



HANDBOOK FOR PARTICIPANTS

**Eastern Scholar House Program
801 Van Hoose Drive
Richmond, KY 40475
(859) 408-7025**

A Program of Kentucky River Foothills Development Council, Inc.

Dear Scholar,

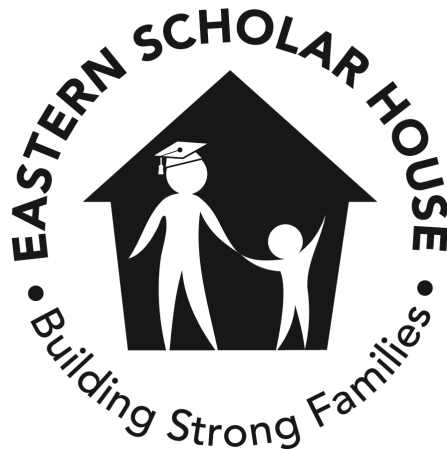
Congratulations! You and your family have been selected as participants in the Eastern Scholar House Program. This program is designed to support you in achieving your educational goals and lead to self-sufficiency. Eastern Scholar House will provide housing, childcare, counseling and other resources to help you succeed.

A comprehensive program such as this one must have guidelines for its operation to be able to provide a safe, supportive environment for every family in our community. Therefore, this handbook of policies, procedures, and responsibilities has been prepared to help guide all who are involved with Eastern Scholar House so that all of us will understand and share the experiences of the program.

The staff of Eastern Scholar House and staff of Kentucky River Foothills sincerely wish you success in reaching the goals you have set for yourself and your children.

Sincerely,

Eastern Scholar House Staff



**We do business in accordance with the fair housing law.
Eastern Scholar House does not discriminate in the selection of residents or the
hiring of staff on the basis of race, color, creed, religion, national origin, gender, sexual orientation or disabilities.**

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STAFF COMMITMENT

The Eastern Scholar House Program (ESHP) staff is dedicated to your success by providing the support and guidance you need to reach your goals. We strive to maintain the quality of our Program and be efficient in meeting the needs of our scholars. Staff meets on a weekly basis to discuss concerns, resident progress and provide solutions to enhance the quality of the program and address individual family needs. As you participate in the Eastern Scholar House Program, the Director, Child Development Manager, and Housing Manager will be happy to discuss any concerns you have.

Child Development Center Director _____
ESH Director _____
Housing Director – Winterwood _____

YOUR RESPONSIBILITIES

ESHP is a transitional program through which you and your children are provided affordable housing and support services to help you achieve your goals of self-sufficiency and independence. ESHP may provide help and support; however, success will ultimately be determined by what you do for yourself and your child in school and at home.

Guidelines are established for the benefit of you, your children, and your neighbors as well as. These guidelines are designed to ensure a safe and comfortable atmosphere for you and your children, and to prevent conduct or occurrences that might adversely reflect on the integrity and reputation of Eastern Scholar House and its program. You are required to abide by the guidelines in this handbook as well as those in the Rental Agreement and the Child Care Handbook. There is one important factor to remember - that the staff makes every effort to individualize each person in the ESHP. This means that at times exceptions may be made to the rules for a particular resident. If you ever have questions about any of the information in this handbook, please contact an administrative staff member.

HOUSING

It is the responsibility of the program to provide you with well-maintained housing. The Housing Manager and maintenance personnel are available to make certain that the property is kept clean, safe, secure, and hazard free.

Rent will be collected by the Housing Manager. The office is located in the same building as the CDC. Rent is due by the 5th of each month. If rent is not collected by the 5th, attempts will be made by the Housing Manager to collect the rent. On the 6th day of the month a \$25 late fee will be added to your delinquent amount. If rent is not collected in full by the 6th of the month the following will occur:

1. A 7-day non-payment of rent notice will be issued. This notice will give you 7 days to pay your rent in full or make arrangements to pay the balance off.

2. If payment in full cannot be made or a payment agreement cannot be reached by the expiration date on the 7-day notice the paperwork to file the eviction will begin. Once the paperwork is filed with the court system, ESHP does not have to accept rental payment.
3. Possession of the unit will be obtained through the proper legal avenues and your residency and program participation will be terminated.

