



*We believe...*

**EMPLOYMENT + HOUSING =  
ENDING HOMELESSNESS**

# **Family Emergency Shelter**

## **HANDBOOK**

January 2024



**3333 East Van Buren  
Phoenix, AZ 85008  
602-889-0696  
UMOM New Day Centers, Inc.**

Welcome to UMOM New Day Centers, Inc.

The UMOM New Day Centers Participant Handbook serves as a tool for you to learn about the program and a comprehensive list of rules and expectations for this program. Violating these rules and expectations may affect your success in the program and may result in an intervention from the UMOM New Day Centers Emergency Program Staff.

### **How Does the Program Work?**

UMOM New Day Centers Emergency Shelter Program is a shelter program for families, providing living quarters, meals, case management, life skills, education, parenting support, supportive services, employment services, employer events, and health care services.

- Each family is reviewed in a case conference meeting every 30 days to determine whether they are meeting the Continued Stay criteria in the program and what supports may be needed for their success.

### **Case Management**

- Your Case Manager is your primary contact during your stay at UMOM.
- Your Case Manager will assist you in developing a case plan, an outline of goals to be completed during your stay, and a plan for where you would like to go when you complete our program. This plan is critical to your success.
- You will meet with the Case Manager weekly to discuss any questions/problems, review Case Plan, celebrate your success, and discuss any barriers you face.
- Anyone on the case management team can assist you if your case manager is not on site.

### **Employment Services**

In addition to your housing goal, it is essential that you devise an employment goal with short-term and long-term employment objectives.

- UMOM's Workforce Development Specialists can assist you with career planning, job readiness, job leads, job fairs, and employment coaching.
- Resources to support employment, such as bus passes, gas cards, clothing, certifications, and more.

### **Homegrown Food Service Training Program**

- The UMOM Homegrown Training program is available for participants interested in pursuing a career in food service. The program includes barista, kitchen, customer service, and job readiness components. Speak to your Case Manager for more information about the program.

**Wellness Center**

The Wellness Center provides integrated primary care, behavioral health, and care coordination, including health screenings, immunizations, and referrals/coordination of dental/medical services.

The Phoenix Children’s Hospital (PCH) is on-site three times a week to provide medical care for participants 24 years of age and under. Circle the City is on-site two times a week to provide medical care for participants (no age restrictions).

