

## SIGNATURE PAGE

Type or Print the following information.


PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	Fort Smith Children's Emergency Shelter, Inc.			
Address:	3015 South 14th Street			
City:	Fort Smith	State:	AR	Zip Code: 72901
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input checked="" type="checkbox"/> Nonprofit	
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable	<input type="checkbox"/> American Indian	<input type="checkbox"/> Asian American	<input type="checkbox"/> Service Disabled Veteran
	<input type="checkbox"/> African American	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Pacific Islander American	<input type="checkbox"/> Women-Owned
AR Certification #: _____		* See <i>Minority and Women-Owned Business Policy</i>		

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for bid solicitation related matters.			
Contact Person:	Jack Moffett	Title:	Executive Director
Phone:	(479) 783-0018	Alternate Phone:	(479) 242-3860
Email:	jack@fscs.org		

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.
<i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>
ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.
ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.
<input checked="" type="checkbox"/> Prospective Contractor does not and will not boycott Israel.

**An official authorized to bind the Prospective Contractor to a resultant contract must sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's bid to be disqualified:


Authorized Signature:  Title: Executive Director  
Use Ink Only.

Printed/Typed Name: Jack Moffett Date: 2/17/2020

## SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

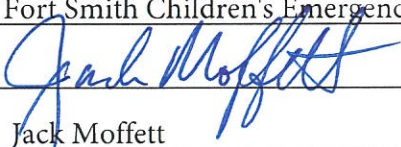
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

<b>Vendor Name:</b>	Fort Smith Children's Emergency Shelter, Inc.	<b>Date:</b>	2/17/2020
<b>Authorized Signature:</b>		<b>Title:</b>	Executive Director
<b>Print/Type Name:</b>	Jack Moffett		

## SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.


By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

<b>Vendor Name:</b>	Fort Smith Children's Emergency Shelter, Inc.	<b>Date:</b>	2/17/2020
<b>Authorized Signature:</b>		<b>Title:</b>	Executive Director
<b>Print/Type Name:</b>	Jack Moffett		

## SECTION 3,4,5 - VENDOR AGREEMENT AND COMPLIANCE

- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

Vendor Name:	Fort Smith Children's Emergency Shelter, Inc.	Date:	2/17/2020
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Jack Moffett		

## PROPOSED SUBCONTRACTORS FORM

- **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

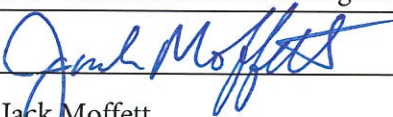
**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.**

*Type or Print the following information*

Subcontractor's Company Name	Street Address	City, State, ZIP

**PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

By signature below, vendor agrees to and **shall** fully comply with all Requirements related to subcontractors as shown in the bid solicitation.

<b>Vendor Name:</b>	Fort Smith Children's Emergency Shelter, Inc.	<b>Date:</b>	2/13/2020
<b>Authorized Signature:</b>		<b>Title:</b>	Executive Director
<b>Print/Type Name:</b>	Jack Moffett		

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
OFFICE OF PROCUREMENT  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

**ADDENDUM 1**

**DATE:** February 13, 2020  
**SUBJECT:** 710-20-0024 Supervised Independent Living Program

The following change(s) to the above referenced Competitive Bid for DHS has been made as designated below:

- Change of specification(s)**
- Additional specification(s)
- Change of bid submission/opening date and time**
- Cancellation of bid
- Other

**BID OPENING DATE AND TIME**

Bid opening date and time remains the same


---

Adding Subcontractor Form. Please include this form in your response packet.

The specifications by virtue of this addendum become a permanent addition to the above referenced Invitation for Bid.

**FAILURE TO RETURN THIS SIGNED ADDENDUM MAY RESULT IN REJECTION OF YOUR BID.**

If you have questions, please contact the buyer [Margurite.al-ugdah@dhs.arkansas.gov](mailto:Margurite.al-ugdah@dhs.arkansas.gov) or 501-682-8743.

  
\_\_\_\_\_  
Vendor Signature

2/13/2020  
\_\_\_\_\_  
Date

Fort Smith Children's Emergency Shelter, Inc.  
\_\_\_\_\_  
Company

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
OFFICE OF PROCUREMENT  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

**ADDENDUM 2**

**DATE:** February 26, 2020  
**SUBJECT:** 710-20-0024 SUPERVISED INDEPENDENT LIVING PROGRAM

The following change(s) to the above referenced Competitive Bid for DHS has been made as designated below:

- Change of specification(s)**  
 Additional specification(s)  
 **Change of bid submission/opening date and time**  
 Cancellation of bid  
 Other

**BID OPENING DATE AND TIME**

Bid opening date and time has changed to March 4, 2020, 10:30 am CST  
Submission date and time has changed to March 4, 2020, 10:00 am CST

---

Adding revised Official Bid Price Sheet

Revisions to the following sections:

2.3 SCOPE OF WORK

A. Regardless of SIL setting: (page 13 of 28 of RFP)

- No firearms, dangerous weapons, or illegal substances shall be permitted in any living unit. ~~Smoking and the use of other tobacco products shall be discouraged but not prohibited unless the youth is pregnant or parenting.~~ The contractor will be required to ensure to the best of its ability that no minors, as defined in Act 580 of the 92<sup>nd</sup> Arkansas General Assembly, Regular Session, who participate in the Supervised Independent Living Program purchase, use, or possess tobacco products, vapor products, alternative nicotine products, e-liquid products and cigarette papers. Smoking cessation information and activities shall be made available to any youth who identifies as a smoker or user of other tobacco products.

C. Contractor' Case Managers shall: (page 17 of 28 of the RFP)

Level 1 Supervised Independent Living	Level 2 Supervised Independent Living
<p>Provide a monthly summary of activities conducted with the youth, to include information about any particular successes/highlights and/or concerns during that month, to the youth's Family Service Worker (FSW), FSW Supervisor, <b>and</b> Transitional Youth Services (TYS) Coordinator <b>and designated DCFS Program Management staff</b> by the <b>fifth eighth</b> day of the month (or next business day if the <b>fifth-eighth</b> of the month falls on a weekend or holiday) following the preceding month.</p>	<p>Provide a monthly summary of activities conducted with the youth, to include information about any particular successes/highlights and/or concerns during that month, to the youth's Family Service Worker (FSW), FSW Supervisor, <del>and</del> Transitional Youth Services (TYS) Coordinator <b>and designated DCFS Program Management staff</b> by the <del>fifth</del> <b>eighth</b> day of the month (or next business day if the <del>fifth</del> <b>eighth</b> of the month falls on a weekend or holiday) following the preceding month.</p>

The specifications by virtue of this addendum become a permanent addition to the above referenced Invitation for Bid.

FAILURE TO RETURN THIS SIGNED ADDENDUM MAY RESULT IN REJECTION OF YOUR BID.

If you have questions, please contact the buyer [Margurite.al-uqdah@dhs.arkansas.gov](mailto:Margurite.al-uqdah@dhs.arkansas.gov) or 501-682-8743.

  
 Vendor Signature

2/27/2020  
 Date

Fort Smith Children's Emergency Shelter, Inc.  
 Company



Contract Number \_\_\_\_\_  
 Attachment Number \_\_\_\_\_

**CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: **Fort Smith Children's Emergency Shelter, Inc.**

TAXPAYER ID NAME: 71-0779347 IS THIS FOR: Goods?  Services?  Both?

YOUR LAST NAME: Moffett FIRST NAME: Jack

Address: 3015 South 14th Street M.I.: L

CITY: Fort Smith STATE: AR ZIP CODE: 72901 COUNTRY: USA

**FOR INDIVIDUALS \***

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	Relation
	Current	Former		From MM/YY	To MM/YY		
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

None of the above applies

**FOR AN ENTITY (BUSINESS) \***

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	Ownership Interest (%)	Position of Control
	Current	Former		From MM/YY	To MM/YY			
General Assembly	✓		Representative	01/19	Present	Jay Richardson	0	Board Member
Constitutional Officer								
State Board or Commission Member								
State Employee								

None of the above applies

Contract Number \_\_\_\_\_  
Attachment Number \_\_\_\_\_

Action Number \_\_\_\_\_

### Contract and Grant Disclosure and Certification Form

**Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.**

**As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:**

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:  

*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*
3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

**I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.**

Signature **Jack Moffett** Digitally signed by Jack Moffett  
DN: cn=Jack Moffett, o=Contractors, Children's Emergency  
Share, Inc., ou=Vendor, email=jack@koes.org, c=US  
Date: 2020.02.12 11:49:59 -0600

Title Executive Director Date 2/12/2020

Vendor Contact Person Jack Moffett Title Executive Director Phone No. (479) 783-0018

Agency use only	Agency	Agency	Contact	Contact
Agency Number 0710	Name Department of Human Services	Contact Person	Phone No.	Contract or Grant No.



Policy Name  
Equal Employment

Policy Section  
II: Hiring and Separation

Policy Number  
202 (Page 1 of 1)

Date written/revised  
June, 2003

### Policy

It is the Fort Smith Children's Emergency Shelter's policy to comply with the Title VI of the 1964 Civil Rights Law and to follow the guidelines of the Equal Employment Opportunities Commission currently in force. No person or group of persons shall be discriminated against in employment, which includes recruiting, hiring and promoting employees, on the basis of race, color, religion, sex, creed, handicap/disability, age, national origin, political affiliation or in any manner be excluded from participation in or be denied the benefits of any program or activity supported by funds administered by this organization.

### Procedures

Fort Smith Children's Emergency Shelter does not discriminate on the basis of race, religion, national origin, gender, age, marital status, or physical or mental handicap. It recruits, hires and promotes on the basis of individuals qualifications and performance. Any employee who believes that s/he has been a victim of discrimination or sexual harassment may avail herself/himself of the procedures described in Policy Numbers 601 and 602 of this manual.

**DIVISION OF CHILDREN AND FAMILY SERVICES**  
**SUPERVISED INDEPENDENT LIVING PROGRAM**  
**AREAS/ COUNTIES**

- Please Check each county in which you are willing to provide the service.
- **Do not** include additional information if not pertinent to the itemized request.
- Please return with your response packet.

**AREA 1**

- Benton
- Washington

**AREA 2**

- Crawford
- Sebastian

**AREA 3**

- Garland
- Saline

**AREA 4**

- Columbia
- Miller

**Area 5**

- Faulkner
- Pope

**Area 6**

- Pulaski

**Area 7**

- Jefferson
- Lonoke

**Area 8**

- Craighead
- Greene

**Area 9**

- White

**Area 10**

- Drew

## INFORMATION FOR EVALUTION

### **E.1 MINIMUM QUALIFICATIONS**

- A. Get REAL 24 (GR24) is a Supervised Independent Living Program (SILP), a part of the Fort Smith Children's Shelter. An application for a Transitional Living Residential License is in progress.
- B. Jeremiah Hays, Director of Administrative Services, serves as the Program Coordinator for Get REAL 24. Mr. Hays holds a Master of Science in Human Behavior from Capella University.

### **E.2 APPROACH TO SCOPE OF WORK**

- A. Fort Smith Children's Shelter purchased a 24-unit apartment complex located adjacent to its premises to facilitate GR24. The property consists of two separate buildings, each of which has six ground level units and six 2<sup>nd</sup>-level units. Each unit is 1-bedroom with 522 square feet. Program residents have been occupying the property since October, 2016.
- B. The Fort Smith Children's Shelter's proposed SILP setting will be individual 1-bedroom apartments (see E.2.A).
- C. 1421 Dallas Street, Fort Smith, AR
- D. Get REAL 24 Policies and Procedures and Resident manuals attached.
- E. In addition to the Program Coordinator, the program employs a Case Manager. The caseload is distributed as follows:
  - (1) 1-7 residents: Case Manager #1
  - (2) The Program Coordinator manages the 8<sup>th</sup> resident and will manage all new residents up through Resident #11.
  - (3) Case Manager #2 will be hired to manage Resident #12 and Residents 8-11 plus all new residents up through Resident #14.
  - (4) The Program Coordinator will manage the 15<sup>th</sup> resident and all new residents up through Resident #18.
  - (5) Case Manager #3 will be hired to manage #19 and Residents 15-18 plus all new residents up through Resident #21.
  - (6) The Program Coordinator will manage Resident #22 and all new residents up through Resident #24, which is the maximum capacity of the program as it is currently structured.
- F. Training, life skills, counseling, and community resources are addressed in both the GR24 Policies and Procedures manual, as well as the attached program outline.
- G. Proper care, treatment, safety, and supervision are addressed in the GR24 Policies and Procedures manual and the GR24 Resident Manual, both of which are attached.
- H. The Fort Smith Children's Shelter's approach to the Level 1 Supervised Independent Living is outlined in the GR24 Policies and Procedures manual and the GR24 Resident Manual, both of which are attached.

### **E.3 ADDITIONAL CONTRACT REQUIREMENT AND PROVISIONS**

- A. Client records and record retention will be done through the organization's central database (Apricot) and detailed in GR24 Policies and Procedures manual.
- B. Post-discharge surveys will be facilitated through the organization's central database (Apricot) and detailed in GR24 Policies and Procedures manual.

### **E.4 STAFFING**

- A. Key personnel
  - A. Program Coordinator: In addition to his educational preparation, Jeremiah has a law enforcement background that has proven to be very beneficial in his ability to relate to the

## INFORMATION FOR EVALUATION

residents of GR24. Additionally, his demeanor is very calm and reasoned, and he has the ability to let young adults make mistakes, vent, etc. while maintaining control of each situation. He has been responsible for GR24 since August, 2019.

- B. Case Manager: Jack Gray initially served as a Resident Assistant at the GR24 apartment complex. He lives on-site and is available to the residents during evening and weekend hours. Although his college degree is not in a traditional human services field, he is a problem solver and a hard worker, and he has earned the GR24 residents' respect. He has been involved with the GR24 program since May, 2018.
- B. Background checks: All volunteers, mentors, sponsors, and interns that have direct and unsupervised contact with GR24 resident, and all Fort Smith Children's Shelter employees receive criminal and maltreatment background checks.

GetREAL24  
Policy and Procedures Manual



2020

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## 2 INTRODUCTION

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According to the Department of Human Services, over 70% of incarcerated Americans in the US prisons were once a part of the foster care system. In 2015, Sebastian County, Arkansas served 847 foster care children--the highest number of foster youth per capita in Arkansas. At the end of the 3rd quarter for State Fiscal Year 2016, 4,791 children were in foster care in Arkansas with 18% preparing to "age-out" of the system (14-18 years of age). Six percent of the children discharged from foster care in the 3rd quarter "aged-out." When a foster youth turns 18, he/she "ages out" of foster care. At this point, the youth has a choice: the youth can opt out/be "free" of Department of Human Services (DHS) custody or the youth can choose to stay in DHS care & comply with the Chafee Foster Care Independent Agreement through the Division of Child and Family Services (DCFS). The latter choice will allow the youth to stay in DHS custody which will provide minimal support to the foster youth over the next 3 years. Over 80% of foster youth who "age out" choose the "freedom" route. In addition to this costing the state \$300,000 per adolescent over the course of the rest of their life, statistics show this route most commonly ends in suicide, homelessness, or incarceration.

