

Ministerial Association Temporary Shelter, Inc.



Self-Sufficiency Program Policies & Procedures

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through the U.S. Department of Housing and Urban Development*



Non-Discrimination Policy Statement: *No staff person or partner of THDA shall engage in discriminatory practices. A discriminatory practice occurs anytime a recipient of or applicant for services is denied services or has some other negative action taken toward that recipient or applicant because of membership in a protected class. Protected classes include: Race, Color, National Origin, Religion/Creed, Sex/Gender, Disability, Familial Status.*



MATS, INC.
Self-Sufficiency Program

TABLE OF CONTENTS

PAGE

Mission	3
Welcome to MATS	3
Admission and Discharge	3
Approval Policy.....	3
Approval Procedure.....	4
Shelter Admission/Intake Procedure.....	4
Rights and Responsibilities of Residents.....	5
Resident Plan & Action Steps.....	5-6
Program Rules.....	6-10
Discharge Policy and Procedure.....	10-11
Grievance Policy and Procedure	11-12
Non-Discrimination and Equal Opportunity Policy	12-13
Privacy and Confidentiality	13
Medication Policy and Procedure	14
Limited English Proficiency (LEP)	14

Mission

MATS's mission is to provide Shelter, food, and clothing to individual men, women, and families experiencing homelessness. To provide assistance through counseling, education, and advocacy for the purpose of obtaining independent housing and self-sufficiency; and to provide the public with education and awareness of the myriad problems faced by the homeless.

Residents work closely with a case manager to address the root causes of homelessness, find sustainable income, save money, create a budget, and transition into affordable housing.

Our ultimate goal is to provide a hand-up during challenging times for those displaced by homelessness.

Welcome to MATS

The staff of MATS would like to extend a warm welcome to you and your family. We are here to be of assistance to you throughout your stay. We hope you will come to know MATS as a place of new beginnings. Our goal is to help you identify the barriers that led to your present situation of homelessness and help you overcome them; we are excited to see you move toward self-sufficiency and independent housing.

We encourage you to help establish your plan of action with the case managers. Share your thoughts, feelings, and ideas during your stay. Participation in your plan is vital for your success. We look forward to working with you through every step toward your independence.

Admission and Discharge

Approval Policy:

We use a housing-first model where possible; however, we serve children, and their safety is paramount. Anyone can be admitted to MATS if:

- They are homeless.
- They must pass an initial drug screen for everything except for marijuana/THC, BZO, BAR, and TCA.
- They must pass a breathalyzer for alcohol. If they fail the breathalyzer, they can come back in 24 hours. They must be sober to complete the intake process.
- They can take care of themselves physically.
- They are not a registered sex offender, have convictions for, or have a history of sex crimes.
- MATS will approve admission for un-medicated: anxiety, depression, ADD, ADHD, Tourette's Disorder, Asperger's Syndrome, and borderline personality disorder if they do not pose harm or threat to themselves, staff, or other residents.
 - *Beginning July 2022, we will conduct a 3-month trial run on allowing those with initial un-medicated bipolar disorder admittance into the program. We hope to be able to house clients and help them become stabilized without diminishing the safety of our children, other residents, staff, and volunteers. Aggressive tendencies will not be permitted until stabilized.*

All other mental illness disorders must be under a doctor's care and stabilized on prescribed medication for not less than 30 days before admission.

- They must desire to be at the Shelter and want help.

Approval Procedure:

1. Staff will start the approval process with each client through our CoC Coordinated Entry, No Wrong Door in Rural Communities form, meeting the coalition's written standards, to allow anyone who needs assistance to know where to go to get that assistance, to be assessed in a standard and consistent way, and to connect with the housing/services that best meet their needs. This ensures clarity, transparency, consistency, and accountability for homeless clients, referral sources, and homeless service providers throughout the assessment and referral process.
2. Once clients have been assessed through the coordinated entry and found to be literally homeless or at-risk with nowhere to go that night and within the MATS service area, the client is referred to the MATS program. When appropriate, we will refer them to other relevant services.
3. We will complete an initial contact screen with the client to ensure the client meets the MATS approval policy. If the client meets the approval policy, they are instructed to come in where they must sign a background screen form to give permission to conduct a breathalyzer, NSOPW sex offender registry check, a soft background check for sex crimes, and a drug screen where they must pass an initial screening for everything except THC, BZO, BAR, and TCA. If they do not meet approval eligibility, they are given referrals to other appropriate shelters, and when possible, we make the connection for them.