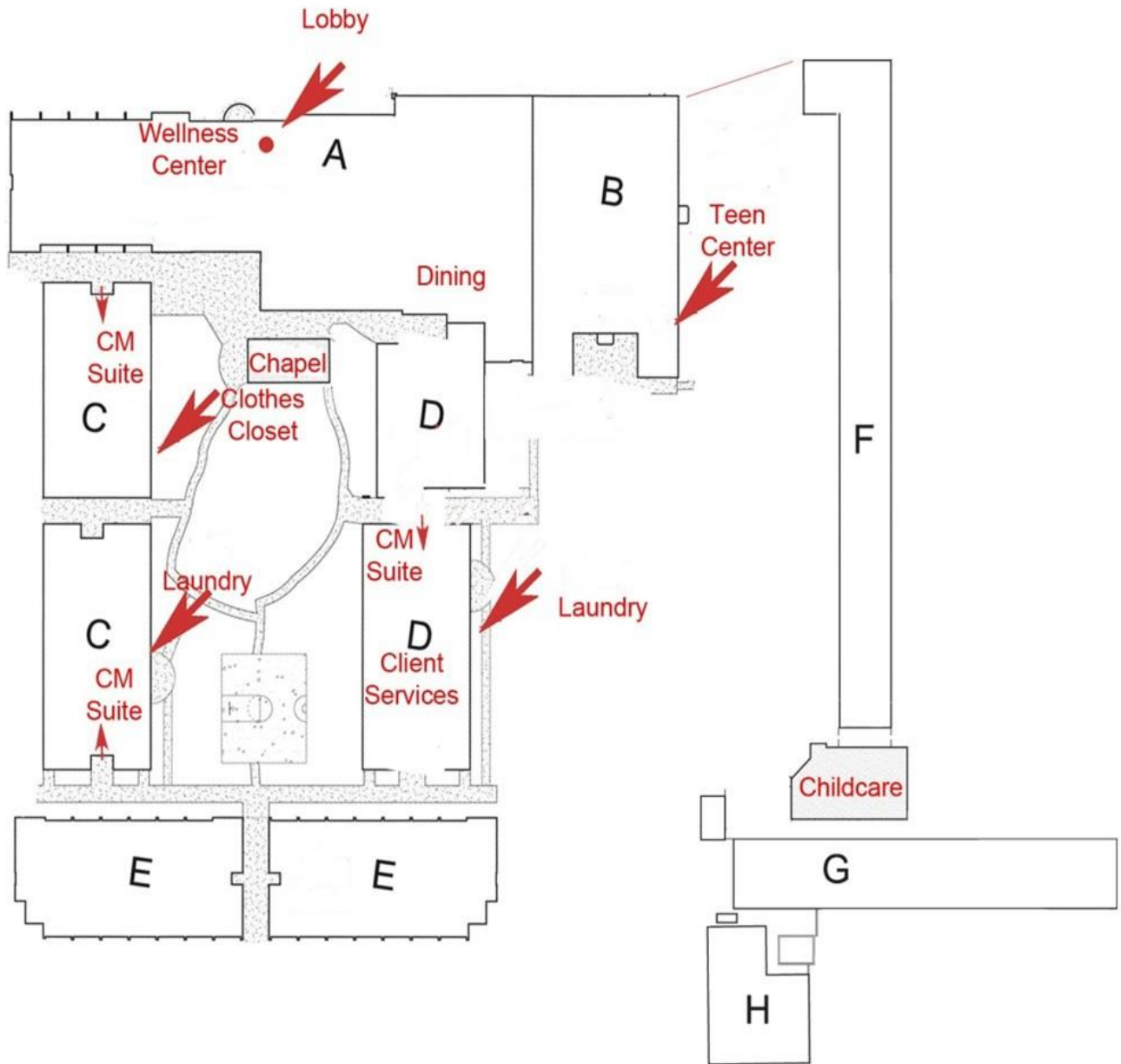
**Wellness Center Schedule:**

Monday	Circle the City	9 am-6 pm
Tuesday	PCH	9 am-12 pm; 1:30 pm-5 pm
Wednesday	PCH	9 am-12 pm; 1:30 pm-5 pm
Thursday	Circle the City	8 am-12 pm
Friday	PCH	9 am-12 pm; 1:30 pm-5 pm

**Boys & Girls Club**

Boys and Girls Club is on-site for children ages 5-18 currently enrolled and active in school. Annual membership is also available for families after they leave Day Centers. For more information and application, please see your case manager.

# Van Buren Street



## UMOM Family Shelter Rules

1. I/We will ensure that my behavior is always safe and promotes the safety of myself and others by providing that I treat staff members, other participants, service/assistance animals, and guests with dignity and respect. I/We understand that verbal and physical abuse/violence, violent threats, or inappropriate behavior will not be tolerated and will result in an immediate involuntary exit from the program.
2. I/We understand that UMOM has zero tolerance for firearms on the property. Any firearms on the property will result in an immediate, non-appealable involuntary exit.
3. I / We understand that UMOM has a zero-tolerance policy for using dangerous drugs on property and the possession of dangerous drug paraphernalia. Any use of dangerous drugs on the property or found dangerous drugs paraphernalia with the smell of dangerous drugs in the room or suspicion of use on the property will result in an immediate, non-appealable involuntary exit. I understand that using or selling illegal drugs will result in an immediate involuntary exit from the program.
4. I/We will not possess any dangerous items that may be perceived as a weapon at the shelter (**Ex: BB guns, Pepper Spray, Knives, Screwdrivers, and anything sharp**).
5. I/We will allow UMOM staff members to enter my /our assigned room at any time without advanced notice if they believe my safety or the safety of others is in question. This includes completing room and belongings checks or searches, wellness checks, and maintenance checks for repairs. Signing the intake form gives UMOM staff consent to enter and search your room and belongings. Failure to comply with space and belongings searches will result in an immediate involuntary exit from the program.
6. I/We will utilize the room assigned to me/us nightly. I/We understand that a Case Manager must approve all absences. Unexcused absences may result in an exit from the shelter. Three consecutive unexcused absences may result in an involuntary exit from the program.
7. I/We will not have any guests enter the shelter and the room assigned to me/us. I/We understand that anyone other than my/our family who resides in the shelter is not allowed on UMOM property. An unauthorized guest will result in an involuntary exit from the program.