The Rental Agreement between you and ESHP outlines the responsibilities of residents and the program. (Please refer to the rental agreement for a complete discussion of the terms of residency.) The following are points that need to be stressed:

Overnight Guest- Only you and your family members listed on your rental contract may live in your apartment. No one else is allowed to move in at any time for any reason. This is a Section 8 rule and ESHP restriction. The rule states “a non-resident may not stay for more than three nights from Sunday to Saturday in any one week.” Each occupant is responsible for the actions of any guest that they allow on the property. Each guest should be in the presence of an approved occupant at all times. If it is found that unattended guests are found in the units, this could lead to eviction from the property and termination of your participation in the program.

Permission to stay beyond three nights must be requested in writing and will be granted on a case-by-case basis. Written permission to have an overnight guest beyond three days may be granted if the following circumstances are present:

- The guest is from out of town (verification of guest), or
- Medical necessity (medical documentation is required)

Possible indicators and observations will be taken into strong consideration when deciding whether a non-resident is living at ESHP. These include but are not limited to:

- A non-resident observed on property frequently during any 24-hour period.
- Complaint of a non-resident living on property documented by resident(s) and/or staff.
- A non-resident vehicle observed on the premises frequently during any 24-hour period.
- A non-resident in possession of an apartment key.
- A non-resident staying in apartment when the resident is absent from the apartment.
- Receipt of mail addressed to the non-resident at the ESHP.

Providing keys to non-residents is strictly forbidden. Under no circumstances should keys be shared with, provided to, or made accessible to any non-resident for any reason. These violations could jeopardize your opportunity to remain at ESHP.

UNIT TRANSFERS

A transfer fee in the amount equal to one month's rent will be charged to anyone that transfers from unit to unit at ESHP without a sufficient reason. Should there be a reason, for example family size change or medical situations, we would require sufficient documentation to support the reason. To begin the transfer process you will be required to submit your request in writing to the housing manager. The housing manager will then present the written request to the other members of the management team and a decision will be made. These requests are handled on an individual basis and additional information could be required on behalf of the resident. If the resident is not current with all of the requirements of the program then the request will be denied until all requirements are brought current and the request process would start over. If the request is approved you will be given the keys to the "new unit" and will have one week (7 days) to give the keys to the previously occupied unit to the housing manager to avoid additional charges. There would be no additional deposit due as the deposit paid from the previously occupied unit would transfer to the new unit.

PETS

ESHP is a pet-free facility. If you are found to be housing a pet that is not a service animal, you will be found in violation of your lease and will be given a written warning. If the problem persists, you will be evicted. Should an occupant have the need for a service animal there will be additional documentation and deposits required. Approved pets need to be under a veterinarian's care, have shots and be pest free.

ALTERATIONS

No alterations of any kind may be made to your apartment, including wallpapering or painting. Nothing may be attached to the building, including satellite dishes or antennas.

MAINTENANCE/REPAIRS/INSPECTIONS

You should notify the housing manager of any repairs that may be needed to your apartment. Your apartment must be kept in clean, decent, safe, and sanitary conditions at all times. The Housing Manager and maintenance technician are both available for emergencies. Their emergency contact numbers will be given upon move-in to your unit.

Eastern Scholar House has maintenance personnel on staff to deal with all routine repairs and maintenance. It is your responsibility to notify the Housing Manager as soon as you notice any repair problems you have in your apartment. Maintenance problems requiring professional work will be handled as quickly as scheduling allows. All heating and cooling systems are inspected seasonally and fire extinguishers are inspected annually. The Richmond Section 8 conducts annual inspections. You will be notified in advance of inspections. Maintenance personnel will enter your apartment with a 24 hour notification unless in the case of emergency or to complete a requested maintenance repair. The maintenance staff will be changing filters quarterly and smoke detectors will be checked. The Housing Manager for ESHP will conduct monthly unit inspections.

If you report a maintenance concern, the maintenance staff will enter the unit without notice in order to make repairs in a timely manner. Each time we enter the unit we will be inspecting for basic up-keep of the units and will notify each occupant with any concerns that are found.

PLEASE MAKE EVERY EFFORT TO BE A GOOD NEIGHBOR!