Shelter Admission/Intake Procedure:

1. Upon completing the approval procedures, we will start the admission paperwork with them, ensuring they retain a copy of this Self-Sufficiency Program Policies and Procedures.
2. We will administer a rapid COVID test to the client (upon the availability of the test). If the test is positive, we will place the client in a quarantine dorm and retest until the test is negative before moving the client into a regular dorm.
3. All facility rules are read aloud to each client and explained in great detail the reason for each rule to ensure the client fully understands why it's a rule. Setting our clients up for success is our main focus.
4. We will log all client medication onto a med log sheet and safely store their medicine with the client present.
5. We will issue the client a bed and locker number.
6. We will give the client a tour of the facility.
7. The client must wash their clothing, jackets, and backpacks, drying them twice to prevent bed bug infestation. Suitcases and overage items will be bagged and stored in the outbuilding during the client's stay in the program.
8. We will issue all necessary hygiene items, undergarments, towels, washcloths, and hand towels.
9. The client will be required to shower and wash/dry twice the clothing they came in wearing.
10. The client will be issued bed linen and a pillow.
11. The client will be added to the facility chore list.

New Admissions/Intake Schedule

Monday – Friday:	4:00pm - 10:00pm 12:00pm – 5:00am
Saturday - Sunday:	8:00am – 6:00pm 8:00pm – 6:00am

**We reserve the right to make temporary changes to the new admissions/intake schedules in the event of an uptick in pandemic cases, sickness, and short staffing. We will always do our due diligence to make these cases very brief and rare.*

Rights and Responsibilities of Residents:

All residents of the MATS self-sufficiency program have the following rights:

1. The right to be informed, verbally and in writing, of all rules, regulations, rights, and responsibilities prior to admission to the program.
2. The right to a humane environment that supports and promotes one's liberty, dignity, privacy, independence, community participation, and civil rights assuring residents of protection from abuse, neglect, exploitation, and corporal punishment.
3. The right to freedom from seclusion or restraint, except, in the case of temporary seclusion as required to assure the safety of the residents and others; limitation or modification of resident rights must conform to policies and procedures established for the Shelter.
4. The right to be free of requirements to perform staff duties, be responsible for other residents or make public statements about the program without giving prior informed consent.
5. The right to ongoing participation in social activities, the planning of such activities, and programmatic decision-making in general, consistent with program rules and established structures and procedures for such participation.
6. The right to have free use of common areas in the facility, with due regard for the privacy, rights, and personal possessions of others, in accordance with facility rules.
7. The right to be accorded privacy and freedom for appropriate use of bathrooms at all hours.
8. The right to retain and use personal clothing and possessions, including books, pictures, games, toys, radios, arts and crafts materials, religious articles, toiletries, jewelry, and letters in accordance with facility rules.
9. The right to associate and communicate privately with chosen persons, including relatives and friends, and to have visits from such individuals during established visiting hours, in accordance with program rules. However, the staff reserves the right to deny such communication in the case of any particular individual who has been banned from the property for unlawful, immoral, or indecent behaviors.

And Responsibilities:

1. The responsibility to respect the rights of others to feel safe;
2. The responsibility to respect the cultural backgrounds and privacy of others;
3. The responsibility to follow schedules and rules of MATS shelter and programs;
4. The responsibility to keep appointments with staff;
5. The responsibility to maintain your job and/or sustainable income;
6. The responsibility to inform staff if you feel that any staff member has breached the code of ethics or confidentiality or has mistreated you.