**I /We have read and agree to abide by all the rules outlined in this document and understand that:**

- **It is my/our responsibility to know the rules, and I/We will be held accountable for not abiding by them.**

- **These rules may change occasionally, and I/We will receive written notification of any changes.**

## **UMOM Family Shelter**

### **General Standards and Expectations:**

1. I/We will not possess alcohol (open or closed container), marijuana, illegal drugs, paraphernalia, or unlabeled pills not prescribed to me /us at the shelter. All medications should be safely stored and labeled. I /We will not sell, share, or buy any drugs or medicines at the shelter.
2. I/ We will be expected to wear proper clothing in the shelter. This includes a top, bottom, and shoes. All private areas and mid-drifts must be covered while on campus.
3. I/ We will be expected to follow the good neighbor policy, including the service /assistance animal policy.
4. I/ We will be expected to meet with your Case Manager weekly to address any barriers and work to end your homelessness.
5. I/ We will be expected to smoke/use vapes in the designated areas only. I/ We will not burn candles, oils, incense, sage, or cedar in the shelter.
6. I/ We will not steal or vandalize the shelter's property.
7. I/ We will be expected to keep the room and linen assigned to me /us clean. I/ We will be expected to store all food/drink items in proper containers and the fridge.
8. I/ We will be expected to sign in, and out at the front desk every time I/ We enter or leave the shelter.
9. I/ We will be expected to observe the quiet hours (in the room and the courtyard) between 10 P.M. – 6 A.M.
10. I/ We will be expected to be responsible for the care and supervision (direct eyesight and earshot) of my /our child(ren) throughout my stay at UMOM.
11. I will be expected to follow the current UMOM Community Contagious Disease Agreement.

**I/We understand that failure to adhere to the standards and expectations may result in a Notice of Violation. I/We know we will need to respond to the Notice of Violation within 24 hours of receiving the notice. Failure to do so may result in an Involuntary Exit.**

### **Supervision of Children:**

- Children under the age of eighteen must be supervised. Supervision is defined as keeping children within eyesight and earshot and close enough to intervene in an emergency or incident, including when children are on bikes, skateboards, hoverboards, etc.
- Remember that you will be held responsible for your children's actions and any children in your care.
- Children 13 years old and older may have a Teen Pass and supervise their younger siblings in their room and at mealtimes without a consent form but may not babysit for non-siblings under any circumstances.
- Adult participants may babysit each other's children with a signed and CM (Case Managers) approved Consent to Care form. See CM for details. Consent to Care for weekends must be signed by close of business on Friday. Baby-sitting without a signed consent form is a violation of policy.
- Consent Forms will not be issued during curfew hours (10:00 P.M.– 6:00 A.M.) except for medical issues with emergency services involved/transporting (Fire Dept, Police Dept, EMT, or Crisis).
- Once on campus, children must be supervised and in their rooms by 9:00 P.M.
- For emergencies after hours, an SA (Shelter Advocate) can assist in getting Consent to Care approval.
- **Leaving a child unsupervised is a serious matter, and UMOM must report any negligence cases to the Department of Child Safety.**

### **Teens**

- Teens (13 years and older) may earn an unsupervised Teen Pass through participation in the Boys & Girls Club or some other structured after-school program, regular school attendance, and complying with campus guidelines. For more information, please see your case manager.

### **School Bus Drop Off/Pick Up**

- **Morning Pick Up**
  - All parents of minors will walk their children to the SA lobby to sign themselves and their children out if stepping out of the property and waiting for their transportation.
  - Children must be signed out on the school list at the SA desk.
- **Afternoon Drop Off**

- All school buses, taxi cabs, vans, etc., will drop off school children in front of the main lobby.
- An SA Staff will sign in the children, and you may greet your child in the main lobby.
- You must be available to greet your child.

### **Children Play Areas**

- Using helmets on bicycles, skateboards, scooters, etc., is strongly encouraged for child safety. Helmets are available at no charge from the Wellness Center, as available.
- **Use of bicycles, skateboards, scooters, etc., is limited to the paved area east of building D near the basketball court.**
- **No play guns / Nerf guns are allowed on shelter property.**

### **Check-in / Check-out.**

All participants need to sign in and out when entering and exiting campus. The main entrance is for entering and exiting the property.