EDUCATION REQUIREMENTS

The Educational Program Agreement between you and the Eastern Scholar House states the following:

- You must be enrolled in your academic program full-time (as defined by your college).
- You must remain in good academic standing at your college.
- You must have a cumulative GPA of 2.0 by the end of your second quarter/semester.
- You must maintain a minimum of a 2.0 GPA each quarter/semester thereafter.
- You must attend classes regularly.
- You must report any changes in your educational status to the Director.

You must provide your case manager a copy of your current schedule by the first day of classes, and grades must be turned in one week after the end of the quarter/semester.

If your GPA falls below a 2.5, you and the Director will develop a Participant Agreement that will include your goals for the semester/quarter. A Participant Agreement is a positive tool to give you additional support to overcome any difficulties while in school. This agreement is also a contract. Failure to meet the requirements established in the Participant Agreement can result in dismissal from ESHP.

During the last quarter/semester of your education, if less than 12 hours or its equivalent is needed for graduation, the minimum requirement of 12 hours per semester will be waived. This will give you time to make decisions about your future, to find housing, or to look for a job.

To receive childcare payments from KTAP while attending school during the summer months, you must be enrolled in two classes during that period or working a minimum of 20 hours per week, or a combination of work and school that equals 20 hours a week.

ESHP is for individuals seeking Associates, Bachelors, and Masters Degrees. Individuals may not initially enter ESHP in order to seek a doctoral or professional degree.

INDIVIDUAL PLANS AND GOALS/MONTHLY MEETINGS

When you enter ESHP, you will work with the Director or Program Assistant to develop an individual plan for reaching your educational and personal goals. As you are aware, the primary goal of the ESHP is to help you finish your education so that you will have a better opportunity to obtain a job and become self-sufficient. You may be asked to complete a Needs and Goals form each month and meet with your program coordinator to receive support and assistance to achieve your goals.

Along with obtaining a higher education degree, financial independence is a primary goal of the ESHP. Therefore you will be provided assistance with establishing a budget upon entering the program. You will be assisted in planning for a savings account and plan on how to avoid using all of your school loans. New residents are required to schedule a meeting with their case manager within the first month of admission to establish a budget

FAMILY RESPONSIBILITIES

Family life is an important part of ESHP. You are encouraged to plan your day so that you may attend classes and study while your child is in childcare. This will allow you to have quality family time in the evenings. If you need to be away from home, you have parental and legal responsibilities to find an adult to stay with your child until you return.

There are times when all parents feel anxious or under stress. If you are experiencing these emotions or are so angry that any child under your care is in danger of being mentally or physically abused, you should immediately contact the office, a counselor, or a friend. If you know of anyone who is in such a situation, you are strongly advised to call the Director or one of the other staff personnel. Anyone who suspects that a child is being abused or neglected has a legal responsibility to notify the Child Protection Services, 859-623-1204. This agency is trained to assist families in need.

CHILD DEVELOPMENT CENTER

The Child Development Center accepts children from 6 weeks through 5 years old. The Child Care Center's hours are from 7:30 a.m. to 5:30 p.m. Your child must be enrolled in the ESHP CDC until kindergarten and must attend regularly.

If you would like more information before making a decision about whether this CDC is the right place for your child, talk with the CDC Director, visit the Center, and/or ask to review the ESHP CDC Handbook.

WORKSHOPS

You are required to take six (6) Parenting/ Life Skills Workshops during the first year that you reside at Eastern Scholar House and 4 workshops each subsequent year of residency. The workshops are held once a month and some will be offered during the day. You will receive notification of the workshop schedule in your mailbox and it will also be posted on the community bulletin board near the front door of the office. Your needs and wishes will help determine the content of the workshops, so you are encouraged to share your ideas with the staff. We will try to provide childcare is provided during the workshops. Life-skill Workshops held by your college may be substituted for on-site workshops with approval.

RESIDENT COUNCIL MEETING

The Resident Council provides an opportunity for you to belong to an organization formed specifically to serve your interests and to provide you with a forum to express your concerns. The Council will work with the Director and staff to plan activities and develop solutions for issues identified during meetings. Parliamentary procedures will be utilized in all Resident Council meetings. Meetings will be held quarterly and the schedule will be posted by the Resident Council Officers. If you are unable to attend because of school or illness, please contact the Management Team. Alternate dates will be provided to accommodate your schedule so that you can meet this requirement.