Resident Plan and Action Steps:

1. The intake case manager will call to check for an active warrant. Should a warrant be on file and the client is picked up, their bed will be held for five (5) business days to allow the client to satisfy the warrant. In most cases, the client is released the same day or up to 5 days; in this case, their intake paperwork remains in place. If the client is held longer than five (5) business days, we will exit this client from our program. When the client is finally released, no matter how long, they are eligible to come back to the program but must go through the approval and shelter admission procedure again. New paperwork will be required in this case.
** This is so the client can move forward and take care of any issues preventing them from being successful.*
2. Schedule a budget session with the day case manager for the next business day to obtain their sustainable income need.

3. The client's need assessment will take place during the budget session. Things such as SNAP benefits, Families First, Medicare/Medicaid, Veteran Health Insurance, Childcare, and any other support services the client needs for stability and sustainability.
4. Assess client needs for documents such as IDs, social security cards, birth certificates, etc. Advise admin of the need so we can help the client obtain these documents.
5. Clients will have 30 days to obtain sustainable income based on the budget session. Clients with barriers such as no documents, lack of childcare, etc., that will prevent immediate obtainability will be given appropriate time in direct proportion to the barrier.
6. If the client discloses drug/alcohol issues on the HMIS form, then the appropriate support group attendance (AA or NA) should be made part of their plan.
7. The client is encouraged to save 80% of their income toward a successful exit. Their exit date is set according to the 80% savings, minus approved expenses, from each pay date. The 80% will be calculated for how many pay dates will be needed to obtain \$1,600 for a single individual and \$2,100 for a family (when rapid re-housing funds are available, this could significantly reduce the expected exit date and help the client achieve even greater stability). We will consider extensions for sickness, pandemics, and things beyond the client's control. However, we will not provide extensions if the client chooses not to work their plan. The client is responsible for participating in budget coaching and saving 80% toward a successful exit.
8. Advise clients on appropriate housing to apply for and print out applicable applications for them and assist the client in getting those filled out and turned in.
9. Fill out a Rapid Re-Housing (RRH) eligibility form for every client and obtain an estimated monthly rent they should be looking for from our CES coordinator, who will use FMR estimate amounts. These amounts are only an estimate. FMR cannot be fully known until the housing unit has been found and utility allowances are complete. The estimate is only a guide to ensure the client is not wasting time on units that are definitely outside HUD's FMR guidelines.
10. If the client failed their intake drug screening for THC, BZO, BAR, or TCA without appropriately prescribed medication, the client must pass a random within 30 days to remain in the program.
11. Should any medicated or un-medicated mental health issues prevent the client from being stable and able to fully work the program in becoming self-sufficient, attaining sustainable income, or permanent housing, the client must consent to seek immediate help from a mental health provider and follow their recommended course of treatment in order to continue services at MATS. This may also include a provider's recommendation for medication treatment for a mental illness we did not initially require to be medicated or treated. The provider's diagnosis and treatment course will need to be on their letterhead and provided to MATS.

Program Rules:

Immediate Eviction for any of the following

1. Use of illegal drugs, drugs not prescribed to you by a medical doctor, and alcohol on or off the premises. We conduct random drug screenings and daily alcohol breathalyzers. Failure or refusal to take a random will be considered a failed screen. **Please be aware that mouthwash with alcohol in it will make you fail your breathalyzer – we encourage you to throw it away and ask us for mouthwash without alcohol** because if you fail your breathalyzer, you will be dismissed from the program as we are unable to validate what caused a fail.
2. Missing Curfew. **Curfew to be inside the facility is 12:00 pm midnight – 5:00 am** for adults. Children should be inside the facility and their dorms, accompanied by at least one (1) guardian by 9:30 pm Sunday through Thursday. **Adult residents may stay up as long as**

they wish, but they may not exit the facility after curfew or breathalyzing. Residents with jobs causing them to enter the facility past curfew time must submit a clock-out slip to the front office, a picture on your phone of the date and time you clocked out each night, or a validated work schedule.