Serving the largest percentage of foster youth in Arkansas, the Children's Emergency Shelter(CES) provides shelter and care in a safe and structured home-like environment to foster youth ages 6 – 17 that have been removed from their home by DHS due to neglect and/or abuse. During the 2015 – 2016 fiscal year, the CES served over 319 foster youth & provided 7,106 nights of care. To better serve the foster care crisis in Arkansas, the CES expanded its mission to provide safe & stable housing options with the primary service aspect to provide effective life-skills training to young adults, ages 18 and up, who have "aged-out" of the foster care system. Currently, there are few apartment-based Independent Living facilities in Arkansas for foster youth who "age-out" to not only live independently among their peers, but that provides services to the youth to teach life-skills (decreasing their likelihood of becoming suicidal, homeless, or incarcerated). CES has purchased a 24-unit apartment complex and created an Independent Living Program that provides a safe and stable housing option, with an emphasis on teaching self-sufficiency, using good life-skills training and instruction for foster youth ages 18 and older that are transitioning from adolescence to adulthood.

Each year, for tens of thousands of young people in foster care, turning 18 means losing the support – financial, educational, social, and otherwise – on which they count. Their peers in the general population get support from their families throughout their emerging adulthood, becoming more independent as they mature. However, when young people leave foster care without having a permanent family – when they age out

– what should be a gradual transition often becomes an abrupt change that puts them at risk of negative outcomes.

## 2.1 Mission Statement

GetREAL24 will equip foster youth, ages 18 and older, with life skills needed to become self-sufficient, contributing citizens by providing resources and relationships to assist their successful transition into adulthood.

## 2.2 Program Description

The Fort Smith Children’s Emergency Shelter Independent Living Program, provides a safe and stable housing option along with life-skills training for youth in foster care at age 18 and beyond. This program is designed to help foster youth reach self-sufficiency in a supportive environment that provides each program participant the opportunity to reach his or her goals for a happy and productive life. GetREAL24 is an alternate name for the program using the acronym REAL (Restoring Empowering Alternative Living) and 24 being the number of units in the apartment complex.

GetREAL24 will take place in a 24-unit apartment complex acquired by the Children's Emergency Shelter. GetREAL24 will consist of life-skills training that focuses on:

- Stable and safe housing
- Education that leads to sustainable employment opportunities
- Financial responsibility and money management
- Emotional and social well-being
- Positive and permanent connections with nurturing adults
- Engaging in the community through volunteer opportunities.

In order to implement each objective successfully, GetREAL24 will utilize relationships with state and local DHS, the Youth Advisory Board (a board made up of foster youth from across Arkansas), local businesses/organizations, the University of Arkansas, trained mentors, and CES staff.

The program utilizes a positive youth development approach. These are reflected in every facet of the organization and development process. Members of GetREAL24 will focus on both internal and external asset identification, procurement and growth. GetREAL24 emphasizes the importance of building a positive social safety net through both healthy family and fictive kin relationships. This is done through both supervised and unsupervised social interactions that the member can choose to be a part of. In creating this environment the members are provided with a safe place to explore their goals and desires with lesser fear of failing. The members will learn about themselves through self assessments to help clarify their goals and direction. GetREAL24 will

provide means to explore these goals by helping provide resources for them to develop their goals in a healthy and safe way.

GetREAL24 will provide or procure training, life skills, counseling, and community resources to its members. As part of the individuals self sufficiency plan, the client, program coordinator, and life coach will identify what services are needed in order to make the custom plan successful. These services may be but are not limited to:

- GetREAL24 life skills curriculum
- Western Arkansas Planning and Development District
- Private Tutoring
- Academic Coaching
- Counseling through Western Arkansas Counseling and Guidance Center or other qualified mental health professionals
- Fort Smith Chamber of Commerce
- Crisis Intervention Center
- Relations with private businesses or professionals in the community

### 2.3 Goals

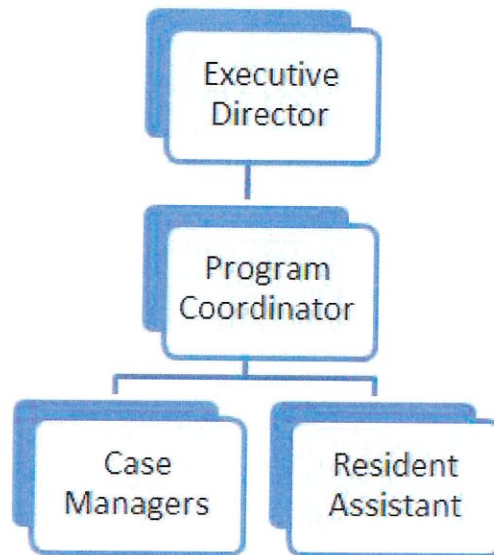
Once a youth who has "aged out" of foster care becomes homeless or incarcerated, the State of AR estimates it spends \$300,000 throughout the rest of that youth's life on various services. Approximately 5% of Arkansas' foster youth "age out" every quarter, and due to the lack of life-skills training, most become homeless, hungry, incarcerated, or suicidal. GetREAL24 will give youth who have aged out the opportunity to live independently among their peers, while receiving training and services that will enable them to become self-sufficient, contributing members of the community.

The program goals and outcomes will ensure safe and appropriate housing for up to 24 young adults per year, connect each youth entering the housing program with the full complement of needed services and ongoing resources, connect each youth with at least one or more supportive adults who will act as mentors, and provide permanent connections for youth in the areas of education, career, housing stability and life skills. The program will also co-create with each youth a "transition to self-sufficiency plan" that includes setting educational and vocational goals, engaging each youth to participate in positive youth development activities, and developing on-going resources to support the youth within the program to safely transition to future housing where they can live independently. GetREAL24 will serve young adults, 18 and older, in safe and stable living accommodations, creating positive relationships with caring adults, identifying goals that lead to self-sufficiency, and engaging in positive relationships.

## 3 EMPLOYMENT

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### 3.1 Organizational Chart



### 3.2 Ratio and Supervision

- Each member will be provided with one case manager/ life coach to assist in their development while in the program. The program coordinator will ensure that one (1) life coach will not have a caseload of more than seven (7) members.
- The Program Coordinator will not take on more than five (5) members for his/her caseload as to ensure that
- The Program Coordinator will take the following steps to ensure proper safety, treatment, care, and supervision:
  - oversee delivery of GetREAL24 program services.
  - ensure documentation is completed
  - ensure services are performed
  - ensure program growth
  - ensure the safety of residents and staff
  - ensure proper treatment of residents and staff
  - hold regular meetings with staff to ensure an individualized case plan is in place and is being conducted

- hold regular meetings with residents to ensure they are being treated respectfully, appropriately, and responsibly.

### 3.3 Case Management Policy

- The Life Coach will be responsible for casework services according to the case plan in collaboration with the youth's DCFS Family Service Worker (FSW).
- The Life Coach will be responsible for accessing services, training, life skills, counseling and community resources that are individualized, flexible, voluntary, and consistent with the young adult's case plan.
- The Life Coach will participate in conference calls and meetings as requested by DCFS.
- All management and direct care staff complete Critical Ongoing Resource Family Education (CORE) Teen Training during the first year of employment. The Program Coordinator will be the designated in-house trainer otherwise GetREAL24 will facilitate training by a qualified individual for other staff.
- A master record will be kept at all times on a member. This record will be kept electronically via Apricot Service Solutions. Format of said record will be subject to the approval of DCFS.
- Life Coaches will provide:
  - Provide case management services in conjunction with the case management services provided through DCFS, which shall include information about:
    - Available community resources and life skills training;
    - Budgeting and other aspects of financial literacy;
    - Education and support regarding setting and working toward short and long-term goals related to employment, housing, and other personal goals;
    - Appropriately responding to challenging situations; and
    - Developing emergency, disaster, and safety plans.
  - Meet face to face at least twice a week during the youth's first month of participation in the program with at least one (1) other form of contact (e.g., phone, text) as well once each week during the youth's first month of participation in the program to acclimate the youth to the program and new living setting.
  - After the first month of the youth's participation in the program, determine if it is appropriate to decrease contact with the youth, and if it is appropriate, meet face to face at least once a week with the young adult and have at least one (1) other form of contact (e.g., phone, text) once each week to monitor their progress to make suggestions and

recommendations on young adult's goals. Additional face-to-face meetings may be provided as necessary.

- Provide names and locations of laundry facility (if not on-site), grocery store, and library.
- Accompany youth to the laundry facility (whether off- or on-site) during the youth's first time using said facility to ensure youth knows how to properly operate washer and dryer.
- Accompany youth to the grocery store on youth's first trip to the grocery following placement to observe and assess youth's need for future assistance with meal planning and development of associated shopping list, cost comparison/budgeting, and nutrition.
- During the first month of placement, assist the youth with preparing and cooking one meal each week to assess youth's basic cooking skills to include ability to find and follow simple recipes, use kitchen appliances, etc.
- Ensure the youth's residence is reasonably clean and orderly.
- Provide instruction, as needed, on basic housekeeping skills such as vacuuming; mopping; wiping down counters; cleaning toilet, shower, etc.
- Provide information on bus stop/public transportation, as applicable, dependent upon a particular provider's location and ensure youth knows how to properly navigate bus routes and access and understands bus schedules, as applicable.
- Assist the youth in opening a checking and saving account, if the youth does not already have a checking and/or savings account.
- Explain to the youth that money deposited into the savings account is to be saved until the youth leaves the program.
- For youth who are employed, ensure the youth deposits ten percent (10%) of each paycheck into his/her savings account (in addition to the \$50 that will be set aside monthly from the payment the contractor receives).
- Help the youth to safely and appropriately navigate contact with biological family members and other lifelong support..
- Allow youth to use the internet and social media platforms as desired. Monitoring is not required unless safety concerns arise.
- Allow the youth to have guests or visitors during the day/evening. Pre-approval is not required unless safety concerns arise that require such pre-approval.
- Pre-approve overnight guests or visitors with pre-approval. As long as visits are occasional guests. Any proposed roommates must be pre-approved by DCFS and the contractor.
- Enforce established absence policies



- Ensure that the young adult has a copy of the DCFS PUB-49: Be Your Own Advocate: The Short List and PUB-50: Be Your Own Advocate.
- Provide a monthly summary of activities conducted with the youth, to include information about any particular successes/highlights and/or concerns during that month, to the youth's Family Service Worker (FSW), FSW Supervisor, and Transitional Youth Services (TYS) Coordinator by the fifth day of the month (or next business day if the fifth of the month falls on a weekend or holiday) following the preceding month.
- Serve as a member of the youth's DCFS Transitional Team.
- Be available to the youth by phone twenty-four (24) hours a day, seven (7) days a week or have a designee available when off.
- Participate in conference calls and meetings as requested by DCFS.
- Assist the youth with completing the National Youth in Transition Database (NYTD) Survey, as applicable.
- The life coach is responsible for conducting follow up surveys. A survey with the youth will be done six (6) months after discharge from the program, one (1) year after discharge from the program, and two (2) years post discharge from the program. Follow ups will be done in Apricot. The program coordinator will ensure that all follow up surveys are completed.
  - The life coach will attempt to schedule a face to face meeting with the discharged youth prior to the scheduled survey date.
  - If a face to face meeting cannot be scheduled a phone interview will be accepted.
  - If unable to reach the discharged client by phone or meet in person, the life coach will utilize social media, email, previously known addresses, friends and family, or other resources available to make contact. Every means at the life coach's disposal will be exhausted to meet with and survey the client.
- All life coaches will report to the program coordinator who will review weekly and monthly progress to ensure proper care, treatment, safety and supervision.
  - Apricot will be utilized to report on progress and areas of need for each member.
  - Weekly and monthly meetings with staff and volunteers will be conducted to ensure proper treatment, accountability and care of the members.
  - The life coach will make quarterly progress evaluations and annual summaries, that will be reviewed with both the client and the program coordinator. These progress evaluations will be submitted to DCFS.

- These will be scheduled and monitored via Apricot and overseen by the program coordinator.

## 3.4 Employment Classification

### 3.4.1 Policy

It is the Fort Smith GetREAL24's policy, as its needs warrant, to enter into various kinds of employment relationships. Employees usually can be categorized as regular full-time, regular part-time, temporary, or contract. Employees are classified for pay purposes as exempt or non-exempt in compliance with the Fair Labor Standards Act (FLSA), commonly known as the "wage and hour law."

### 3.4.2 Procedures

- A. The Fort Smith GetREAL24 job categories are:
  - a. **Regular full-time employees:** Employees who fill staff positions and regularly work 40 hours per work week and not on a daily basis.
  - b. **Regular part-time employees:** Employees who fill staff positions and are scheduled to work less than 40 hours per work week and not on a daily basis.
  - c. **Temporary employees:** Employees hired to work only temporarily.
  - d. **Contract Worker:** Individuals or organizations that are hired to perform a specific service for a specified period of time at a negotiated price.
  - e. **Salaried Managerial Employees:** Employee hired to provide supervisory, administrative and/or professional services/jobs.
- B. The Fort Smith GetREAL24 employee classifications are:
  - a. **Exempt employees:** This classification includes salaried managerial employees and some supervisory, administrative, and/or professional jobs. These jobs are exempt from the payment of overtime. Salaried=40 hours per week on a regular basis.
  - b. **Nonexempt employees:** The pay of jobs in this classification is based on the number of hours worked. All direct care staff fall under this category and any other employee that is paid on an hourly basis. As a minimum, overtime pay will be paid in compliance with the Fair Labor Standards Act and state wage and hour laws.

## 3.5 Probationary Period for New Employees

### 3.5.1 Policy

It is the Fort Smith GetREAL24's policy to place newly hired, promoted, or transferred employees in an initial review period as they assume their new responsibilities. This policy does not apply to a temporary employee if his/her expected term of service is to be too short to make such review meaningful and practical. The review period is to allow the organization to observe the employee on the job and determine whether or not he/she is suited for the position. Of equal importance is allowing the employee to become familiar with the organization and determine whether or not he/she agrees with the objectives of the organization.

### 3.5.2 Procedures

The probationary period will be the first six months the employee is in his/her new position. If determined necessary by the employee's supervisor, the employee could receive a performance review during this probationary period. At the end of the probationary period, if his/her performance is satisfactory, his/her employment status will change from probationary to regular.

## 3.6 Equal Employment Opportunity

### 3.6.1 Policy

It is the Fort Smith GetREAL24's policy to comply with the Title VI of the 1964 Civil Rights Law and to follow the guidelines of the Equal Employment Commission currently in force. No person or group of persons shall be discriminated against in employment, which includes recruiting, hiring and promoting employees, on the basis of race, color, religion, sex, creed, handicap/disability, age national origin, political affiliation or in any manner be excluded from participation in or be denied the benefits of any program or activity supported by funds administered by this organization.