The function of the Resident Council includes, but is not limited to:

- Facilitates communication between Director, staff, and residents.
- Meeting new friends and peers with the same goals of self-sufficiency.
- Providing support and encouragement for each other.
- Welcoming new residents and helping them become involved in the program.
- Giving suggestions and ideas on how to improve the program and receiving reports of action taken with regard to Council recommendations.
- Planning and organizing program-wide activities for parents and children.
- Encouraging full participation in the program by all residents.
- Working to assist each other in achieving the goals of the program.
- Becoming involved in the Neighborhood Watch effort to insure a clean and safe community for yourself and your child/children.

***Please Note:** As a member of the ESHP Resident Council, it is necessary to attend the Resident Council meetings. The meetings will be monitored by Director. In building up your community you need to participate in the Eastern Scholar House program activities.

TERMINATION FROM THE EASTERN SCHOLAR HOUSE PROGRAM

As previously discussed, you are responsible for fulfilling certain requirements to remain in the ESHP. These include attending school full time and remaining in good academic standing in your educational program as defined under the Education Section; abiding by the rental agreement, the program participant contract, and any other contracts signed between you and ESHP; participating in the Resident's Council Meetings, workshops, assuring your child's or children's regular attendance in the ESHP Child Care or local elementary school; and paying all fees when due.

Illegal drug use by residents or their guests is strictly prohibited and may result in immediate termination from the program. Random drug tests may be administered to current residents.

If problems develop while you are an Eastern Scholar House resident, the staff will work with you to help you to resolve them. If the resolution is not acceptable to one or both parties, it may be necessary for your participation in the program to be terminated.

PROGRAM DELINQUENCIES

<u>Participant Initials</u>	<u>Delinquencies</u>	<u>Consequences</u>
_____	Failure to maintain monthly contact with your program coordinator	1 st Occurrence: Participant Agreement 2 nd Occurrence: Termination
_____	Failure to attend required budget meeting	1 st Occurrence: Participant Agreement 2 nd Occurrence: Termination
_____	Failure to complete six (6) parenting/life skills classes within the first year of residency. After the first year, only 4 classes per year will be required.	1 st Occurrence: Participant Agreement 2 nd Occurrence: Termination
_____	Failure of age eligible children to attend the Childcare Center (unless exception granted)	1 st Occurrence: Participant Agreement 2 nd Occurrence: Termination
_____	Failure to attend school full time	1 st Occurrence: Participant Agreement 2 nd Occurrence: Termination
_____	Failure to attend classes regularly	1 st Occurrence: Participant Agreement 2 nd Occurrence: Termination
_____	Failure to meet Educational Standards	1 st Occurrence: Participant Agreement 2 nd Occurrence: Termination
_____	Failure to meet Educational Standards due to severe health problems of resident or child. (Once the problem has been Resolved, the participant will be considered for re-admission to the program.)	1 st Occurrence: Participant Agreement
_____	Suspension or expulsion from the Educational Program	1 st Occurrence: Termination
_____	Non-compliance with program requirements	1 st Occurrence: Participant Agreement 2 nd Occurrence: Termination

Please note that the above list is not an exhaustive list. Any resident found to have committed a program delinquency will be mailed a 14-day written notice of program delinquencies and the consequences. Following the receipt of the notice, the resident must meet with program coordinator within 7 days to discuss coming into compliance with the program requirements.

HOUSING VIOLATIONS

Participant

Initials

Delinquencies

Consequences

_____	When the family refuses or fails to comply with any element of the Self-Sufficiency Program.	1 st Occurrence: Termination
_____	Violations of the terms and conditions of the Rental Agreement, including conditions of the ESHP Self-Sufficiency Program and Conditions of the up-keep of the rental unit.	1 st Occurrence: Written Warning 2 nd Occurrence: Termination
_____	If a Resident is evicted from the Scholar House Program, they must remain off the property for a minimum of one year. A written request to return to the campus must be submitted to the Director for approval.	1 st Occurrence: Legal Action
_____	Violation of federal, state or local law(s) which impose(s) obligations on a tenant in connection with the occupancy or use of the dwelling unit and other premises	1 st Occurrence: Termination
_____	Criminal activities by participant or their guests	1 st Occurrence: Termination
_____	Upon the date of any termination of the Housing Assistance Payments Contract, including any termination due to termination of eligibility of participant	1 st Occurrence: Termination
_____	Non-payment of rent	1 st Warning: 7-day notice 2 nd Warning: Eviction
_____	Placing trash outside of the door or dumpsters	1 st Occurrence: \$25 Fine 2 nd Occurrence: 30 day Termination
_____	Throw trash on grounds or cigarettes/butts	1 st Occurrence: 14 day notice 2 nd Occurrence: \$25 Fine
_____	After - hour's apartment lock-outs	1 st Occurrence: Warning 2 nd Occurrence: \$30 Fee

****Note:** The Housing Authority requires window blinds to be replaced when damaged. As the Resident, **you** are responsible for payment of damaged blinds. A fee of \$15.00 per blind will be charged.