3. Possession of any weapon or anything that could be used as a weapon. This includes but is not limited to pocket knives, firearms, mace, pepper spray, hammers, or other tools and fireworks. If your job requires any of these items, those items must be turned into the office upon arrival and given to you upon request as you leave the facility daily.
4. Disruptive, abusive, bullying, threatening, assault, or violent behavior, which includes racist, sexist, or aggressive behavior towards staff or residents, including members of your own family. **Everyone has the right to feel welcome and safe here in our facility.**
5. Abusive actions and language toward your children will also result in an immediate report of the incident by staff to the Department of Children's Services and the police.
6. Sexual harassment of any kind will not be tolerated.
7. Theft from the facility or another resident.
8. Failure to turn in all prescribed medication during intake and as prescribed or bought (other than what clients are allowed to keep under medication policy). New prescriptions must remain in the pharmacy bag for accountability until a staff member can log the medication into your med log. Allowances made for blood pressure, stomach, cholesterol, thyroid, etc.
9. Hostile actions or any other behavior resulting in staff needing to call the authorities to diffuse the situation will be a dismissal from the program.
10. Insubordination, not following the rules or reasonable requests made by staff, and failure to respond to staff instructions.
11. Not maintaining appropriate boundaries with staff and fellow residents. MATS is not a place to find someone to date. You must focus on your plan and work on your action steps to move you out into independent living. Each resident will have an individualized plan that works for their unique situation and financial obligations. Please do not concern yourself with others' program plans or what you think they should or should not be doing. Focus on you and your success.
12. Willfully resigning from employment or being fired for cause. Please come and discuss your ideas about a job change with staff before quitting a job so we can help you make the transition successfully.
13. Going into a dorm room that is not assigned to you.
14. **DO NOT** smoke, dip, chew, or vape inside the facility, dorms, or bathrooms, as this will result in immediate eviction from the program as this is a direct violation of the fire marshall's code. You may not go outside of the facility to use tobacco or nicotine products between the hours of 12:00 pm – 5:00 am

Program Rules:

Five (5) violations of any following rule will result in immediate dismissal from the program.

1. Failure to follow the facility schedule, which is as follows:

Monday-Friday

- Wake-up call for all residents (other than 2nd/3rd shift workers)..... 7 am
- Breakfast ends (no cooking, toast, cereal, or foods that can be microwaved)..... 9 am
- Lunch, (no cooking, toast, cereal, or foods that can be microwaved).... 12 pm-1 pm
- Snack Time for children..... 3:30 pm-4 pm
- Dinner.....5 pm-6 pm
- Snack for all residents (using dishes/utensils)..... 8 pm- 8:30 pm

- Children in bed (Sun-Thurs).....9:30 pm
- Children in bed (Friday) 10:30 pm
- Lights Out in Dorms (no talking or phone usage for those trying to sleep) 11 pm
- Personal Visitation Hours.....5:00pm – 7:00pm

Saturday-Sunday

- No wake-up call. Enjoy your rest.
- Breakfast ends 10:30 am
- Lunch, (no cooking, toast, cereal, or foods that can be microwaved)... 12 pm-1:30 pm
- Dinner.....5 pm-6 pm
- Snack for all residents (using dishes/utensils)..... 8 pm- 8:30 pm
- Children in bed (Sunday) 9:30 pm
- Children in bed (Saturday)..... 10:30 pm
- Lights Out in Dorms (no talking or phone usage for those trying to sleep)..... 11 pm
- Personal Visitation Hours.....5:00pm – 7:00pm

Clarification: Snacks such as chips, cookies, candy bars, muffins, etc., anything you can eat without using dishes and utensils – CAN BE EATEN AT ANY TIME. But please be respectful and throw away your trash and clean up any mess.

Please do not use dishes/utensils for snacks outside the snack times disclosed above. Doing so disrupts the chore schedule and could potentially appear as if someone did not complete their chore.