### **Unauthorized Guest(s)**

UMOM Emergency Shelter is a closed campus. Only those enrolled in the program will be allowed on campus. Any service provider (DES, DCS, PO, Mental Health Provider, etc.) supporting you and your family will be allowed on the property with a visitor pass. Visitor passes are obtained from your case manager.

- You may arrange for friends or family to pick you up or drop you off at the main entrance, but visitors may not park and loiter in the parking lot or the area in front of the main entrance.
- You may not communicate with non-participants through or over fences, gates, etc.
- You may not have another participant in your assigned room.

### **Meals**

Meals are accessible to all participants staying at UMOM New Day Centers.

**AT THIS TIME, THE DINING HALL IS CLOSED UNTIL FURTHER NOTICE, AND ALL MEALS ARE TO GO.**

Please discuss with your case manager if you or any family members have dietary restrictions. A provider's note will be required for kitchen staff to accommodate, including but not limited to any food allergies.

**The meal schedule is as follows:**

#### **Breakfast Meal Service**

6:00 AM to 7:30 AM

#### **Lunch Meal Service**

12:00 PM to 12:45 PM



### Dinner Meal Service

5:30 PM to 6:30 PM

### Weekend and Holiday Brunch

11:00 AM to 12:00 PM Saturday and Sunday

**PLEASE NOTE: Children under age 13 will not be allowed to pick up meals for the family.**

### Nightly Quiet Hours

Quiet hours are from 10 PM to 6 AM. Quiet hours will need to be respected by all participants in the shelter—no music playing outside of headphones and no loud television. Children must be in the room by child curfew of 9 PM, and those under thirteen must be supervised by a parent or family member with a teen pass. Quiet hours are implemented for the entire campus, including congregating in the courtyard between 10 PM and 6 AM.

### Emotional Support Animal/ Service Animal

All documentation must be turned in at the time of intake into the program. If you are requesting to bring in an emotional support/service animal, please speak to your case manager to complete the request form and provide the proper documentation before the emotional support /service animal arrives on the property. Emotional support/service animals can only stay on the property if appropriate documents are provided. Aggressive animals on the property can be exited from the program. **No pets allowed.**

### Shelter Room/Cleanliness

The room assigned to you must be clean, safe, and in good condition during your stay at the shelter. When your stay ends, you must return your key to the staff when completing the move-out. Any items left behind will be disposed of unless a 72-hour property agreement is completed, or a specified time is approved outside 72 hours. No food will be kept or stored if left behind. No personal pictures will be hung on the walls. You may not make or permit any changes, additions, or improvements to your room, including removing the smoke detector.

### Abandoned Property

All personal items must be removed at the time of your exit. Any items left behind will be disposed of unless the property agreement is completed, and a specified time is approved outside 72 hours.

Property agreements must be completed if you cannot take all your belongings at the time of your move-out. You must box up all your belongings and place them in the storage shed before completing a property agreement form with your Case Manager to allow extra time to pick them up (72- hours). Items can be picked up between 9 AM and 5 PM. **UMOM IS NOT RESPONSIBLE FOR ANY LOST, STOLEN, AND DAMAGED POSSESSIONS.**

UMOM reserves the right to dispose of any property left on the premises after moving out and no-call no-show (exit from the shelter by staff) if the property agreement is not completed or items are not picked up before the property agreement ends. **UMOM IS NOT RESPONSIBLE FOR ANY LOST, STOLEN, AND DAMAGED POSSESSIONS.**

## Personal Items

All Personal items must be locked up and stored in your room. Food items must be appropriately sealed, including inside the refrigerator. Please safely store and monitor your possessions.

