



PARTICIPANT HANDBOOK

2022



Adjoin

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Mission Statement:

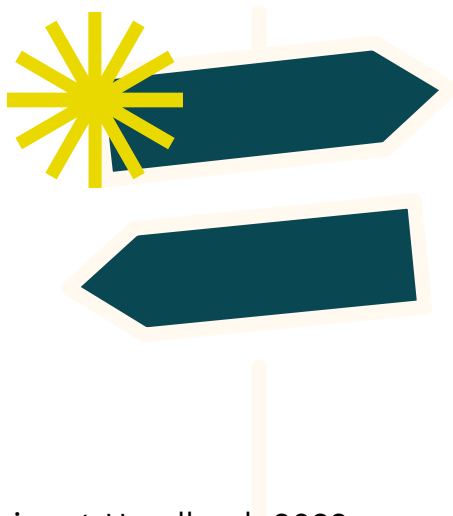
To create limitless pathways for people to belong where they....
Live | Work | Learn | Play

Vision Statement:

To be the most resourceful and impactful social service organization in building
a world of inclusion

Core Values:

People
Integrity
Innovation
Compassion
Fun



Welcome!



Wendy Forkas, CEO

Dear Veteran and Family Member:

Welcome to Adjoin Veterans. We want to help you be as independent and successful as possible in the community.

Together, we will design a Housing Stability Plan (HSP) that may help you find a home, get a job, attend schooling, or increase new social supports.

Adjoin will be your partner. We will give you the best guidance and training possible. Your responsibility is to do your best.

Thank you for choosing Adjoin. We are pleased to be able to support you and will do our best to serve you.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Wendy Forkas', with a stylized flourish at the end.

Wendy Forkas



Introduction

In 2010, we started Adjoin Veterans which provides services to for the benefit of veterans and their family members.

In 2011, we obtained a grant from the Department of Veterans Affairs to provide our services under their Supportive Services for Veteran and Families Program. The Department of Veteran Affairs provides the funding for Adjoin Veterans services.

We believe that everyone should have the opportunity to become an independent, productive and responsible member of his/her community.

Your Program

To help you achieve your goals; we help you design a written plan. You will work with your Adjoin Veterans Case Coordinator to make your own Housing Stability Plan (HSP). Your Adjoin Veterans Case Coordinator will provide the training and support needed for success.

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Upon entry into the program you will have a whole team of support to assist you in completing your goals. First, you will meet with an **Intake Specialist** who will assess your eligibility for program enrollment. Once enrolled you will be assigned a Case Coordinator. Your **Case Coordinator** will be your primary service coordinator and point of contact. We will work with you to assess your eligibility for VA and public benefits and assist you with completing applications. You may also be connected with a Housing Coordinator who will assist you with searching for suitable and affordable housing and offer housing counseling services.



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Quality of Life

These questions may help you to set good program goals:

- Am I safe and healthy?
- Do I have a home in which to live?
- Can I access places I want to go?
- Do I have the type of relationship I want with my family?
- Do I know how to obtain help for any health concerns?



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Section 1

Eligibility Criteria

Determining eligibility for the program is a collaborative process between the applicant and the Adjoin Veterans program service team.

Should Adjoin Veterans determine that its services are inappropriate, you will be notified in writing.

A Participant in the Adjoin Veterans program is an eligible veteran and his/her family. To receive supportive services under this program, a Participant must be:

1. A Veteran with a discharge status of other than dishonorable and eligible for VA health care services. A Veteran is a person who served in the active military, naval, or air service, regardless of length of service, and who was discharged or released there from, excluding any one who received a dishonorable discharge or was discharged or dismissed by reason of a General court-martial. A Veteran family is defined as a single person or a family in which the head of household or the spouse of the head of household is a Veteran.
2. Veteran family must be very low-income. (A Participant's household annual income does not exceed 50% of area median income—as adjusted by HUD annually). See charts below.
3. "Occupying Permanent Housing"
 - a. Residing in permanent housing (Category 1, see additional criteria below).
 - b. Homeless and scheduled to become a resident of permanent housing within 90 days pending the location or development of housing suitable for permanent housing (Category 2); or,
 - c. Have exited permanent housing within the previous 90 days to seek other housing that is responsive to your needs and preferences (Category 3). *Please note category 2 & 3 have priority over 1.*

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	#People per household	1	2	3	4	5	6	7	8
San Diego County	30% AMI	\$25,450	29,100	\$32,750	\$36,350	\$39,300	\$42,200	\$45,100	\$48,000
	50% AMI	\$42,450	\$48,500	\$54,550	\$60,600	\$65,450	\$70,300	\$75,150	\$80,000

	# People per househol	1	2	3	4	5	6	7	8
Imperial Valley County	30% AMI	\$14,650	\$17,420	\$21,960	\$26,500	\$31,040	\$35,580	\$40,120	\$44,660
	50% AMI	\$24,400	\$27,900	\$31,400	\$34,850	\$37,650	\$40,450	\$43,250	\$46,050

An estimated 85% of program participants will be either extremely low-income Veteran families who are homeless and scheduled to become residents of permanent housing or have exited permanent housing in the previous 90 days to secure housing more in line with their needs.

The remaining 15% of program participants will be extremely low-income Veteran families living in permanent housing.



