



**Anchor** **EMPOWER 225**  
**HOUSE**  
**TRANSITIONAL LIVING HOMES**

***Resident Handbook***

**Our mission is to empower youth in the capital region who are at-risk of homelessness and dependency to reach their highest potential through educational support, life-skills training, career preparedness, housing and mentorship.**

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# EMPOWER 225

**Equip** to succeed. **Inspire** to Dream. **Elevate** to Potential.

## Our Mission

*To empower youth in the capital region to reach their highest potential through educational support, life-skills training, career preparedness, housing and mentorship.*

## Core Values

1. **Jesus First** (Matt 6:33)  
*But seek first His kingdom and His righteousness, and all these things will be given to you as well.*
2. **Servanthood** (Mark 9:35)  
*Jesus called the twelve and said, "Anyone who wants to be first must be the very last, and the servant of all.*
3. **Others** (Phil 2:3)  
*Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourself.*
4. **Family** (1 Pet 2:17)  
*Show proper respect to everyone, love the family of believers.*
5. **Teamwork** (Eph 4:16)  
*From Him the whole body, joined and held-together by enough supporting ligament, grows and builds itself up in love, as each part does its work.*
6. **Accountability** (Rom 14:12)  
*So then, each of us will give an account of ourselves to God.*
7. **Fun** (Ecc 3:13)  
*That each of them may eat and drink, and find satisfaction in all their toil - this is a gift from God.*



Welcome,

The Empower 225 team would like to welcome you to your new home. We are excited to be a part of your family. To help you in your transition we have created this handbook as a guide to assist you in what's to come. Please note that Empower 225 has the right to change a policy at any time in accordance with state and federal regulations, and Empower 225 Board of Directors,. This resident handbook will be updated as needed.

Our goal, at the Anchor House, is to provide a safe place for you to develop the skills necessary to transition you into independence. Our vision is to help you reach your highest potential through educational support, life-skills training, career preparedness, housing and mentorship. We are dedicated to providing you with a healthy family-like environment, where you can live and learn as you transition into adulthood and independence. If you have any questions or concerns, we are always here to help. Don't hesitate to talk to any of us at any time.

We believe in every youth, who is a part of the Empower 225 as a family! We as a faith-based organization believe you were brought here for a purpose. He has great plans for you! We remain hopeful that you will discover your gifts and talents as we walk with you in the coming months.

Sincerely,

*Anchor House*

# Program Description

The Anchor House is a multi-site faith-based transitional housing program designed to serve males between the ages of 16 – 21. Anchor House consists of both a DCFS licensed home and must abide by all the State Licensing regulations that coincide with being a DCFS licensed home, as well as, a set of apartments that are federally funded through the Department of Health & Human Services. Our program aims to stabilize young adults by meeting such needs as social and emotional well-being, permanent connections, education, employment, safe and stable housing.

Our staff is committed to helping you develop the skills necessary to live independently. Our goal is to see you become successful in whatever goals and desires you've set for yourself. The length of the program is up to 18 months; therefore, it is imperative you utilize your time wisely.

During your stay with us, you'll be expected to show progress on each of your goals as well as encouraged to participate in program activities such as community service projects, outreaches, social events, leadership development, program advocacy, and so on. This is an amazing opportunity for you to gather some tools and resources for what's ahead in life, so make the most of it. Work hard, respect others, stay focused, overcome adversity when it arises, and never give up! We are on your side, let us bring shape to your ideas and structure to your future!

# General Expectations:

The Anchor House is a voluntary program. Each youth should review and agree to the resident rules and guidelines. Violating or refusing to follow the rules and guidelines set forth in this handbook may lead to consequences, disciplinary action, or discharge from the program. The Anchor House staff reserves the right to address each violation on an individual basis depending on the need of the youth and the severity of the infraction.

For safety and staff planning, you are expected to communicate your whereabouts, work schedules, and medical appointments with TLP staff. This is to ensure staff is aware of your transportation or personal needs in a timely manner.

Our Anchor House program helps young men transition into independence. With that in mind you will be expected to carry yourself in a respectable way and honor others. Being disrespectful to staff, volunteers or other youth will not be tolerated. You are encouraged to participate in Empower 225 activities that are offered.