**UMOM IS NOT RESPONSIBLE FOR ANY LOST, STOLEN, AND DAMAGED POSSESSIONS.**

## Laundry

The laundry room is open from 6 AM to 9 PM. The last load of washing should be started before 8 PM. Two washers and two dryers per family will be used at a time. Laundry detergent is in the laundry room. **It would be best if you always remained with your laundry.**

**UMOM IS NOT RESPONSIBLE FOR ANY LOST, STOLEN, AND DAMAGED POSSESSIONS.**

## Prohibited items / Property Search

The following items are prohibited and, therefore, not permitted to be on the property:

1. **UMOM has zero tolerance for firearms on the property. Any guns on the property will result in an immediate non-appealable, involuntary exit.**
2. **NO Items that may be perceived as Dangerous Weapons or pose a safety risk to others (Ex: BB Gun, Pepper Spray, Knives, or anything sharp).**
3. Appliances include microwaves, hot plates, coffee makers, refrigerators, slow cookers, etc.
4. An excess of items that compromise the safety of others.
5. Alcohol, marijuana, illegal drugs, drug paraphernalia, or prescription drugs that were not prescribed for you by a licensed health care provider. All prescription drugs must be in a labeled container. Any prescription drugs not in the participants' name and found will be confiscated.
6. Burning of Candles, additional lamps, burning incense, cedar, sage, and or wax warmers , heated blankets or heating pads

**UMOM reserves the right to search all shelter areas, including but not limited to participant rooms, personal belongings, and vehicles on shelter property. All participants will be asked to remain outside the room/vehicle during searches. Staff will confiscate any item which is illegal or may jeopardize the safety of staff or participants. Alcohol, marijuana, illegal drugs, drug paraphernalia, or prescription drugs that were not prescribed for you by a licensed health care provider and are confiscated will not be returned at the time of exit.**

## Vehicles and Parking

On-site parking is courtesy of UMOM New Day Centers and is not required. To avoid any written warnings, stickering, and being towed from the shelter, we ask that you comply with the following instructions:

1. Park in the designated parking lot.
2. A parking pass should be visible.

3. The vehicle must be operable. No vehicle repairs will be allowed on the property.
4. Before parking on site, you must provide the following documentation to obtain a parking permit:
  - A. Proof of vehicle registration- If the vehicle is borrowed, registration and insurance documentation must be provided, in addition to a notarized letter from the vehicle's owner stating that the car is being used with permission.
  - B. Current insurance in participant's name
  - C. A valid current driver's license.

**UMOM is not responsible for any damage or theft of the cars parked on the lot. UMOM does not have car insurance in the parking lot. Please park at your own risk and discretion.**

### **Client Services**

Client Services is in Building D and will have all your basic needs, including cleaning supplies, cleaning equipment, and hygiene/ personal care items.

Essential personal care items (quantities based on family size) are available **Monday through Sunday 8:00 AM -11:00 AM, 3:00 PM-5:00 PM and 7:00 PM-9:00 PM.**

### **Mail/Packages**

You can pick up mail /packages at Client Service **Monday through Friday, 10 AM-7 PM, and Saturday, 9 AM – 2 PM.**

**IMPORTANT NOTE:** The Post Office cannot forward mail once you leave the program. Upon moving out, you must notify all agencies/individuals of your forwarding address.

**UMOM Participant's Mailing Address:  
3307 East Van Buren St. Room \_\_\_\_\_  
Phoenix, AZ 85008**

### **Smoking**

The following area is designated "Smoking Area" at UMOM s Family Shelter: The southwest corner of the central courtyard and the southeast corner area behind building E in or just outside the dog run. Smoking/Vaping is prohibited in any UMOM buildings, your assigned shelter room, or in front of the main entrance.

### **Maintenance/Work Orders**

In case of facility emergencies (i.e., clogged toilet, running water, electrical, etc.), please get in touch with staff immediately. Please see the front desk or inform your Case Manager.

**If between 10 PM and 5 AM, please call 602-889-0696 to inform the SA staff.**

### **Good Neighbor Policy/Appropriate Behavior**

**You are expected to demonstrate "Good Neighbor" behavior towards all. This includes:**

- No verbal/physical abuse, fighting, or threatening of staff or other participants.
- Showing respect for other residents and local businesses. As well as refraining from loitering in the community, defacing property, and disturbing the peace on and off campus.

- Adhering to quiet hours from 10:00 P.M. to 6:00 A.M in the room assigned to you, in the courtyard, and on campus.
- Participants are responsible for cleaning up after themselves when using the laundry room, lobby, and all other communal areas.
- Participants are responsible for trash pick-up. Please utilize the trash, cigarette receptacles, and dumpsters provided throughout the campus. Please do not leave garbage outside of the shelter room door.
- Participants are responsible for picking up after their service or emotional support animal(s).
- All service or emotional support animal(s) must be on a leash while walking on campus.