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Additional Eligibility Criteria for Category 1

In order to ensure we are serving Veteran families most at risk for becoming homeless, the following two stages of criteria must be met for household currently residing in permanent housing:

Stage 1: Imminently At-Risk of Literal Homelessness

- ☐ Imminent loss of current primary nighttime residence (housing that an individual or family owns, rents, or lives in with or without paying rent; housing shared with others; and rooms in hotels or motels paid for by the individual or family); AND
- ☐ No other residence; AND
- ☐ No resources or support networks (such as family, friends, faith-based or other social networks, immediately available to prevent them from becoming literally homeless); AND
- ☐ *At least one* of the following:
 - ☐ Has moved because of economics reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;
 - ☐ Is living in the home of another because of economic hardship;
 - ☐ Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance;
 - ☐ Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by Federal, State or local government programs for low-income individuals;
 - ☐ Is exiting a publicly funded institution, or system of care (such as health-care facility, a mental health facility, or correctional institution) without a stable housing plan; OR
 - ☐ Otherwise lives in housing that had characteristics associated with instability and an increased risk of homelessness, as identified in the approved screening tool.

-AND-

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STAGE 2: TARGETING

All applicants who meet Stage 1 eligibility must then be screened using the targeting conditions and threshold point system described in Stage 2. Points have been assigned to factors based on research and practical experience. Stage 2 screening provides grantees with a standardized tool for determining how to prioritize eligible Veteran households for SSVF Homelessness Prevention assistance based on: 1) urgency of the applicant's current housing situation, and; 2) other barriers and vulnerabilities that may impact their ability to quickly secure housing and resolve literal homelessness independently, if they are not assisted and become literally homeless.

Stage 2 Disposition	
<input type="checkbox"/>	Meets Risk Score Threshold of 33*
<input type="checkbox"/>	Does Not Meet Risk Score Threshold of 33*

Eligible Veteran families will have a Risk Score of 33 or above. *This number is subject to change due to funding limitations and community need. The threshold score is determined by the local SSVF community and submitted to the VA Regional Coordinator.



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Priority Categories

Due to a high volume of program applicants Adjoin may prioritize program enrollment using the following criteria to meet our program objectives:

- Category 2 or 3 may be prioritized **before** Category 1
- Households with children
- Households with an annual income less than 30% area median income
- OEF/OIF Veterans
- Female Veterans
- Veterans with a documented disability

Referral Sources

Participants may be referred from any community resource or self-referrals. Adjoin Veterans receives referrals of homeless Veteran families through the Coordinated Entry System (CES) and Community Information Exchange (CIE). All homeless Veteran families that contact Adjoin Veterans will be entered into CES.

Veterans making a self-referral should call 1-800-974-9909 for an eligibility screening.

Notification: Phone Calls may be monitored or recorded for quality assurances purposes.

Intake Process

- Veteran is screened by Adjoin Veterans intake staff for initial eligibility criteria via telephone or by referral received.
- Veteran will be enrolled once basic eligibility criteria is determined or via SQAURES (VA portal for eligibility)
- Once Veteran is enrolled, Veteran will be provided a list of supporting documentation to provide to Adjoin Veterans to verify income requirements and other required SSVF documentation.
- If upon documentation review, Veteran meets basic eligibility criteria, Veteran is scheduled for an intake meeting.
- The Intake Coordinator reviews all documentation and approves enrollment. if approved, the Case Coordinator Supervisor/s assign a Case Coordinator and Housing Coordinator to Veteran.
- Veteran will be contacted for New Participant Orientation (NPO) within 24 hours of enrollment

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- *If Veteran is not eligible for services, the Veteran will be notified by the Intake Coordinator as soon as a determination is made. The Intake Coordinator will provide the Veteran alternate referrals to meet their needs. All ineligible veterans are tracked on Screened not Served tracker.

Recertification of Eligibility

Adjoin is required to recertify eligibility for all program Participants every 3 months. This involves submitting verification of eligibility to your Case Coordinator *prior* to each 3-month period. Your Case Coordinator will notify you when you are due for recertification and you should promptly provide the requested verification of eligibility. Should you no longer meet the eligibility criteria or fail to provide verification of eligibility on time your services will be terminated immediately.

SSVF Services Descriptions

Adjoin offers a variety of services. Our goal is to help you develop a program that meets your own needs. We provide some services directly through Adjoin Veterans and other services will be referred to other community organizations or partners.

The following services are provided by referral to other organizations:

Type of Benefit/Service	Adjoin Veterans will provide benefit <u>directly</u>	Adjoin Veterans will assist participants in obtaining benefit through <u>referrals</u> to other organizations
Health care coordination	Yes	Yes
Daily living services	No	Yes
Personal financial planning	Yes	Yes
Transportation services	Yes	Yes
Income support services	No	Yes
Fiduciary and representative	No	Yes
Legal services	No	Yes
Child care	No	Yes

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Housing counseling, housing	Yes	Yes
Employment services	Yes	Yes

Special Note-The following service is **not** provided by Adjoin Veterans:

- Prescribing, dispensing, administering or physically controlling any Participants medications.

