement may result in a Write-up.

## **Behavioral Contracts; Dismissal**

If you accumulate 3 Write-ups in a 90-day period, you will be placed on a Behavioral Contract. A Behavioral Contract results in a probation period, in effect for up to 90 days, during which any further violations may result in immediate termination of your participation in ATS and loss of your housing subsidy. Being terminated from this program does not necessarily ban participants from all Rebound services.

## **Conflict Resolution**

While conflict is a normal part of all healthy relationships, how you deal with conflict will partially determine whether or not you can remain in the Program. Any threat of a physical nature and/or verbal abuse toward staff or any participant may result in immediate termination from the Program. If you cannot resolve a conflict with another party yourself, ask your Case Manager to mediate. If the conflict concerns your Case Manager or any member of the ATS staff, please contact the Executive Director of Rebound, Carmeann Foster at 612-558-6259.

## **Immediate Termination of Participation**

Some rules are so important that a single violation may result in immediate termination of Program participation and loss of your rent subsidy. These include:

- **Violence, threats, or possession of weapons.** If a violent incident occurs, including threats or domestic violence, Rebound Staff will call the police and file charges. No Weapons are allowed on the premises. Staff may confiscate any articles they believe are being used in a threatening or combative manner.
- **Possession, use, or sale of illegal drugs or alcohol.** Rebound will terminate your participation for possession, sale, or use of any illegal drugs or alcohol, or for being under the influence of these substances while on the premises. **No one under the influence of drugs or alcohol is allowed on the premises.**

- **No illegal sexual activity.** Rebound participants may not engage in prostitution/sex trafficking/pimping.
- **Disruptive behavior.** Rebound may terminate your participation for any activities that unreasonably interfere with the comfort, safety or enjoyment of other residents, staff, or neighbors, including theft; willful destruction of property; and breach of confidentiality.

**All violations will be reported to probation.**

This list does not include every rule that you must follow. Other rules are set-out in this handbook.

# Consents

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## Medical

### Urine Analysis

You consent to random drug testing performed on site by ATS staff. You understand that this testing may include urine analysis and alcohol swabs. Rebound will seek to perform the testing in the least intrusive way possible, with your privacy respected as much as possible. You also understand that, if you test positive, Rebound may ask you to participate in additional groups, classes, and/or meetings to support your efforts to stay clean and sober.

### Substance Abuse Consent to Release Information

You give permission to Rebound to receive and access the results of your random drug testing from any outpatient facilities where you may be enrolled to address your substance use. The purpose of this information is to support you in maintaining your sobriety and maintain the safety of the Program. As a result of the testing, ATS staff may recommend that you seek additional services for yourself. These services may include, but are not limited to, enrollment in an outpatient recovery program full-time, enrollment in a residential program, or enrollment in therapy.

### Program Recovery Agreement

If requested by Rebound, you agree that upon entering ATS you will work with your Case Manager to achieve the following recovery plan goals:

- You will remain free of alcohol and other drugs while living at ATS.
- You will see a counselor who will work with you on issues related to abstinence from alcohol and/or other drugs.
- You will attend 12-steps meetings (for example Alcoholics Anonymous or Narcotics Anonymous) or other recovery programs and support steps as discussed with the ATS Case Manager.
- You will discuss the progress of your recovery plan with your ATS Case Manager at your weekly action plan meeting.

You have read, understand, and agree to follow all the conditions above. You further understand that not staying sober (alcohol or drugs) could jeopardize your participation in the Program.

## **Public Relations**

Throughout your participation in ATS, Rebound may take photos, make videos, record voices, and tell people's stories to communicate what we do to a larger audience. This is one way that Rebound gains support for its programs. You consent to allow Rebound to use your image, and/or voice, and/or story, and/or name as indicated above in any and all media, including, without limitation, video, print, and electronic form (together, "Materials"), in such manner as Rebound may deem advisable. Rebound may make the Materials available in its sole discretion to third parties, on Rebound's website, in Rebound's publications, or through any other media, including social media sites. You understand that you are not entitled to inspect or approve versions of the Materials prior to their use, or to receive any payment. You grant to Rebound all copyrights and any other rights you may have in the Materials, including, without limitation, the right to copy, edit, change, transfer, or otherwise use the Materials as Rebound sees fit in its sole discretion.

## **Confidentiality**

Client will keep confidential and will not disclose or use - other than in connection with the Program - any confidential information you furnish, without first getting your written approval, except to the extent that such confidential information is required to be disclosed by law. This confidential information may include your education/employment progress, updates from your Case Manager as they relate to your Goal Plan, and details disclosed at individual therapy sessions.

You understand that Client may be legally required to inform appropriate individuals, including law enforcement and other government authorities, when (a) ordered to do so by a court; (b) you are a danger to yourself or others; (c) you contract certain diseases that may pose a risk to public health; or (d) we suspect that you have committed child or adult abuse.