### **Involuntary Exit**

The following may result in an involuntary exit from the program. These include, but are not limited to:

- **UMOM has zero tolerance for firearms on the property. Any guns on the property will result in an immediate, non-appealable, involuntary exit.**
- **UMOM has a zero-tolerance policy for using dangerous drugs on property and the possession of dangerous drug paraphernalia. Any use of dangerous drugs on the property or found dangerous drugs paraphernalia with the smell of dangerous drugs in the room or suspicion of use on the property will result in an immediate, non-appealable involuntary exit. I understand that using or selling illegal drugs will result in an immediate involuntary exit from the program.**
- **Safety:** Unsafe behavior towards self, other participants, staff, volunteers, and service and assistant animal (s). This will also include allowing unauthorized guest (s).
- **Illegal Drugs:** Possession, distribution, or use of illegal drugs on shelter property.
- **Refusal of search:** Not allowing staff to search room, belongings, and or vehicle for illegal drugs, weapons, and unauthorized guest (s).
- **Continued stay requirements:** Not following through with program requirements and contingencies.

Decisions regarding re-admission to the program and conditions of the re-admittance will be made at the time of your request to return to the shelter and are dependent on space availability and whether your admittance into the program would be detrimental to your safety or the safety of others.

To request an Appeal for an Involuntary Exit, you must file your Appeal form in writing within one business day of receipt of the notice. An Appeal form will be provided to you when you receive the Involuntary, or you can request one from your case manager.

**PLEASE NOTE: Immediate Involuntary exits from the program will not be postponed, regardless of a pending appeal. You will be required to leave the shelter until a decision is made regarding your appeal.**

### **Complaint, Grievance, and Appeal (CGA) Procedure**

Your completion of a Complaint, Grievance, and Appeal (CGA) form, for any reason, will not result in any form of retaliation or retribution and may be completed anonymously. Unless CGA is anonymous, you will receive a response from a management team member within the:

- Three (3) business days for a complaint or grievance with the program, staff, meals, or facilities.
- Twenty-four (24) business hours, at each level, for an appeal of an Involuntary Exit.

Participants can obtain the CGA form from any staff member or directly above the locked box in the main lobby. Participants can also scan the Grievance QR Code throughout the campus to obtain and submit a grievance form. All grievances are reviewed Monday through Friday.

UMOM recognizes the importance of your relationship with your assigned Case Manager, and we encourage you to discuss any personal complaints, grievances, or appeals with your case manager first. If you are uncomfortable speaking to your case manager, unsatisfied with the case manager's response, or feel there is no resolution, you may complete a CGA form for review.

### **Level of Complaints, Grievances, Appeals (CGA) Process**

Please note: If the participant does not follow through with the steps, the CGA will be dismissed, or the decision will stand at the last level the participant has appealed.

### **Depending on the program, the Program Manager or Director will review level 1, The CGA.**

The Program Manager will schedule a panel for an appeal, including the participant and the Case Management Team. The panel provides an opportunity for the participants to voice their requests.

If the participant is not satisfied with the response or feels there is no resolution, the participant may appeal to Level 2 within 24 hours of receipt of the response.

**Level 2** The CGA at Level 2 will be reviewed by an Appeals Panel convened by the Program Director and consisting of the Chief Program Officer, members of the Director Team, and the Case Management Team. The Chief Program Officer or Director will provide a written response. Given the collaborative nature of Level 2 and the members' status, Level 2 is the final level of the appeal process at UMOM New Day Centers.

As indicated below, you may communicate directly with outside funding agencies anytime. However, action will be deferred to UMOM New Day Centers unless the UMOM Administrative CGA process has been completed.

As indicated below, you may communicate directly with outside funding agencies anytime. However, action will be deferred to UMOM New Day Centers unless the UMOM Administrative CGA process has been completed.

For Family Shelter Participants:  
Arizona Department of Economic Security  
1789 West Jefferson  
P.O. Box 6123, Site Code 086Z  
Phoenix, AZ 85005 / 1-800-357-3486

For Family Shelter Participants:  
Arizona Department of Housing  
1110 W. Washington #280  
Phoenix, AZ 85007  
602 -771-1000

For Supportive Services for Veteran Families  
VA (Veterans Affairs) National Center on Homelessness Among Veterans  
SSVF Email SSVF@va.gov  
or call (toll-free) at 1-877-737-0111.