To assist you in your effort to become independent the Anchor House will provide utilities (water, sewer, electricity, Wi-Fi). We will also provide you with miscellaneous items like (groceries, linens, hygiene items, work and interview clothes, haircuts, etc.). Other resources are provided to you on a case-by-case basis. Anchor House has motion/live cameras in common areas such as hallway, kitchen, office, game rooms, home exterior, etc. excluding bathrooms and bedrooms for safety and security purposes.

**Education** is fundamental to your success. At the Anchor House, you are expected to participate in educational activities that align with your goal of receiving a high school diploma or its equivalent. As a participant, you'll be expected to:

- Enroll in school
- Improve scores / grades
- Be respectful and on time
- Provide transportation for yourself when needed

The staff will assist you in getting enrolled into a local school that best suits you. We recommend pursuing higher education or job specific training to increase your chances of success.

**Life Skills** are a key component in helping you achieve independence. Your participation in Life Skills is preparation for self-sufficiency. We will provide training on a regular basis that allows you to learn how to cook, clean and maintain your living quarters. Chores are a regular practice here at the Anchor House and you are expected to complete them when assigned. As a participant you will be expected to:

- Attend group discussions and activities
- Be alert
- Give and receive feedback
- Be respectful and on time

Examples of Life Skills Training topics are:

problem solving   dating   driving   internet risk   stress reduction   bullying

paying bills   community resources   goal setting   mentorship   taxes

chores   church   substance abuse   understanding trauma   cooking   online banking

**Employment** is an additional step of the program. As a participant you'll be expected to:

- Have a time management plan that supports the start of your day
- Present yourself in a professional manner
- Maintain employment and/or be vigilant in finding employment (in a timely manner and with verification of job search)
- Learn the key personnel contacts for your work site (i.e. communicate payroll concerns, illnesses, absences/tardies, transportation needs, etc.)
- After obtaining employment, you are encouraged to save a percentage of your check and be prepared to review savings with your case manager for the purpose of money management life skills with submission of check stub and weekly/bi-weekly work schedules
- Remain drug and alcohol free
- Provide transportation for yourself when needed

Employment opportunities are available with our local community partners depending on your level of work experience. You will learn job readiness skills such



as: communication, goal setting, accountability, teamwork, people skills, business etiquette, and mock interviews. It is your responsibility to pursue and maintain employment while at the Anchor House.

**Transportation** is provided. As a participant you'll be expected to:

- Clearly communicate your schedule and transportation needs to staff
- Utilize public transportation (limited bus passes are available)
- Secure your own ride for personal outings
- Plan ahead (i.e. if unable to provide your own transportation, TLP staff requires 48 hour notice, no less than 24 hour notice for approval to assist you, future planning discussion with your case manager about potential options such as carpool, etc.)
- Anchor House staff may be able to provide transportation in limited fashion for work, interviews, school, medical appointments, and emergencies. You may need to take an Uber, Lyft, or public transportation in some cases. You are encouraged to save money and purchase your own vehicle if it is operated within state laws and Empower 225 policies and procedures.

**Community Service & Outreach** are common practices at the Anchor House. We partner with local non-profits, schools, and Healing Place Church to provide support for those in need. Your role in these activities will be assigned to you in the area you feel most comfortable. As a participant you're expected to:

- Be actively involved and engaged in outreach activities

- Be intentional to serve others in need
- Go above and beyond to help those around you

**Social & Recreational Activities** are key in developing skills that promote healthy living. We offer a variety of activities to participate in as a resident. Empower 225 promotes social activities within our organization. Playing sports, exercise, small groups, eating out, formal and informal gatherings will occur often. You will be encouraged to participate in these activities if you are able. You will become more familiar with these activities throughout your stay. As a participant you'll be encouraged to:

- Suggest a social and recreational activity to staff
- Find ways to incorporate these activities into your daily routine
- Maintain a positive attitude
- Decrease phone usage when engaging with others

**Financial Basics** are fundamental to your success. Saving money is necessary as you transition into independence. As a participant you'll be expected to:

- Open a bank account and prepare to save at least 25% of your check after obtaining employment
- Have discussions with your case manager and/or other TLP staff about money management
- Ensure your work schedule aligns with your budget goals
- Establish healthy spending habits

- Learn to ask for help when you need it (i.e. lost/stolen debit card, financial definitions, etc.)