### 3.6.2 Procedures

- A. The Fort Smith GetREAL24 does not discriminate on the basis of race, religion, national origin, gender, age, marital status, or physical or mental handicap. It recruits, hires and promotes on the basis of individual qualifications and performance. Any employee who believes that he/she has been a victim of discrimination or sexual harassment may avail himself/herself of the procedures described in this Policy Manual.
- B. The Fort Smith GetREAL24 is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

## 3.7 American with Disabilities Amendment Act

- A. The Americans with Disabilities Act (ADA) is a civil rights law that was originally passed by Congress in 1990 and protects individuals with disabilities from discrimination in the workplace, as well as school and other settings. The ADA was amended in 2008 and became effective January 1, 2009. The law does not provide funding for services or accommodations.
- B. The Americans with Disabilities Act is a broad civil rights act which, among other things, prohibits discrimination in employment and requires that an employer make "reasonable accommodations" for employment of disabled persons who are otherwise qualified, unless doing so would cause "undue hardship" to the employer's business.
- C. Persons protected under this law include:
  - a. A person with a physical or mental impairment that substantially limits that person in some major life activity; or
  - b. A person with a record of such a physical or mental impairment; or
  - c. A person who is regarded (perceived) as having such impairment.
- D. Under the ADA, a "qualified individual with a disability" is a person who, with or without reasonable accommodation, can perform the "essential functions" of the job that the person holds or is seeking. To the extent possible, job descriptions should incorporate the essential functions of each position.

## 3.8 Immigration Law Compliance

All offers of employment are contingent on verification of the candidate's right to work in the United States in compliance with the Immigration Reform and Control Act of 1986. On the first day of work, every new employee will be asked to provide original documents verifying his or her right to work and,

as required by federal law, to sign Federal Form I-9, Employment Eligibility Verification Form. Employees are responsible for maintaining their employment eligibility.

### **3.9 Employee Background Checks**

#### **3.9.1 Policy**

It is the policy of the Fort Smith GetREAL24 to employ a staff which is responsible for ensuring the proper care, treatment, safety and supervision of the resident in the Shelter's care. Each person must meet the minimum licensing standards for child welfare agencies which includes, but is not limited to Child Maltreatment Central Registry and Criminal Record checks.

If any background check comes back with findings that exclude an employee from being employed at the GetREAL24, as stated by Arkansas minimum licensing standards, employment will be immediately terminated.

If necessary credentials that are required for certain job positions cannot be verified, employment must also be terminated.

#### **3.9.2 Procedures**

- A. Employees must be at least twenty-one years old and have a high school diploma, or its equivalent.
- B. Employees whose position requires a degree will have credentials checked by the Director of Operations. Studentclearinghouse.org will be utilized to confirm dates of attendance and graduation, as well as degrees awarded and major. If the applicant gives permission, a certified academic transcripts may also be requested.
- C. Employees must have a valid driver's license and be insurable with the shelter's auto insurance company.
- D. Members of a subversive organization will not be considered for employment.
- E. No person guilty of an excluding criminal offense pursuant to Act 1041(9) (e) (1) shall be permitted to have direct and unsupervised contact with resident, except as provided in the Act.
- F. State criminal background checks will be completed upon hire and every 5 years after.
- G. Child Maltreatment Central Registry checks will be completed upon hire and every year to two years after.
- H. The following persons shall be checked with the Arkansas State Police Criminal Background Division and the Arkansas Child Maltreatment Central Registry for reports of child maltreatment: Employees, Volunteers/student interns, Administrative staff, and Board members having direct and unsupervised contact with the resident.
- I. A record check with the Federal Bureau of Investigation shall be completed. Fingerprinting will need to be completed at the FSPD for a fee of \$5.00. This fingerprint card will be sent off with the FBI background check.
- J. New employees will undergo a drug screening within one week of being hired, paid for by the GetREAL24. These results are faxed back to the Director of Operations. Drug screens must be negative of all illicit substances tested for. If a new employee takes prescribed medications they are instructed to take the prescription bottles to the drug screen with them.
- K. New employees' driving records will be checked upon hire. Driver's licenses must be valid, there can be no DUI or DWI offenses on the record for a minimum of five years. It is at the discretion of the Executive Director and the Director of Operations to decide if an employee has too many traffic violations to continue to be employed here. This will be looked at on a case by case basis upon obtaining the results of the driving records check.

- L. Driving records of all employees will be checked weekly through the Driver Watch online service. This service sends the Director of Operations a notice each week and notates any changes in an employee's driving record, such as a ticket, DWI, etc. Any serious violations that could affect employment status will be immediately discussed with the employee. Also, if the Director of Operations feels that any one employee is violating traffic laws on a very frequent basis, the employee could be required to complete training in the areas of defensive driving, safety, etc.
- M. The Fort Smith GetREAL24 will also conduct other job-related background checks.
  - o Prior employment verification
  - o Professional reference checks
  - o Education/degree confirmation
- N. The organization will allow 15 days to have the credentials verified. During this time, the employee may engage in on-the-job training and supervised care of the residents.
- O. GR24 does not require proof of immunizations for employment or volunteering.
- P. GR24 does not require pre employment fitness for duty screenings.
- Q. GR24 does not conduct a vulnerable population check.

### 3.10 Confidentiality Policy

GetREAL24 program is required by law, agency policy, and/or rules and regulations to protect the rights to privacy of residents and to keep member and visitor information confidential.

GetREAL24 staff must also respect the member's right to privacy and confidentiality, as required by law, agency policy and/or rules and regulations protecting the rights of members and disabled persons. Supervisory duties should include monitoring compliance by subordinate staff.

GetREAL24 staff who acquire confidential information about members must be careful not to disclose protected information during a collaboration meeting, unless the member has consented to the disclosure. Authorization is usually obtained by requesting that the member sign a Consent of Release of Information form defining what information is to be released: to whom, for what purpose, for what period time.

### 3.11 Fraternization Policy

GetREAL24 desires to avoid situations where there is a romantic, personal, or marital relationship between a supervisor and a subordinate, or between co-workers in the same department.

Employees with, or who develop, such relationships, must immediately notify and disclose all relevant circumstances to their immediate supervisor. Although we have no absolute prohibition regarding such relationships, we reserve the right to take appropriate action, on a case by case basis, according to the relevant circumstances. Any failure to disclose the nature of the relationship as contemplated in this policy may result in disciplinary action.

In addition, GetREAL24 prohibits romantic, personal, or marital relationships between GetREAL24 staff and GetREAL24 residents. GetREAL24 staff members are not allowed to accept gifts from residents of the ILP program. All interactions are to be professional in all areas.

## **4 ORGANIZATIONAL POLICIES**

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### **4.1 Admission**

#### **4.1.1 Referrals**

GetREAL24 receives referrals for youth who are in the DHS' Transitional Youth Services program. Youth who are not in TYS may apply but cannot become a member until they are in DHS care.

#### **4.1.2 Recruitment**

GetREAL24 Program Coordinator communicates on a regular basis with the DHS Division of Children and Family Services Youth Transitional Services (TYS) Coordinators to inform the coordinators of available units at the GetREAL24 apartment complex.

#### **4.1.3 Application**

- Online applications will be available to each DHS Area's TYS Coordinators and all other applicable DCFS staff members.
- Applications are available online for potential residents who are 18 or nearing their 18<sup>th</sup> birthday and are in DHS custody.
- Support will be provided by Independent Living Coordinators or DCFS workers if a potential resident needs assistance in completing the online application.
- After applying online, the program manager will review and decide and convey that decision to the applicant within 30 days.

#### **4.1.4 Information Gathering/ Verification**

- Once a potential resident has completed and submitted the online application for admission, the program coordinator will verify all information provided.
  - This may also include clinical information if mental health services have been provided in the past. This is to verify that our program will be able to adequately address the needs of the potential resident. Proper consent from the youth or caseworker must be received before such information can be received.
  - Any other necessary information will be gathered in order to determine whether the applicant is able to live independently.
- Applicants will be rated in nine categories on a five point Likert Scale. These categories include:

- Goals
- Legal History
- Social
- Health
- Job History
- Education
- Substance Abuse
- Placement History
- All applicants must have a state-issued ID, a birth certificate, social security card, and a complete placement history.

#### **4.1.5 Interview Processes**

- An initial interview will take place between the applicant and GetREAL24 staff. If possible this will be done in person but if arrangements cannot be made this may be completed over the phone.
- Applicants will be required to attend at least one GetREAL24 event if they are currently residing outside Sebastian County. Applicants will be required to attend at least two GetREAL24 events if their current residence is in Sebastian County. This is so current members may get to know the applicant and ask questions so they can make an informed vote at a later stage.
- Other communication include:
  - Interviews with current and former DCFS staff members who are familiar with the applicant.
  - Interviews with at least one prior placement.
  - Interviews with two references not related to the applicant.
- The applicant will be called to participate in a member/alumni president interview once all initial information is gathered and verified. All attempts will be made to have this happen in person.
- The applicant will be called to participate in an interview once all initial information is gathered and verified, if the GetREAL24 staff and selection committee feel that the applicant is a good fit and will benefit from the independent living program. Must be accompanied to the interview by DHS caseworker or transitional youth service coordinator.
  - An initial interview will be scheduled to be held at the Children's Emergency Shelter campus.
    - The interview will be rated by the program manager and the selection committee. Each member will rate the interview individually.
    - Scores will be used as a reference for acceptance but will not be the sole deciding factor.

- The applicant may be required to participate in a second interview at the GetREAL24 staff and selection committee's discretion.

#### **4.1.6 Decision**

- A joint review by the program manager and the selection committee will be conducted after all pertinent information is gathered and the interview is held and scored.
- After all information from all sources is reviewed, the decision will be made to accept or reject the applicant.
- If an applicant is accepted, this decision will be conveyed to the applicant and their DCFS worker if applicable, within 7 days after the interview. This decision will be conveyed via phone and email.
- At this time, the move in process will be coordinated and communicated.
- If an applicant is rejected, this information will also be conveyed via phone.
  - An applicant could be denied due to a number of reasons, including:
    - Inadequate space at the ILP site. If permission is given from the applicant, their application may be kept on file in the event of a future opening.
    - Serious mental health issues that have not been remedied.
    - Serious criminal past (sexual offense, felonies, drug manufacturing/distribution charges, etc...) Other criminal convictions to be discussed and decided upon by program manager and selection committee and Executive Director.
    - No life goals or motivation.
    - Current drug/alcohol addiction.
- If an applicant is rejected, the program manager will offer suggestions on other housing options if available.

#### **4.2 Member Move-In**

1. Upon move in, a member will be provided one key to their unit. The member is responsible for the key. The member should not change the locks at any time.
2. The member will do a walk-through of the unit with the GetREAL24 program coordinator or property management company to inspect the condition on the unit upon member move-in. A rating checklist will be conducted at move-in and upon move-out.
3. The member will be informed of the belongings in the unit that belong to them upon move-in. These belongings are his/hers to keep and take upon successful completion of the program as defined by the Self-Sufficiency Plan.



### 4.3 Member Rights and Responsibilities

Members of GetREAL24 are afforded the same rights and must abide by the same responsibilities as other citizens. Retention of housing is not conditioned on any other requirement than rules of tenancy and lease as defined by GetREAL24.

Basic rules of tenancy include the following:

- Members must abide by all federal, local, and state laws, terms of their lease, lease addendums, and housing rules.
- Members are not allowed to interfere with others' rights, comforts, and conveniences by causing conditions that are dangerous, hazardous, threatening, unsanitary, or which threaten general health and safety.
- Members must pay monthly rent as stated in the lease.
- Members must maintain the condition and cleanliness of their unit.
- Members are required to participate in case management and independent living skills courses as agreed upon by the Independent Living Program Coordinator and the member lease agreement.

Each resident will be provided with a copy of the Building Rules and will sign a copy as part of their lease.

Members are guaranteed basic rights including:

- The right to peaceful enjoyment and to be treated with dignity and respect by all others in GetREAL24.
- All members will be given reasonable accommodation and expectations for safety and security of their information and person.

### 4.4 Program Policies

#### 1. Education/Employment

- a. Residents of GetREAL24 must attend college or vocational school full-time, work full-time or attend school part-time school plus work part-time.
  - i. Full-time work is defined as 30+ hours per week
    1. Residents are expected to apply for at least 1 job per day while unemployed. Proof of the job application process must be provided to the GetREAL24 program coordinator each time until employment is found.
    2. Residents are expected to obtain employment within 2 weeks of first applying for employment. This may differ from their actual arrival date due to other necessary obligations being met upon acceptance into the program.
  - ii. Full-time school is defined as 12+ hours per week

- b. The GetREAL24 program coordinator will assist residents in obtaining their GED if this is the first step to independence for the resident.
- 2. The following are the skills/services that each resident is expected to participate in while living at GetREAL24. These skills are developed through case management, life skills sessions and as needed, individualized training:
  - a. Mentors
    - i. Each resident of GetREAL24 will be paired with a mentor who will regularly communicate and meet with the resident to offer guidance and advice.
  - b. Sponsor Families
    - i. Each resident will be provided/choose a sponsor family to spend holidays, birthdays, etc... with.
    - ii. These families will be given guidelines to adhere to before becoming a sponsor family of a GetREAL24 resident.
  - c. Vocational Services
    - i. GetREAL24 partners with Western Arkansas Planning and Development District (WAPDD) to provide paid work experience along with job skills training, job readiness assessments, apprenticeships and many other career services.
    - ii. GetREAL24 partners with community professionals who work with residents to improve their job interviewing skills and professional etiquette.
    - iii. GetREAL24 works hard to utilized developed relationships within the community to help members in finding and maintaining a job
    - iv. Tools are being developed to help members understand the skills they need to be proficient in, in order to be successful on the job.
  - d. Supportive Services
    - i. Setting goals and making plans to meet your goals
    - ii. Speaking up for yourself
    - iii. Getting involved in issues that affect you and other residents
    - iv. Making friends/fun activities
    - v. Finding, understanding and utilizing community resources
  - e. Medical Services
    - i. Scheduling visits to doctor or dentist
    - ii. Learning to eat/cook healthfully
  - f. Mental Health Services
    - i. Scheduling visits to therapist or psychiatrist
    - ii. Learning about medications/mental illness/treatments
    - iii. Taking medications correctly
    - iv. Learning about any possible side effects of medications
  - g. Independent Living Skills

- i. Paying rent on time
- ii. Budgeting your money
- iii. Preventing and resolving conflicts with landlord or neighbors
- iv. Shopping for groceries
- v. Planning and cooking meals
- vi. Keeping your home clean and safe
- vii. Taking public transportation and getting around the community
- viii. Applying for and maintaining any applicable benefits

### 3. Transportation Policy

- a. Members will be provided transportation to and from all work, school and program related functions.
- b. Members will withhold \$100 from their budget for transportation savings. These funds may be used for:
  - i. Ride sharing or taxi services
    - 1. Members will be given the first month's transportation amount so as to have funds to pay for such services.
    - 2. Upon the second month of membership \$100 will be withheld from the member's board payment and placed into savings. The member will then submit any receipt to the program coordinator showing they used a ride sharing/ taxi service. The program coordinator at this time will transfer money from the member's transportation account to the member's personal account in the amount of the receipt.
  - ii. Public transportation
  - iii. Personal vehicle payment
  - iv. Personal vehicle repair
  - v. Plane or Bus fare to visit family or go on a planned vacation.

