



a path to a positive future

Lawrence Community Shelter
The Village Intake Packet

Client: _____

Staff Member: _____

Date: _____

The Village Program Information

Lawrence Community Shelter and the City of Lawrence recognize the challenges faced by our existing Emergency Sheltering Options and created The Village Pallet Shelter Community in an effort to meet the increasing demand to effectively serve our growing homeless population. Pallet sheltering serves to begin addressing the urgent needs for adequate emergency shelter. By implementing this additional resource, LCS aims to provide a more effective and efficient response to the increasing need for shelter.

Pallet shelters are designed to offer temporary housing solutions that are safe, secure, and dignified for individuals experiencing homelessness. They offer insulation, ventilation, lighting, and electrical outlets, ensuring basic amenities are available to those utilizing them.

In addition to addressing immediate needs, Pallet sheltering also allows for longer-term planning and coordination with other support services. By providing a stable and secure temporary housing solution in a gated community, individuals can have a more conducive environment to access resources, seek employment, and work towards finding permanent housing solutions.

LCS participates in the Kansas Balance of State Continuum of Care through attendance of committee meetings, participation in the Coordinated Entry System and utilization of BitFocus HMIS database.

Admission and Assessment

- ❖ Upon arrival, guests will meet with monitor to complete registration and confirm within HMIS that the Coordinated Entry System (CES) assessment tool has been completed; If no tool has been completed, program staff shall complete or update the CES assessment tool (VI-SPDAT or Family-SPDAT) as part of the intake and assessment process. Completion of CES assessment shall not be a barrier to program entry; If participant is unable to complete the CES assessment at time of entry, the participant shall be given an opportunity to complete the assessment as soon as possible.
- ❖ Registration will be completed in a consistent and trauma-informed manner. The Intake Process includes the following:
 - Collection of basic guest information
 - Ensure the guest has access to basic needs (bedding, water, food, medications, personal hygiene products, etc.
 - Review of the policies and procedures

- Review and agreement of the shared community values and guidelines
- Agree to schedule appointments to meet with case manager and complete the HMIS Informed Consent and Demographics forms, within 24-48 hours of arrival.

Guest Rights and Responsibilities

No guest will be discriminated against for belonging to a class of citizen protected by the city, State, or Federal government. No guest will be required to participate in political activity. Guests have the right to pursue established rights to appeal without fear of retaliation. The shelter exhibits cultural competence and responsiveness, including providing adequate protections for shelter seekers across demographic differences. All guests have the right to speak freely, however guests (and staff, visitors, etc.) will be required to always refrain from discriminatory language or behavior or risk removal from the Shelter Community. LCS will provide guests with a written policy that outlines their rights upon admission. A statement of these rights, and how they are to be operationalized in that specific program shall also be posted in the facility. LCS will also provide guests with a written policy that outlines guests' rights to leave and return to the facility at reasonable hours in accordance with the program rules and standards, unless coordinated by site management.

Check In / out Procedure

Guests will be assigned a "Cabin" upon arrival to the Village. Number 1 to 50. Guests will receive a swipe card that allows access to the drive up gate for automobiles or the walk up gate. This card will have your name and number of your assigned cabin. Upon entering the Village you must turn in your card to receive your cabin key. To exit the Village you must first turn in your key to receive your swipe card. If you leave the Village without turning in your key, you will not be able to access the Village upon your return and you will receive a written warning. Multiple write ups for not following procedure will result in an exit from the Village.

Curfew

Guest curfew will be 7 pm nightly, except in the case of a documented emergency or if you have an approved late pass. If a guest wants to request a late pass, they will need to contact their case manager.

If a guest does not meet curfew and did not secure a late pass, the guests will be expected to meet with their case manager the following day to discuss.

If a guest is absent overnight without a pass, it will be considered a voluntary discharge. To reverse the voluntary discharge, guests will need to meet with their case manager.

Smoking

There is no smoking allowed in the units (or any structure on the property). Designated smoking areas will be identified and will include safe receptacles for waste. Guests are not to tamper with the smoke detector in any way. Any indication the smoke detector has been tampered with or disabled will result in a discharge from the village!

Visitors

Shelter Guests will not be permitted to have personal visitors on site, including minor children. All visitors allowed on site must be with a community support helping agency and must be vetted by LCS leadership. Visitors will be required to sign in and out up entry/exit.