Housing Counseling Services

Adjoin Veterans will provide assistance to you by helping you identify the best housing options to meet your needs. Housing services include:

- Identifying emergency housing options when necessary until permanent housing is secured
- Identifying transitional housing options when necessary until permanent housing is secured
- Working with you to identify permanent housing goals and come up with a list of safe and affordable permanent housing options that will meet these goals
- Provide housing counseling which includes educating participants on renter's rights and responsibilities
- ADA assessment of prospective housing as needed
- Referral to outside resources as needed

Employment and Education

Adjoin Veterans will provide assistance /referrals to you in meeting your career and/or education goals. Employment and Education Services include:

- Conduct a career/education discovery assessment or inventory
- Career Development:
 - Provide assistance from resume building to job interview skills
 - Provide assistance in employment search and application
 - Assist client to successfully retain employment
- Educational Development:
 - Provide assistance in identifying appropriate academic/training institutions or programs
 - Provide assistance in identifying and accessing

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campus, public or military education resources (GI Bill, Chapter 31, FAFSA, etc)

- Provide referrals to Homeless Veterans Reintegration Program (HVRP), EDD and/or Americas Job Center (AJCC).

Shallow Subsidy

The SSVF Shallow Subsidy initiative provides rental assistance to very low-income and extremely low-income Veteran households enrolled in SSVF's Rapid Rehousing or Homeless Prevention services. It is likely that most participants will have already received rental assistance via traditional SSVF services (this is not a requirement) but remain rent-burdened and require the longer-term, shallow subsidy rental assistance to maintain permanent housing. Under the SSVF Shallow Subsidy initiative, SSVF grantees provide rental assistance payments directly to landlords on behalf of the Veteran household for up to two years. To qualify, Veteran households must have cost-shared as planned in their HSP for at least two months and be able to maintain their portion of rent as calculated by subtracting the SSVF portion (50% of reasonable rent), as well as have low case management needs at the time of receipt of the shallow subsidy. At the end of the two-year shallow subsidy period, the grantee could recertify the household for an additional two-years and the level of subsidy would be reset at the current reasonable rent. At recertification the Veteran household would need to once again meet eligibility and continuation would depend on funds available at that time. SSVF staff offer limited case management services, which may be increased if a crisis or an unanticipated service need arises, to assist Veteran households in maintaining their housing stability. For SSVF's Shallow Subsidy initiative, the **maximum** amount of rental subsidy that can be provided on behalf of the Veteran household is 50% of the reasonable rent for the unit as published by Housing and Urban Development (HUD) [Note this a change from previous guidance that limited the shallow subsidy calculation of 35% of local Fair Market Rent (FMR) as published HUD].



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Benefits Navigation

Adjoin Veterans Benefits Coordinator will provide assistance to you in identifying and accessing benefits and resources that you may be eligible for:

- Develop a benefits list of both public and military/veteran resources that the client is eligible for.
- Develop a referral list of community resources for services the client might be interested in – e.g. legal, drug and alcohol abuse prevention, adaptive & assistive technology and other services Adjoin Veterans cannot directly provide.
- Provide assistance to clients in accessing these benefits and community resources
- Apply for **(SSA) disability benefits** through SOAR for eligible individuals who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder.

Temporary Financial Aid

Our objective is to provide additional means by which the SSVF Grant can directly provide temporary financial assistance to participants who are homeless or at risk of homelessness. *Funds authorized are dependent upon funds available at time of the request.*

GUIDELINES

1. Financial assistance may be provided for rent, utilities, deposits (security and utility), moving costs, childcare, car repairs & transportation, emergency supplies, emergency housing, and general housing stability assistance.
2. Financial assistance may **only** be provided if payment of such assistance will directly allow the participant to remain or obtain permanent housing.
3. Financial assistance may **only** be paid directly to the third- party vendors.

Adjoin Veterans SSVF Program Guidance Updates Due to the COVID-19 Crisis**

Existing Policies Remaining in Effect:

- SSVF Program Eligibility: Veteran status and income limitation of 50% AMI still in effect
- Veterans still limited to one security deposit over a 2-year period
- General Housing Stability Assistance limitations remain in effect (food not included in GHSA)

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- Due diligence in record keeping and allowable costs still important.

Rental Assistance and Utility Support

- Limits on number of months for rental and utility assistance temporarily suspended, including for Homelessness Prevention arrears
- Time limits on number of months for Rental Assistance, Utility Assistance, and EHA have been waived
- Enrolled and newly enrolled Veterans may maintain enrollment with financial support regardless of caps established in traditional SSVF regulations.
- Veterans who had previously exhausted TFA limitations may be re-enrolled in the program without limitations as long as they meet the basic eligibility requirements of SSVF (Veteran and income status; homeless or at-risk).

Emergency Housing Assistance

- 45-day limit for *families* in emergency housing in motels/hotels when no other suitable temporary housing/shelter is available. Active participation in housing search and application is required to renew hotel/motel weekly stay.
- 72-hour limit for *individuals* in emergency housing in motels/hotels when no suitable temporary housing/shelter is available. An extension may be made if the Participant is actively participating in housing search and application.
- Veteran Participants develop and work collaboratively with Case Coordinator, Housing Coordinator and other assigned staff supports.

****Changes to COVID-19 guidance and waivers may end when the Stafford Act declaration is no longer in place, however a period of transition will be granted at that time.**



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4. Requests for financial assistance must include:

With the assistance of a Adjoin Veterans Case Coordinator, a participant must develop and submit a reasonable plan to the Program Coordinator that addresses the participant's future ability to pay for these expenses.

- **Signed participant statement** that no other government agency or program is providing the same type of assistance for the same time period to the participant.
- Participants may not be required to share in the cost as a condition of receiving assistance, but active participation in ADJOIN VETERANS program services is required.