2. Personal Food – You have a locker for small amounts of drinks and snacks, and in the case of food allergies and medical/religious diet restrictions, we will permit some personal food purchases. However, we do not have the space for clients to bring personal groceries. The Shelter provides full meals daily. Please save your SNAP benefits to stock your groceries in your home once you leave successfully.
3. Failure to attend roundtop discussion with the director or other assigned staff every Monday from 4 pm-5 pm, unless work, medical, or other plan-related reason. This meeting is an opportunity for you to give suggestions and ideas to staff regarding the overall program and the facility. We welcome all suggestions.
4. Residents may only smoke, dip, chew, or vape on the back patio or lower parking by the outside block building. Discarding your cigarette butts, dip, or chew anywhere but the containers provided will result in a violation and having to pick up all cigarette butts, dip or chew around the property.
5. Dress Code / Personal Hygiene:
 - You must bathe daily and put on clean clothes
 - You must have shoes on your feet when walking around the Shelter
 - You cannot wear any clothing that shows your midriff, cleavage, or underclothing
 - You must not wear clothing that sags below the waist
 - Ladies must wear a bra
 - All shorts, dresses, and skirts must be fingertip length
 - You may not wear any clothing that depicts alcoholic beverages, drugs, or obscenities
 - You may not wear clothing that shows racist, sexist or inappropriate tattoos
 - You must change your clothing in the bathroom, NOT in the dorm.
 - Shirts are required at all times, and you may not sleep with only undergarments on.

Please make sure you are dressed decently at all times.

6. Failure to turn in over-the-counter (OTC) medication to staff upon intake/as purchased.
7. Electronics:

There is a charging station in the commons for your use. Please don't leave your charging device unattended, as we will not be responsible for lost or stolen items. **While you are in the dorm, your phone must be on vibrate, and your screen light dimmed to a low setting** as a courtesy to other residents trying to sleep. Violations will be given if your ringer is on and your screen light interferes with others sleeping. All phone calls must be taken outside the dorm, and if you use your phone in the dorm to listen to music, play games, or watch videos, movies, etc. you **MUST** do so with earbuds.

Laptops, tablets, or other electronics (other than your phone) must be turned in to the office before going to the dorm for the night to mitigate sleep disruptions for other residents.
8. Laundry Facilities:

You may utilize the laundry facilities anytime; however, 7:30 pm is the cut-off time for starting personal laundry. When you begin laundry, you must complete it before leaving the facility. You cannot start laundry and leave it unattended in the washer or dryer all day. All washers and dryers must be empty by curfew. To ensure new intakes that are processed in the middle of the night will have access to launder their clothing quickly so they can complete their intake process.
9. Facility Chores:

You will be assigned several chores to be completed daily. We expect you to complete them correctly, thoroughly, and on time. The chore list rotates weekly, and changes are made after a resident exits the program. You are responsible for checking the list daily to ensure you haven't been added or removed from a chore. If you have been assigned a chore that conflicts with a work schedule, you must alert a staff member to request a change.
10. Personal Area:

Your bed is to be made each morning after waking up and before leaving the facility. Your responsibility is to keep your sleeping area/bedroom clean and neat. All items brought into the facility must be appropriately stored in the two containers and placed under your bed. If your lids will not close, you have too many items and will need to bag those up, and they will be placed in the shed until you are ready to exit the program. Do not place your belongings on an empty bed or in empty containers that belong to another bed. We recommend that you utilize the locked locker provided to you for personal and essential items such as your purse, wallet, and documents while sleeping.
11. Each bed is equipped with a bedbug cover that cannot be washed or unzipped for any reason. These covers are expensive, and we cannot afford for them to be soiled, so please do not sit or lay directly on the bed without putting all necessary linen on your bed first. You must have a fitted sheet on your bed before sitting or laying on the bed. Using the other linen (flat sheet and blankets) is optional, depending on your usual comfort level.
12. No entry into the dorms between 9 am – 3 pm to ensure that 2nd and 3rd shift workers get plenty of rest—reasonable accommodation will be made for those experiencing illness.
13. Meetings and appointments:

You are to keep every appointment with staff to go over your plan, budget coaching, and any other meeting as deemed necessary to your plan. You are also to attend the weekly round

top discussion on Mondays from 4:00 – 5:00 pm. If your plan includes AA or

NA meetings, you must attend and complete the tracking sheet while you are a resident here. If you are court-ordered to meet with a parole officer, you must also keep those appointments.