You are likewise bound by rules of confidentiality as a means of protecting the safety and privacy of all participants. If you disclose the name or any information about another participant or his/her children to anyone other than Rebound Staff, Rebound may take disciplinary action, including dismissal from the program

# Client Rights

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## **No Waiver by Inaction**

A decision by us not to dismiss you from the Program or take other action because you violate a rule does not waive our right to dismiss you in the future in response to another violation, including a violation of the same rule. Any waiver of any term of this Agreement must be in writing and signed by us.

## **Rebound Remedies**

Rebound reserves all remedies available to it. Rebound's decision to use or not use a right it has under this Agreement does not affect its right to do so in the future. Rebound's rights and remedies under this Agreement are cumulative and in addition to all rights and remedies given to it under applicable law.

# Grievance Procedure

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## **Grievance Procedure**

If you have been terminated from the Program (“Denial of Service”) for violating a Behavioral Contract, you may submit to the Case Manager a written petition requesting readmission. You must submit that request within 48 hours after the Case Manager gives you that notice. If this petition is denied, we will notify you about the external grievance process.

If you believe that you have been unfairly treated during your participation in the Program, you should discuss this matter with the Case Manager. If you are not satisfied with the Case Manager's decision in the matter, you may ask to speak with the Executive Director of Rebound.

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## About Rebound, Inc.

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Rebound, Inc. believes in the ability of the young people we work with to build resiliency. Resilient people are able to take a fall, get back up, re-evaluate the situation, try again, and be successful. We believe that all the young people that walk through the door of Jelani House have the ability to rebound and be successful, and staff exist to help Residents find and develop the necessary tools to be resilient: Competence, Confidence, Connection, Character, Contribution, and Coping.

**Competence** – Rebound, Inc. believes in your abilities to set goals for yourself, to work hard to accomplish those goals, and to be successful now and in the future.

**Confidence** – Rebound, Inc. believes that all young people have different and unique gifts that will make the world a better place. For some people, it is difficult to recognize their own gifts and to trust that those gifts are important and to be used. People with confidence know how important their gifts are, and believe that what they do matters and will help the world. The Rebound, Inc. staff is dedicated to helping build the confidence of Residents by honest and helpful critique of the Resident’s work, suggestions for improvement, and honest praise and positive feedback. All Residents are expected to practice giving and taking positive feedback from each other and staff, to take a chance on themselves and their skills, and to ask for help (and offer it to others) when it is needed.

**Connection** – Rebound, Inc. believes that “it takes a village to raise a child.” We believe that all people, regardless of age, need to have positive connections in their community in order to feel safe, to become a positive influence on others in their community, and to make positive and healthy choices for their future. Rebound, Inc. encourages ongoing and positive connections to the community so that after Residents leave Jelani House services they continue to have healthy connections and social support in their community.

**Character** – Rebound, Inc. is dedicated to helping Residents define, develop, and discuss their values. To have “character” is to live in a way that is healthy and productive to yourself, your family, and your community. Rebound, Inc. encourages the following values: Respect, Responsibility, Honesty, Caring, Intelligence, and Spiritual development.

**Contribution** - Rebound, Inc. believes that all young people have different and unique gifts that will make the world a better place, and will provide avenues for Residents to practice using their gifts, to develop new gifts, and to recognize how their talents can be put to use to be successful.

**Coping** - Rebound, Inc. is dedicated to helping Residents build healthy coping mechanisms to use throughout their lives. Coping strategies refer to behavioral and psychological efforts to get through, handle, reduce, or minimize stressful events. All people have stress in their lives, all people make mistakes, and all people need to learn how to evaluate the situation, understand the

consequences of their actions, recognize all options available to them to move forward, and choose the most positive choice to minimize negative consequences.

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# AC Transitional Support Handbook Sign Off Form

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By signing below, my signature indicates that:

1. Agree to all of the program requirements, rules and expectations.
2. I Understand that my lease is with Urban Homeworks, and not Rebound.
3. I understand that if I am terminated from the Aftercare Supportive Housing Program, my housing subsidy will END ON THE DATE OF MY TERMINATION.  
Note: THIS WILL MAKE YOU 100% RESPONSIBLE FOR THE FULL AMOUNT OF YOUR RENT DUE TO URBAN HOMEWORKS. YOUR RENT WILL NO LONGER BE BASED ON YOUR INCOME AND YOUR RENT WILL GO UP.
4. I understand that if I am evicted by Urban Homeworks for breaking the terms of my lease, this will make me ineligible for further housing placement through Aftercare Supportive Housing. NOTE: AFTERCARE CAN HELP YOU FIND OTHER HOUSING BUT THERE WILL NOT BE A SUBSIDY THROUGH REBOUND.

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Participant's Printed Name

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Participant's Signature

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Rebound Inc. Staff's Printed Name

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Rebound Inc. Staff's Signature

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Date

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