### 4.5 Grievance Policies

GetREAL24 program coordinator has been designated to be responsible to accept and oversee the process of any grievance filed by a member on the behalf of the member. The GetREAL24 program coordinator may assist in filing and investigating the grievance. The GetREAL24 program coordinator shall take all necessary steps to assure compliance with the grievance procedure. Grievances

can be written for the following reasons or other serious situations that residents feel they cannot remedy on their own:

1. Any activity that threatens the health, safety, or right to peaceful enjoyment of the premises of other members or employees of the GetREAL24; or
2. Any drug-related and/or criminal activity on or off the premises, not on or near the premises.
3. The GetREAL24 grievance procedure is not applicable to disputes between tenants not participating in the GetREAL24 independent living program.
4. The grievance procedure is not a forum for initiating or negotiating policy changes between a group or groups of members and the GetREAL24's staff.
5. The grievance form will be provided to the resident by the GetREAL24 program coordinator and will be responded to within 7 business days.
6. If an exception to the rules is requested or if an appeal of the findings of the program coordinator are requested, the grievance form will be forwarded to the Executive Director for review. All ruling made by the Executive Director are final. Any further review must be done outside of the organization.
  - a. If necessary the program coordinator will assist the member in filing a grievance form with other concerned parties in order to allow the member full access to their rights.

#### **4.5.1 Informal Resident Grievance Policy**

A member may approach the GetREAL24 program coordinator or any other staff to informally complain about a lease or house rule violation. The resident will be advised to approach the neighbor in a friendly manner, if this has not yet been tried. If so, the GetREAL24 program coordinator will meet with the offending resident and come to a decision about how to alleviate the problem that has been identified by the reporting resident.

#### **4.5.2 Dispute Resolution**

Members will be encouraged to meet with other members in a controlled environment to resolve any disputes in a respectable manner. These resolutions could involve GetREAL24 program coordinator if necessary but peer counseling is recommended as the first step to resolving conflicts.

#### **4.6 Member Orientation**

1. The GetREAL24 program coordinator will be the primary point of contact for the new member.
2. The program coordinator will explain to the new member what is expected of them, in relation to their compliance with the lease and consistency with the GetREAL24 goals and objectives. New member orientation should include:
  - a. Careful review of the lease and house rules.
  - b. A key is given to the resident once all required paperwork is signed.

- c. A tour of the building, pointing out where various facilities are located, including program coordinator's office, laundry room, community space.
- d. An explanation of the GetREAL24's goals and objectives, with emphasis on opportunities for member involvement in decision making by involvement with member led groups.
- e. Maps and phone numbers of important locations, such as health department, bus stops, grocery stores, pharmacies, etc...
- f. The development of a self-sufficiency plan. The self-sufficiency plan will help the member comply with the terms of the lease, access the support services and resources the member may need, and to gain or enhance independence and self-sufficiency. This written plan must be agreed upon between the member and the program coordinator before the member can move into the apartment.

#### 4.7 Member Rules

Residents of the GetREAL24 program are expected to adhere to the following rules:

1. Overnight guests must:
  - a. Be pre approved by the program coordinator and DCFS caseworker.
  - b. Guests cannot stay more than two consecutive nights
  - c. Guests cannot stay more than three (3) days in a week
  - d. Guests cannot stay more than seven (7) days in a month
  - e. Not be unrelated members of the opposite gender
2. Overnight stays off campus are permitted but should be communicated with GetREAL24 staff prior to staying off campus.
3. Noise levels are to be kept at a minimum after 10 pm, until 7 am.
4. No violence or threats against others is allowed.
5. Participation in support services (ILP classes, mentors, sponsor families, etc) is required of residents in order to succeed on their road to independence.
6. All personal property is the responsibility of the resident and not the program.
7. Non-platonic relationships with other ILP residents are discouraged.
8. No smoking inside the unit.
9. No alcohol allowed for any resident under the age of 21.
10. No weapons of any kind allowed on premises.
11. No drug use or activity is allowed.
12. Residents must adhere to the program's policy regarding education and/or employment.
13. Do not burn candles or incense in the units.
14. Each resident is to keep their unit in good condition.
15. Each resident is to keep smoke detectors working properly.

16. Each resident is to communicate to the program coordinator any problems/concerns involving the safety of others in the program.
17. Residents will try to remedy minor problems with other residents with proper communication before reporting to the program coordinator.
18. Residents are responsible for their guests' actions.
19. Residents will actively seek to enhance and improve their independent living skills on a daily basis.

## 4.8 Visitor Policy

- Guest visits are a privilege, not a right. This privilege can be suspended or revoked by program coordinator when the member consistently fails to take responsibility for his/her visitor.
- Overnight visitors are not allowed. Guests must vacate the premises after 12:00 AM. and may not return before 6:00 A.M.
- Members are responsible for their visitors. members will deny visitation when the member is clearly intoxicated, under the influence of drugs, and/or clearly incapable of being responsible for the visitor(s). members should deny visitation by any person clearly under the influence of alcohol and/or drugs.
- Guests will be placed on an unauthorized visitor's list if they have been continually disruptive or non-compliant while at the GetREAL24 site.
- GetREAL24 program coordinator is key to securing the building and helping create a safe housing environment. members should consult the program coordinator if there are any questions.

## 4.9 Social Service Policies

### 4.9.1 Program Policies

#### 4. Education/Employment

- a. Residents of GetREAL24 must attend college or vocational school full-time, work full-time or attend school part-time school plus work part-time.
  - i. Full-time work is defined as 30+ hours per week
    1. Residents are expected to apply for at least 1 job per day while unemployed. Proof of the job application process must be provided to the GetREAL24 program coordinator each time until employment is found.
    2. Residents are expected to obtain employment within 2 weeks of first applying for employment. This may differ from their actual arrival date due to other necessary obligations being met upon acceptance into the program.
  - ii. Full-time school is defined as 12+ hours per week

- b. The GetREAL24 program coordinator will assist residents in obtaining their GED if this is the first step to independence for the resident.
- 5. The following are the skills/services that each resident is expected to participate in while living at GetREAL24. These skills are developed through case management, life skills sessions and as needed, individualized training:
  - a. Mentors
    - i. Each resident of GetREAL24 will be paired with a mentor who will regularly communicate and meet with the resident to offer guidance and advice.
  - b. Sponsor Families
    - i. Each resident will be provided/choose a sponsor family to spend holidays, birthdays, etc... with.
    - ii. These families will be given guidelines to adhere to before becoming a sponsor family of a GetREAL24 resident.
  - c. Vocational Services
    - i. GetREAL24 partners with Western Arkansas Planning and Development District (WAPDD) to provide paid work experience along with job skills training, job readiness assessments, apprenticeships and many other career services.
    - ii. GetREAL24 partners with community professionals who work with residents to improve their job interviewing skills and professional etiquette.
    - iii. GetREAL24 works hard to utilized developed relationships within the community to help members in finding and maintaining a job
    - iv. Tools are being developed to help members understand the skills they need to be proficient in, in order to be successful on the job.
  - d. Supportive Services
    - i. Setting goals and making plans to meet your goals
    - ii. Speaking up for yourself
    - iii. Getting involved in issues that affect you and other residents
    - iv. Making friends/fun activities
    - v. Finding, understanding and utilizing community resources
  - e. Medical Services
    - i. Scheduling visits to doctor or dentist
    - ii. Learning to eat/cook healthfully
  - f. Mental Health Services
    - i. Scheduling visits to therapist or psychiatrist
    - ii. Learning about medications/mental illness/treatments
    - iii. Taking medications correctly
    - iv. Learning about any possible side effects of medications
  - g. Independent Living Skills

- i. Paying rent on time
- ii. Budgeting your money
- iii. Preventing and resolving conflicts with landlord or neighbors
- iv. Shopping for groceries
- v. Planning and cooking meals
- vi. Keeping your home clean and safe
- vii. Taking public transportation and getting around the community
- viii. Applying for and maintaining any applicable benefits

#### 6. Transportation Policy

- a. Members will be provided transportation to and from all work, school and program related functions.
- b. Members will withhold \$100 from their budget for transportation savings. These funds may be used for:
  - i. Ride sharing or taxi services
    - 1. Members will be given the first month's transportation amount so as to have funds to pay for such services.
    - 2. Upon the second month of membership \$100 will be withheld from the member's board payment and placed into savings. The member will then submit any receipt to the program coordinator showing they used a ride sharing/ taxi service. The program coordinator at this time will transfer money from the member's transportation account to the member's personal account in the amount of the receipt.
  - ii. Public transportation
  - iii. Personal vehicle payment
  - iv. Personal vehicle repair
  - v. Plane or Bus fare to visit family or go on a planned vacation.

#### 4.10 Miscellaneous Operations

- 1. Car policy—Resident agrees that only the automobiles, boats, trailers, and any other vehicle so noted on application shall be allowed on the parking lot. No other vehicle, boat, trailer, or recreational vehicle of any kind may be parked on the premises without the prior written permission of GetREAL24 program coordinator. Resident agrees to remove any unregistered or inoperable vehicle resident owns from the premises within 10 days when requested in writing by the property management company.
- 2. Lock-out policy



- a. Residents are responsible for their own unit and mailbox key.
  - b. If a resident is locked out of the housing unit during normal business hours, the program coordinator should page the property management company. The property management company should provide the member access to the unit as soon as possible. However, this type of lockout is usually not considered an emergency unless the resident requires immediate access to the unit due to an emergency (e.g., needed medication locked in the unit; a child is alone locked in the unit)
  - c. If a resident locks himself or herself out of the unit after normal business hours, the resident should page the program coordinator. Again, this type of lockout is not considered an emergency. The program coordinator should try to provide access to the unit as soon as possible. However, if quick response cannot be provided management may advise members to contact a locksmith at the resident's own expense.
3. Pet policy
    - a. Pet fish are allowed on site.
    - b. Other pets are not allowed.
  4. Computer Resources
    - a. A laptop will be provided at the request of members for use in the foundation office.
    - b. Wifi is provided at the apartment complex free of charge. If unable to access Wifi for any reason members should fill out a maintenance request.

#### 4.11 Eviction Process

The GetREAL24 third party property management company, Trinity Multifamily, is committed to providing quality affordable housing to at risk former foster children and to providing a foundation for their continued growth and success. GetREAL24 staff are committed to helping members retain housing. Only the director of property management and the program coordinator have the authority to bring housing-related legal action against a GetREAL24 resident. While occasional evictions may occur and are inevitable, eviction can mean long-term homelessness for those evicted members. For the owner, evictions can be expensive and time consuming. This money could be better spent on supportive services. Before beginning any legal action, GetREAL24 staff will consider whether there are satisfactory alternatives.

In the case of any payment dispute, the GetREAL24 program manager will obtain payment history and meet with the member to address the dispute. The GetREAL24 program manager will strive to resolve disputes within 30 days of notification by the member of the dispute. However, when the housing provider's efforts fail and members

repeatedly violate the terms of tenancy, the property management company must promptly exercise its legal rights up to and including termination of tenancy.

The property management company will not pursue any legal action until the GetREAL24 program coordinator has determined whether legal action is warranted or if the member's non-compliance can be remedied if the member agrees to access available supportive services and resources. For example: by connecting the member to a payee service to ensure timely payment of rent.

The owner or its representatives should not accept rent from a member once legal action is initiated. Accepting rent after services of a legal notice nullifies the notice and stops the legal process. If the member places rent payment in the property management company's mailbox, the property manager should return the payment with a brief memo to the member explaining that rent cannot be accepted until the legal matter is resolved.

If a resident is evicted, the GetREAL24 program manager should place the evicted member on an Unauthorized Visitor List immediately.

Belongings of an evicted member/member who moves out: The property management company can enter the units without notice if a resident moves out or is officially evicted. If the property management company is unsure if the unit has been abandoned, the property management company must post a "notice of belief of abandonment" on the door for 14 days before removing any belongings that may have been left behind. The property management company is also required by law, to store any items that have more than a nominal value for a period of time in case the member should return. The member should be allowed a limited amount of time to reclaim the property.

Besides non-payment of rent, other reasons that may result in the resident being discharged from the program and no longer live on the premises are:

- Violent/serious crime against another resident or another person
- Possessing, manufacturing or distributing illegal drugs
- Repeated non-compliance with the program
- Repeated violations of the lease
- Repeated infractions of the house rules
- Showing little or no progress toward goals after a designated time period
- Causing purposeful serious damage of their unit

#### **4.12 Abuse and Neglect Reporting**

GetREAL24 is committed to providing a living environment that is pleasant, and free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based

on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristics will not be tolerated.

Any physical or sexual abuse must be reported to the proper authorities and to the GetREAL24 program coordinator immediately.

#### **4.12.1 Anonymous Communication**

Members not wanting to report information in a named manner may submit a communication anonymously. This can be done by using the following link: <https://a100542.socialsolutionsportal.com/apricot-intake/0b5cf820-2319-433a-9de0-0dbdeae8d28d>. This link is provided to encourage communication between members, tenants and staff in the hopes that abuse, neglect or wrongdoing will be reported.

### **4.13 Incident Review Policies**

1. On a daily basis the GetREAL24 program coordinator will review all incident reports as soon as possible.
2. Members are encouraged to file incident reports or member complaint forms to report violations of the lease/house rules/or any activity that jeopardizes building safety.
3. Residents should be allowed to file anonymous reports. However, the resident should be advised that follow up by the program coordinator may require that he/she go on record in reporting the incident, activity and/or violation of the lease/house rules.
4. Incident reports must be reviewed for accuracy and evidence of lease violations. Appropriate follow-up must also be determined.
5. Residents should have the opportunity to explain or rebut the incident report, if they have been accused of violating a house rule or lease provision.
6. When the GetREAL24 program coordinator determines that a house rule or lease violation has occurred, program coordinator will promptly send the offending resident written notice informing him/her of the violation, requesting compliance with lease/house rules and requesting a meeting with the resident to discuss the incident.

### **4.14 Medical Policies**

#### **4.14.1 Medication Management**

- a. Medication supply: Each resident must have a 30-day supply and/or a valid refill on all prescribed medications before being admitted onto the premises and into their unit.
- b. Self-administration of medications – If a participant takes medication on his/her own, this is documented in the participant's chart.

1. Documented procedures detail who handles the medications, where they are handled, when they are handled, for whom they are prescribed, why they are being prescribed and the dose and instructions for taking the medication.
2. Each medication has its own medication record/log from the time of ordering to the time of usage or time of removal from the premises.
3. The GetREAL24 program coordinator will monitor monthly to ensure that medications are being taken as prescribed. A pill count will be done at this time by the GetREAL24 program coordinator.
4. Each medication is labeled as to its contents, number of pills, and expiration date.
5. **Special considerations:** All policies/procedures align with federal, state, and local laws. The term medications, includes sample medications.
6. All medications must be stored in a lock box in the resident's unit.

## 4.15 Building Management Policies

### 4.15.1 Rent Collection

1. Only the property management company is authorized to receive rent payments from members.
2. The property management company must keep a record of all payment agreements members entered. Rent payments should be processed as soon as possible. Prompt processing can be important for GetREAL24 housing members who are developing budgeting and money management skills. Written records are necessary to verify that payments are being met.
3. Rent payments are due and payable in advance on the 1<sup>st</sup> of each month.
4. Residents may pay their rent at designated drop off area.
5. All rent not received by 5pm on the 5<sup>th</sup> of each month is late and a late payment notice will be delivered to the resident and a \$50.00 late charge will be assessed.
6. All rent not received further by 5pm on the 10<sup>th</sup> will result in a joint meeting with the GetREAL24 program coordinator and property management company to determine what further action needs to be taken.
7. In the case that a check is written from an account with insufficient funds, the resident agrees to pay the property management a service fee of \$35.00.