Discharge

Discharge is the formal process for both voluntary and involuntary exits of the community. Information about the discharge process is provided to all guests at intake. LCS will initiate a discharge when the following occurs:

- Guests displaying behaviors that disrupt or jeopardize the health or safety of shelter guests, staff, or neighbors.
- Guests refusing to comply with rules or case plans.

Bans and/or involuntary discharges are documented and available for review by leadership. Immediate discharges are initially set by the Supervisor on site (or their designee) for specific periods of time (for example 12 to 24 hours, following business day, etc.) and are reevaluated by the Manager to determine the full duration of the ban. Individuals who are banned from the Shelter Community must leave the site as directed – and stay at least 3000 feet from the Shelter Community. Staff will escort those banned off the site when it can be safely done. If it cannot be accomplished safely then Lawrence Police Department assistance will be required.

Safety

LCS has clear rules around safety that will be enforced. Violence will not be allowed on the site. The following are strictly banned within the Shelter Community:

- Projectile firearms of any kind including but not limited to airsoft, pellet, bullet, buckshot, etc.
- Knives, machetes, axes, or other sharp objects
- Explosives of any kind
- Weaponry of any kind not listed above
- Illegal substances, including illegal possession of non-prescribed medication (guests will be asked to show proof of prescription upon request)

In the instance that a guest is found in possession of weapons or illegal drugs, the guest will be asked to remove the item from the property immediately. If the guest refuses, they may be

discharged from the Community. Onsite staff will work very closely with appropriate community agencies (i.e., mental health, LPD Community Services Liaison) to assess the risk and support the guest with making safe choices that do not impact or endanger the Shelter Community and surrounding neighborhood.

Violations of a serious nature may include calling LPD Community Service Liaisons (CSLs), or in the case of violence, the Police, to take immediate action. Those who are committing or threatening to commit acts of violence will require a call to the CSLs and/or Police.

Statement of Client Rights and Client Code of Conduct

The Statement of Client Rights and Client Code of Conduct expectations and boundaries for staying at The Village. Since the Village is not a home there are expectations you will have to follow while in the shelter program. These expectations help create and maintain a safe environment for everyone.

Your rights while staying at LCS include:

- The right to feel safe in Village, and associated programs
- The right to progress through the shelter programs at your own level of comfort and understanding
- The right to be considered for accommodation and housing based on fair policies
- The right to receive help finding and staying in suitable housing on a long-term basis
- The right to be treated with respect regardless of your race, status, gender, sexual orientation, age, religion, or beliefs
- The right to be informed of your human, legal, and civil rights, and to speak up when you feel they have been violated
- The right to be informed and included in the decisions made about you and/or your family
- The right to confidentiality
- The right to receive help when applying for income assistance, employment and health services, educational opportunities and other support services
- The right to make a complaint or appeal a decision you do not agree with and receive an answer that makes sense to you

Acts of the following behaviors may lead to the loss of shelter.

1. Violence; including, but not limited to, acts intended to harm or intimidate, instigation, death threats, and verbal abuse.
2. Sexual harassment or any sexualized behavior.
3. Possession, selling, or use of any drugs or alcohol on property, including improperly stored medications.
4. Possession or concealment of weapons
5. Using derogatory/hate speech including: racist, sexist, homophobia, transphobic language, ect.
6. Theft
7. Acts that endanger the health and safety of yourself or others or which substantially interfere with orderly operation of the Village.

LOST OR STOLEN PROPERTY. To the maximum extent permitted by law, LCS guests shall at all times be responsible for, shall assume all risks of loss or theft of their personal effects or movable property, and hereby waive and release and agree to defend, protect, indemnify and hold harmless LCS from and against any and all claims arising out of lost, stolen, or damaged movable property or personal effects while residing in and/or receiving services from LCS.

Client Signature: _____

Date: _____

Staff Signature: _____

Date: _____

LCS Client Accountability/Service termination process

Process

Step 1: Counseling and verbal warning

A staff member will provide a verbal warning to clients that do not follow the shelter rules and expectations. During this conversation a solution to the concerning behaviors will be identified and within 48 hours the staff involved will provide written documentation of this interaction for the client to sign and have a copy for their record.