*Youth in DCFS state care will have meetings with case managers for further information about stipends.*

**Leadership Development** occurs at your own pace. Opportunities to lead small group discussions, public speaking, and peer-driven leadership roles are available for you as you feel ready. Developing skills that promote self-sufficiency is key. As a participant, you will be encouraged to:

- Participate in the Youth Advisory Board (YAB)
- Learn and grow even when it's uncomfortable
- Set healthy boundaries
- Be a good example to others
- Advocate for yourself

**Progression & Privileges** are a fact of life, no matter where you are. As a participant you'll be expected to:

- Take responsibility for your actions and decisions
- Finish what you start and be willing to communicate if you can't finish
- Appreciate the opportunities in front of you
- Learn to ask for help when needed

To transition successfully, you will need to accomplish the goals outlined in your individual service plan with your case manager. You are encouraged to complete

the goals you have created for yourself. You will have the help of staff, mentors, and/or volunteers to assist you with accomplishing your goals.

Privileges are earned as you participate and complete program requirements.

## Restitution Policy

In the event of destruction or theft of materials or property and/or if a cost outside of your basic needs is provided and you are wasteful of the provided resources: you may be required to pay restitution to repair damage, replace items, and/or otherwise reimburse the organization for the expense.

## Consequences

We are committed to positive youth development. Therefore, not following through with program expectations may result in consequences. We understand that each youth and each situation are different. Staff is required to follow a confidentiality policy; therefore, **do not expect staff to discuss another youth's consequence**. The Anchor House program is only as successful as you are willing to actively engage in your own individual service plan goals. Consistent refusal to participate in the program may result in being discharged from the Anchor House.

We track your progress through a number of different methods. Participating in the program, accomplishing your goals, and following the rules will all factor into what consequences or privileges you have.

# Program Policies

## Curfew:

The Anchor House curfew is set for 10:00 pm Sunday through Thursday. Friday and Saturday, it's set for 11:00 pm. Curfew will not be extended for personal reasons.

If your work schedule requires past curfew, exceptions can be made. It is your responsibility to communicate to staff your need to work past curfew. The Anchor House staff is not responsible for your transportation after curfew. You will need to secure your own source of transportation. You are encouraged to find employment that meets the curfew requirement. In most cases, employers will work with you to help achieve this.

## House Rules

1. Residents will respect TLP staff, volunteers, & other residents at all times. Disrespectful speech &/or conduct will not be tolerated!
2. Violence and threats of violence, including bullying, are not tolerated
3. Weapons of any kind (e.g. guns, knives, pepper spray) are not permitted
4. Destruction of public or private property is not permitted
5. Use or possession of illegal drugs, vapes, alcohol is not permitted. Possession of drug paraphernalia in the home is also prohibited and may be cause for immediate dismissal.
6. Residents must take all medication as prescribed by medical or mental health professionals.
7. Attendance at program meetings, classes, and events is highly encouraged!
8. Chores are to be done daily, and residents are expected to clean up after themselves.
9. For safety reasons, utilizing an air fryer is encouraged versus deep frying on the stove.

10. Appropriate use of your computer, tablet, and/or television is required. Time of use will be considered by staff. (Peer-to-peer engagement is encouraged for social skills.)
11. Video games and movies should be age appropriate.
12. No excessive, inappropriate, or disruptive cell phone use.
13. Curfew times (10 pm/Sun.-Thurs. & 11 pm/Fri.-Sat.) are to be observed.
14. Residents will observe room assignments that are set by the staff.
15. Residents are to be fully clothed anytime they are out of their rooms, because Anchor House has motion/live cameras in common areas such as hallway, kitchen, office, game rooms, home exterior, etc. excluding bathrooms and bedrooms for safety and security purposes.
16. Any physical, cyber-related, or phone/text contact that could be misconstrued as sexual is prohibited.