### 4.15.2 Apartment Inspection

1. The resident will do a walk-through of the unit with the GetREAL24 program coordinator or property management company to inspect the condition on the unit prior to member move-in. A rating checklist will be conducted at move-in and upon move-out.
2. The property management company reserves and Resident grants to the property management company the right for the property management company

to enter the premises at reasonable times for reasonable inspection, repair and service to the premises, but at any time for the purpose of attending an emergency.

#### **4.15.3 Repairs and Maintenance**

1. All requests for repairs should be made by filling out a maintenance request form which is available by following this link: <https://a100542.socialsolutionsportal.com/apricot-intake/d6290252-4fb6-42de-96ee-1d07ae66afa0> These maintenance requests will be regularly reviewed by the maintenance department.
2. Contact the GetREAL24 program coordinator or property management company immediately with emergency calls, ie: A/C problems, floods or fires.
3. GetREAL24 staff will strive to provide the highest standards of safe, sanitary, and attractive living conditions. GetREAL24 staff are required to comply with all applicable code requirements, and seek to preserve their properties for the long-term benefit of eligible members.
4. GetREAL24 program coordinator will help members who request assistance to complete work order forms. Work orders will be compiled in a designated area of the management office for review by the property management company and routing to maintenance personnel.
5. If the maintenance/repair problem is not an emergency, the work will be scheduled by the GetREAL24 maintenance employee during normal business hours.
6. Sometimes the maintenance problem is an emergency. If there is a serious situation (for example, gas or water leaks- not just a faucet or running toilet – fire or electrical hazard, or natural disaster) program coordinator will contact the property management company or designated personnel for guidance on how to proceed.

#### **4.16 Lease Violations**

1. Residents are to control the behavior of themselves and their guests.
2. It is the resident's responsibility to make sure their guest does not disturb others and the resident will be held responsible for such issues that might arise.
3. It is the responsibility of the member to make sure the utilities are in their name while the unit is occupied and/or their lease is in effect unless specified otherwise. Having the water, power or gas shut off during your lease is a violation of GetREAL24 policy and is subject to eviction.

#### **4.17 Health and Safety Violations**

1. Alcohol: Residents under the age of 21 are not permitted to drink or possess alcoholic beverages of any type on the property or inside their unit. Alcohol is not permitted outside of the apartment at any time.

2. Windows: It is not permitted to have any window coverings showing except blinds and curtains. (ie: GetREAL24 does not allow tin foil, boxes, blankets, flags and other non-traditional items to cover of, display or otherwise show through the glass.
3. BBQ/Grill: Per insurance policy, grills will be at least 25 feet away from any, and all, buildings on the property while in use. Storage of grills is limited to under staircases or in your apartment when not in use.
4. Damages: As in the lease, damages are the financial responsibility of the member. Fines and fees are subject to the property management company and will be posted to your account.

#### 4.18 Building Security

1. The property management company is responsible for building safety and security. The property management company is responsible for walking and examining the physical buildings on a regular basis, to identify weak spots, problems area, and opportunities for improved staff and building performance.
2. The property management company will be vigilant in seeking out and correcting security breaches and safety hazards. The property management company and members should be encouraged to share ideas to improve building security and community safety with the property management company.
3. An on-site courtesy deputy is provided for the security of all residents. The Apartment Courtesy Officer is responsible for assisting management in providing a security presence whenever on the property. The Courtesy Officer assists management in the enforcement of rules and regulations regarding all common and recreational areas.

#### 4.19 Resident Records

- A. The GetREAL24 shall keep a confidential, organized, clear, complete, secure, legible, and current case record for each client that includes the following:
  - a. Date of admission
  - b. Caseworker contact information (same as emergency contact)
  - c. Referral form
  - d. Demographic information
  - e. Information about family and the status of parental rights/visits/contact
  - f. Plan of safe care, if applicable
  - g. A complete intake (see Intake/Assessment section for all components)
  - h. Consents, including consents for medical care and authority to place the child
  - i. Documentation of resident orientation
  - j. Case plans and case plan reviews
  - k. Copies of legal documents or documentation of the attempts to obtain the documents, such as court orders, birth certificates, social security cards, Medicaid cards and immunization records

- l. Physical exams and immunization records or documentation of the attempts to obtain the documents
  - m. Psychological reports, if applicable
  - n. Primary care physician information if applicable or available
  - o. Educational reports, if applicable
  - p. Disciplinary and incident reports, if applicable
  - q. Documentation of casework services and child contact
  - r. Individualized plan, including reviews
  - s. Services received
  - t. Progress notes
  - u. Authorization for release of information
  - v. Correspondence pertinent to the client
  - w. Discharge statement
- B. Staff is to ensure that each form or document that needs to be signed has a signature. If a form is found to be unsigned, staff must contact the appropriate persons and see to it that the form is signed, via fax or in person. Signatures are defined as full signatures not initials.
  - C. Records for each child shall be kept for 5 years from the date of discharge. They are then destroyed by shredding by a local company.
  - D. Storage: All resident files are created on and stored in Apricot.
  - E. Resident records that were created before the use of Apricot are kept in our outdoor storage facility for a total of 5 years. The storage facility is locked and monitored via video surveillance at all times to protect against theft, fire, water damage or other means of permanent loss.
  - F. Records deadlines: Case plans must be completed within 30 days, per licensing. However, the case manager normally completes case plans within 7 days. Incident reports must be completed on the same shift, if at all possible. This may require a staff member to stay past their scheduled time off.
  - G. Employees of the GetREAL24 are granted access to all resident records. All staff realize the importance of confidentiality and privacy. When access previously used paper records staff will handle each record/file with care and return the files in proper order. Paper records are not to be removed from the facility.
  - H. While Apricot is able to accessed via any internet capable device, it is not to be accessed outside the duties of the employee. Records should not be accessed by staff for personal reasons or outside their assigned work responsibilities.
  - I. Review: Records will be reviewed for quality, accuracy, and thoroughness on a monthly basis by a system of peer review. An assigned employee will pull or access random files of both past and present residents and choose a staff member to perform the quality records review. A checklist will be provided and filled out. These checklists will be compiled and analyzed by the Health and Safety committee on a quarterly basis.
  - J. Records are currently being added to Apricot Service Solution <https://apricot.socialsolutions.com> and will be accessed by employees through password protected profiles. Reference the technology plan for further information.
  - K. All record keeping protocols and policies will comply with current applicable laws. If there is any concern in how records are being collected or stored employees should notify their supervisor immediately to ensure all laws and policies are current and accurate.
  - L. All records not otherwise specified in the manual should be completed within 24 hours of intake. If all records are not able to be completed a supervisor should be notified.
  - M. Residents are to have access to all service plan and records.

## 4.20 Technology Plan

Technology is the center of the infrastructure of the GetREAL24 and is critical to the daily operations of the agency. It is a priority of GetREAL24 to maintain and prevent issues with the information technology and systems that are in place. It is the goal of the GetREAL24 to research and purchase new information technology and/or systems that are available to child care providers that allow for better care of our residents. GetREAL24 will acquire, maintain, and replace technology as deemed necessary to reach the goal of ensuring the highest quality of care for the residents, that the agency can provide. These adjustments will be done in a timely manner to maintain the technology plan. The technology plan along with all associated hardware and software will be assessed yearly by the Program Coordinator. This plan lists the components of the GetREAL24 information technology and systems and how they fit into our daily operations.

### 4.20.1 Hardware

GetREAL24 utilizes laptops, tablets, and desktop computers for staff to use. GetREAL24's devices are all connected to a single server.

### 4.20.2 Software

- A. GetREAL24 uses Microsoft Office applications in its daily use; as well as, Gmail for emails. All staff is trained on how to use these applications as they apply to their positions. GetREAL24 also utilizes the Internet as a research tool for employees. GetREAL24 uses only secure, safe websites and software in their operations. GR24 utilizes a subscription to Social Solutions Apricot, a cloud-based customizable database for all resident data entry needs. The development and implementation of the resident database was completed late in the 2018-19 fiscal year. Apricot will allow GR24 to broaden the information it collects and develop data-driven quality improvement measures to improve the experience of the residents it serves.
- B. Quickbooks is used for GR24 accounting software. The program is used to manage sales, expenses, and transactions made.
- C. Relias is used as the online training tool for GR24. It provides analytics, assessments and learning across a spectrum of topics while easily tracking and demonstrating learner compliance. These topics are considered necessary to train and develop staff in the service of residents, understanding of human resource concerns, and other pertinent topics.

### 4.20.3 Security, Access, and Management

- A. Apricot
  - a. Apricot is accessed by up to 10 profiles. Two administrator accounts, assigned to the Compliance Officer and the Director of Operation; and seven user accounts assigned to the Executive Director, the Director of Operations, the Staff Supervisor, the supervisory staff, currently a CARF survey account, and three direct care shared accounts.
  - b. Accounts are all managed by the Program Coordinator. All access to Apricot is monitored to ensure proper use of the system and resident records. When an employee is hired they are given access to the three Direct Care accounts. When an employee resigns or is terminated passwords for the accounts are changed as to not allow access to former employees. Employees are not to give out passwords to any persons outside the organization for any reason unless given express consent from administration.
  - c. The Record Audit feature allows Administrators to access past versions of records, compare prior and current versions, and restore earlier versions of



records. It can be accessed through the Record Audit feature under the Administrator tab, or it can be accessed through an individual record. The Record Audit feature also allows administrators to see which profile created or edited a record and when it was done.

- d. Data may be transferred at times from Apricot by pre established Email Triggers. Email triggers automatically notify users and others via email when records are created or updated in Apricot. These Email triggers have been pre approved by administration are only sent to individuals who are approved to receive sensitive resident information. All records on Apricot are considered sensitive and are not to be shared in any way with individuals outside the GetREAL24. Users are not to export or transfer data in any way outside the duties of the employee.
- e. Apricot has written the following information regarding the security, backup, recovery and hosting of information added to it:

Social Solutions Global, Inc. ("SSG") takes comprehensive measures to ensure that data is kept safe, confidential and recoverable in the case of a disaster. Social Solutions' office sits behind a firewall which extensively controls, tracks, and reports access to our internal infrastructure. Our software meets current required HIPAA standards.

#### **Data Security**

Apricot® uses usernames and passwords to prevent unauthorized access and to restrict user access within the application. Each unique user account is assigned access to programs and permission sets to restrict access to data and features in the system. Customer data is housed in one of the three locations (CA, U.S., or AUS) based on the location of the client. Data is stored using redundant AWS hardware technologies and SSG fault tolerant software and journaling file systems.

#### **Encryption**

Social Solutions uses state-of-the-art equipment and technology to safeguard the confidential nature of your data. Your data is automatically encrypted while in transit between your computer and our servers as well as while in the database. Social Solutions uses the largest commercially available SSL cipher key size of 2048 bits. Users access Apricot® software web application servers via secure HTTPS connection.

#### **Amazon Web Services (AWS) Server Security**

Each of our servers are individually governed by a system that is designed to prevent unexpected Internet data from being processed by our server software. IDS, virus scanning, automated system checks, and remote logging guard against unauthorized access. AWS implements electronic surveillance and multi-factor access control systems to secure its data centers. Data centers are staffed 24x7 by trained security guards, and access must be strictly authorized. Multiple availability zones allow Apricot® to remain resilient in the face of most failure modes, including natural disasters or system failures<sup>1</sup>. In case of a disaster in our main AWS region, Social Solutions will have Apricot® up and running between 24-48 hours in a backup AWS region.

#### **Redundant Infrastructure and Backups:**

- 24/7/365 monitoring of uptime across the infrastructure
- Redundant water, power, telecommunications, and internet connectivity to maintain continuous operations
- Uninterrupted power supply to reduce possible service outages

### Retention Policy

- Keep daily backups for 12 months
- Keep weekly backups for 6 weeks

### Compliance

The AWS cloud infrastructure has been designed and managed by [Amazon.com](https://www.amazon.com). For additional information visit:

[https://d0.awsstatic.com/whitepapers/compliance/AWS\\_Compliance\\_Quick\\_Reference.pdf](https://d0.awsstatic.com/whitepapers/compliance/AWS_Compliance_Quick_Reference.pdf).

AWS adheres to:

- SOC 1/SSAE 16/ISAE 3402 (formerly SAS70)
- SOC 2
- SOC 3
- PCI DSS Level 1
- ISO 27001

For additional information visit:

[https://d0.awsstatic.com/whitepapers/Security/AWS\\_Security\\_Whitepaper.pdf](https://d0.awsstatic.com/whitepapers/Security/AWS_Security_Whitepaper.pdf)

### Passwords

- can be set to have a minimum length
- can be set to contain non- alpha-numeric characters
- can be set to expire
- can be locked after a set # of invalid login attempts
- can be changed by a local administrator
- are not displayed upon entry and are encrypted

B. Quickbooks is password protected and backed up weekly to ensure the security and recovery of all information. Intentional measures have been made to limit the sensitive information put into Quickbooks to protect the secrecy of all interested parties.

- a. Accounts are all managed by the Executive Director. All access to Quickbooks is monitored to ensure proper use of the system and records. When an employee is hired, that needs access to the software, they are given access to it with their own personal account and password. When an employee resigns or is terminated the account is disabled as to not allow access to former employees. Employees are not to give out passwords to any persons outside the organization for any reason unless given express consent from administration.
- b. QuickBooks audit log report, allows users to keep track of added, deleted, and modified transactions, as well as user entries. The audit log feature allows users (and any other viewer with access rights) to see history of changes made to individual transactions or a range of multiple transactions. Tracked changes also include: changes to the chart of accounts or products and services list; sending, deleting and modifying invoices or bills, adding and matching payments and deposits, and when accounts were reconciled.
- c. The record audit feature in Relias allows Administrators to access records associated to each employee's profile. Audit feature also allows administrators to see which profile created or edited a record and when it was done.
- d. Quickbooks does allow for data export when so desired. No data exporting should take place by employees that is not authorized by the Executive Director or the Director of

Operations. Users without administrative capabilities do not have normal access to data exporting or transfer capabilities.

