

## **United Way Dickinson – Supportive Living Program Policy and Procedure Manual**

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### **Program Purpose**

The United Way Dickinson Supportive Living Program provides structured transitional housing for individuals who have stabilized from homelessness or treatment but are not yet ready for full independence. The program is designed to foster personal responsibility, life skills, and long-term stability through semi-independent living with oversight and support.

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### **Eligibility Criteria**

- Must be at least 18 years old
  - Must have completed emergency shelter, treatment, or justice-involved housing phase
  - Must be able to maintain basic self-care and household responsibilities
  - Must demonstrate commitment to working toward independent living
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### **Intake Procedure**

1. Referral or self-application with screening by program coordinator
  2. In-person interview and assessment
  3. Review of program expectations and responsibilities
  4. Assignment of a Case Manager and Care Coordinator
  5. Completion of intake documents and resident agreement
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### **Program Structure**

- Residents live in shared housing units with private or semi-private rooms
- Each resident follows a personalized service plan developed with their Case Manager
- Weekly meetings are held with Care Coordinators or Peer Support Specialists

- Residents are required to participate in life skills classes and peer support groups
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### **Resident Responsibilities**

- Maintain a clean and safe living environment
  - Participate in all scheduled check-ins, classes, and meetings
  - Adhere to curfew and house rules
  - Submit to regular alcohol and drug testing
  - Follow personal goal plan with progress evaluations
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### **Staff Roles & Oversight**

- **Case Managers:** Oversee housing plans, service referrals, and progress tracking
  - **Care Coordinators:** Provide day-to-day guidance and support for recovery goals
  - **Peer Support Specialists:** Offer lived-experience mentorship and emotional support
  - **Shelter/Program Coordinators:** Ensure adherence to program guidelines and safety protocols
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### **Training & Certifications**

All staff involved in the Supportive Living Program will be trained in:

- Trauma-Informed Care
  - Crisis De-escalation
  - Overdose Response (Naloxone)
  - CPR/First Aid
  - Harm Reduction Principles
  - HIPAA and Confidentiality
  - Peer Support and Care Coordination (state-certified)
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## **Conflict Resolution and Grievance Policy**

- Residents are encouraged to resolve conflicts peacefully with staff assistance
  - Formal grievances must be submitted in writing and reviewed within 5 business days
  - Retaliation for filing a grievance is strictly prohibited
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## **Discharge Policy**

Residents may be discharged for:

- Acts of violence or repeated rule violations
- Refusal to participate in required services or programming
- Relapse without willingness to reengage in recovery support

Planned discharges will include a formal exit plan and referrals to permanent housing or additional services.

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## **Program Goals**

- Support individuals in maintaining sobriety and recovery
- Strengthen independent living skills
- Provide a stepping stone to permanent housing and self-sufficiency
- Foster accountability and personal growth in a supportive, structured setting