For Housing Participants:  
City of Phoenix Housing Department  
251 West Washington St. 4<sup>th</sup> Fl  
Phoenix, AZ 85003  
602-262-6794

### **Complaints and Grievances Regarding the Discrimination in the Provision of Food**

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and, where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or any program or activity conducted or funded by the Department. (Not all prohibited bases apply to all programs and employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) or any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all the information requested on the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint, please get in touch with USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

For persons with disabilities who wish to file a program complaint, please see the information above on contacting us directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.), please get in touch with USDA's TARGET Center (202) 720-2600 (voice and TDD).

### **Participant's Rights and Responsibilities:**

1. No person is excluded from service, nor shall there be any discrimination based on race, religion, color, creed, national origin, ancestry, citizenship, sex, sexual orientation, age, disability, HIV status, gender identity/expression, or other legally protected status.
2. Participants have a right to receive information about UMOM's services, program guidelines, and participants' rights and responsibilities to understand the services provided, the expectations

- and requirements for participating or refusing in the agency's programs and services, and the consequences for refusing to participate.
3. Participants have a right to be treated with respect and dignity and in a non-coercive manner that protects their right to self-determination.
  4. Participants have a right to participate with their Case Manager and other staff in developing their case plan and determining the services to be provided.
  5. Participants have the following rights during the Complaint, Grievance, and Appeal (CGA) process:
    - a. To file a CGA without interference or retaliation and timely written notification of the resolution and an explanation of any further appeal, rights, or recourse.
    - b. To have CGA processed with at least one level of review that will not involve the person about whom the complaint has been made or who reached the decision under review.
    - c. To be heard by a person or panel delegated to review CGAs.
    - d. To obtain assistance, if needed, in completing the CGA process.
  6. Participants have the right to receive a timely response as defined in the appeal procedure to any complaint or appeal, including an explanation of any adverse decision.
  7. Participants may make recommendations regarding UMOM's rights and responsibilities policies.
  8. Participants have a right to confidentiality to the extent allowed by law and defined by UMOM policy and expect UMOM to protect the confidentiality of participants' information and records. Participants should also respect the confidentiality of other UMOM participants.
  9. Participants are responsible for providing information that UMOM and its staff need to offer services to them and to inform UMOM of any changes that may affect their eligibility for services.
  10. Participants are responsible for following the plans, instructions for care, and program expectations they have agreed upon.
  11. Participants are responsible for treating others, both participants and staff, with the respect that they expect from others to ensure that all UMOM participants and staff may accomplish their roles and responsibilities.

### **Confidentiality/Mandatory Reporting:**

- It is the policy of UMOM to respect and protect the confidentiality of all participants.
- UMOM will not release participant's information without written participant consent except in the following circumstances:
  - To comply with mandatory reporting of child abuse.
  - To prevent serious, foreseeable, and imminent harm to a participant or other person.
  - When ordered by a court of law.
  - To comply with monitoring requirements of funding sources, licensing, and accrediting organizations.
- Under the abovementioned circumstances, UMOM staff will fully cooperate and disclose participant information regarding substance abuse, chemical dependency, and mental health/counseling.
- Staff who deliver services using electronic media, including telephone and computer, will discuss associated risks with all participants.

- All participants must sign a Promotional/Media Release form. As part of the promotion of UMOM New Day Centers, stories, pictures, and films of individuals and families residing in the Emergency Shelter Program may be used by the media and in promotional materials in print or electronic format developed by UMOM.
- Participation in events and promotion of events is strictly voluntary.
- Participants should also respect the confidentiality of other UMOM participants.

**Notice of Occupancy Rights under the Violence Against Women Act:**

To all Tenants and Applicants, The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women but are available equally to all individuals regardless of sex, gender identity, or sexual orientation. The U.S. Department of Housing and Urban Development (HUD) is the Federal agency that oversees that UMOM New Day Centers Emergency Shelters, is complying. This notice explains your rights under VAWA. You can complete A HUD-approved certification form to show that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking, and that you wish to use your rights under VAWA.”

Protections for Applicants, if you otherwise qualify for assistance under UMOM New Day Centers Emergency Shelters, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Protections for Tenants, if you are receiving assistance under UMOM New Day Centers Emergency Shelters, you may not be denied assistance, terminated from participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence, sexual assault, or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights If you are receiving assistance under UMOM New Day Centers Emergency Shelters, you may not be denied assistance, terminated from participation, or be evicted from your rental housing solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, or stalking.