14. Job Searching:

If you have no income upon intake, it will be your job to find a job Monday-Friday from 9 am- 3 pm. After intake, you will complete a mock budget with staff to understand what sustainable income looks like for your situation. You will have 30 days to obtain a sustainable income. You will be given a job tracking sheet and must keep this updated at all times. Staff will ask to see those sheets. We may call and verify the applications you have turned in. We also provide a computer for online applications.

15. Cleaning up after yourself and your children:

Please pick up after yourself and your children if you have any. Do not leave trash and coffee mugs on tables in the commons area or downstairs dining room. When your child plays in the kid's corner in the commons, please put everything back where it belongs and straighten up the bookshelves and throw away any scrap papers and drawings if you are not going to keep them.

16. No Eating/Drinking in the dorms:

No food, snack cakes, or drinks are permitted inside the dorms. One bottle of water during resting hours only and must be discarded when you wake up.

17. Un-attended Children and Childcare:

Parents shall not ask other residents to watch their children at any time, for any reason. Asking other residents to care for your child is not an acceptable option. Children must stay with the parent or guardian at all times. Parents shall never leave their children unattended at any time. Children shall not be allowed to go outside the facility without parental supervision.

Discharge Policy and Procedure:

Policy:

MATS ensures that when service is terminated, either voluntarily or involuntarily, employees follow an orderly and respectful process.

A discharge may occur anytime:

- The client achieves their goals and is ready to move into independent housing
- The client no longer wants to stay at the Shelter and receive service
- The client refuses to adhere to the policies, procedures, and rules of the Shelter (i.e, aggressive behavior, drugs, alcohol, weapons, insubordination) or reaches the maximum five (5) violations allowed
- The client engages in bullying, discrimination, and harassment of other residents, staff, or volunteers for but not limited to race, color, disability, gender, gender expression, sexual orientation, etc.
- The client fails to disclose sex crime convictions while being a resident of the program or re-running of the soft background shows sex crimes.
- The client has needs that exceed the resources and expertise of the Shelter (i.e, unable to care for self, needs assisted living, etc.)

Procedure:

As a client prepares for discharge, staff should use the following checklist to ensure an orderly and comprehensive discharge and file closing process

Discharge Checklist:

- For successful discharge, complete a final budget with the client when reasonable and encourage them to stick with it for continued success.
- While the client is gathering their belongings, fill out the exit disclosure form with the standardized exit reason for the discharge. Have clients sign to acknowledge they have received all their belongings in the dorm, locker, and any medications, electronics, and overflow from the storage building. Have them sign the form and make them a copy of that form.
- As the client signs their exit form, use this opportunity to make any final referrals in the community that may be useful to keep them thriving and give them a discharge packet with community resource information.
- Complete the HMIS exit information located on the back of the form. Paperclip this form to the outside front of the client's file and place the whole file in the black tray on the coordinated intake specialists' desk. This is so the client may be properly exited from the HUD assessment in the homeless management information system, which must be done within three (3) days.
- Re-assign this client's chores and cooking schedule to other residents still within the program.
- Have the resident who has been assigned house laundry strip the exiting client's bedding.

Involuntary Discharge:

In some cases, MATS may require a client to be discharged on an involuntary emergency basis. Employees should assist such clients in linking to other appropriate services before leaving the Shelter. This may include, among other things, making referrals or providing the clients with resources to self-refer. Staff should always remain non-judgmental in their approach to the client. Be honest with the client about why they are being asked to leave.