PRIORITY

1. Applicant must be an active participant of the SSVF grant program being administered by Adjoin Veterans.
2. Participants who will become homeless **but for** this financial assistance.
3. Participants with children.
4. Participants with disabilities.

ADJOIN VETERANS PARTICIPANT APPEAL OR GRIEVANCE PROCESS

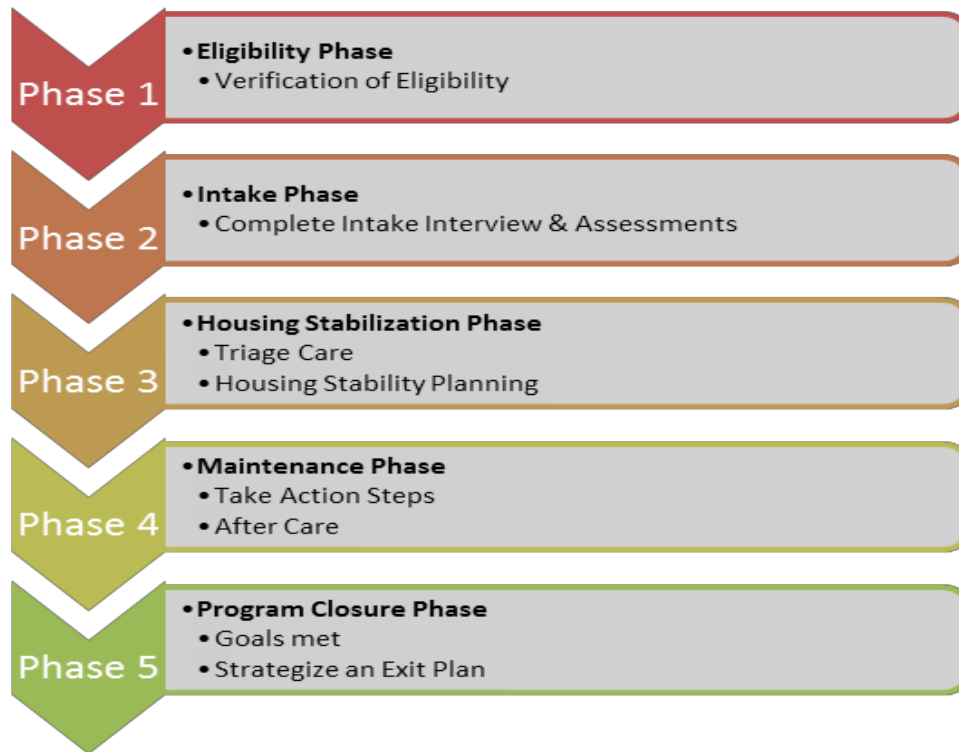
- a. The Adjoin Veterans Participant may appeal to the Chief Executive Officer following the denial of financial aid or any decision or action taken by Adjoin in your program.
- b. The participant must submit their appeal or grievance in writing within thirty (30) working days of receipt of the denial letter to: Chief Executive Officer, 9444 Farham St, Suite 210, San Diego, CA 92123. The written appeal request shall identify the action being appealed and describe the potential adverse impact on the participant.
- c. Within five (5) working days of receipt of the appeal or grievance, the Chief Executive Officer shall review the appeal and request additional information if needed in writing. The participant shall submit additional information if needed, no later than fifteen (15) working days from the receipt of the request for additional information.
- d. The Chief Executive Officer may choose to meet and interview all parties involved in the process including the

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- participant within twenty (20) working days of receipt of the appeal letter.
- e. The Chief Executive Officer will complete the appeal process and a decision will be submitted in writing to the participant within thirty (30) working days of receipt of the appeal or thirty (30) working days of receipt of additional information. The decision shall be deemed final. In rare locally unresolved circumstances, the participant may submit grievance to the VA SSVF regional office.



Phase of Service Delivery



Exit Criteria

You may exit the program through voluntary termination, involuntary termination, or because you have progressed to a point that you no longer need our services. Depending on the circumstances of termination, you may be eligible for re-enrollment of services at a later date. However, Adjoin maintains the right to refuse future service based on the circumstances of termination, the appropriateness of our services and availability of resources.

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At any time you may choose to terminate Adjoin services. You should notify your Case Coordinator verbally or in writing. A courtesy period of 30 days' notice is appreciated but not required.

Adjoin reserves the right to terminate services at any time. A request may terminate services should Adjoin staff determine any of the following:

- An individual or family no longer requires services.
- An individual or family is no longer eligible for services.
- Adjoin can no longer provide appropriate services for an individual or family.
- Program service funding is discontinued or modified to a point where operations cannot be adequately fiscally maintained.
- An individual or family member presents an immediate danger to the health and safety of the community, Adjoin staff, or other participants. Such dangers include, but are not limited to, physical assaults by the consumer; possession of firearms or other deadly and dangerous weapons; possession or use of illicit drugs, chemicals or drug paraphernalia; or written or verbal threats made against staff, consumers, or other members of the community.

Should Adjoin make a request for termination of services, a meeting will be requested between the Participant and a Adjoin staff representative. This meeting will be held within three (3) working days. The outcome of this meeting will determine if Adjoin will provide any further services.