- C. Relias is a password protected cloud based training tool.
  - a. To protect the privacy of personal information, Relias employs industry-standard controls including physical access controls, Internet firewalls, intrusion detection, and network monitoring. Additionally, only authorized administrators and staff have access to systems containing such information.
  - b. Accounts are all managed by the Director of Operations. All access to Relias is monitored to ensure proper use of the system and records. When an employee is hired, that needs access to the software, they are given access to it with their own personal account and password. When an employee resigns or is terminated the account is disabled as to not allow access to former employees. Employees are not to give out passwords to any persons outside the organization for any reason unless given express consent from administration.
  - c. The record audit feature in Relias allows Administrators to access records associated to each employee's profile. Audit feature also allows administrators to see which profile created or edited a record and when it was done.
  - d. Relias does allow for data export when so desired. No data exporting should take place by employees that is not authorized by the Executive Director or the Director of Operations. Users without administrative capabilities do not have normal access to data exporting or transfer capabilities.
- D. When disposing of a hardware device belonging to the GR24 which contained any sensitive information about employees, personnel, or residents, proper disposal is required. The following standards will be followed to ensure confidentiality:
  - a. Computers. Use a disk cleaning software designed to permanently remove the data stored on a computer hard drive to prevent the possibility of recovery.
  - b. Smartphones and tablets. Ensure that all data is removed from the device by performing a "hard reset." This will return the device to its original factory settings. Each device has a different hard reset procedure, but most smartphones and tablets can be reset through their settings. In addition, physically remove the memory card and the subscriber identity module card, if the device has one.
  - c. Digital cameras, media players, and gaming consoles. Perform a standard factory reset (i.e., a hard reset) and physically remove the hard drive or memory card.
  - d. Office equipment (e.g., copiers, printers, fax machines, multifunction devices). Remove any memory cards from the equipment. Perform a full manufacture reset to restore the equipment to its factory default.

#### **4.20.4 Assistive Technology**

The Program Coordinator serves as the designated staff who are trained to deal with minor information technology situations. GetREAL24 consults an offsite IT specialist who donates his services for any IT assistance that is outside the capabilities of the Program Coordinator contracts with a contracted IT Company for information technology and system consultants. When needed he come onsite to fix any software, networking, or hardware issues. Relias and Apricot both have remote access and support capabilities. Program administrators for the platform at times assists users in troubleshooting and software issues that arise from time to time.

#### 4.20.5 Disaster Recovery Preparedness

- A. In the event that recovery of computer technologies is necessary, the GetREAL24r will contract with qualified and reputable computer recovery entity.
- B. Carbonite has been downloaded on all computers to backup any data or files to the cloud in the event of data may be destroyed or otherwise made unavailable. Carbonite is an online backup service, available to Windows and macOS users, that backs up documents, e-mails, music, photos, and settings. The Executive Director also backups all Quickbook files every Thursday to ensure business continuity and safeguard necessary files.
- C. Virus protection has been placed on all computers and laptops through Avast Antivirus to protect against malicious activity. Updates and capability will be monitored regularly for readiness and capability.
- D. Precautions have been made that any data that is attempted to be stolen has no sensitive information. Information that is not stored on the cloud can be regenerated and would not leave the GetREAL24 or its associated personnel exposed or vulnerable.
- E. In the event of loss of technology insurance has been purchased that will allow for the business operations of the organization to continue uninterrupted.

#### 4.20.6 Configuration Management

GetREAL24 is committed to monitoring and managing the organization's hardware, software, and related information. It will be the responsibility of the Program Coordinator to supervise the upgrade necessities and change control associated with the technological plan associated with GR24. If a product is found to be inoperable or in need of replacement the Program Coordinator will be in charge of finding a suitable replacement of hardware and will assist in the transition of organizational information from one device to the next.

#### 4.20.7 Offsite Access

Direct Care Staff should not access Apricot Records outside of scheduled work times unless given expressed consent by the Director of Operations or the Executive Director. Personnel whose positions may require access of records offsite include (but are not limited to) the Executive Director, the Director of Operations, the Program Coordinator, the Director of Development, the Case Manager, the Assistant Manager of Operations, the Staff Supervisor, or the weekend Supervisor. The positions mentioned above that are of a non-exempt status should consult their supervisor when accessing records outside their scheduled work time for compensatory concerns.

Type of remote access permission:

- A. Ongoing: Staff is granted permission to access records remotely on an ongoing basis. Unless otherwise specified staff may access records without seeking reapproval.
- B. Temporary: Staff is granted permission for a period of time to be specified by the supervisor granting permission.

If an individual needs to access the Apricot site while not at the shelter they may do so by using any device with web service capabilities. If a staff member should need to access Apricot they should follow these steps.

- A. Go to <https://www.socialsolutions.com/software/apricot/>

- B. Find "Login" at the top of the page.
- C. Find and select the "Login" tab under the Apricot Essentials field.
- D. Log in to their account.
- E. Once finished staff must log out of their account as to not leave sensitive information available to persons outside the agency.

Staff should be diligent in keeping records confidential and should not access them for personal reasons or in a public place where data may be viewed or stolen by onlookers. Staff should make sure that the computer being used to access the website should have proper cybersecurity protection as to not give access to the site by hackers or individuals who may gain access via other virus/malware programs.

2020



# Resident Manual

A PROGRAM OF THE CHILDREN'S EMERGENCY  
SHELTER

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## WELCOME!

Congratulations on being accepted to Get REAL 24! We are so excited that you have chosen to utilize our services to ensure a smooth transition into adulthood. This manual is to give you a basic guideline of what to expect from us and what we expect from you. Good luck on your journey to self-sufficiency and just know you are not in this alone.

*Get REAL 24 will equip foster youth, ages 18 and older, with life skills needed to become self-sufficient, contributing citizens by providing resources and relationships to assist their successful transition into adulthood.*

The Fort Smith Children's Emergency Shelter Independent Living Program, Get REAL 24, is a service that provides a safe and stable housing option along with life-skills training for youth in foster care at age 18 and beyond. This program is designed to help you reach self-sufficiency in a supportive environment that provides you the opportunity to reach your goals for a happy and productive life.

Get REAL 24 will take place in a 24-unit apartment complex purchased by the Children's Emergency Shelter for the sole purpose of serving foster youth ages 18 and up. Get REAL 24 will consist of life-skills training that focuses on:

- Stable and safe housing
- Becoming a responsible driver
- Education that leads to sustainable employment opportunities
- Financial responsibility and money management
- Emotional and social well-being
- Positive and permanent connections with nurturing adults
- Engaging in the community through volunteer opportunities.

In order to implement each objective successfully, Get REAL 24 will utilize relationships with state and local DHS offices, the Youth Advisory Board (a board made up of foster youth from across Arkansas), local businesses/organizations, the University of Arkansas, trained mentors, and CES staff.

## WHAT HAPPENS NOW?

- On your first day here you will meet with the Program Coordinator to complete your Self-Sufficiency Plan. This will outline both your short-term and long-term goals in all domains of independent living.



- You will review and sign your lease agreement.
- You will be instructed on how to set up your utilities in your name.
- You will be given a tour of the facilities on site.
- Upon move-in, you will do a walk-through of the apartment with the property management company to assess any damage to the unit. The same walk-through will be conducted upon your discharge to assess what damage has occurred during your stay.
- You will be given one key to your apartment. The Program Coordinator and the Property Manager will have spare keys to your apartment.

## WHAT HAPPENS NEXT?

- Move-In
  - Upon arrival to the program, you will be given at least 24 hours to get settled into your apartment. Any accommodations needed can be brought to the attention of the Program Coordinator and, within reason, will be granted.
  - At the earliest convenience of the Program Coordinator and yourself, a meeting will be set to discuss your self-sufficiency plan and ultimate life goals.
  - You will take a life skills assessment and an interest inventory to determine appropriate planning for your goals.
  - The plans and timeline necessary for completing your goals will be agreed upon by yourself and the Program Coordinator.
- It is a requirement for you to either be in school full time, working full time or a combination of part-time school and part-time employment. It is also a requirement for you to show continual improvement in life skills areas and gainful employment or acceptable grades in school. The Program Coordinator will help you with the needed skills and locating the appropriate resources to meet these requirements.
- Based on your interests, the Program Coordinator should be able to help you locate extracurricular activities in the area that you may enjoy doing in your free time. Extracurricular activities will help you relieve stress and meet new people. Resources for entertainment include:
  - <http://www.fortsmith.org/play/>
  - <http://www.efortsmith.com/>
- A mentor will be provided to you as an essential part of the program. You are to meet with your mentor at least once a week. You may meet more with your mentor if you and the mentor desire more frequent conversation in your relationship. A mentor will guide you to make informed decisions on the path of success. You will have the ability to pick your mentor from a list of approved mentors.
- A sponsor family will be provided to you. You will be encouraged to spend holidays and birthdays with your sponsor family. The sponsor family will be allowed to step in where

a biological family may not fit in your life anymore. The sponsor family can be picked by you from a list of pre-approved sponsor families.

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## VOCATIONAL SERVICES

- Through independent living skills groups, you will learn skills in finding employment and maintaining employment.
- If any extra vocational training is needed for your employment goal, the Program Coordinator will help you locate the appropriate facilities and courses needed.

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## INDEPENDENT LIVING SKILLS

- The Program Coordinator will ultimately be responsible for your knowledge of important life skills to be a contributing member of society. The Program Coordinator will teach most life skills and will ensure that you have demonstrated sufficient knowledge in each life skill.
- The Program Coordinator may delegate some life skills groups to certain volunteers or other staff. Anyone instructing a life skills course to a resident will have knowledge in the subject area being presented.
- The following are the independent living skills that you are expected to be sufficient in upon completion of the program:
  - Good Grooming Practices
  - Understanding and Obtaining Health Insurance
  - Where to Go for Medical/ Dental/ Vision Treatment
  - Where to Go for Mental Health Services
  - Drug and Alcohol Safety
  - Sexual Education
  - Opening and Using a Bank Account
  - Budgeting to Pay Bills
  - Understanding Taxes
  - Financing Risks & Rewards
  - Understanding how Credit Works
  - Choosing a Major/ Trade (may not be applicable)
  - Finding Scholarships and Grants (may not be applicable)
  - Resume Building/ Writing a Cover Letter
  - Turning in Job Applications
  - Job Interviewing Skills and Etiquette
  - Maintaining Employment
  - What to Look for in a Safe House/ Apartment Setting
  - Acquiring Renter's/ Homeowner's Insurance Information
  - Keeping a Clean Living Space
  - Doing Laundry

- Locating Individuals for Repair or Maintenance on Household Items
- Understanding Nutrition and Preparing Grocery Lists
- Cooking and Using Kitchen Appliances
- Learning to Utilize Public Transportation
- Learning to Drive and Obtaining a Driver's License
- Buying a Vehicle and Registering It with the DMV
- Insuring Yourself to Drive
- Locating Appropriate Facilities for Maintenance for Vehicle
- Building Relationships with Peers and Mentors
- Identifying and Utilizing Community Resources
- Learning Time Management
- Knowing the Appropriate Use of Technology and Social Media
- The Program Coordinator may find other areas of interest to you that are not listed but need to be demonstrated.
- Members are to attend all life skills classes. An unexcused absence will result in a minor infraction. Members may comp out of life skills classes only by exhibiting to the program coordinator that they have mastered the skill being taught. This can be done by teaching the life skill to a group in the community that needs to master this skill. This may be at the Boys and Girls Club, another shelter, or any group with youth who need to learn this skill.

## PARTICIPANT RIGHTS

These are your rights as a resident of GetREAL24. A “right” is treatment or behavior which is just, morally good, legal, proper, or fitting.

If you have any questions regarding these rights, ask the Program Coordinator to explain your rights.

- You have the right to be treated with respect, dignity, and compassion.
- You have the right to freedom from neglect, abuse, or exploitation.
- You have the right to know your rights and responsibilities as a participant of GetREAL24.
- You have the right to be treated as an adult.
- You have the right to ask questions and expect answers within a reasonable timeframe.
- You have the right to live in safety in your apartment.
- You have the right to socialize and participate in recreational activities with other participants as defined by the participant rules.
- You have the right to make suggestions.
- You have the right to know and be well informed about services, and/or programs offered by GetREAL24.
- You have the right to make a written grievance if you have a problem or complaint.
- You have the right to know Get REAL 24’s organizational structure in order to be aware of and be able to follow the lines of authority and accountability within the program.
- You have the right to refuse or terminate participation at GetREAL24 prior to your scheduled completion.
- Your records and any issues discussed are confidential and cannot be released to anyone without your permission unless court ordered.

These are your rights associated with being a resident of GetREAL24. Please make sure you understand them. If something is unclear, please ask for further explanation.

## PARTICIPANT RULES

- Overnight guests must:
  - Be pre approved by the program coordinator and DCFS caseworker.
  - Guests cannot stay more than two consecutive nights
  - Guests cannot stay more than three (3) days in a week
  - Guests cannot stay more than seven (7) days in a month
  - Not be unrelated members of the opposite gender
- Anyone that is under the age of 16 and unrelated to the resident may not be in the apartment under any circumstances.
- Noise levels are to be kept at a minimum after 10 pm, until 7 am.
- No violence or threats against others is allowed.
- Participation in support services (ILP classes, mentors, sponsor families, etc) is required in order to succeed on your road to independence.
- All personal property is your responsibility and not the program's responsibility.
- Non-platonic relationships with other ILP residents are discouraged.
- No smoking inside the unit.
- No alcohol allowed for any resident under the age of 21.
- No weapons of any kind allowed on-premises.
- No drug use or activity is allowed.
- You must adhere to the program's policy regarding education and/or employment.
- Do not burn candles or incense in the units.
- You are to keep your unit in good condition.
- You are to keep smoke detectors working properly.
- You are to communicate to the Program Coordinator any problems/concerns involving the safety of others in the program.
- You will try to remedy minor problems with other residents with proper communication before reporting to the Program Coordinator.
- You are responsible for your guests' actions. Therefore, no guests are allowed in your apartment when you are not there.
- You will actively seek to enhance and improve your independent living skills on a daily basis.
- You are responsible for your own garbage. The dumpster where the garbage should be placed is at the entrance of the parking lot.
- The only pets allowed in the apartments are fish. Unless given permission by the Program Coordinator
- Do not feed stray animals in the apartment complex.
- Weapons of any kind are prohibited. This includes knives, guns, bows, martial arts equipment, etc....

- Physical violence, verbal aggression, and intimidation are not permitted. Residents who engage in such behaviors threaten the safety of the community and will be dismissed from the program.

## PARTICIPANT RESPONSIBILITIES

With rights come responsibilities. Knowledge of your rights + taking responsibility for your actions = success!

To be responsible means to be trustworthy and accountable for your actions. When a person is choosing or behaving responsibly, she/he does three things:

1. Identifies the consequences (positive or negative) that accompany each choice or action.
2. Accepts the consequences as part of making the choice or taking the action.
3. Consider the impact the choice or action will have on themselves and others.

The “responsibility” to do something often means that a person has an “obligation” to make a certain choice or to take a certain action.

Failure to perform basic responsibilities while a resident of GetREAL24 will jeopardize your residency status.

## BASIC RESPONSIBILITIES

- To act responsibly at home, school, and in the community.
- Be an active participant by:
  - Asking questions to appropriate people when you do not know or understand
  - Making informed decisions
  - Advising the Program Coordinator/ your Life Coach of any changes, issues, or events you are involved in.
  - Informing the Program Coordinator/ your Life Coach if you are thinking about leaving your job.
  - Participating in scheduled activities.
  - Maintaining a neat and orderly apartment.
- Maintain the safety of your home by:
  - Adhering to safety practices defined by GetREAL24.
  - Immediately advising the Program Coordinator/ your Life Coach of any potentially unsafe situations you are aware of or involved in.
- Keep all scheduled appointments.
- Maintain a personal calendar.
- Be compliant with the rules and regulations of GetREAL24.
- Be an active participant in the formulation of your own Self-Sufficiency Plan.
- Attempt to resolve disagreements or disputes in a peaceful, courteous manner.
- If conflicts or issues are unresolved, you have a responsibility to bring your concerns to the attention of the Program Coordinator.
- If an issue remains after speaking with the Program Coordinator, you have the responsibility to attempt to resolve the conflict or issue by contacting the Program Manager.
- Finally, you have a responsibility to yourself to complete your Self-Sufficiency Plan. If you choose to terminate your chosen success track prior to its scheduled completion, you are responsible for discussing your decision with the Program Coordinator.