Affiliated individual means your spouse, parent, brother, sister, or child, or a person to whom you stand in the place of a parent or guardian (for example, the affiliated individual is in your care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

Removing the Abuser or Perpetrator from the Household, HP may divide (bifurcate) your lease in order to evict the individual or terminate the assistance of the individual who has engaged in criminal activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, or stalking. If HP chooses to remove the abuser or perpetrator, HP may not take away the rights of eligible tenants to the unit or otherwise punish the remaining tenants. If the



evicted abuser or perpetrator was the sole tenant to have established eligibility for assistance under the program, HP must allow the tenant who is or has been a victim and other household members to remain in the unit for a period of time, in order to establish eligibility under the program or under another HUD housing program covered by VAWA or find alternative housing. In removing the abuser or perpetrator from the household, HP must follow Federal, State, and local eviction procedures. In order to divide a lease, HP may, but is not required to, ask you for documentation or certification of the incidences of domestic violence, dating violence, sexual assault, or stalking. Moving to Another Unit, upon your request, HP may permit you to move to another unit, subject to the availability of other units, and still keep your assistance. In order to approve a request, HP may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, or stalking. If the request is a request for emergency transfer, the housing provider may ask you to submit a written request or fill out a form where you certify that you meet the criteria for an emergency transfer under VAWA.

The criteria are:

- (1) You are a victim of domestic violence, dating violence, sexual assault, or stalking. If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation, as described in the documentation section below.
- (2) You expressly request the emergency transfer. Your housing provider may choose to require that you submit a form or may accept another written or oral request.
- (3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit.

This means you have reason to fear that if you do not receive a transfer, you would suffer violence in the near future. Or You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you expressly request the transfer. HP will keep confidential requests for emergency transfers by victims of domestic violence, dating violence, sexual assault, or stalking, and the location of any move by such victims and their families. HP's emergency transfer plan provides further information on emergency transfers, and HP must make a copy of its emergency transfer plan available to you if you ask to see it.

Documenting You Are or Have Been a Victim of Domestic Violence, Dating Violence, Sexual Assault or Stalking, HP can, but is not required to, ask you to provide documentation to "certify" that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Such request from HP must be in writing, and HP must give you at least fourteen business days (Saturdays, Sundays, and Federal holidays do not count) from the day you receive the request to provide the documentation. HP may, but does not have to, extend the deadline for the submission of documentation upon your request. You can provide one of the following to HP as documentation. It is your choice which of the following to submit if HP asks you to provide documentation that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

\* A complete HUD-approved certification form given to you by HP with this notice, which documents an incident of domestic violence, dating violence, sexual assault, or stalking. The form will ask for your name, the date, time, and location of the incident of domestic violence, dating violence, sexual assault, or stalking, and a description of the incident. The certification form provides for including the name of the abuser or perpetrator if the name of the abuser or perpetrator is known and is safe to provide.

\* A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or administrative agency that documents the incident of domestic violence, dating violence, sexual assault, or stalking. Examples of such records include police reports, protective orders, and restraining orders, among others. \* A statement, which you must sign, along with the signature of an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional or a mental health professional (collectively, “professional”) from whom you sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse, and with the professional selected by you attesting under penalty of perjury that he or she believes that the incident or incidents of domestic violence, dating violence, sexual assault, or stalking are grounds for protection. \* Any other statement or evidence that HP has agreed to accept. If you fail or refuse to provide one of these documents within fourteen business days, HP does not have to provide you with the protections contained in this notice.

**ADA Accommodations / Equal Access to Services for Participants with Special Needs:**

If ADA accommodations are necessary, participants must notify UMOM New Day Centers Case Managers. Participants must meet with the Case Manager to discuss their need for accommodation, and UMOM New Day Centers will reasonably accommodate the participant’s needs. UMOM New Day Centers reserves the right to request that the participant requesting accommodations provide certification of need from a health care provider. UMOM New Day Centers will seek assistance from agencies/organizations specializing in services or equipment for individuals with visual impairments, hearing impairments, and other disabilities to provide reasonable accommodation.

**NOTES:**

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