## **Cleanliness:**

It is your responsibility to pick up behind yourself and ensure your room is always presentable. Room checks will happen throughout your stay with us. During room checks, we will evaluate the cleanliness of your room and bathroom. This includes; clean floor, no trash, no food or food containers. Your desktops must be wiped down, clothes washed, dried and put away. A chore schedule or assignment may be provided for ease of cleanliness. If you need help with any of these chores, you can ask your peers or staff for guidance.

## **Common Areas:**

Common areas of the Anchor House are anywhere within the home where group activities take place including the activity court, game room, dining room, kitchen, laundry room and outdoor patios. Common areas are to be shared with everyone and that includes the activities that take place there. Everyone including staff is

responsible for keeping the common areas clean. Do not expect the staff or your peers to pick up behind you; it is your responsibility.

*The Anchor House is well known throughout the community and has frequent visits from local professionals, mentors, and Empower 225 volunteers. We are committed to excellence, one of the ways we show this is by keeping the Anchor House presentable at all times.*

## **Day & Overnight Passes:**

Any pass you desire to take must be approved by staff. The approval of Day & Overnight Passes is rewarded on a case-by-case basis. Your behavior and participation in the program can affect your ability to enjoy passes. During your first 30 days in the program, your focus will be on acclimating to the Anchor House program requirements, building rapport with staff and peer residents; therefore, overnight passes can be requested after completion of this timeframe. Day Passes must be approved by the staff. You will need to fill out a pass request form, submit to staff and wait for staff's approval before you can leave. Please give the staff at least 2 days' notice to respond to your request. Some exceptions may apply; i.e. death or illness of a family member, school-related passes, court appointments, and doctor visits.

## **Guests:**

Guests are not allowed to enter the Anchor House without staff accountability. Only staff and DCFS cleared guests will be allowed in the home unattended. Guests are not allowed to take you on a pass without proper clearance.

*State Licensing regulations require FBI clearance of staff and DCFS clearance for any person entering the home or asking to visit with or transport you unsupervised.*

You are allowed to visit with friends and family using an approved Day or Overnight Pass. Please note that our guest policy is put in place for the safety of our youth and in compliance with state regulations. All visitors must read the visitor's notice, sign in and out on the visitor log located at each residence.

## **Medicine & Medical Procedures:**

The Anchor House is not a medical facility and does not administer medication. Your medication will be stored in a safety box provided by Anchor House staff. Only you and the staff should have access to the medicine box. Under no circumstances should you ever share your medication with another resident. It is your responsibility to take your medication as prescribed and notify staff when you need a prescription refill. At entry or at the start of a new medication, staff will ensure youth is able to properly self-administer and discuss storage of the medication. Staff will assist youth to secure Medicaid or other insurance coverage to help cover the cost of dental care, eye exams, Urgent Care Clinics, etc. While we are not a medical facility, if a client does not have a primary care doctor, dentist, or mental health counselor (if applicable), Anchor House staff will work with the youth to get one or either provider established so that routine visits can be scheduled.



## **Moving In:**

### **During the first 30 days, you can expect:**

- Completion of Intake, Assessments, Individual Service Plan w/ goal-setting
- Obtain important documents state issued ID, Social Security Card, Medicaid
- Get acclimated to the Program Policies & House Rules
- Build rapport with staff and peers
- Obtain any needed clothing, hygiene products, and other tangible resources
- Enroll in school
- Discuss employment options, including WorkReady U classes
- Schedule/Follow up with primary care provider, dentist, and/or mental health professional (if applicable), etc.
- Learn about transportation options (i.e., city/school bus, Uber/Lyft, peer)

### **In the second month, you can expect:**

- Have attended at least one YAB meeting
- Actively engage in Job search
- Continue educational and life skill development

### **In the third month, you can expect:**

- Full adjustment to school
- Obtain and maintain employment
- Open a bank account
- Formulate a specific budget plan that includes savings
- Revisit your individual service plan and assessments with your case manager

***Congratulations- you are moving towards the success of independence.***

## Checking In:

Due to limited space, we might not have room to store all of your personal items. You should only bring items that you will use on a regular basis. We are not responsible for any damage or theft of your belongings. Do not bring cash or valuables to the Anchor House, as there are no locks on any of the youth bedroom doors. The staff decides which room you'll be in. If for any reason problems arise between roommates, a conflict resolution plan will be at the discretion of staff. Room searches and personal belongings will be searched for contraband.