Step 2: Written warning

Although Lawrence Community Shelter hopes that the client will promptly correct any conduct issues identified in Step 1, Lawrence Community Shelter recognizes that this may not always occur. The Step 2 written warning involves more formal documentation of the conduct issues and consequences.

During Step 2, the involved staff, the client's assigned Inreach manager or Shelter Manager or Director of Shelter Programs will meet with the client to review any additional incidents or information about the conduct issues as well as any prior relevant corrective action. Involved staff must outline the consequences for the client of his/her/their continued failure to meet performance or conduct expectations.

Within 48 hours of the incident, the involved staff will prepare written documentation of a Step 2 interaction. The client will be asked to sign this document to demonstrate his or her understanding of the issues and the corrective action.

Step 3: Short term ban and/or final written warning (STB and/or Staffing)

There may be conduct or safety incidents so problematic and harmful that the most effective action may be the temporary removal of the client from the shelter. When immediate action is necessary to ensure the safety of the client or others, the involved staff may temporarily ban the client pending the results of an investigation by the Shelter Manager, Inreach Manager, and/or Director of Shelter Programs. The staff that conducts the follow up investigation will determine if and when to lift the temporary ban or move forward with a short tem ban. The

temporary ban may be lifted earlier than originally specified to the client if the investigation concludes it's appropriate for the client to return early.

Short term bans that are recommended as part of the normal progression of this termination policy and procedure are subject to approval from the Director of Shelter Programs and/or an Inreach Manager and/ or Shelter Team Manager

Within 48 hours of this meeting, all involved staff will prepare written documentation, Critical Incident Report, of a Step 3 interaction.

Step 4: Recommendation for termination of services (Long Term Ban and/or CT)

The last and most serious step in the progressive discipline procedure is a recommendation to terminate services. Generally, Lawrence Community Shelter will try to exercise the progressive nature of this policy by first providing warnings, a final written warning or short term ban from the Village before proceeding to a recommendation to terminate services. However, Lawrence Community Shelter reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the breach. Furthermore, clients may be terminated without prior notice or disciplinary action.

Management's recommendation to discontinue services and issue a long term ban must be approved by the Director of Shelter Programs.

Appeal Process:

POLICY

LCS understands that a client may express a concern or make a complaint concerning their involuntary discharge. clients will be given the opportunity to present information that may challenge information staff has used to issue disciplinary action, up to discharge. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the client's conduct issues while allowing for an equitable solution.

However, if the client does not present this information during any of the step meetings, he/she/they will have five business days following a short term/ long term ban to present such information.

Clients can take the following steps:

- The client should discuss the matter fully with the Shelter Team Manager or Inreach Manager, who will make a decision on any corrective action required within the boundaries of his/her/their authority. The manager will notify the Director of Shelter Programs of the client's concerns and the actions taken.
- If the client is still unsatisfied with the outcome, the clients may submit a request for intervention to the Director of Shelter Programs, who will acknowledge receipt within five days. The Director of Shelter Programs will take any corrective action required within 10 days and inform the client, in writing, of the resolution.
- Clients have the right to ask assistance of another person to speak on their behalf, or help fill out a grievance form
- Clients' grievances are reported to the Shelter Team Manager, Inreach Manager and reported to the Director of Shelter Programs on a monthly basis. The Director reviews all grievances, providing a level

of review that does not involve the person about whom the complaint was made or the person who reached the decision.

- Copies of all documents are placed in the client file.

Documentation:

The guest will be provided copies of all termination policy documentation. The guest will be asked to sign copies of this documentation attesting to his or her receipt and understanding of the corrective action outlined in these documents.

Copies of all documents will be placed in the guest's client file.

Important note: Nothing in this policy provides any contractual rights regarding guest discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the relationship between Lawrence Community Shelter and its guests.

Acknowledgement of Search & Seizure Policy

The Village reserves the right to conduct searches to monitor compliance with rules concerning safety of guests, security of the shelter and individual property, drugs and alcohol, and possession of other prohibited items.