Staff should always escort the resident to the dorm and stand just slightly in the doorway but in sight of the camera to observe the residents gathering their belongings to ensure the client doesn't damage MATS or other clients' property. The client will have 30 minutes to exit the property.

The client may react angrily to involuntary discharge, and staff may be the target of that anger. If there are concerns that this may happen, staff should ensure they are not alone during the procedure. In this case, the staff may want to call the authorities and wait for an officer to arrive before handling the discharge. In instances where the safety of staff or residents may be in question, and you feel it best not to engage the resident you are discharging, staff may be inclined to place the exiting form along with the client's possessions in a bag just outside the door under surveillance.

If the client expresses a concern or makes a complaint concerning their involuntary discharge, they should make a formal grievance letter as stated in the grievance policy.

Discharge Packet Enclosures: LBP brochure, community resources, exit form, completed budget plus a blank one, HI-C trifold, Douglas Cherokee Headstart info, and any other community or information pamphlets available.

Grievance Policy and Procedure

Policy:

All residents of MATS have the right to a grievance. The grievance will be reported, considered, and finalized professionally according to the following guidelines.

Residents may start the grievance procedure for any of the following reasons:

- 1.) A resident believes that a policy or rule is unfair.
- 2.) A resident feels that they are being mistreated by another resident, a staff member, volunteer, or board member.
- 3.) A resident desires to appeal a decision concerning an extension for their stay at the Shelter or re-entry into the Shelter.
- 4.) A resident desires to report a staff member, volunteer, or board member's misconduct.
- 5.) A potential resident is being denied service based upon circumstances that the individual requesting service believes are prejudicial or unreasonable.
- 6.) A resident feels they are being evicted for circumstances not covered in rules or policies.

Procedure:

The grievance procedure residents must follow is:

- 1.) The case manager (CM) may decide that the best way to handle the grievance is to advocate for the resident in a weekly house meeting made up of all residents. At any point, a resident may speak to the CM without needing a written grievance to resolve complaints and arguments with other residents.
- 2.) The resident must present the grievance in written form to a full-time case manager (a case manager may help the resident with spelling and grammar if the resident chooses). The grievance may be hand-written by the resident, or they may type it and ask a case manager to print it for them. This written grievance must be signed by the resident and a case manager. Copy given to the resident.
- 3.) Any grievance with staff members, volunteers, board members, rules, or decisions made about rules must follow the remaining procedures in the order outlined below.
- 4.) If the case manager cannot resolve the grievance, the resident may request that the written grievance be presented to the administrative staff (either the executive director or the assistant director). If the assistant director has been given a grievance, she will contact the director.
- 5.) The administrative staff will acknowledge receipt within five (5) days.
- 6.) The administrative staff may request that the resident be called into the meeting to ascertain answers to questions the staff may have or allow the resident to defend in greater detail their position articulated in the written grievance. At this time, the executive director may also ask for a witness to accompany her and the resident for a sequestered question/answer session away from the rest of the staff or away from a staff member that the resident may have a grievance against.
- 7.) The executive director will take any corrective action required within 10 days and inform the client, in writing, of the resolution.
- 8.) If the resident does not agree with the decision made by the CM, then does not agree with the decision made by the administrative staff member, they may make a final appeal to a grievance team made up of the executive board and the executive director.
- 9.) The decision made by the grievance team will be final.

Non-Discrimination and Equal Opportunity Policy:

It is the policy of MATS that no client shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination on the grounds of handicap or disability, age, race, color, religion, gender, gender expression, national origin, marital status, sexual orientation, or military status, in any of its activities or operations or any other classification protected by Federal, Tennessee State constitutional, or statutory law. These activities include but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services.

MATS provides equal opportunity for all individuals and families, up to and including HUD's Equal Access Rule for all transgender people.

We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, and vendors.

If you feel you have been discriminated against, please make a formal complaint in writing in a sealed envelope addressed to the Executive Director. The executive director will then take this complaint to the executive board for investigation, and you will be notified of receipt and intent within five business days.