*If you bring any contraband into the home, it will be confiscated. Examples of contraband are drugs, drug paraphernalia, alcohol, weapons, any type of profane material which includes pornography, inappropriate clothing, inappropriate music, etc.*

## Youth Voice:

We strongly encourage our youth to have a voice. We want you to know that your input matters. With that in mind, residents have the opportunity to make requests for adjustments to policies and procedures and suggestions to improve the program through the Youth Advisory Board. Any changes made to a policy must be in accordance with current laws and/or licensing regulations. If there are ever any concerns, you can complete the grievance form in accordance with Anchor House Client Grievance Procedure (see Appendix).

## **Substance Abuse:**

Mind altering chemicals are not allowed at the Anchor House. You will be subject to occasional drug screens during your stay with us. If you are not able to pass a drug screen you will be assessed to determine your level of dependence. A licensed substance abuse counselor will develop a plan to assist you in getting clean. You will be required to follow through with whatever plan the counselor puts in place. We are not a substance abuse treatment facility. If you are unable to get clean, it will affect your ability to find gainful employment, maintain school requirements (if applicable), and may result in discharge from the program. (See Checking In section for more details)

## **Vehicle Policy:**

If you desire to purchase a vehicle while in the program, you will be expected to obtain a valid driver's license, purchase car insurance, and afford gas and maintenance for your vehicle. Vehicles should remain in working condition while housed onsite. You are required to obey all traffic and safety laws. Failure to do so may result in you being discharged from the program. For safety purposes, the approval of Day and Overnight Passes still apply.

## **WIFI, Electronics & Social Media:**

Each device you bring into the facility will require a profile. You will be given access to the Anchor House WIFI Network upon entering the facility. When misused, the WIFI connection may be turned off at 10:00 pm during the week, and 11:00 pm on

weekends. The game systems that belong to Anchor House should remain in the established common area of the home. You must respect others by sharing the television and game systems. You are not allowed to post inappropriate material on social media. Your picture and story may be shared, with your written consent, on multiple Empower 225 platforms. Please be mindful your social media represents you at all times and may impact your school and work opportunities.

## **Contact Information**

### **Anchor House General Email Contact**

[tlp@empower225.org](mailto:tlp@empower225.org)

### **Lisa Matthew,**

Interim Program Director/Case Manager

(601) 248-8851

[lisa.matthew@empower225.org](mailto:lisa.matthew@empower225.org)

### **Derric Wright,**

Case Manager

(225) 533- 9979

[derric.wright@empower225.org](mailto:derric.wright@empower225.org)

### **Sharon Shelmire,**

Resident Advisor (RA)

(225) 614-7314

[sharon.shelmire@empower225.org](mailto:sharon.shelmire@empower225.org)

## Grievance Process

All TLP site locations are encouraged to use the grievance procedure including the online submission form at [empower225.org/tlp](https://empower225.org/tlp).

The TLP N.H. location is a DCFS Licensed Facility. If there are any issues with the youth in care that cannot be resolved with the TLP staff at that location, those youth may contact DCFS as the licensing authority for assistance:

DCFS- Licensing Section

P.O. Box 3078

Baton Rouge, LA 70821

Phone: 225- 342-4350

Fax:225-663-3166

[www.dcfslouisiana.gov](http://www.dcfslouisiana.gov)

[Joy.Legaux.dcfslouisiana.gov](mailto:Joy.Legaux.dcfslouisiana.gov)

[Kara.Larocca.dcfslouisiana.gov](mailto:Kara.Larocca.dcfslouisiana.gov)

If you suspect any abuse and neglect you are encouraged to call the Abuse and Neglect Hotline directly. **DCFS Child Protection Hotline 1-855-4LA-KIDS (1-855-452-5437).**

## Appendix:

### **Prohibited Practices in Discipline and Behavior Management**

This policy includes prohibited methods of discipline and behavior management.