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Section 2

Participant's Rights and Responsibilities

All of us have rights and responsibilities. You should understand your rights and responsibilities.

What is a Right?

Rights are the opportunities that we all share equally. Each person has the same rights under the law. The following are examples of rights that we all respect:

- **A right to services in the least restrictive environment.** *Services and supports should help them to become the most independent and productive person they can be.*
- **You have the right to privacy.** *Others to respect their privacy.*
- **You have the right to non-discrimination.** *To be treated as an equal.*
- **You have the right to self-advocacy.** *The right to speak up for themselves and tell others how they feel.*
- **You have the right to concurrent services.** *More than one type of service existing at the same time or side by side.*
- **You have the right to be free from neglect, abuse and exploitation.**
- **You have the right to informed consent or refusal or expression of choice regarding:** *How Your Service is Provided, Release of Information, Make-up of Your Service Staff Team, Involvement in Research Projects, & All Services being Provided to You*



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You have the right to religious freedom and practice.

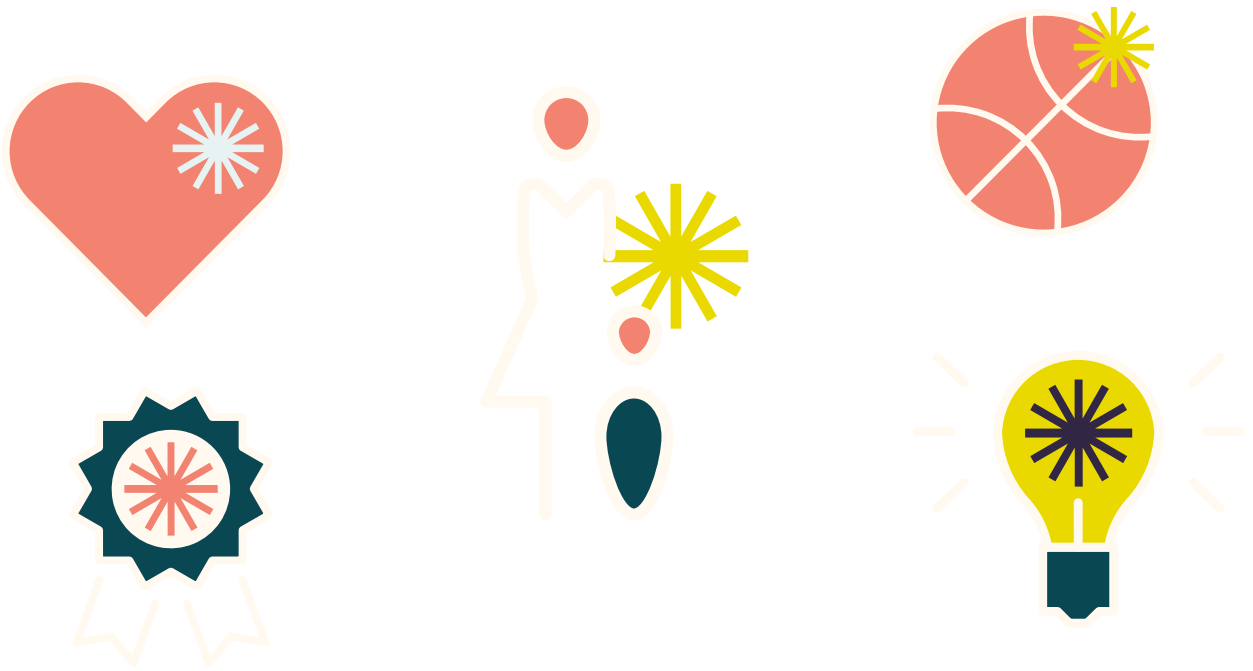
- You have the right to participate in social and community activities of your choice.
- You have the right to participate in decisions regarding you.
- You have the right to have and be referred to legal assistance for appropriate representation.
- You have the right to see your file and your information to help you make decisions.
- You have the right to file grievances and complaints & to be free from retaliation for filing complaints.
- You have the right to be free from hazardous procedures.
- You have the right to receive support services to assist you in adhering to research guidelines and ethics if you choose to be involved in research projects.

What is a Responsibility?

Responsibilities are the duties that you must perform as you exercise your rights:

- You have the responsibility to treat all others with the same respect and care that you expect.
- You have the responsibility to be an active and positive member of your community.
- You have the responsibility to communicate honestly.
- You have the responsibility to communicate with others if you or others are being treated with disrespect or are being abused.
- You have the responsibility to actively participate in your Housing Stability Plan (HSP).
- You have the responsibility to follow all state and federal laws.

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Participant Code of Conduct

Active participation in Adjoin Veteran program services is important to you reaching your goals. Thus, following these rules are important to your success and continued participation in the organization's programs.

- Be responsible for your behavior.
- Act in ways that bring respect to you, your family and friends and other participants within the program.
- Do not use bad language such as to swear, insult or fight with other people. Do not personally abuse others, including verbal, physical and emotional abuse.
- Have appropriate contact and relationships with other participants in the organization's programs.
- Actively participate in the program.
- Try new activities and learn new skills to the best of your ability.
- Let your family or staff know about your program activities. Do not keep secrets about your relationships or activities within the program.
- Be on time and dressed appropriately for all service activities.
- Let the organization know if your plans change and you are unable to keep an appointment or participate in an activity.