## LEVELS OF MEMBERSHIP

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### PROBATION

When you first enter the program you will be placed on probationary status. This status is to help you understand the areas that need to be understood and eventually become proficient in order to become an independent adult. Members on this status are expected to develop and implement their self sufficiency plan. While on probation members will define what success looks like for them on a daily and weekly basis. They will evaluate their own progress and understand the habits they need to form to be successful. Members will meet with their life coach on a daily basis to develop their self sufficiency plan. Members who do not participate in these daily meetings and planned activities will indicate to GetREAL24 that they are unwilling to participate. A member who is on probationary status may be removed from the program if they do not participate in daily meetings and self prescribed activities. In order to graduate out of probationary status members will create a self sufficiency plan and exhibit their ability to meet the standards they developed for themselves in the following areas:

- Daily Living
  - Member has a planner and shows they understand what they have to do on a daily basis
  - Members can create a grocery list and plan their meals for the week
  - Member can get onto a computer and answer emails within 24 hours of the email being sent
- Self Care
  - Member has a daily hygiene routine and follows it
  - Member has scheduled all recurring medical appointments
- Relationships and Communication
  - Member has identified what a healthy relationship looks like
  - Member has identified what they are looking for in a relationship based off of the healthy relationship standards
  - Member has identified what relationships they were exposed to growing up looked like and how they may affect their own relationships in the future
  - Member has developed at least 1 healthy relationship in the following areas
    - Mentor
    - Friend
  - Member understands social etiquette and have identified any improvements they need to make
- Housing

- The member understands what a clean living space looks like and has identified what they want their space to look like.
- Money management
  - Member has created a savings and checking account
  - Member has developed a monthly budget
  - The member has reviewed their monthly expenditures and compared them to their previously approved monthly budget.
- Work/Study Skills
  - Work
    - Member has been through WAPDD orientation and training
    - The member has completed 10 job skill scorecards and has a score above 90.
  - Study
    - Member has met with the academic coach associated with their institution
    - Member has identified what are good study habits and skills
    - Member has created a study calendar for the month
- Career and Education Planning
  - The member has completed the ONET and identified career paths that interest them.
  - The member has identified their primary and secondary career path.
  - Member has answered the following questions for their top five career choices
    - Salary
    - Education Required
    - Job Growth
    - Skills
    - Knowledge
    - Pros
    - Cons
- Goal planning and orientation
  - Member has identified strengths, needs, abilities, and preferences that are important to their success.
  - Members has identified barriers both internally and externally that need to be managed or removed in order for them to be successful
  - Member has discussed proper mental health and has a plan for developing and maintaining it.
- Permanency
  - Member develops and integrates a plan for connecting with trusted adults, community support, and interdependent connections.

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## FRESHMAN

Members who reach the Freshman status will have completed all the elements of the probation and have maintained the plan for one month.

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## SOPHOMORE

Members who reach the Sophomore status will have completed all the elements of the probation and have maintained the plan for a period of two months.

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## JUNIOR

Members who reach the Junior status will have completed all the elements of the probation and have maintained the plan for a period of months.

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## SENIOR

Members who reach the Senior status will have completed all the elements of the probation and have maintained the plan for a period of nine months.

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## COUNCIL

Members who reach the council status will have completed all the elements of the probation and have maintained the plan for one year.

## ABIDING BY THE TERMS OF YOUR LEASE

- Rent is due on the 1<sup>st</sup> each month.
- Rent is late if it is not received by 5 pm on the 5<sup>th</sup> of each month. You will then receive a \$50.00 late fee.
- Rent not received by 5 pm on the 10<sup>th</sup> each month will result in a meeting with the Program Coordinator and the property management company to discuss further action.

## LOCKOUT POLICY

- You are responsible for your own unit and mailbox key.
- If you are locked out of the housing unit during normal business hours, you should contact the Program Coordinator for access to your unit. If during normal business hours, you will be provided access to your unit on short notice.

- If you lock yourself out of the unit after normal business hours, the Program Coordinator will attempt to provide access within a reasonable time. If this is not possible, the Program Coordinator will contact the Property Manager.

## RESPECTING NEIGHBORS

- Fort Smith requires that noise be kept to a minimum at certain hours of the night. The program specifically requires that noise levels be kept low between 10 pm and 7 am.
- The Golden Rule: Treat others the way you want to be treated! If you pass another resident and he or she does not wish to talk, simply saying “hello” as you pass is a good way to keep things civil. If it is clear another resident does not feel like talking, the resident should be given some space.
- There are a few areas that all residents share, including the laundry room or parking area. You should always keep these areas clean and smoke-free out of respect for other residents.

## KEEPING ISSUES UNDER CONTROL

- If you are being disturbed by another resident with loud noises coming from his or her apartment, you should politely explain the issue to the noisy resident before filing a grievance. It is important to give residents time to personally correct a situation before taking it to the staff.
- It is okay to want to help another resident out, but if a resident is having financial difficulties he or she should come to the Program Coordinator. GR24 staff is here to assist with issues and there is no reason to lend items to or ask favors from other residents.
- Always feel free to come to the GR24 staff with any issues. The Program Coordinator should be your first point of contact for any help needed.
- Upon move-in, you will be instructed by the property management company how to operate the smoke detectors and the fire extinguisher. Should you forget how to operate either the smoke detector or the fire extinguisher, the Program Coordinator can help you locate another instructional form determining how to operate said equipment.
  - Smoke detectors – Check batteries one time weekly. Push the button on the front that says “Test”. To change the batteries, remove the device from the wall-mount. Batteries will be in the back of the device.
  - Fire extinguishers – P.A.S.S. is the generally accepted technique for fire extinguisher use.
    - Pull the pin.
    - Aim low at the base of the fire.
    - Squeeze the lever above the handle.
    - Sweep from side to side.

## FULL-TIME EMPLOYMENT GUIDELINES

- If your plan is to be employed full time, you are required to make a consistent effort to find and maintain employment. You must bring a copy of the application or a written note from the company stating an application was turned in. You must show proof of applying to a minimum of 1 job a day.
- You are expected to have a goal of being employed within two weeks of admission.
- You may be discharged if you are not employed following 30 days of admission.
- You may not quit a job until you have obtained another one.
- You are required to have full-time employment (at least 30 hours a week).

## FULL-TIME EDUCATION GUIDELINES

- If you choose to attend school full time, you are required to be enrolled in at least 12 credit hours per semester.
- You should maintain a 2.5 GPA while enrolled in school.
  - If GPA falls below a 2.5 you will attend Academic Coaching provided by the institution or with your Life Coach.
- If you choose to attend a trade school full time, you should maintain a satisfactory performance for the duration of your education. The Program Coordinator/ your Life Coach will be communicating with the professionals at the school often to ensure this standard is maintained.

## FINANCIAL RESPONSIBILITIES

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### BUDGET

- You will create a monthly budget with your TYS Coordinator and your Life Coach.
- No new monthly expenses can be added to your budget without first being brought to the attention of your Life Coach. Your Life Coach will determine if this expense is necessary or possible based on your budget.
- No purchases over \$100 may be made without prior approval of program staff.
- Your budget will need to be updated any time there is a change in your income.
- Your budget will include rent, utilities, groceries, personal hygiene, cell phone, cable, etc.
- Members will bring receipts for all transactions for the first month to their Life Coach. This is to help the member understand what they are spending their money on and how well they stuck to their budget. Once one month of meeting budget as well as bringing all receipts has been accomplished this task will no longer be necessary. If the member is unable to pay bills or does not maintain proper budgeting this process will be repeated.

- You will save at least \$50 a month. This is not to be spent and will be saved until you turn 21.

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## BANK ACCOUNT

- You will be responsible for opening a checking account with the help of the Program Coordinator.
- You are responsible for paying all budgeted bills in a timely manner through the use of your bank account.
- Until you are able to demonstrate an understanding of bank accounts and outstanding transactions, your monetary allocations (board payment and weekly allowance) will be provided to you in cash only. Cash-in-hand is the easiest way to understand how much money you have at any given time. When you are able to manage your cash in a satisfactory manner, your monetary allocations will be put into your bank account and you can pay your expenses with a debit card associated with that account.
- Bills should be presented to the program coordinator in order to receive funds to pay the bill, either in cash form or a deposit into the resident's checking account.
- Should you get a job, a percentage of your paycheck agreed upon by you and the program coordinator will be required to be deposited into your personal savings account.

## FUTURE PLANS

Your success is important to us even beyond Get REAL 24. That is why we require you to write up a written back-up plan for housing every 6 months. This way if you decide to leave us before we recommend or you become evicted, you will know what steps to take from here.

## INFRACTIONS & CONSEQUENCES

### INFRACTIONS

There are two different types of infractions. Some are minor and some are more serious and considered major infractions.

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#### MINOR INFRACTIONS

- Guests staying the night without prior permission
- Littering tobacco products or using tobacco outside designated areas
- Disrespect toward other residents, volunteers, or staff
- Having an animal in the apartment without permission from Program Coordinator
- Missing an ILP class

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#### MAJOR INFRACTIONS

- Physical aggression toward other residents, volunteers, staff, or community
- Possession of weapons
- Stealing
- Smoking in your apartment/home
- Possession of illegal pornographic materials
- Property damage
- Verbal assault or threat of violence
- Continuous defiance
- Possession and/or use of drugs
- Possession or use of alcohol if you are under 21, or supplying alcohol to minors

### CONSEQUENCES

Rewards are positive consequences. Life is also full of negative consequences for poor decision-making. Like life, there are consequences for neglecting to meet minimum requirements or follow program policies.

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#### CONSEQUENCES OF MINOR INFRACTIONS

- One minor infraction will result in a verbal warning by the Program Coordinator
- Two or more minor infractions will result in a meeting with the Program Coordinator to determine an appropriate course of action
- Six or more minor infractions in one month will be considered a major infraction and jeopardize your residency status

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#### CONSEQUENCES OF MAJOR INFRACTIONS

- Major infractions will jeopardize your residency status

- A meeting with the Program Coordinator and the Program Manager will be held to determine appropriate and necessary consequences.
- A minimum 30-day probationary period in which agreed upon privileges will be revoked.

NOTES:

- Every 30 days, the slate is wiped clean if consequences have been carried out.
- Residency status may be revoked if a resident has more than six minor infractions or another major infraction while on probationary status.



## INCENTIVES & REWARDS

As you accomplish your goals and reach major milestones, we want to recognize your achievements. Part of growing up and becoming an adult is to learn to seek rewards like pride in oneself and desire personal growth for growth's sake. We'll find exciting ways to show you how proud we are!

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### GRADUATING

Graduating from GetREAL24 is a big deal! We take it really seriously and think it is a huge accomplishment. For those participants who successfully complete all goals in their Self-Sufficiency Plan, we will find a really special way to recognize you, like hosting a BBQ or a party of some sort. Also, these graduating residents will be allowed the opportunity to move out with all supplied furniture minus appliances and will also receive the full amount of funds accumulated in their personal savings account.

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### MAJOR MILESTONES

Within each phase of the program are major life milestones. When you achieve one of these milestones, Get REAL 24 will celebrate with you by getting you a little something special related to your milestone. These milestones include:

- Completing your GED
- Finishing your first college or training school semester with a 2.5 GPA or better
- Getting your driver's license
- Reaching 3, 6, and 12 months of employment at one employer
- Saving \$2,000 or more
- Any other significant milestones you reach

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### MONETARY INCENTIVES/ REWARDS

- Leadership and development are encouraged at GetREAL24. When you move from one level of the program to the next GetREAL24 will give monetary rewards to help keep you motivated.
- \$100 of your rent every month goes into a savings account. These funds are withheld for transportation purposes. If the member needs funds for transportation they must bring a receipt to their Life Coach who will reimburse the youth every Friday. The first month of transportation funds will be given to youth so they will have a starting fund to draw from for transportation needs.
- Upon completion of your plan, all the furniture in your apartment, not including appliances, is yours to take with you when you leave.

## HOUSECLEANING AND INSPECTION

You are expected to keep your apartment clean on a daily basis. Your life coach will inspect your apartment with you routinely. At such times the member and the coach will complete a Housekeeping Scorecard together. Any areas in need of improvement will immediately be discussed with you. The Program Coordinator will keep a record of the inspections for future reference. The number of inspections in a set time period will depend on the score of the previous scores.

- Upon entering into the program a resident will have three scorecards completed a week.
- Once one month of scores of 90 or higher is complete the inspection rate will decrease to once a week.
- Once another month of a score of 90 or higher is complete the inspection rate will decrease to bi-weekly.
- Once another month is completed of 90 or higher the inspection rate will decrease to monthly.
- If an inspection is failed (score below 60) the resident is given 24 hours to clean the apartment and have another scorecard completed. If this inspection fails, the member must pay for a cleaning service to come and professional clean the apartment.
- The inspection frequency will then be increased to the previous status level.

## GAMMA RHO CAMPUS

Currently all GetREAL24 members are housed on Gamma Rho Campus. Gamma Rho strives to be some of the most proactive and determined youth in the community. Being a Gamma Rho member means you not only have a duty to yourself but you also have a duty to other members. If you choose to act in a way that reflects poorly on other members then you not only are affecting you and current members but potentially may be jeopardizing future Gamma Rho members. Members of Gamma Rho understand that rules are not what make successful adults but values and standards that we hold for ourselves those we associate with are.

## COUNCIL

Gamma Rho wishes to promote leadership and self governance amongst its members. Because of this Gamma Rho has began the process of creating a member led campus council. Gamma Rho currently has a campus president. The president has certain responsibilities associated with mentorship, leadership, and marketing. This role is designed to help create more opportunities for current and future Gamma Rho members. As Gamma Rho grows in population more positions will be available. The council votes on current events and items related to campus life. Council votes on new members and how the power to nominate a current member for removal from campus.