A list of prohibited practices for staff includes the following:

- Use of chemical or mechanical restraint;
- Use of a belt or in any other object for disciplinary purposes;
- Use of corporal punishment such as slapping, spanking, paddling;
- Use of marching, standing, or kneeling;
- Use of physical discomfort except as required for medical, dental, or first aid procedures necessary to preserve the child/youth's life or health;
- Denial or deprivation of sleep or nutrition except under a physician's order;
- Denial of access to bathroom facilities;
- Use of verbal abuse, ridicule, humiliation, shaming, or sarcasm;
- Use of derogatory remarks about the child, child's family members, race, or gender;
- Withholding of meals, except under a physician's order;
- Requiring a child/youth to remain silent for a long period of time;
- Denial of shelter, clothing or bedding;
- Use of harsh physical labor;
- Withholding of family visitation or communication with family; withholding of emotional support;
- Denial of school services;
- Denial of therapeutic services;
- Use of painful stimulus to control or direct behavior;
- Use of hyperextension of any body part beyond normal limits;
- Use of joint or skin torsion;
- Use of straddling, pressure, or weight on any part of the body;
- Use of maneuvers that obstruct or restrict circulation of blood or obstructs an airway;
- Use of choking;
- Use of punching, hitting, poking, pinching, or shoving;
- Use of punishment for actions over which the child has no control such as enuresis, encopresis, or incidents that occur in the course of toilet training activities;
- Threatening child/youth with a prohibited act even though there is/was no intent to follow through with the threat;
- Use of cruel, severe, unusual, degrading, or unnecessary punishment;
- Use of yelling, yanking, shaking;
- Use of exercise as a form of discipline
- Exposing a child or youth to extreme temperatures;
- Placing any object in a child's mouth as a form of discipline;
- Use of abusive or profane language;
- Covering mouth, nose, eyes, or any part of the face;
- Placing a child or youth into uncomfortable positions;
- Use of other impingements on the basic rights of children/youth for care, protection, safety, and security;
- Use of organized social ostracism, such as codes of silence; or
- Punishing a group of children/youth for actions committed by one or a selected few.

## Children and Youth's Rights for Youth in DCFS Care

- The provider shall have written policies and procedures that ensure each youth's rights are guaranteed and protected.
- A youth's rights shall not be infringed upon or restricted in any way unless such restriction is necessary and noted in the child/youth's service or case plan. When individual rights are restricted, the provider shall clearly explain and document the restriction or limitation on those rights, the reasons the restrictions are necessary, and the extent and duration of those restrictions. Any restriction to the child's/youth's rights shall be approved by the legal guardian. The documentation shall be signed by child placing agency staff, the child/youth, if developmentally appropriate, and the child/youth's legal guardian(s). Neither the service nor the case plan shall restrict the access of a youth to legal counsel or state or local regulatory officials.
- A youth has the right to person privacy and confidentiality. Any records and other information about the child/youth shall be kept confidential and released only with the legal guardian's expressed written consent or as required by law. If youth is 18 years of age or older youth's written consent shall be obtained.
- A youth shall not be photographed or recorded without the express written consent of the child's legal guardian(s). All photographs and recordings shall be used in a manner that respects the dignity and confidentiality of the child/youth. If youth is 18 years or older, youth's written consent shall be obtained.
- A youth shall not participate in research projects without the express written consent of the youth's legal guardian(s). If youth is 18 or older, youth's written consent shall be obtained.
- A youth shall not participate in activities related to fundraising and publicity without the express written consent of the child/youth's legal guardian(s). If youth is 18 years of age or older, youth's written consent shall be obtained.
- A youth has the right to be free from mental, emotional, and physical abuse and neglect.
- Physical restraints will not be used on youth except when they pose an immediate danger to self or others.
- A youth's civil rights shall not be abridged or abrogated solely as a result of placement in the provider's program.
- A youth has the right to be treated with dignity in the delivery of services.
- A youth has the right to receive preventive, routine, and emergency health care according to his individual needs to promote his or her growth and development.
- A youth has the right to consult with clergy and participate in religious services in accordance with his/her faith but shall not be forced to attend religious services. The provider shall have a written policy of its' religious orientation, particular religious practices that are observed and any religious restrictions on admission. The description shall be provided to the child/youth and youth's legal guardian(s). When appropriate, the provider shall determine the wishes of the legal guardian(s) with regard to religious observance and make every effort to ensure that these wishes are carried out. The provider shall ensure the foster parent arranges transportation and encourages participation by youth who desire to participate in religious activities in the community.