****Note:** The above list is not an exhaustive list. Any resident found to have committed a housing violation may be mailed a 30-day written notice of Program Termination. Refer to the Rental Agreement for a complete discussion of termination.

**Note: Please be aware that a poor rental payment history can result in the property choosing not to renew your lease. Prompt payment of rent is a vital part of this program to help with future housing opportunities and credit references.

INAPPROPRIATE SOCIAL BEHAVIORS AND OTHER REASONS

<u>Participant</u>	<u>Delinquencies</u>	<u>Consequences</u>
_____	Behaviors that may jeopardize the health/safety of self or children, other participants, staff or program assistants	1 st Occurrence: Investigation by Director; with referral to the Director and/or termination
_____	Change in Marriage Status	1 st Occurrence: Eligibility Voided
_____	Non-payment of childcare fees	1 st Occurrence: Payment Contract 2 nd Occurrence: Termination
_____	Financial ineligibility	1 st Occurrence: Termination
_____	Illegal drug use	1 st Occurrence: Termination
_____	Physical Confrontation	1 st Occurrence: Termination

The above list is not an exhaustive list. Residents will be mailed a 30-day written notification of program termination. Refer to the Rental Agreement for a complete discussion of termination.

GRIEVANCE PROCEDURES FOR RESIDENTS

The Eastern Scholar House offers residents the following procedures for hearing and resolving grievances. A grievance may involve ESHP employees or program policies.

Step 1: The resident is encouraged to seek to resolve the grievance through the direct communication with the employee or employees involved. If the resident is not satisfied with the results of this direct communication – or if the resident is uncomfortable with Step 1 and wishes to bypass it- the resident may proceed to Step 2.

Step 2: The resident may take the grievance to the supervisor involved. The supervisor will meet with the resident. The resident may present the grievance orally or in writing. The supervisor may use any means that the supervisor deems reasonable to resolve the matter, including direct action, mediation, negotiation, and denial of the grievance. If the resident is not satisfied of the results of Step 2, the resident may proceed to Step 3.

Step 3: The resident may take grievance to the Director. The resident will present the grievance to the Director in writing. The Director will decide what other information to gather and what actions, if any, to take. The Director will inform the resident of the results. The resident can elevate the grievance to the Executive Director of KY River Foothills if further steps are necessary.

CHILD DEVELOPMENT CENTER

The Child Development Center houses Head Start, and the offices of the Director, Office Manager, Childcare Director, and the Family Service Worker. The staff is here to help you, so please feel free to contact them.

We want all residents to feel at home when coming to the Center. However, all visitors must check in with the Front Desk when first entering the building. If anyone is picking up your child without being on your list, previous arrangements will have to be made ahead of time. Whenever entering or leaving the Center, you must use the front door.

CDC BUILDING

The Multi-Purpose Room in the CDC includes a large meeting room and kitchen area.

The room is used primarily for meetings, dinners, and resident gatherings; however, residents may use the meeting room for special activities and parties, providing that proper rules and procedures are followed and adhered to. At no time may children be in the building without an adult present and supervising.

Mailboxes are located in the front of the property. The number of your box is the same as your apartment number. Please check your box **DAILY**.

OUTDOOR RULES

Each parent is responsible for her/his child while playing outside. All children playing outside must be supervised by an adult. Children under the age of 8 found to be improperly supervised will result in notification to the Kentucky Cabinet for Families and Children.

You also are responsible for any willful damage to ESHP property and equipment caused by your children or your guest's children. If someone you don't know is damaging property or it is obvious that someone intends to damage property, the Housing Manager or Director should be contacted immediately. If no one on staff is available, the Police should be called. If at all possible, obtain a description of the offending party.