## RESOURCES

- Program Coordinator – [Jeremiah Hays](#) (318) 547-0244
- Resident Assistant – [Jack Gray](#) (479) 393-9269
- Multifamily Property Manager – [Kristin Nichols](#) (479) 414-2010
- Utilities
  - [OG&E](#) – (800) 272-9741
    - This number may be used to report power outages.
  - [Cox Communications](#) – (844) 693-8160
- Transportation
  - [Fort Smith Public Transit](#) – (479) 783-6464, (479) 782-9833
    - <http://fortsmithar.gov/Transit/default.aspx>
    - <https://lionschronicle.uafs.edu/sites/lionschronicle.uafs.edu/files/oldarchives/Archive-2.3/stories%20news/news4.needlift.coleman.html>
    - List of bus stops available upon request
  - [Razorback Cab](#) – (479) 783-1118, (479) 783-6318
  - [Jayne Hunter Fuller](#) – (479) 651-5069
- Law Enforcement
  - [Joseph Mahan \(On-Site Courtesy Deputy\)](#) – (479) 597-8648
  - [Emergency Assistance](#) – 911
  - [Fort Smith Police Department](#) – (479) 709-5000
- Housing
  - [Community Rescue Mission](#) (479) 782-1443
  - [Salvation Army](#) (479) 783-6145, (479) 783-4938
  - [Allied Garden Estates](#) (479) 782-3611
  - [Fort Smith Housing Authority](#) (479) 785-4881
- Food and Meals
  - [American Red Cross](#) (479) 785-5582
  - [Community Rescue Mission](#) (479) 782-1443
  - [Community Services Clearinghouse](#) (479) 782-5074, (479) 782-7801
  - [Sebastian Community Development Council](#) (479) 785-2303
  - [Salvation Army](#) (479) 783-6145
- Health/ Medical
  - [UAMS Family Medical Center](#) (479) 785-2431
  - [Community Health Center](#) (479) 782-1456
  - [Sebastian County Health Department](#) (479) 452-8600
- University of Arkansas – Fort Smith
  - [Advising Center](#) (479) 788-7400
  - [Counseling Clinic](#) (479) 788-7398

- Health Center (479) 788-7444
- Employment Assistance
  - TEC Career Solutions (479) 785-1000
  - TEC Industrial Division (479) 785-3022
- Mental Health
  - Western Arkansas Counseling and Guidance Center (479) 452-6650
  - Perspectives Behavioral Health Management (479) 452-5040
  - Valley Behavioral Health (479) 494-5700
  - Arkansas Crisis Hotline (888) 274-7472
  - National Suicide Prevention Lifeline (800) 273-8255
- Domestic Violence
  - The Crisis Intervention Center (479) 782-4956
- Suicide Prevention
  - Gateway Recovery Center (479) 785-4083 ex 212

## RESIDENT AGREEMENT

I have read the resident manual for the Children's Emergency Shelter's independent living program, Get REAL 24, and I agree to abide by all policies and expectations. If I ever have any questions about the manual or that the manual does not answer, I am aware that I can contact the Program Manager to have my questions answered. I will keep my copy of the resident manual in a safe, easy to access place where I can easily find it for reference. Should I lose my program manual, a new copy will be made available to me by the Program Coordinator. Should any policies or procedures in the manual change, I will be given a new copy by the Program Coordinator. Should I lose three copies of the resident manual, I will be scheduled a meeting with the Program Coordinator about safe-keeping of documents.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



I. Current State

A. Residents

1. Six Current Members (One recent discharge)
2. Two Applicants on emergency status
  - a) One on-campus
  - b) One off-campus.
  - c) A third is requesting emergency status. Requesting us to be their ILP but we are maxed out on case management. She also has no funds to get herself into an apartment during this phase.

B. Recruiting

1. Applicants

- a) 12 Applicants over the age of 18
  - b) 5 Applicants under the age of 18
  - c) 3 applicants within 6 months of turning 18
  - d) Applicants are scored based off of:
    - (1) Placement
    - (2) Substance Abuse
    - (3) Family
    - (4) Education
    - (5) Career
    - (6) Health
    - (7) Social
    - (8) Legal
    - (9) Goals
  - e) Multiple interviews take place in the application period. These include:
    - (1) Applicant
    - (2) Reference(s)
    - (3) Caseworker
    - (4) TYS Coordinator
    - (5) Prior Placements
    - (6) Interview with Campus President and/or Alumni in good standing
    - (7) Selection Panel
    - (8) Applicant must attend at least 1 event to meet current members
2. Met with Sebastian County Program Administrator

3. Social Media
4. Built relationships with TYS coordinators and Caseworkers in the surrounding areas.
5. Word of mouth from current Gamma Rho members
6. BaseCamp
  - a) Month-long on-campus camp, introducing youth under the age of 18 to the skills they will need to be successful as an adult
  - b) Life Skills classes, job shadowing, character and team building, community networking and other tools we have identified to be factored in independence.
  - c) Designed to be a condensed version of the program.
  - d) Also developed because youth were coming into the program with few developed skills and social networks.

### C. Program Structure

#### 1. On-Campus Youth

- a) Youth do not want to associate GR24 with another placement or their past foster life. We are attempting to remove the stigma of being a “foster kid”
- b) Gamma Rho was created to give the placement a “campus” atmosphere. Goals of:
  - (1) Developing a sense of pride in their choice to be a part of this campus.
    - (a) The youth are not “residents” they are “members”
    - (b) They are part of a member’s council that votes on all aspects of campus life.
  - (2) Developing a values approach over a rules approach
    - (a) Youth have voted on the values that members of the campus should have.
    - (b) Members have the power to nominate a youth for removal if they are not meeting these standards of conduct.
  - (3) Developing leadership amongst members
    - (a) Youth have voted on a campus president
      - (i) President oversees members meetings
      - (ii) Receives \$100 monthly leadership stipend
      - (iii) They are voting on the role and responsibilities of the office.
      - (iv) President along with an Alumni person meet with potential applicants before a decision is made on their acceptance.

(b) Current discussions of further roles

2. Off-Campus Youth

- a) Youth coming back into care are many times homeless and need emergency housing.
- b) We have accepted three youth in the last two months onto campus with this status
- c) Youth who have the means to afford their first month's rent, we help find off-campus apartments. We want to avoid adding youth to the Gamma Rho campus who may cause disturbance to the youth who are currently experiencing success.

D. Life Skills

- 1. Weekly hour-long PowerPoint presentations
- 2. 16 outlines with three lessons in each
  - a) Topics include:
    - (1) Community/ Culture/ Social Life,
    - (2) Cooking,
    - (3) Education,
    - (4) Finances,
    - (5) High-Risk Behaviors,
    - (6) Home Skills,
    - (7) Housing,
    - (8) Job and Career,
    - (9) Legal Issues,
    - (10) Money Management,
    - (11) Permanence,
    - (12) Personal Hygiene,
    - (13) Recreation and Leisure,
    - (14) Self Care,
    - (15) Time Management,
    - (16) Transportation

E. Case management

- 1. Personnel
  - a) Program Coordinator
  - b) Program Assistant
  - c) Intern
- 2. Case management tools
  - a) Self Sufficiency Plan
  - b) Weekly meetings

F. Volunteers

- 1. Sponsor Families



2. Mentors
3. Transportation
4. Social Events
  - a) Currently budgeted for one outing a month

G. Resources

1. 24 apartments
  - a) In phase three of four of remodel
  - b) On-site deputy
  - c) On-site resident assistant
2. Plans for an activity center
3. Vehicles
  - a) Car with instructor brake for training youth to get their license
  - b) Van with room for 7 passengers
  - c) Van with room for 15 passengers shared with Shelter

H. Career Development

1. Utilizing WAPDD- They are in a reprogramming phase.
2. Private Support- Some donors are willing to help youth who wish to pursue a career that is not covered by current programs.

II. Areas of Need

A. Continuum of care

1. Case Management (this has been our top reason for recent successes)
2. Gap concept housing
  - a) Emergency placement
  - b) Stair-step housing
  - c) Single mother housing
3. Social Safety Net
  - a) Increase volunteers to develop a positive group of people to influence and aid in their development.
4. Standardized, curriculum-based life skills training
5. Career identification and development
  - a) Youth need a program to learn to be a good employee without burning bridges for themselves and our organization. Employers who understand how to help a youth coming from such a background, allowing them to make mistakes without dismissing them immediately.
6. Vehicle incentive program

# Jeremiah Hays

2228 North 9th St  
Fort Smith, AR 72904  
(318) 547-0244  
Jeremiahhays76@yahoo.com

## EXPERIENCE

### **Children's Emergency Shelter** Fort Smith, AR *Administrative Services Coordinator*

March 2019 - Present

The Administrative Services Coordinator is responsible for providing and coordinating support services to the organization. Responsible for data and document management. Will lead the development and maintenance of the organization's service programming database. Will maintain long-term storage of paper documents and oversee the disposal of such when storage requirements have been met. Manages the organization's information technology equipment and systems. Procures supplies for and coordinates maintenance services for computers, copiers, printers, and other electronic devices. Serves as the organization's compliance officer. Ensures the organization remains compliant with regulatory, administrative, and accreditation standards. Analyzes internal processes to identify, recommend, and implement process and quality improvement measures with input from employees, stakeholders, and residents. Assists Executive Director with implementing strategic planning directives. Responsible for coordinating the maintenance and repair of facilities and vehicles. Ensures facilities, grounds, and vehicles are well-maintained, secure, and safe for residents, employees, and visitors. Oversees facility projects. Serves as the organization's safety officer. Ensures safety and security systems are sufficiently configured and operating to protect residents, employees, and visitors.

### **West Monroe Police Department** West Monroe, LA *Corrections Officer*

February 2008 - August 2018

Full time position. Responsible for daily security, health management, and maintenance. Directly supervised contract workers daily. Was awarded employee of the year while employed. Solved numerous issues related to the security and maintenance of the jail. Cared for individuals with substance abuse and numerous health conditions.

## SKILLS

Comprehensive education and training related to human development, child and adolescent cognitive training, direct care and health plan management of individuals with cognitive and developmental disabilities, and convict rehabilitation.

Verbal, written, and data analysis skills.

Familiarization with Microsoft Office, Microsoft Excel and SPSS (data analyses).

## AWARDS

**West Monroe Police Department**  
Employee of the year

**Evangel University Football Hall of Fame Football Inductee.**  
Two time NAIA All American.  
Remington Trophy Winner

**North Delta Training Academy**  
Top Firearms Award  
Top Academics Award

**ARCO**  
Monroe, LA  
*Direct Support Professional*

January 2008 - March 2008

Full time position working with individuals with special needs. In charge of taking care of five individuals in a group home setting. Charged with maintaining proper order, distributing medication and teaching life skills.

**Arc of the Ozarks**  
Springfield, MO  
*Direct Support Professional*

May 2007 - December 2007

Full time position working with individuals with special needs. In charge of taking care of individuals in a group home setting. At times working with only two individuals and at most up to six. Charged with maintaining proper order, distributing medication and teaching life skills.

**Next Step Day room**  
Fort Smith, AR  
*Assistant Case Manager*

May 2006 - July 2006 & May 2005 - July 2005

Full time position. Helping homeless individuals find appropriate means of self-sufficiency by teaching social and life-skills, personal maintenance, and resource acquisition and management. Created and implemented original material for an Anger Management program for clients of agency.

**EDUCATION**

**Capella University**  
Minneapolis, MN  
*-Master of Science in General Studies of Human Behavior*  
*-Graduate Certificate in Mental Health Counseling*

Graduated 2013

**North Delta Police Academy**  
Monroe, LA  
Certified Corrections Officer

Graduated 2010

West  
-Post

**Evangel University**  
Springfield, MO  
-Bachelor of Science in Psychology  
-Bachelor of Science in Criminal Justice  
Graduated 2010

#### PROJECTS

**Fort Smith Northside Block Party**  
Fort Smith, AR  
*Event Coordinator*

June 2002 and June 2003

Volunteer position. Co-founded and chaired outreach ministry to at-risk-teens. Facilitated social resources for delinquent youth by introducing local religious institutions willing to provide aid. Coordinated and organized housing for the ministering artists. Organized event promotion. Prearranged the distribution of 1,000 free meals and t-shirts. Coordinated and headed fundraising for event.

# Evangel University

To all to whom these presents shall come, Greeting

Be it known that

Jeremiah Lee Hays

having honorably fulfilled all the requirements imposed by the authorities of this Institution, the President and Board of Directors of Evangel University, upon the recommendation of the Faculty, do therefore confer the degree of

Bachelor of Science

Criminal Justice/Psychology

with all the Honors, Rights, and Privileges to that degree appertaining.


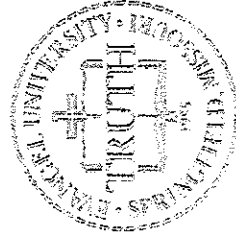
Given at Springfield, in the State of Missouri, on this second day of May, 2008.



Chairman of the Board of Directors



Secretary of the Board of Directors



President of the University



Dean of the University

# Capella University

By its authority and upon recommendation of the faculty,  
the Board of Directors hereby confers upon

JEREMIAH HAYS

*the degree of*

Master of Science  
in Studies in Human Behavior

with all rights, honors, privileges and responsibilities thereto appertaining.

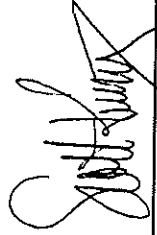
Given this thirty-first day of December, two thousand thirteen.



MARCIA BALLINGER  
*Chair of the Board*

Minneapolis, Minnesota





SCOTT KINNEY  
*President, Capella University*

## **Jack Gray**

1421 Dallas St Apt 13 Fort Smith, AR 72901

479-393-9269 [jgray@fscs.org](mailto:jgray@fscs.org)

### **Education:**

University of Arkansas at Fort Smith

- Bachelor's Degree in Business Administration - Fall 2019
- Chancellor's Leadership Council

### **Academic Leadership**

Kappa Alpha Order - President

- Financial management, risk management, community outreach, PR, discipline, overseeing all operations of our fraternity.

### **Career Experience:**

Fort Smith Children's Emergency Shelter, June 2018 - Present

GetReal24 Campus Coordinator, Facility Maintenance

- General maintenance and lawn care for GetReal24 apartments and the children's emergency shelter grounds
- Case management, life coaching, transportation, budget advising, educational planning, career coaching, job placement, social and life skills development, leadership education, self-sufficiency planning, advising, and implementation.
- GetReal24 on-campus resident assistant.

ABB Motors and Mechanical, Fort Smith, AR - June - August 2019

Night Shift Supervisor

- Facilitated safety improvements, LEAN, Flex flow, 6 Sigma.
- Rotor department third shift supervisor. I supervised a crew of around 30 employees in our department on the third shift. The majority of my work was in coming up with new safety ideas, implementing safety policies and procedures, ensuring employees follow the safety policies and procedures, as well as ensuring we produce quality parts in a large quantity.

Fastenal Company, Fort Smith, AR - January 2019 -Present

Customer Service Representative

- Customer deliveries, taking customer orders, pulling orders, cycle counts, inventory management, group projects.

Yeager Ace Hardware, Fort Smith, AR - January 2017 - December 2018

Support Manager

- Employee management, store communications, closing/opening store, assisting Customers, loading goods for customers, cutting glass, cutting keys, cutting and threading pipe, cutting rope, building structures (shelves, displays, etc), stocking shelves, cashier, training new cashiers, cutting lumber, general maintenance, resolving customer issues, building/repairing window screens, checking in freight, etc.

# University of Arkansas Fort Smith

confers upon

**Jack L Gray**

the degree of

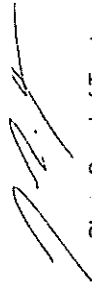
**Bachelor of Business Administration  
Business Administration**

and all the rights, privileges, and honors appertaining.

Awarded upon completion of all requirements of the University on this day,

the thirteenth of December, Two Thousand Nineteen,

in Fort Smith, Arkansas.



Chair, Board of Trustees,  
University of Arkansas System



President, University of Arkansas System





Chancellor, University of Arkansas - Fort Smith