Youth's Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

—

Guardian's Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

—

TLP Staff's Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## CLIENT GRIEVANCE PROCEDURE

**PURPOSE:** The purpose of the Grievance Procedure is to provide an effective way for youth to bring problems concerning their well-being.

**POLICY:** All clients of the agency have the right to grieve any actions of an employee or resident and/or any condition in the agency.

**PROCEDURE:**

While clients reside at the Empower 225 Anchor House, there may be times when they do not agree with the actions of other residents. They might also feel that program staff members, resident advisors, volunteers, program circumstances, or housing conditions have violated their rights. Residents have the right to issuance grievances without fear of retaliation or barriers to Empower 225 services.

The Grievance Procedure of Anchor House allows residents to make a formal complaint or appeal a program/disciplinary decision. The Grievance Procedure describes how efforts are made to resolve complaints, disagreements, issues, or concerns through appropriate discussions and mediation (complaint resolution).

Anchor House's Grievance Procedure is set up in a series of phases that begin with the client attempting to resolve the conflict with the individual and progresses through the chain of command. Adequate time frames are established for prompt consideration and result in timely decisions for the persons involved. It is agency policy to provide written responses to the resident who is filing the grievance. If the resident desires, they are afforded the availability of advocates or other assistance to deal with the issue/resolution so that an explanation is provided in an understandable manner.

The grievance procedure and staff responsibilities to this process are as follows:

- *(Phase 1:)* The resident attempts to resolve the conflict with the individual and/or with the assistance of a staff member. If a resolution is not reached, the resident moves to Phase 2.
- *(Phase 2:)* A written grievance form is submitted using the TLP Grievance Report form found on the [empower225.org/tlp](http://empower225.org/tlp) page. The TLP team will respond to the resident within 48 hours. If the resident is still not satisfied, they may move to Phase 3. All written responses are provided to the resident.
- *(Phase 3:)* All statements, findings and facts are forwarded to the Executive Director and/or Human Resources who makes the final decision on such grievances. All written responses are provided to the resident.




# ANCHOR HOUSE GRIEVANCE FORM

## TLP Grievance Report Form

While clients reside at the Empower 225 Anchor House, there may be times when they do not agree with the actions of other residents. They might also feel that program staff members, resident advisors, volunteers, program circumstances, or housing conditions have violated their rights. Residents have the right to issuance grievances without fear of retaliation or barriers to Empower 225 services.

The Grievance Procedure of Anchor House allows residents to make a formal complaint or appeal a program/disciplinary decision.

tlp@empower225.org [Switch account](#) 

**\* Indicates required question**

**Email \***  
Your email \_\_\_\_\_

**Reporters Name \***  
Your answer \_\_\_\_\_

**Reporters Relationship to TLP Home \***

- Youth Participant
- Visitor/Guest
- Volunteer
- Other: \_\_\_\_\_

**Date of Incident \***  
MM DD YYYY  
\_ / \_ / \_

**Time of Incident \***  
Time  
\_ : \_ AM ▾

**Please State Grievance: \***  
Your answer \_\_\_\_\_

**Name All Persons Involved (including witnesses), and their relationship to TLP \***  
*Example: John Doe, Youth in Home; Jane Wray, Guest at TLP*  
Your answer \_\_\_\_\_

**Please State Resolution You Wish to Pursue: \***  
Your answer \_\_\_\_\_

**Reviewed By / Date:**  
*(To Be Signed AFTER submission by Reviewer)*  
Your answer \_\_\_\_\_

**Date of Resolution:**  
*(To Be Completed AFTER submission by Reviewer)*  
Your answer \_\_\_\_\_

**Resolution:**  
*(To Be Completed AFTER submission by Reviewer)*  
Your answer \_\_\_\_\_

A copy of your responses will be emailed to the address you provided.