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- Do not expect the staff to buy you gifts, give you money or take you on expensive outings.
- Ask any staff or other participants if you may call him or her at home. If he/she agrees, be reasonable and responsible about the time of day and how often you call.
- Keep in contact with the organization's staff by responding to phone calls, letters and other means of communicating promptly.
- If a problem develops, immediately talk to your family and/or a representative from the organization about it.
- If a problem develops within your family or other circumstances occur that affect your participation in the program, contact the organization.
- Understand that it is important to follow all the established rules and guidelines of the organization.

Privacy

Adjoin respects your right to privacy. We will not give information about you to individuals or agencies without your written consent. Even when you have given your consent, only the information about you that is necessary will be collected or shared. This information will be used to help you develop a plan to achieve your goals and objectives or to obtain the support necessary to make your plan work.

We are required to report your progress to the agencies that provide funding for your program. We are also required to provide basic information about the type of support you are receiving through a software system called Homeless Information Management System (HMIS) to prevent any duplication of services. They may ask us to report the hours that you work, the number of hours that we provided coaching or support, and information related to your accomplishments. Sometimes we are asked to report information about your wages to the Social Security office or other agencies.

All participants have the right to see their file that is maintained by Adjoin.

Important Notification: Phone Calls may be monitored or recorded for quality assurances purposes.

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Non-Discrimination

Adjoin respects the dignity and rights of all individuals and is an equal opportunity agency. We will not discriminate in operations or hiring, nor will we accept any grants, donations, contracts, job placements or vendorization that require or promote segregation or exclusion based on disability, medical condition, age, race, marital status, sex, sexual orientation, religion, economic status, or national origin. We advocate for and promote full inclusion of all individuals in every aspect of society.

Self-Advocacy

Self-advocacy means that you choose and decide what is best for you and what you want to do. Self-advocacy also means that you take part in all of the decisions concerning your life. Some examples of self-advocacy are:

- You decide where you want to live.
- You decide where you would like to work.

Self-advocacy means that you communicate for yourself. Some examples of letting others know what you want are:

- Tell others how you are being treated.
- Tell others how you feel about your job.
- Participate in decisions in your community.
- Request a meeting or review if you feel that you are being treated unfairly.
- Request a different Case Coordinator to work with you if you feel it is not a good match.



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Quality Assurance Program

Adjoin believes in good quality services and has developed a comprehensive Quality Assurance Program designed to assure that we as an organization are providing you a good quality service and are meeting your expectations of us as an agency.

Our funding source, the Department of Veteran Affairs also wants to know what you think about the quality of our services and would like you to complete a satisfaction survey. They will send you a survey directly and your feedback will assist them in monitoring the quality of our service and provide us with helpful feedback.

The information gathered by our Quality Assurance Program tells us how well we as an agency are meeting your expectations and goals. This information is used to help develop new services, market and fund raising for our programs. You will receive the Participant survey from Adjoin Veterans within 45 days of entry in to our program and another survey within 30 days of exit of our services.

You have the right to be a part of this process and you will be given the chance to tell us how we are doing through the surveys. You also will receive a flyer at least once a year telling you how well we are doing as an agency.



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Section 3

Service Areas

ADJOIN VETERANS currently provides services from the following field offices:

<u>Main San Diego</u> 4025 Camino Del Rio South San Diego CA 92108 Toll Free: (800) 974-9909 Fax: 619-481-3878	
	<u>AV/Imperial Valley</u> 354 E. Main St. El Centro, CA 92243 Toll Free: 1-800-974-9909 Fax: 760-335-4955



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Service Hours and Location

All services will be performed in the least restrictive and most appropriate setting. In most cases, this means that your activities will take place in the community. We understand business cannot always be conducted between 8:30 AM and 5:00 PM and remain available to accommodate you regarding the time and location where the services are provided.

Normal Business Hours

- 8:30 am to 5:00 PM
- Monday – Friday
- Offices may close during normal business hours if all staff are working in the field



Holidays (Offices Closed)

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Attendance

Participation in all programs of Adjoin is voluntary. If you wish to leave the program or to participate in alternative programs that are offered by other agencies you are free to do so at any time.

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Excessive cancellations or failure to meet scheduled appointments will result in a review of your progress toward your housing stability plan. Collaboration with your assigned Adjoin Veterans staff is essential in achieving housing stability. Failure to work collaboratively may result in an intervention and possible termination from Adjoin Veterans' SSVF program.

Involuntary termination can occur at the direction of the funding agencies or by action of Adjoin.

Drug & Alcohol Use

Adjoin maintains a substance- abuse free environment.

Adjoin understands you may be taking drugs prescribed by your doctor. Taking drugs prescribed by your doctor is important and lawful.

Illegal drugs

It is illegal *and* against Adjoin's rules for you to use, sale, and/or grow "illegal drugs". Illegal drugs include but are not limited to: Cocaine, Heroin, LSD, Meth, Inhalants and drugs not prescribed to you.

If you are under the influence of any illicit drug, Adjoin Veterans staff will cancel the scheduled meeting. Please refrain from using alcohol or drugs prior to a scheduled call or appointment with your Adjoin Veterans staff.

Alcohol

It is against Adjoin rules for you to use alcohol when you are working with our staff and receiving services.

If you chose to use alcohol, Adjoin staff cannot work with you. Please refrain from using alcohol prior to a a scheduled call or appointment with your Adjoin staff.