- *"Prohibited items" includes illegal drugs, alcoholic beverages, prescription drugs or medications not used or possessed in compliance with a current valid prescription, weapons, any items of an obscene, harassing, demeaning, or violent nature, and any property in the possession or control of a guest who does not have authorization from the owner of such property to possess or control the property.*

- *"Control" means knowing where a particular item is, having placed an item where it is currently located, or having any influence over its continued placement.*

In addition to Shelter common areas, the Shelter may search guests, their sleeping areas, lockers, personal vehicles if driven or parked on shelter property, and other personal items such as bags, purses, briefcases, backpacks, lunch boxes, and other containers. In requesting a search, the Shelter is by no means accusing anyone of theft, some other crime, or any other variety of improper conduct.

There are no general or specific expectations of privacy at Lawrence Community Shelter, Inc. In general, guests should assume that what they do while on the shelter premises is not private. All guests and all of the areas listed above are subject to search at any time; if a guest uses a locker or other storage area, including a locking desk drawer or locking cabinet, the Shelter will either furnish the lock and keep a copy of the key or combination, or else allow the guest to furnish a personal lock, but the guest must give the shelter a copy of the key or combination. The areas in question may be searched at any time, with or without the guest being present. As a general rule, with the exception of items relating to personal hygiene or health, no guest should ever bring or store anything that they would not be prepared to show and possibly turn over to Shelter officials and/or law enforcement authorities.

All guests of Lawrence Community Shelter, Inc. are subject to this policy. However, any given search may be restricted to one or more specific individuals, depending upon the situation. Searches may be done on a random basis or based upon reasonable suspicion.

- *"Reasonable suspicion" means circumstances suggesting to a reasonable person that there is a possibility that one or more individuals may be in possession of a prohibited item as defined above.*

Any search under this policy will be done in a manner protecting guests' privacy, confidentiality, and personal dignity to the greatest extent possible.

No guest will ever be physically forced to submit to a search. However, a guest who refuses to submit to a search request from the Shelter will face disciplinary action, up to and possibly including immediate termination from services

Guest Printed Name: : _____

Guest Signature _____

Staff Printed Name: _____

Staff Signature: _____

Medication Policy & Procedure Policy

This policy outlines the guidelines for self-administration of prescription medications for clients of the shelter. The client has a responsibility to keep all prescription drugs that are prescribed to them in a locked locker. These medications should only be made available to the client to whom they are prescribed. Clients are responsible to administer their own medications. The following procedure is intended to provide a safe and consistent approach to medication storage and distribution to clients.

Procedure: Medications are the property of the client and therefore the administration of the medication is the responsibility of the client.

- Medications will be properly labeled with the client's name, pharmacy, and physician.
- The shelter will provide every client with an individual locker, for storage of medications and valuables.
- There will be access to a refrigerator for storage of medications that require refrigeration.
- Medications for a shelter client will be returned to the pharmacy marked "for disposal" when a client has not been on the bed list for 3 days and has not returned for their medications for a period of one week. During this week the medication should be placed in the safe in the DSA office.
 - Medications can also be disposed of by supervisors following the medication disposal policy. Two individuals must be present during the disposal.
- If a client notices errors to the medication staff can assist in returning the medication to the pharmacy.
- Vials of multiple mixed pills will be accepted for storage until the pharmacy can be contacted for proper dispensing and packaging of medications. The mixed pills will be returned to the pharmacy for proper disposal.
 - Medications can also be disposed of by supervisors following the medication disposal policy. Two individuals must be present during the disposal.
- Staff are not responsible for ensuring clients' adherence to the medication regimen. However, good judgment and common sense should be used and the Shelter Manager or Assistant Shelter Manager notified if a client has not been taking their medication or taking too much or too little of their medication.

Client Guidelines for Self Administration:

- The client will administer the medication according to the time, route and frequency of the prescription.
- Staff and volunteers will not store or dispense medication or monitor how clients access medications.
- The Village will not limit or monitor the clients access to their locked space. Staff will have a record of locker combinations if a client needs a reminder.
- If a client indicates that they need access to refrigerated storage space, the shelter will provide refrigerated storage space in the manner that provides the greatest possible privacy and autonomy. The refrigerator is located in the DSA office.