You are responsible for keeping the parking lot, open spaces, sidewalks and breezeways, and playgrounds free and clear of litter and riding toys. Chairs and other toys must be taken in each evening. You must not block the breezeway, walkway, or stairs. Do not place trash or garbage outside your apartment in the breezeway. This attracts unwanted pests to the apartments. Place your garbage inside the dumpsters and not on the ground beside the dumpsters. It takes all of us working together to keep your community clean and safe.

Personal grills are not allowed due to fire hazards, also the use of fire pits are prohibited.

If you observe a safety hazard or a health hazard in or around the premises or if a neighbor's lack of cleanliness or poor apartment maintenance creates a health or safety hazard, notify the Housing Manager immediately. Insects and rodents are considered health hazards that result from lack of cleanliness and carelessness. Report sightings of such pests to the Housing Manager so that timely measures can be taken to prevent widespread infestation. Apartments will be exterminated on a regular basis.

Please notify the Housing Manager as soon as possible when you observe or experience burned out exterior lights, outages of heat, electricity or water. You may call the emergency number after office hours.

CARS/PARKING

Only ESHP residents and guests are allowed to park in the parking lots. Each resident will be issued a placard to display in their car window. You must present your car registration to the Housing Manager to receive a placard and avoid having your car towed off of the property at the owner's expense. Please do not block dumpsters, park next to yellow curbs, or park in the handicap spaces without a handicap permit.

Visitors are allowed to park in the Scholar House parking lots if they have received a visitor parking permit from the office.

Cars should be kept locked when parked on the premises. ESHP is not responsible for theft or vandalism. Car owners use the parking lot at their own risk.

If you are having a problem with your car or space to park, please talk to the Director. Abandoned cars, cars that block entrances, cars taking up more than one parking space, and cars that are inoperative for more than two weeks will be towed at your expense.

EMERGENCY AND SAFETY PROCEDURES

Each apartment is equipped with a smoke alarm and sprinkler system. Notify maintenance staff immediately if any damage occurs to smoke detectors or sprinkler heads. In the event of fire, smoke or a fire alarm, prompt action must be taken as follows:

- Leave the premises immediately.
- Close, but do not lock the door.
- Go to the nearest telephone and call 911; report the fire and give complete information to avoid delay.
- If the emergency is during the day, notify the office immediately.
- If the emergency is after office hours, notify the Housing Manager or other staff immediately. Numbers are listed on the handout in your move in packet.
- Please notify staff and/or a neighbor if you will be away from your apartment more than 3 days.

PREVENTION IS THE BEST FORM OF PROTECTION

- Do not remove the smoke detectors. They are there for your protection and for the protection of your children and neighbors.
- Never smoke in complex.
- Warn children repeatedly of the hazards of matches, cigarettes, etc.
- Do not keep matches or lighters within the reach of children.
- Replace old or frayed electrical cords and plugs.
- Turn off irons, heating pads, electric blankets, curling irons, stove burners when not in use.
- Use and dispose of cleaning materials with extreme caution.
- Never leave a pan of grease, or anything else, unattended on a hot burner.
- Turn the handles of the pans toward the back of the stove when cooking.

POLICE PROTECTION

Any occurrence that may place persons or property in jeopardy should be reported immediately to the office during working hours and also to the ECU Police Department. In situations that do not require the Police, the Housing Manager, Director, or other staff personnel should be contacted to assist in resolving the problem. Emergency numbers are provided at check in.

UNIDENTIFIED OR SUSPICIOUS PERSONS

During working hours, any person who is on the premises or in a building without a purpose or permission, or who is annoying or bothering residents or staff, should be reported immediately to the Administrative office. After hours, call the Police and be prepared to give a complete a description of the intruder.

INQUIRIES ABOUT RESIDENTS

Staff members will not give out information about you or your child without your written permission, except as required by local, state, and federal regulations or laws. Authorized persons inquiring about you or your child will be required to provide identification. The staff cannot prevent residents from providing information to others, but you are encouraged to maintain other resident's privacy as well as your own.

INCLEMENT WEATHER

In the event of inclement weather, ESHP will follow the closing or delay announcements of Eastern Kentucky University as announced through radio, TV and social media channels.

ALWAYS CONTACT THE DIRECTOR, as soon as possible if the police or fire department has been called.