Need help

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If you are abusing drugs and/or alcohol and need support or guidance on next steps, please talk with your Adjoin staff about what resources are available to support you.

Criminal Offenders

Adjoin does not exclude individuals who have committed violent crimes and registered sex offenders from eligibility to our services. However, accepting an offender into our program services must be accompanied by thorough knowledge, careful planning and monitoring.

Accurate assessment is critical. In order to work with such offenders effectively, we require the following:

- Assess the risk of future criminal behavior
- Manage the risk that the assessment identifies

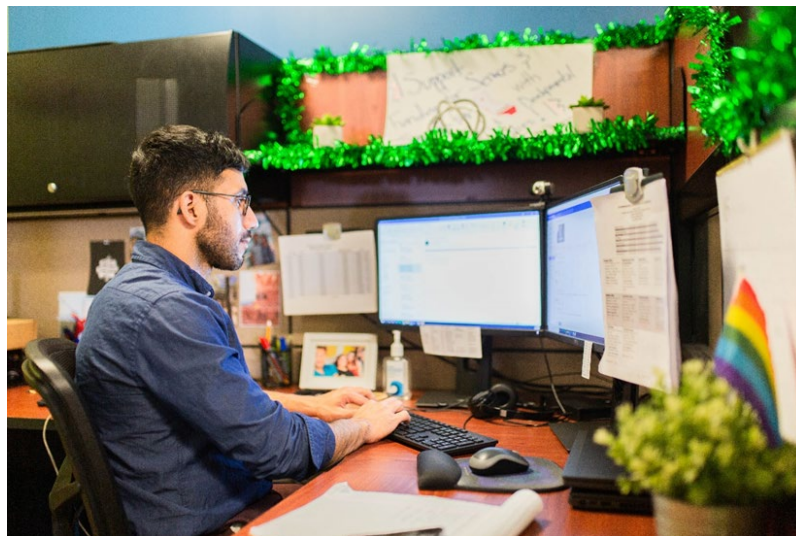
Risk Assessment

The Case Coordinator is responsible for collating relevant information and for asking the individual about their criminal history. Criminal histories can be retrieved from a probation or parole officer if the individual consents to the disclosure via a release of information.

Manage the Risk

The Case Coordinator is responsible for developing a plan to minimize the safety risks associated with providing services to this individual.

- Assist the individual to meet with his/her probation officer as required.
- Assist the individual to register as a sexual offender as required by law and as applicable.
- Refer the individual to appropriate treatment resources such as peer groups, professional therapy, drug treatment, alcohol dependency treatment, etc.



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Section 4

Staff Rules

Listed below are some of the beliefs that direct Adjoin's internal policies and the development of participant programs.

We believe that:

- In order for you to live successfully in the community you must have a stable living situation.
- The more independence you have, the more flexible you can be in employment and social opportunities.
- Maximum individual independence requires a balance between your work, living conditions, and social life. This balance requires a coordinated effort between you, your family and service agencies.
- Your support and training should take place in integrated community settings.
- Adjoin's role is to help you do things for yourself.
- Your services should meet your specific needs and goals. We refer to this philosophy as our person-centered approach. These services must be financially sustainable.
- The ultimate choice and responsibility for your program are yours.
- The number of hours of service provided by Adjoin should be at the minimum level necessary to help you achieve your written goals.

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- When money or other resources are spent, the first responsibility rests with you, second with your family, third with the home community, last with the veteran's service system.
- On-site training and support, whether at work or at home, have proven to be the most successful.

Gifts, Favors and Gratuities

Employees of Adjoin cannot accept gifts, favors, tips, or payment directly from you, your family members, other involved persons, or from your employer. To accept these would be a conflict of interest, which could result in discipline of the employee.

Staff Qualifications

It is important for you to know that management staff usually have a college degree in a social work field and have several years experience working with veterans as well as in supervising staff. All staff are required to complete Adjoin's General Orientation, Safety Programs CPR & 1st Aid, and many more trainings to provide you with skilled support services.

Conflicts of Interest

A conflict of interest is a situation where a person's private interests or outside economic interests, in the opinion of management, may interfere with the duties and responsibilities to Adjoin.

We require that staff do not accept outside employment, engage in conflicting business or other conflicting outside activities without the prior written approval of the Chief Executive Officer.

No relative (spouse, mother, father, children, sister, brother, cousin, aunt, uncle and in-law relationships) or co-habitant of a current staff, a current staff of a funding agency or consumer is to be hired without

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the prior written approval of the Chief Executive Officer, if such hiring would create a supervisory relationship or would put the person in a position to influence that relative's employment, salary, service or other related activities.

Relationships with Staff

It is important that the participants and the Adjoin staff have professional working relationships. This means that it is not appropriate for participants and staff to engage in relationships that could be viewed as dating or extreme parental type interactions.

Adjoin prohibits any sexual advances, sexual contacts or sexual relationships, between Adjoin employees and its participants.

Participant Finances

Our employees are not allowed to lend you money or other property. Our employees cannot borrow money or other property from you.