Privacy and Confidentiality

Confidentiality is an ethical standard that protects clients from the disclosure of information without their consent. All information about a resident and the resident's family obtained by the MATS staff in carrying out case management tasks shall be held in the strictest confidence. Information may be released to other professionals and agencies with the written permission of the resident. Professional discretion will be exercised in releasing only the information about the resident's care, situation, and medical or emotional condition that is relevant to the problem at hand.

Case Managers should interview residents privately and offer them the opportunity to be interviewed alone. Out of respect for the resident's privacy and need for preparation, the Managers should schedule appointments in advance if at all possible.

There are two exceptions to the confidentiality policy:

1. When a client poses a clear and present danger of harm to themselves or others, all parties must be informed
2. We are required by Tennessee State Law to immediately report to the Department of Children's Services when we have reasonable cause to suspect that a child (a person under 18 years of age) has been subjected to abuse, sexual abuse, or neglect.

MATS values and protects the confidentiality of client/resident information. For the Shelter to work effectively, clients must have confidence that the information they provide will be safeguarded appropriately.

Procedure Shelter Staff

1. Treat as confidential all discussions about clients, all client case records, and all other material containing information about clients;
2. Inform all clients that have concerns or questions on why their personal information is being recorded or what is done with it can be directed to the Executive Director, who is MATS information privacy officer;
3. Client files are in a secured and locked office;
4. Limit access to client files to authorized persons; and,
5. Do not leave clients or other people unattended with confidential material.

Access to Client Files

Access to client files is only permitted to appropriate, authorized persons. These include clients, parents, or legal guardians, where appropriate; employees authorized to see specific information on a "need-to-know" basis; and others outside the Shelter whose access is permitted by law.

Medication Policy and Procedure:

Policy

The Shelter has a responsibility to keep all prescription and OTC drugs that are prescribed to clients in a locked cabinet. These medications should only be made available to the client to whom they are prescribed or intended. Case managers are responsible for administering medications to clients as directed on the label, except insulin, B-12, or any other medicines given via a shot. The following procedure is intended to provide a safe and consistent approach to medication storage and distribution to clients.

Procedure

- Medications are to be in the original containers or prescription bottle/packet. Labeled with directions of use.
- Medication must be taken in the office.
- Staff will log the time and initial on a paper med log for the client, and the client will sign off on receiving the medication. All med logs will be kept in a filing cabinet in a secured area.
- Each client's medication will be stored in an individual gallon zip lock bag labeled with the individual or family name and stored in a filing cabinet in the front office, which is a secured area.
- We have a refrigerator for the storage of medications that require refrigeration.
- If a resident does not return to the facility, medication will be kept for two (2) weeks and then properly disposed of.
- Vials or bottles with mixed pills are not acceptable. The pharmacy pre-packs are acceptable.
- It is not the responsibility of staff to ensure clients come in and take their medication at the correct time. It is the responsibility of the client to ensure they are coming in and taking medication as prescribed to them. However, clients taking medication for the purpose of mental health stabilization may not go more than two (2) days without medication. It is the client's responsibility to ensure all medication refills happen in a timely manner.
- Clients may be permitted to keep the following medications on their person while residing in the Shelter, providing fellow client's safety is not compromised and medications are properly labeled.
 - Nitro-glycerine spray/tablets
 - Epi-pen
 - Skin Creams/Foot Soaks
 - Inhalers
 - Cough drops

Limited English Proficiency (LEP)

MATS will take all appropriate steps to ensure persons with Limited English Proficiency (LEP) have meaningful access and equal opportunity to participate in our services.

Language assistance will be provided through the use of bilingual staff, board members, local organizations that provide interpretation or translation, and technology and telephonic apps. We will identify the language and communication needs of the LEP person using a language identification card we have printed which was provided online by USDA at the website: WWW.lep.gov

Revisions made with board approval and put into effect on 7/13/2022

_____, Executive Director