[Submit](#) [Clear form](#)

## **YOUTH ADVISORY BOARD (YAB)**

**PURPOSE:** In order for the Anchor House to have a strong program it is critical that we take a client centered approach.

**POLICY:** Empower 225 supports youth engagement and leadership through our Youth Advisory Board.

**PROCEDURE:**

Our Youth Advisory Board consists of shared partnership between Youth Board members as active decision-making groups.

Anchor House will give ample opportunity for the Youth Advisory Board to, as much as possible, lead the way in determining what is in their best interest when it comes to program planning and their service needs.

Youth Board members at the N. Holly location consist of youth currently in foster care and/or those in Extended Foster Care. Youth Board members at the HUB location consist of any youth participating in the Anchor House program.

The Youth Advisory Board shall meet monthly to discuss program policies, procedures, and services.

Youth Board members provide information and input on community/service planning, evaluations, and program reviews.

Staff Members should not attend YAB meetings, unless invited by the youth. Staff shall obtain meeting minutes, including all discussion and resolution of problems addressed.

**EMPOWER 225 - TLP - ANCHOR HOUSE**  
**CLIENTS RIGHTS & RESPONSIBILITIES STATEMENT**

As a resident of the Anchor House you have the right to the following:

1. To be treated with respect, consideration, and dignity by other residents, staff, and volunteers.
2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and Empower 225 policies and procedures.
3. To receive upon admission and during his stay, information on the services provided by the program.
4. To be free of any mental and physical abuse, neglect, and exploitation.
5. To have his personal records kept confidential and not disclosed without written consent of the individual or guardian whose consent shall specify to whom the disclosure may be made except as required by applicable state or federal statute or regulation or by a third-party contract. Disclosure of information shall be limited to that which is necessary to meet the emergency.
6. To receive a reasonable response to his requests from program staff.
7. To send and receive mail promptly and unopened, unless the client requests that someone opens and reads the mail.
8. To have and use his possessions where reasonable and have personal valuables secured.
9. To receive upon admission to the program information pertaining to his rights.
10. To express their opinions in a respectful manner on issues concerning care or treatment.
11. To live in a safe and stable environment.
12. To have four basic necessities met such as shelter, food, clothing and transportation.
13. To participate in the development of your case management plan to meet your goals.
14. To discuss issues of concern with staff members and residents in a timely manner.

As a resident of the Anchor House you have the following responsibilities:

1. If you haven't completed your High School education, you will be presented options to complete this through the Empower 225 Adult Ed./WorkReadyU Program, BRCC Jobs of America Graduates (JAG Program), Christa McAuliffe Center, EBR Parish School System or any other resource that will allow you to earn a high school diploma.
2. To treat staff, volunteers and residents with respect.
3. To follow rules and procedures of the Transitional Living Program (Anchor House).
4. To act in a responsible way maintaining a safe and stable environment.
5. To provide for yourself independently, if you have the resources such as clothing, food and your own transportation.
6. To report to staff any situation, which threatens your well-being or the well-being of another resident, staff member or volunteer.
7. To do your best to move towards your goals and meet with staff to discuss progress.
8. To meet with Empower 225 volunteers and leaders One day a month in connect groups.
9. To show staff your report cards if studying in high school at least once a month.
10. To show staff work hours or pay stubs if requested. Must be submitting predetermined hours and saving a certain percentage.
11. To meet once a month with a finance mentor and/or your TLP Case Manager in order to have your budget in place.
12. To create a bank account with any bank of your choice.
13. To participate in activities offered by Empower 225 that would align with the goals of your service plan.
14. To participate in community service projects, outreach, recreational and social activities as needed.

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

\_\_\_\_\_  
TLP Staff Signature Date

**YOUTH HANDBOOK ACKNOWLEDGEMENT**

I, \_\_\_\_\_, have received a copy and thoroughly discussed the Empower 225 TLP Youth Handbook with staff .

\_\_\_\_\_  
Signature, Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature, TLP Staff

\_\_\_\_\_  
Date