- Clients may be permitted to keep the following medications on their person while residing in the shelter, providing fellow client safety is not compromised and medications are properly labeled: Nitro-glycerine spray/tablets, Epi-pen, Skin creams, and Inhalers

Staff Guidelines for Self Administration:

- Staff will provide the client with any materials required to self administer medications, and if required, a private place to administer medications.
- Staff will not administer medication to the client.
- Staff are expected to log all medications during intake or as a client gets a new prescription on the Med Log located in the Google drive.
- If a client notifies staff they are low on medication staff must inform the clients Inreach Manager so they can assist the client in getting the prescription filled/ pay for the medications.
- Each client can have up to \$60 of medication coverage each month. If the amount exceeds this price staff must get approval from the Director of Shelter Programs to cover the medication cost.
 - Payment authorization for medications at a pharmacy can only be approved by the client's inreach manager or shelter team manager.

Client Signature _____

Client Print Name _____

Date _____

Please list the type of Medications you have and dosage below:

Staff: Please enter this information into the Current client med list found on the drive.

Authorization to Request and/or Release Information

Client Name:

Birth Date:

Social Security #:

This release authorizes LCS (LCS) to request information from and/or release information to:

Individual/Provider/Agency:

- | | |
|--|---|
| <input type="checkbox"/> Bert Nash CMHC, Lawrence KS | <input type="checkbox"/> DCCCA, Lawrence KS |
| <input type="checkbox"/> Heartland Community Health Center | <input type="checkbox"/> Heartland RADAC, Lawrence KS |
| <input type="checkbox"/> Lawrence KS | <input type="checkbox"/> Kansas Medicaid (Kancare), Topeka KS |
| <input type="checkbox"/> Lawrence-Douglas County Health Department | <input type="checkbox"/> Lawrence-Douglas County Housing Authority, Lawrence KS |
| <input type="checkbox"/> Lawrence KS | <input type="checkbox"/> Medicare |
| <input type="checkbox"/> Lawrence Memorial Hospital, Lawrence KS | <input type="checkbox"/> The Willow Domestic Violence Center |
| <input type="checkbox"/> Social Security Administration | <input type="checkbox"/> Lawrence, KS |
| <input type="checkbox"/> Veterans Administration | <input type="checkbox"/> Other |
| <input type="checkbox"/> Other | <input type="checkbox"/> Other |
| <input type="checkbox"/> Other | <input type="checkbox"/> Other |

The Information Requested Is:

- | | |
|--|---|
| <input type="checkbox"/> Documentation for disability | <input type="checkbox"/> Documentation to verify identity |
| <input type="checkbox"/> Documentation for income/employment | <input type="checkbox"/> Information/documentation related to housing |
| <input type="checkbox"/> Educational information | <input type="checkbox"/> Other |
| <input type="checkbox"/> Other | <input type="checkbox"/> Other |
| <input type="checkbox"/> Other | <input type="checkbox"/> Other |
| <input type="checkbox"/> Documentation for homelessness | |

The Information Released Is:

- | | |
|---|---|
| <input type="checkbox"/> Documentation for homelessness | <input type="checkbox"/> Information/documentation related to housing |
| <input type="checkbox"/> Information for program exit summary | <input type="checkbox"/> Other |
| <input type="checkbox"/> Other | <input type="checkbox"/> Other |

The Above Information Will Be Shared:

- | | |
|---|--|
| <input type="checkbox"/> Electronically (Email, Phone, and FAX) | <input type="checkbox"/> Physically (Mail and In-Person) |
| <input type="checkbox"/> Virtually (Video Meetings) | |

This information is needed for the following purpose(s):

I understand that I have the right to examine and copy the information to be released. I also understand this authorization expires automatically in one year and that, although I may withdraw

this authorization at any time earlier, some information may already have been released. I have been told that information released from my records may not be given to people or agencies other than those named on the form without my permission. I understand that LCS is not authorized to release documents to agencies that did not originate from within LCS, and that these documents must be obtained directly from the source from which they originated.

Client Signature

Date

Witness Signature

Date

If client is unable to sign, state reason:

This information is requested and/or disclosed from records whose confidentiality is protected. The receiving agency is prohibited from making any further disclosure without specific written consent of the person to whom it pertains. A general authorization for the release and/or request of medical or other information is not sufficient for this purpose.

Please send the requested information to:

Name

**Lawrence Community Shelter (The Village)
256 North Michigan
Lawrence, KS 66044**

Email

Phone