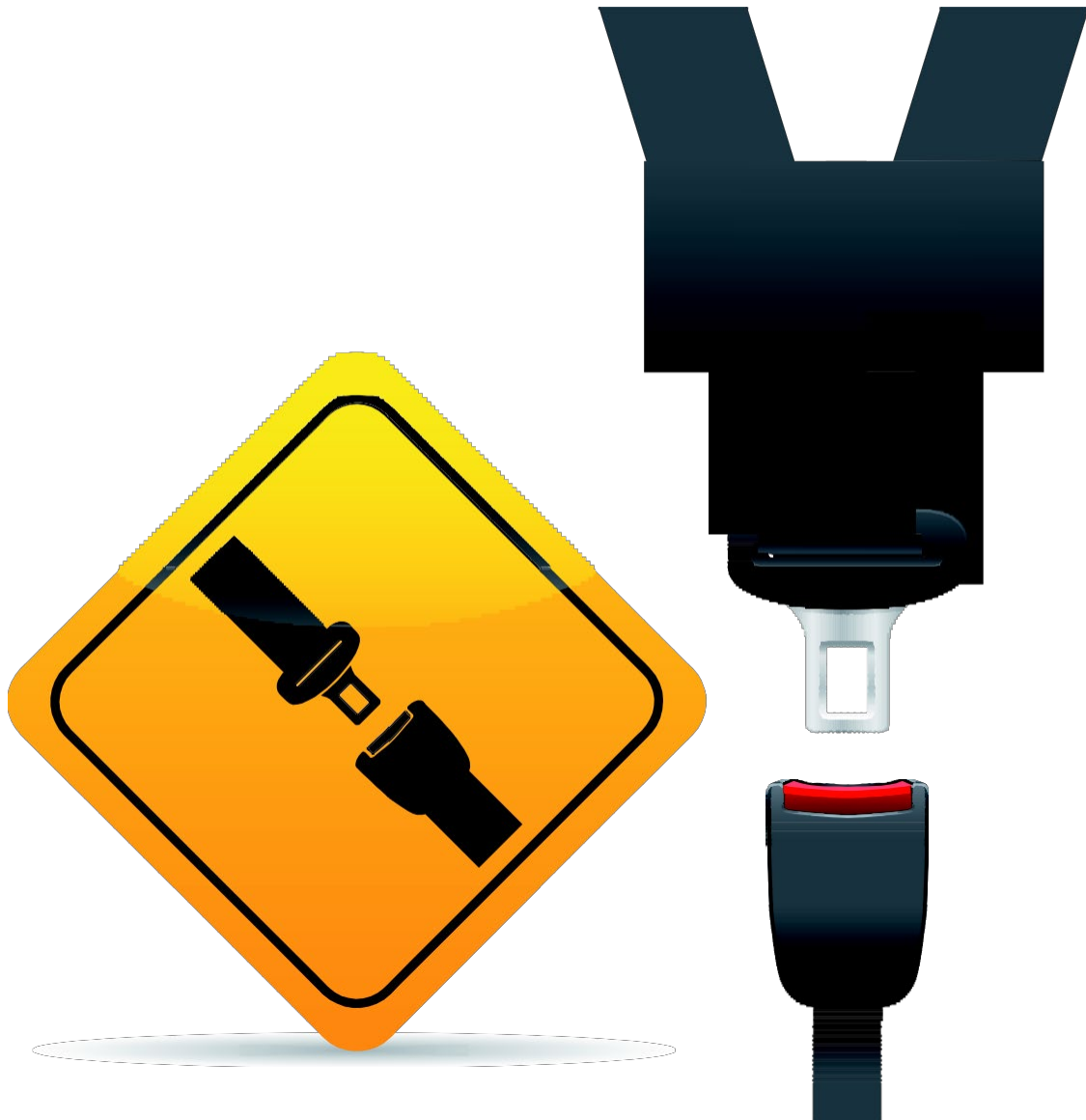
There must always be an approved, written plan when employees handle your money or possessions.

Adjoin believes that you are entitled to exercise the maximum control possible over your life and finances. Any financial support program operated by Adjoin must include your full knowledge, active participation, and approval. In most situations you should have your own bank account. If you have a conservator or payee, you should communicate with them to make sure you understand any restrictions you may have. Your money will never be commingled with Adjoin funds.

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Participant Transportation

On occasion you may ride in a Adjoin staff member's automobile. You must always wear a seat belt and act in a safe and cooperative manner.



Section 5

Acknowledgement of Receipt

Please return the completed form to an Adjoin Veterans representative.

I _____
(Print Participant's name)

Hereby acknowledge that on this date _____, I
received a complete copy of the Adjoin Veterans (AV):

- _____ **Participant Handbook:** The AV Participant Handbook has a section stating the:
 - _____ Grievances/Appeals and Complaint Procedures
 - _____ Deliverables
 - _____ Participant Rights
 - _____ Participant Code of Conduct
- _____ **California Tenants:** A Guide to Residential Tenants' and Landlords 'Rights and Responsibilities booklet provided by the State of California Department of Consumer Affairs.
- _____ **Participant Safety Handbook**

A staff member of Adjoin explained the handbooks and the above-mentioned sections to me. I understand what the handbook says, and I agree to comply with the rules of the handbook. I have received clarification, as needed, on all the above content and have had the opportunity to ask questions.

In signing this document, you acknowledge that the topics in this booklet have been verbally reviewed with you by your Case Coordinator or other program staff.

Participant Signature:
Participant Signature: (If applicable)
Staff Signature:

Thank you and welcome to **Adjoin!**

Adjoin Veterans

4025 Camino Del Rio South San Diego CA 92108
Toll Free: (800) 974-9909